

Murrindindi Shire Council  
and  
Lake Mountain Alpine Resort

**Municipal Emergency  
Management Plan**

December 2014  
**PUBLIC VERSION**  
Version 1.2



**Murrindindi**  
Shire Council

lake  
mountain  
ALPINE RESORT



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## 1. INTRODUCTION

### 1.1. MUNICIPAL AND MEMPC ENDORSEMENT

This plan has been produced by and with the authority of Murrindindi Shire Council and Lake Mountain Alpine Resort Management Board pursuant to Section 20(1) of the *Emergency Management Act 1986*.

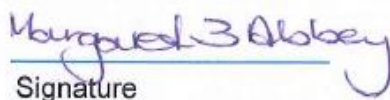
Murrindindi Shire Council and Lake Mountain Alpine Resort Management Board understand and accepts their roles and responsibilities as described in Part 4 of the *Emergency Management Act 1986*. This plan is a result of the co-operative efforts of the members of the Municipal Emergency Management Planning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

**Document Title:** Murrindindi Shire Council and Lake Mountain Alpine Resort Municipal Emergency Management Plan

**Version No:** 1.2

**Date of release:** 20/12/2014

**Approved by:** **Margaret Abbey**  
Chief Executive Officer,  
Murrindindi Shire Council

  
Signature

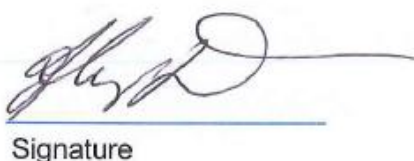
24.10.14  
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Executive Officer  
Lake Mountain Alpine Resort Management Board

  
Signature

11-12-14  
Date

## 1.1. FOREWORD

This Municipal Emergency Management Plan (MEMP) focuses on preparing and planning utilising an all-hazards approach to effectively mitigate and manage identified emergency risks within the municipality of Murrindindi and the Lake Mountain Alpine Resort.

Emergency management planning at the municipal level is a multi-agency responsibility with Council playing an important role as a direct participant, particularly in the coordination of local relief and recovery services. Council also facilitates the planning process through the appointment and management of the Municipal Emergency Management Planning Committee (MEMPC).

Experience shows that good planning for the use of resources in the management of risk in the response to emergencies and towards the recovery of affected communities and environments can significantly lessen the harmful effects of those emergencies.

The Murrindindi Shire Council and Lake Mountain Alpine Resort Municipal Emergency Management Plan has been produced pursuant to Section 20(1) of the *Emergency Management Act 1986*. This plan addresses the prevention of, response to, and recovery from emergencies within the Murrindindi Shire and Lake Mountain Alpine Resort Area. It is the result of the co-operative efforts of members of the Municipal Emergency Management Planning Committee (MEMPC) and assistance from the Victorian State Emergency Service, and recognises the previous planning activities of the municipal district.

The MEMP has been developed for use by various agencies in planning for and responding to emergency events. The full Plan contains some personal information of a confidential nature. It is available for viewing by the public by making an appointment with the Municipal Emergency Resources Officer (MERO) or by going to Council's website ([www.murrindindi.vic.gov.au](http://www.murrindindi.vic.gov.au)) where a version with confidential information removed is available.

## 1.2. 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 and the Lake Mountain Alpine Resort area as identified in Part 4 of the *Emergency Management Act 1986*.

## 1.3. 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.

## 2. BACKGROUND

### 2.1. CONTEXT

The Murrindindi Shire was formed as a result of the State Government review and restructure of Municipalities conducted by the Office of Local Government during 1994. The Murrindindi Shire consists of the former Shire of Alexandra, the former Shire of Yea, the former Shire of Eltham's Kinglake district, the former City of Whittlesea's Kinglake West district, the former Shire of Broadford's King Parrot Creek and Strath Creek districts, the former Shire of Healesville's Toolangi/Castella district and the former Shire of Euroa's Terip Terip district.

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 is a popular tourist area with a number of National Parks, State Parks, fertile farming land, the Goulburn River and Lake Eildon.

The Shire, whose main Council office is in Alexandra, is named after the locality of Murrindindi which lies near its geographical centre. The Municipality contains the regional towns of Kinglake, Marysville, Alexandra, Eildon and Yea. Murrindindi was heavily impacted by the February 2009 bushfires where over 40% of the Shire was affected by fire.

Murrindindi Shire surrounds the Alpine Resort of Lake Mountain which is a member of the Murrindindi Shire Council and Lake Mountain MEMPC. Lake Mountain Alpine Resort, located 21 kilometres east of Marysville or 120 kilometres from Melbourne, lies in the south east of the Municipality of Murrindindi. 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.

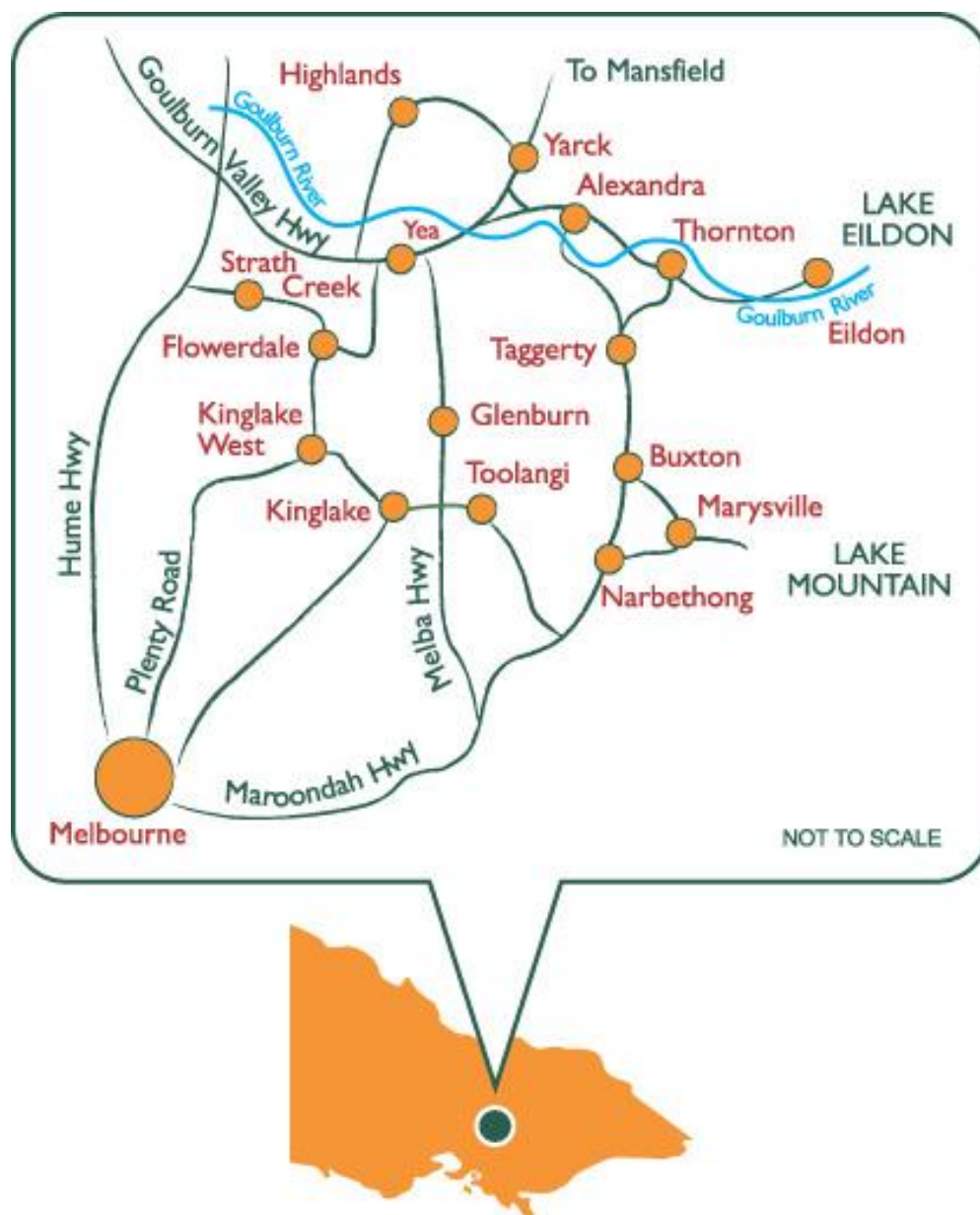
### 2.2. AREA CHARACTERISTICS

#### 2.2.1. TOPOGRAPHY AND TENURE

46% of the total land area of Murrindindi Shire is forested public land (1,788 square kilometres) consisting of State Forest, Parks and 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. Other major land holders include the Lake Mountain Alpine Resort Management Board, Murrindindi Shire Council and Hancocks Victorian Plantations.

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 1330 metres through to 1500 metres, which trends north-northwest from the Great Dividing Range. Further maps of Murrindindi Shire can be found in Appendix C.

Figure 1: Map of Murrindindi Shire



### 2.2.2. DEMOGRAPHY

Like many regional areas in the Hume region Murrindindi Shire has an ageing population. 18.5% of the population is over 65 and this is forecast to increase. According to the 2011 Australian Bureau of Statistics (ABS) Census approximately 2000 people received the aged pension in Murrindindi Shire.

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 which places it within the fifth decile of the index, and suggests it has an average level of disadvantage<sup>1</sup>. 14% of residents

<sup>1</sup> Australian Bureau of Statistic, Murrindindi Statistics <http://statistics.murrindindi.vic.gov.au/>

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 about 3.5% speak a language other than 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 recorded in this category in the 2011 Census. This is relatively equivalent 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 also 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%. This unemployment data is sourced from the 2011 ABS Census.

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

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%. In 2009-10, the population increased by 120 people (0.9%) to 13,500, reflecting rebuilding within the area. Data from the 2011 Australian Bureau of Statistics Census shows Murrindindi Shire to currently have a population of 13,454, approximately a 5% decline from the 2006 Census total of 13,672. The impacts of the 2009 bushfires on populations levels is only speculative at present however as many of the people affected by the fires are still living in temporary or rental accommodation, still to decide if they will rebuild or permanently relocate. Many shire residents have moved to nearby unaffected towns within the Shire.

The three main population areas of Kinglake/Kinglake West, Alexandra and Yea, although historically maintaining a steady growth pattern, have changed demographics since the 2006 Census. In 2006 Kinglake and Kinglake West had a combined population of 3,007 which has reduced significantly since the impacts of the February 2009 fires to a combined population of 2,353, a reduction of approximately 22%. Alexandra however has increased significantly in size from 2,141 people in the 2006 Census to 2,656 in 2011, a 24% increase. Similarly, Yea's population has increased from 1,525 persons to 1,595, a 4.5% increase. All have a mixed age base with a median age of 42 across the shire.

There is no permanent population at Lake Mountain Alpine Resort.

### 2.2.3. NATURAL ENVIRONMENT

The Municipality of Murrindindi is situated in Central Victoria and is located on the north fall of the eastern section of the Victorian highlands. Topography 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.

The western side of Lake Eildon and the township of Eildon are situated in Murrindindi Shire. The lake is a major tourism draw card. A large number of tourists also travel through and stay within Murrindindi Shire for its 'natural values'. Murrindindi Shire is serviced by a large number of accommodation types from Motels to caravan parks, and has a large number of bush camps, some of which are remote. Recreational activities include bushwalking, skiing, water sports (on Lake Eildon and the Goulburn River), camping, four –wheel driving and cycling to name a few.

Lake Mountain Alpine Resort's natural environment was heavily impacted by the 2009 bushfires. Areas of Snow Gum in the alpine zone were reduced significantly in the fires and survival rates were extremely low. It was estimated that only 2% of understorey remains unburnt in these areas. Other zones, including those with Montane Forest, dominated by Alpine Ash, cool temperate rainforest containing Myrtle Beech and Tea-Tree were also heavily impacted. The majority of Alpine Ash was killed in the fires but regeneration is occurring. Regrowth of many Myrtle Beech trees is occurring through the Montane Forests. Wetland communities comprising the heath and bog communities on the plateau and ridge tops were also heavily impacted but are slowly recovering.

Lake Mountain is also home to the endangered Leadbeaters Possum (*Gymnobelideus leadbeateri*). Unusually at Lake Mountain, the Leadbeaters Possum occupies the Snow Gum Woodlands, rather than its normal favoured environment of Alpine Ash.

Murrindindi Shire is traversed by the Goulburn River and a number of its tributaries lie within the Municipality including the Rubicon River, Acheron River, Taggerty River, Steavenson River, Little Steavenson River, Yea River, Murrindindi River and the King Parrot Creek. The Goulburn and its tributaries flow from the ranges in the east and south into floodplains in the west and north where there are high quality soils that are used extensively for agriculture. Since the European introduction of livestock and farming into the municipality the flood plains, grasslands and foothill valleys have been altered significantly as a result of vegetation clearing, grazing, soil compaction and the spread of weeds. Despite the prevalence of agriculture, the municipality still has some large areas of remnant vegetation in both public and private land.

A large proportion of the Shire is forested with a number of substantial parks including Kinglake, Yarra Ranges and Lake Eildon National Park and Cathedral Range State Park. All of these parks excluding Lake Eildon National Park were heavily impacted by the 2009 bushfires. Since then many of the facilities in these areas have reopened or are being restored including infrastructure at Steavenson's falls near Marysville and trails (walking and skiing) at Lake Mountain Alpine Resort.



A large section of south-eastern Murrindindi Shire is a mixture of state reserves in which 600-700 hectares of hardwood is harvested each year in clear-fell and seed-tree operations.

There are 18 distinct Ecological Vegetation Classes (EVCs) in the Murrindindi Shire. EVCs are mapping units used for biodiversity planning and conservation and include information about plant communities and forest types, ecological information about these species and variations in the physical environment such as aspect, elevation, geology solid, landforms, rainfall, salinity and climactic zones<sup>2</sup>.

Of the 2168 recorded plant species in the municipality, eight are listed as threatened under the Victorian *Flora and Fauna Guarantee Act 1988 (FFG Act 1988)*. Two of these are also listed as endangered under the Federal *Environment Protection and Biodiversity Conservation Act 1999 (PBC Act 1999)*.

There are 393 recorded species of native fauna across Murrindindi Shire. Of these, 42 are listed as threatened under the *FFG ACT 1988* and a further 14 listed under the *EPBC Act 1999*.

Biodiversity Action Plans (BAP) have been developed in partnership between the DELWP, the Catchment Management Authorities, local government and non-government organizations. BAPs' purpose is to define those areas with the highest significant biodiversity assets and determine activities with the most return on investment in biodiversity across the state. Murrindindi Shire is part of the Goulburn-Broken catchment which has been divided into 20 individual BAP areas or zones with corresponding conservation plans. Five of these apply to the municipality. The BAP plans, available to all agencies and land managers, will be used to guide Murrindindi Shire Council's actions regarding the conservation of high biodiversity values in the region.

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#### 2.2.4. LAND USE, ECONOMY AND EMPLOYMENT

The economy of the region revolves around tourism, forestry, mixed (traditional & intensive) farming, grazing and light industry. Land use is predominantly agricultural and quite diverse with grazing on the flatter land in the north and west. In the central areas mixed farming and hobby farming occurs including seed, fruit, grapes, wool, olives, nurseries, turf and seed production, exotic animals (alpaca, deer and rabbits) and cattle production. There are some irrigation areas, along the Goulburn River.

Agriculture is an important industry in the municipality annually grossing \$82.7 million. Agricultural land utilizes 144,000 hectares in Murrindindi Shire, which is predominantly used for the raising of animals. The Shire has over 115,000 lambs and sheep, 400 dairy cattle, and just under 100,000 beef cattle. Agriculture, forestry and fishing employs 12% of the Murrindindi Shire workforce with the other predominant industries including manufacturing 10%, health and community services 10%, construction 10%, retail trade 9%, education 9%, and accommodation, restaurants and cafes 9%.

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<sup>2</sup> DSE, 2008. *Climate change in Goulburn Broken*, Department of Sustainability and Environment, Victoria, Melbourne



Although large properties have traditionally been the norm in Murrindindi Shire, in more recent years smaller holdings have become more popular. These smaller farms often specialise in farm forestry, horticulture or other off-farm income sources.

Fish production is a major industry in Murrindindi Shire with a number of fish farms and trout Hatcheries. Snobs Creek Hatchery for example breeds and grows a number of native species including Murray Cod and Golden Perch and has the only Australian population of Chinook Salmon. They also breed trout and along with other trout hatcheries in Murrindindi Shire account for 83% of the trout production in Australia. Over 1 million fish and fingerlings are released per annum from Snobs Creek Hatchery alone into Victorian rivers and waterways.

An ever expanding sector that provides significant employment opportunities across the shire is the outdoor education/recreation community. This takes the form of a range of business types and offerings including school camps, mobile outdoor program providers, tertiary education institutions and corporate training organisations. The businesses involved in these services attraction many thousands of educational tourists to the region across all four seasons with a peak in the November to March period.

Murrindindi Shire is home to a number of major industries and employers such as Kinross Farm who are of national significance. Every week, Kinross Farm provides fertilised eggs to Melbourne company CSL, who use the eggs to develop flu vaccines. CSL is the only manufacturer of flu vaccines in the southern hemisphere. Located in the Kinglake region, Kinross Farm is a major employer in the Shire. Not only producing eggs for vaccines, Kinross Farm has a large commercial retail market in the production of eggs for the food industry.

Hancocks Victoria Plantations (HVP) and a number of smaller business run commercial native hardwood extraction in State Forests and a number of softwood plantations occur throughout the area, particularly in the south and east. The closure of Demby's Toolangi Mill in 2007 followed by Gunns Ltd Timber Mill in Alexandra in 2012 caused the loss of over 50 jobs directly related to mill operations and numerous others as a result of downstream impacts. These mill closures had serious local economic impact and are symptomatic of growing viability issues within the timber sector.

The Municipality is well serviced by roads. However in the mountainous sections some of the roads are steep, narrow, have restricted access and of low quality. The Goulburn Valley Highway, Melba Highway and the Maroondah Highway traverse the Municipality

Lake Mountain income is based solely on tourism. Net income was around \$1.5 million in 2005 but rose to over \$6.5 million in 2009. After the destruction of the resort facilities in the 2009 fires, a reduction in overall net income has been experienced by the resort.

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#### 2.2.5. TRADITIONAL OWNERS

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. It is suggested that areas in the south of the Shire, including areas of the Kinglake National Park, are located in the Traditional lands of the Wurundjeri or Woi wurrung people.

The ethnographic sources suggest that the *Daung wurrung* group was composed of nine clans, occupying the Broken, Delatite, Goulburn, Coliban and Campaspe watersheds (Barwick 1984<sup>3</sup>; Clark 1990<sup>4</sup>).

According to Clark (1990) the majority of lands in the Murrindindi Shire area appear to have been occupied by the *Yowung-illam balug* clan of the *Daung wurrung*. This clan was known to have occupied land near the Howqua River quarry (*Youang-illum* stone quarry), Mount Battery, Alexandra, the Upper Goulburn River at Mansfield, sources of the Goulburn River and Hunter and Watson's 'Wappan' Run (Clark 1990; Barwick 1984).

There is one Registered Aboriginal Party (RAP) in the area of Murrindindi Shire; the Taungurung Clans Aboriginal Corporation (TCAC). RAPs have responsibilities relating to the management of Aboriginal Cultural Heritage under the *Aboriginal Heritage Act 2006*. These responsibilities include evaluating Cultural Heritage Management Plans, provide advice to applications for Cultural Heritage Permits, making decisions on Cultural heritage Agreements and offer advice or applications for Protection Declarations.

For further information about RAPs and their contact details see:

- <http://www.dpc.vic.gov.au/index.php/aboriginal-affairs/registered-aboriginal-parties>

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#### 2.2.6. CLIMATE

There is a large variance in the terrain throughout the Murrindindi Shire, resulting in several distinct microclimates. The Municipality generally enjoys a temperate climate apart from the alpine areas of Lake Mountain, with an average summer maximum temperature of approximately 29°C.

Average summer temperatures differ widely across the municipality; Alexandra has a summer maximum average of 28.6°C and Toolangi, in the foothills to the south west, 22.2°C. They both vary significantly from Lake Mountain which sees average summer temperatures between 6.6°C to 15.5°C. Toolangi is generally cooler than Alexandra at any time of year although its winter minimums are milder. Winter conditions in the Alpine areas average -2.8°C to 1.6°C.

Prolonged drought occurred throughout the Shire in the 1990s and early 2000s, followed more recently by flooding events in 2010, 2011 and 2012 causing flooding in some low lying areas. During 2000-2010 some parts of the Shire recorded up to a 30% reduction in average rainfall. Most of the rain falls occur in the winter and spring in Murrindindi Shire, with annual average rainfalls ranging from 710mm at the Alexandra Post Office to 1363.1 mm at Toolangi. There is a large variation in rainfall in Alexandra with the lowest (346mm) rainfall recorded in 2006 and the highest in 1973 (1089mm). Although a wetter area in general, Toolangi also has a large variance in yearly rainfall from 882.9 mm (1997) to 1826

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<sup>3</sup> Barwick, D. 'Mapping the Past: An Atlas of Victorian Clans 1835-1904', Part 1, *Aboriginal History* 1984, 8(2):100-31

<sup>4</sup> Clark, I. 1990. *Aboriginal Languages and Clans: An Historical Atlas of Western and Central Victoria*, Monash Publications in Geography No. 7.

mm (1960). The hilly and mountainous areas of the shire are consistently wetter than the lower foothills and plains.

Rainfall patterns largely dictate corresponding fuel growth, particularly in grasslands, and directly influence fire prevention programs across Murrindindi Shire. Grass fuel cures on a gradient across the Shire and seasonal differences can mean that any given grassland does not cure at the same time every year. Generally in the north and eastern sections of the Shire, where it is warmer and drier, grasslands cure much earlier than those areas to the south and west. Fire prevention programs for all agencies are influenced by these variations. For example Murrindindi Shire Council's fire prevention works normally start around the township of Eildon in the east of the Shire in September or October and progress towards Kinglake in the southwest. Council's fire prevention works mirror the grass curing rates as the curing process spreads westwards and southwards as the warmer month's progress. Bureau of Meteorology data and CFA's curing data are also discussed in depth by the Murrindindi Shire Council and Lake Mountain Alpine Resort Municipal Fire Management Planning Committee (MFMP) before every fire season. These seasonal discussions directly influence the on-ground fire prevention works of all member agencies.

The future climate in the greater Goulburn-Broken region is expected to become hotter and drier than it is today<sup>5</sup>. It is also expected that there will be a larger proportion of hotter days, fewer frosts and a greater incidence of drought<sup>6</sup>. Higher intensity, but lower predictability, of rain events is also likely to occur with less rain available for irrigation. These climatic changes will influence and possibly increase the likelihood of fire in the municipality and directly influence fuel growth and grass curing.

By 2030 it is predicted that the average temperatures in the region will increase by 0.8°C and by 2070, depending on emissions, temperatures will increase on average by 1.4°C to 2.7°C. The climate is likely to become increasingly erratic with higher occurrences of heat waves, and storms. These climatic changes will also make fire behaviour harder to predict.

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### 2.2.7. HISTORY OF EMERGENCIES

Murrindindi Shire has a long history of fire as its major emergency. Although there has been a fire season every year, 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<sup>7</sup>.

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. 1397 houses were destroyed

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<sup>5</sup> CSIRO and BOM 2012. *State of the Climate 2012*, Commonwealth Scientific and Industrial Research Organisation, Bureau of Meteorology.

<sup>6</sup> DSE, 2008. *Climate change in Goulburn Broken*, Department of Sustainability and Environment, Victoria, Melbourne

<sup>7</sup> 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*.

as well as 3533 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*.

Fires later in 2009 also had a significant impact on Lake Mountain Alpine Resort, destroying the majority of buildings and infrastructure on site and heavily impacting sensitive alpine ecosystems.

Other than fire, the history of major emergencies in the Murrindindi Shire has been related to flood<sup>8</sup> 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 range from search & rescue, motor vehicle accidents, to snow related incidents.

**Figure 2: All Emergencies in the Murrindindi Shire Area Since 2000**

Murrindindi Shire Council Major Incidents		Lake Mountain Alpine Resort Major Incidents	
Year	Incident	Year	Incident
2004	Bushfire – Castella and Toolangi fires	2001	Land Search
2005	Storm – August	2002	Land Search
2006	Bushfire - January	2003	Road Closure- Storm
2007	Storm – December	2008	Ski Trail Closure
2009	Bushfire - February	2009	Bushfire – February
2010	Storm - January		
2011	Flood – January		

<sup>8</sup> 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

This part of the Municipal Emergency Management Plan (MEMP) identifies specific emergency management roles and responsibilities, as determined by the *Emergency Management Act 1986*, including the municipal emergency management planning structure.

#### 3.1. PLANNING STRUCTURES AND RESPONSIBILITIES

##### 3.1.1. EMERGENCY MANAGEMENT ACT 1986

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 emergency management responsibilities as they are the closest level of government to their communities and 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 agencies during emergencies and the recovery process.

##### 3.1.2. EMERGENCY MANAGEMENT ACT 2013

The *Emergency Management Act 2014* is yet to have an effect at the Municipal level. It is supposed that the *2013 Act* will in time supersede the *1986 Act*. However, until such time, the *Emergency Management Act 1986* largely dictates local municipal requirements.

The *Emergency Management Act 2014* 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 Council 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
  - Who is responsible for the day to day management of Emergency Management Victoria
- The Inspector-General for Emergency Management
  - is responsible for developing and maintaining a monitoring and assurance framework, and evaluating the performance of the sector.

The *Emergency Management Act 2013* is the first part of four planned stages to renew emergency management arrangements in Victoria. The *2013 Act* has focuses on governance and first principle legislative requirements. EMV has delegated the coordination of relief and recovery at the State level to the Department of Human Services.

### 3.1.3. MUNICIPAL EMERGENCY MANAGEMENT FUNCTIONS

Murrindindi Shire Council and Lake Mountain Alpine Resort Management Board 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 and Lake Mountain Alpine Resorts' 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; and recovery activities within the municipality, in consultation with the Department of Human Services (DHS).

### 3.2. MUNICIPAL EMERGENCY MANAGEMENT PLANNING COMMITTEE (MEMPC)

The Murrindindi Shire Council and Lake Mountain Alpine Resort 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 Councils' 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 Plan's outline are investigated and adequately provided for.

The ongoing role of the MEMPC is to review and amend the operational components of the Plan by:

- Assessing and reviewing hazards and risks facing the community;
- Producing the MEMP for consideration by Council;
- Reviewing and updating the Plan annually, including reviewing risks, with responsibility for this task delegated to the MERO;
- Every three years, conducting a review of the Community Emergency Risk Analysis (CERA); and
- Arranging regular tests/exercises of the MEMP

The following persons shall make up the Municipal Emergency Management Planning Committee:

- 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

- Lake Mountain Alpine Resort Representative
- Victoria Police, as 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 (VICSES) North Eastern Division
- Ambulance Victoria Health Commander
- Department of Environment, Land, Water and Planning (DELWP)
- Red Cross
- Department of Human Services (DHS)

*Others as required*

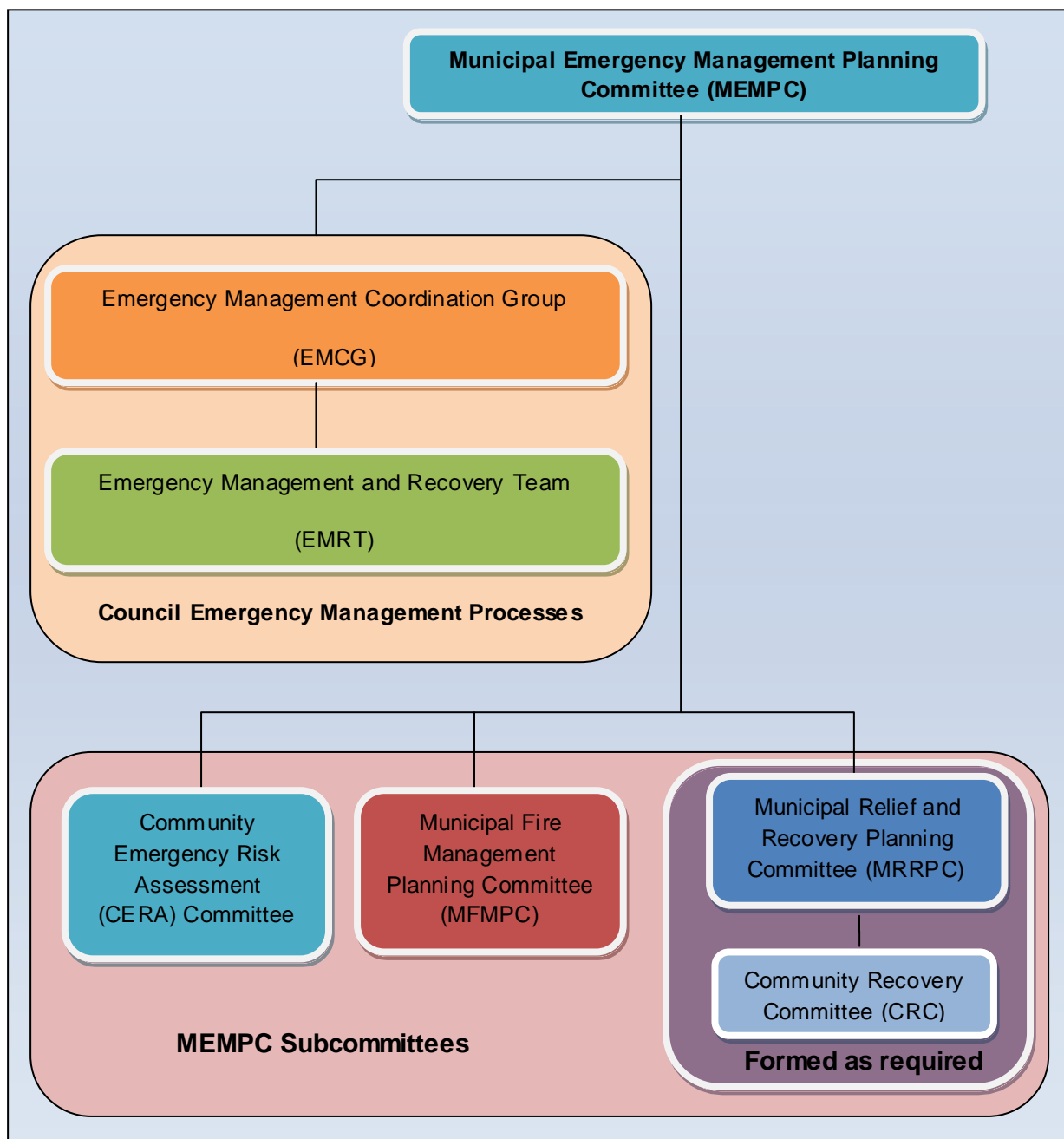
- Communications Officer WICEN
- Centrelink
- Alexandra Hospital
- Yea Hospital
- AGL (Southern Hydro)
- Goulburn Murray Water (Eildon)
- VicRoads
- Department of Environment, Land, Water and Planning (DELWP) animal welfare
- Murrindindi Shire Council Environmental Health Officer
- Department of Education and Early Childhood Development
- Salvation Army
- Department of Health (DH)

The Municipal Emergency Management Planning Committee during the development of the plan has received information and advice from representatives of the following agencies and organisations:

<i>Murrindindi Shire Council</i>	<i>Telecommunications Carrier</i>
<i>Victorian Police</i>	<i>Goulburn Valley Water</i>
<i>CFA</i>	<i>Bureau of Meteorology</i>
<i>Victorian State Emergency Service</i>	<i>Weeks Radio</i>
<i>Ambulance Service Victoria</i>	<i>Department of Human Services</i>
<i>DELWP</i>	<i>Vic Roads</i>
<i>Red Cross</i>	<i>Department of Education and Early</i>
<i>Goulburn Murray Water</i>	<i>Childhood Development</i>
<i>Lake Mountain Alpine Resort</i>	<i>Electricity Suppliers</i>

Figure 3 below summarises the planning structure for the MEMPC. This structure recognises that the Community Recovery Committees will only be formed if the Municipal Relief and Recovery Planning Committee deem the recovery phase requires additional community consultation.

**Figure 3: MEMPC Committee and Sub Committee Structure**



### 3.2.1.1. 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 and Lake Mountain Alpine Resort management board.

All meeting agendas will include, but not be limited to:

- Review of contact details of MEMPC members
- Municipal Emergency Management Plan 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.

#### 3.2.1.2. FREQUENCY OF MEETINGS

The MEMPC will meet three times per year (generally April, June and October). 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.

#### 3.2.1.3. RECORD KEEPING

Minutes of all meetings must be taken and a copy sent to:

- Hume Region Emergency Response Coordinator (RERC)
- Hume Region, Director Human Services
- All members of the Committee
- Senior Management of Council

Members will be contacted directly by phone or email using the MEMPC contact list (Appendix A5) if there is a requirement to call an out of session meeting and the MEMPC have agreed that if necessary a teleconference 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.

### 3.3. MEMPC SUBCOMMITTEES

#### 3.3.1.1. MUNICIPAL FIRE MANAGEMENT PLANNING COMMITTEE

The role of the Murrindindi Shire Council and Lake Mountain Alpine Resort Municipal Fire Management Planning Committee (MFMP) 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 MFMP 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

#### 3.3.1.2. MUNICIPAL RELIEF AND RECOVERY PLANNING COMMITTEE

Activities normally carried out by the Municipal Relief and Recovery Planning Committee (MRRPC) are carried out by the MEMPC at Murrindindi. If planning needs require, the MRRPC may be set up. The MEMPC aims to ensure the provision of effective relief and recovery services across the municipality ensuring responsibilities are shared across all stakeholders and fully understood.

It is the intent of MEMPCs planning processes to develop a coherent Relief and Recovery Plan (see Appendix B for further information on MEMPC sub-plans) which outlines relief and recovery operations that are known and understood by all agencies, committee members, senior council officers and all staff who have emergency management responsibilities.

### 3.3.1.3. COMMUNITY RECOVERY COMMITTEE

When the effects of an emergency are serious the recovery process will warrant the input of the affected community, generally through a Community Recovery Committee. This committee is formed and then disbanded once the recovery phase is completed. The membership of such a committee will depend on the circumstances.

The scope and membership of the Committee will evolve as required when the municipality is responding to an emergency. See section 6.5.4 below for further information on CRCs.

### 3.3.1.4. COMMUNITY EMERGENCY RISK ASSESSMENT (CERA) COMMITTEE

As part of the Emergency Management Planning Process, Council is required through the Emergency Management Act and the Emergency Management Manual Victoria to undertake a risk assessment of the major risks to the municipality. The process chosen is known as Community Emergency Risk Assessment (CERA).

The CERA process has been established by the State to identify and prioritise emergency risks within a local municipality. The output of the assessment process can be used to ensure communities are aware of and better informed about hazards and the associated emergency risks that may affect them. In accordance with the framework, this process is undertaken every three years, or if a new hazard is identified, by a working group consisting of hazard specific experts in the identified hazard areas and local emergency service personnel.

The MEMP has appointed a CERA Sub-Committee consisting of representatives from SES, Victoria Police, CFA, Alexandra Hospital, Murrindindi Shire Council and DHS to complete the CERA process. The CERA Sub-Committee worked through the Statewide SES CERA template to review the community emergency risk profile and risks for Murrindindi. Results of the CERA process undertaken by the Sub-Committee are detailed in section 4.4 below.

## 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 utilised 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 ultimately responsible for the MEMP review.

Amendments are to be produced by the MERO and distributed by the Murrindindi Shire Council MEMPC Executive Officer as required and distributed 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 plans will no longer be provided by Murrindindi Shire Council to other agencies.

### 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.

Any MEMPC exercise will test preparedness, response, relief or recovery. Generally unless other agencies volunteer, the MERO will coordinate, develop, run and prepare exercises including developing a document outlining the exercise outcomes. Exercises will normally take place in the Murrindindi Shire Council MECC. All MEMPC members will be invited to a given exercise as well as other agency representatives as required.

### 3.4.3. AUDIT DETAILS

Murrindindi Shire Council and Lake Mountain Alpine Resort, pursuant to Section 21A of the *Emergency Management Act 1986*, shall submit the MEMPC 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 MEMPC planning process will be reviewed by the MEMPC prior to an audit (i.e. at least once every three years).

## 3.5. MUNICIPAL ROLES AND RESPONSIBILITIES

Murrindindi Shire Council and Lake Mountain Alpine Resort Management Board accept responsibility for management of municipal resources and the co-ordination of community support to counter the effects of an emergency during both the response to and recovery from emergencies.

The Shire's plant, resources and assets are available for use with the permission of the MERO. A detailed list of plant, resources and assets is held at the Murrindindi Shire Council offices and updated regularly.

This includes the management of:

- a. The provision of emergency relief to combatants and affected persons during the response phase;
- b. The provision of supplementary supply (resources) to control and relief agencies during response and recovery;
- c. Municipal assistance to agencies during the response to and recovery from emergencies;
- d. The assessment of the impact of the emergency; and
- e. Recovery activities within the municipality, in consultation with Department of Human Services and affected communities.

Please see appendix A4 for a list of Council staff currently in emergency management positions at Murrindindi Shire Council and Lake Mountain Alpine Resort.

### 3.5.1. MUNICIPAL EMERGENCY RESOURCES OFFICER (MERO)

Murrindindi Shire Council has appointed one MERO and two deputy MEROs from across the organisation to fulfil the function of MERO pursuant to Section 21(1) of the *Emergency Management Act 1986*. For a current list of staff in these roles see appendix A4

#### RESPONSIBILITIES

The responsibilities of the MERO are:

1. To be responsible for the co-ordination of Municipal resources in responding to emergencies.
2. To establish and maintain an effective infrastructure of personnel whereby Municipal resources can be accessed on a 24 hour basis.
3. To establish and maintain effective liaison with agencies within or servicing the Municipal district and the MRM.
4. To maintain the MECC at a level of preparedness to ensure prompt activation when necessary.
5. To facilitate the arrangement of a post emergency debrief as requested by the MERC.
6. To ensure procedures and systems are in place to monitor and record all expenditure by the Municipality in relation to emergencies.
7. To prepare, develop, test and exercise the MEMP

#### MUNICIPAL AUTHORITY

The MERO is responsible for the co-ordination of municipal resources and contracted resources in responding to emergencies, and has full delegated powers via the CEO to deploy and manage council's resources during emergencies. The MERO is also the council officer responsible for the MEMP.

### 3.5.2. MUNICIPAL RECOVERY MANAGER (MRM)

The Emergency Management Manual Victoria (EMMV) identifies councils as the lead agency for the local coordination of relief and recovery activities however this role of councils is not set out in legislation. Unlike the MERO, the role of municipal recovery manager (MRM) is also not prescribed in legislation.

The Murrindindi Shire Council has appointed an MRM and two Deputy MRMs. For a current list of staff in these roles see appendix A4.

#### RESPONSIBILITIES

The responsibilities of the MRM are:

1. Co-ordinate Municipal and community resources within the Municipality during recovery.
2. Immediately following an emergency, assist with:
  - a. the collation and evaluation of information gathered in the post impact assessment,
  - b. the establishment of priorities for the restoration of community services and needs.
3. The MRM is to liaise with the appointed MERO for the best use of municipal resources to enable the recovery by individuals or the community from the effects of an emergency.
4. Establish an Information and Co-ordination Centre (generally in the MECC) to be located at the Municipal Offices or a location appropriate to the emergency that has occurred.

5. Liaise, consult and negotiate on behalf of the affected area with recovery agencies and the municipality.
6. Liaise with the Regional Recovery Management Committee or Department of Human Services.
7. Undertake specific recovery activities as determined by the municipality.

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

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### 3.5.3. MUNICIPAL FIRE PREVENTION OFFICER (MFPO)

Murrindindi Shire Council has appointed the Co-ordinator of Local Laws to fulfil the function of Municipal Fire Prevention Officer pursuant to the *Country Fire Authority Act 1958* and the *Metropolitan Fire Brigades Act 1958*.

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#### RESPONSIBILITIES

The responsibilities of the MFPO are:

1. Assist with the management the Murrindindi Shire Council and Lake Mountain Alpine Resort Municipal Fire Management Plan (MFMP).
2. Undertake and regularly review council's fire planning (together with the MFMP).
3. Liaise with fire services, brigades, other authorities and councils regarding fire prevention planning and implementation
4. Advise and assist the MEMPC on fire prevention and related matters
5. Ensure the MEMPC contains reference to the MFMP
6. Report to council of fire prevention and related matters
7. Carry out statutory tasks related to fire prevention notices and infringement notices
8. Investigate and act on complaints regarding potential fire hazards
9. Advise, assist and make recommendations to the general public on fire prevention and related matters
10. Issue permits to burn (under s.38 of the *Country Fire Authority Act 1958*)
11. Facilitate community fire safety education programs and support Community Fireguard groups in fire-prone areas.

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### 3.5.4. MUNICIPAL EMERGENCY RESPONSE COORDINATOR (MERC)

In addition to its role as control or support agency in certain emergencies, Victoria Police has the responsibility under the *Emergency Management Act 1986* for emergency response coordination. Emergency Response Coordinators are responsible for ensuring the coordination of the activities of agencies having roles or responsibilities in response to emergencies, with the exception of emergencies involving defence force vessels or aircraft.

The State Emergency Response Coordinator appoints, for each municipal district (Local Government Area), a member of Victoria Police as Municipal Emergency Response Coordinator. The Municipal Emergency Response Co-ordinator must sit on the Municipal Emergency Management Planning Committee.

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#### RESPONSIBILITIES

In the response to an emergency, the roles, responsibilities and duties of a MERC are, in addition to the principal roles of an Emergency Response Coordinator, to:

- Ensure the MERO is advised of the emergency, and available to provide access to municipal resources if required
- Ensure the MERO is receiving information as appropriate
- Attend at the MECC, if activated
- Advise the Regional Emergency Response Coordinator (RERC) regarding emergencies which have the potential to require supplementary resources from outside the municipal district

Any Control Agency requiring municipal support will request that support through the MERC who will pass on all relevant requirements to the MERO.

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### 3.5.5. REGIONAL EMERGENCY RESPONSE COORDINATOR (RERC)

When all relevant resources from within the Municipality have been fully committed and there is further requirement for additional resources, all requests must be forwarded to the MERC who will in turn pass on same to the RERC for action. In the absence of the RERC, his/her deputy the Regional Emergency Management Inspector (REMI) will be contacted.

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### 3.5.6. MEMPC EXECUTIVE OFFICER (EO)

Murrindindi Shire Council has appointed the position of MEMPC EO. The Responsibilities of the EO are:

- Co-ordinate MEMPC meetings and take minutes
- Ensure the MECC is prepared and maintained
- Provide a high standard of administrative support
- Maintain contact lists in the MEMP
- Distribute the MEMP

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### 3.5.7. MUNICIPAL EMERGENCY COORDINATION CENTRE (MECC) MANAGER

Council has appointed the position of MECC Manager. Responsibilities of the MECC Manager are:

- Ensure the MECC is set up in a timely manner
- Provide support staff within the MECC with information and advice to ensure that they can perform operational functions as requested
- Ensure that catering arrangements are in place
- Ensure that all attendees are provided with appropriate breaks, including meal breaks to maintain operational effectiveness

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### 3.5.8. EMERGENCY MANAGEMENT LIAISON OFFICER (EMLO)

Council has appointed position of Murrindindi Shire Council Emergency Management Liaison Officer (EMLO). This role reports directly to the MERO and, during recovery, to the MRM. An

EMLO is a person that acts as a go-between or link between two organisations to communicate and coordinate activities. This is best achieved through using the resources or employing the services of one organisation. The Murrindindi Shire Council EMLO will provide the technical or subject matter expertise of Murrindindi Shire Council and Lake Mountain Alpine Resort.

The EMLO provides face-to-face coordination and serves as the primary contact for support agencies assisting at an incident to communicate with Council and the MERO.

The EMLO:

- Is appointed to represent Council: in another agency's facility utilised to manage an emergency response; and/or
  - at a co-ordination centre; and/or
  - as part of an emergency management team
- Is empowered to commit, or arrange the commitment of, the agency's resources in response to an emergency in consultation with the MERO
- Represents the interests of the agency
- Provides advice in relation to impacts and consequence management
- Assists the community to respond to, and recover from the emergency; and
- Should have previous experience in this role or have attended an EMLO training course

### 3.6. CRISISWORKS

Crisisworks is the emergency management software that Murrindindi Shire Council utilises during an emergency to record its response, relief and recovery information. This software is used by the majority all other Victorian Municipalities in the management of Council responses to emergencies. Only authorised persons, that include MEMPC members and those from emergency agencies, may access Crisisworks. Those without authorisation will not be able to access Crisisworks via the hyperlinks in this document. To access Crisisworks, MEMPC members and emergency agency representatives need to register their interest with the MEMPC Executive officer (refer to Contac List Appendix A5 for MEMPC Executive Officer contact details).

### 3.7. MURRINDINDI SHIRE COUNCIL EMERGENCY MANAGEMENT COORDINATION GROUP (EMCG)

In order to carry out emergency management functions, Murrindindi Shire Council has an Emergency Management Coordination Group (EMCG). The EMCG is the municipal decision making group with responsibility for the overall coordination of municipal resources for use within an emergency and is given power directly from the CEO. The EMCG also has the permission of the CEO to act on behalf of Murrindindi Shire Council in an emergency, including expenditure of funds and allocation of resources as it sees fit in the completion of its duties in responding to an emergency. This group will consist of:

- MERO
- MRM
- MERC



## RESPONSIBILITIES

The EMCG has a number of responsibilities and is the primary coordination group for Council's response to an emergency. The EMCG also coordinates Post Impact Assessments and Initial Impact Assessments (see sections 5.13.2 and 5.13.3 below).

### 3.8. LAKE MOUNTAIN ALPINE RESORT EMERGENCY MANAGEMENT GROUP (EMG)

During an emergency, the Lake Mountain Alpine Resort Management Board may decide to convene its Emergency Management Group. Members of the EMCG will consist of:

- Deputy MERO
- Deputy MRM
- Resort General Manager
- MERC
- Control Agency Representatives (as required)
- Others co-opted as required

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

### 3.9. MURRINDINDI SHIRE COUNCIL EMERGENCY MANAGEMENT AND RECOVERY TEAM (EMRT)

Murrindindi Shire Council also has an Emergency Management and Recovery Team (EMRT) who are the Council's internal emergency management team. They have a broad role that includes functions such as aiding the MERO in planning for emergency management activities and carry out Council's internal emergency management functions as required in an emergency. During the summer period, the EMRT will meet monthly to discuss emergency management matters. During the cooler months, the EMRT will generally meet bimonthly. Representatives on the EMRT include:

- MERO and Deputies
- MRM and Deputies
- MEMPC Executive Officer
- MECC Manager
- MFPO and Deputies
- Emergency Management Fire Coordinator (EMFC)
- Communications Staff
- Local Laws Staff
- Representatives from all departments
- And others as required eg:
  - Environmental Health Officer
  - Building Inspector
  - Material Aid Coordinator (Rotary)
  - Food and Water Coordinator (Red Cross)



The EMRT always defers to the EMCG in decision making processes during an emergency.

## RESPONSIBILITIES

The EMRT performs all of the required relief and recovery roles at Murrindindi Shire Council at the direction of the MERO, MRM or MERC (EMCG). The committee will coordinate and assist in planning for all emergency management activities at the shire including response, relief and recovery.

### 3.10. 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 policies and strategies that tie to emergency management. These include:

- Hume Region Local Government Network
- Hume Region Municipal Emergency Management Enhancement Group
- Hume Region Recovery Committee
- Hume Region Strategic Fire Management Planning Committee
- Municipal Association of Victoria's Protocol for Inter-Council Emergency Management Resource Sharing
- Murrindindi Shire Council Plan
- Municipal Strategic Statement
- Murrindindi Shire Public Health 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
- MEMP Sub-Plans
  - Murrindindi Shire Council Relief and Recovery Plan
  - Murrindindi Shire Council and Lake Mountain Alpine Resort Municipal Fire Management Plan
  - Murrindindi Shire Council Pandemic Plan
  - Murrindindi Shire Council Heatwave Plan
  - Shire of Murrindindi Goulburn River Environs Sub Plan
  - Murrindindi Shire Council Emergency Animal Welfare Plan
  - Murrindindi Shire Council Business Continuity Plan
  - Murrindindi Shire Council Flood Sub-Plan
  - Murrindindi Shire Council Relief Centre Manager Handbook 2014/2015
  - Murrindindi Shire Council Relief Centre Volunteer Handbook 2014/2015

### 3.11. ROLES OF OTHER AGENCIES IN EMERGENCIES

Unless otherwise stated, agency roles identified in this plan will be as prescribed in the Emergency Management Manual Victoria (EMMV), Part 7. This section of the EMMV lists emergency management agency roles and defines agency responsibilities in response, relief and recovery.

See the EMMV online at the Emergency Management Victoria website for further information:

- <http://www.emv.vic.gov.au/policies/emmv/>

## 4. PREVENTION/MITIGATION ARRANGEMENTS

### 4.1. THE ROLE OF THE MUNICIPALITY

Murrindindi Shire Council and Lake Mountain Alpine Resort 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's enforcement and continued reviewing of existing policies in land use, building codes and regulations, and urban planning, along with the various agencies responsible for prevention activities throughout the community, combine to ensure that all measures possible are addressed to reduce the likelihood of emergency.

The 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, Council's website, emergency services expo's and through service networks

### 4.2. CERA PROCESS

The Community Emergency Risk Assessment (CERA) process was utilised in the preparation of the 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 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.

### 4.3. RISK IDENTIFICATION AND ANALYSIS

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

$$\text{Risk Analysis} = \text{Consequence} \times \text{Likelihood}$$

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

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#### 4.3.1. HAZARD, EXPOSURE, AND VULNERABILITY

To examine the consequences and likelihood of a risk occurring, the MEMPC first had to understand the amount of risk generated by the hazard x exposure x vulnerability relationship within the context of a location or situation.

- Hazard - is a specific event characterised by a certain magnitude and likelihood of occurrence
- Exposure - refers to the factors, such as people, buildings, networks, environment and economy that are subject to the impact of a specific hazard
- Vulnerability - refers to the characteristics of an element exposed to a hazard - road, building, person, and economy – that contributes to the capacity of that element to resist, cope with and recover from the impact of a natural hazard.

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#### 4.3.2. RISK ASSESSMENT

Risk is assessed by determining consequences and the likelihood of the consequence occurring, and the elements at risk. An event or set of circumstances may have multiple consequences and may affect multiple objectives. Existing risk treatments and their effectiveness should be taken into account when rating the level of risk.

As a first step in the assessment process by the MEMPC each of the identified risks were refined into succinct risk statement and entered into the risk register. Risk statements are a description of the risk and simply describe the risk in terms of the source through to the impact. Each risk statement should outline:

- the hazard (source of risk)
- the element at risk, and
- the consequence of the interaction as a result of an event.

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#### 4.3.3. RESILIENCE

Essential to understanding risk in a local context is determining the effects of a community exposed to a risk and their ability to recover from an emergency. This is known as 'resilience'. Community resilience can be understood as the communities' capacity to:

- absorb stress or destructive forces through resistance or adaptation
- manage, or maintain certain basic functions and structures, during disastrous events and
- recover or 'bounce back' after an event.

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### 4.4. RISK ASSESSMENT RESULTS

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 their occurrence and the nature of each hazard, especially community vulnerability, has 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.

For the purposes of this iteration of the plan, the top seven risks (as decided by the MEMPC) have been risk assessed. In future review, further assessment of lower rated risks will occur.

Listed below is a summary of the identified risks and their risk rating.

**Figure 4: CERA Results**

<b>Risk</b>	<b>Consequence</b>	<b>Likelihood</b>	<b>Overall Rating</b>	<b>Control Agency</b>	<b>Risk Mitigation Plans/Controls</b>
<b>Large Regional Bushfire</b>	Major	Medium	<b>High</b>	CFA or DELWP	Murrindindi Shire Council and Lake Mountain Alpine Resort Municipal Fire Management Plan
<b>Large Regional Storm</b>	Moderate	High	<b>High</b>	SES	SES North Eastern Regional Storm Plan (Currently in development)
<b>Extreme Temperatures and Heatwave</b>	Major	High	<b>High</b>	Victoria Police	Murrindindi Shire Council Heatwave Plan
<b>Major Flood</b>	Moderate	Medium	<b>Medium</b>	SES	Shire of Murrindindi Goulburn River Environs Sub Plan
<b>Landslip (Roadways)</b>	Moderate	High	<b>Medium</b>	Vic Roads	Vic Roads Geotechnical Database (subject to regular monitoring and review)
<b>Pandemic/ Epidemic</b>	Major	Medium	<b>Medium</b>	DH	Murrindindi Shire Council Pandemic Plan
<b>Structural Failure – Dam</b>	Major	Low	<b>Medium</b>	DELWP	Lake Eildon Land On-Water Management Plan, Goulburn Valley Water

Other risks to the municipality have treatments outlined in plans identified in section 4.6 below.

Murrindindi Shire Council has entered a number of risks on its corporate risk register that relate directly to the mitigation of risks outlined above (see Appendix B8 below).

#### 4.5. ACTION PLANS

Action plans that deal with specific risks identified above in the CERA results table are included in the MEMPC sub-plans detailed below. Those sub-plans list in detail the processes undertaken to develop the action plans and the review processes required to keep them current.

#### 4.6. SUB-PLANS

The Murrindindi Shire Council and Lake Mountain Alpine Resort MEMP has a number of sub-plans that deal with specific risks and include treatment plans and risk prioritisation. These include:

- Murrindindi Shire Council Relief and Recovery Plan
- Murrindindi Shire Council and Lake Mountain Alpine Resort Municipal Fire Management Plan
- Murrindindi Shire Council Pandemic Plan
- Murrindindi Shire Council Heatwave Plan
- Shire of Murrindindi Goulburn River Environs Sub Plan
- Murrindindi Shire Council Emergency Animal Welfare Plan
- Murrindindi Shire Council Business Continuity Plan
- Murrindindi Shire Council Flood Sub-Plan
- Murrindindi Shire Council Relief Centre Manager Handbook 2014/2015
- Murrindindi Shire Council Relief Centre Volunteer Handbook 2014/2015

A number of Lake Mountain 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>)

#### 4.7. PROCEDURES AND POLICIES

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

- Murrindindi Shire Council Code Red Policy

Lake Mountain Policies include:

- Lake Mountain Code Red Fire Danger Rating Policy
- Lake Mountain Missing Persons Report/Search and Rescue Procedure
- Lake Mountain Alpine Resort Wind Storm Evacuation Procedure

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

## 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 of the Emergency Management Team see EMMV Part 3 (<http://www.emv.vic.gov.au/policies/emmv/>)

### 5.2. COMMAND, CONTROL, COORDINATION

#### 5.2.1. 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.

#### 5.2.2. 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.

##### 5.2.2.1. INCIDENT CONTROL LEVEL EMERGENCY MANAGEMENT TEAM (EMT)

The function of the incident control level (non-Council) Emergency Management (EMT) Team is to support the Incident Controller in determining and implementing appropriate Incident Management strategies for the emergency.

If an emergency requires a response by more than one agency, the Incident Controller 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.

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### 5.2.3. COORDINATION (EMERGENCY RESPONSE)

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

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 (see 3.3.4 above) 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.

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#### 5.2.3.1. PRINCIPAL ROLE OF EMERGENCY RESPONSE CO-ORDINATORS (ALL LEVELS)

- 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.
- In the event of uncertainty, determine 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.
- In consultation with the control agency, consider the need for the declaration of an emergency area.
- Cooperate with all participating agencies and authorities.



### 5.3. LOCAL RESPONSE ARRANGEMENTS AND RESPONSIBLE AGENCIES

Municipal emergency management roles and functions have been defined in Part 3 of this Plan. Emergency management roles and functions not included in Part 3 of this plan are in accordance with Part 7 - EMMV.

### 5.4. MURRINDINDI SHIRE COUNCIL PLANT AND EQUIPMENT

#### 5.4.1. RESOURCE MANAGEMENT AT A MUNICIPAL LEVEL

Municipal resources should be used in the first instance, prior to engaging private contractors. Responsibility for the management of resources rests with the MERO

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

#### 5.4.2. TRANSPORT AND ENGINEERING

The MERO is responsible for all transport and engineering matters. The purpose of the plant and equipment and contractor list 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.

#### 5.4.3. 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<sup>9</sup>.

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.

As per Part 8 Appendix 1 of 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.

### 5.5. MUNICIPAL EMERGENCY COORDINATION CENTRE(S) (MECC)

Municipal Emergency Coordination Centre (MECC) is a facility at which key agencies can be brought together to coordinate the provision of council and community resources during an

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<sup>9</sup> Emergency Management Manual Victoria Part 4, S3.13.1 *Agency Resources*, p3-34

emergency for the response and recovery effort. The MECC facilitates activities of key personnel from local and state government agencies, emergency services and others as required to assist.

The MECC will co-ordinate the provision of human and material resources within the municipality, during emergencies. It will also maintain an overall view of the operational activities within this Plan's area of responsibility, for record, planning and debrief purposes.

The MECC may also become operational during support operations to a neighbouring municipality. Administrative staff for the MECC will generally be drawn from municipal employees. Provision of MECC functions may, in the first instance, be conducted from any location deemed appropriate. The MECC can also be established in a 'virtual' environment if the incident is relatively straight forward and communications are secure. The Emergency Response Coordinator may request activation of a MECC if required.

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

An agreed set of standard operating procedures for use in the MECC is detailed in Appendix A6.

## 5.6. FINANCIAL CONSIDERATIONS

Financial accounting 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. Financial accounting shall be in accordance with the normal financial arrangements of the Murrindindi Shire Council. See sections 7.1 and 7.2 below for further information on the financial implications of mitigation, response and recovery.

## 5.7. COMPENSATION OF VOLUNTEER EMERGENCY WORKERS

Compensation for all volunteer emergency workers will be as laid down in recovery arrangements of the *Emergency Management Act 1986*. It is the responsibility of the organisation utilising the volunteer emergency workers to ensure that they are all registered.

## 5.8. NEIGHBOURHOOD SAFER PLACES – PLACES OF LAST RESORT

In its interim report, the 2009 Victorian Bushfires Royal Commission recommended that Neighbourhood Safer Places – Places of Last Resort, or 'NSPs', be identified and established to provide persons in bushfire-affected areas with a place of last resort during a bushfire.

In response to this recommendation, the Victorian Government introduced legislation requiring the CFA to certify NSPs against the CFA's fire rating criteria, and Victoria's Councils to identify, designate, establish and maintain suitable places as NSPs in their municipal districts.

NSPs are not community fire refuges or emergency relief centres. NSPs are places of last resort during the passage of a bushfire, and are intended to be used by persons whose primary bushfire plans have failed. NSPs are places of relative safety only. They do not guarantee the survival of those who assemble there. Further, serious risks to safety may be encountered in travelling, and seeking access to NSPs during bushfire events. Depending on the direction of a particular fire, it may not be a safer place to assemble than other places within the municipal district. NSPs will be assessed by the CFA as providing some protection from immediate risk of direct fire attack, but not necessarily from other risks, such as flying embers.

Council has developed a Neighbourhood Safer Places Plan for the purposes of the legislation, which contains guidelines that have been developed by the Municipal Association of Victoria (MAV) to assist Council.

The location of Neighbourhood Safer Places – Places of Last Resort (NSP-PLR) in Murrindindi Shire are located in appendix B2.

## 5.9. 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. DHS is the coordinating agency for emergency recovery at a regional or state 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 bordering 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.

## 5.10. 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.

## 5.11. RESOURCE SHARING PROTOCOLS

### 5.11.1. 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 efficiently 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>.

## 5.12. PUBLIC INFORMATION AND WARNING

It is important to ensure that public information and warning is maintained at an optimum level. This provides the public with the necessary information to develop an understanding and awareness of the issues associated with the prevention of, response to and recovery from emergencies.

A process has been developed for dissemination of emergency services messages on the radio station UGFM (106.9, 98.9, 98.5, 94.5 and 88.9) based at Alexandra.

UGFM is recognised by the state as an Emergency Broadcaster and has a signed MOU with the Minister for Police and Emergency Services for this purpose. A copy of this MOU is available at:

- <http://www.emv.vic.gov.au/our-work/victorias-warning-system/emergency-broadcasters/>

UGFM is broadcast in Murrindindi Shire and parts of the surrounding Shires of Mansfield, Strathbogie, Mitchell and Yarra Ranges.

Warning sirens (to alert the community of fire) are also in place in Kinglake, Kinglake West and Flowerdale.

### 5.12.1. PREVENTION (BEFORE EMERGENCIES)

Any information released to the public on behalf of the Murrindindi Shire Council will be to educate and assist the community to prepare for emergencies. This information must be approved by the Murrindindi Shire Council Municipal Emergency Management Planning Committee.

### 5.12.2. RESPONSE PHASE

Releasing information is normally the responsibility of the control agency in conjunction with the MERC. Any information released by the Municipality must be approved by the EMCG and the Manager Communications (see 3.4 above) when considered general information. If the information regards policy, financial or political matters, it will be released by the CEO or senior management.

Information can be categorised under the following headings:

#### PRE IMPACT

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

#### DURING IMPACT

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

#### POST IMPACT

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

### 5.12.3. RECOVERY PROCESS

Releasing information will be the responsibility of the Murrindindi Shire Council and Department of Human Services. Any information released must be approved by the MRM (general information), CEO or senior management (policy, financial and political matters). Liaison must take place so duplication and confusion does not occur. Information must comply with the Recovery Communications Plan

### 5.12.4. DISSEMINATION

Immediate use of the media should be made to avoid phone congestion. The public should be advised to direct calls to appropriate agencies and centres with adequate facilities, staff and knowledge to answer questions or disseminate information. Police "Advice Line" if available will be advertised, if not refer to local police station (contact details are listed in the Contacts section).

The "Standard Emergency Warning Signal" may be used to alert the public to an actual or impending emergency or maintain the dissemination of public information. Authority to use the signal over electronic media must be given by the Divisional Emergency Response Co-ordinator or his representative.

An "Emergency Services Messages for Public Broadcast on UGFM – Radio Murrindindi 106.9, 98.5, 98.9, 94.5 & 88.9 Message Release Process" has been developed and copies of the process flowchart together with the public broadcast form are attached as Appendix A5.

Social media (eg: Facebook and Twitter) may also be utilised to broadcast emergency information. Note that only emergency agency social media services will comment on the emergency itself. Murrindindi Shire Council will only comment on relief and recovery activities. At the time of printing, Murrindindi Shire Council was still developing its facebook and twitter pages. To check if there are Council social media pages currently online, please go to the Council website ([www.murrindindi.vic.gov.au](http://www.murrindindi.vic.gov.au))

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#### 5.12.5. METHODS

All methods of disseminating information should be considered including;

- Radio -
  - ABC Radio National 621 (Emergency Broadcaster)
  - ABC Melbourne Radio 774 (Emergency Broadcaster)
  - UGFM – Radio Murrindindi 106.9, 98.5, 98.9, 94.5 & 88.9 FM (Emergency Broadcaster)
  - 3SR 1260 Radio
  - Sun FM 93.7 FM
  - Radio Mansfield 99.7FM
- Newspapers -
  - Alexandra & Eildon Standard
  - Yea Chronicle
  - Mountain Monthly
  - Marysville Triangle
  - North Central Review
  - Mountain Views
- Listening device - C.F.A. listening device
- Television
- Police advice line
- Ethnic groups, radio stations, newspapers
- Community newsletters
- Information centres
- Manual door knock of each residence
- Public address system mounted on vehicle
- Church/religious Groups
- Community organisations
  
- Social Media
  - Emergency Twitter Feeds
    - Victoria Police [twitter.com/VictoriaPolice](https://twitter.com/VictoriaPolice)
    - SES news [twitter.com/vicesnews](https://twitter.com/vicesnews)
    - SES warnings [twitter.com/viceswarnings](https://twitter.com/viceswarnings)
    - CFA updates [twitter.com/CFA\\_Updates](https://twitter.com/CFA_Updates)
  - Emergency Facebook Pages
    - SES page [facebook.com/vices](https://facebook.com/vices)
    - CFA page [facebook.com/cfavic](https://facebook.com/cfavic)
    - Victoria Police page [facebook.com/victoriapolice](https://facebook.com/victoriapolice)

#### 5.12.6. DISABLED OR CULTURALLY AND LINGUISTICALLY DIVERSE COMMUNITIES

Special considerations need to be given to warning disabled and CALD (Culturally and Linguistically Diverse) groups. In the case where information or communication is required with persons unable to speak English an interpreter service such as the Telephone Interpreter Service may be able to assist. Contact details are listed in appendix A5.

A list of disabled or elderly residents that need special consideration is maintained by the Community Services Department of Murrindindi Shire Council. This list is confidential and if the need arises to use the list the Manager Community Services should be contacted.

All agency representatives dealing with this situation should carry a 'Victorian Interpreter Card' and brochure which can be used to establish the language in question. Copies of this card are available from the Office of Multicultural Affairs and Citizenship or at the following link:

- <http://www.multicultural.vic.gov.au/projects-and-initiatives/improving-language-services/victorian-interpreter-card>

#### 5.12.7. INFORMATION RESOURCES

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

- Electronic media
- Police media liaison
- Literature/brochure Information
- Print media

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

#### 5.12.8. INFORMATION CENTRE

If required, a public and media information centre will be established. All public and media releases shall be issued from this centre. The Murrindindi Shire Council shall appoint a Media Liaison Officer.

### 5.13. RESPONSE-RECOVERY TRANSITION

Agreement for transition of coordination arrangements from response to recovery and closure of Emergency Relief Centres requires signoff by the Minister of Community Services or his/her delegate as outlined under the *Emergency Management Act 1986*. This process also requires the co-signatures of the local, regional and state levels of the control agency, Victoria Police and local Government. To initiate this protocol, the Regional Recovery Coordinator, DHS Emergency Management will ensure that this requirement is met. A copy of the DHS transition document can be found in appendix A7.



It is essential to ensure a smooth transition from the response phase to the recovery process, in any emergency at municipal level. While it is recognised that recovery activities will have commenced shortly after impact, there will be a cessation of response activities and a hand over to recovery agencies.

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#### 5.13.1. 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.

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#### 5.13.2. INITIAL IMPACT ASSESSMENTS

The intent of the Initial Impact Assessment (IIA) is to capture, during the initial 48 hours of an emergency, the nature and scale of the impact on people, critical infrastructure, community infrastructure, economic, natural, built and agricultural environments. It is designed to an holistic approach to impact assessment

The control agency has the overall responsibility for the instigation and management of the IIA process and all organisations involved in the emergency may be tasked to collect, confirm and exchange relevant information to ensure the process is undertaken in a timely manner.

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

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#### 5.13.3. POST IMPACT ASSESSMENT

A Post Impact Assessment (PIA) is an appraisal of the extent of damage, disruption and breakdown to the community and its infrastructure as a result of the emergency. The gathering and processing of information through this process enables appropriate planning and recovery arrangements to be established to support the community and to monitor the recovery process and provide further assistance as required. A PIA will be conducted at the conclusion of any emergency.

To facilitate this process Murrindindi Shire Council through the EMCG, 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; and
- Monitor the acquisition and application of financial and material aid needed or made available in the restoration period.

The EMCG may co-opt persons within 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.

## 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 and Lake Mountain Alpine Resort 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 (DHS), the State Emergency Relief and Recovery Plan (EMMV Part 4) and the Third Edition of the State Health Emergency Response Plan (SHERP).

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<sup>10</sup> as outline in the SHERP.

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

### 6.2. OVERVIEW

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

#### 6.2.1. RESILIENCE OF INDIVIDUALS AND COMMUNITIES IS RESPECTED

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

Communities, when supported with information and resources, are able to support and manage their own recovery.

#### 6.2.2. BUSINESSES RECOVERY

Business should be considered during recovery arrangements as the earlier income, jobs, goods and services can be restored post impact, the easier it will be for the overall community to

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<sup>10</sup> State Health Emergency Response Plan, Third Edition, 2013, p52

recover. Many government agencies provide support to affected business so it is important that this information is made available even when support isn't requested.

### 6.2.3. RECOVERY IS PART OF EMERGENCY MANAGEMENT

Recovery is an integral component of the arrangements that support the whole of emergency management activity in Victoria. Municipal level arrangements are captured in section 6 of the Emergency Management Manual Victoria.

### 6.2.4. LEVELS OF RECOVERY OPERATIONS

In order to ensure the success of the arrangements, it is vital that all agencies and organisations involved in management, coordination or service delivery undertake these activities in a cooperative and collaborative manner, within the agreed framework.

Coordination and communication both at and between the various levels of operation will assist in ensuring the success of recovery activities for the affected community.

### 6.2.5. ROLES OF ORGANISATIONS AND AGENCIES

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

Further detail on the role of organisations and agencies is contained on page 23 of the *Emergency Relief Centre Volunteer Handbook* (see appendix B1 for more information).

**Figure 5: Roles of Organisations and Agencies**

<b>TYPE OF SERVICE</b>	<b>CO-ORDINATED BY</b>
<b>Information Services</b>	Murrindindi Shire Council Lake Mountain Alpine Resort
<b>Material Aid</b>	Nominated Agency as required on the day
<b>Financial Assistance</b>	Department of Human Services (Hume Region) through the Municipal Recovery Manager.
<b>Temporary Accommodation</b>	Municipal Recovery Manager and service providers identified in recovery plan
<b>Language Services</b>	Municipal Recovery Manager.
<b>Rebuilding &amp; Utility Restoration</b>	Murrindindi Shire Council in conjunction with the statutory authority responsible for the affected utility.
<b>Community Development</b>	Department of Human Services (Hume Region) in conjunction with the Municipal Recovery Manager / Community Recovery Committee, Neighbourhood and Community Houses
<b>Personal Support Services</b>	Department of Human Services (Hume Region) in conjunction with MRM & CRC.

### 6.2.6. AFFECTED COMMUNITY INVOLVEMENT

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

### 6.2.7. RESPONSE/RECOVERY INTERFACE

Recovery should begin as soon as possible when an emergency occurs. It is therefore essential to ensure high levels of understanding and cooperation between response coordinators and recovery coordinators at each of the levels of operation. In most instances there will be a transition of coordination responsibility from the response coordinator to the recovery coordinator. Appropriate arrangements must be negotiated and documented between coordinators at the levels of operations to ensure this occurs. It must also be recognised that recovery activities often occur naturally within the affected community. The emergency recovery planning and coordination activities undertaken at state, regional and municipal level are intended to provide structure for what would otherwise be ad hoc assistance to people affected by emergencies.

## 6.3. OBJECTIVES OF RELIEF AND RECOVERY

The *Emergency Management Act 1986* states that recovery is:

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

Emergency relief is defined as:

“The provision of essential needs to individuals, families and communities during and in the immediate aftermath of an emergency”.

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

The aim of relief and recovery is to achieve a collaborative approach that is jointly owned by all levels of government, together with the individuals and communities affected, as well as other agencies and organisations that support them.

The purpose of relief and recovery is to

- Set an agreed strategy for managing the planning, assessment and implementation of emergency relief and recovery activities at an individual, household and local level
- Provide for the effective coordination of emergency relief and recovery activities;
- Set out principles and concepts that are agreed and committed to by council, government agencies, non government organisations and the private sector in undertaking and coordinating emergency relief and recovery activities to support the recovery of communities from emergencies

- Provide a framework for development of supporting plans, guidelines and standard operating procedures
- Ensure agencies and organisations involved in management, coordination and service delivery undertake emergency relief and recovery operations within a planned, coordinated and adaptive framework
- Engage and empower communities in emergency recovery while recognising the complex and dynamic nature of emergencies and communities
- Support and build on individual, household, neighbourhood, community and organisational capacity
- Be community-focussed and consequence-driven across the five recovery environments.

#### 6.4. TRANSITION FROM RESPONSE TO RECOVERY

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

The incident controller, MERC and MRM should commence transition planning as soon as possible following the start of the emergency. The EMRT, led by the EMCG, should be involved in transition planning discussions to ensure a shared and consistent understanding of the planning, timing and expectations for transition.

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

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

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

The Department of Human Services is the agency responsible for state and regional coordination of relief and recovery. Municipal councils are responsible for relief and recovery management at the municipal level. While termination of response implies the cessation of the responsibilities of Victoria Police as response coordinators they, and other response agencies may have a previously agreed role in recovery activities.

## 6.5. RELIEF AND RECOVERY MANAGEMENT AND COORDINATION ARRANGEMENTS

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

Emphasis will be given to supporting and maintaining the identity, dignity and autonomy of affected individuals, families and the community.

Management of recovery will occur in the context of clear and agreed arrangements, and involve processes of consultation and cooperation through established communication channels.

Wherever possible, the normal municipal management and administrative structures and practices will be used, ensuring that these structures and practices will be responsive to the special needs and circumstances of the affected community.

Recovery information and recovery services need to be readily accessible to affected individuals, families and communities and responsive to their needs and expectations.

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### 6.5.1. FUNCTIONAL AREAS OF RECOVERY

There are five functional areas that require co-ordination as part of the recovery process:

- Social, health and community environment;
- Economic environment
- Natural environment; and
- Built environment
- Agricultural environment

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

The following table (figure 6) details the five functional areas of recovery:

**Figure 6: Five functional areas of recovery**

<b>Social Recovery</b>	<b>Built Environment</b>	<b>Economic environment</b>	<b>Natural environment</b>	<b>Agricultural Environment</b>
<ul style="list-style-type: none"> <li>• Support for individuals (including service coordination and case support)</li> <li>• Accessing information</li> <li>• Financial assistance</li> <li>• Health, wellbeing and safety</li> <li>• Interim and temporary accommodation</li> <li>• Psychosocial support (including counselling and advocacy)</li> <li>• Targeted recovery programs for the bereaved; men and women; children and youth; vulnerable groups; and displaced and dispersed people</li> <li>• Community programs</li> <li>• Community engagement (including sponsorship and advocacy)</li> <li>• Community recovery committees</li> <li>• Recovery centres (such as locations and staffing)</li> <li>• Community service hubs (such as locations and staffing)</li> </ul>	<ul style="list-style-type: none"> <li>• Impact assessments</li> <li>• Assessment of damaged buildings</li> <li>• Clean up and demolition of damaged structures (including removal, transport and disposal)</li> <li>• Building advice and information</li> <li>• Essential utilities and services (including banking, education, and health)</li> <li>• Critical infrastructure (including water, electricity, gas and telecommunications)</li> <li>• Communications (including telephone, mobile, radio, internet and cable)</li> <li>• Roads and transport (including public transport, arterial routes, supply chains and bridges)</li> <li>• Water and wastewater (including drinking water and sewerage)</li> <li>• Waste and pollution (including garbage)</li> <li>• Community and public buildings and assets (including schools, child care, places of spiritual worship, recreation facilities and entertainment venues)</li> </ul>	<ul style="list-style-type: none"> <li>• Local economic sustainability</li> <li>• Support for individuals and households</li> <li>• Support for businesses (including information and advice)</li> <li>• Business continuity planning</li> <li>• Promotion of local employment opportunities</li> <li>• Supporting local tourism</li> <li>• Monitoring broader economic impacts and coordinating responses</li> </ul>	<ul style="list-style-type: none"> <li>• Protecting water quality and supply</li> <li>• Controlling and preventing erosion</li> <li>• Protecting threatened habitats (including controlling the spread of invasive species)</li> <li>• Surveying and protecting threatened species (including bird, marsupial, aquatic and plant species)</li> <li>• Surveying and protecting aquatic and terrestrial ecosystems</li> <li>• Regenerating forests (including for ecological purposes and future timber use)</li> <li>• Restoring public land (such as walking tracks, fencing, and recreational and visitor facilities)</li> <li>• Surveying and protecting sites of cultural heritage significance</li> </ul>	<ul style="list-style-type: none"> <li>• Animal welfare (including livestock, companion animals and wildlife)</li> <li>• Loss and damage assessment (for Farming, Rural Activity, Rural)</li> <li>• Conservation and Green Wedges Zones)</li> <li>• Needs referral and case management</li> <li>• Emergency fodder</li> <li>• Restoring damaged fencing (including private, bordering parks and as a result of emergency response)</li> <li>• Wellbeing and economic recovery of rural communities</li> <li>• Rehabilitation of productive land</li> </ul>

### 6.5.2. RECOVERY COORDINATION

Recovery coordination refers to the arrangements that will be used in any situation where more than one department, agency or organisation is required to provide services to assist communities and individuals recover from the impact of an emergency. Recovery coordination arrangements should 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. The role of the MRM is fully detailed in section 3.5.2 above.

### 6.5.3. ACTIVATION AND NOTIFICATION

The Municipal Emergency Response Coordinator (MERC) will advise recovery agencies of the emergency to the other members of the EMCG (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.

### 6.5.4. COMMUNITY RECOVERY COMMITTEE (CRC)

Where required, one or more CRCs may be established within the affected area. The decision to form a Committee rests with Murrindindi Shire Council in consultation with the MRM and the Regional Recovery Coordinator, DHS.

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#### COMMUNITY RECOVERY COMMITTEE MEMBERSHIP.

The composition of the committee will vary depending on the affected area. The membership of the committee should include:

- MRM



- Councillor
- Government agencies
- Lake Mountain Alpine Resort
- Community groups
- Affected persons with appropriate expertise (eg: primary producers or local business people)
- Non-government agencies
- Economic development officer

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#### COMMUNITY RECOVERY COMMITTEE FUNCTIONS.

The functions of the CRC are to:

- Monitor the overall progress of the recovery process in the effected community.
- Identify community needs and resource requirements and make recommendations to the Murrindindi MRRPC or MEMPC
- If directed to do so by the MRRPC or MEMPC, liaise with the DHS as coordinator through the designated Regional Recovery Coordinator or delegate.
- Undertake specific recovery activities as determined by the circumstances and the MRRPC or MEMPC.

In the performance of these tasks, the committee has direct access to the designated DHS Regional Recovery Coordinator whom should have access to resources under the regional recovery planning arrangements.

A suggested terms of reference document for CRCs is located in the appendix of the Murrindindi Shire Recovery Plan.

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#### 6.5.5. VULNERABLE FACILITIES LIST

The 2009 Victorian Bushfire Royal Commission examined community safety and recommended that MEMPs must contain information on Vulnerable People. The MEMP must contain:

- Information about community organisations already working with vulnerable people at a municipal level
- A register of facilities where vulnerable people are likely to be situated
- A register of 24/7 contact details of funded agencies with identified Vulnerable People.

A list of local facilities where vulnerable people are likely to be situated is coordinated and maintained by Murrindindi Shire Council. This list includes hospitals, schools, Aged Care Facilities and child care centres. An updated copy of this document is maintained and available to Victoria Police, MEMPC members and other emergency agencies on Crisisworks at:

<https://murrindindi.mecccentral.com/>

#### 6.5.6. AGED AND DISABLED PERSONS LIST

A list of Aged and Disabled persons is available on request from the Aged and Disability Staff at Community Services, Murrindindi Shire Council. 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.

#### 6.5.7. VULNERABLE PERSONS REGISTER

In accordance with the requirements of the Department of Human Services (DHS) and the Department of Health (DH), Murrindindi Shire Council has implemented and coordinated the requirements of the Vulnerable People in Emergencies (VPE) Policy, November, 2012, including the creation of a Vulnerable Persons Register (VPR). This has included working in partnership with Red Cross to identify vulnerable persons not receiving services and for screening for the VPR. The electronic VPR has been implemented and is maintained by Murrindindi Shire Council on Crisisworks.

*For further information on either the VPE policy or the VPR, please contact DHS or visit their website: [www.dhs.vic.gov.au](http://www.dhs.vic.gov.au)*

#### 6.5.8. RECOVERY PERSONNEL

Murrindindi Shire Council will recruit staff and/or establish dedicated positions across the organisation to ensure the recovery effort is timely, responsive to community needs, and continues as long as required.

The number and types of positions established will depend upon the scale of emergency, and the recovery requirements of impacted communities. Council will recruit personnel to dedicated positions, and/or delegate responsibility for specific recovery activities relevant to functional areas within Council. These are as follows:

- Emergency relief centre manager
- Community development officer (in liaison with DHS)
- Environment officers
- Volunteer/material aid coordinator (in partnership with external agencies)
- Communications officers
- Animal management officers
- Economic development officer
- Building inspector (s)

#### 6.5.9. EMERGENCY RELIEF CENTRE (ERC)

An ERC is a building or a place that has been activated for the provision of life support and essential personal needs for people affected by, or responding to an emergency, and is usually established on a temporary basis to cope with the immediate needs of those affected by the initial response to the emergency.

The decision to activate an ERC is that of the EMCG, or in the absence of the EMCG, between the MERC and MRM. For a list of current relief centres, see appendix B4.

Murrindindi Shire Council ERC operational guidelines have been created to guide the setting up and running of emergency relief centres. These are the *Emergency Relief Centre Volunteer Handbook* and the *Emergency Relief Centre Manager Handbook* (See appendix B1 for further information).

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#### 6.5.10. EMERGENCY RELIEF CENTRE (ERC) MANAGER

The primary role of the ERC manager is the operational co-ordination and daily management of a relief centre, including the facility and service/agency representatives. This position acts as a conduit between the affected community and the MILO/Council to ensure the provision of timely and up to date information. An *Emergency Relief Centre Managers Handbook* has been developed that includes guidance on all relief centre procedures and operations. Copies are available from the MRM.

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#### 6.5.11. EMERGENCY RELIEF CENTRE (ERC) VOLUNTEER

An ERC Volunteer is someone from Council staff that may volunteer to assist during an emergency in an ERC. Any Council staff that have nominated as ERC volunteers receive basic relief training. This is supplemented by the *Emergency Relief Centre Volunteer handbook* an operational document, that includes the roles and responsibilities of an ERC volunteer. Copies of the handbook are available from the MRM or via Crisisworks for MEMPC members or emergency agency representatives (<https://murrindindi.mecccentral.com/>)

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#### 6.5.12. RECOVERY CENTRES

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.

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#### 6.5.13. ROLE OF DEPARTMENT OF HUMAN SERVICES IN RECOVERY

The Department Human Services (DHS) has been designated as the principal recovery planning and management agency under the State Disaster Recovery Plan. In the event of an emergency, DHS is responsible for ensuring that adequate provision is made for personal support, advice and information services, temporary accommodation, material aid, financial assistance for displaced persons and the re-establishment of dwellings and community development.

DHS ensures that these functions are undertaken and that recovery is progressing effectively through its liaison and co-ordination role with municipalities and other agencies.

### 6.5.14. 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.

## 6.6. RECOVERY OPERATIONS

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 7: Recovery Continuum

#### DURING THE INCIDENT

Activity	Responsibility
Conduct a RIA	EMCG with assistance from OESC and DHS
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: <ul style="list-style-type: none"> <li>• What needs to be done</li> <li>• Who will undertake those tasks</li> <li>• Who will they be coordinated by (who will do what, how where and when)</li> </ul>	EMCG, DHS, 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	DHS, EMCG
Activate a Recovery centre in the impacted area if necessary	MRM, DHS
Initiate the recovery planning process including the: <ul style="list-style-type: none"> <li>• Establishment of the CRC</li> <li>• Development of a community recovery plan</li> </ul>	MRM, DHS, DSE, DPI, DTPLI

If the recovery effort is broader than Murrindindi Shire, The Regional Recovery Committee may be activated to co-ordinate regional resources	DHS, MRM MERO
Financial assistance – including hardship grants etc	DHS, Centrelink
Temporary housing	MRM, DHS
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, DHS
Utilise community development workers and community engagement through: <ul style="list-style-type: none"> <li>Information sharing</li> <li>Consultation</li> <li>Supporting community initiatives and active participation</li> </ul>	MRM
Financial assistance and temporary housing	DHS, MRM
Start planning for PIA	EMCG
Reinstatement of Community Access – road network initial contact with Vicroads on NDF requirements <ul style="list-style-type: none"> <li>Scale of recovery</li> <li>Development of recovery plan</li> <li>Initial estimated costs</li> <li>Approvals for NDF funding</li> </ul>	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, DHS, CRC
Conduct PIA	EMCG
<ul style="list-style-type: none"> <li>Reinstatement of Community Access – road network (major events)</li> <li>Update and implementation of the Infrastructure Recovery Plan, Subject to Vic Roads Approval</li> </ul>	MIO  MIO

### LONGTERM (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

### 6.6.1. ESCALATION

Initial recovery management is undertaken at a municipal level. In the event that an emergency exceeds the capacity of Murrindindi Shire Council due to the:

- Scale
- Complexity
- Geographic area
- Level of human impact or
- Dispersion of the affected population

DHS will assume the role of co-ordinating agency for recovery at the regional and state levels.

### 6.6.2. COMMUNITY INFORMATION AND BRIEFING

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.

### 6.6.3. INITIAL IMPACT ASSESSMENT (IIA)

An IIA is an initial appraisal of the extent of damage, disruption and breakdown to the community and its infrastructure resulting from the emergency or disaster. The information is provided to the MECC to enable the EMCG to plan for current and future response and recovery activities.

Further detail and explanation of IIA is included in Section 5.13.2 and the Murrindindi Shire Recovery Plan.

### 6.6.4. POST IMPACT ASSESSMENT (PIA)

A PIA draws upon information gathered from the IIA and is an appraisal of the extent of damage, disruption and breakdown to the community and its infrastructure resulting from the emergency or disaster.

To facilitate this process the MRM, MERO, deputies and service agencies will as early as practical:

1. Survey the extent of damage and evaluate financial and material needs;
2. Provide a priority listing to assist agencies in the performance of their functions to address community needs;
3. Monitor the acquisition and application of financial and material aid provided or required during the recovery period

Further detail on the operational requirements of PIA is included in section 5.13.3 and the Murrindindi Shire Recovery Plan.

## 7. ANCILLARY ARRANGEMENTS

### 7.1. FINANCIAL ARRANGEMENTS FOR MITIGATION

Appendix 1 Part 8 of the Emergency Management Manual Victoria 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 by State and Commonwealth.

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

### 7.2. 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.

#### 7.2.1. EMERGENCY PAYMENT RESPONSIBILITIES

- 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.

#### 7.2.2. 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.

#### 7.2.3. MUNICIPAL COUNCIL

Murrindindi Shire Council is expected to use its resources in an emergency situation within the municipality. Where equipment and/or personnel are sourced from external providers, the municipal council is responsible for providing those resources.

Some reimbursement may 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.

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#### 7.2.4. 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.

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#### 7.2.5. PRIVATE ORGANISATIONS

Private organisations meet their own expenses incurred in emergency activities.

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#### 7.2.6. 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 Part 7, pages 7-4 to 7-6, Emergency Management Manual Victoria.

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

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#### 7.2.7. 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.

### 7.2.8. 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>

## 7.3. RELOCATION AND EVACUATION COORDINATION

### 7.3.1. RELOCATION

The term relocation refers to a decision to leave a potentially affected area prior to the onset of an emergency. In most instances this will involve a decision made by each affected person or household, acting on the advice of the control agency.

The control agency will provide advice about relocation to the affected or potentially affected community when intelligence suggests that there is a risk to an individual or community from the impact from a potential emergency.

In most emergency situations in Victoria, a person cannot be forced to leave a property if they have a pecuniary interest in the property, or any goods thereon.

Therefore, whenever possible, potentially affected communities should be advised regarding relocation to another safe location, prior to the onset of the impact of the emergency. The final decision, after consideration of the advice from the control agency, as to whether to relocate or not is made by the affected people themselves.

In most circumstances persons choosing to relocate will stay with family or friends. They may require assistance from response, recovery, and relief agencies as appropriate.

Prior to recommending that people relocate the control agency should give consideration to the consequences of undertaking the five-stage relocation/evacuation process.

### 7.3.2. EVACUATION

“The decision to evacuate is made by the person who leaves the dangerous area. The role of the response agencies is to recommend evacuation and to assist affected people through a safe and efficient evacuation process “– EMMV Part 3.

Evacuation is a safety strategy requiring the planned relocation of people from a dangerous or potentially dangerous area to a safer area and eventual return.

The decision to recommend that people evacuate rests with the Control Agency in conjunction with Police and other expert advice. Once the decision has been made Police are responsible for carrying out the evacuation process.

Consideration must be given:

- to the area which is to be evacuated
- the number of evacuees
- methods of alerting the “at risk” community
- resources required
- the time frame available
- the route to be followed
- the means of transport
- the location to which evacuees will be asked to attend
- cultural diversity of those to be evacuated

#### 7.4. ACQUISITION OF GOODS AND SERVICES

The municipality and other recovery agencies shall obtain and pay for goods/services through their own supply systems in accordance with guidelines as set down under policy at that time.

The MRM with the assistance of DHS will coordinate the acquisition and supply of goods/services which cannot be provided by the municipalities or participating agencies. When goods can only be obtained in such a manner, approval for payment from DHS is required prior to the goods being obtained.

#### 7.5. DONATED GOODS, VOLUNTEERS AND OFFERS OF ASSISTANCE

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##### 7.5.1. DONATED GOODS

There are a number of agencies identified in the Murrindindi Shire Council Relief and Recovery Plan that coordinate the management of donated goods on behalf of Murrindindi Shire Council and Lake Mountain Alpine Resort (see appendix B1 Sub-Plans).

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##### 7.5.2. 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

### 7.5.3. DONATED FODDER AND OFFERS OF AGISTMENT

During an emergency DELWP will generally coordinate donated fodder and offers of agistment on behalf of impacted persons. During a smaller event, Murrindindi Shire Council may negotiate with DELWP to coordinate fodder and offers of agistment.

### 7.5.4. OFFERS OF ASSISTANCE

Offers of assistance will be managed in the first instance by Murrindindi Shire Council. Offers for volunteer work or donated goods (and fodder and offers of agistment if applicable) will put on a register held at Murrindindi Shire Council. If appropriate, the register will be forwarded to one of the organisations outlined above.

Those offers that do not fit within 7.5.1, 7.5.2 or 7.5.3 will be managed directly by Murrindindi Shire Council. Examples of offers of assistance coordinated by Murrindindi Shire Council include those from:

- local clubs and groups (eg: football clubs etc)
- regional and State based clubs and groups (eg: Landcruiser Club of Victoria) and
- Department of Justice (DOJ) works crews
- Community On Ground Assistance (COGA) in Kinglake
- Neighbourhood and Community Houses
- and other offers as they arrive

## APPENDIX A: ADMINISTRATION

## A1: AMENDMENT HISTORY AND CERTIFICATE OF AUDIT

AMENDMENT / REVISION NO.	DATE OF ISSUE	SECTION	PAGE NO.	AMENDMENT DATE
1	15 July 1997			23/5/1997
2	7 October 1998			21/9/1998
3	24 September 1999			24/9/1999
4	21 December 1999			21/12/1999
5	31 May 2000			25/5/2000
6	19 December 2000			19/12/2000
7	4 June 2001			1/6/2001
8	5 December 2002			29/11/2002
9	11 May 2004			11/05/04
10	21 March 2005			21/03/05
11	19 June 2006	MEMP re-issued for combined area of Shire of Murrindindi and Lake Mountain Alpine Resort	All	19/06/06
12	22 May 2007	Foreword Management Contacts Appendix D Appendix F	All All All All All	22/05/07
13	18 December 2007	Contact List Distribution List Management	All All 1	18/12/07
14	18 December 2007	Foreword Contact List Appendix F Management Appendix D	1 + 2 All 4,5,7 1 All	16/01/08
15	10 July 2008	Foreword Management Contact List Appendix F	1 + 2 1 All All	10/07/08
16	6 January 2009	Foreword  Management Contact List Appendix D Appendix F LMAR Appendix I LMAR Appendix J LMAR Appendix K LMAR Appendix L LMAR Area Description LMAR TOC	Amend Record 1 + 2 3,4,12 1 + 2 3,4,7,8 All All All All All All	06/01/09
17	5 August 2010	All sections - disk format sent to all plan holders	All	30 /06/10
18	November 2011	Cover Page Amended Record	0 1 2	30/11/11- 25/1/13

AMENDMENT / REVISION NO.	DATE OF ISSUE	SECTION	PAGE NO.	AMENDMENT DATE
		Forward	3,4,5	
		Table of Contents	9	
		Statement of Audit	3	
		Area Description	2	
		Management	1-11 (all)	
		Support	1-2,4-5,6	
		Contact Directory	1-7	
		Appendix C	1,4	
		Appendix D	All	
		Appendix F	1,2,4,7,8	
		Appendix I	All	
		Appendix A – 4	All	
		Response	5	
		Recovery	All	
		Prevention	3	
<b>19</b>	July 2012	Management	2	July 2013
		Contact Directory	2	
<b>20</b>	October 2013	Management	2	9/10/13
		Contact Directory	2,3,5,9	
<b>1</b>	<b>August 2014</b>	<b>Complete rewrite</b>	<b>All</b>	<b>August 2014</b>
<b>1.1</b>	October 2014 (pre-audit)	3.1.2 Emergency Management Act 2013	20	24/10/14
		3.5 Roles and Responsibilities	26	
		5.4 MSC Plant and Equipment	39	
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		Appendix A6	88	
		Appendix B1	103	
<b>1.2</b>	December 2014 (post audit)	Figure 3	23	8/12/14
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# Certificate of Audit

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

## **Murrindindi Shire Council & Lake Mountain Alpine Resort Board**

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

*"Complying with the Guidelines"*

A handwritten signature in black ink, appearing to read 'T. White'.

Trevor White

Chief Officer, Operations

21 November 2014

Date

## A2: MOU BETWEEN MURRINDINDI SHIRE COUNCIL AND LAKE MOUNTAIN ALPINE RESORT REGARDING EMERGENCY MANAGEMENT

### **Memorandum of Understanding between Lake Mountain Alpine Resort Management Board (the board) and Murrindindi Shire Council (Council) for shared emergency management arrangements**

Murrindindi Shire Council accepts the role of 'Principal' in relation to Municipal emergency management

For the Municipal areas of Murrindindi Shire Council and Lake Mountain Alpine Resort

The Board and the Council, hereinafter referred to as "the Parties" wish to facilitate the documentations, planning and management in regard to emergencies that may occur within the Lake Mountain Alpine Resort (the Resort) and the Municipal district of Murrindindi Shire Council.

#### **1. Objective**

1.1. Section 19 of the *Emergency Management Act 1986* (the Act) provides the mechanism where

"two or more municipal councils may, with the approval of the Coordinator in Chief, appoint one of the Municipal Councils to be the principal Municipal Council in relation to emergency management".

1.2. It is the intent of the Parties that the Council be appointed as the "principal municipality" and the Council will accept responsibility for emergency management for the whole of the area of the Municipal district of the Shire, and the Resort.

1.3. The Board is deemed for the purpose of the Act to be a Municipal Council by S.5(a) of the *Alpine Resorts (Management) Act 1997*

#### **2. Municipal Emergency Management Plan**

2.1. The Board authorizes, and both the Council and the Board agree that the Council will prepare and manage on behalf of the Council and the Board a Municipal Emergency Management Plan (the Plan) in accordance with the requirements of the Act (S.20 and other provisions) for both the Municipal district of the Council and the Resort providing for emergency mitigation, response to and recovery from emergencies affecting or likely to affect the Municipal district of the Council and/or the Resort

2.2. To meet this objective it is agreed that

- The Council be appointed the "principal municipality" as provide for in Part 4 of the Act for the Resort Area
- The Council will modify the current Municipal Emergency Management Plan to for a consolidated plan that will:
  - Document the risks and the planning, preparedness, mitigation, response and recovery measures for identified emergency scenarios



- Develop a system for ongoing review and control of documentation and the plan
- Cooperatively manage, where possible, emergency situations with the Resort and apply appropriate management and resources as may be required
- Implement recovery measures appropriate to emergency events
- Administer financial arrangements to cover expenses of management and resources utilized in an emergency response.
- Participate in the ongoing planning process of review and revision of the Plan.

### **3. The Municipal Emergency Management Planning Committee**

3.1. The Council shall appoint and maintain the Municipal Emergency Management Planning Committee (the Committee) which shall include one (1) representative from the Board.

3.2. The Committee must have regard to the elements of the Plan from a risk analysis perspective to ensure that all potential emergencies are identified and considered.

Preparedness:

3.3. The Committee must conduct at least annually a review of the Plan and make and record amendments as necessary.

Response and Recovery

3.4. The implementation of the Plan will involve the Council's designated officers including the Municipal Emergency Resource Officer, and the Committee as appropriate in the response and recovery phases of any emergency. Where possible the Board's representatives will be involved when required.

### **4. Implementation and Arrangement**

4.1. The Plan, incorporating the Lake Mountain Alpine Resort Emergency Management Plan shall be subject to a single audit by the auditing authority for compliance with the requirements of the Act

4.2. The Committee will apply audit outcomes to prioritize review and amend the Plan and associated process of risk analysis, response, recovery and the arrangements for administration and documentation

Costs

4.3. The Council will invoke actions for recovery of costs associated with the performance of the above roles for and on behalf of the Board – including any emergency event role expenditure or resourcing reasonably incurred during an event. Where costs have been incurred that are not recoverable from other parties, the Board shall reimburse the Council for such expenses incurred on behalf of the Board and/or in respect of the resort.

4.4. An amount of \$500 shall be paid by the Board within 30 days of the date of execution of this Memorandum of Understanding by or on behalf of the Board and \$200 thereafter (subject to periodic review) as a means to defray costs associated with the development of the Plan, and printing, distribution and meeting expenses

**5. Settlement of Differences**

5.1. Any dispute or grievance arising between the Parties under this Agreement which cannot be resolved by the Parties must be submitted by the Parties to an arbitrator appointed by the Minister responsible for the Board in conjunction with the Minister administering the *Local Government Act 1989*. The Parties must abide by the decision of the arbitrator

**6. Amendment**

6.1. This Memorandum of Understanding may be amended at any time by exchange of letters of mutual consent between the Parties.

**7. Entry into Force, Duration and Termination**

7.1. This Memorandum of Understanding shall be subject to the approval of the Coordinator in Chief under the Act and shall come into force of the day of its signing and be effective for a period of 5 years unless otherwise extended or revoked.

7.2. This Memorandum of Understanding may be terminated by either Party giving notice in writing three (3) months in advance to the other Party

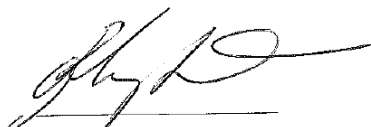
**In Witness Whereof,**

The undersigned have signed this Memorandum of Understanding.

At Alexandra on:

**Signed for and on behalf of the Lake Mountain Alpine Resort Management Board by its duly appointed representative.**

**Philip Nunn**  
Executive Officer  
Lake Mountain Alpine Resort Management Board



22 July 2014.

**Signature**

**Date**

**Signed for and on behalf of the Murrindindi Shire Council by its duly appointed officer**

**Margaret Abbey**  
Chief Executive Officer  
Murrindindi Shire Council

Margaret S Abbey  
Signature

4/9/14  
Date

**A3: DISTRIBUTION LIST AND DISTRIBUTION OF UPDATES**

**NOT AVAILABLE IN PUBLIC VERSION**

A4: MEMPC MEMBERS

NOT AVAILABLE IN PUBLIC VERSION

A5.1: CONTACT DIRECTORY (MEMPC MEMBERS)

NOT AVAILABLE IN PUBLIC VERSION

A5.2: CONTACT DIRECTORY (NON-MEMPC MEMBERS)

NOT AVAILABLE IN PUBLIC VERSION

A6: MECC STANDARD OPERATING PROCEDURES

NOT AVAILABLE IN PUBLIC VERSION

A7: TRANSITION FROM RESPONSE TO RECOVERY TEMPLATE

# An agreement for transition of coordination arrangements from response to recovery

**Effective Date for Transition Agreement – xx – xx - xxxx**

For the impacted municipality/s as follows:

**[INSERT LIST OF IMPACTED MUNICIPALITY/S]**

Control and coordination for the **[INSERT NAME OF EMERGENCY]** have been handed over from the Control Agency and the Emergency Response Coordinator to:

**[INSERT ONE OF THE FOLLOWING THREE OPTIONS]**

[Impacted municipality/s] OR

[Regional Recovery Coordinator, and impacted municipality/s] OR

[State Recovery Coordinator, Regional Recovery Coordinator, and impacted municipality/s]

**Endorsed by:**

<b>Local (if applicable)</b>	<b>Regional/Divisional</b>	<b>State</b>
<b>Control Agency</b> Incident Controller	<b>Control Agency</b>	<b>Control Agency</b>
<b>Victoria Police</b>	<b>Victoria Police</b>	<b>Victoria Police</b>

Municipal Emergency Response Coordinator	Divisional Emergency Response Coordinator	State Emergency Response Officer
<b>Local Government</b> Municipal Recovery Manager	<b>Department of Human Services</b> Regional Recovery Coordinator	<b>Department of Human Services</b> State Recovery Coordinator

## 1. Introduction

The purpose of this document is to assist emergency management agencies involved in response and recovery to achieve a seamless transition of information, resources, management and coordination of activities.

The scope of the transition agreement arrangements includes:

- Authorisation arrangements;
- Coordination and management arrangements;
- Transition activities and tasks to ensure continuity of essential community support;
- Information and communication arrangements.

A schedule of transition actions required is at Attachment 1.

### Description of the event

A description of the event is at Attachment 2

### Authority

This transition agreement is endorsed by the following agencies in consultation with the local government areas affected, and reflects the state, regional and local levels of interest in emergency response and recovery:



- Victoria Police delegated Emergency Response Coordinator;
- Control Agency;
- Department of Human Services State/Regional Recovery Coordinator;
- Impacted Municipalities

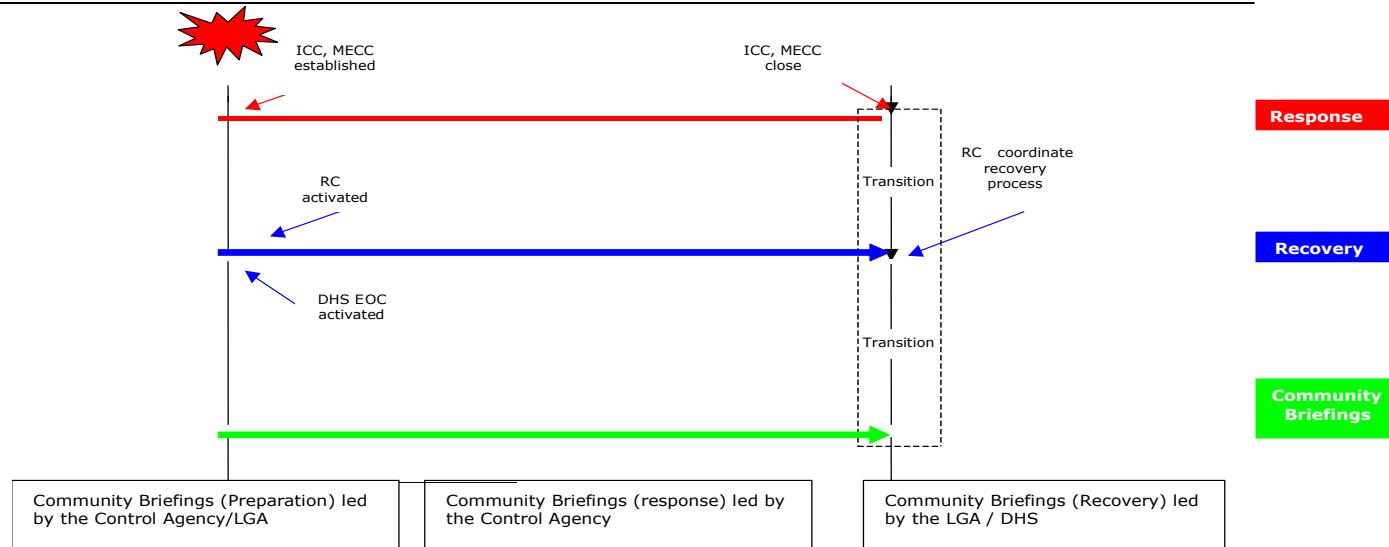
This is pursuant to the roles and responsibilities detailed in the Emergency Management Act (1986) and the Emergency Management Manual Victoria.

### **Coordination and management arrangements for transition from response to recovery**

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, including:

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

The key tasks under this agreement include:

- Continuity of emergency relief requirements, if required.
- Identifying resources required to support immediate community recovery requirements including public health and safety.
- Coordination of essential cleanup operations.
- Initial Impact Assessments<sup>11</sup> in the affected communities.

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. Co-ordination responsibility is passed to the Department of Human Services as the recovery co-ordination agency at the State and Regional level, while Local Government has management responsibility at the municipal level.

**Transition Activities and Tasks**

<sup>11</sup> As obtained by reference to Initial Impact Assessment Guidelines December 2012

The following activities and tasks should be undertaken during transition:

- Notification of the Transition Agreement to response and recovery agencies;
- A briefing report for the Recovery Coordinator from the Incident Controller;
- Handover of the immediate media coordination arrangements from the Control Agency to the Recovery Coordination Agency
- Identification of resources for transfer from response to recovery for continuity or services, including logistics and supply contracts;
- Provision of initial impact assessment data/information and the status of clean-up projects by the control agency;
- Implementation/development of a model for ongoing recovery coordination operations, including identification of additional agencies required for service delivery
- Identification/notification of the hazard/threat and OH&S issues for recovery interests;
- Development of a communication strategy, notifying key stakeholders of the coordination changes for the ongoing management of the incident, including community interests – authorised by Incident Controller, Response Coordinator and Recovery Coordinator;
- Ongoing management of relief centres and establishment of recovery centres with key contact information by Local Government
- Consideration to implement of initial outreach programs to enable more accurate assessments of impacts and determination of appropriate recovery activities

### **Information Management/Communication**

Information is the primary tool to assist individuals to make informed choices about their safety and to take responsibility for their own recovery.

A communications strategy is required to maintain timely, accurate and relevant information for the community, agencies and government. The following communication methods apply during emergency response and should be continued during recovery to meet community needs:

- Community information meetings to be scheduled as needed and also include key recovery representatives.
- Regular incident status updating, and linkages of agency and department public Internet pages. Note that [www.recovery.vic.gov.au](http://www.recovery.vic.gov.au) is the State's single recovery website and will be updated for public recovery information.
- Provision of a Victorian Emergency Recovery Information Line 1300 799 232
- ABC radio metropolitan and regional radio reports.
- Media releases on services available via media outlets, electronic and paper.
- Community newsletters.
- Coordinated community and business sector outreach programs.

During an emergency, community information sessions are convened by the Control Agency. They provide information about the risk and consequences of the hazard to the community. Local government attends these meetings to provide information about recovery services that may be required.

On request of the Recovery Coordinator, the Control Agency will continue to attend meetings post the impact/response phase. This will be jointly convened with the relevant local government representative. DHS will provide support and assistance as required, including specialist information on family, public and community health.

Emergency management agencies have an important role to play in community engagement. This includes providing the opportunity within information sessions for the affected community to share their experiences and to have these acknowledged. Community information sessions also provide an opportunity to start identifying issues that may require additional advice or clarification as part of the recovery process.

**Attachments:**

1. Schedule of Transition Arrangements
2. Description of Event

**Attachment 1**

**Schedule of Transition Arrangements**

**The following schedule of transition activities is to be utilised as applicable for the following impacted municipalities:**

Key considerations for Transition:

- Potential impacts
- The integration of recovery activities
- The provision of initial impact information via the Incident Control Agency and Incident Management Teams

	<b>Key Actions – Incident Control Agency</b> Note: The following actions may occur concurrently:	<b>Lead Agency</b>	<b>Confirmation process</b>
1	Incident Control Agency to identify the timing of transition relative to the continuing threat and the role of the Incident Management Team. This may occur as a phased transition program across the impacted districts/LGA’s dependant on timing of impacts and continued threat.		Handover report
2	Recognition of the continuing role of the Incident Control Agency in the management of the control of threats and mitigation works.		
3	A briefing report for the Municipal Recovery Manager and the Regional Recovery Coordinator from the Incident Control Agency (Attachment 2).		
4	Establish a transition for community information arrangements from the Incident Control Agency, with community support and recovery input from the affected LGAs and DHS for community interests.		Briefing
5	Identification of resources required from response to recovery for continuity or services, including logistics and supply contracts.		Verbal Briefing
6	Provision of initial impact data/information report, and the status of clean-up projects by control agency including the coordination of information from departments, agencies I and LGA.		Report
7	Identification/notification of the hazard/threat and OH&S issues for recovery interests.		

Murrindindi Shire Council and Lake Mountain Alpine Resort Municipal Emergency Management Plan

8	Development of a communication strategy notifying key stakeholders of the coordination changes for the ongoing management of the incident, including community interests, in conjunction with the Response Coordinator, Recovery Coordinator and Municipalities.		
9	<b>Key Actions – Response Coordination Agency</b>		
10	Briefing from Victoria Police Municipal Emergency Response Coordinator to DHS Regional Recovery Coordinator and Municipal Recovery Manager (joint briefing see item 3). Briefing to include the ongoing MECC functionally requirements.	VicPol	Verbal Briefing
11	Details of vulnerable people who were identified and subsequently evacuated or assisted as a result of the incident have been passed onto respective LGA.		
12	<b>Key Actions – Recovery Coordination Agency</b>		
13	Implementation/development of a model for ongoing recovery coordination operations, including identification of additional agencies required for service delivery; including departments, agencies, and LGA.	DHS	Via Recovery Planning Arrangements
14	Integration of recovery issues into existing arrangements, where applicable.	DHS	
15	<b>Key Actions – Municipalities</b>		
16	Identification of transition issues for local MECCs, ICCs, Incident Control Agency, Municipal Emergency Response Coordinator, Municipal Recovery Manager and Regional Recovery Coordinator.	LGAs	Verbal Briefing
17	Analysis of initial impact I information, validation with municipal records/data base and provision of a consolidated report	LGAs	Report to DHS Region
18	Ongoing management of relief centres and establish recovery coordination centres with key contact information by Local Government;	LGAs	Via recovery planning arrangements
19	Implementation of initial outreach programs to enable more accurate assessments of loss and damage impacts to be compiled for recovery programs	LGAs	
20	Establish community based recovery processes as per Municipal Emergency Management Plan	LGAs	

## A8: ABBREVIATIONS AND ACRONYMS

AA	Airservices Australia
ADF	Australian Defence Force
AEMO	Australian Energy Market Operator
AFAC	Australian Fire and Emergency Services Authority Council
AGCDTF	Australian Government Counter Disaster Taskforce
AGD	Attorney-General's Department
AIIMS	Australian Inter-Service Incident Management System
AMSA	Australian Maritime Safety Authority
ARCV	Australian Red Cross Victoria
ARFF	Aviation Rescue and Firefighting (part of Airservices Australia)
ATSB	Australian Transport Safety Bureau
AusSAR	Australian Search and Rescue
AV	Ambulance Victoria
AVCG	Australian Volunteer Coast Guard
BC	Building Commission
BOM	Bureau of Meteorology
CBR	Chemical, Biological, Radiological
CBRIE	Chemical, Biological, Radiological, Incendiary Explosive
CCP	Chief Commissioner of Police
CCoV	Coroners Court of Victoria
CERA	Community Emergency Risk Assessment
CERM	Community Emergency Risk Management
CFA	Country Fire Authority
CGRC	Central Government Response Committee
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
DEECD	Department of Education and Early Childhood Development
DFACA	Defence Force Aid to the Civil Authority
DFSV	Dairy Food Safety Victoria
DGEMA	Director-General Emergency Management Australia
DH	Department of Health

DHS	Department of Human Services
DIIRD	Department of Innovation, Industry and Regional Development
DoT	Department of Transport
DoJ	Department of Justice
DPC	Department of Premier and Cabinet
DPI	Department of Primary Industries
DSE	Department of Sustainability and Environment
DTF	Department of Treasury and Finance
DPCD	Department of Planning and Community Development
DVI	Disaster Victim Identification
EMA	Emergency Management Australia
EMAI	Emergency Management Australia Institute
EMLO	Emergency Management Liaison Officer
EmRePSS	Emergency Resource Providers Support Scheme
EMC	Emergency Management Commissioner
EMS	Emergency Medical Services
EMT	Emergency Management Team
EMV	Emergency Management Victoria
EOC	Emergency Operations Centre
EPA	Environment Protection Authority
ERC	Emergency Response Coordinator
ERCC	Emergency Response Coordination Centre
ERDO	Emergency Response Development Officer
ESTA	Emergency Services Telecommunications Authority
FERC	Field Emergency Response Coordinator
GIS	Geospatial Information System
ICA	Insurance Council of Australia
ICC	Incident Control Centre
IDRO	Insurance Disaster Response Organisation
IGEM	Inspector General Emergency Management
IMF	Incident Management Facility
IFMP	Integrated Fire Management Planning
IMS	Incident Management System
IMT	Incident Management Team
LMAR	Lake Mountain Alpine Resort
LSV	Life Saving Victoria
Marine EMT	Marine Emergency Management Team

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MAV	Municipal Association of Victoria
MCPEM-EM	Ministerial Council for Police and Emergency Management – Emergency Management
MECC	Municipal Emergency Coordination Centre
MEMEG	Municipal Emergency Management Enhancement Group
MEMPC	Municipal Emergency Management Planning Committee
MERC	Municipal Emergency Response Coordinator
MERO	Municipal Emergency Resource Officer
MEST	Major Emergency Strategy Team
MFB	Metropolitan Fire Brigade
MFESB	Metropolitan Fire and Emergency Services Board
MFPO	Municipal Fire Prevention Officer
MRM	Municipal Recover Manager
MSC	Murrindindi Shire Council
MSV	Marine Safety Victoria
NCTP	National Counter Terrorist Plan
NDRRA	Natural Disaster Relief and Recovery Arrangements
NEMC	National Emergence Management Committee
NEWS (EL)	National Emergency Warning System (Emergency Alter)
NPW	Nuclear Powered Warship
NRIS	National Registration & Inquiry System
NSP	Neighbourhood Safer Place – place of last resort
OESC	Office of the Emergency Services Commissioner
POC	Police Operations Centre (D24)
PV	Parks Victoria
Red Cross	Australian Red Cross
REMI	Regional Emergency Management Inspector
RERC	Regional Emergency Response Coordinator
RERCC	Regional Emergency Response Coordination Centre
RFCV	Rural Finance Corporation Victoria
RR	Road Rescue
RSPCA	Royal Society for Prevention of Cruelty to Animals
SBSC	Small Business Counselling Service
SCC	State Control Centre / State Crisis Centre
SCN	Security and Continuity Network
SECC	Security and Emergencies Committee of Cabinet
SEMC	State Emergency Mitigation Committee
SEMT	State Emergency Management Team

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SERCC	State Emergency Response Coordination Centre
SEWS	Standard Emergency Warning Signal
SHERP	State Health Emergency Response Plan
SII	Spatial Information Infrastructure
TAC	Transport Accident Commission
TESS	Transport, Engineering and Services Support
TPP	Township Protection Plan
USAR	Urban Search and Rescue
VCC	Victorian Council of Churches
VEMC	Victorian Emergency Management Council
VCG	Victorian Grants Commission
VicPol	Victoria Police
VICSES	Victoria State Emergency Service
VRCA	Victoria Regional Channels Authority
WWA	Victorian WorkCover Authority (WorkSafe)
WICEN	Wireless Institute Civil Emergency Network

## A9: GLOSSARY

Name	Definition
<b>ACTION</b>	The executive command to mount an operation whereby all required personnel are called to their posts.
<b>AFFECTED AREA</b>	An affected area for the purposes of managing response and recovery is the entire geographic area affected in any significant way by an emergency.
<b>AGENCY</b>	Means a Government agency or a non-Government agency.
<b>ALERT</b>	That period when the Regional or Local Emergency Response Co-ordinator, or the Chief Officer of a control agency, believes an emergency may occur and requires all, or designated, Functional Services specified in EMMV to increase their level of preparedness to cope with the emergency.
<b>ASSEMBLY AREA</b>	A designated location used for the assembly of control or support personnel.
<b>CIVIL DEFENCE</b>	The term Civil Defence means the performance of humanitarian tasks intended to protect the civil population of Victoria against the dangers of and to help it recover from, the immediate effects of a war-like act.
<b>CLASS EMERGENCY</b> 1	<ul style="list-style-type: none"> <li>• a major fire, or</li> <li>• any other major emergency for which the control agency is the Metropolitan Fire Brigade (MFB), Country Fire Authority (CFA) or Victoria State Emergency Service (VICSES).</li> <li>• Under the <i>EM Act 2013</i>, the EMC is the coordinator for Class 1 emergencies.</li> </ul>
<b>CLASS EMERGENCY</b> 2	Is a major emergency that is not: <ul style="list-style-type: none"> <li>• a Class 1 emergency, or</li> <li>• a warlike act or act of terrorism, whether directed at Victoria or at any other state or territory of the Commonwealth, or</li> <li>• a hi-jack, siege or riot.</li> <li>• Under the <i>EM Act 2013</i>, the EMC is the coordinator for Class 2 emergencies.</li> </ul>
<b>CO-ORDINATION</b>	The bringing together of agencies and elements to ensure effective response to emergencies and is primarily concerned with the systematic acquisition and application of resources (agency, manpower and equipment) in accordance with the requirements imposed by the emergency or emergencies. Co-ordination relates primarily to resources and operates; <ul style="list-style-type: none"> <li>• vertically, within an agency, as a function of the authority to command,</li> <li>• horizontally, across agencies as a function of the authority to control.</li> </ul>
<b>CO-ORDINATOR</b>	At Regional level, a Police Officer appointed by the State Emergency Response Co-ordinator as Regional/Deputy Regional Emergency

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	Response Co-ordinator. At local level, it shall be the Officer in Charge of the Police Station or the senior member of the Police Force at the scene of the emergency who shall act as the Emergency Response Co-ordinator.
<b>CONTROL AGENCY</b>	The agency identified in EMMV which is primarily responsible for responding to a specified emergency.
<b>COMMAND</b>	The direction of members and resources of an agency in the performance of the organisation's role and tasks. Authority to command is established in legislation or by agreement within an agency. Command relates to agencies and operates vertically within an agency.
<b>CONTROL</b>	The overall direction of response activities in an emergency situation. Authority for control is established in legislation or in an emergency response plan, and causes with it the responsibility for tasking and co-ordinating other agencies in accordance with the needs of the situation. Control relates to situations and operates horizontally across agencies.
<b>COMMUNITY INFORMATION GUIDES</b>	CIGs (formerly Township Protection Plans) provide a planned response to a wildfire within, or in close proximity to a township that has the potential to impact on the local community.
<b>COUNSELLING</b>	The provision of psychological support and advice to persons affected by an emergency.
<b>EMERGENCY</b>	Emergency means an emergency due to the actual or imminent occurrence of an event which in any way endangers or threatens to endanger the safety or health of any person in Victoria or which destroys or damages, or threatens to destroy or damage any property in Victoria, including, without limiting the generality of the foregoing; <ul style="list-style-type: none"> <li>• an earthquake, flood, windstorm or other natural event; and</li> <li>• a fire; and</li> <li>• an explosion; and</li> <li>• a road accident or any other accident; and</li> <li>• a plague or an epidemic; and</li> <li>• a warlike act, whether directed at Victoria or a part of Victoria or at any other State or Territory of the Commonwealth; and</li> <li>• a hi-jack, siege or riot</li> </ul>
<b>EMERGENCY AREA</b>	Means an emergency area declared under Section 36A of the Emergency Management Act.
<b>EMERGENCY CO-ORDINATION CENTRE (ECC)</b>	The Centre established at Regional or Municipal level to co-ordinate resources and conduct operations ancillary to the control agency, during the response phase.
<b>EMERGENCY GRANT</b>	The provision of finance to affected persons as dictated by Government Policy, during Emergency Relief.
<b>EMERGENCY</b>	The group formed to assist the municipality in the performance of its

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<b>MANAGEMENT GROUP</b>	Municipal Emergency Management functions.
<b>EMERGENCY OPERATIONS CENTRE (EOC)</b>	The centre established by each agency for the command/control function within their own agency. eg. Police Operations Centre (POC), Fire Control Centre (FCC).
<b>EMERGENCY RELIEF</b>	Relief is the provision of immediate life support and human needs of persons affected by, or responding to, an emergency.
<b>EMERGENCY RELIEF CENTRES</b>	Centres established to provide groups of persons with any or all of the services, of the functional areas of emergency relief.
<b>EMERGENCY SERVICES LIAISON OFFICER</b>	An Officer designated by his agency to represent it and who is empowered to commit or to arrange the commitment of resources of the agency to the countering of emergencies, and to provide a communication link with his agency.
<b>EMERGENCY SHELTER</b>	Group shelter provided for affected persons in a community hall or suchlike, including "relief centres". It is provided during the emergency relief stage and is separate to temporary accommodation.
<b>EMERGENCY SUPPLY</b>	The provision of resources to a control agency when that agency is unable to procure same through its normal resource system.
<b>EMERGENCY MANAGEMENT COMMISSIONER</b>	The Emergency Management Commissioner has legislated coordination and control responsibilities over all major emergencies in the state of Victoria.
<b>EMERGENCY MANAGEMENT LIAISON OFFICER (EMLO)</b>	<p>An EMLO is a person appointed by an agency, who:</p> <ul style="list-style-type: none"> <li>• represents his/her agency in another agency's facility utilised to manage an emergency response; or</li> <li>• a coordination centre; or</li> <li>• an emergency management team; and</li> <li>• is empowered to commit, or to arrange the commitment, of resources of the agency to the response to an emergency; and</li> <li>• represents the interests of the agency and provides advice in relation to impacts and consequence management.</li> </ul> <p>The EMLO may be named Emergency Services Liaison Officer (ESLO) by some agencies</p>
<b>EMMV</b>	The abbreviated title of the Emergency Management Manual Victoria.
<b>EMMV AGENCY</b>	Means a government or non-government agency committed to EMMV.
<b>EMMV COMMITTEE</b>	The emergency response planning committee ensuring the Co-ordinated response to emergencies by all agencies having roles and responsibilities under EMMV.
<b>EVACUATION</b>	The planned relocation of persons from dangerous or potentially dangerous areas to safer areas and eventual return. The decision to evacuate rests with the control agency in conjunction with police and available expert

	advice.
<b>EVACUATION CENTRE</b>	See Assembly Area and/or Emergency Relief Centre.
<b>FIELD EMERGENCY RESPONSE CO-ORDINATOR</b>	Senior member of the Police Force at the scene of an emergency.
<b>FINANCIAL ASSISTANCE</b>	See Emergency Grant.
<b>FUNCTIONAL AREAS</b>	The categorisation of services required for Emergency Relief for the purposes of allocating responsibility to nominated agencies. These are: <ul style="list-style-type: none"> <li>• Catering</li> <li>• Community Organisations</li> <li>• Emergency Accommodation</li> <li>• Emergency Grants, Counselling &amp; Temporary Accommodation</li> <li>• Material Needs</li> <li>• Registration (National Registration &amp; Inquiry System, NRIS)</li> </ul>
<b>GOVERNMENT AGENCY</b>	Means- <ul style="list-style-type: none"> <li>• Any body corporate or unincorporated constituted by or under any Act for a public purpose; and</li> <li>• Any member or officer of such a body.</li> <li>• Any person in the service of the Crown in the right of the State of Victoria upon whom any function, power, duty or responsibility is conferred by or under the Act</li> </ul>
<b>INCIDENT CONTROL POINT</b>	The control point established by the Control Agency in proximity to the emergency and used by the incident controller for forward command/control functions.
<b>INCIDENT CONTROLLER</b>	An officer appointed by the control authority responsible for the resolution of an emergency. This title shall also extend to the person appointed under the provisions of Section 16 of the Emergency Management Act.
<b>LEAD AGENCY</b>	The agency designated to co-ordinate the provision of a functional area of emergency relief and supplementary supply
<b>MATERIAL NEEDS</b>	The provision of clothing, bedding and personal requisites, during "Emergency Relief".
<b>MUNICIPAL EMERGENCY RESPONSE CO-ORDINATOR</b>	The Officer in Charge of the local Police Station or the senior police officer at the scene of the emergency.
<b>MUNICIPAL EMERGENCY</b>	The Committee which, at municipal level, is responsible for the formation and maintenance of a Municipal Emergency Management Plan.

<b>MANAGEMENT PLANNING COMMITTEE</b>	
<b>MUNICIPAL EMERGENCY RESOURCE OFFICER (MERO)</b>	The person appointed by the Municipality responsible to council for the co-ordination of municipal owned or controlled resources in emergencies.
<b>MUNICIPAL RECOVERY MANAGER</b>	The person appointed by the Municipality responsible to council for the co-ordination of municipal recovery activities after emergencies.
<b>MUNICIPALITY</b>	The area contained within the defined boundaries for local Government responsibility of a Shire, Borough, Town or City.
<b>NATIONAL REGISTRATION &amp; INQUIRY SYSTEM (NRIS)</b>	The Commonwealth/State's arrangements for the recording of emergency victims and for satisfying inquiries regarding the whereabouts of persons so affected.
<b>NEIGHBOURHOOD SAFER PLACE</b>	NSPs are places of last resort during the passage of a bushfire, and are intended to be used by persons whose primary bushfire plans have failed.
<b>NON GOVERNMENT AGENCY</b>	Means a voluntary organisation or any person or body other than a government agency.
<b>PRIMARY SUPPORT AGENCY</b>	The agency to be first considered by a Emergency Response Co-ordinator for support in a EMMV role.
<b>RECOVERY</b>	The process by which affected persons and communities are helped to recover to a proper level of functioning. It commences as soon as practicable after the impact of an emergency, and usually continues long after cessation of response activities. Refer also to the State Disaster Recovery Plan.
<b>RECOVERY AGENCY</b>	A recovery agency is an agency or person which assists individuals, families and communities to attain a proper level of functioning, by providing information, specialist services and resources, and may include Commonwealth, State and local government and non-government agencies.
<b>REGION</b>	A geographic area comprising a number of municipal districts and specific Victorian waters.
<b>REGIONAL EMERGENCY RESPONSE PLAN</b>	The Emergency Response Plan prepared by the Regional Emergency Response Planning Committee.
<b>REGIONAL EMERGENCY</b>	The committee which at regional level is responsible for the formation and maintenance of a regional emergency response plan for response to

<b>RESPONSE PLANNING COMMITTEE</b>	emergencies, the chairman being the Regional Emergency Response Co-ordinator or, in his absence, his Deputy Emergency Response Co-ordinator.
<b>REGISTERED EMERGENCY WORKER</b>	Means a person registered under Section 26 of the Emergency Management Act 1986.
<b>RELIEF CENTRES</b>	Centres established to provide groups of persons with any or all of the services, of the functional areas of Emergency Relief.
<b>RELIEF STAGE</b>	The immediate post impact stage of an emergency, preceding the recovery phase. For the purposes of this Plan, the end of relief will be when "stand down" is advised by the Emergency Response Co-ordinator.
<b>RESPONSE</b>	The combat of an emergency and the provision of emergency relief, including rescue and the needs of affected persons.
<b>STAGING AREA</b>	A location designated and used during emergencies for the assembly of control or support personnel prior to deployment.
<b>STAND-DOWN</b>	The order given by the Regional or Municipal Emergency Response Co-ordinator that allows personnel to cease operations reflecting the termination of the emergency.
<b>STANDBY</b>	That period normally following alert when the Regional or Municipal Emergency Response Co-ordinator, or the Chief Officer of a control agency, believes that the occurrence or the effects of the emergency, are imminent. Members of the relevant agencies are placed on "Standby", thus being ready to respond immediately.
<b>SUPPLEMENTARY SUPPLY</b>	Those resources requested under emergency supply unable to be obtained by EMMV Support Agencies.
<b>SUPPORT AGENCY</b>	A government or non-government agency which provides essential services, personnel, or material to support or assist a control agency or affected persons.
<b>TEMPORARY ACCOMMODATION</b>	Accommodation provided for individuals or families affected by an emergency. It is separate to emergency shelter. This accommodation includes caravans and suchlike, and will normally be arranged by the recovery agency. In some cases this will occur during the Response Phase.
<b>VOLUNTEER EMERGENCY WORKER</b>	Means a volunteer worker who engages in emergency activity at the request (whether directly or indirectly) or with the express or implied consent of the chief executive (however designated), or of a person acting with the authority of the chief executive, of an agency to which EMMV or the state emergency recovery plan applies.





## APPENDIX B: SPECIAL PLANS AND ARRANGEMENTS

### B1: SUB-PLANS

MEMP Sub-Plans are all available on either Crisisworks at [murrindindi.mecccentral.com.au](http://murrindindi.mecccentral.com.au) or public versions via the Murrindindi Shire Council Website at [www.murrindindi.vic.gov.au](http://www.murrindindi.vic.gov.au). Note that the plans on Crisisworks contain detailed information that is not general public information. All of the plans available on the Murrindindi Shire Council website are for public distribution.

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#### MURRINDINDI SHIRE COUNCIL AND LAKE MOUNTAIN ALPINE RESORT MUNICIPAL FIRE MANAGEMENT PLAN 2012

This MFMP was developed by the Murrindindi Shire Council and Lake Mountain Alpine Resort Municipal Fire Management Planning Committee, a sub-committee of the MEMPC. The MFMP was prepared as a sub-plan of the MEMP as outlined in the EMMV part 6a. The MFMP contains treatment/action plans for the mitigation of fire risk to the municipality. The plan aligns with the ISO3100:2009 Risk Management Standard.

A copy of this plan is available on either the Council Website ([www.murrindindi.vic.gov.au](http://www.murrindindi.vic.gov.au)) or via Crisisworks for MEMPC members or emergency agency representatives (<https://murrindindi.mecccentral.com>)

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#### SHIRE OF MURRINDINDI'S GOULBURN RIVER AND ENVIRONS SUB PLAN 2002

A special flood plan covering the Goulburn River from Eildon to Seymour, junction of the Goulburn and Acheron Rivers, Murrindindi River and Yea River has been developed.

A copy of this plan is available via Crisisworks for MEMPC members or emergency agency representatives (<https://murrindindi.mecccentral.com>).

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#### MURRINDINDI SHIRE COUNCIL PANDEMIC PLAN 2009

The Murrindindi Shire Council's Emergency Management Plan recognises that Influenza Pandemic is a risk and as such Council has a responsibility to plan and prepare for such an event. Murrindindi Shire Council's Influenza Pandemic Plan is a Sub Plan of the MEMP.

A copy of this plan is available via Crisisworks for MEMPC members or emergency agency representatives (<https://murrindindi.mecccentral.com>).

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## MURRINDINDI SHIRE COUNCIL RELIEF AND RECOVERY PLAN

The purpose of the Murrindindi Shire Relief and Recovery Plan is to document, in line with the Emergency Management Manual Victoria framework and the *Emergency Management Act 1986*, the arrangements, procedures and processes to be employed within to assist individuals and communities affected by emergencies to achieve a proper and effective level of functioning.

This plan covers those agreements and arrangements between Council, government and related agencies, communities and individuals to ensure the aims of local recovery are achieved via the agreed recovery processes.

A copy of this plan is available via Crisisworks for MEMPC members or emergency agency representatives (<https://murrindindi.mecccentral.com>).

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## MURRINDINDI SHIRE COUNCIL HEAT WAVE PLAN

The Heat Wave Plan details the processes undertaken by Murrindindi Shire Council during a heatwave. It specifically refers to actions required by the Shire during a Department of Health Heat Alert.

A copy of this Sub plan is available via Crisisworks for MEMPC members or emergency agency representatives (<https://murrindindi.mecccentral.com>).

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## LAKE MOUNTAIN ALPINE RESORT BUSHFIRE MANAGEMENT PLAN

The Lake Mountain Alpine Resort Bushfire Management Plan is an operational plan that includes a maintenance plan to address the need to reduce the fuels loads around the main facilities of the resort.

Copies are available via the Lake Mountain Alpine Resort Management Board (see <http://lakemountainresort.com.au/> for contact details) or via Crisisworks for MEMPC members or emergency agency representatives (<https://murrindindi.mecccentral.com>).

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## MURRINDINDI SHIRE COUNCIL RECOVERY COMMUNICATIONS PLAN

Murrindindi Shire Council has a Recovery Communications Plan that helps guide communications with effected communities. Its aim is to have a strategic and coordinated approach to Council's communications in the recovery stage of an emergency situation.

A copy of this Sub plan is available via Crisisworks for MEMPC members or emergency agency representatives (<https://murrindindi.mecccentral.com>).

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#### MURRINDINDI SHIRE COUNCIL RELIEF CENTRE MANAGER HANDBOOK

This document details the procedures, roles and responsibilities of Emergency Relief Centre Managers during an emergency. It details how to set up and manage a relief centre and includes all required operating procedures.

Copies are only available from the MRM due to the confidential nature of the document.

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#### MURRINDINDI SHIRE COUNCIL RELIEF CENTRE VOLUNTEER HANDBOOK

This document is a procedural guide for Council staff volunteering in a relief centre. It details everything that is required of a relief centre volunteer including the various roles and responsibilities that have to be undertaken at a relief centre. This document is only available to those staff that have completed relief centre training.

Copies are available on request from the MRM and via Crisisworks for MEMPC members or emergency agency representatives (<https://murrindindi.mecccentral.com>).








## B2: NEIGHBOURHOOD SAFER PLACES – PLACES OF LAST RESORT


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 Survival Plan (see link below for more information) 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

For more information on Bushfire Survival Plans go to the CFA Website:

- [www.cfa.vic.gov.au/firesafety/bushfire/survival-plan/index.htm](http://www.cfa.vic.gov.au/firesafety/bushfire/survival-plan/index.htm)

NSPs have been declared at the following areas in Murrindindi Shire (press control key and click mouse button to access maps in electronic versions):

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

<b>Yea</b>	Yea Skate Park	Station Street (Melba Highway) opposite Mary Street Yea 3717.	
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The above list of NSPs was correct at the time of printing. However, new NSPs may have been declared since that time. The most up to date list of NSPs can be found on the Murrindindi Shire or CFA Website:

- Murrindindi Website: [www.murrindindi.vic.gov.au/Your\\_Council/Emergency\\_Management/Neighbourhood\\_Safer\\_Places\\_-\\_a\\_place\\_of\\_last\\_resort](http://www.murrindindi.vic.gov.au/Your_Council/Emergency_Management/Neighbourhood_Safer_Places_-_a_place_of_last_resort)
- CFA Website  
<http://www.saferplaces.cfa.vic.gov.au/cfa/search/default.htm>

### B3: 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. & 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
- 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/>

## B4: EMERGENCY RELIEF CENTRES

NOT AVAILABLE IN PUBLIC VERSION

## B5: CFA STAGING AREAS

CFA Staging areas in Murrindindi Shire are:

1. Yea Saleyards - Flat Lead Road
2. Yea Recreation Reserve – Snodgrass Street
3. Alexandra Showgrounds – Williams Street
4. Kinglake West Recreation Reserve – Recreation Road

## B6: EMERGENCY BROADCAST FREQUENCIES

The following stations are authorized emergency broadcast radio frequencies in the Murrindindi Shire.

### ABC Radio

- 621 AM Radio National
- 774 AM Melbourne ABC

### Local Radio

- UGFM Stations
  - FM 106.9 Alexandra/Lake Eildon
  - FM 88.9 Yea/Highlands
  - FM 98.5 Marysville/Lake Mountain
  - FM 98.9 Flowerdale
  - FM 94.5 Kinglake Ranges
  - Streaming on-line [www.ugfm.org](http://www.ugfm.org)

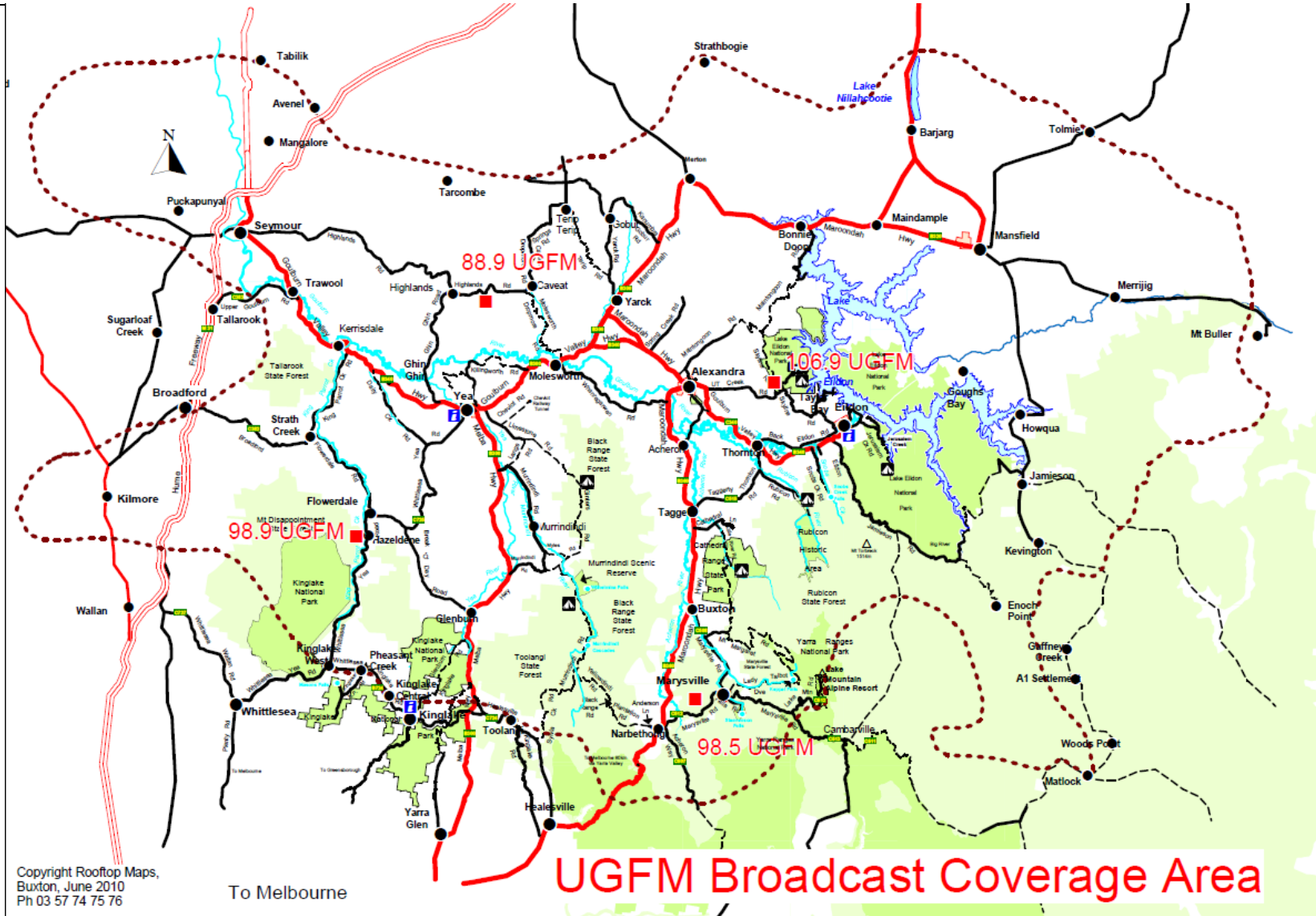




**B7: UGFM – RADIO MURRINDINDI EMERGENCY BROADCAST PROCESS**

**NOT AVAILABLE IN PUBLIC VERSION**

Murrindindi Shire Council and Lake Mountain Alpine Resort Municipal Emergency Management Plan



**B8: MURRINDINDI SHIRE CORPORATE RISK REGISTER**

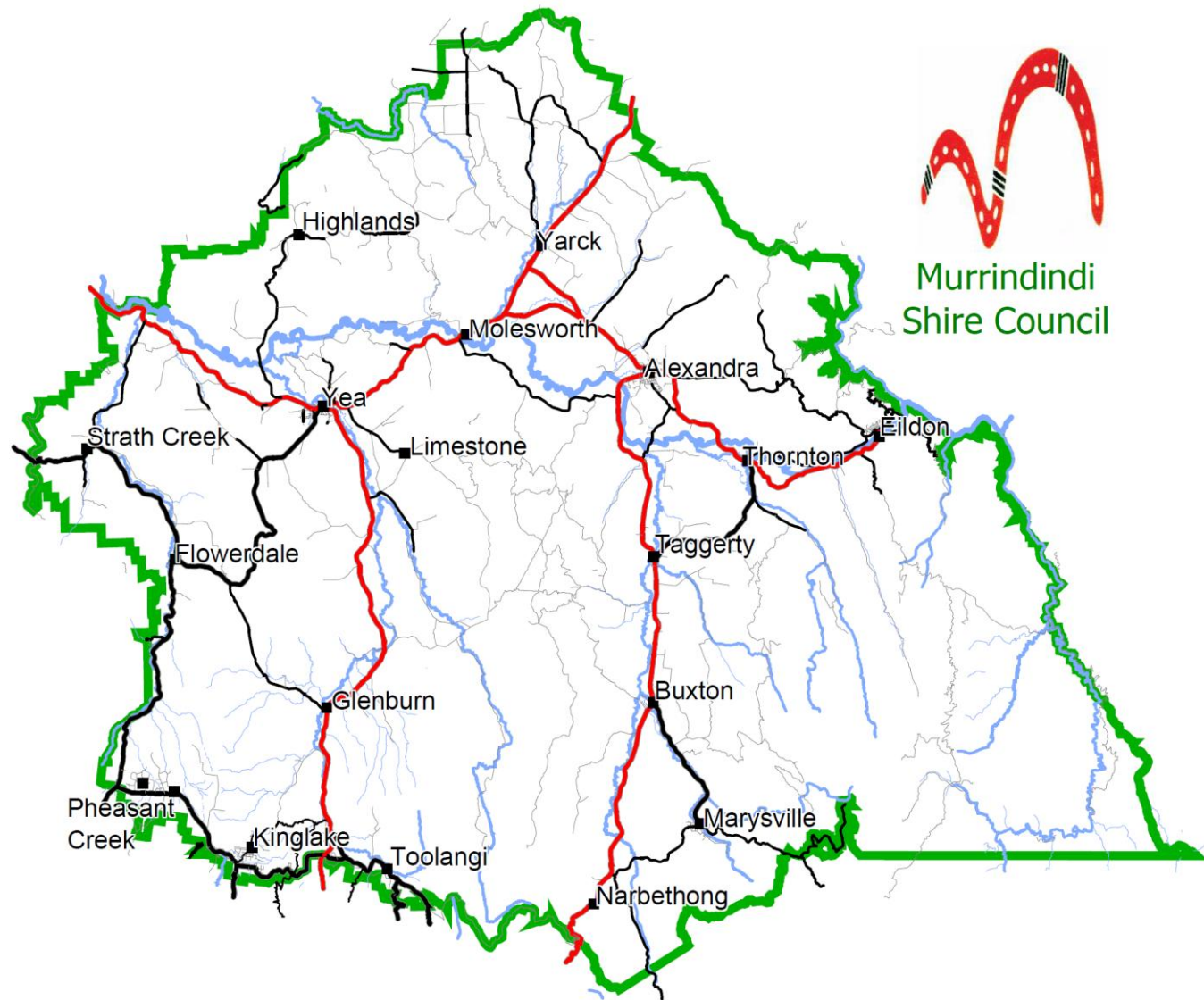
**NOT AVAILABLE IN PUBLIC VERSION**

**APPENDIX C MAPS**

C1 LOCATION OF MURRINDINDI SHIRE IN VICTORIA



C2 LOCALITY MAP



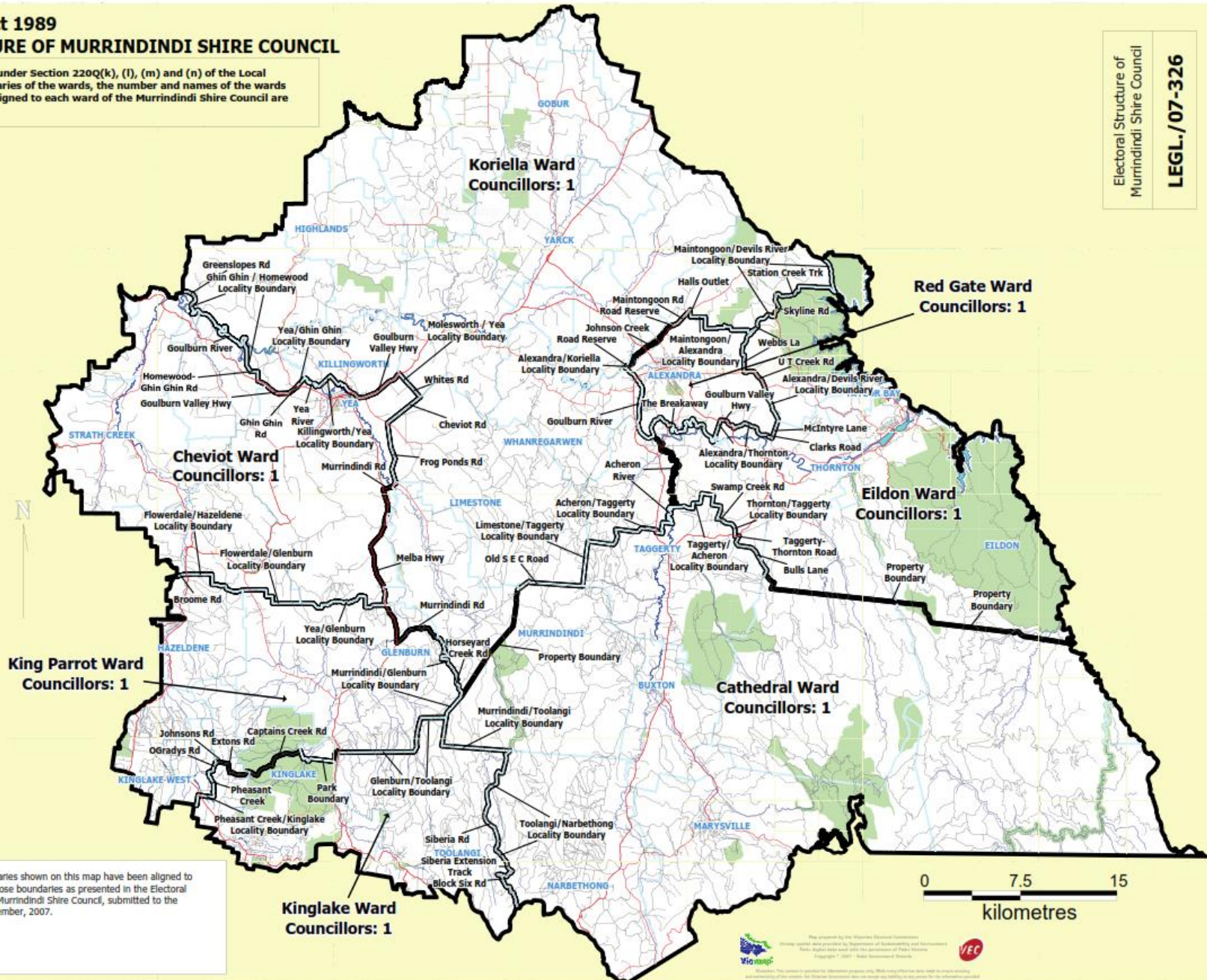


C3 VICTORIAN ELECTORAL COMMISSION MAP

**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.

Electoral Structure of  
Murrindindi Shire Council  
**LEGL./07-326**



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.

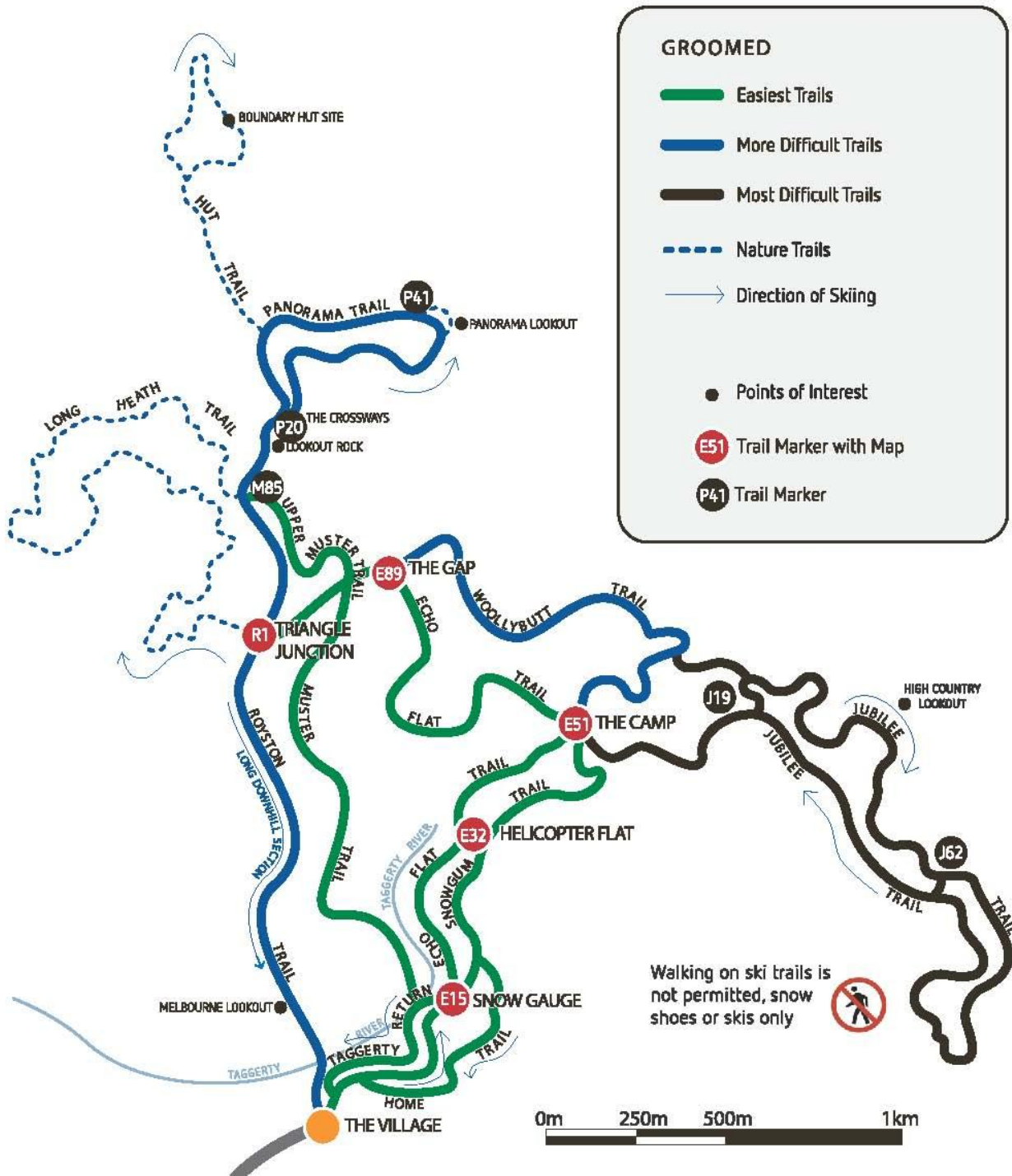
Steven Tully, Electoral Commissioner





C4 LAKE MOUNTAIN ALPINE RESORT MAPS

# SKI TRAIL MAP



# LAKE MOUNTAIN

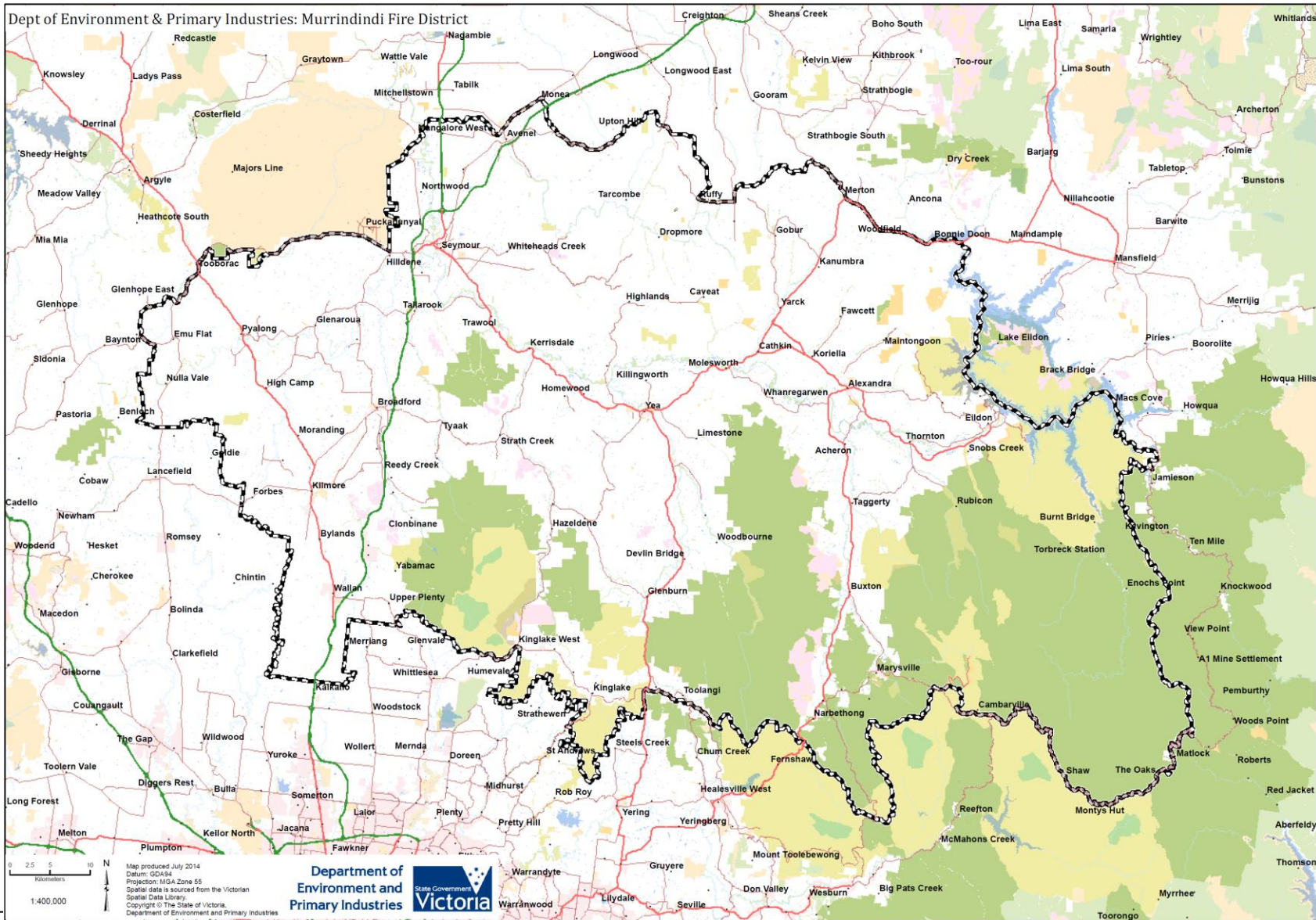
## Village Map

- A** Main Visitor Centre - Day shelter, Ski Patrol/First aid, Ski School, Restaurant, Ticket Office, Toilets.
- B** Retail Outlets, Administration, Ski Hire, Toboggans, Toilets
- C** Ski School Area no tobogganing
- D** Multipurpose Slope - Ski School slope or tobogganing as needed.
- E** Village Toboggan Run - Guaranteed snow all season.
- F** Koala Creek Toboggan Run - open when conditions permit.
- G** Roston Snow Play area.
- H** Leadbeater's Toboggan Run - open when conditions permit.
- I** Workshops and Plant No Public Access



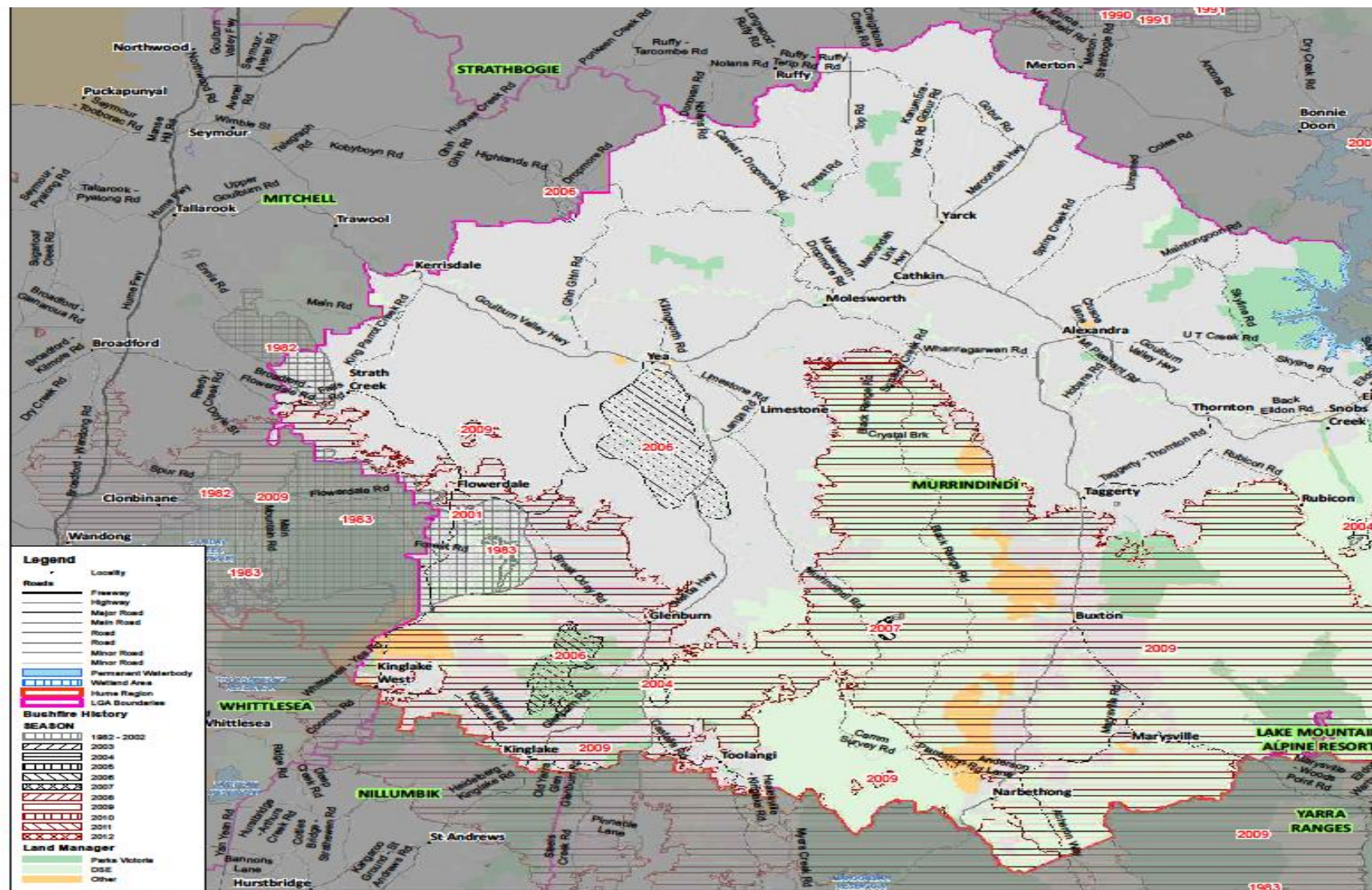


C5 DELWP MURRINDINDI FIRE REGION MAP





C6 FIRE HISTORY MURRINDINDI SHIRE



Map Produced by Wedonga GIS team, November, 2012  
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0 3 6 12 Kilometers



Scale: 1:300,000

## C7 ONLINE MAPS AND OTHER RESOURCES

### **Maps**

Victorian Planning Scheme Maps for Murrindindi

<http://planningschemes.dpcd.vic.gov.au/schemes/murrindindi/maps>

Street Directory .com

[street-directory.com.au/murrindindi](http://street-directory.com.au/murrindindi)

### **Resources**

Murrindindi Shire Online Social Profile

<http://statistics.murrindindi.vic.gov.au/>

CFA Contacts

<http://www.cfa.vic.gov.au/contact/>