Murrindindi Shire Council

Municipal Emergency Management Plan

November 2017-2020

Murrindindi
Shire Council

Version 3, August 2018

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1 Introduction

1.1   Agency and Municipal Council endorsement
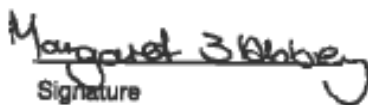
This plan has been produced by and with the authority of Murrindindi Shire Council pursuant to Section 20(1) of the *Emergency Management Act 1986* and the *Emergency Management Act 2013*.

Murrindindi Shire Council understand and accept their roles and responsibilities as described in Part 4 of the *Emergency Management Act 1986*. This plan is a result of the co-operative efforts of the members of the Municipal Emergency Management Planning Committee (MEMPC) after consultation with those agencies and organisations identified therein.

Version No	2.0
Date of endorsement by MEMPC	21/9/17
Date of adoption by Council	27/9/17
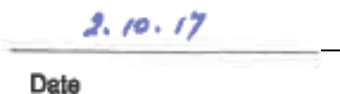
Approved by: **Margaret Abbey**
CEO
Murrindindi Shire Council

Signature _____ Date 2 - 10 · 17

Sandice MacAulay
Councillor
Murrindindi Shire Council
Chair, Murrindindi Shire Council Municipal Emergency
Management Planning committee

ON BEHALF OF CR. MacAulay

Signature _____ Date 2. 10. 17
DEPUTY CHAIR MEMPC.

1.2 Audit report

Certificate of
Audit

THIS IS TO CERTIFY THAT THE
MUNICIPAL EMERGENCY MANAGEMENT PLAN OF

Murrindindi Shire Council

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

"Complying with the Guidelines"

Trevor White

Chief Officer, Operations

31 October 2017

Date

1.3　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 Murrindindi Shire as identified in Part 4 of the *Emergency Management Act 1986.*

1.4　Objectives

The objectives of the MEMP are to:

- Implement measures to prevent or reduce the cause and 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 prepare for and recover from an emergency
- Complement other local, regional and state planning arrangements

1.5　Authority

This Plan is developed by the Municipal Emergency Management Planning Committee (MEMPC) pursuant to Section 20, Part 4 of the *Emergency Management Act, 1986.* This Plan is administered by the Murrindindi Shire Council.

Address all enquiries, amendments or comments to:

MEMPC Executive Officer
Murrindindi Shire Council
PO Box 138
Alexandra, VIC 3714
mempc@murrindindi.vic.gov.au

2 Background

2.1 Context

2.1.1 *Murrindindi Shire*

The Murrindindi Shire, located one and a half hours to the north-east of the city of Melbourne has an area of 3,889 square kilometres. It includes the towns of Alexandra, Buxton, Castella, Eildon, Flowerdale, Kinglake, Marysville, Molesworth, Strath Creek, Taggerty, Toolangi, Yarck and Yea. The Shire is a popular tourist area with a number of National Parks, State Parks, the Goulburn River and Lake Eildon.

The Murrindindi Shire Council's main Council office is in Alexandra, and is named after the locality of Murrindindi which lies near its geographical centre of the shire.

Murrindindi Shire has a long history of fire as its major emergency type. The Shire was heavily impacted by the February 2009 bushfires where over 40% of the Shire was affected by fire.

2.1.2 *Lake Mountain Alpine Resort*

Murrindindi Shire surrounds the Alpine Resort of Lake Mountain. The Southern Alpine Resort Management Board is the authority with control over the resort. The board is a member of the Murrindindi Shire Council and Lake Mountain MEMPC.

Lake Mountain Alpine Resort which is located 21 kilometres east of Marysville and 120 kilometres from Melbourne lies in the south east of the Murrindindi shire. After experiencing extensive damage in the 2009 fires, the resort visitor centre was rebuilt in 2011.

The Resort has historically been a winter resort with over 30 kilometres of cross-country skiing trails, a ski hire service, administration offices, a conference room and other visitor facilities. More recently the resort has been diversifying and focusing on summer activities such as bushwalking and mountain bike riding with visitor facilities open through the summer period. The resort attracts on average around 200,000 persons annually.

2.2 Area Characteristics

2.2.1 *Topography*

Murrindindi Shire is situated in Central Victoria and is located on the north fall of the eastern section of the Victorian Highlands. The topography of the shire ranges from flat grazing land in the west, to the mountainous eastern ranges, including the alpine areas around Lake Mountain Alpine Resort. The central part of the municipality generally follows the Goulburn River valley. The terrain in eastern areas is generally hilly to mountainous, particularly south and east of Alexandra. The area has a number of national parks, state parks and reserves, which attract large numbers of visitors.

46% of the total land area of Murrindindi Shire is forested public land (1,788 square kilometres) consisting of State Forest, Parks, Reserves and other public land. A large proportion of this land is mountainous and heavily forested.

The Department of Environment, Land, Water and Planning (DELWP) and Parks Victoria manage the majority of this public land.

The Lake Mountain plateau, 120 kilometres east-northeast of Melbourne, is one of the southernmost sub-alpine areas on the Australian continent. The Lake Mountain massif is an undulating plateau rising from 1,330 metres through to 1,500 metres, which trends north-northwest from the Great Dividing Range. Further maps of Murrindindi Shire can be found in Appendix C.

2.2.2   *Demography*

According to the 2016 Census, Murrindindi Shire has 13,732 Residents. Like many areas in the Hume region Murrindindi Shire has an ageing population. In 2011, 18.5% of the population was over 65 which rose to 23.7% in 2016. This is significantly higher than the national average of 15.8% in this age bracket.

Eildon and Marysville have the highest median age in the Shire, at 51 years old. The townships of Kinglake and Kinglake West, including Pheasant Creek have the youngest median age, both at 37 years old. Despite being a peri-urban area in close proximity to Melbourne, Marysville has an older population than other comparable areas.

In 2008-09, Murrindindi Shire experienced a decline in population due to the bushfires of February 2009 in which nearly 1,400 homes were destroyed. In that period, the population fell by 1,000 people or 7.1%. Population levels have not recovered significantly since that time and the population is currently still lower than in 2008-2009.

The Socio-Economic Indexes for Areas (SEIFA) Index of Relative Socio-economic Disadvantage (IRSD) ranks areas according to their relative socio-economic disadvantage. The average score for areas across Australia is 1,000 and areas with a score below 1,000 are more disadvantaged than the national average. Those areas with a score above 1,000 are less disadvantaged. Murrindindi Shire has a score of 997 and suggests it has an average level of disadvantage[1]. 14% of residents in Murrindindi Shire live in areas considered extremely socially disadvantaged compared with the national average of 20%. Towns with the highest level of disadvantage in the Shire are Yea and Eildon.

Murrindindi Shire has a similar proportion of overseas-born residents and those that speak a language other than English at home, when compared to other parts of rural Victoria. Around 11.5% of the population was born overseas, and around 90% of respondents only speak English at home. In general, the level of cultural diversity in the Shire reflects other areas of rural Victoria.

In terms of people requiring assistance across the Shire, which includes persons with a disability or the elderly that require services, 5.4% of the population of Murrindindi Shire are

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[1] Australian Bureau of Statistic, Murrindindi Statistics http://statistics.murrindindi.vic.gov.au/

recorded in this category in the 2016 Census. This is consistent with other rural areas across Victoria and the percentage of people requiring assistance in the greater Hume Region (5.7%).

Despite efforts to attract employment and investment in regional areas of Victoria over the last 10 years, it is estimated that Murrindindi Shire's growth forecast will remain low. Murrindindi Shire has high levels of youth unemployment (at around 12%), which is consistent with the level across rural Victoria.

Murrindindi Shire shows elevated unemployment levels amongst the 20 to 34 year old age group when compared to other areas in rural Victoria. The rate of unemployment amongst Murrindindi residents generally declines with age and has been persistently lower than the rural Victoria average. The unemployment rate in December 2013 was 4%, substantially lower than the rural Victorian average of 5.4%.

The shire is not in a regional transport corridor and has large numbers of 'lifestyle' blocks and holiday homes. Approximately 30% of the Shire's rate payers are non-residents.

Internet usage is increasing in Murrindindi Shire but is still lower than the national average - 78% of Murrindindi Shire households have internet access compared to the national average of 86%.

There is no permanent population at Lake Mountain Alpine Resort.

2.2.3   *History*

The majority of Murrindindi Shire lies in the traditional territory of the *Daung wurrung* (also spelt *Taungarung*) language group, which spread across much of the central region of Victoria. The southern boundary of the Shire, including areas of the Kinglake National Park, is located in the Traditional lands of the Wurundjeri or Woi Wurrung people.

European settlement followed Hume and Hovell's overland exploration in December 1824. Many local towns were established during the 1850s and 1860s after the discovery of gold.

The Murrindindi Shire Council was declared on 18 November 1994 by the amalgamation of the former municipalities of Alexandra and Yea, and the addition of parts of the former municipalities of Healesville, Broadford, Eltham, Whittlesea and Euroa.

2.3   Vulnerable Persons - Community Organisations and Facilities

Understanding vulnerability in an emergency management planning context can help to shape the emergency management planning process. People not normally considered vulnerable can easily become vulnerable in an emergency due to being isolated by their geographic location, socioeconomic situation, interruption to or loss of normal services and/or their mental and physical health. This adds another dimension of complexity to the development and implementation of prevention and preparedness activities.

A range of community groups and individuals can be considered to be vulnerable; this includes but is not limited to:

- Frail aged people living alone
- People from Culturally And Linguistically Diverse (CALD) backgrounds
- People with physical and/or mental impairment through age, illness or disability
- Visitors and tourists to the municipality
- Residents living in areas prone to natural and/or other hazards.

2.3.1 *Planning for Vulnerable Persons*

In its planning, communications and community engagement, Council recognises the diverse needs of affected individuals and communities. As highlighted in the *National Strategy for Disaster Resilience*[2], emergencies do not impact everyone in the same way and vulnerable community members are often the hardest hit.

Murrindindi Shire Council has endeavoured to plan for all groups and community types within the municipality of Murrindindi, with a particular focus on those that are vulnerable or exposed to excessive risk.

Council's Relief and Recovery Plan specifically target our practices in these areas.

2.3.2 *Critical Infrastructure / Property*

Critical infrastructure and property describe assets that are essential for the functioning of a society and economy and require identification and suitable treatment management strategies to be considered through the risk assessment and treatment management phases. Infrastructure includes:

- Transport
- Fuel (including gas)
- Light
- Power
- Water
- Sewerage
- Telecommunication
- A service (whether or not of a type similar to the foregoing) declared to be an essential service by the Governor in Council under subsection (Emergency Management Act, 1986).

Murrindindi Shire is also home to some specific critical infrastructure including (but not limited to)

- Lake Eildon
- Lake Eildon Hydroelectric Power Station
- Rubicon Hydroelectric Power Station
- Various mobile phone and radio towers

These and other critical assets are documented in the CFA's Victorian Fire Risk Register for the Hume region.

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[2] Council of Australian Governments, 2011, *National Strategy for Disaster Resilience*, February

2.3.3 *Major Infrastructure and Assets in the Murrindindi Shire*

Transport networks include

- Goulburn Valley Highway
- Maroondah Highway
- Melba Highway

Major employers include:

- Trout and freshwater fish industry
- Outdoor education facilities/camps
- Department of Environment Land, Water and Planning (DELWP)
- Agriculture
- Tourism industry
- Softwood production

Key infrastructure authorities/providers include:

- Ausnet Services
- Goulburn Valley Water
- Goulburn Murray Water
- AGL Hydro

Goulburn Valley Water is responsible for the provision of water and sewerage services throughout the majority of the Shire. The townships of Alexandra, Yea, Eildon and Marysville are serviced by reticulated water and sewerage systems, with Buxton, Molesworth and Thornton being supplied with reticulated water only. The Kinglake settlements, Narbethong, Buxton, Taggerty, Thornton, Flowerdale, Yarck and Molesworth and are all unsewered.

Healthcare Facilities:

- Yea and District Memorial Hospital
- Alexandra District Health (Alexandra Hospital)
- Kellock Lodge Alexandra Inc (Aged Care Facility)
- Darlingford Upper-Goulburn Nursing Home
- Dame Pattie Menzies Centre
- Yea Rosebank Hostel (Aged Care Facility)

Retail and shopping areas include the centres of Yea, Eildon, Alexandra, Marysville and the Kinglake Ranges.

Education facilities and school camps include:

- Alexandra Primary School
- St Mary's Primary School, Alexandra
- Alexandra Secondary College
- Continuing Education and Arts Centre of Alexandra (CEACA)
- Eildon Primary School

- Flowerdale Primary School
- Kinglake Primary School
- Kinglake West Primary School
- Middle Kinglake Primary School
- Sacred Heart Primary School Yea
- Yea High School
- Buxton Primary School
- Toolangi Primary School
- Marysville Primary School
- Outdoor Education Group (Eildon)
- Holmesglen (Eildon)
- Penleigh and Essendon Grammar Camp (Lake Eildon)
- Rubicon School Camp
- Crystal Creek Camp
- Camp Marysville
- Camp Narbethong

Childcare facilities:

- ABC Childcare
- Alexandra Kindergarten
- Eildon Child Care
- Flowerdale Children Centre
- Kinglake Ranges Child Care Centre
- Yea Kindergarten
- Various family day-care facilities (see Vulnerable Facilities List on Crisisworks for further information)

Caravan Parks

- Eildon Parks
    o Eildon Pondage Holiday Park
    o Boulevard Caravan Park
    o Blue Gums Riverside Holiday Park
    o Eildon Holiday Resort
    o Jerusalem Creek Marina and Camping Ground
- Eildon Waters Caravan Park (Thornton)
- Thornton Caravan Park
- Alexandra Tourist Park
- Alexandra Showgrounds Caravan Park
- Marysville Caravan Holiday Park
- Molesworth Recreation Reserve Caravan Park
- Yea Riverside Caravan Park
- Big 4 Taggerty Caravan Park
- Breakaway Twin Rivers Caravan Park (Acheron)
- Black Spur Motel and Caravan Park (Narbethong)

Community or Neighbourhood Houses:

- Kinglake Neighbourhood House
- Flowerdale Community House
- Toolangi-Castella Community House
- Yea Community House

Natural assets include:

- Goulburn River and tributaries (Acheron, Yea and Rubicon Rivers and the King Parrot Creek)
- Lake Eildon National Park
- Kinglake National Park
- Yarra Ranges National Park
- Cathedral Ranges State Park
- Toolangi State Forest
- Rubicon State Forest
- Mt Disappointment State Forrest
- Black Range State Forest
- Marysville State Forest
- Mt Robertson State Forest
- Murrindindi Scenic Reserve

2.3.4   *Major Events in Murrindindi Shire*

The following events generally occur annually in Murrindindi Shire and have numbers in excess of 500 people:

- Wakeboard Victoria State Titles (February)
- St Pat's Race Day Yea (February)
- Alexandra Easter Fair (April)
- Eildon Lions Easter Market (April)
- Truck Ute & Rod Show (June)
- Goulburn Fishing Festival (September)
- Marysville Jazz and Blues Festival (October)
- Foggy Mountain Bluegrass Festival (October)
- Molesworth Easter Bazaar (April)
- Eildon Big Fish Challenge (October)

Further information on events in Murrindindi Shire is available at this link – https://atdw.com.au/our-listings/ or on Council's website - http://www.murrindindi.vic.gov.au/Our-Community/Calendar-of-Events

2.3.5   *Vulnerable Persons in Emergencies (VPE) Policy 2015*

The Department of Health and Human Services is responsible for the 'Vulnerable people in emergencies policy - May 2015' (VPE). The policy was developed to improve the safety of

vulnerable people in emergencies, through supporting emergency planning with and for vulnerable people.

The policy uses the existing relationships with funded organisations in supporting clients to improve their safety and resilience through promoting personal emergency planning.

Policy requirements apply to organisations funded by the Department of Health and Human Services. These requirements only apply to agencies that provide personal care, support and/or case management services either in home or community settings. To be eligible, clients must be living in the community within one of the 64 municipal council areas wholly or partly covered by the Country Fire Authority districts. This includes health or community care services such as home and community care, personal care or disability day programs.

2.3.6   *Vulnerable Persons' Register (VPR)*

The Vulnerable Persons Register (VPR) is a requirement of the VPE Policy 2015. It has been developed to store local information about consenting, identified vulnerable people. This information is entered by relevant agencies into a cloud based system and locally managed by municipal councils.

The VPR are able to be directly accessed by Victoria Police to aid emergency planning and response, including potential evacuation. The information in the VPR can be filtered, mapped, and where necessary exported to reports for authorised purposes, according to the role and access rights of each organisation.

2.3.7   *Vulnerable Facilities List*

The VPE Policy 2015 requires that a list of local facilities where vulnerable people are likely to be situated is coordinated and maintained by Council.

This list, known as the Vulnerable Facilities List (VFL) includes hospitals, schools, Aged Care Facilities and child care centres. An updated copy of this document is maintained and available to Victoria Police and other agencies on Crisisworks at: https://murrindindi.crisisworks.com/

In an emergency situation, Victoria Police may access the VFL if required. Council also contact VPR clients if there are predicted weather extremes.

2.3.8   *Other Vulnerable Persons and Indicators of Vulnerability*

Council is aware that not all people with vulnerabilities are captured by the VPE Policy 2015. There are many that are vulnerable in the community that are not either present in a vulnerable facility or registered on the VPR and are therefore outside the bounds of this policy. For example, asthmatics, pregnant women and the elderly are not covered.

Vulnerability is evident in many of the clients that the Community Services area interacts with. Vulnerabilities are highest with the very young, the aged and persons with a disability in our community.
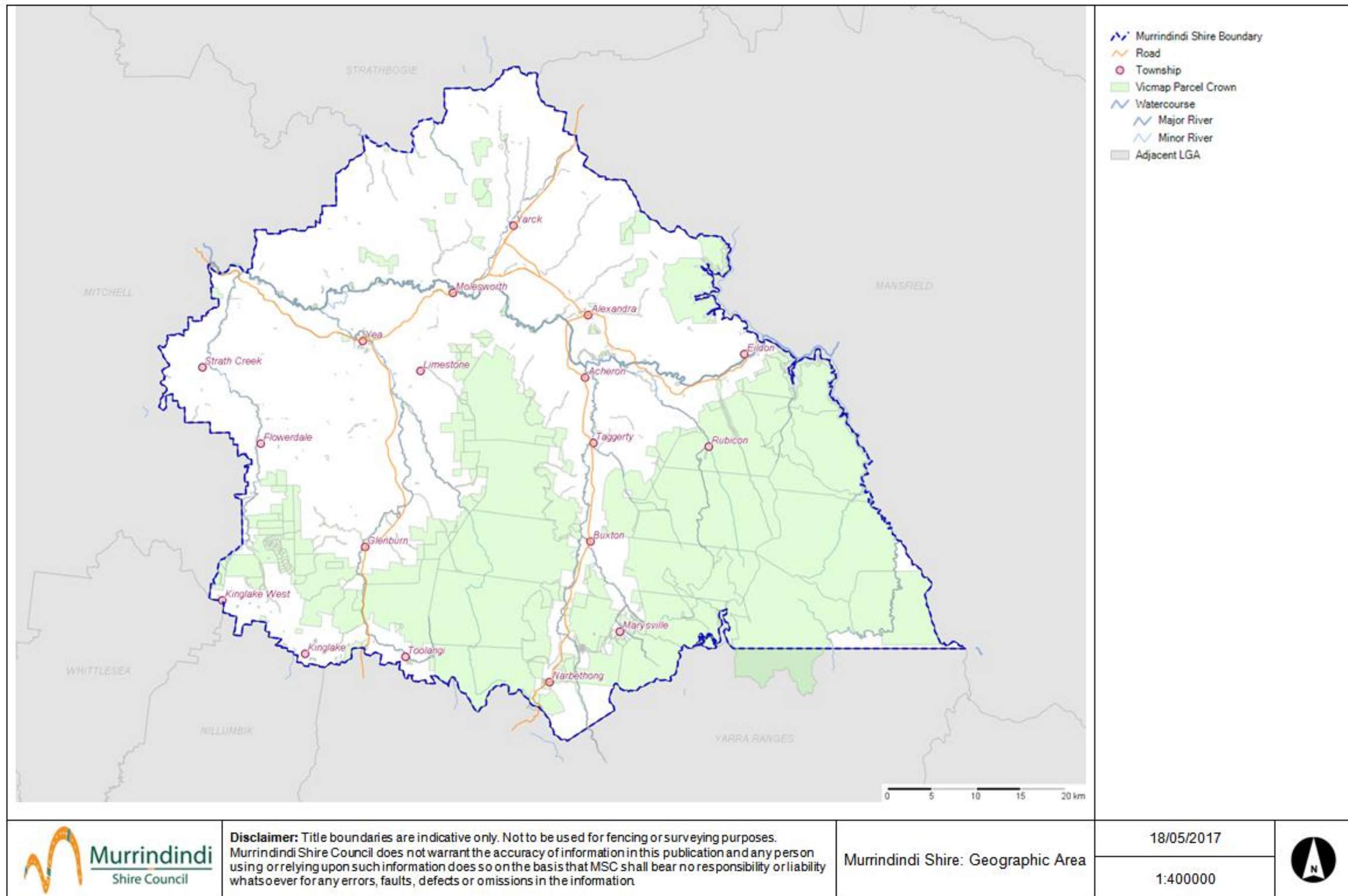
Council actively alerts all clients including families, the aged and persons with a disability to emergency planning documentation that can assist them in preparing for an emergency.

A list of Aged and Disabled persons is available on request from the MRM. This list is an internal register of aged and disabled persons in Murrindindi Shire Council that consists of clients that are registered with Murrindindi Shire Council as receiving a Council service. Some of these people may require assistance in an emergency situation.

Figure 1: Vulnerability Types and Context

Data	Vulnerability Context
Population	Population size in each township.
Housing Tenure	Residents who are more likely to stay and defend their homes. Awareness by residents of the risks in the environment in which they live. Many residents are not aware, for example, that they live in fire prone environments.
Age Groups	Number of young and elderly people living in the township. An indication of elderly people living alone in the township.
Aboriginal/Torres Strait Islander	Cultural context, how to approach residents and languages spoken.
Dwellings with Internet Access	Proficiency with and access to communication mediums.
Persons with a Disability	Vulnerable community members that maintain independent living but who may be more vulnerable than others during not just fires and floods but high heat periods and the loss of utilities such as power and water
Average Cars per Household	An indication of the mobility of residents.
Home and Community Care (HACC) Services	Vulnerable community members that maintain independent living with the support of service providers but who may be more vulnerable than others during not just fires and floods but high heat periods and the loss of utilities such as power and water
Recreation Site Risks	Localities within the municipality subject to increased visitors who may be more vulnerable in an emergency due to having less awareness of the risks within the environment they are in, less access to modern messaging mediums and risks associated with access and exit routes into and from the localities.

Figure 2: Municipal Map

2.4   History of significant emergencies

Murrindindi Shire has a long history of fire as its predominant emergency type. There have been four major fires in the municipality since 2000. These include the Castella (Toolangi State Forest) fires of February 2004; Mount Torbreck (State Forest) fires of April 2004, Kanumbra ("Brilliant" fire) New Year's Eve 2005, Kinglake/Glenburn-Yea/Highlands fires of late January/February 2006 and the 7 February 2009 catastrophic fires across the State[3].

The bushfires of February 2009 had a profound effect on the Murrindindi Shire. 95 people were killed and 1539 square kilometres, or 40% of the Shire, were burnt. The bushfires had catastrophic impacts on the communities of Murrindindi Shire and its businesses, tourism and natural environment were severely impacted as a result. 1,397 houses were destroyed as well as 3,533 kilometres of fencing. Flora and fauna were also severely impacted; five threatened species of fauna listed under Victoria's the *Flora and Fauna Guarantee Act 1988* occur in the burnt areas, as well as three species listed under the Commonwealth *Environment Protection and Biodiversity Conservation Act 1999*.

In addition to the devastation caused by the fires in February 2009, Lake Mountain was also impacted by a structural fire destroying the only surviving building in June 2009. Costs were estimated at $1,000,000.00.

Other than fire, the history of major emergencies in the Murrindindi Shire has been related to flood[4] and to a lesser extent vehicular accidents. Within the last few years the region has been subject to a number of both floods and fires. Lake Mountain Alpine Resort incidents include search & rescue, motor vehicle accidents and snow related incidents.

Figure 3: Major Emergencies in the Murrindindi Shire Area Since 2000

Year	Murrindindi Shire Council	Lake Mountain
2001	-	Land Search
2002	-	Land Search
2003	-	Road Closure- Storm
2004	Bushfire – Castella and Toolangi fires	-
2005	Storm – August	-
2006	Bushfire - January	-
2007	Storm – December	-
2008	-	Ski Trail Closure – windstorm event
2009	Bushfire - February	Bushfire – February Structure Fire - June
2010	Storm - January	-
2011	Flood – January	-

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[3] For a complete list of historical fire impacts in Murrindindi Shire, see the *Murrindindi Shire Council and Lake Mountain Alpine Resort Municipal Fire Management Plan* 2012.
[4] For a complete list of historical flood impacts in Murrindindi Shire, see the *Shire of Murrindindi's Goulburn River Environs Flood Sub Plan* 2002.

3 Planning Arrangements

3.1 Planning structures and responsibilities - Overview

The *Emergency Management Act 1986* and the *Local Government Act 1989*, identifies councils as playing a critical role in Victoria's emergency management arrangements and systems. Councils have access to specialised local knowledge about the environmental and demographic features of their municipalities. People will naturally seek help from their local council and emergency management agency's during emergencies and the recovery process.

The *Emergency Management Act 2013* is yet to have an effect at the municipal level. The State Government has indicated that the *2013 Act* will supersede the *1986 Act* and be fully implemented sometime in 2018 or 2019. Until such time, the *Emergency Management Act 1986* largely dictates local municipal requirements.

The *Emergency Management Act 2013* established Emergency Management Victoria (EMV) as the overarching body for emergency management in Victoria. The Act also established the following positions and functions:

- The State Crisis and Resilience Council
    - This is an emergency management advisory body responsible for providing advice to the Minister for Police and Emergency Services on emergency management policy and strategy
- The Emergency Management Commissioner
    - The Commissioner is responsible for coordinating the response to major emergencies (including ensuring appropriate control arrangements are in place) and operating effectively during Class 1 and Class 2 emergencies
- The Chief Executive of Emergency Management Victoria
    - This position is responsible for the day to day management of Emergency Management Victoria
- The Inspector-General for Emergency Management
    - This position is responsible for developing and maintaining a monitoring and assurance framework, and evaluating the performance of the sector.

Emergency Management Victoria (EMV) is the State coordinator of relief and recovery but has delegated the coordination at the regional level to the Department of Health and Human Services.

3.2 Municipal Emergency Management Functions

Murrindindi Shire Council accept responsibility for the management of municipal resources and the coordination of community support to counter the effects of an emergency during both the response and recovery phases. Council's emergency management responsibilities include:

- The provision of emergency relief to affected persons during the response phase
- The provision of supplementary supply (resources) to lead relief agencies during response and recovery

- Municipal assistance to agencies during the response and recovery phases of emergencies
- Assessing the impact of the emergency (impact assessments)
- Coordinating recovery activities within the municipality

3.2.1 *Municipal Emergency Management Planning Committee (MEMPC)*

The Murrindindi Shire Council Municipal Emergency Management Planning Committee (MEMPC) is formed pursuant to Section 21(3) & (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 Murrindindi Shire and Lake Mountain Alpine Resort.

It is not the MEMPC's role to manage emergencies. This is the responsibility of the agencies and personnel identified under the response and recovery arrangements. The MEMPC is required to prepare the Municipal Emergency Management Plan (MEMP), which documents response and recovery operational arrangements, and to ensure that all the subjects listed in the MEMP outline are investigated and adequately provided for.

The ongoing role of the MEMPC is to review and amend the operational components of the MEMP by:
- Producing the MEMP for consideration by Council
- Reviewing and updating the Plan annually, including reviewing risks to the community, with responsibility for this task delegated to the MEMPC Executive Officer
- Conducting a review of the risks examined in the Community Emergency Risk Analysis (CERA) processes on a three yearly basis
- Arranging regular tests/exercises of the MEMP

The following persons shall make up the Municipal Emergency Management Planning Committee (see appendices for contact details for each position):

- Chairperson – Murrindindi Shire Councillor
- Municipal Emergency Resource Officer (MERO)
- Deputy MEROs
- Municipal Recovery Manager (MRM)
- Deputy MRMs
- Municipal Fire Prevention Officer (MFPO)
- MEMPC Executive Officer
- Southern Alpine Resort Management Board Representative
- Victoria Police - Municipal Emergency Response Coordinator (MERC)
- Deputy MERC
- Country Fire Authority (CFA) - Operations Officer District 12
- CFA – Yea and Alexandra Group Officers
- Victoria State Emergency Service (SES) – regional representatives
- SES – unit leaders
- Ambulance Victoria
- Department of Environment, Land, Water and Planning (DELWP)

- Red Cross
- Department of Health and Human Services (DHHS)
- Victorian Council of Churches (VCC)
- Goulburn Murray Water (GMW)
- Community representatives (up to four)
- Wireless Institute Civil Emergency Network (WICEN)
- UGFM – Radio Murrindindi
- Alexandra District Health
- Goulburn Valley Water

Others as required

- Centrelink
- Yea and District Memorial Hospital
- AGL Energy
- Ausnet Services
- VicRoads
- Department of Education and Early Childhood Development
- Salvation Army

Figure 4: MEMPC and Sub-Committee Structure
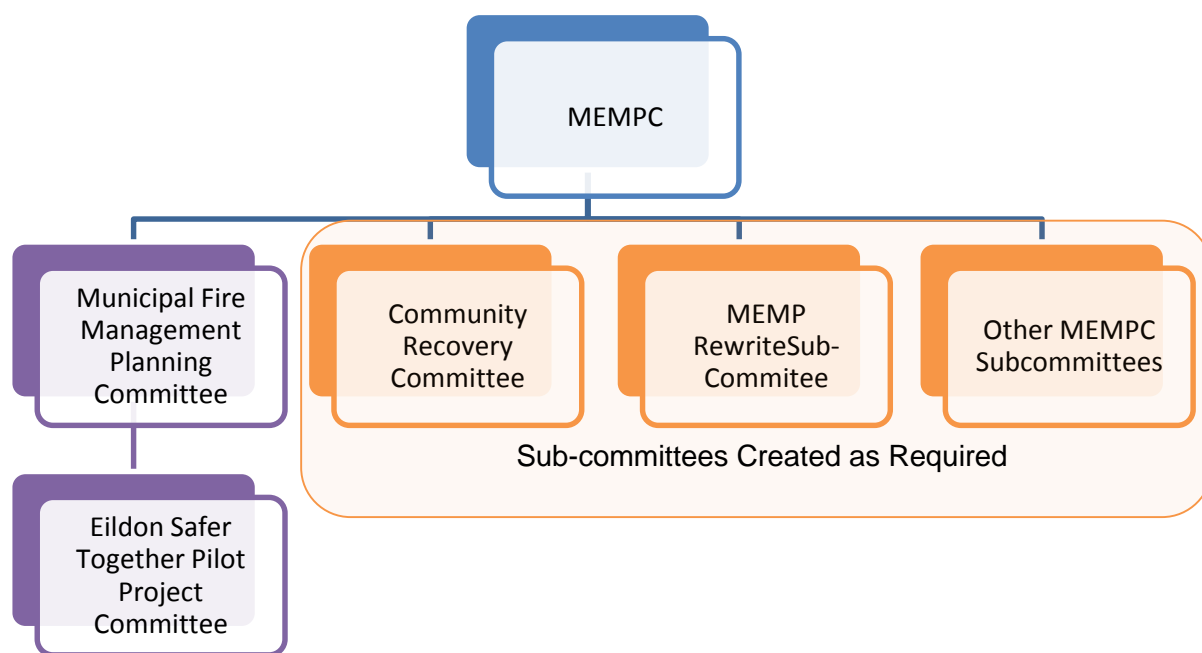
Meetings

The main function of the Municipal Emergency Planning Committee (MEMPC) is to prepare a Municipal Emergency Management Plan (MEMP) for consideration of Murrindindi Shire Council.

The MEMPC Executive officer will create and circulate meeting agendas. All attempts will be made to circulate agendas at least two weeks prior to meetings dates. All meeting agendas will include, but not be limited to:

- Review of contact details of MEMPC members
- MEMP updates or amendments – including feedback from agreed annualised risk review process and risk treatment updates and emergency management exercises
- Sub-committee reports on sub-plan updates and reviews
- General business

Frequency of Meetings

The MEMPC will meet four times per year or once per quarter. Extraordinary meetings may be called as required by the MERC, MERO or MRM, after an emergency impact to the Shire or if a new risk to the municipality is identified.

Members will be contacted directly by phone or email using the MEMPC contact list. If there is a requirement to call an out of session meeting and the MEMPC have agreed that if necessary a teleconference or other communication method (eg video conference or Skype) may be held to eliminate the need for all members to be in one location. MEMPC members recognise there may be a requirement for an out of session meeting following an incident, on identification of a significant new risk or a significant change in staff.

Record Keeping

Minutes of all meetings must be taken. The MEMPC Executive Officer takes meeting minutes and sends out agendas for the MEMPC.

A copy of the minutes will be sent to:

- Hume Region Emergency Response Coordinator (RERC)
- Department of Health and Human Services, Regional Recovery Coordinator (or delegate)
- All members of the Committee
- Presented to a meeting of the Murrindindi Shire Council

3.2.2 *MEMPC Subcommittees*

Municipal Fire Management Planning Committee

The role of the Murrindindi Shire Council Municipal Fire Management Planning Committee (MFMPC) is to provide a municipal level forum to build and sustain organisational partnerships, generate a common understanding and share purpose with regard to fire management and ensure that the plans of individual agencies are linked and complement each other.

The MFMPC also has two key deliverables as outlined in the Integrated Fire Management Planning Framework:

- Produce the MFMP for consideration by Council
- Monitor, review and report to Council and community through the MEMPC

MEMP Rewrite Committee

The MEMP Rewrite Committee is responsible for overseeing the rewrite of the MEMP. Once drafted, the MEMP will be presented to the MEMPC for endorsement and Council for adoption.

Eildon Safer Together Pilot Project Committee

A sub-committee of the Municipal Fire Management Planning Committee, the Eildon Pilot Sub-Committee has been set up to specifically examine cross-tenure fuel load management in the broader Eildon area.

Other MEMPC Subcommittees

The MEMPC will establish any subcommittees as required. For example a flood or recovery committee may be required dependent on an emergency.

3.2.3   *Legislated Emergency Positions at Council*

There are three key roles that each council must have under state legislation:

- The Municipal Emergency Resources Officer (MERO), required under the *EM Act* 1986
- the Municipal Fire Prevention Officer (MFPO), required under the *CFA Act* 1958, and
- the Environmental Health Officer (EHO), required by the *Public Health and Wellbeing Act* 2008

The Emergency Management Manual Victoria also suggests Council have a Municipal Recovery Manager (MRM).

MERO

The MERO position, required by the *EM Act* 1986, is responsible for the coordination of council resources to enable emergency response and recovery. The MERO and MRM should have a good working relationship, and should also collaborate with other EM personnel.

The MERO contributes to the development and maintenance of the MEMP in partnership with local emergency management agencies such as the VicSES, VicPol and DHHS.

The role of the MERO is to:

- 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
- Maintain an effective contact base so municipal resources can be accessed on a twenty-four hour basis
- Keep the municipal emergency coordination centre(s) prepared to ensure prompt activation if needed
- Liaise with the MERC and the MRM on the best use of municipal resources
- Organise a response debrief if requested by the Municipal Emergency Response Coordinator (MERC), an appointee of Victoria Police

- Ensure procedures and systems are in place to monitor and record expenditure by the council in relation to emergencies
- Maintain and write the MEMP
- Perform other duties as determined.

MFPO

The *Country Fire Authority Act* 1958 and the *Metropolitan Fire Brigades Act* 1958 require each council to appoint a fire prevention officer, generally known as an MFPO, and any number of assistant fire prevention officers. Under both Acts, a MFPO may delegate, by written instrument to an assistant, any power or duty of the fire protection officer, except the power of delegation.

With the introduction of the Integrated Fire Management Planning framework, a Municipal Fire Management Plan has been developed as a sub-plan to the MEMP. The MFPO

The role of the MFPO is to:

- Undertake and regularly review council's fire prevention planning and plans (together with the Municipal Fire Management Planning Committee (MFMPC), if one exists)
- Maintain the Municipal Fire Management Plan
- Liaise with fire services, brigades, other authorities and councils regarding fire prevention planning and implementation
- Advise and assist the Municipal Emergency Management Planning Committee (or MFMPC) on fire prevention and related matters
- Ensure the MEMP contains reference to the Municipal Fire Management 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 s. 38 of the *Country Fire Authority Act*)
- Facilitate community fire safety education programs and support Community Fireguard groups in fire-prone areas.
- Support fire services in the delivery of community fire safety education programs.

MRM

The MRM takes an active role in emergency planning and is responsible for coordinating council resources to assist emergency relief and recovery activities. The MRM may delegate duties to provide for effective management of recovery functions.

The role of the MRM to:

- Coordinate municipal and community resources for recovery
- Assist with collating and evaluate information gathered in the post impact assessment
- Establish priorities for the restoration of community services and needs
- Liaise with the MEM and MERO on the best use of municipal resources

- Establish an information and coordination centre at the municipal offices or a location more appropriate to the affected area
- Liaise, consult and negotiate with recovery agencies and council on behalf of the affected area and community recovery committees
- Liaise with the regional recovery committee and Department of Health and Human Services
- Undertake other specific recovery activities as determined.

EHO

Section 29 of the *Public Health and Wellbeing Act* 2008 provides that each council must appoint one or more EHO.

In relation to emergency management, the EHO has a role in:

- Food surveillance
- Inspection of food handlers and food distribution outlets
- Food sabotage
- Infectious disease surveillance and investigation
- Disinfection (concurrent (immediate) or terminal (at end of isolation))
- Water (purity and quantities) in consultation with DELWP and DHHS
- Waste collection and disposal (putrescible, dry, indestructible, sullage and toilet waste)
- Sanitation (toilets, showers, washing facilities)
- Accommodation (adequate size, suitable)
- Ensuring proper disposal of dead stock and animals in consultation with the Local Laws unit
- Zoonotic diseases (those transferred from animal to humans)
- Water, land and/or air pollution
- Collection and dissemination of information on public health issues
- Development of Public Health Notices
- Planning (development of a municipal public health emergency management plan if resources allow) and participate in the MEMPC when required.

3.3 Partnerships, Strategies and Plans

Local Government's role in preparing for risks is central and partnerships, strategies and plans are implemented based on detailed knowledge of the local community, its characteristics, strengths, vulnerabilities and a detailed appreciation of the risks faced by the community.

Murrindindi Shire Council and Lake Mountain Alpine Resort and the emergency response and recovery agencies that operate within its boundaries recognise they have a key role in preparedness activities. To compliment the emergency management process council enforces and continues reviewing existing policies in land use, building codes and regulations, urban planning, community safety and health.

To achieve this Council promotes the social, economic and environmental viability and sustainability of the Municipality; ensures that resources are used efficiently and effectively and that services and facilities are accessible and equitable. It undertakes community consultation, engagement and planning to reduce the likelihood of emergencies and to build community resilience and capacity to recover from events that do occur. Council achieves this through strategic partnerships and the development of a range of plans, policies, networks and strategies that tie to emergency management. These include:

Regional plans, policies, networks and strategies:

- Hume Region Local Government Network
- Hume Region Municipal Emergency Management Enhancement Group (MEMEG)
- Hume Region Emergency Management Planning Committee
- Hume Region Strategic Fire Management Planning Committee
- Municipal Association of Victoria's Protocol for Inter-Council Emergency Management Resource Sharing
- Hume Region Relief and Recovery Plan
- Hume Region Strategic Fire Management Plan

Local plans, policies and strategies
- Murrindindi Shire Council Plan
- Municipal Strategic Statement
- Murrindindi Shire Public Health and Wellbeing Plan
- Community Safety Plan
- Roadside Management Strategy
- Disability Action Plan
- Community Action Plans
- Community Information Guides
- Zoning/Land Use Management
- Building Codes
- Building Use Regulations
- Public Information/Education

3.4   Audit requirements and process

3.4.1   *Plan Review*

Content of this plan is to be reviewed annually, if additional risks are identified, or after an emergency which has been managed under part of this plan. 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. The MERO is responsible for the MEMP review.

Amendments are to be produced by the MERO and distributed by the MEMPC Executive Officer as required in electronic format to MEMPC members and emergency agencies via the Crisisworks documents page (https://murrindindi.mecccentral.com) or by other electronic

form when required. Paper copies of plans will no longer be provided by Murrindindi Shire Council.

3.4.2   *MEMPC Testing and Exercises*

This plan will be tested on an annual basis unless there has been activation during the period (which will count as a test). The MERO will coordinate and have responsibility for the exercise which will involve all MEMPC member agencies where possible. Any procedural anomalies or short falls encountered during these exercises or ensuing operations must be addressed and rectified at the earliest opportunity.

It is recognised that the best form of testing is the actual operation during an emergency and the subsequent debrief. A number of options exist to enable testing of this plan, these range from debriefs, training and a variety of exercises.

A MEMPC exercise may test individual or a combination of elements including preparedness, response, relief or recovery. Efforts will be made by the MEMPC to ensure a that exercises are undertaken across this spectrum.

Generally unless other agencies volunteer, the MERO will coordinate, develop, run and prepare exercises including developing a document outlining the exercise outcomes. All MEMPC members will be invited to a given exercise as well as other agency representatives as required.

Previous exercises have included:

- 2016 Boiling Liquid Expanding Vessel Explosion (BLEVE) Exercise (response exercise)
- 2015 Round Table Fire and Heatwave Exercise (recovery/response exercise)
- 2014 Yea Fire Exercise (response exercise)

3.4.3   *Audit Details*

Murrindindi Shire Council, pursuant to Section 21A of the *Emergency Management Act 1986*, shall submit the MEMP for audit (to the relevant authority) every three years. This audit will assess whether the plan complies with statutory requirements.

3.4.4   *Reviewing Risk and Risk Assessments*

Risk assessments completed as part of the MEMP planning process will be reviewed by the MEMPC prior to an audit (i.e. at least once every three years).

4 Prevention/Mitigation Arrangements

4.1 Background/Introduction

Murrindindi Shire Council recognise they have a key role in prevention and mitigation activities to reduce the risk, or minimise the effects, of emergencies that may occur in their areas. Council aims to reduce the impact and likelihood of emergencies through its implementation, enforcement and continued review of existing policies in land use, building codes and regulations, and urban planning. The ability of a community to respond to an emergency situation and in turn recover from the effects of an emergency will depend on the attitude and the resilience of affected communities. Assisting, and where required, helping to create more resilient communities through coordinating community education and awareness programs are a key role of the MEMPC. Resilient communities are informed communities.

The Municipality and the MEMPC will support and promote appropriate prevention and awareness programs within the municipality including media releases, advertisements, newsletters, Councils website, emergency services expo's and through service networks

4.2 Hazard, Exposure, Vulnerability and Resilience

4.2.1 *Hazard*

A hazard can be defined as a dangerous phenomenon, substance, human activity or condition that may cause loss of life, injury or other health impacts, property damage, loss of livelihoods and services, social and economic disruption, or environmental damage.

The hazards of concern to disaster risk reduction are of natural origin and related environmental and technological hazards and risks. Such hazards arise from a variety of geological, meteorological, hydrological, oceanic, biological, and technological sources, sometimes acting in combination..

This MEMP, informed by the Community Emergency Risk Assessment, includes identified hazards which would lead to sources of risks in the Murrindindi Shire. Risk statements are generated to establish a credible relationship between a source of risk and mitigation measures.

4.2.2 *Exposure*

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

While the literature and common usage often mistakenly combine exposure and vulnerability, they are distinct. Exposure is a necessary, but not sufficient, determinant of risk. It is possible to be exposed but not vulnerable (for example by living in a floodplain but having sufficient means to modify building structure and behaviour to mitigate potential loss). However, to be vulnerable to an extreme event, it is necessary to also be exposed. This is particularly the case in Murrindindi Shire in the case of bushfire. Due to half the municipality

being covered by trees, our exposure to a forest fire is clearly evident. However this is mitigated by the plans, procedures and responses to a given bushfire. These responses define our vulnerability to the risk.

4.2.3   *Vulnerability*

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

There are many aspects of vulnerability, arising from various physical, social, economic, and environmental factors. Examples may include poor design and construction of buildings, inadequate protection of assets, lack of public information and awareness, limited official recognition of risks and preparedness measures, and disregard for environmental management. Vulnerability varies significantly within a community 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 and recover from the effects of a hazard in a timely and efficient manner.

4.3   Risk assessment process and results

4.3.1   *Community Emergency Risk Assessment (CERA) Process*

The Community Emergency Risk Assessment (CERA) process was utilised in the preparation of this MEMP by the MEMPC. It provides a framework for considering and improving the safety and resilience of their community from hazards and emergencies that aligns with the ISO 31000:2009 Risk Management Standard.

The CERA approach aims to understand the likely impacts of a range of emergency scenarios upon community assets, values and functions. As such, CERA provides an opportunity for multiple community impacts and consequences to be considered enabling collaborative risk treatment plans and emergency preparedness measures to be described.

To use the CERA process, the CERA tool, developed by the State Emergency Service (SES) was utilised. It provides a robust framework for a 'community of interest' to identify and prioritise those emergency risks that are likely to create most disruption to them. The assessment tool assisted in identifying and describing hazards and assesses impacts and consequences based upon the vulnerability or exposure of the community or its functions.

The outputs of the assessment process were used to inform the MEMP, introduce risk action plans and ensure that communities are aware of and better informed about hazards and the associated emergency risks that may affect them.

A CERA review, led by SES, was conducted in April 2016. This review added two further risks to the risk table (see Figure 5 below).

4.3.2 *Risk Identification and analysis*

The risk identification and analysis regime carried out (CERA) aligns with the ISO31000 standard. ISO31000 describes risk analysis as:

Risk Analysis = Consequence x Likelihood

The ISO31000 Standard emphasises the need to establish and manage the risk to the objectives that you have set during the plan development process.

During the preparation of this Plan, a risk analysis was carried out to identify potential natural and manufactured hazards within the municipality. The history of occurrence and the nature of each hazard, especially community vulnerability, have been considered during the analysis process. Due to ongoing changes of seasonal conditions, community development and public attitudes, the rating of the identified threats may vary over a period of time.

Listed below is a summary of the identified risks and their risk rating. The risk mitigation measures column includes plans that specifically manage identified risks.

4.3.3 *Risk Mitigation*

Mitigation of identified risks is a core component of the CERA process. Action plans detailing the treatment of risks is dealt with in each of the individual MEMP sub-plans. Examples of mitigation actions are included in the tables below.

Part of the CERA process is also examining how effective mitigation controls are at combating a specific risk. After the introduction of these mitigations, risk level may be reduced – this is known as the 'residual risk'. Residual risk is the risk remaining after all possible treatments and mitigation measures are performed.

Figure 5: CERA Results

Risk	Consequence	Likelihood	Overall Rating	Control Agency	Risk Mitigation Plans/Controls	Risk Mitigation Actions (examples)	Risk Treatment Strategies
Large Regional Bushfire	Major	Medium	**High**	CFA or DELWP	Murrindindi Shire Council Municipal Fire Management Plan, DELWP Fire Operations Plan, CFA Regional Fire Plans	Detection by fire towers, Air spotter, lightning tracker, increased preparedness levels, patrolling, plans, fuel management, permits and inspections, codes for works, fire danger period etc	Reducing likelihood of occurrence through mitigation measures
Large Regional Storm	Moderate	High	**High**	SES	SES North Eastern Regional Storm Plan (draft)	Warnings and community education, regulations, insurance, climate change plans, insurance, building regulations, drainage strategies, maintenance,	Reduce the consequence via plans and actions
Extreme Temperatures and Heatwave	Major	High	**High**	Emergency Management Commissioner	Murrindindi Shire Council Heatwave Plan	Plans – State, regional and local, contact of vulnerable clients, communicate heat health messages etc	Reduce the consequence via plans and actions
Major Flood	Moderate	Medium	**Medium**	SES	Murrindindi Shire Flood Emergency Plan	Warnings and community education, regulations, insurance, climate change plans, insurance, building regulations, drainage strategies, maintenance, tree pruning programs	Reduce the consequence via plans and actions
Landslip (Roads)	Moderate	High	**Medium**	SES	Vic Roads Geotechnical Database	Plans, regular monitoring and review of roads and road infrastructure	Reducing likelihood of occurrence through mitigation measures
Pandemic/ Epidemic	Major	Medium	**Medium**	DHHS	Murrindindi Shire Council Pandemic Plan	Plans, promotion of immunisation, hygiene (messaging), infection control measures, exclusion of sick staff, active case finding, antiviral treatments etc	Reduce the consequence via plans and actions

Risk	Consequence	Likelihood	Overall Rating	Control Agency	Risk Mitigation Plans/Controls	Risk Mitigation Actions (examples)	Risk Treatment Strategies
Structural Failure – Dam	Major	Low	**Medium**	DELWP	Lake Eildon Land On-Water Management Plan, Goulburn Murray Water	Dam surveillance and monitoring, check lists for identified threats, inspections after earthquakes, maintenance	Reduce the consequence via plans and actions
Transport Incident – Aircraft*	Minor	Moderate	**Medium**	Victoria Police	Australian Government Aviation Disaster Response Plan (AUSAVPLAN)	Weather detection, forecasting, CASA requirements, warnings/intelligence, maintenance, training	Reduce the consequence via plans and actions
Mass Gathering*	Minor	Major	**Medium**	Victoria Police	Event Management Plans	Permits and event management plans,	Reduce the consequence via plans and actions

*Added in 2016 CERA Review
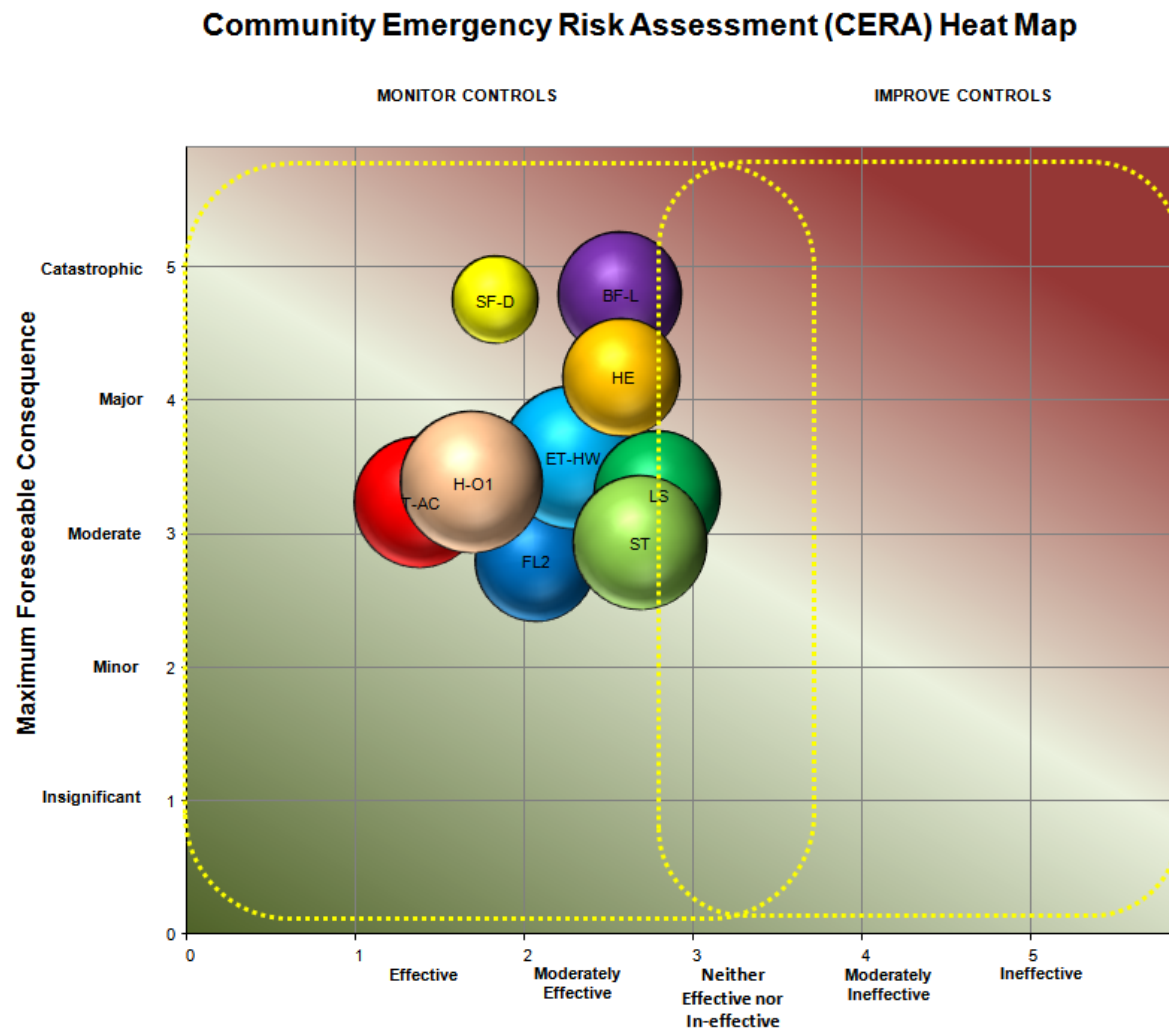
Figure 6: Risk Ratings – break down

Risk	Maximum foreseeable consequence	Current Mitigation Controls	Residual Consequence	Likelihood/ Frequency	Overall Rating
Large Regional Bushfire	4.8	2.6	3.6	3.4	High
Large Regional Storm	2.9	2.7	2.4	4.0	High
Extreme Temperatures and Heatwave	3.6	2.3	2.6	4.5	High
Major Flood	2.8	2.1	2.6	3.3	Medium
Landslip (Roadways)	3.3	2.8	2.5	3.6	Medium
Pandemic/ Epidemic	4.2	2.6	2.9	3.1	Medium
Structural Failure – Dam	4.8	1.8	3.2	1.7	Medium
Transport Incident – Aircraft*	3.2	1.7	1.9	4.4	Medium
Mass Gathering*	3.4	1.7	1.9	4.4	Medium

Risk Rating	Consequence
1	Insignificant
2	Minor
3	Moderate
4	Major
5	Catastrophic

In figure 6 above, the consequences, controls, likelihood and frequency of risks has been determined by the MEMPC. The higher the number in the range - the more likely the outcome. For example, the maximum foreseeable consequence of a large regional bushfire is 4.8 out of 5 - a catastrophic consequence. However, due to the mitigation controls, the risk is significantly reduced.

Figure 7: Risk assessment – heat map

Community Emergency Risk Assessment (CERA) Heat Map

Murrindindi Shire Council			
16 April 2014			
Code	**Risk**	**Ratings Confidence**	**Residual Risk Rating**
BF-L	Bushfire – large, regional	High	High
FL2	Flood – Major	Med	Medium
ET-HW	Extreme Temperatures – Heatwave	High	High
LS	Landslip	Med	Medium
ST	Storm	Med	High
SF-D	Structural Failure – Dam	Med	Medium
HE	Human Epidemic / Pandemic	High	Medium
T-AC	Transport Incident – Aircraft	High	Medium
H-O1	Mass Gathering	High	Medium
		Select	
		Select	
		Select	
		Select	
		Select	
		Select	
		Select	
		Select	
		Select	
		Select	
		Select	

Note: Size of bubble reflects level of residual likelihood

4.4   Procedures and Policies

Murrindindi Shire Council has a number of policies and procedures that may be utilised in an emergency. These include:

- Code Red Policy
- Service Provision on Code Red Days Policy
- Employee Code Red and Fire Danger Policy
- Emergency and Defence Services Leave Policy
- Ultraviolet Radiation and Working In Seasonal Heat Policy
- Risk and Safety Policy
- Business Continuity Planning Policy
- Procurement Policy
- Communications and Engagement Policy

Southern Alpine Resort Management Board policies include:

- Lake Mountain Code Red Fire Danger Rating Policy
- Lake Mountain Missing Persons Report/Search and Rescue Procedure
- Lake Mountain Alpine Resort Tree Risk Evacuation Procedure
- Lake Mountain Alpine Resort Road Closure Procedure

Copies of these policies are available on Crisisworks for MEMPC members or emergency agency representatives (https://murrindindi.mecccentral.com)

4.5   MEMP Sub-Plans

The Murrindindi Shire Council MEMP have a number of sub-plans that deal with specific risks and include treatment/action plans and risk prioritisation. These include:

- Murrindindi Shire Council Relief and Recovery Plan
- Murrindindi Shire Council Municipal Fire Management Plan
- Murrindindi Shire Council Pandemic Plan
- Murrindindi Shire Council Heatwave Plan
- Murrindindi Shire Council Flood Emergency Plan
- Murrindindi Shire Council Emergency Animal Welfare Plan
- Murrindindi Shire Council Business Continuity Plan
- Murrindindi Shire Council Emergency Relief Centre - Manager Handbook 2015
- Murrindindi Shire Council Emergency Relief Centre - Standard Operating Procedures 2015

A number of Southern Alpine Resort specific sub-plans also exist including:

- Lake Mountain Alpine Resort Bushfire Management Plan
- Lake Mountain Emergency Management Site Manual

Copies of these sub-plans are available on Crisisworks for MEMPC members or emergency agency representatives (https://murrindindi.mecccentral.com)

4.6 Other Agency Plans

A number of risks identified in the CERA process are not mitigated directly by the MEMPC sub plans. For example, the DELWP Murrindindi Fire Operations Plan (FOP) mitigates risk in a fire sense more directly than the Municipal Fire Management Plan (MFMP). The MFMP, a strategic document, is informed by the production of the more operational FOP. That is the case for many of the risks identified – the MEMPC or its sub-plans are not the only risk mitigation for a given risk in the municipality.

4.7 Community Education

Community education is a vital component of prevention and preparedness. The development of relevant and appropriate community education resources and activities empowers the community and enhances their resilience through being well informed and therefore emotionally and physically equipped for an emergency. Resilient communities are well prepared, better able to respond to an emergency, and therefore better able to recover from the impacts of an emergency.

Murrindindi Council together with emergency management services/agencies actively engage the community through a range of mechanisms including community programs (Fire Action Week, Community Safety Week), projects, media releases, advertisements, social media, Council's website and Emergency Services websites.

Council also conducts a number of targeted community education activities such as provision of smoke alarms, replacing batteries in smoke alarms and the provision of emergency planning aids to aged and disabled clients.

Council is also active with emergency planning in caravan parks and ensures that all registered parks have an emergency management plan and information available to customers as part of the annual registration process.

Council has a specific emergency management section on its website that advises local people on gathering further information to better prepare for emergencies. It can be found at: http://www.murrindindi.vic.gov.au/Your-Council/Emergency-Management and includes information on:

- Bushfire prevention and planning
- Emergency management resources
- Neighbourhood Safer Places
- Summer fire prevention and slashing program
- Heat Health information
- Goulburn Broken Regional Floodplain Management Strategy.

5 Response Arrangements

5.1   Introduction

Emergency Response Planning provides the mechanism for the scheduled accumulation of appropriate resources to cope with emergencies throughout the Municipality. It also provides guidance for requests for physical assistance from the State and Commonwealth agencies when Municipal resources have been exhausted. This plan has been prepared in accordance with the principles of the State Emergency Response Plan, part 3 of the Emergency Management Manual of Victoria (8/6/2014 edition) and the Hume Region Emergency Response Plan.

Response management brings together the resources of many agencies and individuals who can take appropriate and timely action when required. Response management is based on three key management tasks – command, control and coordination.

Under the new *Emergency Management Act 2013*, the Emergency Management Commissioner has legislated coordination and control responsibilities over all major emergencies in the State of Victoria. For detailed information in relation to roles and responsibilities see the EMMV Part 3.

5.2   Control and Support Agencies

A control agency is identified within the table below, to control the response activities to be specified type of emergency.

A support agency is an agency which provides essential services, personnel, or material to support relevant control agency or affected persons.

Refer to part 7 Emergency Management Manual Victorian EMMV for further information

- https://www.emv.vic.gov.au/policies/emmv

5.2.1   *Emergency Classes and Control Agencies*

Class 1 emergency means—

(a)   A major fire or

(b)   Any other major emergency for which the Metropolitan Fire and Emergency Services Board, the Country Fire Authority or the Victoria State Emergency Service Authority is the control agency under the state emergency response plan.

Class 2 emergency means a major emergency which is not—

(a)   A Class 1 emergency or

(b)   A warlike act or act of terrorism, whether directed at Victoria or a part of Victoria or at any other State or Territory of the Commonwealth or

(c)   A hi-jack, siege or riot.

Figure 8: Emergency Types and Control Agencies (EMMV Part 7, Nov 2016)

Emergency (as per the Emergency Management Act)	Form of emergency	Control agency (agency with the primary responsibility for responding to the emergency)	Class of major emergency
An earthquake, flood, wind-storm or other natural event	Earthquake	VICSES	1
	Flood	VICSES	1
	Heat	EMC	2
	Storm	VICSES	1
	Tsunami	VICSES	1
	Landslide	VICSES	1
Fire and explosion	Aircraft	ARFF /CFA/MFESB	1 (2 if ARFF)
	Boilers and pressure vessels	CFA/MFESB	1
	Explosion	CFA/MFESB	1
	Explosive device	Victoria Police	3
	Fire	CFA/MFESB/DELWP	1
Road accident or any other accident	Aircraft	Victoria Police	2
	Biological materials (including leaks and spills)	DHHS	2
	Gas leakage	CFA/MFESB	1
	Hazardous materials, high consequence dangerous goods or dangerous goods (including leaks and spills)	CFA/MFESB/ARFF	1 (2 if ARFF)
	Lifts, cranes or scaffolding and amusement structures	CFA/MFESB	1
	Building collapse	CFA/MFESB/VICSES	1
	Marine (not including marine pollution)	Victoria Police	2
	Military aircraft and ships	Defence Force	2
	Radioactive materials (including leaks and spills)	DHHS	2
	Rail and tram	Victoria Police	2
	Road	Victoria Police	2
	Aircraft – inflight emergency	Airservices Australia	2
	Maritime casualty – non Search And Rescue (all vessels) in commercial and local port waters	Commercial or Local Port Manager [1]/ TSV	2
	Maritime casualty – non SAR (all vessels in coastal waters) not in commercial and local port waters	TSV	2
Plague or an epidemic	Chemical contamination of livestock or agricultural produce (agricultural or veterinary)	DEDJTR	2

Emergency (as per the Emergency Management Act)	Form of emergency	Control agency (agency with the primary responsibility for responding to the emergency)	Class of major emergency
or contamination	Exotic animal disease (includes bees and aquaculture)	DEDJTR	2
	Plant pest or disease	DEDJTR	2
	Wildlife affected by marine pollution	DELWP	2
	Exotic marine pest incursion	DELWP	2
	Vertebrate pest/plagues	DEDJTR	2
	Pollution into inland waters	CFA/MFESB	1
	Pollution of inland waters	EPA	2
	Retail food contamination	DHHS	2
	Food/drinking water contamination	DHHS	2
	Human disease	DHHS	2
	Blue-green algae	DELWP	2
A warlike act or act of terrorism, hijack, siege or riot	A warlike act or act of terrorism, hijack, siege or riot	Victoria Police	3
	Other threats against persons, property or environment	Victoria Police	3
A disruption to an essential service	Food supply, critical infrastructure damage or	Victoria Police	2
	Electricity	DELWP	2
	Natural gas	DELWP	2
	Petroleum and liquid fuels	DELWP	2
	Public transport	PTV	2
	Roads/bridges/tunnels	VicRoads	2
	Water and sewerage	DELWP	2
Rescue (note – not listed in the EM Act 2013 and potentially a support service)	Building, structure	CFA/MFESB/VICSES	1
	Cave	Victoria Police	2
	Land	Victoria Police	2
	Lift, crane, scaffolding or amusement structure	CFA/MFESB	1
	Mine/quarry	Victoria Police	2
	Rail, aircraft and industrial	CFA/MFESB/VICSES	1
	Road	CFA/MFESB/VICSES	1
	Trench or tunnel	CFA/MFESB	1
	Water	Victoria Police	2
Search (as above)	Land	Victoria Police	2
	Water	Victoria Police / AMSA	2
	Overdue aircraft	AMSA	2

5.3 Command, Control, Coordination

The response management task is to bring together, in an integrated organisational framework, the resources of the many agencies and individuals who can take appropriate and timely action. Response management is based on three key management tasks being command control and coordination.

5.3.1 *Command*

Command refers to the direction of personnel and resources of an agency in the performance of that organisation's role and tasks. Authority to command is established in legislation or by agreement within an agency. The term 'chain of command' refers to the organisational hierarchy of an agency and identifies people or positions with accountability.

5.3.2 *Control*

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

Control relates to situations and operates horizontally across agencies. Control of emergency operations will at all times remain the responsibility of the control authority as responsible for controlling the particular type of emergency. The controlling authority is to appoint an Incident Controller (IC) who will control the operation. A comprehensive list of agencies and their roles can be found within Part 7 of the EMMV-Emergency Management Agency Roles.

5.3.3 *Incident Control Level Emergency Management Team (EMT)*

The function of the incident control level (non-Council) Emergency Management Team (EMT) 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 is responsible for forming the EMT.

The EMT consists of:

- Incident Controller.
- Support and recovery functional agency commanders (or their representatives).
- The Emergency Response Coordinator (or representative)
- Other specialist persons as required.

5.3.4 *Coordination (Emergency Response)*

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

The main function of the Emergency Response Coordinator is to coordinate the provision of resources as requested by the control and support agencies. The *Emergency Management Act 1986* identifies that Emergency Response Coordinators at Regional and Municipal and field level will be Victoria Police members. Their role wherever possible should be separate from operational Police activities. State control and coordination of Class 1 and Class 2 emergencies (see glossary appendix A9 for definitions) now falls to Emergency Management Victoria and the Emergency Management Commissioner under section 32A of new *Emergency Management Act 2013*.

The MERC is the primary emergency coordinator at a municipal level. The Municipal emergency management roles and functions have been defined in Part 3 of this Plan.

5.3.5 *Principal role of Emergency Response Coordinators (All Levels)*

All Emergency Response Coordinators will need to:

- Ensure that the appropriate control and support agencies are in attendance, or have been notified by the incident controller and are responding to an emergency.
- Ensure that effective control has been established by the control agency in responding to an emergency.
- In consultation with the incident controller, ensure an emergency management team has been formed.
- Ensure the effective co-ordination of resources and services having regard to the provision of section 13(2) of the *Emergency Management Act 1986*.
- Arrange for the provision of resources requested by control and support agencies.
- Ensure allocation of resources on a priority basis.
- Determine in the event of uncertainty which agency is to perform its statutory response role within the region or specified area, where more than one agency is empowered to perform that role.
- Ensure recovery agencies are in attendance, or have been notified by the incident controller of the emergency.
- Consider registration of persons evacuated or otherwise affected.
- Consider provision of relief needs to evacuees and agency personnel where necessary.
- Consider the need for the declaration of an emergency area in consultation with the control agency.
- Cooperate with all participating agencies and authorities.

5.4 Communications

The Emergency Management Commissioner is responsible for public, stakeholder and government communications for Class 1 emergencies supported by the "line of control". The line of control refers to the line of supervision for those appointed to perform the control function and this relates to the specific class of emergency. Controllers escalate or provide direction on control issues through the line of control.

In class two emergencies, there are a number of agencies responsible for communication.

All agencies that have a role in these arrangements are responsible for the provision of their own communications systems during emergencies. Any agency requiring communications will put their request to the Municipal Emergency Response Coordinator.

5.4.1   *Telephone Communications*

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

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

The NBN roll out within the municipality is not yet complete. It is thought that this new system will not have the redundancies of the older network – when power is cut to a fibre network, phones do not necessarily work. The MEMPC will adjust this section of the plan when the network is completed and or finalised.

Mobile telephone towers in Murrindindi Shire all have battery backups. It is suggested that these will last in the vicinity of 5-8 hours in an emergency before requiring a generator back up if power is cut during an emergency.

5.4.2   *Communications Resources*

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

- VicSES
- CFA
- UGFM – Radio Murrindindi
- WICEN
- Murrindindi Shire Council

5.4.3   *Crisisworks*

Crisisworks is an incident management software program which combines incident request tracking with agency logs, workspaces, geographical mapping, strong security and workflow, resource cost tracking and a recovery database to assist in helping people and property.

The system is primarily focused on providing a common operating picture, plus a complete record of Council's response to the incident. Its key strength is in its ease of use. It allows for direct agency involvement, and being cloud based, allows for remote operation, along with easy and secure information sharing. Being cloud based, the data is safe and secure away from the incident.

Crisisworks is the emergency management software program that Murrindindi Shire Council uses during an emergency response, relief and recovery activities, decisions and information.

Only authorised persons may access Crisisworks. To access Crisisworks, MEMPC members and emergency agency representatives need to register their interest with the MEMPC Executive Officer.

5.4.4 *Public Information and Warnings*

Murrindindi Shire Council understands the importance of timely, accurate and consistent public information before, during and after an emergency incident. As such the Murrindindi Shire Council's Communications Team will work with the EMT, Control Agencies and community to relay information to help minimise the impact to life and the community where possible.

The Control Agency, as set out in the EMMV, is responsible for the release of warnings of potential emergencies, regular updates and advice on what actions the public should undertake during that incident.

All messaging will align with the Victoria Warnings System and the Victorian Warning Protocol (https://www.emv.vic.gov.au/responsibilities/victorias-warning-system/victorian-warning-protocol). The Victorian Warning Protocol was established to provide emergency response agencies with a coordinated and consistent direction on advice and/or warnings to inform the Victorian community of a potential or actual emergency event.

Warnings and advice can be disseminated through a number of different mediums including but not limited to:

- Websites
- Radio and Television
- Print Media (where suitable)
- Phone messaging (including SMS)
- Emergency Alert
- VicEmergency notification (mobile app)
- Emails
- Verbal Messages
- Door knocks
- Social Media/Social Networking
- Variable Message Boards
- Information Boards

Municipal (Council) Communications

Council communication systems include:

- Telstra Telephone Network
- Mobile Telephone Network
- Portable IT devices

- Two Way Radio System.

Primary means of communication in an emergency will utilise a combination of all of these systems.

5.5   State emergency management priorities

The State has endorsed a set of emergency management priorities to underpin and guide all decisions made during emergencies in Victoria. The priorities focus on the primacy of life and the issuing of community warnings and information, in order to assist people to make informed decisions about their safety.

The priorities are

- Protection and preservation of life is paramount. This includes:
  - o Safety of emergency response personnel and
  - o Safety of community members including vulnerable community members and visitors/tourists
- 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 support 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.

The State emergency management priorities provide a framework for emergency managers to identify the priority roles and actions of agencies in an emergency response, especially where there are concurrent risks or competing priorities.

5.6   Local response arrangements and responsible agencies

Emergency management roles and functions in this plan are in accordance with Part 7 of the EMMV.

5.6.1   *Murrindindi Shire Council Plant and Equipment*

Municipal resources should be used in the first instance, prior to engaging private contractors. Responsibility for the management of resources rests with the MERO. As of October 2016, MEROs will now operate from the ICC.

A list of plant and equipment held by the Council and preferred contractors utilised by the Council in an emergency are available on Crisisworks for MEMPC members or emergency agency representatives (https://murrindindi.crisisworks.com). These lists are maintained by the MERO.

5.6.2 *Clearance of Drains/Roads, Road Closures and Alternative Routes*

On roads managed by Murrindindi Shire Council, Council road crews (or potentially external contractors) are able to clear blocked road drains or remove fallen trees from roads as required. In an emergency, the MERO directs all road crew activities.

Generally the MERO must be consulted before municipal roads are closed in an emergency. If this is not possible due to a threatening situation where lives are potentially at risk, the Incident controller must notify the MERO as soon as practicable that a Council road has been closed.

As a road manager, Council must make certain roads it manages are safe before being reopened after an emergency. Consultation with the MERO is required before re-opening any Council managed roads.

The MERO is also responsible for determining alternative routes on Council roads when and if required in an emergency. The MERO will work with the responsible unit and under the direction of the Incident Controller in the determination of these routes.

5.6.3 *Transport and Engineering*

The MERO is responsible for all transport and engineering matters where the Council is concerned. The purpose of the plant, equipment and contractor list (available on Crisisworks) is to detail available transport and engineering resources within the municipality. This includes specialist and technical advice and deployment of those resources which are to be included in the lists and preferred contractors list. All requests for transport and engineering resources are to be directed to the MERC who will request them through the MERO.

5.6.4 *Request Procedures for Support*

An agency should exhaust all resources owned or directly within their control prior to requesting assistance from elsewhere. Once exhausted, supplementary resources will be allocated as per the EMMV[5].

An agency responding to an emergency, and requiring supplementary resources, can request resources via the MERC at the municipal level. Requests for resources should be provided in a format as decided by the MERC, and include the name and position of the person requesting the resources and comprehensive details of the task to be undertaken. Private providers of resources are considered as possible sources of supply at the municipal level. The requesting agency is responsible for making appropriate arrangements for delivery of supplementary resources. Supplementary resources include anything the response agency needs to combat an emergency that it does not have at its immediate disposal.

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[5] Emergency Management Manual Victoria Part 4, S3.13.1 *Agency Resources*, p3-34

As per the EMMV, 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 costs incurred.

5.7 Municipal Emergency Coordination Centre(s) (MECC)

From October 2016, there is no longer a requirement in the EMMV for Municipalities to run a MECC. However, Murrindindi Shire Council will continue to run a MECC for the local coordination of relief and recovery. The MECC will generally only have Council staff in it. Other agencies, such as Victorian Council of Churches, DHHS and potentially Volunteering Victoria may also work from the MECC upon negotiation. The MRM and support staff will generally be located in the MECC.

MEROs are now required to have a presence in the ICC. Thus the coordination and provision of Council and community resources during an emergency for the response and recovery effort will occur in the ICC.

The primary MECC for Murrindindi Shire Council is:

- Murrindindi Shire Council Offices, Meeting Room, Perkins Street, Alexandra
- The primary MECC for the Lake Mountain Alpine Resort is:
    - Lake Mountain Alpine Resort, Administration Office, Gerratys, Lake Mountain
- The secondary MECC's for Murrindindi Shire Council is:
    - Murrindindi Shire Council, Council Offices, Civic Centre, Yea, Victoria

5.8 Financial considerations

5.8.1 *Request Hierarchy*

Expenditure for municipal resources utilised in emergencies must be authorised by either the MERO or the MRM and approved by the MERC. If not approved by the MERC, the Council will not be eligible for cost recovery from the Department of Treasury and Finance.

5.8.2 *Payment for Requested Resources*

Where requests are made by the relevant response agency which has exhausted their own resources, Council will be able to supply equipment and supplies through its MERO at the direction of the MERC. All requests are required to be submitted through the appropriate channels as identified in the EMMV and section 5.4.3 above. Associated costs of Council owned equipment being utilised by response agencies in the management of an emergency will be absorbed by Council during normal business hours (8am to 5pm). Resource requests for the use Council owned assets, staff and equipment outside of these times will be charged to the requesting agency. This includes response agency requested standby on week day evenings and any given public holiday or weekend.

Costs associated with sourcing external or privately owned supplementary emergency response resources for the relevant response agencies will be recovered from the

requesting agencies. This includes costs for all equipment, hire, catering and any associated on-costs of that request.

Response agencies should be aware of their financial responsibilities before requesting anything from the Council.

All resource requests will come to the municipality through the appropriate channel; the MERC as stipulated in the EMMV. Any requests made outside of these guidelines will be redirected to the MERC. Requests from response agencies are not to come from an incident control centre directly to the MERO or any other Council officer. If Council officers or the MERO receive requests from response agencies, they are to advise the agency to contact the MERC in the first instance.

5.8.3 *Mitigation*

The EMMV summarises the major funding programs which can be accessed for prevention and mitigation purposes. Most are offered on a cost-sharing basis, typically one-third local agency, one-third State and one-third Commonwealth. Some projects may be funded on a 50:50 basis shared by the State and Federal governments.

Please note that all programs are subject to the eligibility criteria specific to that program and there is generally an assessment panel at both the State and Commonwealth levels that will make either recommendations or final decisions on projects

5.8.4 *Financial Arrangements for Response and Recovery*

The following summarises financial responsibilities for expenditure on response and recovery activities. As a general rule, whichever agency originates the request for the resources will be responsible for all costs.

5.8.5 *Emergency Payment Responsibilities*

The following emergency payment responsibilities apply in Murrindindi Shire:

- Where an agency's expenditure is in order to fulfil its own responsibilities, that agency is responsible for the cost
- Where one agency requests services and supplies in order to fulfil its own responsibilities as articulated in plans, that agency is responsible for costs incurred
- 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 costs incurred
- Municipal councils are responsible for the cost of emergency relief measures provided to emergency-affected people

5.8.6 *Voluntary agencies*

Agencies are called upon to provide resources within the limit of their means. Where a volunteer agency expends extraordinary funds providing resources for emergency response

and recovery to the extent that it seeks financial reimbursement, it should notify the control agency, or the agency to which it is providing services, at the earliest possible opportunity, preferably before deployment commences.

5.8.7   *Municipal Council Resources*

Murrindindi Shire Council is expected to use its resources in an emergency situation within the municipality within reason. Where equipment and/or personnel are sourced from external providers, the municipal council is responsible for providing those resources. However as per section 5.4.4 above, Council will only cover costs for Council managed resources requested and used during normal business hours. Costs outside of this, including costs of sourcing private contractors, will be recovered from the relevant requesting agency.

Some further reimbursement may also be available. Extraordinary expenditure incurred, (e.g. for overtime, or equipment hire used in emergency protection works, restoration of publicly owned assets or relief provided to emergency-affected people) may qualify for reimbursement by the Department of Treasury and Finance, refer to Appendix 1 Part 8, Emergency Management Manual Victoria.

5.8.8   *State Agencies*

State agencies involved in emergency response and recovery activities as part of their normal activities will initially fund them from their own budgets, including supplies (e.g. catering) purchased from contractors or volunteer agencies. For major emergencies some funding supplementation may be required. This would be the subject of a Government decision at the time, in the context of the agency's budget position.

5.8.9   *Private Organisations*

Private organisations meet their own expenses incurred in emergency activities.

5.8.10   *Government Post-Emergency Assistance Measures in Recovery*

A number of post-emergency assistance measures which may be made available to assist in various aspects of the recovery process can be found at Appendix 1 Part 8 Emergency Management Manual Victoria. Most are provided by Victorian Government agencies; a few Commonwealth assistance measures are also listed. Important factors to note are:

- Assistance measures are identified as being generally available at departmental discretion, or requiring a specific Government decision on each occasion
- The table is intended to list specific assistance in the form of financial or in-kind measures.
- Other recovery services are listed under Services and Agencies for Recovery in the EMMV

The assistance measures cover:

- Individual human need
- Residential and community reestablishment
- Community safety/health
- Economic recovery
- State Government assistance to municipal councils
- Commonwealth Government assistance to persons/municipal councils

5.8.11 *Natural Disaster Resilience Program*

The Emergency Management Manual Victoria, Part 8 Appendices and Glossary Appendix 1 – Financial Arrangements, details the funding arrangements of the Natural Disaster Resilience Program (NDRP) supports initiatives to reduce the impact of natural disasters, enhance community resilience and support emergency volunteers. The Department of Justice administers the Natural Disaster Resilience Grants Scheme for Victoria.

5.8.12 *Natural Disaster Financial Assistance*

Natural Disaster Financial Assistance (NDFA) for local councils in Victoria is provided by the Victorian State Government to assist in the recovery process and alleviate some of the financial burden that may be experienced following a natural disaster, in accordance with Commonwealth-State Natural Disaster Relief and Recovery Arrangements (NDRRA).

The NDRRA defines eligible natural disasters as 'any one of, or a combination of, the following natural hazards: bushfire; earthquake; flood; storm; cyclone; storm surge; landslide; tsunami; meteorite strike; or tornado. These arrangements do not apply to disasters where human activity is a significant contributing cause (e.g. poor environmental planning, commercial development, personal intervention (other than arson) or accident.

Refer to Department of treasury & Finance for details and a range of publications providing guidance for financial assistance:

- http://www.dtf.vic.gov.au/Victorias-Economy/Natural-disaster-financial-assistance

5.9   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. It also should include the return of the affected community. Evacuation is a scalable activity in that it may be applied to individuals, a house, a street, a large facility (e.g. school or hospital), a suburb, a town or a large area of the State.

Evacuation may be undertaken by individuals, families and households on their own volition and independent of advice, or it may be after an assessment of information provided by a Control Agency.

Evacuations may be pre-warned or immediate depending on the circumstances. The decision to recommend 'to evacuate' is made by the Incident Controller/Control Agency.

Victoria Police is responsible for the coordination of evacuation in consultation with the Control Agency. Consideration must be given to the area which is to be evacuated, the route to be followed, the means of transport and the location to which evacuees will be asked to attend.

Agencies and organisations with a role in the evacuation process include;

- The Incident Controller/Control Agency
  - o Considers and recommends evacuation in consultation with Victoria Police and other agencies and experts as needed
- Victoria Police
  - o Manages the withdrawal, shelter and return stages of the evacuation in consultation with the Incident Controller and others as needed
- Ambulance Victoria
- Support Agencies
- Municipal Councils
- VicRoads
- Country Fire Authority
- Australian Red Cross
- Department of Health and Human Services
- Department of Education and Training

The five stages in the evacuation process are;

1. Decision – the decision to recommend that people evacuate is made by the Incident Controller. In making this decision, the Incident Controller should, if time permits, consult with police and consider other expert advice. This may not always be possible.
2. Warning or Recommendation – applied to evacuations, messages to the community will be either a warning to affected people that they prepare to evacuate or a recommendation that they evacuate immediately. The Incident Controller is responsible for authorising and issuing these messages to the community.
3. Withdrawal – is the removal of people from a dangerous or potentially dangerous area to a safer area. The Victoria Police Evacuation Manager is responsible for managing the withdrawal from the affected area which includes developing an evacuation plan which clearly identifies activities, timelines, roles and responsibilities of any agencies involved. This will include consultation with other agencies involved.
4. Shelter – Emergency Shelter provides for the temporary respite of evacuees. It may be limited in facilities but should provide security and personal safety, protection from the climate and enhanced resistance to ill health and disease. Emergency Shelters in the context of evacuation may include:
   - Assembly areas which cater for people's basic needs
   - Emergency Relief Centres
   - Tents and other impermanent structures
   - Other places of relative safety.
5. Return – the final stage of the evacuation process involves the return of people to the place from which they were evacuated. The Incident Controller makes the decision to advise people that they can return to the affected area in consultation with police and other relevant agencies. The Evacuation Manager is responsible for planning and

managing the return of evacuated people with the assistance of other agencies where required. This may include authorising the release of messages regarding the return to the community in consultation with the Incident Controller.

Once the decision to evacuate has been made, the MERO and MRM should be contacted to assist. The MERO and/or MRM will provide advice regarding the most suitable Emergency Relief Centre, potential staging areas or assembly points and other resources that may be required (e.g. public health, emergency relief considerations or requirements and special needs groups).

Evacuation plans for specialised services in the municipality such as hospitals, schools, rooming houses, aged care facilities, kindergartens and shopping centres are the responsibility of the site managers. Facilities containing Vulnerable People (e.g. aged care facilities) form part of the Vulnerable People in Emergencies (VPE) Policy, contained in Part 2.3 of this Plan.

The Victorian Evacuation Guidelines are in the EMMV, Part 8, Appendix 9.

5.9.1   *Role of Murrindindi Shire Council in Assisting Evacuation*

Council has the following roles and responsibilities in the evacuation process:

- Coordinate the provision of council resources as required
- Establish and manage relief centres as required
- Assist Victoria Police with management of traffic flow including provision of information regarding road availability, capacity and safety
- Assist VicRoads to maintain list of road closures (public information).

MEMPCs will also:

- Develop and maintain Municipal Emergency Management Plans
- Assist CFA with the development of Community Information Guides (CIGs) for bushfires
- Assist SES with development of Flood Emergency Plans
- Identify and document within Municipal Emergency Management Plans facilities where vulnerable people are likely to be located
- Maintain within Municipal Emergency Management Plans a list of those services/agencies with awareness of vulnerable people within the community

5.10   Neighbourhood Safer Places (Places of Last Resort) and Fire Refuges

Neighbourhood Safer Places (NSPs) are a place of last resort and do not guarantee safety. They should only be used if a resident's Bushfire Plan fails and residents have no other place for shelter. Welfare facilities will not be made available and the place may not provide shelter from smoke and embers

 NSPs have been declared at the following areas in Murrindindi Shire

Figure 9: NSP Locations

Township	Location	Address
Alexandra	Leckie Park Cricket Oval	Station Street (opposite Lamont Street) Alexandra 3714.
Eildon	Eildon Basketball Courts Open space	Corner Centre Avenue and Main Street Eildon 3713.
Flowerdale	Flowerdale Hall	Whittlesea-Yea Road opposite Broadford-Flowerdale Road Flowerdale 3717.
Kinglake West	Kinglake West Recreation Reserve	Corner of Whittlesea-Kinglake Road and Recreation Road Kinglake West 3757. Entry off Recreation Road
Marysville	Marysville Community Centre Located in Gallipoli Park	Falls Road Marysville 3779.
Thornton	Thornton Recreation Reserve Oval	Taggerty-Thornton Road (near corner Goulburn Valley Highway) Thornton 3712.
Yarck	Yarck Recreation Reserve	Corner Yarck Road and Goodear Lane Yarck 3719. Entry off Goodear Lane
Yea	Yea Skate Park	Station Street (Melba Highway) opposite Mary Street Yea 3717.

The above list of NSPs was correct at the time of printing and is regularly updated. Location of NSPs can also be found on the Murrindindi Shire or CFA Website:

Murrindindi Shire Council Website:

- http://www.murrindindi.vic.gov.au/Your-Council/Emergency-Management/Neighbourhood-Safer-Places

CFA Website:

- http://www.saferplaces.cfa.vic.gov.au/cfa/search/default.htm

5.10.1 *Community Information Guides (CIGS)*

Community Information Guides (formerly Township Protection Plans) provide a planned response for both emergency services and the community to a bushfire within close proximity to a township, with potential to impact on the local community. These plans address the specific needs of the town's people, their safety and pre-planning, property preparation, asset protection, environment and economy, and are typically divided into 3 parts: a) Community Information. b) Township planning factors. and c) Fire Prevention.

CIGs have been completed and are available for the following towns in the Murrindindi Shire:

- Eildon and Taylor Bay

- Flowerdale and Hazeldene
- Kinglake
- Kinglake West and Pheasant Creek
- Marysville
- Toolangi and Castella

More information and copies of these CIGs can be found on the CFA website at:

- http://www.cfa.vic.gov.au/plan-prepare/community-information-guides/

Hard copies of CIGs are available in Council offices or through the CFA. Updates to the CIGs are completed by CFA.

5.11 Planning for cross boundary events

Emergency events may cross municipal boundaries, requiring response and recovery activities from two or more local governments. Victoria Police is the control agency for response and will request the MERO to contact neighbouring MEROs when resources are required from outside the municipality. DHHS is the coordinating agency for emergency recovery at the regional level and will work in collaboration with the Councils who have local responsibility.

At a municipal level communication of identified risks across municipally boundaries take place through provision of MEMP plans to municipalities that border the Murrindindi Shire.

Every opportunity is taken to include neighbouring shires with MEMP exercises and to contact those municipalities if new risks are identified that may impact them. Murrindindi Shire Council is a member of the Hume Region Municipal Emergency Management Enhancement Group (MEMEG) and has representatives regularly attending regional committees for response and recovery.

5.12 Resource sharing protocols

5.12.1 *Protocol for Inter-Council Emergency Management Resource Sharing*

Emergencies sometimes require councils to source additional resources to ensure that the affected community is restored to normal functioning as soon as possible. The MAV and the State MEMEG identified a need to determine an agreed position between councils regarding the provision of council resources to assist other councils with response and recovery tasks during emergencies and a protocol was developed. Murrindindi Shire Council is a participating member of the 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. This protocol applies to requests for human resources, equipment and /or facilities in relation to response or recovery activities associated with an emergency. A copy of this protocol is can be found on the MAV website at:

- http://www.mav.asn.au/policy-services/emergency-management/Pages/resource-sharing-protocol.aspx.

5.13   Debriefing arrangements

A debrief should take place as soon as practicable after an emergency. The MERC will convene the meeting and all agencies who participated should be represented with a view to assessing the adequacy of the Plan and to recommend any changes. Such meetings should be chaired by the chairperson of the MEMPC.

It may also be appropriate to conduct a separate recovery debrief to address recovery issues. This should be convened and chaired by the MRM.

5.14   Response/Recovery transition

When the response effort begins to transition to a solely recovery phase, a Transition from Response to Recovery Agreement (Transition Agreement) document will be required. The purpose of the document is to assist emergency management agencies involved in coordination of response, relief and recovery arrangements achieve a seamless transition from response to recovery phase following an emergency event.

The scope of the transition agreement includes:

- A description of the event
- Authorisation arrangements
- Coordination and management arrangements
- Transition activities and tasks to ensure continuity of essential community support
- Information and communication arrangements

The decisions relating to the timing of the transition of response to recovery coordination, and whether recovery coordination will be transitioned to local and/or state government), will be impacted by a number of key considerations. These include:

- The nature of the hazard/threat and whether there is a risk of a recurring threat
- The extent of impact on communities, as this may determine if a prolonged transition period needs to be implemented.
- The extent of and known level of loss and damage associated with the incident
- The considerations for the extent of emergency relief required by affected communities
- The considerations for the resources required to coordinate effective recovery arrangements

The Incident Controller, the Emergency Response Coordinator and Emergency Recovery Coordinator (State and/or Regional/Local Government – Municipal Emergency Resource Officer/Municipal Recovery Manager) will determine the transition structure and handover requirement to fully establish the Recovery Coordination arrangements. In a prolonged campaign incident, a transition period must be determined to allow sufficient time for briefing, resource planning and implementation of immediate recovery services.

The "Transition Agreement" involves specific activities of a short-term nature as recovery coordination requirements evolve and establish.

The key tasks under this agreement include:

- Continuity of emergency relief requirements, if required.
- Coordination of Initial Impact Assessments[6] in the affected communities.
- Identifying resources required to support immediate community recovery requirements including public health and safety.
- Coordination of essential cleanup operations.

Conclusion of Response implies the cessation of the responsibilities of Victoria Police as response co-ordinators. However, during the initial phase of recovery coordination, and on request of the Recovery Coordinator, the Victoria Police and other response agencies will continue to support recovery activities to affected communities.

Response and recovery agencies will work cooperatively during the period of transition and provide each other with appropriate support. Coordination responsibility is passed to the Department of Health and Human Services as the recovery co-ordination agency at the State and Regional level, while Local Government has management responsibility at the municipal level.

5.14.1 *Termination of Response Activities and Handover of Goods/Facilities*

When response activities are nearing completion the MERC in conjunction with the control agency will call together relevant relief and recovery agencies including the MERO and the MRM, to consult and agree on the timing and process of the response stand down.

In some circumstances, it may be appropriate for certain facilities and goods obtained under EMMV arrangements during response to be utilised in recovery activities. In these situations there would be an actual hand over to the Recovery Manager of such facilities and goods. This hand over will occur only after agreement has been reached between response and recovery managers.

Payment for goods and services used in the recovery process is the responsibility of the MRM through the MEMP arrangements.

5.15 Impact Assessments

Under the *Emergency Management Act* 2013 (The Act), the Emergency Management Commissioner is responsible for ensuring the coordination, collection, collation and reporting of information on the impact of the emergency.

Impact assessment is conducted in the aftermath of a class 1 emergency event to assess the impact to the community and inform government of immediate and longer-term recovery needs.

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[6] As obtained by reference to Initial Impact Assessment Guidelines December 2012

Impact assessment must be community focused to ensure the data/information will assist decision making on how to best support impacted communities.

Victoria uses a three stage process to gather and analyse information following an emergency event. The term impact assessment encompasses all three stages.

- Initial impact assessment (IIA)
- Secondary impact assessment (SIA)
- Post emergency needs assessment (PENA)

Despite three stages being described, impact assessment is not linear and some of the stages may be completed concurrently depending on the size and nature of the emergency event. The stages described must be an evolving continuum or a single process made up of stages which transition as seamlessly as possible.

5.15.1 *Initial impact assessment (IIA)*

IIA is a preliminary assessment (visual inspection and quantifiable early data) undertaken by response agencies.

IIA often comprise visual inspections, and/or the compilation of early available quantifiable data (such as number of dwellings destroyed or damaged), impacts on people remaining in affected area.

IIA provides early information to assist in the prioritisation of meeting the immediate needs of individuals and the community. It also indicates if further assessment and assistance is required.

Murrindindi Shire Council will as soon as is practicable, liaise with the control agency regarding IIA. This IIA brief will support the Secondary Impact Assessment (SIA) and give Council an idea of the scope of impact.

Information gathered during the IIA may be mapped using Council's GIS systems and recorded on Crisisworks (https://murrindindi.mecccentral.com)

5.15.2 *Secondary impact assessment (SIA)*

SIA is a subsequent progressive and more holistic assessment of the impact of the event on the community. It examines built and natural environments, social and economic impacts, and resulting community needs. Impact assessment for relief and recovery requires an additional layer of analysis beyond the IIA, which includes a comparison with baseline information.

An adaptive and evidence-based relief and recovery program requires timely, accurate and progressively more comprehensive information about the impact of an emergency on communities.

Coordination of SIA is the responsibility of the nominated recovery manager/coordinator.

All departments and agencies involved in the collection of SIA should liaise with the nominated recovery manager/coordinator to ensure information is coordinated and shared.

Timeframes

Finalisation of the SIA will occur within four weeks of disaster onset. Ideally teams will be deployed as soon as is safe after the disaster onset. Progressive reports will be provided as data is collected on the SIA.

Expected Outcome

It is expected that SIA will:

SIA builds on the observational information gathered through the IIA stage to provide an additional layer of analysis and evaluation. SIA may:

- Inform the immediate needs of the community
- Set priorities for relief and recovery
- Assist in treating identified risks and support consequence management
- Identify duplicated reporting of impact assessment data
- Review the data reported in the IIA stage
- Inform the operationalisation of municipal, regional and state recovery plans
- Identify any underlying issues within affected communities that are likely to be impacted by the emergency event (e.g. economic instability, tourism, employment, transportation, supply chain disruption)
- Inform budget estimates for government
- Estimate the cost of destroyed assets and infrastructure
- Guide planning that focuses on restoration of public assets, building community resilience and assists in mitigating the impact of future emergencies
- Inform potential activation of state and commonwealth cost sharing via the Natural Disaster Relief and Recovery Arrangements

Methodology for Data Gathering

The preferred approach, where practical, is through multi-disciplinary teams deployed to assess and assist community in a "one stop" concept. For example, a team composition could comprise an engineer, a community services officer, a local government official and a person from the control agency. Team composition will change based on the level of impact.

Local Implementation

SIA collection is more detailed than IIA, and the information supports understanding the type and level of assistance needed by affected communities. Various information sources and methodologies are used to collect SIA data. This includes (but is not limited to):

- Multi-disciplinary field assessment teams
- Phone calls to affected communities
- Information collected at relief and recovery centres
- Existing databases (contextual information)
- Reports via media/social media

SIA will have personnel engaging with community members and obtaining impact information in greater detail.

To facilitate the SIA process Murrindindi Shire Council, shall as early as practicable, perform the following tasks:

- Coordinate the survey of the extent of damage indicating an evaluation of financial and material aid needed
- Provide a priority listing for restoration of community needs to assist agencies in the performance of their functions
- Monitor the acquisition and application of financial and material aid needed or made available in the restoration period
- Survey the occupancy of damaged buildings, facilitate the making of a determination and coordinate access to alternative accommodation if required

The MERO and MRM may co-opt persons within Council, other agencies or the community with the appropriate expertise to assist with the above tasks. Should the emergency extend beyond the municipal boundaries of Murrindindi Shire Council or the area of Lake Mountain Alpine Resort the post impact assessment may be merged with that of the other affected municipalities.

Teams conducting secondary impact assessments should also consider the provision of psychological first aid by either including an appropriately trained person in the team (ie: VCC Emergency Ministries or Red Cross) or providing psychological first aid training to those doing the assessment

Reporting

The MRM is responsible for the preparation and dissemination of reports to all agencies and all parties with an interest in the relief and recovery process.

Within the first 3-7 days following an emergency, Council will advise the Department of Treasury and Finance (DTF) if:

- Damage has been sustained to essential public assets
- Or Council anticipates costs will or have been incurred undertaking an emergency activity
- Or operating a Municipal Emergency Coordination Centre (MECC) (relief or recovery)

Council will provide revised estimates of damage or eligible costs incurred under Victoria's Natural Disaster Financial Assistance (NDFA) scheme on a regular basis thereafter to DTF. The first revised estimate of damage should be provided within the first two months following the emergency event.

Interim and final reports will be made available to government and the nominated recovery manager/coordinator for the SIA and post emergency needs assessment stages. These reports are a single source document with time and date of release clearly marked. This is to ensure there is no confusion as to the most current and accurate information available at the time.

Timeframe

Due to the complex nature of information gathered during the SIA stage, the timeframe for completion can vary from seven days to four weeks from the impact. However, for some emergencies this may be longer.

5.15.3 *Post Emergency Needs Assessment (PENA)*

PENA estimates the longer term psychosocial impacts of a community, displacement of people, cost of destroyed assets, and the changes in the 'flows' of an affected economy caused by the destruction of assets and interruption of business. Such assessments inform the medium to longer-term recovery process, and build the knowledge base of the total cost of emergencies that informs risk assessment and management.

Coordination

The responsibility for coordination of post emergency needs assessment will be dependent on the scale of the emergency. Coordination will be undertaken by the:

- MRM at the local tier

- Regional Recovery Coordinator at the regional tier

- State Relief and Recovery Manager at the state tier

Agencies involved in the post emergency needs assessment must ensure they are undertaking their activities in consultation with the nominated recovery manager/coordinator.

Activation

Post emergency needs assessment implementation will be flexible and adaptable to the circumstances of the emergency event. The need for this stage depends on the nature and scale of the event. The MRM will assess whether a post emergency needs assessment is required.

Analysis

PENA builds on and estimates costs based on the initial and secondary impact assessment stages. It provides an additional layer of analysis and evaluation.

It is critical those involved in post emergency needs assessment understand what has been completed previously to avoid duplication of task and unnecessary burden on the community in seeking information.

Government agencies monitor the progress of assessment reports and build on further information that may not have been available at the time of SIA.

These agencies also verify costs for recovery and rehabilitation for the medium and long term which were reported in the initial and secondary stages.

Reporting

The nominated recovery manager/coordinator is responsible for making PENA data available to all agencies with an interest in the relief and recovery process.

Other responsible agencies involved in the post emergency needs assessment will report information to the nominated recovery coordinator to reduce duplication.

Timeframe

Post emergency needs assessment can take months or even years, depending on the nature and scale of the emergency event.

Further details on impact assessment are available on the EMV website[7]

5.15.4 *Data Capture during Impact Assessments*

Council use the *impact assessment module* of Crisisworks to record data from any impact assessments. This allows field staff to directly input data via phones or tablet computers as required. The module does not require internet access but an application (through the google play or itunes stores) is required to be downloaded to a device before it is used in the field.

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[7] EMV 2015 *Impact Assessments for Class 1 Emergencies,* Version 1.0, 23 October 2015, http://files.em.vic.gov.au/IMT-Toolbox/Inc/IIA-Guidelines-Class-1.htm

6 Relief and Recovery Arrangements

6.1   Introduction

To ensure adequate arrangements are in place to assist those who are affected by emergencies the Murrindindi Shire Council Relief and Recovery Arrangements have been developed in accordance with State Recovery Arrangements, the *Emergency Management Act 1986* and Municipal Emergency Management Planning arrangements contained in Part 6 of EMMV*.* They have also been developed with reference to the Regional Recovery Plan, Hume Region (DHHS), the State Emergency Relief and Recovery Plan (EMMV Part 4)[8] and the State Health Emergency Response Plan (SHERP)[9].

The following chapter is written with the understanding of these definitions:

The EMMV (Part 4) defines emergency relief as:

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

The Emergency Management Act 1986 defines recovery as:

- *The assisting of persons and communities affected by emergencies to achieve a proper and effective level of functioning.*

Emergency relief, or just relief, is a component of recovery. Relief from an emergency is generally only needed in the immediate aftermath of an emergency. Generally this is for a period of a few days to a few weeks but is dependent on the scale and size of the emergency. In the context of this document unless specifically required, the term recovery will be used to cover both processes.

According to the Emergency Management Manual Victoria, Municipal Councils are the local lead agency for the coordination of relief and recovery. Councils also have a key role in the maintenance of Public Health as outline in the State Health Emergency Response Plan (SHERP).

Part 6 of the Murrindindi Shire Council MEMP has been written with the understanding that recovery must be community focussed and consequence driven, and be considered across the four recovery environments; social, economic, built and natural. Murrindindi Shire Council has a comprehensive Recovery Plan, a sub-plan to the MEMP that examines relief and recovery operational arrangements at the Municipal level. Copies of the Recovery Plan are available on Murrindindi Shire Council's Website (public version – www.murrindindi.vic.gov.au) or Crisisworks (restricted version - for MEMPC members or emergency agency representatives https://murrindindi.crisisworks.com).

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[8] Emergency Management Manual Victoria, EMV, https://www.emv.vic.gov.au/policies/emmv
[9] State Health Emergency Response Plan, Third Edition, 2013, http://www.health.vic.gov.au/sherp

6.2 Summary of Relief and Recovery Arrangements, Roles and Responsibilities

State and regional relief and recovery arrangements, roles and responsibilities are listed in the EMMV Part 4. EMV is the State coordinator or relief and recovery. At the regional level, EMV has listed DHHS as the coordinating agency.

Local relief and recovery operational arrangements are captured in the Murrindindi Shire Council Relief and Recovery Plan (2015).

6.3 Relief Overview

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

Murrindindi Shire Council assisted by other organisations and with the support of the Department of Health & Human Services, is responsible for implementing relief measures including establishing and managing emergency relief centres.

At regional level relief is the responsibility of the Department of Health & Human Services.

Relief comprises 11 functional activities:
- Community information
- Emergency shelter
- Food and water to individuals
- Drinking water to households
- Food supply continuity
- Psychosocial support
- Disbursement of material aid (non-food items)
- Reconnecting families and friends
- Health care and first aid
- Emergency financial assistance
- Animal welfare

Local implementation of these functional activities is covered in the Murrindindi Shire Council Relief and Recovery Plan.

Relief services can be provided at:

- The site of an emergency
- A dedicated relief centre operated by a municipal council
- Places of community gathering
- Isolated communities
- Transit sites
- Other safe locations, as appropriate.

6.3.1 *Relief Requests*

Any requests for functional services of Emergency Relief must be channelled through the Municipal Emergency Response Coordinator (MERC) to the MERO. The MERO in consultation with the MRM will activate the required functional services. All functional services will operate and report back to the MERO.

6.3.2   Relief Escalation – Municipal Level to Regional Level

If the demand for relief exceeds the capacity of council, the RERC should be consulted with a view to request the Department of Health & Human Services (DHHS) to coordinate relief at regional level. To ensure a smooth transition of responsibility, Council should notify DHHS as soon as it becomes apparent an event will exceed its capacity. This does not replace the requirement for the RERC to monitor the emergency relief situation.

6.3.3   Relief Payment Responsibilities

The responsibility for payment of relief is detailed below. Agencies requesting relief should be familiar with these arrangements.

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

6.3.4   Relief Service Providers

The Recovery plan identifies a number of local relief service providers. This list is updated and checked twice annually. All service providers are contacted and asked to confirm that they are still able to provide relief services if so identified.

6.3.5   Roles of Organisations and Agencies - Relief

Relief is not the exclusive domain of any single agency. All agencies and organisations willing to participate have an important role to play. This recognises that relief must be a whole-of-government and a whole-of-community process. The tables below are provided as a guide to indicate the range and types of services, which can be needed in a recovery process and the principal sources of those services.

In the event that local resources cannot be provided to meet support tasks needed, the request should be passed onto the Regional Emergency Response Coordinator via the Municipal Emergency Response Coordinator.

Figure 10: Relief Requirements and Agency Involvement

Functional Area (Lead Coordinating Agency)	Activities	Incident	Support/Local Lead
Emergency Shelter	Arrange emergency shelter and accommodation for displaced households	Municipal council	DHHS
Food and Water **(Aust. Red Cross)**	At regional and state levels, Red Cross coordinates food and water including support from agencies, and provides support at the local level when requested	Red Cross	Salvation Army Foodbank Victoria
Reconnecting family and friends **(VicPol, Aust. Red Cross)**	Operate Register.Find.Reunite in relief centres, enquiry centres or online, to reconnect people with family, friends and their communities	VicPol	Aust. Red Cross
Disbursement of material aid (non-food items)	Provide essential material aid (non-food items) to emergency affected persons including clothing, bedding and other personal requisites.	Rotary clubs of Murrindindi Shire	Municipal Council, Salvation Army
Emergency financial assistance **(DHHS)**	Administer relief payments through the personal hardship assistance program, to help individuals meet their basic needs	DHHS	Australian Government Department of Human Services
Animal welfare **(DEDJTR, DELWP)**	DEDJTR is the primary agency for animal welfare (other than wildlife) support services DELWP is the primary agency to respond to wildlife welfare Municipal councils are responsible for housing of displaced and lost/stray companion animals	DEDJTR DELWP Municipal Councils	Municipal Councils VFF RSPCA Australian Veterinary Association
Drinking water for households **(DELWP)**	Provide drinking water to households	Water authorities	DELWP Municipal Councils DHHS
Food and grocery supply logistics continuity **(DEDJTR)**	DEDJTR will support food and grocery supply logistics continuity planning and operations with the major food distribution operators	DEDJTR	

Functional Area (Lead Coordinating Agency)	Activities	Incident	Support/Local Lead
Health and Medical assistance and first aid **(Ambulance Victoria)**	Provide pre hospital care to people affected by emergencies Establish field primary care clinics Provide other health and medical relief assistance measures	Ambulance Victoria	St John Ambulance DHHS
Community information **(Control agency)**	Provide relief and recovery information to assist communities to make informed decisions about their safety	Control agency	
Psychosocial support **(DHHS)**	Personal support (psychological first aid and emotional-spiritual care) in relief and recovery centres and through community outreach	Municipal Councils	Aust. Red Cross VCC EM

6.4 Relief – Municipal Arrangements

As stated in section 5.7, relief and recovery operations will occur from the MECC at the Council offices (or a secondary MECC if the offices are impacted) and be directed by the MRM.

6.4.1 *Emergency Relief Centres (ERCs)*

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

An ERC will only be opened at the request of the Incident Controller. ERC procedures are located in the Murrindindi Shire ERC Operating Manual which is accessible via Crisisworks.

Emergency Relief Centre - Services

Both relief and recovery services may be provided at a relief centre. Thus, the provision by relevant agencies of any of the relief or recovery services such as catering, material needs, emergency shelter, grants, the provision of information, temporary accommodation and counselling may occur concurrently.

Irrespective of the relief or recovery services offered or the level of coordination being provided, the overall management responsibility for the centres remains with Murrindindi Shire Council

Emergency Relief Centre - Standard Operating Procedures

Murrindindi Shire Council has developed common standard operating procedures for relief centres. These describe personnel, facilities and equipment to standardise methodology and procedures and increase councils capacity and capability. A copy of these procedures is available on Crisisworks.

In support of Councils responsibilities with the management of Emergency Relief Centres (ERC), Council has appointed a Council Officer to the position of Deputy MRM, ERC Manager, and recruited and trained Council Officers to perform roles in an ERC when required.

In the event of the requirement for any or all of the functional services of relief the request

must be directed through the MERC/MERO processes who will request the MRM to activate the required functional services. All functional services will operate and report back to the MERO/MRM.

ERC Kits

Murrindindi Shire Council has Emergency Relief Centre (ERC) Kits containing equipment immediately required to activate an ERC. The MRM or their delegate is responsible for establishing and maintaining the ERC Kits. These kits are stored adjacent to the records area, behind reception and access to them is available via the MRM.

Emergency Relief Centre - Material Needs

The agency responsible for the provision of material needs in Murrindindi Shire Council is the combined Rotary Clubs of Murrindindi Shire. They may be assisted by:

- Red Cross
- Murrindindi Shire Council
- Salvation Army
- St Vincent De Paul Society
- Service Clubs
- CWA
- Church Groups
- SES
- Others as required.

Emergency Relief Centre – Catering

The Australian Red Cross Victoria is the coordinating body for emergency relief catering and is supported by internal arrangements with, but not limited to:

- Salvation Army
- Country Women's Association
- Country Fire Authority Auxiliary
- Women's Support Group
- Various Church Groups
- Lions and Rotary Clubs

- State Emergency Service Teams
- Other Agencies as Co-opted.

6.4.2   *Registration of Evacuees*

The Register.Find.Reunite Service replaces the National Registration Inquiry System (NRIS). Following a major emergency the Register.Find.Reunite. service is activated by a state emergency service agency.

Once activated people are able to register and inquire with the service via the Red Cross website from any computer or mobile device with internet access. People also have the option to register or enquire over the phone. If internet and mobile devices are down, people can register in person at an evacuation or emergency relief centre.

The service matches registrations from people affected by the emergency to enquiries from family or friends searching for news. Once a match has been made, an operator will contact the person who submitted the enquiry.

Victoria Police is responsible for the registration of evacuees in conjunction with Australian Red Cross. Red Cross is also responsible for the responsible for the operation of the Register.Find.Reunite service including training, resources and personnel.

6.5   Recovery Overview

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 co-operation 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.

Operational information about the local implementation of recovery is available in the Murrindindi Shire Council Relief and Recovery Plan.

6.5.1   *Recovery Plans*

For each emergency, the MRM will coordinate the development of a disaster recovery plan. To assist in the preparation of the plan, the MRM will use the disaster recovery toolkit for local government published on the EMV website (https://www.emv.vic.gov.au/how-we-help/disaster-recovery-toolkit-for-local-government)

Disaster specific recovery plans will report on recovery progress and issues so that they can be appropriately reported.

The primary focus is to be prepared to commence recovery processes when disasters do occur.

Community recovery plans are tailored specifically for activities following an event. These plans are generally operational plans developed for each event, and define strategies and interventions specific to the affected communities.

The plans aim to agree and communicate the short, medium and long-term goals for recovery. The plans need to consider the impact of the event, the location, community demographics and the vulnerabilities of the community. In addition, the existing social networks prior to the event, the culture and the four recovery components need to be considered. Planning must involve the community from the outset.

Community participation in the post-event planning process is critical to identify the specific activities that are required by the community to re-establish community systems and ensure the outcomes of the recovery process are community driven. The community can contribute to planning in a variety of ways, including attendance at local council meetings. The spontaneous public forums that emerge after an event are usually indicative of community concerns.

6.5.2   *Recovery Escalation – Municipal Level to Regional Level*

Where the impact of an event results in community needs exceeding the capacity of the Murrindindi Shire Council; Council may seek to escalate the level of management to the regional level. This escalation provides an additional layer of management rather than a replacement layer.

The MRM will contact the Regional Recovery Coordinator, Department of Health & Human Services Hume Region, to discuss the request.

6.5.3   *Reporting on the Status and Progress of Recovery*

The MRM will prepare reports as required to inform DHHS through the Regional Recovery Coordinator on the status and progress of incident recovery. As per recovery escalation above, highlighting where events may exceed capacity of Council or its supporting agencies as early as possible is critical.

The following applies to Progress Reports:

- Reports are to provide situational awareness and highlight issues for the Regional or State Recovery Coordinator.
- The incident doesn't need to have escalated to the regional or state level for a report to be produced

- Unless otherwise advised, reports should be prepared weekly for the first month after the incident, then monthly for the next six months. Reports should be provided on Fridays to SEMC@dhhs.vic.gov.au

Report templates are available from DHHS.

6.5.4   *Evaluation of Recovery Activities*

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

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

The MRM must ensure that the Regional Recovery Coordinator, DHHS Hume Region, is aware of the outcome of the evaluation.

6.5.5   *Functional Areas of Recovery*

There are four functional areas to consider:

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

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

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

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

Each of these functional areas overlap considerably and require co-ordination and collaboration to address issues arising from an emergency.

The table (figure 9) overleaf details the four functional areas of recovery.

Figure 11: Four functional areas of recovery

Social Recovery Activities	Built Environment Activities	Economic Environment Activities	Natural Environment Activities

• **Housing and Accommodation –** *Assisting people displaced by the emergency to access temporary accommodation, assessing damage to buildings, building advice and transition to permanent housing*
• **Individual and household financial assistance –** *Assisting households to minimise the financial impact of the emergency through financial assistance and advice*
• **Psycho-social support** *Supporting the emotional, spiritual, cultural, psychological and social needs of affected people/communities*
• **Health and medical assistance –** *Ensuring that health and medical emergency responses are coordinated and appropriate*
• **Community Development –** *Supporting communities to share responsibility in recovery activities*
	• **Energy services** – *build resilience within communities and the energy sector from emergencies and misname the impact on Victoria's economy and communities*
	• **Telecommunications –** *build resilience within the telecommunications sector from emergencies and minimise the impact on Victoria's economy and communities.*
	• **Transport** – *build resilience within the transport sector from emergencies and minimise the impact on Victoria's economy and communities.*
	• **Building and assets –** *management of risk and facilitating restoration of buildings and assets.*
		• **Local economies** – *Mitigate the impacts of emergencies on economic activity in affected communities*
		• **Businesses** – *Information, advice and support to businesses to facilitate good decision making and assist their recovery*
		• **Agriculture** – *Assist the agriculture sector to recover and minimise long term social and economic impact on primary producers and other animal owners.*
			• **Natural environments and public land** – *manage consequence and mitigate risk to the natural environment on public land*
			• **Activities may include:**
			  ○ *Erosion control*
			  ○ *Restoration, clearing and rehabilitation*
			  ○ *Provision of advice*
			  ○ *Emergency approvals*
			  ○ *Survey and protecting threatened bird, marsupial, aquatic and plant species*
			  ○ *Surveying and protecting ecosystems*
			  ○ *Wildlife welfare*
			  ○ *Waste pollution management.*

6.6   Recovery – Municipal Arrangements

6.6.1   *Recovery Implementation*

The Municipal Recovery Manager or a person delegated by him/her is to initiate recovery activities, as documented in this section of the Plan, as soon as possible when required after an emergency occurs.

The Municipal Recovery Manager shall convene a meeting with other recovery agencies as soon as is practical, where the emergency is of a magnitude that requires their involvement.

A range of recovery activities may be required after an emergency.

Implementation of the functional areas of recovery is as per the EMMV.

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

- Assessment of impacts
- Input of affected community into decision making
- Coordination of service provision and
- Communication strategies.

The responsibility of municipal recovery coordination will rest with the MRM

6.6.2   *Activation and Notification*

The Municipal Emergency Response Coordinator (MERC) will advise recovery agencies of the emergency to the MRM and MERO. The MRM or delegate is to initiate recovery and/or preparation activities as documented in these arrangements as soon as practicable after an emergency or when advance notice of an impending emergency is known.

On receiving advice of an emergency, the MRM will bring together the responsible agencies to ensure that services and activities are provided in a coordinated manner, thus activating recovery arrangements.

Circumstances where the Regional Recovery Manager may be required to inform the MRM of the need for recovery activities may include those where:

- The event has occurred outside the municipal district
- The response to the event is small scale, but the potential impact is large and
- There has been no need to activate municipal resources during the response to the event.

The recovery arrangements may be implemented in support of events where no response activities were required.

6.6.3   *Recovery Centres*

A Recovery Centre is a location designated by Council, in consultation with the Recovery Committee, to service affected people after an emergency event.

A recovery centre is a building in which a co-ordinated service response is provided to support emergency affected communities in the restoration of their emotional, social, economic, and physical well being.

They may be located in the same places as ERCs or in another more suitable location if one is appropriate.

6.6.4   *Recovery Operational Steps*

There are five primary phases or steps in emergency recovery operations that are related to a continuum relative to small, medium and large scale emergencies.

The following table is an example of recovery time continuum for large scale emergency. The time continuum for small and medium emergencies may differ from those outlined below.

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

Figure 12: Recovery Continuum

During the Incident

Activity	Responsibility
Conduct a RIA	EMCG with assistance from EMV and DHHS
Activate emergency relief arrangements (As per Relief and Recovery Plan Appendix B1)	MERC, MRM
Assess the need, an plan for, an ERC based upon data collected from RIA	MRM, planning department.

Immediately After the Incident (1-7 Days)

Activity	Responsibility
Establish and manage an emergency phone line (s) Direct unmanned phones to mobile.	MERO, MRM, IT
Continue the needs assessment and impact assessment to identify: • What needs to be done • Who will undertake those tasks • Who will they be coordinated by (who will do what, how where and when)	EMCG, DHHS, planning department.
Establish a mechanism for the provision of essential needs in the impacted area e.g. resources (financial, human & equipment), water, stock feed, temporary fencing, fuel, food and material aid	DHHS, EMCG
Activate a Recovery centre in the impacted area if necessary	MRM, DHHS

Activity	Responsibility
Initiate the recovery planning process including the: • Establishment of the CRC • Development of a community recovery plan	MRM, DHHS, DELWP, DEDJTR
If the recovery effort is broader than Murrindindi Shire, The Regional Recovery Committee may be activated to co-ordinate regional resources	DHHS, MRM MERO
Financial assistance – including hardship grants etc	DHHS, Centrelink
Temporary housing	MRM, DHHS
Reinstatement of Community Access Road Network	Manager Infrastructure and Operations (MIO)
Scoping of extent of infrastructure damage	MIO

Short Term (2-4 Weeks)

Activity	Responsibility
Continue to monitor needs through the impact assessment process and community feedback	Community Recovery Committee
Continue the recovery planning process including the community recovery plan developed through engagement with the community	MRM, DHHS
Utilise community development workers and community engagement through: • Information sharing • Consultation • Supporting community initiatives and active participation	MRM
Financial assistance and temporary housing	DHHS, MRM
Start planning for PIA	EMCG
Reinstatement of Community Access – road network initial contact with Vicroads on NDF requirements • Scale of recovery • Development of recovery plan • Initial estimated costs • Approvals for NDF funding	MIO MIO & General Manager Infrastructure Development Services & Manager Business Services

Medium Term (2-3 Months)

Activity	Responsibility
Continue to implement community recovery plan	MRM, CRC
Commence planning for the development of a transition strategy to enable the timely and appropriate withdrawal of dedicated relief and recovery services and activities and transition to existing community support services.	MRM, DHHS, CRC
Conduct PIA	EMCG
• Reinstatement of Community Access – road network (major events) • Update and implementation of the Infrastructure Recovery Plan, Subject to Vic Roads Approval	MIO MIO

Long Term (Month 4 and Onwards)

Activity	Responsibility
Monitor, review and evaluate the community recovery plan	MRM, CRC

Continue the development of the transition strategy to support a seamless transition of recovery activities (council and support agencies) into core business. Community implementation of transition strategy.	MRM, CRC
Update and Implementation of the Infrastructure Recovery Plan, subject to Vicroads approvals	MIO

6.6.5 *Community Information and Briefing in Recovery*

Community information and briefing are vital components that assist in the recovery of emergency affected individuals and communities. Community information sessions will be conducted as soon as possible after an emergency in partnership with Victoria Police, CFA and SES.

The development of relevant and appropriate community resources and activities empower the community and enhance their resilience, thereby assisting their recovery process.

Murrindindi Shire Council will actively engage the community through a range of mechanisms including media releases, advertisements, newsletters, local radio (UGFM), Council website and local services networks.

The affected community will need to be advised of the recovery services available to them. The MRM will ensure community is advised of the recovery services through regular Newsletters produced and circulated using the strategies previously outlined in Part 5 of this Plan, Public Information and Warnings.

In addition the strategies outlined in Part 5 of this Plan, consideration should be given to circulating Newsletters to

- Local Member of Parliament, Federal and State
- Council Website, Business Centres, Libraries, Visitor Information Centres, social media (eg: Council's Facebook page)
- Mainstream media outlets
- Outreach Centres
- Community Centres
- Police Stations (within the affected areas)
- CFA sites (within the affected areas)
- Neighbourhood Houses
- Other recovery, support and community agencies
- Impacted persons as required.

Community Briefings

Community Briefings may be conducted by response agencies as part of their role in keeping communities aware of the current emergency situation before, during and after events. Municipal recovery team members including a trained personal support practitioner should be part of the briefing team.

Community Information Sessions

As soon as practicable after an emergency, the MRM should arrange community information sessions. The development of these sessions is the first practical step in the process of ensuring a community is actively involved in the recovery management process. This should be in conjunction with Councils Marketing and Communications and consistent with Council policy.

These sessions can also be used to support the development of community recovery committees. The role of community briefings in the recovery context is to:

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

Where the emergency has a criminal component Council will need to consult with the investigating authority on any necessity to restrict the content of the briefings.

Providing a Single Point of Contact

Where the MRM determines that the emergency is of such scale to warrant it, a Municipal Recovery Centre will be established to provide a "one stop" service to ensure affected people are integrated into the emergency recovery process at a single point.

This Centre should be located in a building that meets its requirements and be staffed appropriately

6.6.6   *Community Recovery Committee*

Where the magnitude of the event requires community input into the recovery process, one or more Community Recovery Committees may be established within the affected area. Community Recovery Committees may involve more than one municipality if the Emergency affected area involves more than one municipality.

Consideration should be given for multi-agency briefings of the affected communities and media releases coordinated amongst agencies.

Community Recovery Committee Membership

The composition of the Committee will vary depending on the affected area. The membership of the Committee should include community leaders and representatives of:

- Municipal Recovery Manager
- Councillor
- Government Agencies Community Groups
- Affected Persons Non-Government Agencies

Community Recovery Committee functions

Functions of a CRC include:

- Monitor the overall progress of the recovery process in the affected community.
- Identify community needs and resource requirements and make recommendations to appropriate recovery agencies, Murrindindi Shire Council and the State's recovery management structure.
- Liaise, consult and negotiate, on behalf of affected communities, with recovery agencies, government departments and Murrindindi Shire Council.
- Liaise with DHHS as Coordinator through the designated Regional Recovery Coordinator or Regional Recovery Manager.
- Undertake specific recovery activities as determined by the circumstances and the Committee.

6.6.7 *Service Coordination*

The needs of individuals and communities after an emergency will vary in scale and complexity. However these needs can usually be met by existing services, supplemented by additional resources where there are capacity issues. Recovery planning and management should initially be on the basis of linking affected individuals into existing services provided by existing agencies.

In many emergency events people will have a complex set of needs. Some people may find it difficult to access the recovery services. Others may need specialist support that is not readily available, or a complex mix of services to meet their needs. This situation can occur when one emergency is followed by another or where a person's existing circumstances have made them more susceptible to the impact of an event.

An early assessment should be made of the need for and likely benefits of the application of a service coordination model. The appointment of a Service Coordination Officer may be beneficial to assist those most in need of assistance.

6.6.8 *Vulnerable Community Members*

At all times care will be taken to identify those in the community impacted by the emergency that require additional assistance (e.g. elderly, disabled, poor). The consequences of an emergency on community should not be assumed; community members considered most vulnerable to the emergency can change

6.6.9 *Single Incident Emergencies*

Councils are responsible at the municipal level to coordinate recovery activities in response to an emergency. This role relates to significant events impacting on a large part of the municipality as well as low level single incident emergencies.

A single incident emergency can include, but is not limited to, damage to buildings or structures caused by fire, storm, accident or criminal action. The building or structure can include:

- Private residential facilities
- Commercial residential facilities
- Any other building or structure involving the presence of hazards.

When notified of a single incident emergency Councils internal arrangements may include notification of Councils':

- MRM
- Emergency Case Managers
- Building Services, Municipal Building Surveyor
- Environmental Health, Environmental Health officers
- Statutory Planning
- Rates and Valuations
- Other notifications as required.

The circumstances of the emergency and the role Council has in the emergency will determine the level of notification within Council.

6.6.10 *Emergency Case Management Services*

Emergency Case Management is the process of organising and providing a timely, coordinated approach to assess emergency-related needs including health care, mental health and human services needs that were caused or exacerbated by the emergency and may adversely affect an individual's or family's recovery if not addressed.

In support of this the Murrindindi Shire Council provides an Emergency Case management (ECM) Service managed by the MRM and which forms part of council's recovery arrangements.

The Emergency Case Management function is provided by Councils Community Services Department.

The service offered by the Emergency Case Management includes:

- assistance in putting in place immediate short term accommodation needs
- assistance in putting in place immediate short term material aid; clothing, bedding, and other personal requirements
- assistance in referring affected persons to agencies and organisations for emergency financial assistance
- assistance in referring affected persons to services for psychosocial support
- assistance in referring affected persons to other appropriate services and support

The Emergency Case Management Role includes liaison with DHHS for each individual incident. The service provided is also consistent with the DHHS – Emergency Case Management Service Guide 2010 – which can be found on the DHHS web page.

6.6.11 *Development and Use of Community Networks in Recovery*

Recovery planners, coordinators and managers should always be cognisant of the value of existing community networks as a conduit for information delivery, needs identification and support of those affected. These established networks are significant in the community and often have an inherent value that newly developed service networks may never develop. Where possible and appropriate, recovery programs should work with and through these networks.

Community networks that are functioning in an affected community should be actively engaged and supported in the recovery process. In some instances networks may be present in the community but require additional support to enable them to function effectively as a recovery conduit to the community.

Examples of community networks include:

- Volunteer emergency services
- Church organisations
- School organisations
- Service clubs
- Community Associations
- Business and Tourism Associations.

6.6.12 *Volunteers*

Those wishing to volunteer during an emergency will be directed to register with Volunteers Victoria at their website: http://volunteeringvictoria.org.au/

Volunteering Victoria will coordinate all volunteers used in an emergency on behalf of Murrindindi Shire Council

Spontaneous Volunteers

Spontaneous volunteers are people that turn up during or after an event willing to help but are not affiliated with any group or club. Traditionally, spontaneous volunteers have been difficult to coordinate for municipalities as they may require training, accommodation, food and close management or supervision.

Council has developed an MOU with Volunteering Victoria for the supply of a trained Municipal Spontaneous Emergency Volunteer (MSEV) coordinator to be put in place during and immediately after an emergency impact. Under this MOU, Volunteering Victoria will provide a trained coordinator to Council who will focus predominantly on the coordination of the spontaneous volunteers. Council in return will coordinate accommodation if possible, food and office space for the coordinator.

The development of this MOU has increased the capacity of Murrindindi Shire Council to appropriately coordinate and place spontaneous volunteers in productive relief and recovery roles.

Volunteering Victoria is building a workforce of trained MSEVs who can assist (as volunteers) Local Councils to effectively manage SEVs in relief and recovery activities.

Working within existing emergency management structures, the MSEV could assist with relief and recovery activities, generally within the first 3 – 4 weeks of an event when the cohort of spontaneous volunteering is at its peak.

Deployment Process

In the event of emergency MSEVs could be requested to assist Council in relief or recovery activities. This need would be identified via the MRM or delegated person and a request submitted to Volunteering Victoria by phone, with details confirmed back in email. Volunteering Victoria will access the MSEV database to identify an appropriate and available MSEV to be deployed. This MSEV would report directly to the MRM

Other Volunteers

Volunteers play a significant part in any recovery operation, particularly after large-scale, highly publicised emergencies. This section of the Relief and Recovery plan examines volunteers who are affiliated with a specific organisation such as service clubs, community agencies and other non government organisations   Volunteers who are affiliated with an organisation will be directed by that organisation and are likely to have specific skills to undertake previously assigned roles.

Voluntary organisations, that are appropriately insured, may be directed by either the MERO or MRM in the completion of a broad set tasks post emergency. These tasks could range from re-fencing, rebuilding, assisting in catering or other services etc. .

Any clubs interested in registering interest in assisting in the relief and recovery process should contact the MRM through the Council offices.

6.6.13 *Supply of Goods / Services*

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

The Municipal Recovery Manager with the assistance of DHHS/EMV will coordinate the acquisition and supply of goods/services which cannot be provided by the municipality or participating agencies.

6.6.14 *Victorian Government Assistance Measures*

Figure 11 below details the basic package of post-emergency assistance measures that may be made available to assist in various aspects of the recovery process. Most are provided by Victorian government agencies; a few Commonwealth assistance measures are also listed. It is important to note that assistance measures are identified as being generally available at departmental discretion, or requiring a specific government decision on each occasion.

Figure 13: Victorian Government Assistance Measures

Measure	Purpose	Agency	Other Details
Individual Human Need Assistance Measures			
Generally available at departmental discretion			
Emergency relief assistance	To alleviate personal hardship arising from the effects of an emergency by helping to meet immediate essential health, safety and wellbeing needs.	DHHS	Payments available to assist a household during the first seven days after a single house fire or natural emergency event. Payments may also be available for single emergency incidents, other than single house fires, at the discretion of the Director, HHS EM. Eligibility is based on alleviating hardship, for an individual or household affected by an emergency (occurring or likely to occur) to provide shelter, food, clothing, personal items or transport to leave an affected area. The amount paid is based on a pre- determined 'set' amount per individual (adult and child), capped per household.
Residential and Community Re-establishment Assistance Measures			
Available subject to specific government approval			
Emergency re-establishment assistance *	To assist with the re-establishment of a principal place of residence and essential household items where the householder's needs are not met by their own resources (including insurance) or other forms of assistance.	DHHS	Payments available to eligible applicants following the activation of this assistance measure by the Minister for Police and Emergency Services or the Premier. Eligibility is based on an applicant's principle place of residence being uninhabitable or inaccessible for more than seven days as a consequence of the natural emergency event. Applicants must also meet an income test and expenses/ losses not being covered by insurance. Payments can be used for alternative accommodation, removal of debris from residential properties, essential repairs to housing to restore it to a habitable condition and repair or replacement of essential household items. The application period closes 180-days after the natural emergency event.

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*This measure only available for 'Natural Disasters' as defined under the Commonwealth Government's Natural Disaster Relief and Recovery Arrangements.

Measure	Purpose	Agency	Other Details
Concessional loans for principal residence *	To assist with there-establishment of the principal place of residence.	RFCV	Concessional housing loans may be made to people whose principal residence has been damaged or destroyed by natural disaster, and who wish to rebuild or buy another house within Victoria. These loans are granted on the basis of need to bridge the gap between the cost of rebuilding or relocation and the financial resources which are available to the individual including insurance.
Concessional loans for churches, voluntary organisations , etc. *	To assist with re-establishment of premises	RFCV	Concessional loans may be made available from time to time to non-profit organisations which have no reasonable access to commercial sources of finance. Loans are made on the basis of need to bridge the gap between re-establishment costs and insurance recovery.
Community Safety/Health Assistance Measures			
Generally available at departmental discretion			
Disposal of dead or maimed stock	To minimise the risk to public health.	Municipal councils in consultation with DELWP	Municipal councils are responsible for disposal. DELWP provides advice and supervision and may provide reimbursement.
Economic Recovery Assistance Measures			
Available subject to specific government approval			
Concessional loans for primary producers *	For carry-on purposes and to assist with the re-establishment of the economic enterprise	RFCV	Concessional loans for carry-on purposes (restocking, restoration, etc.) may be made available to full-time bona fide primary producers who have suffered natural disaster losses and, after insurance recovery, are unable to obtain requirements through normal commercial channels on suitable terms, and in the Corporation's opinion have reasonable prospects of recovery.

Measure	Purpose	Agency	Other Details
Concessional loans for small business *	For carry-on purposes and to assist with the re-establishment of the economic enterprise.	RFCV	Concessional loans may be made available to small businesses which are in need of special assistance as a result of natural disasters and which cannot obtain finance on suitable terms from normal sources including insurance and which, in the opinion of the Corporation, have reasonable prospects of recovery. Generally the corporation would expect to share the funding for such businesses with normal sources of institutional finance.
Clean-up grants for small businesses and primary producers *	To cover the cost of clean-up and reinstatement, not compensation for losses	RFCV	Clean-up grants are aimed at providing a holistic approach to the recovery for regions or communities severely affected by a natural disaster. Grants are subject to Commonwealth Government approval, maximum grant $10,000, up to $25,000 in exceptional circumstances.
Community recovery fund *		DPC/ DSDBI	A community recovery fund may be established in circumstances where a community is severely affected by a natural disaster and needs to restore social networks, community functioning and community facilities. Requires Commonwealth Government approval. Amount to be determined at the time of triggering assistance.
Generally available at departmental discretion			
Repair of damage to private fences (internal and boundary) by fire agency machinery during bushfire emergencies	To make an equitable contribution to landholder bushfire recovery.	DELWP/ CFA	Full restoration costs paid for fences damaged on private land paid as a result of machinery used by fire agencies to control bushfires. This includes damage to fences by machinery such as bull-dozers entering the property and/or constructing fire control lines, and other fire emergency vehicles obtaining access.
Restoration of fences damaged by bushfire on the boundary of private land and public land	To make an equitable contribution to landholder bushfire recovery.	DELWP/ CFA	Half the cost of materials paid to replace or repair fencing between private land and all national parks, state parks and state forests destroyed or damaged by bushfires.

Measure	Purpose	Agency	Other Details
Restoration of fencing damaged by DELWP planned burns that escape from public land	To make an equitable contribution to landholder bushfire recovery.	DELWP	Full restoration costs paid for fences or other assets that are damaged or destroyed by planned burns that escape from public land onto private land.
Rehabilitation of fire control lines constructed by fire agencies during bushfire emergencies	To minimise environmental degradation and erosion.	DELWP/ CFA	Assistance is provided to private land-holders to rehabilitate fire control lines, established by fire agencies, during the suppression of bushfires. Fire control line rehabilitation involves pushing back top soil and undertaking erosion control measures to protect the land from soil erosion and protect water quality. Government may also provide seed for use by the land-holder to control erosion and prevent soil movement. Assistance with the rehabilitation of fire control lines does not include replanting of trees, re-establishment of pasture, or any other agricultural crop.
Replacement of essential water taken from private land for use in wildfire suppression	To relieve genuine hardship in the community by replenishing essential private water supplies.	DELWP/ CFA	Water taken from household tanks or agricultural dams for fire fighting will be replaced (up to the quantity taken) when requested by the landholder and water is needed for essential use. The aim is to ensure that landholders have a sufficient water to sustain: the health of residents and pets, and the health and productivity of livestock and crops.
Assistance with contingencies or reconstruction of food supply chains and critical infrastructure	To ensure the rapid restoration of the supply of food	DELWP/ DSDBI	
Assistance for the transport of donated fodder to affected rural landholders	To ensure the immediate welfare of livestock in fire or flood	DELWP	

Measure	Purpose	Agency	Other Details
State Government Assistance to Municipal Councils			
Financial assistance to municipal councils: **(a) for the restoration of municipal assets *** **(b) for emergency protection works ***	To support extraordinary municipal expenditure during emergencies.	DTF	This assistance is generally available for natural disasters as defined. To lodge claims, see the DTF website at www.dtf.vic.gov.au and search under Budget and Financial Management (a) Municipal council meets the first $10,000 of approved expenditure, plus 25% of the next $100,000. Approved expenditure exceeding $100,000 is fully funded by the Government. (b) Government meets entire cost.
Commonwealth Government Assistance Measures to Persons/Local Governments			
Australian Government Disaster Recovery payment	To provide short- term financial assistance to people affected by major emergencies.	Centrelink	Payment of $1000 per adult plus $400/child to affected persons who are already receiving a Centrelink income support payment. Subject to determination of an event as a major disaster by the Minister for Families, Housing, Community Services and Indigenous Affairs.
Income support, pensions, benefits and allowances	To assist people affected financially by emergencies.	Centrelink	Payments are administered under the provisions of the *Social Security Act.*
Natural disaster relief payments to local government *	To assist municipal councils affected by natural disasters.	VGC	Grants of up to $35,000 per council per eligible event are provided to reimburse councils for approved costs not reimbursed by DTF.

Appendices

The following appendices are publicly available. There is also a restricted appendix with contact information available to MEMPC members via Crisisworks.

Abbreviations and Acronyms

AA	Airservices Australia
ADF	Australian Defence Force
AFAC	Australasian Fire and Emergency Services Authorities Council
AGCDTF	Australian Government Counter Disaster Task Force
AGD	Attorney-General's Department
AIIMS	Australian Inter-Service Incident Management System
AMSA	Australian Maritime Safety Authority
ANZEMC	Australia-New Zealand Emergency Management Committee
ARCV	Australian Red Cross Victoria
ARFF	Aviation Rescue and Firefighting (part of Airservices Australia)
ARTC	Australian Rail Track Corporation
ATSB	Australian Transport Safety Bureau
AusSAR	Australian Search and Rescue (part of AMSA)
AV	Ambulance Victoria
AVCG	Australian Volunteer Coast Guard
BOM	Bureau of Meteorology
CERA	Community Emergency Risk Assessment
CERM	Community Emergency Risk Management
CFA	Country Fire Authority
CI	Critical Infrastructure
CMA	Catchment Management Authority
COAG	Council of Australian Governments
COMDISPLAN	Commonwealth Government Disaster Response Plan
CWA	Country Women's Association
DACC	Defence Assistance to the Civil Community
DEDJTR	Department of Economic Development, Jobs, Transport and Resources (Incorporating the Department of Agriculture)
DET	Department of Education and Training
DELWP	Department of Environment, Land, Water and Planning
DFACA	Defence Force Aid to the Civil Authorities
DFSV	Dairy Food Safety Victoria
DH	Department of Health
DHHS	Department of Health and Human Services
DOJ	Department of Justice
DPC	Department of Premier and Cabinet
DTF	Department of Treasury and Finance
DVI	Disaster Victim Identification
EA	Emergency Alert System
EM	Emergency Management
EMA	Emergency Management Australia
EMC	Emergency Management Commissioner
EMLO	Emergency Management Liaison Officer
EMMV	Emergency Management Manual Victoria
EmRePSS	Emergency Resource Providers Support Scheme
EMS	Emergency medical service
EMT	Emergency Management Team

EMV	Emergency Management Victoria
EOC	Emergency Operations Centre
EPA	Environment Protection Authority
ERC	Emergency Relief Centre
ERCC	Emergency response coordination centre
ERDO	Emergency response development officer
ESTA	Emergency Services Telecommunications Authority
FERC	Field Emergency Response Coordinator
GIS	Geospatial information system
HHS	Health and Human Services
ICA	Insurance Council of Australia
ICC	Incident Control Centre
IDRO	Insurance Disaster Response Organisation
IFMP	Integrated Fire Management Planning
IMS	Incident Management System
IGEM	Inspector General Emergency Management
IMT	Incident Management Team
LSV	Life Saving Victoria
Marine EMT	Marine Emergency Management Team
MAV	Municipal Association of Victoria
MECC	Municipal Emergency Co-ordination Centre
MEMEG	Municipal Emergency Management Enhancement Group
MEMP	Municipal Emergency Management Plan
MEMPC	Municipal Emergency Management Planning Committee
MERC	Municipal Emergency Response Coordinator
MERO	Municipal Emergency Resources Officer
MFB	Metropolitan Fire Brigade
MFESB	Metropolitan Fire & Emergency Services Board
MFPO	Municipal fire prevention officer
MRM	Municipal recovery manager
MTM	Metro Trains Melbourne
NCTP	National Counter Terrorist Plan
NDFA	Natural Disaster Financial Assistance
NDRRA	Natural Disaster Relief and Recovery Arrangements
NERAG	National Emergency Risk Assessment Guidelines
NOPSEMA	National Offshore Petroleum Safety and Environmental Management Authority
NRIS	National Registration & Inquiry System
OESC	Office of the Emergency Services Commissioner
POC	Police Operations Centre (D24)
PTV	Public Transport Victoria
PV	Parks Victoria
RIA	Rapid Impact Assessment
Red Cross	Australian Red Cross Victoria
RERC	Regional Emergency Response Coordinator
RERCC	Regional Emergency Response Coordination Centre
RFCV	Rural Finance Corporation of Victoria
RR	Road rescue
RSPCA	Royal Society for the Prevention of Cruelty to Animals

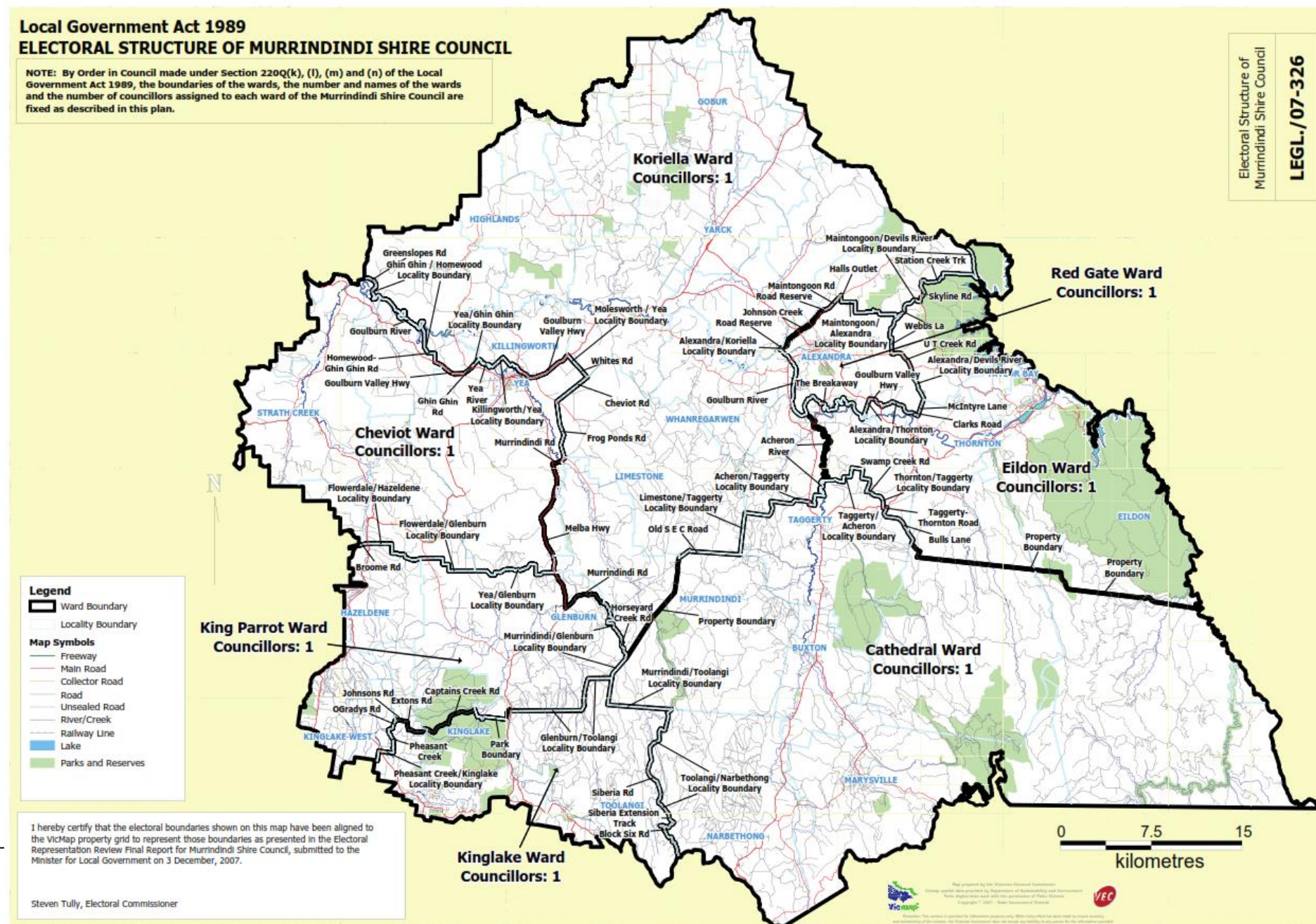|	
SBCS	Small Business Counselling Service
SCC	State Control Centre
SCC	State Crisis Centre
SCN	Security and Continuity Network
SCPEM	Standing Council on Police and Emergency Management
SCRC	State Crisis and Resilience Council
SEAWC	State Emergency Animal Welfare Co-ordinator
SEC	Security and Emergencies Committee (of Cabinet)
SEMC	State Emergency Mitigation Committee
SEMT	State Emergency Management Team
SESC	State Emergency Support Centre
SEWS	Standard Emergency Warning Signal
SHERP	State Health Emergency Response Plan
TAC	Transport Accident Commission
TESS	Transport, Engineering and Services Support
TSV	Transport Safety Victoria
USAR	Urban Search and Rescue
VBA	Victorian Building Authority
VCC	Victorian Council of Churches
VEMC	Victoria Emergency Management Council
VGC	Victoria Grants Commission
VicPol	Victoria Police
VICSES	Victoria State Emergency Service
V/Line	V/Line Passenger Pty Ltd
VRCA	Victorian Regional Channels Authority
VWA	Victorian WorkCover Authority (WorkSafe)
WICEN	Wireless Institute Civil Emergency Network

Maps

Location of Murrindindi Shire in Victoria

Murrindindi Shire

Victorian Electoral Commission Map - Murrindindi Shire

Local Government Act 1989
ELECTORAL STRUCTURE OF MURRINDINDI SHIRE COUNCIL

NOTE: By Order in Council made under Section 220Q(k), (l), (m) and (n) of the Local Government Act 1989, the boundaries of the wards, the number and names of the wards and the number of councillors assigned to each ward of the Murrindindi Shire Council are fixed as described in this plan.
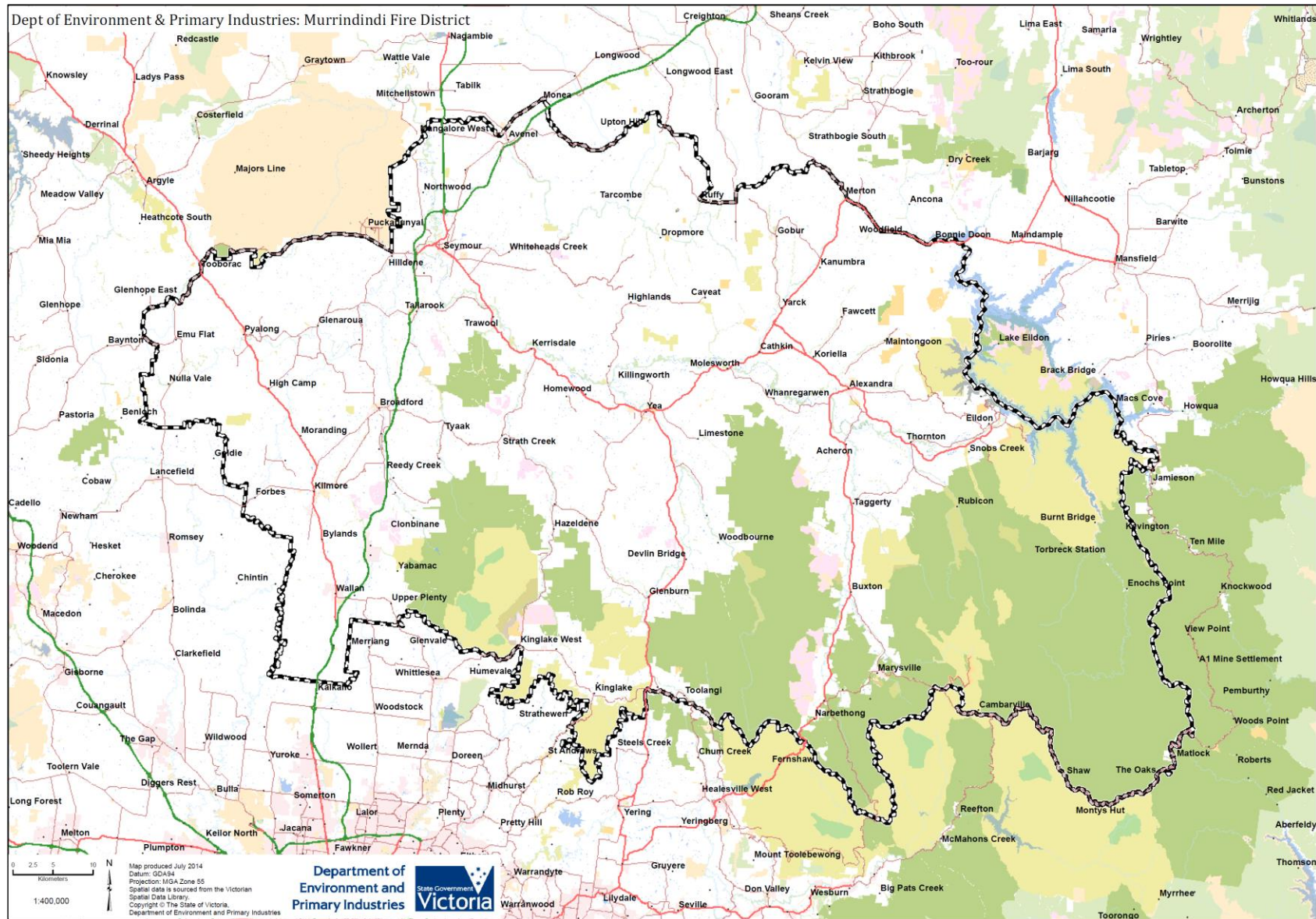
Koriella Ward
Councillors: 1

Red Gate Ward
Councillors: 1

Cheviot Ward
Councillors: 1

Eildon Ward
Councillors: 1

King Parrot Ward
Councillors: 1

Cathedral Ward
Councillors: 1

Kinglake Ward
Councillors: 1

Legend
Ward Boundary
Locality Boundary

Map Symbols
Freeway
Main Road
Collector Road
Road
Unsealed Road
River/Creek
Railway Line
Lake
Parks and Reserves

I hereby certify that the electoral boundaries shown on this map have been aligned to the VicMap property grid to represent those boundaries as presented in the Electoral Representation Review Final Report for Murrindindi Shire Council, submitted to the Minister for Local Government on 3 December, 2007.

Steven Tully, Electoral Commissioner

Electoral Structure of Murrindindi Shire Council

LEGL./07-326

0   7.5   15
kilometres

DELWP – *Murrindindi Fire Region Map*
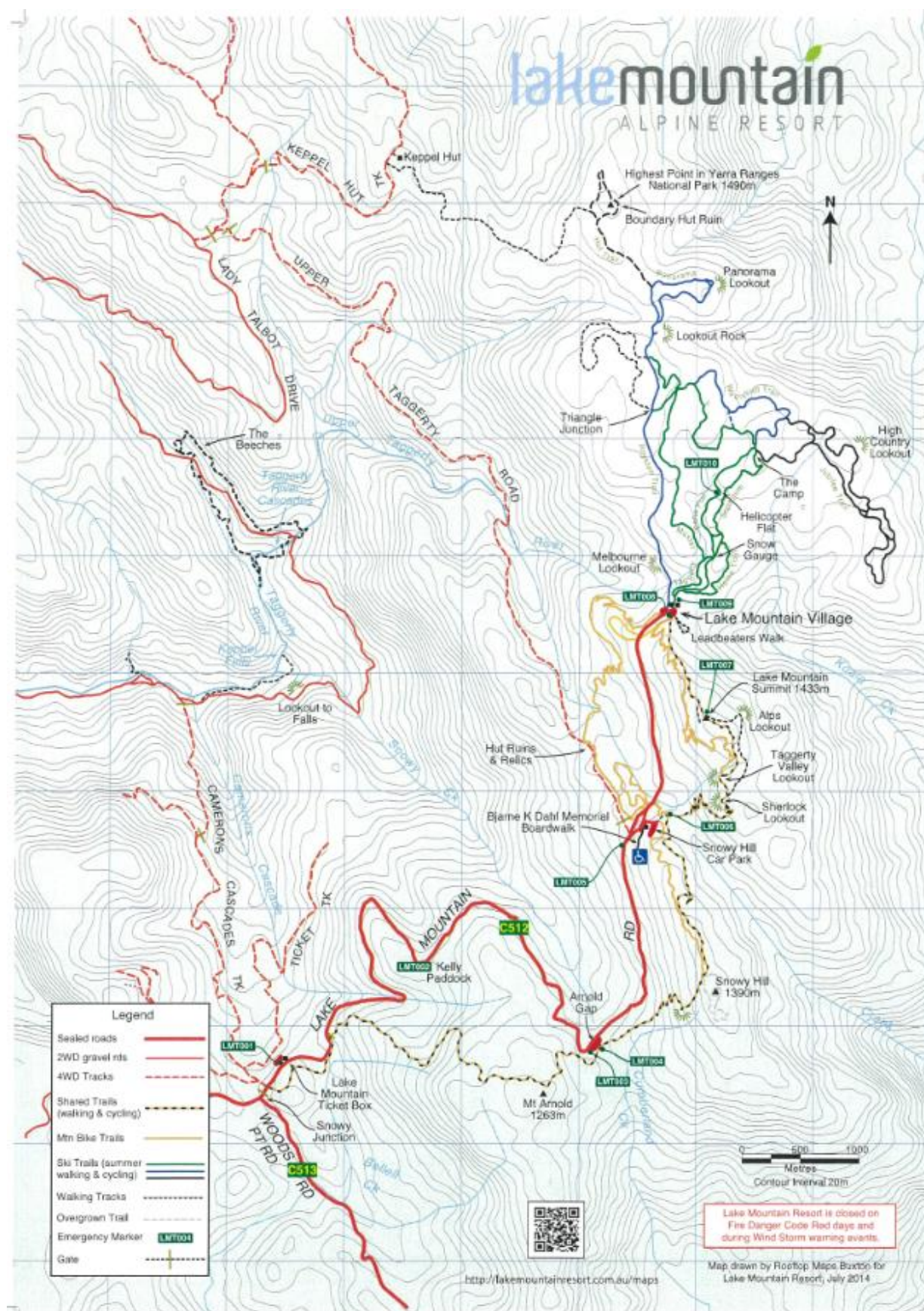
Neighbourhood Safer Place – Place of Last Resort Maps

Alexandra: Leckie Park Cricket Oval, Vickery St

Thornton: Recreation Reserve, Taggerty-Thornton Rd

Eildon: Basketball Courts, Cnr Main St & Centre Ave

Marysville: Community Centre, Falls Rd

Flowerdale: Flowerdale Hall, Whittlesea-Yea Rd

Yarck: Recreation Reserve, Yarck Rd

Yea: Skate Park, Railway Reserve, Station St

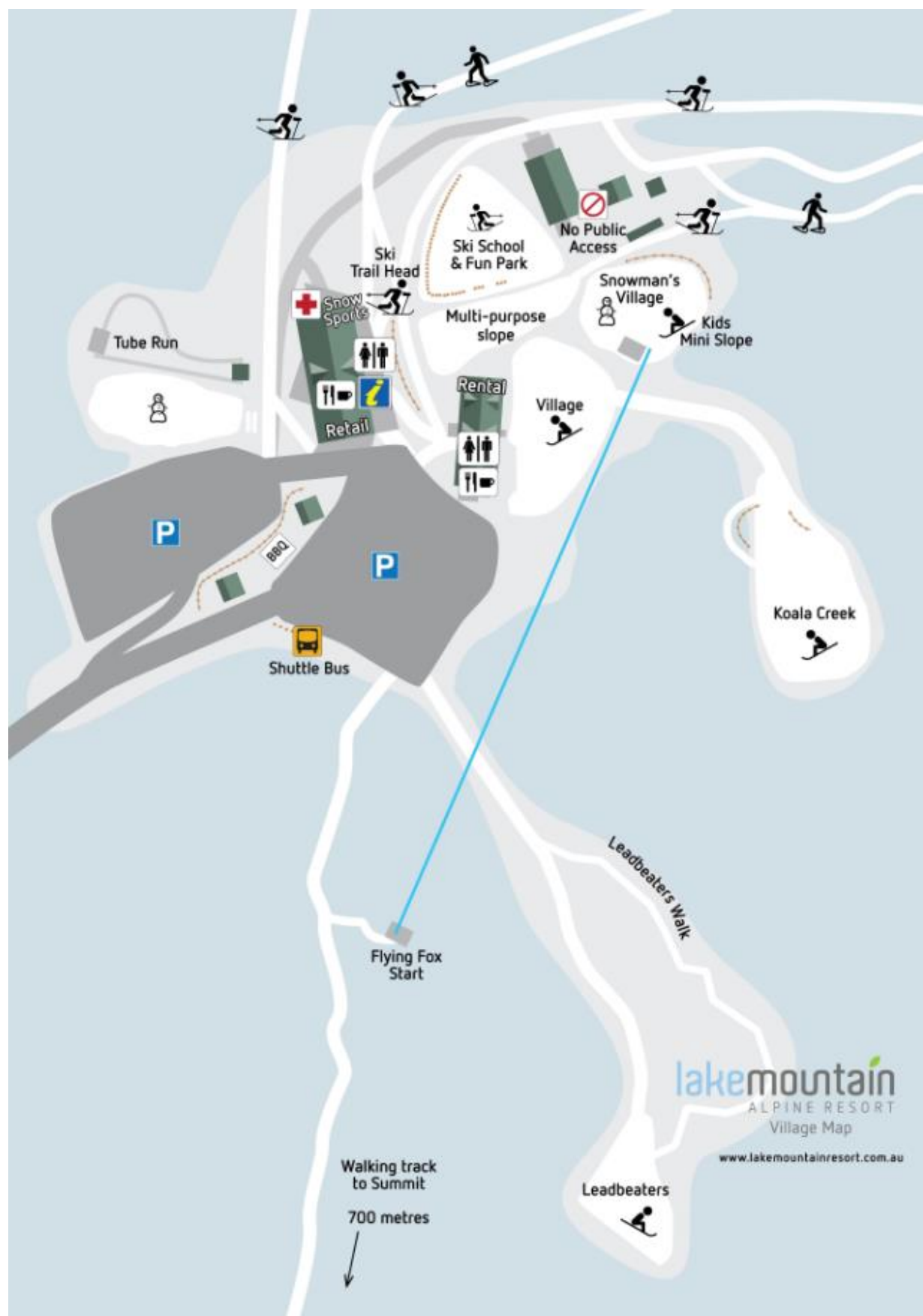**Kinglake West:** Kinglake West Oval, Recreation Rd
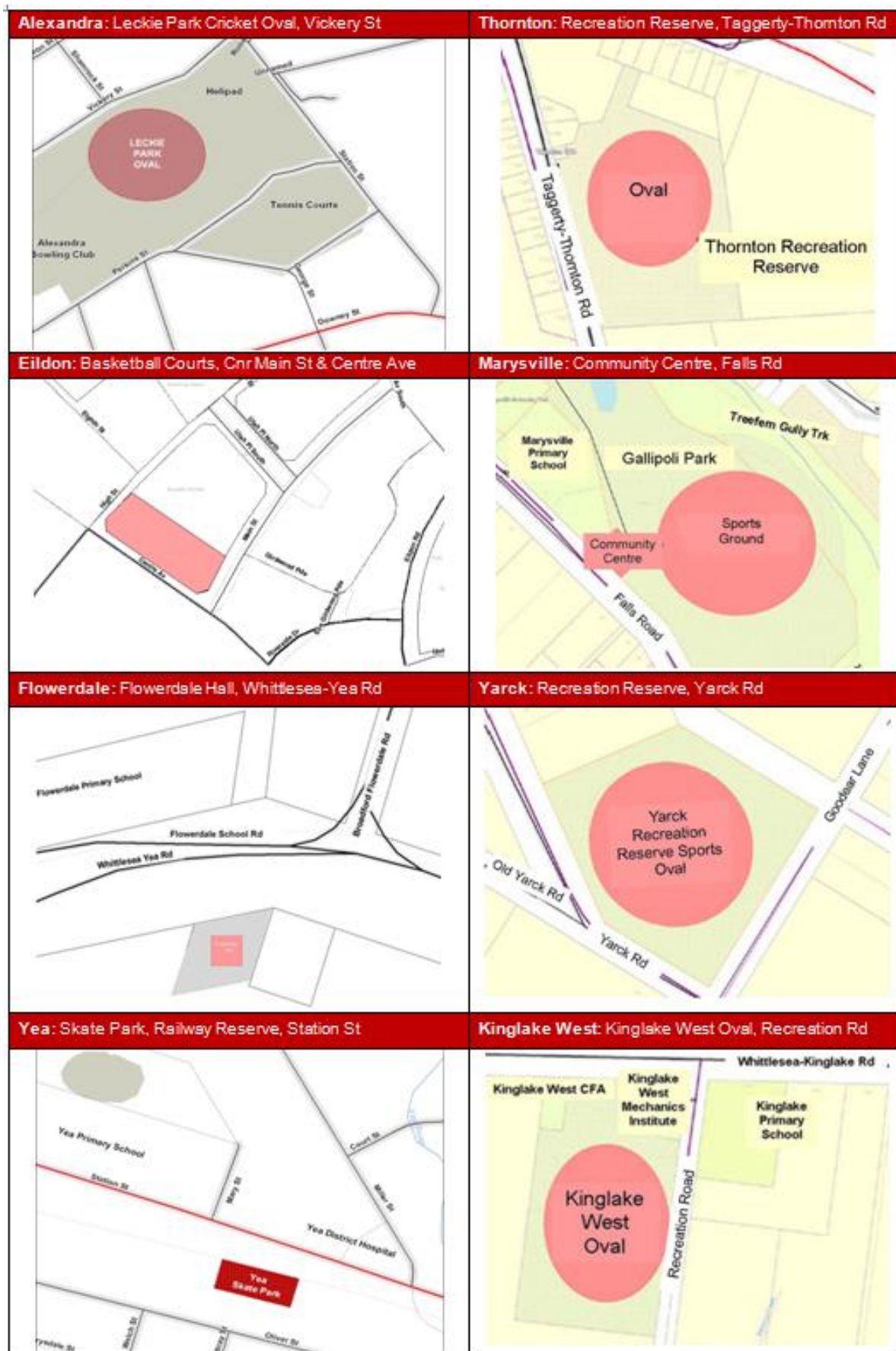
Lake Mountain Alpine Resort Location Map

Lake Mountain Village Map

Restricted Appendices

Restricted appendices contain private information and are not made public. For MEMPC members a copy of the restricted appendices (including contact lists) is available via Crisisworks.