

FocusCDS Consultants

Ref No: 2513L29

17th August 2015

Ms Margaret Abbey
Chief Executive Officer
Murrindindi Shire Council
PO Box 138
ALEXANDRA VIC 3714

Dear Ms Abbey,

**PLANNING PERMIT No. 1999/75 – EXTRACTIVE INDUSTRY
LOT 1 LP131016 & LOT2 LP213004 MELBA HIGHWAY, CASTELLA
CASTELLA QUARRIES PTY LTD**

As you are aware, Focus CDS Consultants acts for Castella Quarries Pty Ltd who operates a hard rock quarry at Melba Highway, Castella. This quarry is operated pursuant to the above planning permit.

Existing approvals allow extractive and cartage activities to occur at the quarry from 7.00 am to 6.00 pm Monday to Friday and 7.00 am to 1.00 pm Saturday. Due to the commercial imperative of having to be able to deliver rock products on-site prior to 7.00 am or soon thereafter, there is the need for the quarry to have its permitted operating hours modified.

In late 2012 we sought the Responsible Authority's consent to allow trucks to enter the site and undertake loading activities from 5.30 am onwards and to allow extractive and cartage operations to be conducted from 6.00 am onwards.

In April 2013, the Responsible Authority gave temporary consent for the quarry to commence all operations at 6.00 am subject to a number of conditions, most of which were proposed by the quarry operator. Council officers agreed to this arrangement continuing while a permanent consent was sought.

On 22nd July, Council resolved to grant consent to extend the hours of use permitted subject to the following conditions:

1. All operations including truck movements, excavation, drilling, crushing and screening of product may only take place from 6.00 am to 6.00 pm Monday to Friday inclusive and 7.00 am to 1.00 pm Saturdays.
2. Maintenance may be conducted as specified in the planning permit.
3. The quarry operator shall provide to the Responsible Authority a list of trucks that will be permitted on site before 7am, providing evidence that trucks have been assessed as satisfactory having regard to the Recommended Maximum Noise Levels (RMNL) and the acoustic report. An updated list and associated evidence is to be provided to the Responsible Authority whenever a truck is added to, or removed from, the list.
4. The quarry operator shall provide to the responsible authority on a monthly basis a log of all trucks that have accessed the site prior to 7am including dates, times and identification of the vehicles. There should be no more than two truck movements in any half hour period before 7.00 am.

5. *The quarry operator must maintain the existing signage and code of conduct to ensure continued driver education for both day and night periods.*
6. *Within 9 months of the date of this consent, the quarry operator will re-align that section of the quarry access road from the first right hand bend to the first left hand bend in a manner that achieves a gradient of approximately 13%.*
7. *All extended hours of use of the quarry as permitted by this consent must cease if the access realignment is not completed within 9 months of the date of this consent.*
8. *Monitoring of the extended hours is to be conducted through the Responsible Authority with the quarry operator advising of any complaints received related to the extended hours and any subsequent actions. Notification to be within 7 days of the receipt of any complaint.*
9. *The responsible authority may withdraw this consent with 3 months written notice to the quarry operator. Such withdrawal may occur on the basis of a reasonable belief by the Responsible Authority that the amenity of the local residents is being adversely impacted. The operator must prove that the amenity is not being adversely impacted.*

As discussed in our recent meeting and in the discussions between the quarry operator and a number of the Councillors, some of the conditions imposed above make the proposal unviable. This primarily relates to Condition 4 which places a limit of 2 trucks entering and leaving the quarry before 7.00 am. The realignment of the road will cost in excess of \$100,000 and the quarry operator cannot afford to do this if only 2 trucks can enter and leave the quarry before 7.00 am. This restriction also does not provide the quarry with the flexibility to service major contracts that require product delivery prior to, or soon after 7.00 am.

Also of concern is the restriction in Condition 1 limiting commencement to 7.00 am (rather than 6.00 am) on Saturdays and the wording in Condition 9 which is considered to leave the quarry operator susceptible to unsubstantiated complaints.

As a consequence of these concerns, I am lodging a new request for consent to extend the hours of operation permitted under Condition Q of the planning permit. I request this consent to be conditional upon the following:

1. *All operations including truck movements, excavation, drilling, crushing and screening of product may only take place from 6.00 am to 6.00 pm Monday to Friday inclusive and 6.00 am to 1.00 pm Saturdays.*
2. *Maintenance may be conducted as specified in the planning permit.*
3. *The quarry operator shall provide to the Responsible Authority a list of trucks that will be permitted on site before 7am, providing evidence that trucks have been assessed as satisfactory having regard to the Recommended Maximum Noise Levels (RMNL) and the acoustic report. An updated list and associated evidence is to be provided to the Responsible Authority whenever a truck is added to, or removed from, the list.*
4. *For a period of 12 months from the date of this consent, the quarry operator shall provide to the responsible authority on a monthly basis a log of all trucks that have accessed the site prior to 7am including dates, times and identification of the vehicles. After this period, the quarry operator shall continue to maintain a log of all trucks that have accessed the site prior to 7am including dates, times and identification of the vehicles and make this log available to the Responsible Authority upon request.*

5. *In any one calendar month period there shall be no more than a total of ninety (90) trucks entering and leaving the quarry site prior to 7.00 am. On any one day, there shall be no more than a total of ten (10) trucks entering and leaving the quarry site prior to 7.00 am.*
6. *The limits on truck numbers imposed in 5 above may be varied upon application to, and with the consent of, the responsible authority on the basis of specific contract requirements. Such an application is to be made at least 7 days in advance.*
7. *The quarry operator must maintain the existing signage and code of conduct to ensure continued driver education for both day and night periods.*
8. *Within 9 months of the date of this consent, the quarry operator will re-align that section of the quarry access road from the first right hand bend to the first left hand bend in a manner that achieves a gradient of approximately 13%.*
9. *All extended hours of use of the quarry as permitted by this consent must cease if the access realignment is not completed within 9 months of the date of this consent.*
10. *Monitoring of the extended hours is to be conducted through the Responsible Authority with the quarry operator advising of any complaints received related to the extended hours and any subsequent actions. Notification to be within 7 days of the receipt of any complaint.*
11. *The responsible authority may withdraw this consent with 3 months written notice to the quarry operator. Such withdrawal may occur on the basis of a reasonable belief by the Responsible Authority that the amenity of the local residents is being adversely impacted following the correlation of the time of the alleged incident(s) complained of with the log of trucks accessing the quarry site as required by Condition 4 above.*

It takes a truck approximately 25 minutes to enter the quarry, travel up the access road, be loaded, attend the weighbridge and travel back down the access road and exit out onto Melba Highway. If trucks cannot enter the quarry site prior to 7.00 am, it will be approximately 7.25 am before the first truck can commence its journey on the Melba Highway to the delivery destination. Therefore the quarry cannot service contracts that require delivery on-site prior to 7.00 am or soon thereafter. For example, if the quarry is to service a Shire of Murrindindi maintenance contract at Alexandra, first delivery is often required as close as possible to 7.00 am. It takes approximately an hour for a loaded truck to travel to Alexandra from the quarry, thus to meet this requirement, trucks must leave the quarry as close to 6.00 am as possible.

It is important to note that all trucks leaving the quarry must attend the weighbridge to be weighed and recorded. This is how invoices are generated and proof of delivery confirmed. The subcontractors and quarry only get paid on the basis of the dockets issued. Therefore all trucks are accurately recorded by the quarry and there is no scope for any truck to bypass this procedure.

The quarry has been operating for some 18 years. While it has a restriction on its operating hours, there are no restrictions on truck numbers. Up until 2012, the quarry operator is unaware of any complaints made about noise from the operations of the quarry.

In early 2012, Council officers brought to the attention of the quarry operator, complaints by 2 residents in Moore Court about noise from the trucks descending the quarry access road. One of the complainants claimed that noise was above acceptable limits and stated that the noise generated by the exhaust brakes of the trucks was a problem. Complaint was also made about quarry trucks being on-site prior to 7.00 am.

As a consequence, the quarry operator engaged Watson Moss Growcott acoustics pty ltd (WMG) to undertake an acoustic assessment of the quarry's operations. They determined that the quarry complied with the EPA's Recommended Maximum Noise Levels (RMNLs) for the daytime period, but noise from the exhaust systems of some trucks meant that compliance for the pre-7.00 am period was not achieved (The RMNLs are guidelines, not statutory limits).

The quarry operator subsequently terminated the services of two of the noisiest trucks and had the owners of next 2 noisiest trucks replace their exhaust muffler systems with new quieter systems. Another two drivers were instructed to modify their driving behaviour. Subsequent acoustic assessment determined compliance with the pre-7.00 am RMNL.

The quarry operator then sought consent from the Responsible Authority to enable trucks to enter the quarry site from 5.30 am and to leave from 6.00 am onwards. In April 2013 the Responsible Authority gave temporary consent for the quarry to being operations from 6.00 am subject to a number of conditions, most of which were proposed by the quarry operator. These conditions were aimed at reducing noise generation and ensuring compliance. These conditions were implemented and complied with by the quarry operator.

The Responsible Authority subsequently had AECOM undertake acoustic monitoring of the quarry. They found that:

- The background levels recorded were lower than those recorded by WMG, but could not explain this;
- The effective noise level of the quarry trucks had decreased substantially from 50 dB(A) to 42 dB(A) prior to 7.00 am;
- The RMNL for the daytime period was complied with for both the WMG & AECOM background noise levels, and
- The pre-7.00 am RMNL was complied with for the WMG background noise levels and was complied with for the AECOM background noise levels if there were no more than 2 truck movements per half hour.

The temporary consent granted has run for a period of nearly 2½ years with no substantiated complaints regarding pre-7.00 am activities. We have been advised that 2 complaints were received by the Responsible Authority but these are unsubstantiated.

One unsubstantiated complaint referred to blasting occurring at 6.00 am and noisy trucks. Blasting has never occurred at 6.00 am. It is only permitted between 9.00 am and 5.00 pm and is normally conducted at about 1.00 pm approximately once per month. The complaint about noisy trucks did not correlate with the log of truck movements. The other unsubstantiated complaint referred to an allegedly noisy truck recorded on an i-Phone app at 5.40 am. The quarry does not open until 6.00 am and there were no trucks at the quarry at the time alleged by the complainant.

There have been a number of complaints about individual allegedly noisy trucks operating after 7.00 am. Trucks entering the quarry site after 7.00 am are not restricted to those noise tested trucks that authorised to enter prior to 7.00 am. Trucks of ex-bin customers that are not under the direct control of the quarry operator are also able to enter the site after 7.00 am. Whenever a noisy truck is identified, the quarry operator advises the driver to modify behaviour or equipment to ensure noise is minimised. It is important to note that the acoustic assessments of both WMG and AECOM found that the truck operations readily complied with the RMNLs for the post 7.00 am period.

Clearly the temporary consent has been successful over the 2½ year period with a reduced effective noise level and no substantiated complaints. This temporary consent did not impose any restriction on truck numbers. The consent now sought has similar conditions but also provides added protection to amenity by:

- Limiting the number of trucks accessing the site prior to 7.00 am on any one day and over a month, and
- Ensuring that the steepest section of access road is realigned to reduce its gradient which will in turn further reduce the use of exhaust brakes and the noise generated by trucks descending the road.

There is no existing need to realign the access road. The noise levels resulting from the current alignment meet the RMNLs for the daytime period according to both WMG and AECOM. They meet the pre-7.00 am RMNLs according to WMG and meet these most days on the basis of the RMNLs determined by AECOM. The realigned road will assist in meeting the pre-7.00 am RMNLs and will also benefit the acoustic environment during the daytime period. It will particularly reduce the impact of exhaust brakes which was identified by both WMG and the 2012 complainant as contributing to the audibility of the trucks descending the road.

Realigning the road in the manner proposed will cost in excess of \$100,000. While not required to meet the RMNLs, this expenditure demonstrates the quarry operator's commitment to minimising truck noise levels as much as possible.

Conclusion

On behalf of my client, I request Council's consent to extend the operating hours of the quarry to allow trucks to enter and exit the quarry from 6.00 am Mondays to Saturdays inclusive, subject to the conditions proposed.

I submit that the successful trial period of the temporary consent has demonstrated that trucks can enter and leave the quarry site prior to 7.00 am without detriment to the residents in the Moore Court area. The conditions of consent proposed will ensure that noise is kept to a minimum and truck numbers are not excessive, while at the same time providing the flexibility for the quarry to meet its market demands and ensure its viability.

My client is keen to work with Council on this matter to ensure a satisfactory outcome for all parties without the need to have Council's previous consent made the subject of an Application for Review to the Victorian Civil and Administrative Tribunal.

Please find enclosed a cheque for \$130.00 being the fee for the consent request.

I request the opportunity for the quarry operator and myself to meet with the Councillors at one of Council's upcoming Wednesday briefings so that we can explain the proposal fully and address any questions or concerns that Councillors may have.

I also request that the quarry operator be allowed to continue to operate prior to 7.00 am on the basis of the conditions imposed during the trial period until such time that this current request for consent is granted or until the matter is resolved by VCAT.

If you wish to discuss this request, please do not hesitate to contact me.

Yours sincerely,



Jack Kraan

Director

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Encl.

Summary Community Grants June 2015 – September 2015

File No: 15/53280

No	Org/Club	Project Name/Brief Description	Project Value	Amount Requested	Amount Allocated	Community Grants Assessment Committee comments
1	Berry Street-Connect for Kids	RadRecreation, two day intensive camp out. RadRecreation targets disengaged or unemployed youth in Eastern Murrindindi aged 15-20.	\$4,075.00	\$2,585.00	\$0	Application not supported. The initiative was felt to be part of a broader program raising questions regarding its eligibility.
2	Yea Community House	Furniture revamp. New furniture, a new wonderful look for the house. A more modern, relaxing space for our community to work, rest, learn and play.	\$8,100.00	\$5,000.00	\$3,100.00	Application supported with grant of \$3,100, this grant matches the in kind and cash contribution from the group.
3	Rotary Club of Alexandra Inc.	Alexandra Lifestyle & Leisure Expo. The Leisure Expo is described as a union between the leisure industry and the environmental advantages within our area to promote employment prospects through lifestyle choices.	\$47,500.00	\$5,000.00	\$2,000.00	Application supported with grant of \$2,000. The event is a positive initiative, however as it is the first time it has been run, it is unknown how many people will attend. The committee was willing to commit a reduced amount to allow for other projects to be supported.
4	Triangle Food Op Shop (TFO)	Development of a Community Garden to further support and enhance the Triangle food op shop initiative.	\$10,325.00	\$4,975.00	\$4,000.00	Application supported with grant of \$4,000. The initiative is community based and initiated and will be auspice through Alexandra District Health.
5	The Outdoor Education Group	Alexandra/Yea Community Boys Journey. A five day Outdoor program focusing on a group of APS boys and their peers.	\$15,450	\$3,500.00	\$3,000.00	Application supported with grant of \$3,000. The camp has a strong focus on prevention to support identified young boys who may need additional support as they move into adolescence.
6	Macedonian Orthodox Community	Two year celebration to highlight the success of the Macedonian Orthodox Monastery St Kliment or Ohrid after the Black Saturday bushfires in 2009.	\$8,479.60	\$1,800.00	\$1,800.00	Application supported with grant of \$1,200. The event is open to all community members, promoting cultural diversity and community connectedness.
7	Buxton History Group	Buxton Residents Reunion and Buxton Primary School 140 th celebration.	\$2,910.00	\$790.00	\$750.00	Application approved with grant of \$750, reduced grant amount was provided to reflect the existing Council contribution for insurance of the proposed venue (Buxton Hall).

DRAFT Murrindindi Shire Council Relief and Recovery Plan

PUBLIC VERSION

Version: 1.0

September 2015

Endorsed:



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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 pursuant to Section 20(1) of the *Emergency Management Act 1986*.

Murrindindi Shire Council understands and accepts its role and responsibilities as described in Part 4 of the *Emergency Management Act 1986*. The Murrindindi Shire Council Relief and Recovery Plan has been produced as a sub-plan to the Murrindindi Shire Council and Lake Mountain Alpine Resort Municipal Emergency Management Plan (MEMPC).

The plan has also been written with awareness of the *Emergency Management Act 2013* and the State Emergency Relief and Recovery Plan (part 4 of the Emergency Management Manual Victoria). 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

Murrindindi Shire Council has appointed a Municipal Recovery Manager (MRM) to oversee the Plan, in conjunction with the Municipal Emergency Management Planning Committee (MEMPC).

Document Title: Murrindindi Shire Council Relief and Recovery Plan.

Version No: 1.0

Date of release: --/9/2015

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

Signature

Date

Approved by: **Andrew Derwent**
Councillor
Murrindindi Shire Council
Chair, Murrindindi Shire Council and Lake Mountain Alpine Resort
Municipal Emergency Management Planning Committee

Signature

Date

1.2.AIM

The aim for the Murrindindi Shire Council Relief and Recovery Plan is to:

- Develop an effective plan that both assists and involves the community in returning to an effective level of functioning after an emergency

1.3.OBJECTIVES

This plan has the following objectives:

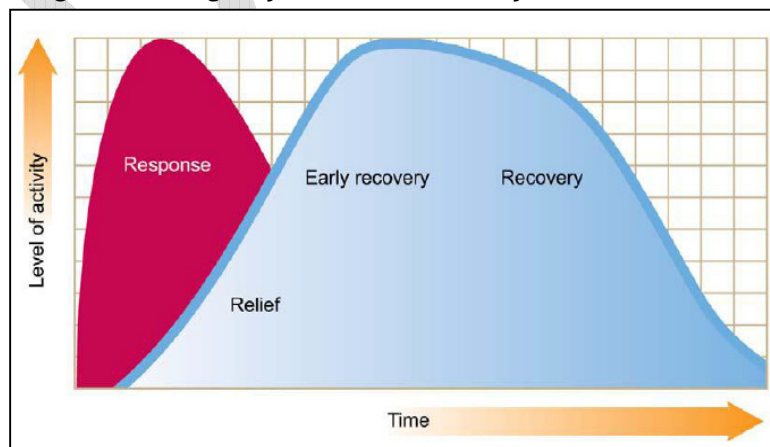
- Involve the community directly in the planning for relief and recovery
- Determine the needs, interests, resources and the capacity of local communities to recover from the effects of an emergency
- Clearly state the capacity and capability of Murrindindi Shire Council in relief and recovery
- Develop and build on partnerships with local, regional and State government organisations, agencies and Non-Government Organisations (NGOs) in the delivery of relief and recovery in Murrindindi Shire

1.4.RELIEF AND RECOVERY DEFINED

Part 1 Section 4A(c) of the *Emergency Management Act 1986* defines recovery as “the assisting of persons and communities affected by emergencies to achieve a proper and effective level of functioning”. In contrast emergency relief, a component of the recovery process, is defined as “the provision of essential and urgent assistance to individuals, families and communities during and in the immediate aftermath of an emergency”¹.

Emergency relief is generally only required for approximately the first week after an incident (see figure 1 below) and begins as soon as an emergency impact starts. After the first week post impact the relief process moves into recovery as the need for essential or urgent assistance has generally passed. In contrast to the delivery of relief where needs are immediate and urgent, the delivery of recovery services is usually through a longer term engagement with both individuals and communities.

Figure 1: Emergency Relief and Recovery Activities Over Time²



¹ DHS 2013, 'Emergency Relief Handbook: a planning guide 2013' p7

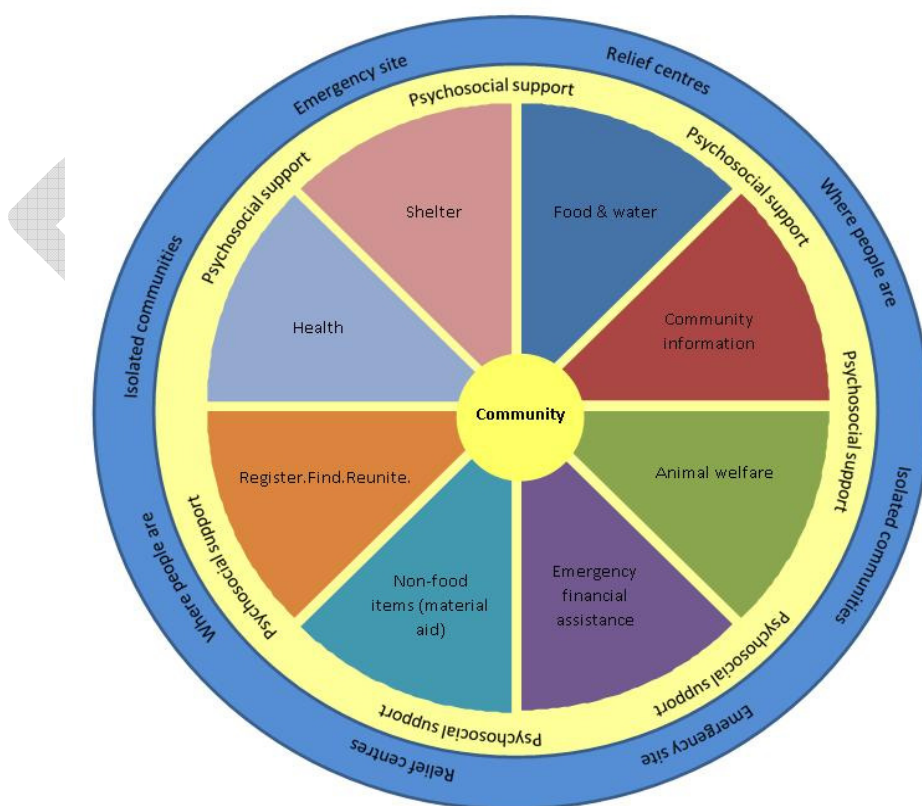
² Office of Emergency Services Commissioner (OESC), 2011, *Emergency Management Manual Victoria, Part IV- State Relief and Recovery Plan*, diagram

Emergency relief consists of a number of activities that should be planned for (Figure 2).
Emergency relief includes:

- Services for Individuals and families such as:
 - Registration (Register.Find.Reunite)
 - Emergency shelter
 - Food and water
 - Drinking water (households)
 - Food supply manufacturing and logistics
 - Non-food items
 - Emergency financial assistance
 - Animal welfare (companion animals)
 - Community information
- Services for Primary producers and rural land managers which includes
 - Rural loss and damage assessment
 - Emergency fodder and water for animals
 - Animal welfare (livestock)

Relief activities have lead agencies that are responsible for carrying out pre-operational planning with government overseeing the coordination of all activities.

Figure 2: Relief activities³



³ DHS 2013, 'Emergency Relief Handbook: a planning guide 2013, p8

1.5.PURPOSE OF RELIEF AND RECOVERY

The purpose of providing recovery services, including initial relief, is to assist the affected community towards management of its own recovery. It is recognised that when a community experiences a significant event, there is a loss of social fabric and therefore a need to supplement the personal, family and community structures that have been disrupted by the event.

The process of 'Recovery' requires practical planning, management and support which is sensitive to community needs and the physical and political environment where there are constantly changing demands. This Relief and Recovery Plan will assist with co-operation amongst participating agencies and ensure support arrangements are adaptable, effective and co-ordinated.

The purpose of this Relief and Recovery Plan is to document, in line with the Emergency Management Manual Victoria and the *Emergency Management Act 1986*, arrangements, procedures and processes to be employed within Murrindindi Shire Council to assist individuals and communities affected by emergencies to return to an approximation of normal life. It is understood by Murrindindi Shire Council that it is not possible for a community or individuals to completely return to 'normal' after the impact of a large scale emergency.

This plan covers the 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.

1.6.LEVELS OF RECOVERY MANAGEMENT AND PLANNING

1.6.1. LOCAL

At a local level the coordinator of relief and recovery is local government. Murrindindi Shire Council has planned for emergencies through the multi-agency Murrindindi Shire Council and Lake Mountain Alpine Resort Municipal Emergency Management Planning Committee (MEMPC) which is responsible for developing and reviewing emergency management plans, including relief plans, at the local level. Murrindindi Shire Council also works with local partners to determine local arrangements to manage relief and recovery activities.

1.6.2. REGIONAL

The Department of Health and Human Services (DHHS) has a memorandum of understanding (MOU) with Emergency Management Victoria (EMV) to provide regional coordination of relief and recovery.

DHHS provides Regional Recovery Coordinators who chair regional committees tasked with relief planning and developing regional relief and recovery plans. Key issues addressed as part of regional relief planning include:

- integration of relief into response operations, including evacuation
- surge planning at the local government and regional level
- support for evacuated vulnerable people

- resupply for isolated communities
- support for communities that cannot immediately return to their homes
- transition from response to recovery

Each regional recovery plan specifies the agencies responsible for coordinating emergency relief. They also specify the agencies responsible for coordinating recovery across the social, built, economic, natural and agricultural environments.

The region is also a key participant in planning interstate relief issues such as large numbers of people arriving from, or moving, interstate.

The DHHS is accountable for coordinating loss and damage reporting for recovery at the regional level. The department coordinates and distributes regional relief and recovery information for the public, through outlets including:

- Victorian Emergency Recovery Information Line (1300 799 232)
- Emergency Relief and Recovery Victoria website (www.recovery.vic.gov.au)
- Nurse-on-Call (1300 606 024)
- Other specialised communication and media channels, as required (e.g. DHHS twitter and YouTube channels, etc).

DHHS also:

- Sources, maintains and distributes community profile information on each local government area (as requested by Emergency Management Joint Public Information Committee (EMJPIC), to support a whole-of-Victorian Government communications and community engagement strategy) EMJPIC is a state body that aims to facilitate effective multi-agency responses to, and mitigating the consequences of emergencies through the efficient collection, analysis and dissemination of information.⁴
- Can assist a municipal council with its initial (short-term) public information and communication – if requested or required.

The DHHS, EMV and other agencies also offer some training for agencies in relief and recovery management and coordination if requested.

1.6.3. STATE

The State Crisis and Resilience Council, supported by the Recovery Subcommittee is responsible for developing the emergency relief components of the State Emergency Relief and Recovery Plan in part 4 of Emergency Management Manual Victoria (EMMV). Key issues include:

- the development and implementation of emergency relief-related guidance, direction and policy
- inter-agency coordination at a state level
- support of local and regional emergency relief planning
- conducting strategic risk and consequence management

⁴A. Leadbeater, 2010, *Speaking as one: the joint provision of public information in emergencies*, Australian Journal of Emergency Management, Vol 25, Issue 3, 2010

- establishing processes for requesting supplementary resources from the private sector and Commonwealth Government.

1.6.3.1. EMERGENCY MANAGEMENT COMMISSIONER

Under the *Emergency Management Act 2013*, the Emergency Management Commissioner is accountable for state recovery coordination, and for maintaining the State plan. Relief is functionally coordinated with recovery coordination. The Emergency Management Commissioner reports to the Minister for Police and Emergency Services on matters of relief and recovery.

1.6.3.2. DIRECTOR RELIEF AND RECOVERY EMV

The Emergency Management Commissioner has delegated the responsibility of State coordination of relief and recovery to the Director Relief and Recovery EMV. The Director Relief and Recovery is responsible for:

- Coordinating and facilitating preparedness and incident-specific planning for relief and recovery at the state level
- Ensuring the arrangements in the state plan are implemented
- Issuing guidance on local, regional and state relief and recovery planning
- Advising the State Crisis and Resilience Council's Relief and Recovery Sub-committee
- Maintaining a State relief coordination plan, and State recovery coordination plan
- Assisting liaison with the Commonwealth Government on relief and recovery activities.
- The Director Relief and Recovery is supported by the following agencies, coordinating recovery across five inter-related environments:
 - Social recovery
 - DHHS.
 - Built environment recovery
 - Department of Economic Development, Jobs, Transport and Resources (DEDJTR).
 - Economic recovery
 - Department of Environment, Land, Water and Planning (DELWP)
 - Natural environmental recovery
 - DELWP
 - Agricultural recovery
 - DEDJTR.

2. RELIEF AND RECOVERY PREPARATION AND PLANNING

Municipalities have a responsibility to plan for and provide resources from within the municipal area in the event of an emergency, both in response and recovery, in accordance with the *Emergency Management Act 1986*, Part 4 (s18-21A) “Responsibilities of Municipal Councils”.

2.1. GUIDING PRINCIPLES

The following are the guiding principles that underpin all activities of relief and recovery and they need to be considered when planning for those elements of an emergency. Agencies working within Murrindindi Shire aim to approach the delivery of their services during an emergency within this framework.

Murrindindi Shire Council, as the coordinating agency, will endeavour to establish structures and work with communities to ensure these principles are met.

The following headings have been considered as part of the development of this plan

Community led process

- The active involvement of the community, directly and indirectly affected, is essential.
- We will recognise differing community needs and work in partnership with the community. We will develop sound processes that are flexible and adaptive to the changing needs of the community.
- We will recognise that different people will be at different stages of their recovery and that decision making involves grief and will take time.
- A diversity of opportunities and choices must be available for people at different states of the grief and recovery process.

Individuals and communities are resilient

- Individuals, when provided with information about the situation and available services, are able to make informed choices about their recovery. Communities, when supported with information and resources, are able to support and manage their own recovery.

Levels of recovery operations

- Whilst recovery agencies are committed to the Victorian Emergency Management arrangements, operational and strategic decisions relating to the recovery process will be made through already existing governance procedures.
- Recovery operates at multiple levels of government. All agencies and organisations involved in management, coordination or service delivery will endeavour to undertake activities in a collaborative manner, within the agreed framework.
- Coordination and communication between the community, key agencies and Federal, State and Local Governments will assist in ensuring the success of recovery activities for the affected community.

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.

- Recovery is a whole-of-government and a whole-of-community process.
- The recovery process will build on existing structures and relationships.
- Effective recovery requires the establishment of planning and management arrangements that are understood and accepted by recovery agencies, control agencies and the community.
- Planning and management arrangements are more effective if training programs and exercises have prepared recovery agencies and personnel for their roles.

2.2. PREPARATION FOR RECOVERY

Effective recovery work is based on partnerships and community-led decision-making. It is the preparation before an event that builds these two key aspects. Key recovery partners have been identified and engaged as part of the preparation of this plan (listed in Appendix A). During an emergency event everyone involved should be able to complete their roles successfully and slot directly into their required roles under the guidance of the MRM.

There is an onus of responsibility on communities to identify their key leaders – these are the people who may lead a recovery committee should an event occur that requires one. They are also the people that may be involved in between events working with Council and other agencies and communities to build networks, nurture resilience and develop community all hazards management plans.

The responsibility of Councils is to support this community resilience, to make strong connections with local communities and to include communities in emergency management and recovery decision-making.

Key to Council's preparation is a comprehensive training strategy and support for skilled emergency management staff to be better able complete jobs expected of them. This plan is also integrated directly with Council's Business Continuity Plan to make the transition from emergency to business continuity more effective and efficient.

2.3. A DISASTER RESILIENT COMMUNITY

It is impractical to plan for recovery without acknowledging the existing resilience of the Murrindindi Shire community and the types of programs already in place that build community strength.

Community resilience can be defined in many ways. Characteristics of disaster resilient communities, individuals and organisations are:

- Functioning well while under stress
- Successful adaptation
- Self-reliance, education and awareness and
- Social capacity

Resilient communities also share the importance of social support systems, such as neighbourhoods and family networks, social cohesion, mutual interest groups, and mutual self-help groups.

2.4. ASSET BASED COMMUNITY DEVELOPMENT

'Asset-based community development' refers to the practice of using and building on existing local networks and strengths in the community. In many instances effective outcomes may be achieved through use of (and by complementing) the resources already available within an affected community. Murrindindi Shire Council has attempted to utilise this approach in the production of this plan.

Communities have a range of trusted community groups/networks, which can be used to implement a range of community development recovery activities. These groups understand the local community dynamics and are best placed to provide on-going sustainable community recovery support.

Although an assets-based approach is the optimum way to implement a disaster recovery community development process, the local capacities to meet the on-going service needs of communities as well as to address recovery needs, also need to be assessed.

2.5. MANAGING, FUNDING AND COORDINATING ACTIVITIES

Significant resources are required to manage recovery processes for the community, often over an extended period of time. Council, agencies and the affected community will work together to analyse expenditure requirements and advocate for further external funding to ensure that due consideration is given to emerging needs and issues.

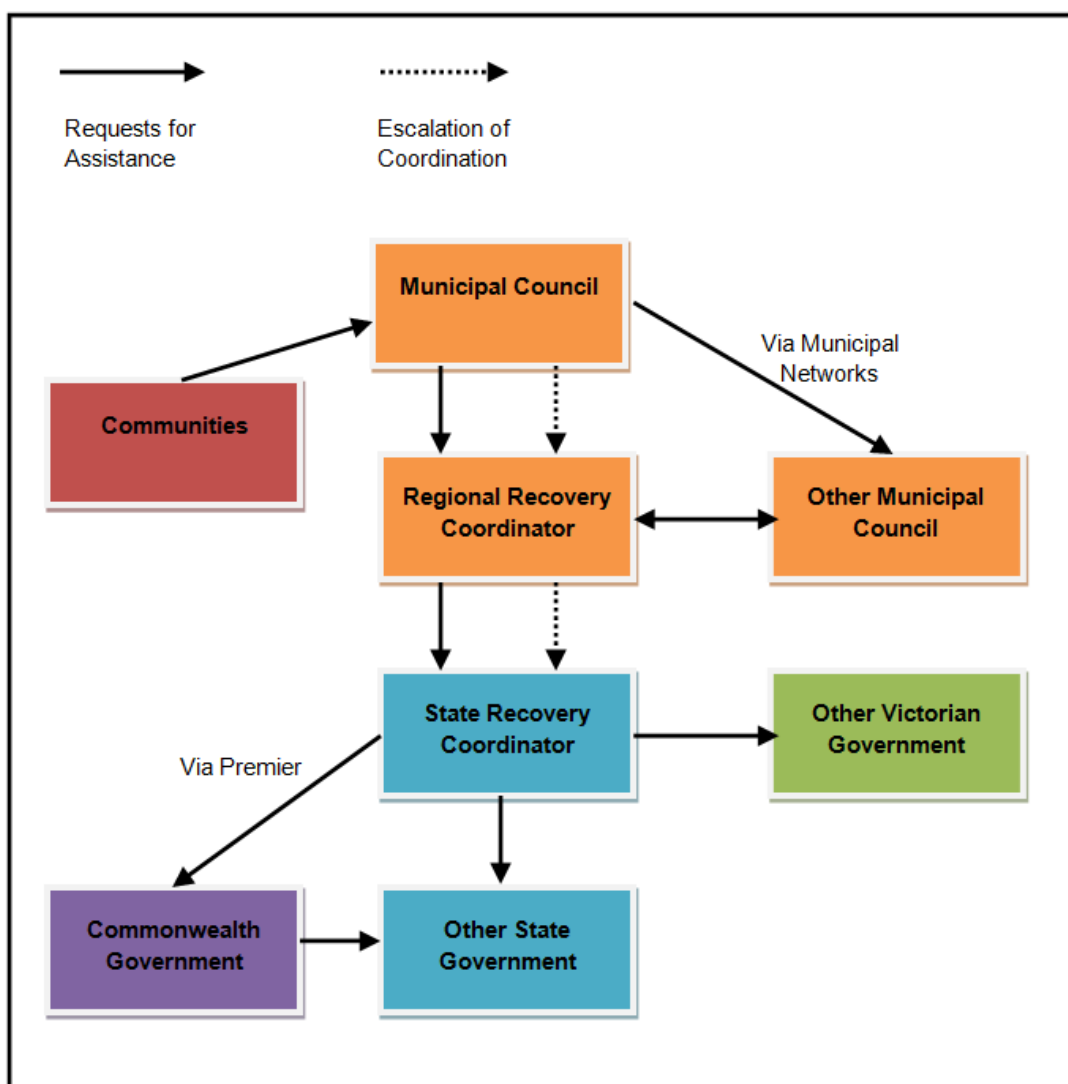
2.5.1. MUNICIPAL RESOURCES

Municipalities have a responsibility to plan for and provide resources from within the municipal area in the event of an emergency, both in response and recovery, in accordance with the *Emergency Management Act 1986*, under Part 4 -Responsibilities of Municipal Councils.

If Murrindindi Shire Council is unable to supply a relief or recovery need locally they will make contact with other municipalities and the DHHS as required.

Local support agencies must where possible use resources of their own agency first before drawing on other agency resources. The following diagram (figure 3) shows the system for requesting resources.

Figure 3: Interactions between different levels of government to deliver emergency relief and recovery support⁵



2.5.2. 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

⁵ Adapted from: Emergency Management Manual Victoria, Part 4, State Emergency Relief and Recovery Plan, p 4-8, October 2014

associated with an emergency. The protocol can potentially increase the capacity and capability of Murrindindi Shire Council in responding to an emergency by the provision of additional staff and resources from other Victorian municipalities. 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>.

Council has signed the recent renewal of the protocol for another five years, valid from November 2014.

2.5.3. COMMUNITY ORGANISATIONS' RESOURCES

Many community organisations have valuable resources for use in an emergency. It is the responsibility of Murrindindi Shire Council to provide the management system to coordinate offers of assistance from these organisations. All of the organisations that have offered resources are included in the contacts section of this document (Appendix A5 and A6) and are divided by type where possible.

2.5.4. NATURAL DISASTER FINANCIAL ASSISTANCE (NDFA)

The Victorian Department of Treasury and Finance (DTF) provide Natural Disaster Financial Assistance (NDFA) at their discretion for local councils to assist in the recovery process. Assistance is available for approved emergency protection works and the approved restoration of municipal and other essential public assets in most emergency events. Approval for assistance is assessed by a Vic Roads auditor on behalf of the DTF. They will liaise with Councils on request to discuss eligibility of activities including inspections of damaged assets.

Councils can claim any extraordinary salaries, wages or other expenditure which would not have been incurred had the emergency not occurred. Details regarding the eligibility criteria and lodging of a claim for financial assistance are available via the DTF website (<http://www.dtf.vic.gov.au/Victorias-Economy/Natural-disaster-financial-assistance/Eligibility-of-natural-disaster-expenditure>)

2.5.5. NATURAL DISASTER RELIEF AND RECOVERY ARRANGEMENTS (NDRRA)

Joint arrangements between the Australian and Victorian Governments provide funding through the Natural Disaster Relief and Recovery Arrangements (NDRRA) to help pay for natural disaster relief and recovery costs. Based on the type of emergency, municipal councils, agencies and departments may be eligible for reimbursement through the NDRRA.

Relief and recovery services, including establishing and operating a Municipal Emergency Coordination Centre (MECC) are not automatically eligible for reimbursement. However, the DTF can determine, on a case-by-case basis, if these costs may be reimbursed.

Vic Roads will also assess any claims under the NDRRA process in conjunction with the DTF.

2.6. AGREEMENTS BETWEEN AGENCIES, BUSINESSES AND ORGANISATIONS TO DELIVER SERVICES

Unless otherwise stated, service delivery by agencies in Murrindindi Shire will align with the agency requirements set out in Part 7 of the EMMV, 'Emergency Agency Roles'.

Murrindindi Shire Council has a memorandum of understanding (MOU) with the DHHS and Nexus Primary Health for the delivery of supported Community Health Services (CHS) during an emergency. This MOU covers service delivery response to those community members affected by an emergency by Nexus Primary Health staff. The MOU includes CHS providers from across the Hume region.

Murrindindi Shire Council also has a number of agreements with local agencies for service delivery during emergencies. These include Red Cross, Victorian Council of Churches (VCC) and Rotary Clubs of Murrindindi Shire. Red Cross will coordinate the supply of food and water during relief and recovery. This includes supplying food and water to Emergency Relief Centres (ERCs) during an emergency. Red Cross will also be supplied a current list of local agencies and groups (e.g.: sporting clubs or Lions etc.) by Murrindindi Shire Council that can assist them in this delivery. VCC will fulfil the role of frontline psychological support by providing outreach services to residents affected by a trauma or emergency where required as determined by the Municipal Recovery Manager (MRM). VCC will also have a presence at ERCs when requested.

Murrindindi Shire Council has an agreement with the Rotary Clubs of Murrindindi Shire to coordinate the management of donated goods on behalf of the Council at the local level. If their capacity is exceeded, the Salvation Army will assist in coordinating donated goods.

2.7. COORDINATING AND MANAGING RESOURCES

Activities associated with the Relief and Recovery Plan are generally managed by the MRM although the Municipal Emergency Resources Officer (MERO) also shares some responsibility regarding resource delivery for recovery activities. Together the MERO and MRM consider the relief and recovery needs of a community in discussion with response agencies.

Murrindindi Shire Council is the lead for the provision of local public information to affected individuals in relief and recovery (See sections 2.10 and 3.3 below) Murrindindi Shire Council also participates and coordinates local relief and recovery impact assessments and shares any gathered information with Victorian Government agencies as requested (see section 4.4 below)

2.8. UNDERSTANDING AND DOCUMENTING CAPACITY

A key element of developing a Relief and Recovery Plan is benchmarking and documenting the capacity of all involved agencies. Capacity in this plan has been captured in a number of ways. Internally, Murrindindi Shire Council has attempted to document its own capacity to be able to respond to a given event. See section 10 below for a breakdown of Murrindindi Shire Council capacity and capability in emergency management.

External and community agency capacity is more difficult to predict. For example, a community agency such as the Lions Club may be able to supply 3 food trailers for 3 consecutive days during an emergency event. However this may be predicated on the ability to

source staff that may be impacted by the emergency event. The type of event may also impact on their ability to complete their documented capacity. For example a fire or flood may block travel to an impacted area and therefore not allow the Lions Club to staff their catering trailer. As a result documented capacity (contained within Appendix A6) is based on an agency being able to work to its full potential with the understanding that this may be impacted by a number of uncontrollable considerations or situations.

2.9. COMMUNITY ENGAGEMENT

Effective community engagement is essential to the success of the Relief and Recovery plan. Without the support and involvement of the community in developing the plan, Murrindindi Shire Council would not be able to deliver effective or efficient relief and recovery services. Similarly without effective engagement with the community there is the potential for wastage and potential doubling-up of service delivery during an emergency. As is required under the EMMV, Murrindindi Shire Council is the municipal level coordinator of relief and recovery. Council sees its role therefore as coordinating all of the potential services that may be activated during the relief and recovery phases of an emergency.

A communications plan for the Relief and Recovery Plan (Recovery Communication Plan) has been developed that aims to:

- seek community and service provider input into the revised recovery plan to ensure it represents community capacity
- improve community awareness of emergency preparedness and recovery planning

2.10. COMMUNICATIONS PLANNING

Murrindindi Shire Council has developed a *Recovery Communication Plan* as a sub-plan to the Municipal Emergency Management Plan. This plan's purpose is

“To have a strategic and coordinated approach to Council's communications in the recovery stage of an emergency situation”

The plan aims to create relief and recovery communications that are relevant, clear, targeted and timely. The plan covers communication in community meetings, recovery newsletters, situation updates, radio, fact sheets, websites, social media and other communication methods.

This Plan is available via the MRM or downloadable from Crisisworks (<https://murrindindi.meccentral.com>) for those on the MEMPC or emergency service agencies.

2.11. MUNICIPAL RECOVERY PERSONNEL

This section details emergency recovery functions carried out by designated Murrindindi Shire Council personnel for the provision of emergency relief to support emergency recovery arrangements. (For detailed role statements see the “Murrindindi Shire Council and Lake Mountain Alpine Resort Municipal Emergency Management Plan”)

2.11.1. EMERGENCY RELIEF CENTRE ROLES AND RESPONSIBILITIES

The following roles may be involved in setting up and operating the centre:

- Municipal Emergency Response Co-ordinator (MERC)
- Municipal Emergency Resource Officer (MERO)
- Municipal Recovery Manager (MRM)
- Emergency Relief Centre Manager (ERCM)
- Deputy Relief Centre Manager
- Other Municipal Council Staff

The roles, responsibilities and management structures will reflect the size and scale of the emergency event.

For full descriptions of all emergency positions, please see the MEMP available either on the Murrindindi Shire Council website (http://www.murrindindi.vic.gov.au/Your_Council/Emergency_Management/Municipal_Emergency_Management_Plan) or at Crisisworks for MEMPC members or authorised emergency agencies (<https://murrindindi.mecccentral.com>)

2.12. EMERGENCY MANAGEMENT POSITIONS

The following is a summary of the responsibilities of emergency management positions at Murrindindi Shire Council. For a comprehensive list of responsibilities, please refer to the MEMP (section 3.5)

2.12.1. MUNICIPAL RESPONSE CO-ORDINATOR (MERC)

All resource allocations or approvals (e.g. setting up an Emergency Relief Centre) have to be approved by the MERC from Victoria Police. Additionally, their role in relief and recovery includes:

- Co-ordinating the provision and allocation of resources as requested by the control and support agencies (including all relief and recovery requirements)
- Ensuring that the public is alerted to any potential dangers arising from the emergency

2.12.2. MUNICIPAL EMERGENCY RESOURCE OFFICER (MERO)

The MERO is a senior representative of the council, whose role in recovery includes:

- Coordinating and providing council resources when requested by emergency services or Victoria Police for response activities and the Municipal Recovery Manager (MRM) for recovery activities.
- Liaising with the MERC and the Municipal Recovery Manager (also known as the Emergency Management Coordination group) on the best use of municipal resources in an emergency
- Maintaining effective liaison with emergency agencies

- Ensuring that requests for assistance are being received, recorded, actioned and updated
- Ensuring that regular contact is made with field staff

2.12.3. MUNICIPAL RECOVERY MANAGER (MRM)

Murrindindi Shire Council has delegated the function of the MRM to ensure a responsive and co-ordinated approach to the delivery of relief and recovery services and activities across the Shire.

The MRM has responsibility for the coordination of Shire resources to assist emergency recovery activities, and maintains overall responsibility for the establishment and use of the emergency relief centre and provides direction to all other centre staff. They are also responsible for the Murrindindi Shire Council Relief and Recovery Plan and are required to take an active role in ongoing emergency planning as an emergency continues. The MRM may delegate duties to provide for effective management of recovery functions.

The MRM is assisted in the role by designated Deputy MRMs, who will assume the role of MRM in the absence of the MRM.

It is essential that the MRM becomes involved in the emergency as soon as possible. The MRM then:

- Determines the nature and extent of the emergency through discussions within the Emergency Management Co-ordination Group (EMCG) consisting of the MRM, MERO and MERC.
- The MRM then determines the potential recovery needs including human needs, infrastructure and environment restoration and management requirements.
- Advises the Regional Recovery Manager (from DHHS) of the event and provides personal contact details.
- Contacts municipal council staff members as required for briefing and assigning of tasks
- Oversees the running of both emergency relief and recovery centres

2.12.4. EMERGENCY RELIEF CENTRE MANAGER (ERCM)

The primary role of the ERCM is the operational co-ordination resources and services within an ERC in providing life support and essential needs to affected persons impacted by an emergency.

An ERC Manager is a critical role which is likely to require the following skills

- Good analytical and strong communication (written and verbal) skills including effective listening skills
- Strong leadership in a team environment
- Ability to manage multiple priorities and tasks simultaneously
- Ability to manage staff and the public with heightened levels of stress and anxiety
- Oversee the delivery of a range of emergency relief functions
- Ability to adapt to change, negotiate compromise and tolerate ambiguity

- Organise work activities, delegate work and directly supervise a diverse work unit, including volunteers and employees.
- Competently use computer resources to support work team
- Ability to professionally interact and negotiate with external organisations and colleagues and
- Ability to promote, develop and maintain productive and amicable working relationships with diverse individuals and groups.

The ERC Manager, or deputy, also acts as a liaison person between the MECC and the ERC. The position will provide at least 3 regular briefings in person or via phone to the MRM per day.

Further detail on the role of ERCMs is described in the “Emergency Relief Centre Managers Handbook”. Copies are available from the MRM.

See section 10.1.1 below for more information on Murrindindi Shire Council’s capacity to run ERCs.

2.12.5. DEPUTY ERC MANAGER

There are four deputy ERCMs to support the ERCMs in the delivery of their roles. The deputy managers can act on behalf of the ERCM where required including briefing the MRM in the MECC.

2.12.6. ERC STAFF

ERC volunteers from within MSC will be directed in their duties by the ERC manager or one of their deputies. ERC staff may be required to fulfil a number of roles at the ERC including

- Set up the ERC and monitor ERC Kits
- Meet and greet community members and answer questions
- Fill out Personal Information Form (PIF) - See Appendix C6 for a copy of the form.
- Administration support on Crisisworks including adding people to the People and Property Tab
- Provide water and other services to community

Further details on the roles of ERC volunteers are contained in the “Emergency Relief Centre Volunteers Handbook” available from the MRM or deputies or downloadable from Crisisworks (<https://murrindindi.mecccentral.com>) for MEMPC members or emergency agency representatives.

See section 10.1.1 below for more information on Murrindindi Shire Council’s capacity to run ERCs.

2.12.7. MURRINDINDI SHIRE COUNCIL EMERGENCY MANAGEMENT COORDINATION GROUP (EMCG)

In order to carry out emergency management functions, Murrindindi Shire Council has an 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

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

2.12.8. EMERGENCY MANAGEMENT AND RECOVERY TEAM

Murrindindi Shire Council has an EMRT who are directed by the EMCG. The EMRT is Council's internal emergency management team with a broad role that includes functions such as aiding the MERO in planning for emergency management activities and carrying 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.

The EMRT includes key council personnel who, in the recovery sphere, can provide expertise and community contacts to enable the administration and implementation of emergency recovery functions. The Committee focuses on the planning needs of the five recovery environments and the activities developing from them.

EMRT membership will generally consist of:

- 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 (when required)
- And others as required e.g.:
 - Environmental Health Officer
 - Building Inspector
 - Material Aid Coordinator (Rotary Clubs of Murrindindi Shire)
 - Food and Water Coordinator (Red Cross)

Murrindindi Shire Council will recruit additional resources to the EMRT when required in an emergency 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.

2.13. STAFFING DURING AN EMERGENCY

As a consequence of an emergency additional staff sourced from other municipalities may be required to enable Murrindindi Shire Council to meet its relief and recovery responsibilities. In determining additional staffing requirements the demands of recovery operations as well as the ongoing operational needs of the organisation should be considered. Staffing needs should be assessed at the earliest possible time so that adequate resources can be obtained and made available.

The most common mistake in determining staffing requirements is to underestimate the duration of recovery operations. The recovery process following an emergency may be lengthy and some services may be required for a period of months or even years after the event has taken place. Overloading of staff will occur if adequate arrangements have not been made to perform their normal duties. This will exert enormous pressure on recovery workers to finish their tasks prematurely and return to day to day agency tasks.

Staffing arrangements and the need for additional staff will be entirely dependent on the level of impact of a given event. Larger, more complex and longer duration emergency events will require more staff than small, simple and shorter duration emergencies. Until the scale of an event is known or communicated to Councils' operations centre by the Incident Control Centre (ICC), it is difficult to predict staffing requirements.

At the earliest possible time, staffing needs will be assessed by the relevant managers, MRM and MERO so that adequate resources can be obtained and made available.

2.13.1. PAID STAFF

Decisions will need to be made as to whether additional staff should be used in recovery operations, leaving normal staff to carry out their existing duties, or whether the additional staff should be used in normal agency duties to free up existing staff to carry out recovery operations.

Recovery operations can be periods of high stress for workers, particularly in their early stages. It is therefore essential that managers be aware of the strains that may be placed upon them and their staff and that suitable arrangements are made to avoid or manage these stresses. Managers should consider the capacity of their staff to work under pressure in a rapidly changing environment, prior to appointing them to a recovery role. Arrangements should also be made for adequate rostering and rest periods

2.13.2. FATIGUED STAFF

With the potential high stress environment that staff may be placed in, with possible fatigue occurring, it is important that debriefings to staff do occur to ensure they are kept informed and involved in the recovery process. Additional to these debriefings, the Human Resources (HR) department will make Counsellors available to impacted staff. These counsellors will provide confidential counselling and guidance to those experiencing a personal or work related difficulty. The support is available in a number of areas, e.g.

- Stress
- Trauma related issues

- Coping with change
- Critical incidents
- Harassment or abuse.

It is identified that to provide a safe, healthy and harmonious workplace Council is committed to ensuring, as far as is reasonably practicable, both the physical and emotional wellbeing of its staff. This applies even in the event of an emergency when council services may be inundated but the welfare of staff is paramount.

2.14. 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 of 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 Contact List Appendix A3 for MEMPC Executive Officer contact details). See section 3.1.6 below for information on how Crisisworks is used in relief and recovery.

2.15. COLLABORATION GROUPS

Murrindindi Shire is part of the Hume Region Municipal Emergency Management Enhancement Group (MEMEG) which is a collaborative group set up in the Hume region that focuses on emergency management at the municipal level. It is predominantly a local government forum but invites other emergency agencies to participate when required. The MEMEG has been running in Hume Region for approximately 18 months.

Murrindindi Shire Council also has excellent working relationships with its neighbouring Shire Councils and could call on them for assistance during an emergency if so required.

Murrindindi Shire Council coordinates a range of networks that facilitate collaborative working relationships with other service providers including the Murrindindi Community Services Network, the Children's Services Network, the Murrindindi Youth Partnership and the Access and Inclusion Group. These networks provide regular opportunities to review capability and capacity for emergency response.

2.16. TESTING, EXERCISING AND REVIEWING PLANS

This Plan will be exercised annually and reviewed every three years (in line with the review of the MEMP). The MRM is responsible for testing, exercising and reviewing this plan. Tests can include, but are not limited to, an ERC exercise that involves the ERC volunteers register.

2.17. ADMINISTRATION AND TRAINING

The MRM ensures the recovery section of the MEMP is regularly reviewed and updated and that this plan is regularly reviewed and up to date. The responsible authority will audit the MEMP every three years (see MEMP section 3.4 for further details).

The MRM should ensure at least two deputy MRMs are trained and available to provide management support to recovery centres, MECCs or represent Council at recovery meetings if required.

The MRM and Deputy MRMs must receive appropriate training prior to undertaking their respective roles. Training is to be specified by the MRM.

An annual recovery exercise should be conducted to confirm the capacity of local recovery providers. The MRM is to ensure that a recovery component is included in all local emergency management exercises.

- The MRM, or delegate, is to ensure that the recovery contact list is maintained and accurate
- The MRM is to attend Regional Recovery Committee meetings twice yearly
- The MRM in liaison with the MERO should organise local recovery agencies to meet annually to confirm or update this plan as required

2.18. BUSINESS CONTINUITY

Murrindindi Shire Council has developed a Business Continuity Plan (BCP). This plan is not a response manual to all potential business interruption events; rather it is a reference document for the Council to provide guidance in making informed decisions about how best to respond to a given business interruption. Business interruptions, and the activation of the BCP, may not necessarily constitute an emergency and involve the MEMP or its sub-plans. Generally however activities included in the MEMP or its sub-plans will have a direct impact on business continuity. If a given business interruption is declared an emergency, actions defined in the MEMP and its sub-plans take precedence over business continuity actions in the BCP.

The BCP is developed as an “all hazards” approach to any given event and examines and defines required business response and recovery actions. It has been designed to assist Murrindindi Shire Council to respond to business interruption events affecting the operations and business of Council.

The aim of the BCP is to:

- Minimise the duration of a serious disruption to business operations
- Identify weaknesses and implement a major business interruption prevention program
- Facilitate effective co-ordination of recovery tasks and
- Reduce the complexity of the recovery effort

Relief and Recovery Plans provide details of agency responsibilities in regard to the provision of resources for emergency management purposes. However during an emergency event staffing and the use of volunteers may require specific attention by the Municipal Recovery Manager and Human Resource Officer.

2.19. HUME REGIONAL EMERGENCY MANAGEMENT PLANNING COMMITTEE

Currently the region is trialling the Regional Emergency Management Planning Committee (REMPC) model. Governance arrangements are currently being developed and this section of the plan will be updated when these become available.

3. RELIEF

The delivery of relief services is essential to the wellbeing of the community post impact. Initial relief management is always undertaken at the municipal level. Requests for emergency relief to support communities should, in the first instance, be directed to the municipal council via the MERC. Council has an internal arrangement in place to commit council resources to support local relief and recovery activities. Should the impact of an event lead to community needs that exceed the capacity of Murrindindi Shire Council, Council may seek to escalate the level of assistance to regional through the MERC. Further escalation to State level of assistance may be required for very large or complex events. The organisations responsible for ensuring the relief functions are carried out within the Murrindindi Shire are listed in Table 1 below

Table 1: Relief Functions and Responsibility (from EMMV Appendix 7)

Recipient	Service Provided	Primary Provider	Secondary Support
Individuals and families	Registration (RFR)	Victoria Police	Red Cross
	Emergency shelter	Municipal councils	DHHS
	Food and water	Red Cross	Salvation Army, Foodbank Victoria
	Drinking water (households)	Local water authority	DELWP
	Food supply manufacturing and logistics	DELWP	DEDJTR
	Non-food items	Rotary Clubs of Murrindindi Shire, escalation to Salvation Army where required	St Vincent de Paul, Foodbank Victoria
	Emergency financial assistance	DHHS	Centrelink
	Animal welfare (companion animals)	Municipal councils	DEPI, RSPCA, Australian Veterinary Association
Primary producers and rural land managers	Rural loss and damage assessment	DELWP	Victorian Farmers' Federation, RSPCA, Australian Veterinary Association
	Emergency fodder and water for animals		
	Animal welfare (livestock)		

3.1. EMERGENCY RELIEF CENTRES (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. An ERC is usually established on a temporary basis to cope with the immediate needs of those affected by the initial response to the emergency. ERCs are listed in Appendix C1.

Murrindindi Shire Council has responsibility for management of ERCs in the municipality. Council has a recovery team, led by the MRM, who have been trained and resourced to manage ERCs. The MRM may seek the support of other surrounding municipalities to staff ERCs when staffing resources are limited or exhausted.

Many ERCs are Council owned buildings, however where owned by third parties, Council will work in partnership with the venue managers and agencies delivering the services in the ERC.

If the MERC becomes satisfied that the event exceeds the capacity of the council to perform this function, a request to DHHS to co-ordinate emergency relief at the regional level will be made.

To ensure a smooth transition of responsibility, a council should notify the MERC and DHHS as soon as it becomes apparent an event will exceed its local municipal capacity.

3.1.1. ERC LOCATIONS

ERC locations, descriptions and floor plans are included in appendix C1. Their location is not able to be advertised outside of an emergency.

Each of the ERC buildings is assessed annually to ensure that it passes the Murrindindi Shire Council ERC checklist. For maps and ERC information, please see Appendix C

Murrindindi Shire Council also has a number of secondary relief centres. These are not assessed annually but may be utilised (with owner permission) if the capacities of the primary relief centres are exceeded. Secondary ERCs are located in Appendix C2

3.1.2. ERC KITS

ERC Kits contain a collection of items that are immediately required to set up an ERC including consumables etc. The MRM (or their delegate) is responsible for establishing and regularly checking ERC Kits.

ERC kits are located in the Alexandra, Yea and Kinglake Shire offices. ERC kit contents checklists are in Appendix C5

3.1.3. FOOD AND WATER AT ERCS

As per the EMMV Part 7, Red Cross will coordinate the food and water for Murrindindi ERCs. A number of other local agencies and groups can provide assistance with the provision of food and water. These groups, listed in the contacts list below (Appendix A5) will be coordinated by the Red Cross who will report back to the MRM.

3.1.4. RECONNECTING FAMILIES AND FRIENDS

The reconnection of families and friends is primarily facilitated through the Register.Find.Reunite service. Victoria Police is responsible for the control and coordination of the service and Red Cross for its management and operation. Voluntary registration can be done in a relief centre, by phone at an inquiry centre, or online (<https://register.redcross.org.au/>).

3.1.5. REGISTRATION USING A PERSONAL INFORMATION FORM AT AN ERC

A quadruplicate 'Personal Information Form' (PIF) was released by the Municipal Association of Victoria (MAV) to facilitate the registration of persons at an ERC (see Appendix C5 for a

copy of the form). Copies of these forms are located in the ERC kits. The front page of this form is for the retention of Council and details recorded on this form will be entered into Crisisworks' 'People and Property Tab' by Council staff (see 3.1.6 below).

The remaining carbon copies are to be passed onto the Red Cross (if present at an ERC) to aid in the entry of data into the national Register.Find.Reunite database. The quadruplicate form aims reduce the paperwork impacted persons are required to fill out.

3.1.6. CRISISWORKS USE IN RELIEF AND RECOVERY

Crisisworks has a relief/recovery specific area known as 'People and Property'. This is where Council will enter any impacted persons or property during an emergency from information provided on the PIF. Data entry is required so that the MRM can monitor the number of people at an ERC remotely and for ease of reporting. For further details, contact the MRM or a Crisisworks administrator

3.1.7. ANIMAL WELFARE AT ERCS

At the onset of an emergency, Council's Local Laws officers may establish animal admission facilities in conjunction with the ERC depending on identified need. The roles of Local Laws personnel staffing an animal admission facility will be to:

- Identify and record details of animals presented
- Identify menacing, dangerous or restricted breeds and redirect to the pound or other facility designed to hold this type of animal
- Contain animal/s
- Separate animals as appropriate to ensure their safety and welfare;
- Assess all animals presented, whether or not they are owned
- Arrange or administer first aid
- Arrange for transfer of animals which require ongoing care or significant treatment to an external veterinarian, in consultation with the owner where possible; and
- If an animal is assessed as being fit and healthy, it may be:
 - Retained on site in the care of the owner in facilities arranged by the council
 - Transferred to accommodation of the owners choice or if the owner is not present or does not have a preference, to a facility which can care for the animal. If possible this will be to a shelter with which the council has pre-existing arrangements for the provision of such services.

3.1.8. EMERGENCY SHELTER FOR ANIMALS AT AN ERC

The following conditions apply in relation to animals brought to an emergency relief centre:

- All animals are held at the owner's risk
- Owners are required to feed the animals
- Water will be provided for the animals
- Housing is only short term. Animals that remain at the shelter after eight days may be processed as un-owned animals
- Animals must be confined or on a leash at all times

- Animals with special needs will need to be managed by the owner to ensure they do not cause harm or discomfort to other animals or people
- Animals must not be moved from their designated crate/pen without notification to the person in charge of the animal shelter.
- Animals cannot be loose within an emergency animal shelter. Personnel engaged in animal welfare roles at an ERC or an emergency shelter should use cages, crates, tethers, fencing and other appropriate methods of restraint to house all animals on site.
- Animals should be protected from the weather.
- Animal housing should be removed from public areas to help reduce the amount of stress that they are subjected to.
- Separate areas should be designated for dogs, cats and other animals. Owned animals may be housed apart from stray animals. Ideally each group of animals should be contained within a larger area to ensure that if an animal gets loose it cannot escape.
- An area will be required for animal food. The animal food staging, distribution and preparation area should be in a location where the food is protected from vermin and will not get wet. The animal food preparation area will require food utensils.
- Animal supplies and other resources including food dishes, litter boxes, cat litter, scoops, cages, toys, leashes, collars, muzzles, flea treatment, brushes, newspaper, towels, and blankets must be stored securely so they will not get wet and are available as needed.
- A water storage area will be needed when normal water resources are not operating or the tap water is not suitable for drinking. The water storage should be in a central location within the facility, with easy access for delivery trucks.
- An animal's crate, box or pen should be cleaned daily. These should not be washed in the food preparation area. The animal cage cleaning area needs to be set up near a water source and not somewhere that the runoff will cause other parts of the facility to flood or contaminate ground being used by humans for accommodation.
- Staff health must be protected. Staff and volunteers dealing with animals must have or be provided with:
 - Properly fitting personal protective clothing
 - Washing facilities with disinfectant soap
 - Adequate information and training on health, hygiene and safety
 - Arrangements for washing personal protective clothing
 - Tetanus immunisation

For further information on animal welfare during emergencies, see the Murrindindi Shire Council Animal Welfare in Emergencies Plan (available as a download from Crisisworks for MEMPC Members or emergency agencies <https://murrindindi.mecccentral.com>).

3.2.RELIEF ACTIVATION

3.2.1.ACTIVATION, ESCALATION AND DEACTIVATION OF RELIEF ACTIVITIES

Incident controllers determine the need to activate relief services, with advice from the emergency management team. The escalation process is for municipal councils to request regional assistance, which can be escalated to the state level, if needed. This need is determined by the MRM. The deactivation of relief services will be determined by the MRM and based on reduced levels of demand and need for such services

Part 3 of the *Emergency Management Manual Victoria* specifies that the following people have the authority to activate the provision of emergency relief services by affected municipal councils based on an Incident Controller's determination (which may include the activation of emergency relief centres):

- The MERC (Victoria Police officer)
- The MERO
- The MRM

Murrindindi Shire Council is responsible for establishing and managing relief centres locally. The DHHS will support municipal councils as required to ensure people affected by an emergency are receiving appropriate relief support services.

3.2.2. MURRINDINDI SHIRE COUNCIL RELIEF ACTIVATION AND ESCALATION

The MERC will advise 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.

In the event of an emergency the MERC is to advise and brief the MERO and MRM as soon as practicable. On receiving advice of an emergency, the MRM will bring together the responsible agencies to ensure that relief and recovery services and activities are provided in a coordinated manner, thus activating relief arrangements.

3.2.3. TRANSITION FROM RESPONSE TO RECOVERY

The transition from response to recovery may occur during the relief phase (in the first few days post incident) or later on in the recovery phase (from this first week on). It is essential to ensure a smooth transition from the response phase to the recovery phase of an emergency at the municipal level. Whilst recovery activities will have commenced shortly after impact, (and often at the ERCs), there are a number of issues which require the formal cessation of response activities. This will occur when the MERC, in conjunction with the Control Agency and MERO declares "Stand Down" of response. The early notification of recovery agencies involved in the emergency will ensure a smooth transition of ongoing activities from response to recovery.

Murrindindi Shire Council utilises the DHHS template "An Agreement for Transition of Co-ordination Arrangements from Response to Recovery". See Appendix E for a copy of the form.

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, Control Agency, DHHS and Murrindindi Shire Council.

This is pursuant to the roles and responsibilities detailed in the *Emergency Management Act 1986* and the *Emergency Management Manual Victoria* (part 6).

3.2.4. EMERGENCY MANAGEMENT TEAMS AND EMLOS

Emergency management teams (EMTs) are established at Incident Control Centre (ICC). Under Part 3 of the *Emergency Management Manual Victoria*, an EMT's responsibilities include relief and recovery. These responsibilities include considering relief and recovery in the development of the incident strategy, together with the incident controller and emergency management team. It is the responsibility of the Incident Controller to ensure relief and recovery agencies are appropriately represented on emergency management teams.

Council will have an Emergency Management Liaison Officer (EMLO) representing its interests in an EMT at the ICC where possible. If no EMLO is available to attend the ICC in person, EMTs will be attended via phone hook-up.

3.3. COMMUNITY INFORMATION

Information regarding the event itself (e.g. fire conditions) will be managed and controlled by the Incident Controller through the Public and Information Office (PIO) at the Incident Control Centre (ICC). Council does not play a role in media for the 'response' phase of an emergency other than directing people to approved media sources. For a current list of approved radio, newspaper, television, social media and other resources, please see sections 5.12 (Public Information and Warning) and 5.12.5 (Methods) of the MEMP.

Once the Incident Controller determines that the emergency has transferred from the response to recovery phase, recovery agencies are responsible for providing further community information. If an emergency is local in nature, messages will be coordinated by Council as the local coordinator of relief and recovery. If it any emergency is deemed a regional or state emergency (by the control agency/Incident Controller) DHHS will coordinate community messaging on relief and recovery with input and guidance from Council.

Community information and briefings 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 emergency services.

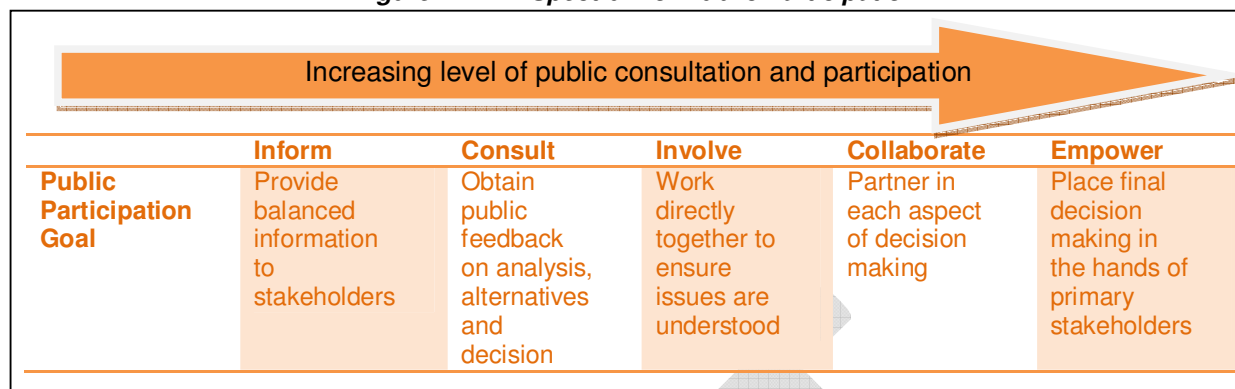
The development of relevant and appropriate community resources and activities empower the community and enhance their resilience, thereby assisting their recovery process. Murrindindi Shire Council will actively engage the community through a range of mechanisms including media releases, advertisements, newsletters, local radio (UGFM), Council's website and local service networks and public meetings or forums. The MEMP section 5.12 lists approved dissemination methods.

3.3.1. LEVEL OF ENGAGEMENT

Communication-related activities with the community can aim for varying levels of engagement. It is important to consider what level of engagement is appropriate when selecting tools/activities. It is important to identify the applicable target audiences and messages to be conveyed. Murrindindi Shire Council uses the International Association for Public Participation (IAP2) communications spectrum when designing and discussing public participation. This spectrum (see figure 4 below) ranges from *informing* the community, to *consulting* with the community, *involving* and *collaborating* with the community throughout

decision making and finally to *empowering* the community to implement their decisions and actions.

Figure 4: IAP2 Spectrum of Public Participation



The benefits of consulting and engaging effectively with the community include:

- Reassurance that preparations have been made with the community's welfare as a key priority.
- That the municipality is responsible for co-ordinating a recovery effort so the public will know where to seek assistance.
- Reduce negative public perceptions built around ignorance.
- Enable people to make correct decisions on their wellbeing because knowledge is empowering.
- Assist the emergency affected community towards management of its own recovery.
- Ensure provision of basic and necessary community services to affected individuals, families and communities as efficiently as possible and at appropriate times so as to support recovery.
- Ensure programs and services are in place to assist the recovery process.
- Ensure mechanisms exist to build community involvement and ownership of the recovery process.

3.3.2. COMMUNICATIONS STRATEGY

The MRM will, in liaison with the Manager Communications, maintain a relief and recovery communication strategy that aligns with the guidelines contained in the *Recovery Communication Plan* (see section 2.10 for further details). This strategy will allow for the quick and timely dissemination of information regarding relief and recovery to the community during emergency events. Particular emphasis should be placed on using the current Murrindindi Shire Council networks and emergency broadcasters (see MEMP section 5.12 for approved broadcasters) to ensure quick and maximum dissemination of information.

3.3.3. INTERNAL COMMUNICATION

Emergency recovery may involve a large proportion of Council staff. Key messages will be disseminated to all Council staff via email or the intranet (Murri). The flow of information will take into account the existing protocols for informing staff. Staff will also be advised when the emergency has finished.

3.3.4. COMMUNICATION WITH EMERGENCY RELIEF CENTRES / RECOVERY CENTRES

At any given ERC in Murrindindi Shire there will be a designated ERC Manager and Deputy Manager who will liaise directly with the MRM in the MECC. At least three briefings a day to the MRM will be required to ensure that the MRM has up to date information on the status of any ERC. At the discretion of the MRM, these briefings will either be done in person (if phone networks are down and road travel is possible) or by phone/email/Crisisworks.

3.3.5. INFORMATION MANAGEMENT

One of the key elements of emergency recovery is effective information management. The media profile given to most emergencies, particularly those on a large scale, means that public and political interest in the recovery process will generally be high. Added to this is the need for adequate information to be provided to affected communities and individuals regarding the effects of the event and the availability of recovery services.

3.3.6. REGULAR UPDATES

During the 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.

The Control Agency will continue to attend meetings post the impact/response phase. This will be jointly convened with Council. DHHS 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 to share their experiences and to have these heard and acknowledged, and by providing an understanding of how the incident was managed. Community information sessions also provide an opportunity to start identifying issues that may require additional advice or clarification as part of the recovery process.

One of the underlying principles of recovery management is the empowerment of individuals and communities to participate in the management of their own recovery. It is critical that regular and accurate information be provided regarding such things as the cause and effects of the emergency, the type and availability of recovery services and any other relevant information.

This information should be made available in as many languages as necessary to meet the needs of people affected by the event who are Culturally and Linguistically Diverse (CALD). This will enhance the capacity of the community to participate in the management of their own recovery.

Given the media, political and public profile of emergencies there will also be a need for the provision of up-to-date, accurate information regarding recovery services and advice on the state of the affected community to a range of sources. This need will be particularly prevalent

in the early stages of the recovery process, the time at which recovery managers will be under most pressure.

Consequently, it is important that effective information management systems be established as soon as possible following an emergency.

Ideally systems and protocols for the dissemination of information should have been developed as part of the recovery process and should only require minor adjustments to facilitate the flow of information after an emergency has occurred.

3.3.7. MEDIA

During emergencies the press, radio and television have a legitimate interest in obtaining prompt and accurate information. The media is also a vital link between recovery agencies and the public and provides an effective means of disseminating information.

Due to the fact that the recovery process will generally involve a range of different organisations there is a need for co-ordination of information to the media to avoid confusion or conflict. The most effective means of dealing with this issue is through a nominated media liaison person to represent the overall recovery process. This includes the media's interest in interviewing event affected people at relief and recovery centres.

3.3.8. APPROVED DISSEMINATION METHODS

For a current list of approved radio, newspaper, television, social media and other resources, please see sections 5.12 (Public Information and Warning) and 5.12.5 (Methods) of the MEMP.

3.4. EMERGENCY SHELTER

An alternative to evacuation in some circumstances may be to shelter in a suitable home, building, structure, or other safe area. Sheltering should be considered as an alternative when the associated risks with evacuation are considered to be greater than the risks of taking shelter. Sheltering however, will often not be without risk.

Emergency shelter options coordinated by Murrindindi Shire Council consist of ERCs (see section 3.1 above). Neighbourhood Safer Places – Place of Last Resort (NSPs), also coordinated by Murrindindi Shire Council, are not defined as shelter in place options⁶; rather they are “options of last resort (where other plans have failed or cannot be followed) where a person's prospect of survival may be better than other places, but cannot be guaranteed”.

There are some distinct differences between ERCs and NSPs.

- ERCs are never set up where they may be impacted by an emergency.
- Service delivery (food, shelter, water and access to emergency assistance) is available at an ERC.
- ERCs will offer some form of assistance with pets and companion animals.
- NSPs are only for shelter from a passing fire front.
- No services will be made available at a NSP.

⁶ Emergency Management Manual Victoria, Part 3, Neighbourhood Safer Places – Places of Last Resort (bushfire only) S3.11.4, p3-32

- Pets will not be catered for at a NSP.
- NSPs are generally open areas such as football or cricket ovals.
- The location of ERCs is not advertised outside of an emergency as directed by DHHS. This is to prevent people travelling into an impact zone unnecessarily.
- The location of NSPs is advertised widely. A current list of NSPs is available from any of Council's customer service centres (Yea, Kinglake and Alexandra), the Murrindindi Shire Council website ([www.murrindindi.vic.gov.au/Neighbourhood Safer Places](http://www.murrindindi.vic.gov.au/Neighbourhood_Safer_Places)), the Murrindindi Shire Council and Lake Mountain Alpine Resort MEMP ([http://www.murrindindi.vic.gov.au/Your Council/Emergency Management/Municipal Emergency Management Plan](http://www.murrindindi.vic.gov.au/Your_Council/Emergency_Management/Municipal_Emergency_Management_Plan)) or the CFA website (<http://www.cfa.vic.gov.au/plan-prepare/neighbourhood-safer-places/>).

There are no registered Community Fire Refuges in Murrindindi Shire.

3.5.FINANCIAL ASSISTANCE, INCLUDING PUBLIC APPEALS

Emergency financial assistance is intended to help eligible individuals meet their basic needs in a dignified manner. The DHHS is responsible for:

- Providing information about financial assistance to the community
- Administering relief payments from the Personal Hardship Assistance Program.

Once an emergency has occurred, the Commonwealth Government will determine if it will make available additional financial assistance beyond the cost-shared Natural Disaster Relief and Recovery Arrangements. This may include the Australian Government Disaster Recovery Payment, the Disaster Recovery Allowance, ex-gratia assistance or a crisis payment. The Commonwealth Department of Human Services (Centrelink) administer these payments.

Murrindindi Shire Council does not give financial assistance to impacted persons or communities but is responsible for overseeing local appeals. Local appeals will generally be coordinated by a third party such as Bendigo Bank or Red Cross). In larger scale events, the Department of Premier and Cabinet is responsible for establishing public fundraising appeals.

3.5.1. DHHS EMERGENCY RELIEF ASSISTANCE

Emergency relief assistance payments are available to reduce personal hardship following an emergency, by helping to meet the immediate essential health, safety and wellbeing needs of affected Victorians. Impacted persons have one week after the initial impact of an emergency to apply for a personal hardship assistance payment from DHHS.

Emergency relief assistance is provided on a needs assessment basis, and is available to assist households after house fires, and after the following natural emergency events:

- bushfires
- floods
- severe storms and
- earthquakes

If you need further information about eligibility for emergency relief assistance, please contact the Victorian Emergency Recovery Information Line on: 1300 799 232.

It is important to remember that there may be finite timelines associated with all relief assistance payments from DHHS.

3.5.2. CENTRELINK CRISIS PAYMENTS

Crisis Payment may be available to assist those in severe financial hardship who have been forced to leave their home and establish a new one because of an extreme circumstance (domestic violence or their house burning down).

Contact Centrelink for more information:

- Financial Information Services (Available Mon-Fri 8am-5pm) on: 132 300

3.6. ACCOMMODATION

Individuals are encouraged to make their own accommodation arrangements if they cannot return to their homes. Friends, family, community, business, or government could provide emergency shelter if needed. Municipal councils can offer accommodation at relief centres or alternative locations. The Department of Health and Human Services can arrange emergency shelter and accommodation when requested by municipal councils.

It is advised however for people to stay with relatives and friends if their residence is impacted or if they are isolated from their residence because of an emergency. By surrounding themselves with friends and family, impacted persons have a better chance of recovering more fully from an impact.

Post emergency accommodation comes in two forms: 'Emergency Accommodation' and 'Longer Term Accommodation'. Red Cross can provide emergency accommodation (for people impacted by single house fires) for up to 3 nights.

3.6.1. EMERGENCY ACCOMMODATION - RED CROSS

Red Cross assists with immediate needs to help affected people for the first few days following an incident to their principal residence. These emergencies are known as single incident emergencies. The Red Cross emergency accommodation service is designed to assist for the immediate term only until insurance and other services may be contacted and made available. This service is available 24 hours a day however there is a budgetary limit that can be spent per person.

Where possible it is recommended for affected people to stay with friends and relatives; this provides emotional support much needed at a traumatic time. However Red Cross can assist with short term accommodation if this is not possible.

Services provided include:

- Accommodation (2-3 nights motel accommodation)
- Clothing – new essential items per household member
- Toiletries (including towels) and groceries
- Bedding – new essential items per household member (sheets, quilt, quilt cover, pillow, pillow case)
- Emotional support and assistance contacting other organisations when required.

Phone Red Cross Victoria Emergency Assistance on: 1800 232 969

3.6.2. PATHWAYS (THE SALVATION ARMY)

Pathways provides a range of support services and programs for disadvantaged and marginalised families, single adults, families experiencing financial difficulty or needing professional support, the homeless and those at risk of homelessness and families with multiple and complex needs.

Pathways Seymour Ph: (03) 5735 2055

3.6.3. RURAL HOUSING NETWORK

The Rural Housing Network is a community housing agency providing assistance to people who are homeless or at risk of homelessness. The service includes financial assistance, transitional housing, advocacy and assistance with both public and private housing applications. The service is free and available to all Hume region residents.

Rural Housing Network Seymour Ph: (03) 5735 2000

3.6.4. DEPARTMENT OF HEALTH AND HUMAN SERVICES

The DHHS 24-hour state-wide toll free number is 1800 825 955. Impacted persons can phone DHHS to speak directly with a housing and support worker. The 1800 number will direct calls to a service closest to the impacted person, or if the call is outside business hours, it will be directed to Salvation Army Crisis Services.

3.6.5. HEALTH, WELLBEING AND SAFETY

DHHS will coordinate the provision of health services, such as continuity of care for existing patients, clinical health services and preventative health services.

Landowners are responsible for securing damaged buildings and maintaining the safety of their properties.

3.7. ANIMAL WELFARE

Companion animals, livestock and wildlife impacted by emergencies could need containment, food, water, veterinary treatment or humane destruction and disposal. DEDJTR is responsible for assisting with urgent animal welfare needs.

Murrindindi Shire Council will work alongside DEDJTR in any required response effort. To that end, Murrindindi Shire Council has developed an Emergency Animal Welfare Plan (EAWP, available as a download from Crisisworks for MEMPC Members or emergency agencies <https://murrindindi.mecccentral.com>). The EAWP is designed to capture the capacity and capability of Council's ability to respond to crisis that affect stock and companion animals.

Native animals that are impacted by an emergency are managed and planned for by DELWP.

The EAWP includes standard operating procedures for post emergency stock disposal and identifies triggers for activation of the plan.

The EAWP's aims are:

- Contribute to enhanced public safety and community resilience through effective planning and management of animals in emergencies, and
- Ensure animals are better considered and protected from suffering during and immediately following emergencies.

To achieve these aims, the Murrindindi Shire EAWP has the following objectives. The Murrindindi EAWP will:

- Support and assist the principal MEMP
- Define the roles and responsibilities of key agencies and stakeholders and update these if and when they change
- Identify triggers for activation
- Co-ordinate Local Laws functions and animal rescue and/or shelter during an emergency
- Encourage and facilitate community awareness about the need for self-managed animal plans during an emergency
- Increase community knowledge and confidence that animal welfare will be considered and managed during an emergency
- Identify and prioritise the requirements of groups at risk during emergencies
- Facilitate the hygienic management and disposal of animal waste and carcasses during an emergency
- Secure the assistance of community members with animal handling skills
- Provide immediate animal welfare assistance at ERCs
- Ensure business continuity of the Local Laws team

For further information on the management of animal welfare, see section 9 on the Agricultural recovery environment below.

3.8.HEALTH AND MEDICAL ASSISTANCE

Ambulance Victoria is responsible for first aid and establishing field primary care clinics in an emergency.

At a local level, Murrindindi Shire Council is the coordinator for environmental health issues, such as food, water, sanitation, and vector (disease carrying pests) control. At the regional level, this requirement falls to the DHHS

3.9.PSYCHOSOCIAL SUPPORT

Psychosocial support: a framework for emergencies 2014 guides the delivery of psychosocial support in Victoria. A copy of the framework can be found at:

- http://www.dhs.vic.gov.au/for-service-providers/emergencies-and-preparedness/emergency-recovery/web_Psychosocial-support-a-framework-for-emergencies.pdf

Psychosocial support could range from personal support, community information and individual and group counselling, to specialised mental health services.

In an emergency, depending on the scale of the event, the MRM may choose to deploy Victorian Council of Churches (VCC) outreach services or Nexus Primary Health community health services or a combination of both. The VCC service includes doorknocking affected residents and producing a report for the MRM on the mental health of affected residents. All VCC volunteers and Chaplains have completed psychological first aid training and are equipped to support people affected by trauma as a result of an emergency or disaster.

Locally, Murrindindi Shire Council also has an MOU with Nexus Primary Health for the delivery of community health services including psychological support during and after an emergency event (see section 2.6 above for further details). If people are identified as potentially requiring ongoing support by the VCC outreach program they will also be referred by the MRM to Nexus Primary Health.

Different groups will have different relief needs, and this is nowhere more evident than in psychosocial support post emergency. Sections 5.5 and 5.6 in 'Social Recovery' below have detailed information on the different psychosocial needs of a variety of community groups.

3.10. LEGAL AID

Victoria Legal Aid (<https://www.legalaid.vic.gov.au/>) is responsible for coordinating support from the legal community to individuals and communities affected by emergencies through Disaster Legal Help Victoria (DLHV). DLHV provides free information through a telephone help line, a website (<http://www.disasterlegalhelp.org.au/>), fact sheets and information kits. Depending on the nature of the emergency DLHV also provides a legal presence at ERCs and facilitates pro bono legal referrals. The emphasis of services is on resolving disputes between insurance companies and clients.

3.11. MAINTAINING FOOD AND WATER SUPPLIES

Maintaining the continuity of food and water supplies in an emergency is essential for the health and wellbeing of the community as it reduces the requirements on the established relief system. DELWP is responsible for ensuring the security of the supply of food including the continuity of the supply chain and the coordination of industry arrangements with both the food manufacturing and distribution sectors.

Red Cross is the local coordinating agency for food and water supplies for relief and recovery including supply for ERCs. They are responsible for maintaining food supplies to ERCs and will liaise with DHHS on any potential impacts to the supply chain.

3.12. REPLACEMENT OF ESSENTIAL WATER USED IN RESPONSE

DELWP is the control agency for water and waste water service disruption according to Part 7 of the EMMV and the "Victorian Government Essential Water Replacement Scheme". Under the direction DHHS, DELWP will coordinate the restoration of mains water and sewerage connection with the relevant water authorities post emergency.

Under the Victorian Government Essential Water Replacement Scheme, active since 2007, Victoria's fire agencies are able to take water from any waterway or water source on public or private land for fire fighting purposes. Where water is removed, any owner may request the replacement of 'essential water' via their local Municipality.

According to the Scheme, 'Essential Water' is defined as:

"enough water for people, stock, and crops. Stock and domestic water will be replaced to provide for essential stock and domestic needs only. Water taken from licensed/registered dams used for irrigation will be replaced to provide for agricultural and horticultural crops or permanent plantings".⁷

Murrindindi Shire Council is the local coordinating agency for the replacement of essential water used in response for the geographic area of Murrindindi Shire. Murrindindi Shire Council aligns its water replacement policy with the Victorian Government Essential Water Replacement Scheme. This scheme only covers 'essential' water taken by fire agencies during fire suppression of a bushfire, not to all water taken by fire agencies. The scheme does not apply to single house fires or structural incidents.

The guidelines associated with the Victorian Government Essential Water Replacement Scheme state that local water authorities will not charge for the water used to replace water used in bushfire fighting and that DELWP will pay for any cartage fees that may apply.

If Murrindindi Shire Council's capacity to coordinate the replacement of essential water is exceeded, DELWP will take over coordination as the regional and state coordinators as per the EMMV, part 7.

3.13. REPLACEMENT OF ESSENTIAL DRINKING WATER FOR HOUSEHOLDS

Locally, Murrindindi Shire Council will coordinate the replacement of fire-contaminated drinking water held in rainwater tanks for communities impacted by fire. If community members believe their tank water has been contaminated during an emergency, they can phone the Alexandra shire office and report it on 5772 0333. If required, Council will then have the water tested for contaminants and flush and replace drinking water where necessary.

The Victorian Government Essential Water Replacement Scheme "Guidance Document" (November 2011) states that water authorities will not charge for drinking water used to replace essential water (of which drinking water is a part) contaminated by bushfire response efforts or fire related contaminants. The Guidance Document also states that DELWP will pay for any cartage costs required.

3.14. DONATED GOODS AND NON-FOOD ITEMS (MATERIAL AID)

Murrindindi Shire Council requests, as per the *National guidelines for managing donated goods*, for monetary donations over donated goods. Material donations are discouraged as financial donations can provide a greater level of choice can more accurately target any identified needs and help circulate money in affected communities. When communicating during an emergency, Murrindindi Shire Council will endeavour to promote the donation of money over material aid.

Murrindindi Shire Council has limited capacity to be able to coordinate donated goods and services. As a result, Council has developed an agreement for the local Rotary Clubs of Murrindindi Shire to coordinate donated goods and services in the geographical area of the Shire.

⁷ State Government Victoria "Guidance Document - Essential Water Replacement Scheme ", Version 30 November 2011

Contact information for Rotary is supplied in Appendix A5. A number of other agencies and volunteer groups have some capacity in helping store and distribute material goods. These agencies and groups will provide assistance to, and be directly coordinated by the Rotary Clubs of Murrindindi Shire. For a list of material aid support agencies, see the contact list below (Appendix A5).

Rotary will report back to the MRM regarding material aid requirements (storage, capacity, etc) on an as-needs basis.

3.15. COORDINATING OFFERS OF ASSISTANCE

Murrindindi Shire Council will coordinate offers of assistance internally with delegation via the MRM. Crisisworks will be utilised to record and monitor offers of assistance.

In this document, “offers of assistance” is understood to include the following:

- Corporate offers of assistance directed to local government (this includes financial, goods, services and offers of staff time) – Note that goods will be managed as per 3.13 above.
- Public offers of assistance directed to government (this includes financial, goods and services) – Note that goods will be managed as per 3.13 above.
- Members of the public offering to volunteer their time to assist affected communities, government or non-government organisations involved in the response and recovery effort
- Community groups or organisations offering to assist affected communities, government or non-government organisations with the response and recovery effort

The role of Council in managing offers of assistance is to:

- Facilitate activities that assist in the coordination of offers of services
- Direct offers of volunteering through appropriate channels
- Ensure that appropriate mechanisms are in place for the registration, referral, training and health and safety of volunteers and community groups (see 3.15 below)
- Provide consistent and accurate messages to the public.

The following standards apply to the coordination of offers of assistance

- Offers of assistance are channelled through the customer service centres.
- There is an integrated system for coordinating offers of assistance via Crisisworks.
- There are clear and consistent messages and all dealings with affected people and local communities are undertaken in a courteous, helpful and ethical manner.
- All offers of assistance are handled in a timely and effective manner

3.16. VOLUNTEER MANAGEMENT

3.16.1. SPONTANEOUS VOLUNTEERS

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

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

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

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

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

DEPLOYMENT PROCESS

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

3.16.2. OTHER VOLUNTEERS

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

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

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

4. RECOVERY

4.1. 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 2.13.2 above.

4.2. 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 overlaps considerably; each also has a specialist skill requirement to address issues arising after an emergency. Individual functional areas require internal co-ordination and collaboration as well as co-ordination with external agencies and areas to address issues presented by an emergency.

Based on the five functional areas (as per Table 2 below), Murrindindi Shire Council has identified key functions that require resolution in the event of an incident. As part of Council's Co-ordination role, agencies have been identified and have agreed to provide the services specified in the Recovery Functions Table located in Appendix D.

Table 2: Five functional areas of recovery⁸

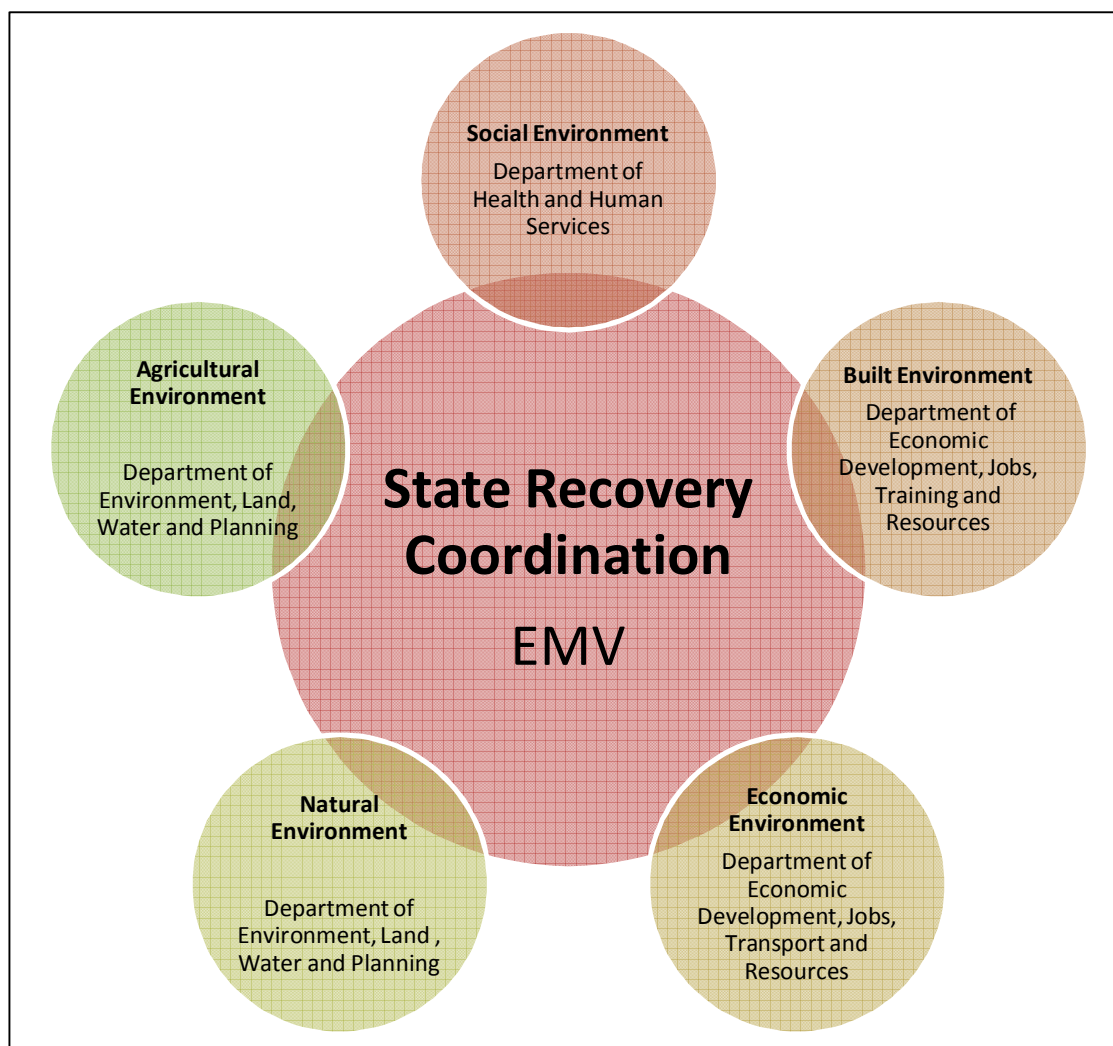
Social Recovery	Built Environment	Economic environment	Natural environment	Agricultural Environment
• Support for individuals (including service coordination and case support) • Accessing information • Financial assistance • Health, wellbeing and safety • Interim and temporary accommodation • Psychosocial support (including counselling and advocacy) • Targeted recovery programs for the bereaved; men and women; children and youth; vulnerable groups; and displaced and dispersed people • Community programs • Community engagement (including sponsorship and advocacy) • Community recovery committees • Recovery centres (such as locations and staffing) • Community service hubs (such as locations and staffing)	• Impact assessments • Assessment of damaged buildings • Clean up and demolition of damaged structures (including removal, transport and disposal) • Building advice and information • Essential utilities and services (including banking, education, and health) • Critical infrastructure (including water, electricity, gas and telecommunications) • Communications (including telephone, mobile, radio, internet and cable) • Roads and transport (including public transport, arterial routes, supply chains and bridges) • Water and wastewater (including drinking water and sewerage) • Waste and pollution (including garbage) • Rebuilding private homes • Community and public buildings and assets (including schools, child care, places of spiritual worship, recreation facilities and entertainment venues)	• Local economic sustainability • Support for individuals and households • Support for businesses (including information and advice) • Business continuity planning • Promotion of local employment opportunities • Supporting local tourism • Monitoring broader economic impacts and coordinating responses	• Protecting water quality and supply • Controlling and preventing erosion • Protecting threatened habitats (including controlling the spread of invasive species) • Surveying and protecting threatened species (including bird, marsupial, aquatic and plant species) • Surveying and protecting aquatic and terrestrial ecosystems • Regenerating forests (including for ecological purposes and future timber use) • Restoring public land (such as walking tracks, fencing, and recreational and visitor facilities) • Surveying and protecting sites of cultural heritage significance	• Animal welfare (including livestock, companion animals and wildlife) • Loss and damage assessment (for Farming, Rural Activity, Rural) • Needs referral and case management • Emergency fodder • Restoring damaged fencing (including private, bordering parks and as a result of emergency response) • Wellbeing and economic recovery of rural communities • Rehabilitation of productive land

⁸ Emergency Management Manual Victoria, Part 4 'State Emergency Relief and Recovery Plan', p4-42, October 2014, text

4.2.1. LEAD AGENCY RESPONSIBLE FOR COORDINATING THE FIVE ENVIRONMENTS

The responsibility for coordination of the five recovery environments at the local level rests with local government, EMV at the State level and DHHS at the regional level⁹. Figure 5 below shows the coordinating agencies at the state level for the five environments directed by DHHS.

Figure 5: Agencies with Recovery Coordination Responsibilities across the Five Environments¹⁰



4.2.2. SHORT, MEDIUM AND LONG-TERM RECOVERY

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. Community and individual needs will vary in each phase, so it is important that clear and specific plans are developed for each phase to ensure the correct recovery services are able to be delivered.

⁹ Emergency Management Manual Victoria, Part 4 'State Emergency Relief and Recovery Plan', p4-14, October 2014

¹⁰ Adapted from: Emergency Management Manual Victoria, Part 4 'State Emergency Relief and Recovery Plan', p4-26, October 2014

The following table (Table 3) 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.

The phases are:

- 1 During the incident (24 hours) (the response phase)
- 2 Immediately after the incident (1 to 7 days)
- 3 Short Term (2 to 3 weeks)
- 4 Medium Term (1 to 4 months)
- 5 Long Term (4 to 6 months and onwards; up to 18 months or 2 years depending on impact of the incident)

Table 3: Five Recovery Phases

1. During the Incident		
Activity	Primary Responsibility	Secondary Assistance
Conduct an Initial Impact Assessment	EMV, Coordinated by IC Planning Department	
Activate emergency relief arrangements (MEMP Appendix C)	MERC MRM	
Assess the need, and plan for, an Emergency Relief Centre (ERC) based upon data collected from Initial Impact assessment.	MRM Planning Department	
2. Immediately after the incident (1 day to 2 weeks)		
Activity	Responsibility	Secondary Assistance
Continue the needs assessment and impact assessment to identify: - What needs to be done - Who will undertake those tasks - How will they be co-ordinated (who will do what, how where and when.	MERC, MERO, MRM, Planning Department	DHHS
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.	MERC, MERO, MRM	DHHS
Activate an ERC in the impacted area if necessary	MRM.	DHHS
Initiate the Recovery planning process including the: - Establishment of the Community Recovery Committee - Development of a Community Recovery Plan	MRM,	DHHS, DSE, DPI, DPCD,
Agencies to implement their own Business Continuity and Staff Welfare plans to prevent worker burnout and fatigue	All Agencies, MRM	
If the recovery effort is broader than	DHHS, MRM, MERO	

Murrindindi Shire, the Regional Recovery Committee (RRC) may be activated to co-ordinate regional resources.		
Commence Planning for the development of a Transition Strategy to enable the timely and appropriate withdrawal of relief services and activities from an ERC. Transition to existing and/or new community support services such as an Emergency Recovery Centre	MERC, MERO, MRM	
Complete preliminary impact assessment of impacted Council infrastructure and assets.	Relevant Municipal Officer	
3. Short Term – 2 to 4 weeks		
Activity	Primary Responsibility	Secondary Assistance
Continue to monitor needs through the impact assessment process and community feedback.	Community Recovery Committee	
Continue the Recovery Planning Process including the Community Recovery Plan developed through engagement with the community.	MRM,	DHHS
Utilise community development workers and community engagement through: - information sharing - consultation - supporting community initiatives; and - active participation	MRM	
Start to compile Initial impact assessment data and notify the Department of Treasury and Finance of impacts and potential application for reimbursement.	MERO, MRM, Relevant Municipal Officers	
4. Medium Term – 1 to 4 months		
Activity	Primary Responsibility	Secondary Assistance
Continue to implement Community Recovery Plan	MRM, Community Recovery committee	
Commence planning for the development of a Transition Strategy to enable the timely and appropriate withdrawal of dedicated recovery services and activities, and transition to existing community support services.	MRM, CRC	DHHS
Apply for/Approval for NDRRA application (through DTF), obtain approval for works, arrange contractors/contracts	MERO, MRM, Relevant Municipal Officers	
5. Longer Term – 4 months and onwards		
Activity	Primary Responsibility	Secondary Assistance
Monitor, review and evaluate the Community Recovery Plan	MRM, Community Recovery Committee	
Continue the development of the Transition Strategy to support a seamless transition of recovery activities (council and support	MRM, Community Recovery Committee.	

agencies) into core business. Commence implementation of Transition Strategy.		
Implementation of works and restoration of assets agreed to by DTF/NDRRA. Completion of works and acquittal of funds within required time frame (may be as short as two years)	MERO, MRM, Relevant Municipal Officers	

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

- scale
- complexity
- geographic area
- level of human impact; or
- dispersion of the affected population

DHHS will assume the role of coordinating agency for recovery at the regional level whilst EMV has taken over coordination at the state level.

A debrief is to be taken as soon as is practicable for the Relief and Recovery Team after the closure of and ERC. This is an additional debrief to that convened by the MERC and will be convened by the MRM to cover specific relief and recovery issues. Learning from the event is to be documented.

4.2.3. 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. Table 4 below indicates the range and types of services, which can be needed in a recovery process and the principal sources of those services.

Table 4: Roles of Organisations and Agencies

TYPE OF SERVICE	CO-ORDINATED BY
Information Services	Murrindindi Shire Council Lake Mountain Alpine Resort
Material Aid	Rotary Clubs of Murrindindi Shire
Financial Assistance	Murrindindi Shire Council locally and DHHS at the regional level
Temporary Accommodation	Murrindindi Shire Council locally and DHHS at the regional level
Language Services	Murrindindi Shire Council locally and DHHS at the regional level
Rebuilding & Utility Restoration	Murrindindi Shire Council in conjunction with the statutory authority responsible for the affected utility.
Community Development	Department of Health and Human Services (Hume Region) in conjunction with the Municipal Recovery Manager / Community Recovery Committee.
Personal Support Services	Murrindindi Shire Council locally and DHHS at the regional level

4.3.LOSS AND DAMAGE REPORTING - IMPACT ASSESSMENTS

Since 2006 Impact Assessment has been a component of the emergency management arrangements of Victoria. The collection of data and reporting to government was originally the responsibility of the Office of the Emergency Services Commissioner. In March 2012, ownership of the function was transferred to Victoria Police.

With the advent of the *Emergency Management Act 2013* the collection of Impact Assessment data is now the responsibility of EMV.

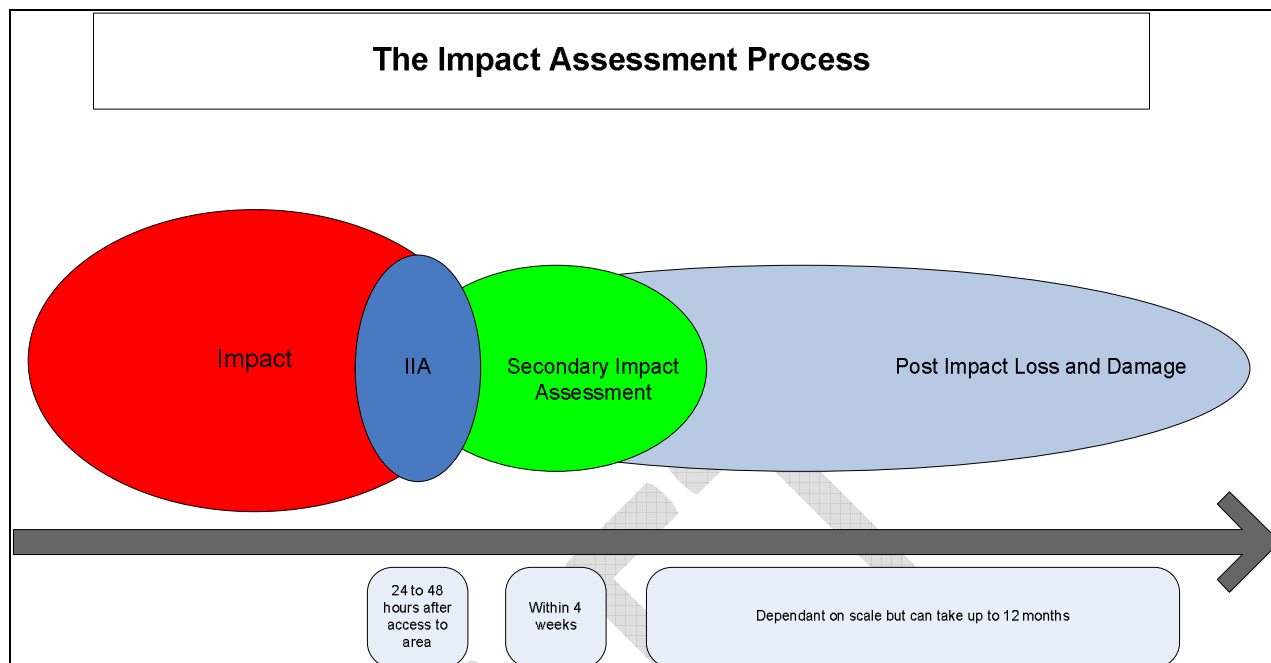
The first two phases of Impact Assessment, Initial Impact Assessment (IIA) and Secondary Impact Assessment (SIA), should provide a foundation for a more in-depth assessment during the transition from initial to post impact assessment. Generally the assessment timeline commences once access can be gained to an affected area following an emergency (refer Figure 6 below).

Impact Assessment is not the responsibility of a single agency; it encompasses data drawn from a number of different agencies and government departments. Whilst the IIA phase is essentially a visual inspection by first responders, the post impact phases utilise data drawn from agencies such as the Department of Health and Human Services (DHHS), local government, education sector, Department of Environment, Land, Water and Planning (DELWP), Vic Roads and subject matter experts depending on the nature and scale of the event.

In general terms, first responders conduct IIA, generating an immediate picture of the extent of damage and loss of life. Secondary Impact Assessment entails a higher level of data collection that can be generated from a number of agencies, departments and local government sources. Post Impact (Loss) Assessment is a far more detailed process involving analysis and input by experts.

The Incident Controller is responsible for initiating the impact assessment process. Once it is initiated the Incident Controller will request the appointment of a coordinator to manage the first phase of assessment. Once IIA transitions to Secondary and Post Impact Assessment a Recovery Co-ordinator is to be appointed to coordinate these phases.

The MRM will determine the staffing requirements of the team required to carry out any Council impact assessment. The composition of the impact team will depend on the type and scale of impact. Smaller impact assessments may be completed in house but larger scale events may require Council to request assistance from other municipalities. If this assistance is not available, the MRM may need to source assistance by employing third party agencies.

Figure 6: The Impact Assessment Process¹¹

4.3.1. INITIAL IMPACT ASSESSMENT

An Initial Impact Assessment (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. IIA is initiated and coordinated by the control agency.

The purpose of IIA is to provide an immediate assessment of an impacted area during the initial stages of an emergency by:

- Determining the impact and scale of the emergency;
- Gathering information to assist response, relief and recovery activities;
- Providing information to the government and the community on the impact of the emergency to promote confidence in the management of the incident; and
- Establishing a standard process for gathering, recording and reporting on impact related information

During IIA data about the impact of an emergency is gathered and verified during the first 48 hours of an emergency. The Incident Control Centre (ICC) should pass this information onto Councils as it comes to hand. Assessments for relief and recovery can be informed by IIA reports and can build upon the information received as a result of response activities.

The information from an IIA is provided to the MECC to enable the MERC, MERO and MRM to plan for current and future response and recovery activities.

¹¹ Sourced from EMV "Impact Assessment Guidelines 2015"

IIA data is used to assist recovery agencies to plan for potential relief and recovery requirements of communities by identifying the following impacts (not an exhaustive list):

- Community/ township built environment (sewage, water, electricity access);
- Injured/ deceased persons;
- Damage to local businesses vital to the community (suppliers of food);
- Damage to government facilities of community significance (schools, hospitals);
- Residential damage indicating displaced people, and
- Damage to essential road and rail transport connections that results in isolation of communities, homes, businesses.

In addition, the data will assist in informing local, regional and state budget holders regarding potential financial assistance requirements.

The MRM in conjunction with the MERO and MERC is to assess the impact of the incident and determine any requirement for recovery support in accordance with local resources.

The magnitude of the event and the subsequent recovery activities will be determined by the data collected during the post impact assessment.

4.3.2. SECONDARY IMPACT ASSESSMENT

Secondary Impact Assessment (SIA) builds on the observational information gathered through the IIA phase to provide an additional layer of analysis and evaluation. A secondary assessment is more detailed and the information supports understanding the type and level of assistance needed by affected communities. The Incident Controller will initiate the transition from IIA to SIA in consultation with the IIA Coordinator and Recovery Coordinator.

The SIA phase considers resources available within an affected community and identifies those needs and priorities that can only be met with outside assistance. The management of this phase will change from the incident, regional and state level IIA Coordinator to the Recovery Coordinator.

The following points should be considered when transitioning from IIA to either the Secondary or Post Impact Assessment Phase:

- Review incident risk assessments so that necessary measures are put in place for the safety and wellbeing of personnel that will be operating in the secondary and post impact assessment phases (such information would contribute to the development of operational briefings);
- Determine the need to conduct secondary impact assessment, or transition directly to local government where local resources are activated for the conduct of post impact assessment;
- Confirm the process of IIA data exchange from the Incident Controller to DHHS, recovery agencies and local government (an agreed process should be developed and documented which ensures that any further impact assessment information collected by the relevant controller is clearly identifiable and flows seamlessly to those agencies and organisations involved in recovery operations);

- Determine what resources are required during the secondary and post impact phases and for what period of time (resources could be sourced from agencies actively involved in IIA or by redirecting first responders where there is the capacity to do so and where such an approach would maintain continuity of understanding);
- Confirm which resources will be stood down and which resources will be activated such as Local Government, Red Cross and the Victorian Council of Churches;
- Map and understand key geographical areas within the area of impact where Secondary and Post Impact Assessment operations should be concentrated and prioritised, e.g. key infrastructure, isolated communities and community icons;
- Development of key messages to the community which can be included within the broad suite of warning methods, and
- Understand the complications associated with the return of the community to the impacted area and develop a suitable plan where the community members are informed and supported.

This secondary assessment process will have the recovery teams engaging with community members and obtaining impact information in greater detail. Returning residents may have had contact with IIA teams already, so subsequent assessors will need to keep this in mind and try to minimise 'assessment fatigue' by avoiding repeating the same questions that IIA responders may have previously asked.

Ideally secondary assessment teams will be deployed as soon as the Incident or Regional Controller declares the impact area safe. From past experience the timeframe for secondary assessment is within four weeks of the onset of the emergency event.

4.3.3. POST IMPACT ASSESSMENT

A Post Impact Assessment (PIA) estimates the cost of destroyed assets of an emergency across the five recovery environments. The assessment should inform the medium to longer-term recovery process, and guide planning that focuses on building structures and designing environments that enhances community resilience and assists in mitigating the impact of future emergencies.

A PIA draws upon information gathered from the Initial Impact Assessment and Secondary Impact Assessment and is an appraisal of the extent of damage, disruption and breakdown to the community and its infrastructure resulting from the emergency or disaster. Estimates are made for both physical and financial losses, such as the loss of business output.

A PIA will:

- Survey the extent of damage and evaluate financial and material needs:
 - Provide a priority listing to assist agencies in the performance of their functions to address community needs;
 - Monitor the acquisition and application of financial and material aid provided or required during the recovery period; and
 - Create a clear, implementable, and timely Recovery Plan as required (large scale emergency)

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

Council will coordinate the PIA for Council owned or managed property and assets. Other agencies may also be involved in PIA (e.g. DEDJTR when rural and farming enterprises are impacted, and DELWP where state owned land is impacted). Should the emergency extend beyond the boundaries of the municipality, PIA will be coordinated by DHHS.

4.4. MUNICIPAL RECOVERY COMMITTEE

Dependent on the scale of the emergency it may be essential to establish a Municipal Recovery Committee (MRC)

In establishing a MRC it is important to consider the functional areas of recovery (social, built, economic, natural and agricultural environments). It must also support a flexible approach that reflects the scale of the emergency and the diverse range of community needs.

The decision to form a Committee rests with Murrindindi Shire Council in consultation with the MRM.

4.4.1. MUNICIPAL RECOVERY COMMITTEE MEMBERSHIP

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

- MRM
- Councillor
- Government agencies
- Council managers/officers as required
- Lake Mountain Alpine Resort representative
- Community groups
- Affected persons with appropriate expertise
- Non-government agencies
- Economic Development Officer

4.4.2. MUNICIPAL RECOVERY COMMITTEE FUNCTIONS

- Monitor the overall progress of the recovery process in the affected community.
- Identify community needs and resource requirements and make recommendations to appropriate recovery agencies, municipal councils and the State's recovery management structure;
- Liaise, consult and negotiate, on behalf of affected communities, with recovery agencies, government departments and municipal councils;
- Liaise with Department of Health and Human Services as Co-ordinator through the designated Regional Director.
- Undertake specific recovery activities as determined by the circumstances and the Committee.

In the performance of these tasks, the Committee has direct access to the designated DHHS Regional Director who should have access to resources under the regional recovery planning arrangements.

4.5.COMMUNITY RECOVERY COMMITTEES

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, DHHS.

It is important that whatever recovery structure is implemented that all members of the affected community are provided the opportunity to give feedback and express their opinion in relation to the recovery process. Thus ensuring broad and diverse community input.

4.5.1. 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
- Other Council managers/officers as required

Community groups

- Affected persons with appropriate expertise (e.g.: primary producers or local business people)
- Non-government agencies
- Economic development officer

4.5.2. COMMUNITY RECOVERY COMMITTEE FUNCTIONS

The functions of the CRC are to:

- Monitor the overall progress of the recovery process in the affected 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 DHHS 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 DHHS Regional Recovery Coordinator whom should have access to resources under the regional recovery planning arrangements.

A suggested term of reference document for CRCs is located in the Appendix F.

4.5.3. COMMUNITY-BASED RECOVERY PLANNING

Community Recovery Plans (CRPs) are a process for the community to identify community recovery issues. This community led process can include:

- Consultation, visioning and priority setting workshops
- Development of draft priorities
- Submission of community priorities to funding bodies and coordinating agencies
- Establishment of working groups to support these priorities and
- Close consultation with local government and relevant approval agencies.

Key points to consider when supporting communities to undertake this process are to:

- Determine and clarify the role of the community recovery committee (if established);
- Determine what support the community wants or needs from the relevant agencies in facilitating the process
- Provide good facilitation and structure of the planning process
- Ensure the four areas of recovery are addressed
- Ensure relevant approval agencies are included as early as possible in the process i.e. local government, Goulburn Valley Water, DELWP etc
- Ensure good community consultation and engagement practices are undertaken, give community a range of times and mechanisms to contribute to the planning process;
- Develop a model for setting priorities
- Provide clear, consistent and transparent messages about what is and is not possible;
- Determine how the results will be communicated to community members and other agencies and
- Plan for need rather than according to funding availability.

CRPs may outline a wide range of priorities but are an important mechanism to identify and express how the communities can be supported by Murrindindi Shire Council, State and Federal Governments, local agencies and other philanthropic organisations.

The CRPs must be flexible documents that allow for regular review by each committee. The timeliness of the implementation of these priorities will be different for each community and may be hindered by availability of funding. There must be a long-term commitment by all agencies involved.

5. SOCIAL ENVIRONMENT

The social recovery environment addresses the impact an emergency could have on the health and wellbeing of individuals, families and communities. Social recovery is closely inter-related to the other four recovery environments.

At the local level, Municipal councils are responsible for coordinating the social recovery environment. At the regional and state level, DHHS is the Coordinator.

5.1.SUPPORT FOR INDIVIDUALS AND HOUSEHOLDS

Municipal councils are responsible for locally managing and delivering recovery services for affected individuals and communities. Murrindindi Shire Council will consider appropriate support strategies, including how individuals will access information, the coordination of services, and case support for a given emergency. The Department of Health and Human Services can assist if requested by municipal councils.

5.1.1. CASE MANAGEMENT

The primary goal of case management is to create a single point of contact/co-ordination for support and service provision to individuals and families impacted by an emergency¹². In order to identify the need for case management it is essential that as soon as possible following an incident affecting an area and/or community an Initial Impact Assessment (IIA) process is undertaken to ascertain the extent of disruption and damage across social, built, economic, natural and agricultural environments to help identify the assistance required.

The Case Management Service:

- is an individualised, relationship based service that seeks to support and empower individuals, strengthening their capacity over time
- is an individualized service delivery based on comprehensive assessment, which is used to develop a case plan, developed in collaboration with the individual or family, reflective of their choices and preferences for the service arrangements being developed
- facilitates and works on behalf of the individual or family to obtain services, grants or information where individuals or families find it difficult to act on their own behalf
- provides personal support, attends to immediate needs, provides information, assesses current circumstances and undertakes referral and application processes for other services as needed
- advocates on behalf of the individual, couple or family in accessing housing, medical, financial and other types of assistance, as needed
- Continuously updates the assessment and support plan to address new and changing needs.

¹² Victorian Bushfire Case Management Service, 'Practice Guide and Operational Instructions' November 2009

5.1.2. COMMUNITY DEVELOPMENT AND COMMUNITY DEVELOPMENT OFFICERS

Depending upon the type and impact of a disaster the physical impact upon the community may be a key determinant in the community's recovery¹³. The physical impact of events such as earthquake or bushfire will significantly impact upon the capacity of an affected community. Consequently they may be useful indicators of the need to initiate community development activities.

Community development may be required when:

- The emergency has a demonstrated impact upon community networks
- Where an affected area is experiencing or is likely to experience socio-economic disadvantage as a result of the emergency
- The nature of the emergency incurs a high degree of stress within the community that will impact upon its health and wellbeing

After time, community recovery programs should transition into regular mainstream services and activities that shift the focus from recovery, to community development¹⁴. Recovery agencies should consult communities on this transition of services, to ensure adequate support for the most vulnerable.

Often multiple community development activities will be taking place in an affected community. The use of a Community Development Officer to co-ordinate these activities and provide a point of contact for the affected community may be beneficial

Community Development Officers involved in community development recovery from a disaster have a very clear role to support and facilitate individual and community recovery. The underlying principle is the empowerment of individuals and communities to manage their own recovery.

5.2.ACCESSING INFORMATION

Individuals are encouraged to obtain information and services that will support their recovery. Municipal councils are responsible for promoting a single point of contact for residents to obtain information about the support, services and assistance that could be available. At Murrindindi Shire Council, this single point of contact is the MRM. In a complex event where one on one contact with the MRM is not possible, the MRM will coordinate and oversee all information provided to the community with support provided by the Manager Communications.

DHHS can assist local government if requested.

5.3.FINANCIAL ASSISTANCE

Recovery programs are generally in the form of advice and services for affected individuals and communities, rather than direct financial support. Individuals and households are expected to actively protect their own property and assets (e.g. through adequate insurance), to minimise the financial impact of emergencies, and support their recovery.

¹³ Emergency Management Australia, 'Community Development in Recovery from Disaster', September 2003

¹⁴ Emergency Management Manual Victoria, Part 4, S4.5.3 'Activation of Recovery Activities and Transition to Post Recovery', p4-15, October 2014

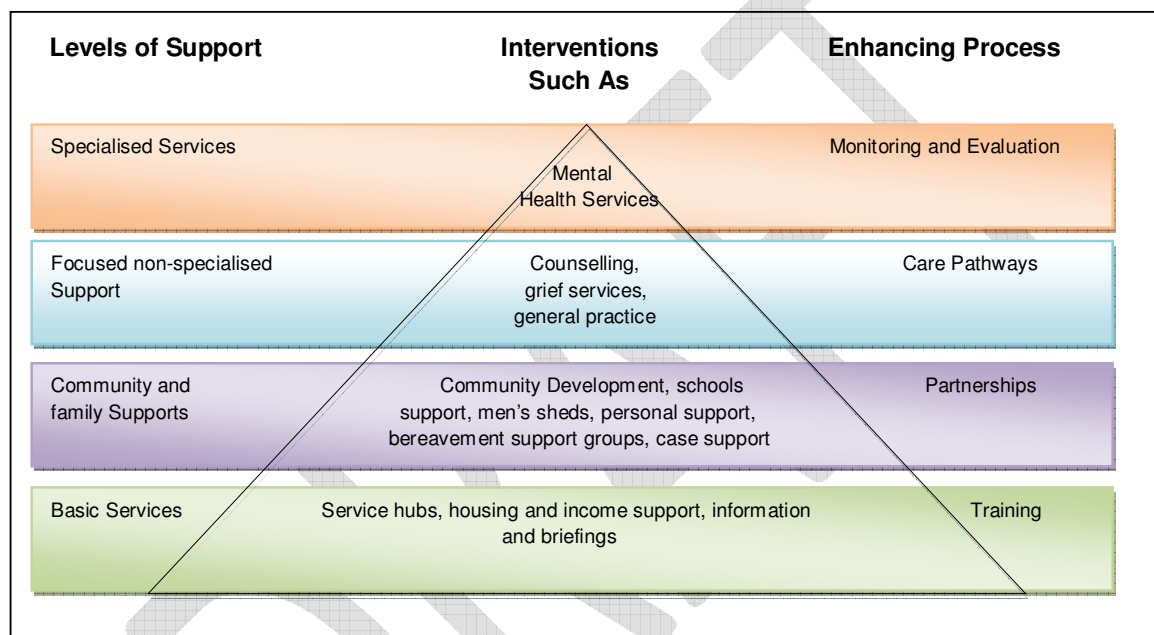
The Department of Health and Human Services is responsible for administering income-tested personal hardship assistance re-establishment payments to help eligible households re-establish as quickly as possible.

5.4.PSYCHOSOCIAL SUPPORT (INCLUDING COUNSELLING AND ADVOCACY)

Psychosocial Support includes supporting the emotional, spiritual cultural, psychological and social needs of individuals. A range of accessible support is needed to address the various ways people are typically affected by emergencies.

Figure 7 uses a pyramid structure to show the varying types of support services that could be established.

Figure 7: Levels of Intervention Pyramid for Psychosocial Support¹⁵



5.4.1. PERSONAL SUPPORT

Personal support is initiated in relief operations and can continue as part of recovery, alongside a range of individualised support programs. Various government and non-government agencies can provide personal support, including the Victorian Council of Churches (VCC), Red Cross, The Salvation Army, and DHHS.

Locally, Murrindindi Shire Council has an agreement with VCC and an MOU with Nexus Primary Health for the delivery of outreach services that target residents impacted by a trauma or emergency event.

5.4.2. COMPANION ANIMALS

The benefits of companion animals and pets to the wellbeing of individuals and households must be considered in the development of recovery programs. Animal welfare arrangements are detailed in the

¹⁵ Adapted from: Emergency Management Manual Victoria, Part 4 'State Emergency Relief and Recovery Plan', p4-23, October 2014

Murrindindi Shire Council Emergency Animal Welfare Plan (copies are available from the MFPO or via Crisisworks (<https://murrindindi.mecccentral.com>) for MEMPC members or emergency services).

5.5.TARGETED RECOVERY PROGRAMS FOR THE BEREAVED

In their planning, communications and community engagement, all agencies and groups involved in recovery must recognise the diverse needs of affected individuals and communities. As highlighted in the *National Strategy for Disaster Resilience*, emergencies do not impact everyone in the same way and vulnerable community members are often the hardest hit.

Murrindindi Shire Council has endeavoured to plan for all groups and community types within the municipality of Murrindindi.

5.5.1. GENDER AND EMERGENCY MANAGEMENT

Men and women respond to emergencies differently, so recovery programs must be aware of gender differences. Municipal councils are responsible for working with individuals and communities to develop appropriate recovery programs that recognise and respond effectively to gender differences. Men and women may have different needs and priorities in relief and recovery phases of an emergency. The different needs of men and women need to be taken in to account when developing recovery support options, communication methods and consultation mechanisms.

Evidence shows that the incidence of family violence increases post-disaster. Men are more likely to die in floods and bushfires than women and men strongly influence family decisions to stay and defend homes during bushfires, sometimes with tragic results. To positively affect such outcomes, the influence of gender roles and differences must be understood and addressed.

Murrindindi Shire Council has utilised the Municipal Association of Victoria's "Gender and Emergency Management Strategy" to aid in the development of this plan (<http://www.mav.asn.au/policy-services/emergency-management/Pages/gender-emergency-management.aspx>).

The Strategy states that in Australia specific research into the effect gender differences and roles have on how individuals and communities prepare for, responds to and recover from disaster is sparse. However from what research exists in Australia and internationally a few general conclusions can be drawn:

- Relationship violence, child abuse and divorce have increased in the wake of overseas disasters¹⁶
- Men are more likely to die in floods and bushfires than women¹⁷
- Men strongly influence family decisions to stay and defend homes during bushfires, sometimes with tragic results¹⁸
- Men in a given household often have greater knowledge of formal emergency procedures than women¹⁹

¹⁶ In the US, a 2009 study showed a four-fold increase in intimate partner violence following Hurricane Katrina. The increase was driven by first-time occurrences of violence amongst displaced people. Additionally New Zealand police also reported a 53 per cent increase in call-outs to domestic violence incidents over the weekend of the Christchurch earthquake on 4 September 2010.

¹⁷ Amanda Ripley, 2008, *The Unthinkable: Who Survives When Disaster Strikes - and Why*, New York, Three Rivers Press

¹⁸ Haynes K, Handmer J, McAneney J, Tibbits A, Coates L, 2010, Australian bushfire fatalities 1900-2008: exploring trends in relation to the "prepare, stay and defend or leave early" policy, 13 (3), *Environmental Science and Policy*, 185-194.

¹⁹ Enarson E and Morrow H (eds), 1998, *The Gendered Terrain of Disaster: Through Women's Eyes*, Praeger, Santa Barbara.

- If women receive and understand disaster warnings, they play an important role in spreading the message through informal social networks²⁰
- There is generally an increased burden of care-giving in the recovery and reconstruction phases and this is disproportionately shouldered by women.
- The many informal processes of rebuilding a sense of safety, community and resilience are also largely undertaken by women²¹
- Women face exclusions or have limited participation in some forums
- women experience more economic vulnerability post-disaster than men
- Men are less likely to access support to deal with trauma

5.5.2. CHILDREN AND YOUTH

All agencies need to address the unique needs of children and youth in relief and recovery, in consultation with the Department of Human Services' *Emergency management planning for children and young people guide*.

A copy of the guide is available at:

- <http://www.dhs.vic.gov.au/about-the-department/plans,-programs-and-projects/plans-and-strategies/emergency-management/emergency-management-planning-for-children-and-young-people>

Children and young people account for around a quarter of Australia's population. They have unique needs and are particularly vulnerable in emergency events. Children are different from the adult population physically, psychologically and developmentally and their needs in emergencies and disasters should form an integral part of emergency management plans and the review process.

The Department of Education and Early Childhood Development is responsible for managing and coordinating school activities that address child and youth recovery.

Murrindindi Shire Council has used the DHHS guide in the preparation of this document and recognises that:

- Though all people are affected by an emergency, children and young people are uniquely vulnerable and require targeted and specialised interventions to help ensure the best opportunity to achieve a successful recovery
- Generally, there is a lack of advocacy for children and young people in the emergency management sector.
- Children are not 'little adults' and should not be managed in the same way as adults.
- Children and young people do not fit a "one-size-fits all" approach to emergency management planning. Instead, emergency management plans should consider the developmental stage of those affected.
- Children and young people can contribute to the emergency management planning process, and should be encouraged to do so

²⁰ (ibid)

²¹ (ibid)

5.5.3. 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 who are registered with Murrindindi Shire Council as receiving a Council service. Some of these people may require assistance in an emergency situation.

5.5.4. VULNERABLE PERSONS REGISTER

In accordance with the requirements of the DHHS, Murrindindi Shire Council has implemented the Vulnerable People in Emergencies (VPE) Policy 2012 including the creation and management of a Vulnerable Persons Register (VPR). This has included identifying vulnerable persons not receiving services and detailed for screening for the VPR. The electronic VPR has been implemented and is maintained and coordinated by Murrindindi Shire Council.

For further information on either the VPE 2012 policy or the VPR, please contact DHHS or visit their website: www.dhs.vic.gov.au

5.5.5. VULNERABLE FACILITIES LIST

The VPE 2012 also requires that a list of local facilities where vulnerable people are likely to be situated is coordinated and maintained by 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 and other agencies on Crisisworks (<https://murrindindi.mecccentral.com/>)

5.5.6. DISPLACED AND DISPERSED PEOPLE

All agencies must consider support recovery activities for isolated communities, and displaced and dispersed people in other communities. Murrindindi Shire Council works closely with isolated communities to support vulnerable people through the Vulnerable Persons Register and that the broader community is aware of potential emergency risks and have personal bushfire plans in place.

Council will work with other municipalities, the Red Cross and other support agencies to assist displaced and dispersed populations who are within Murrindindi Shire at the time of an emergency to repatriate them to their communities of origin.

Council will work with DHHS and local support agencies to support homeless people and people in tenuous housing at the time of an emergency.

5.6.COMMUNITY RECOVERY COMMITTEES AND SOCIAL RECOVERY

A function of CRCs (see 4.6.2 above) is to consider the social aspect of the recovery process.

Community recovery committees are the primary method for supporting community recovery after an emergency. Municipal councils are responsible for establishing a community recovery committee as soon as possible.

5.7. RECOVERY CENTRES

Once the relief effort has passed (after a few days to a week) impacted persons may still need centralised access to services. Council may choose to establish a recovery centre to support this access. In some cases, Murrindindi Shire Council may transition a relief centre into a recovery centre, or establish a standalone recovery centre. Recovery centres provide a single point of entry for affected persons for an 'all agency, all stakeholders' integrated recovery process. Murrindindi Shire Council will specifically request various recovery support agencies to attend the recovery centre to provide advice and guidance. These agencies may include DHHS, Red Cross, Salvation Army, Nexus Primary Health and other local support providers. Services available through recovery centre include: food, clothing, legal advice, counselling support, insurance, interpreter services and essential services.

Recovery centres will run until it is determined by the MRM that a recovery centre is no longer required. Recovery is the lengthy process that follows emergency relief and it can take years in some instances to recover to an 'approximation of normal'. Recovery involves repatriation, reconstructing permanent homes and infrastructure and enabling income-generating activities so that communities can once again operate independently.

During recovery, people displaced by a disaster are assisted in returning to their homes. At every stage of emergency management, protection is required for those at risk and during the repatriation process, women and children can be particularly vulnerable.

As people begin to return home, healthcare facilities, schools and water supplies need to be rebuilt. New jobs may need to be created and access to micro-credit loans provided so that individuals can establish or re-establish their own businesses.

While emergency relief is essentially providing people with whatever they need to survive, recovery means enabling them to get back on their own two feet. Most people are eager to become self-sufficient – to feel confident that once the aid workers leave, they will have a viable and secure future.

If resources are exhausted Murrindindi Shire Council may request help from DHHS and other municipalities to establish, or continue running, a recovery centre.

5.8. COMMUNITY SERVICE HUBS

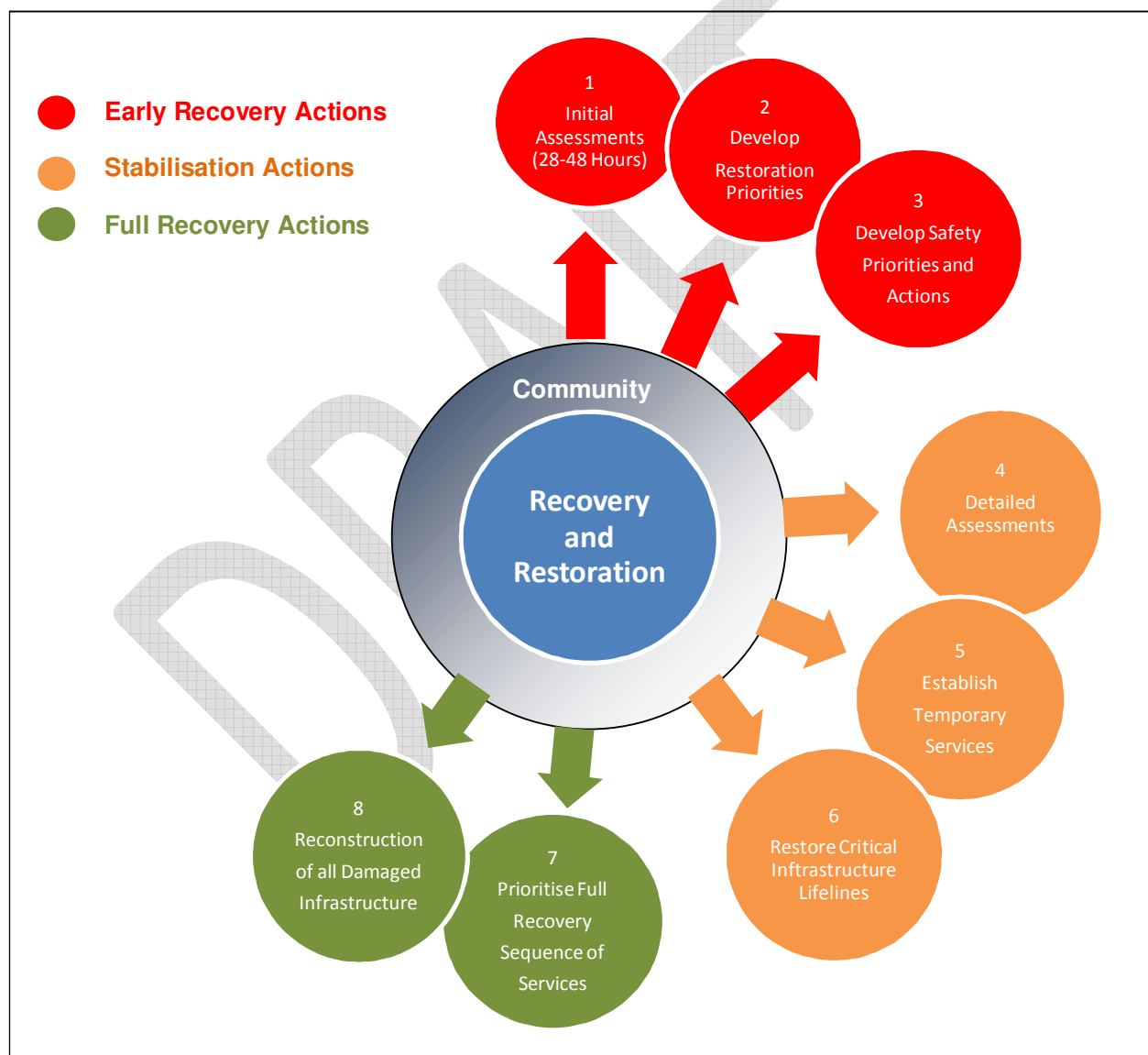
Community service hubs are similar to recovery centres, but they are established by DHHS and typically run over a longer period. The type, size and complexity of an emergency will determine the need to establish a community service hub.

6. BUILT ENVIRONMENT

6.1. INTRODUCTION

Infrastructure underpins the ability of private and public community services to function and assists impacted communities in their daily lives. Restoring impacted infrastructure post emergency, quickly and efficiently, assists communities in returning to an effective level of functioning more swiftly. Similarly to be able to deliver effective relief and recovery services to impacted individuals and communities the restoration of essential infrastructure and services that supports the delivery of relief and recovery needs to be prioritised.

Figure 8: Cross Sector Coordination Model²²



²² Emergency Management Manual Victoria, Part 4 'State Emergency Relief and Recovery Plan', p4-26, October 2014

Local infrastructure may also form an important part of community identity and connectedness. For example, some public buildings have an important symbolic role and the loss of such buildings can have a negative impact on community morale.

The Cross Sector Coordination Model (see figure 8 above) provides a framework that guides and supports the restoration and recovery of essential infrastructure and services.

Built environment impacts include (but are not limited to):

- Essential utilities and services
- Water, electricity, gas and telecommunications
- Roads (including bridges) and transport (including supply chains)
- Residential buildings
- Water and wastewater management
- Waste and pollution management
- Community and public buildings and assets.

6.2. CRISISWORKS IMPACT ASSESSMENT MODULE

Murrindindi Shire Council uses the Crisisworks Impact Assessment module to allow near real-time impact assessments by Council officers on Council Assets post emergency. The Impact Assessment module comes in the form of a customisable application that is downloaded to any smart device. The application allows officers to record event impacts to Council infrastructure by using GPS location data, photographs of the damage, an entered description of the damage and initial estimates of resources required to make safe or repair for later review. The application is a cloud based solution and can be used in areas without telecommunications as the information is stored on the device and uploaded once a reconnection to a network has been re-established. The application also allows for the real time tracking of the impact assessment team by the MERO in the MECC.

6.3. ASSESSMENT OF DAMAGED BUILDINGS

6.3.1. RESIDENTIAL BUILDINGS

Residential losses can contribute significantly to individual, family and community disruption. Residential damage affects:

- Provision of shelter
- Protection of household contents
- The feeling of belonging that is 'home'
- Vulnerable sectors of the community
- Coordination of recovery and reconstruction operations.
- Damage may be a combination of structural and non-structural damage that may:
 - render the residence dangerous for entry
 - allow entry but prevent occupation of the building
 - require building repairs
 - be fixed by minor work
 - involve damage to contents.

Data regarding the impact to personal assets (homes, buildings, infrastructure, livestock etc) will be documented where possible when registering people at ERCs.

Timely assessment and repair of homes is critical to expediting the return of people to approximate normal life functioning. It is the responsibility of the Householder and Property owner to be adequately insured so that the clean up, repair and reconstruction of damaged property can take place. The Victorian Building Authority provides building advice and information and in some cases can assist in speeding up the building cycle after an emergency event.

The Department of Health and Human Services can support households arrange interim accommodation and assist with planning future housing arrangements.

Should the state need to assist in respect of clean up and demolition Department of Economic Development, Jobs, Training and Resources will coordinate, as appropriate.

6.4.CLEAN UP AND DEMOLITION OF DAMAGED STRUCTURES

Council will coordinate the clean up and demolition of its own damaged assets. It is the responsibility of the householder, private owner or insurance company to clean up and dispose of privately owned damaged structures.

A Council building inspector will be available to offer advice, including demolition and clean up, and assessments of buildings if required.

Council can apply to the Environment Protection authority to seek emergency disposal of waste, which may enable partial or complete waiving of disposal fees for ratepayers

6.5.BUILDING ADVICE AND INFORMATION

Impacted persons who believe that they may have asbestos on site or who need an assessment of personal buildings impacted by an emergency are encouraged to contact council's building department.

When rebuilding, information on building standards in Murrindindi Shire is available online (at http://www.murrindindi.vic.gov.au/Your_Property/Building_and_Construction) and by phoning the Murrindindi Shire Council building department on 5772 0366

If temporary homes are required post emergency, Murrindindi Shire Council will coordinate their location and construction with assistance from the DEDJTR

Section 5.4 above lists emergency accommodation providers for impacted residents

6.6.ESSENTIAL UTILITIES AND SERVICES (INCLUDING BANKING, EDUCATION, AND HEALTH)

Buildings that supply the community with essential services such as education, health care and banking, will be considered a priority for restoration by Murrindindi Shire Council.

6.7.CRITICAL INFRASTRUCTURE

Each of the main infrastructure suppliers in Murrindindi Shire (electricity, water, gas and telecommunications) has a plan for dealing with impacts to their services. It is beyond the scope of this plan to capture that information.

Murrindindi Shire Council will still be required to perform a number of essential community services during an emergency (e.g.: meals on wheels, client care etc). As a result, the Alexandra Office (Perkins St, Alexandra) has a backup generator to provide power during power outages.

6.8.COMMUNICATIONS

The loss of telephone services, both cabled and cellular, will adversely impact other infrastructure operators, in addition to general commerce and the function of communities. Any disruption to internet services can be expected to have a like effect.

All of the communications providers have plans in place to help in the restoration of impacted assets. The timing and restoration of these assets is entirely the responsibility of the communication providers and it is beyond the capacity of this plan to describe these processes.

Loss of television and radio services can be anticipated to have a negative influence on the psyche of impacted communities.

6.9.POWER AND GAS

Damage and loss to energy systems has far reaching implications for infrastructure in other sectors, upon which it is dependent, in whole or in part:

- Transportation systems:
 - Rail systems (such as electrified networks, ticketing systems and signals), traffic signals and liquid fuel supplies.
- Water
 - Loss of pressure from pump failure, contamination issues and sewerage systems.
- Communication systems
 - Cellular services, computer systems, internet and cable television.

In addition, loss of energy supplies to industry and businesses in affected areas leads to closure and economic impacts. Health and education services will also be affected.

Loss to domestic customers affects basic needs in terms of the provision of heating, cooling and light, which will have health implications. Vulnerable members of the community are most at risk. Restoration of services is often a complex task involving a diversity of stakeholders and priorities should be determined as quickly as possible. The Department of State Development and Business Innovation is the portfolio department responsible for power and gas supplies.

6.10. ROADS AND TRANSPORT

Transportation systems, including rail, road and air, provide mobility for passengers as well as the movement of goods from one point to another. Highways are among the oldest of infrastructure lifeline systems. These systems can often be interrupted and destroyed from the impact of a various number of hazards. Bridges represent a particularly vulnerable link in transport systems.

Disruption to transport systems affects communities and impedes recovery efforts, such as the restoration of other critical infrastructure and services. In any major recovery effort, the situation demands simultaneous actions at an accelerated pace.

In Murrindindi Shire, restoration of roads and transports will focus on:

- The restoration of arterial routes and local road infrastructure, providing access and egress to the affected areas (including local roads and bridges)
- The re-establishment of public transport services where possible
- Prioritisation and re-instatement of critical supply chains such as road access to allow deliveries of food, fuel and other essential community needs.

The Department of Economic Development, Jobs, Training and Resources is the portfolio department with responsibility for transport and transport services.

6.11. WATER AND WASTEWATER

When a community is affected by an emergency, they often require the provision of emergency water and wastewater management to support health and wellbeing.

When the size and complexity of emergency recovery exceeds the local resources, coordination of emergency drinking water supplies and sewerage services becomes the responsibility of DELWP. Department of Health and Human Services is responsible for providing advice about the safety of drinking water.

6.12. WASTE AND POLLUTION

As a direct result of an emergency or due to the emergency response, considerable quantities of additional waste and disruption to waste collection and disposal systems can occur. The waste management system is dependent on the functioning of other municipal systems, in particular road networks and communications. These dependencies can result in the impacting of the emergency on waste services to properties directly affected, and also those not directly involved.

Air, water pollution and soil contamination can result from the waste derived from an emergency, which may generate larger volumes of waste, and more hazardous waste, than under normal conditions. The Environment Protection Authority is responsible for leading the development of strategies dealing with pollution management, including:

- Removal, transport and disposal of solid waste and debris
- Mitigation of the impact of wastewater on catchments, waterways, marine environments and human health
- Response to the health, visibility and amenity impacts of air pollution caused by smoke, dust, chemicals and unpleasant odours
- Supplementation of disrupted systems and facilities to manage the ongoing generation of human waste (sewerage) and garbage.

Council has responsibility for delivering waste collection and disposal services from households, businesses and public places. During and after any emergency Council will remain responsible for ongoing collection and disposal of household garbage via the kerbside service. This service will continue to the fullest extent possible during the emergency. In the early recovery and stabilisation phases the focus will be on ensuring all ratepayers have bins or access to bins for disposal of household and putrescibles rubbish. If necessary communal collection points can be established as a first response, to be followed by full re-instatement of the kerbside collection service as soon as practicable.

Waste will continue to be delivered to the Alexandra Landfill, unless it has been compromised by the emergency in which case an alternative disposal arrangement would be sought with another nearby

landfill, either the Hildene Landfill (Seymour) operated by Mitchell Shire Council or the Hanson (Wollert) private landfill.

Council's transfer stations will continue to operate to the fullest extent possible during and after the emergency. Council will determine as soon as possible after the emergency what level of assistance will be provided to ratepayers. This may include discounted or free disposal of waste and debris for affected ratepayers.

Large volumes of inert waste can be disposed direct to the Alexandra Landfill. The site contains a cell constructed specifically for that purpose after the 2009 wildfires which was only partially filled. Depending on the scale and classification of the emergency, an emergency waste discharge permit can be sought from EPA which can make disposal more convenient and reduce the costs to Council and ratepayers.

Council is able to facilitate provision of waste services at staging grounds in the form of wheelie bins or skip bins. Due to the fact that increased cleanup waste volumes may have a significant financial impact on Council, recovery agencies need to discuss waste disposal arrangements at the earliest opportunity for significant events. Council will be responsible for establishing and communicating tipping fees, and for maintaining an account of costs incurred.

For local and regional events, management of the waste issues within the municipality will remain with the waste officer. For events of state or national significance, the event and recovery may be managed at a state level, with coordination by DEDJTR as required.

The provision of waste services to the community at all phases of an emergency presents opportunities to communicate with the public, including use of collection vehicles as travelling billboards and use of resource recovery centres as information and social hubs.

6.13. COMMUNITY AND PUBLIC BUILDINGS AND ASSETS

The state government, local councils, community and private sector all have responsibilities when community facilities are damaged or destroyed.

Damaged facilities can include:

- Community/neighbourhood centres and places for congregation
- Schools and learning institutions
- Kindergartens and child care facilities
- Places of spiritual worship (including churches, mosques, graveyards and memorials)
- Sporting and recreational facilities and clubs
- Cultural centres
- Entertainment venues
- Restaurants and cafes.

Each of these facilities has the potential to assist the community in its recovery process, but if damaged would be unable to perform their community functions. The damage may be structural damage to buildings or damage to furnishings and contents, or both. The property manager is responsible for ensuring adequate insurance is in place to enable the restoration of community facilities. Critical public buildings, infrastructure and facilities are pre-identified as priorities in the recovery planning process and adequate arrangements developed for their restoration or replacement if required.

If a large scale emergency occurs where considerable amounts of infrastructure are impacted, all levels of government will work together on the restoration, not only rebuilding like for like, but also taking the opportunity to restructure community infrastructure if required (for example, co-location of pre-schools, playgroups and kindergartens etc)

Departments are responsible for the restoration of critical infrastructure that sits within their portfolio, in conjunction with the Victorian Managed Insurance Authority and relevant private operators. Local councils are similarly responsible for council owned and managed assets and infrastructure, working with local businesses where appropriate.

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7. ECONOMIC ENVIRONMENT

The economic recovery environment addresses the economic impact of an emergency, which may include impacts on individuals and households, small and large businesses, industries, tourism and the broader economy. Economic impacts range from immediate and intense, such as loss of personal income or loss or damage to business premises, to long-term and chronic, such as loss of workforce due to displacement, loss of workplace and/or resource (e.g. a forest) or reluctance of tourists to travel to hazard-prone areas. Early consideration of the economic consequences of an event is critical for community recovery. The viability of communities affected by emergencies can be dependent on the ability of local businesses to recover. Often local community leaders are also local business leaders. The viability of local businesses can impact on decisions within the broader community about whether or not residents will return.

7.1. LOCAL ECONOMIC SUSTAINABILITY

It is the responsibility of individuals and businesses to maintain adequate insurance and establish continuity plans to help reduce the impact of emergencies, though, history shows that this is often not the reality.

Locally, Murrindindi Shire Council is the coordinator of the activities required in the economic recovery environment. At the regional and state level, DEDJTR is responsible. Local economic rebuilding and recovery is essential to the effective recovery of the wider community as the community and the economy are very closely linked.

The immediate challenge for an impacted community is to restore markets and access to markets for goods, services and labour affected by the emergency. Coherent and comprehensive strategies for post-emergency employment promotion are essential as post emergency employment supports short-term stability, reintegration, economic growth and the recreation of a sustainable economy.

7.2. SUPPORT FOR INDIVIDUALS AND HOUSEHOLDS

The economic consequences of emergency events for individuals and households can include impacts on:

- Employment security (either the availability of work or the ability of people to undertake work)
- Family income - payment of salaries or wages
- Ability to service debts
- Access to bank accounts, liquefiable assets and insurance payouts

Individuals and households are responsible for maintaining insurance and other risk mitigation strategies to minimise the economic impact of emergencies.

A variety of programs may be made available to assist with the immediate economic impact of an emergency on individuals and households. These relief arrangements for individuals and households are identified in Section 3 above. Recovery programs will focus on supporting individuals and households to return to their pre-existing livelihoods or establish alternative livelihoods. Recovery programs are generally in the form of advice and services, rather than direct financial support.

7.3.SUPPORT FOR BUSINESSES

The economic consequences of emergency events for businesses can include:

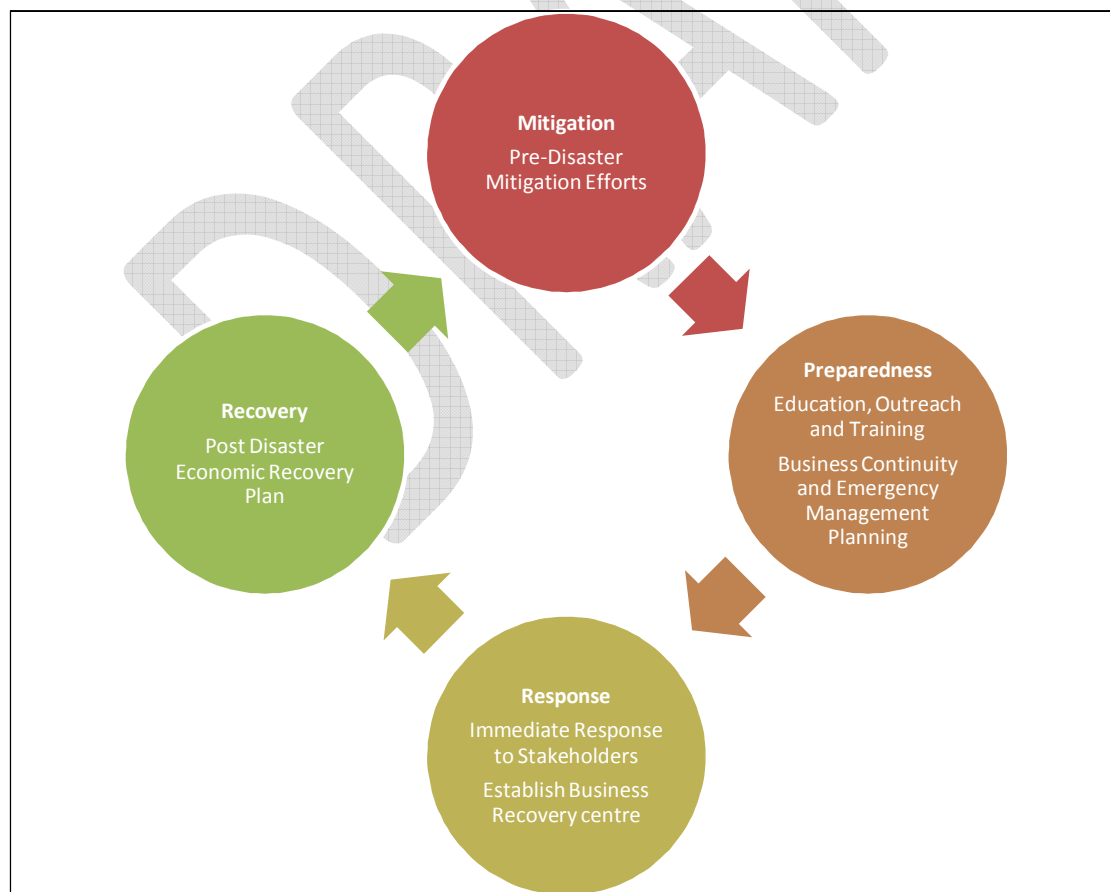
- unavailability of workers
- damage to physical premises and/or stock
- reduction in trade for individual businesses
- impact on cash flow and viability.

Individual businesses are responsible for maintaining insurance and business continuity plans to minimise the economic impact of emergencies.

Targeted recovery activities will focus on the provision of information and advice to businesses to support decision making and encourage a return to business. They may also involve the use of local businesses in recovery activities, development and promotion of local employment opportunities, local tourism and support of locally affected businesses.

Murrindindi Shire Council is responsible for the local management and delivery of economic recovery activities for businesses in the Shire of Murrindindi. At the state and regional level DEDJTR can assist municipal councils with this role. In the case of major disasters, such as the 2009 bushfires, a specialist authority may be established (such as the Victorian Bushfire Reconstruction and Recovery Authority) to coordinate rebuilding and recovery initiatives.

Figure 9: Emergency phases that businesses need to be aware of and plan for



7.3.1. MITIGATION AND PLANNING FOR EMERGENCIES

Preparing business communities for disaster is a critical pillar of overall community planning and resilience. Investment into building local business capacity is never a bad investment as whether it is a natural disaster or an economic crisis, sound planning can provide a buffer and a solid building block for recovery.

7.3.2. RESPONSE PHASE - IMPACT ASSESSMENT AND ONGOING DATA GATHERING

Obtaining early and accurate information regarding the impact of an event is a core expectation on local government. Impacts on individuals, infrastructure and the community are generally measured and managed initially through municipal emergency recovery arrangements.

In terms of business recovery, a rapid impact assessment is a critical step that can help facilitate the appropriate response from government. Data gathering methods will vary given the scale and the timing of the assessment - phone calls, inspections, surveys and self reporting via insurance claims, media regulatory channels and the like. Initial assessment is of a 'top line' nature - for example best estimates of how many commercial businesses have incurred physical damage and from this there can be some extrapolation of impacts on employees, suppliers, etc.

7.3.3. RECOVERY – ESTABLISHING A BUSINESS RECOVERY CENTRE

Establishing a business centre is an integral feature of planning for business response to an emergency. Upon presenting at a relief centre to attend to personal needs, business operators will then be directed to a suite of business case management services.

In the early days of relief centre establishment, an area will be quarantined for a business support presence. Individual needs will of course take precedence but referral for business related needs must be streamlined and accessible. The need for a dedicated business support area is a point that cannot be made strongly enough - there are many barriers to business owners seeking support from perceptions such as their issues not being as important or fear of backlash i.e. “I have nowhere to live and you are worried about your business” to assumptions that they have no entitlement to support or no-one can remedy their issues.

Following the initial recovery referral area, the business support 'space' can transform into a hub for coordinated business case management from suitably qualified agencies working in partnership. At an appropriate time, a separate location to the emergency relief centre is ideal (see 7.6 below for further information on the creation of a business recovery group).

7.3.4. BUSINESS RECOVERY

The structure of recovery teams varies greatly from council to council based on scale of event, organisational structure and the level of resourcing available.

There is no recommended single effective structure; however there are a number of principles which optimise effectiveness:

- Economic development cannot be a lone ranger nor can it be an afterthought, the folio must be well represented in the adopted structure.

- Core business is not different from recovery; it is just a matter of priority shifting.
- Temporary resources can deliver highly effective project output freeing up time for permanent resources to make best use of their local networks to support the recovery effort. (NOTE Temporary resources can only be effective if solid plans/templates are in place).

7.3.5. BUSINESS RECOVERY RESOURCES

Murrindindi Shire Council developed a “Restore Your Business Community – Practitioners Handbook” post the 2009 fires, that captures lessons learned, tips and resources to guide Economic Development practitioners in helping their business communities through disaster planning, response and recovery .

The Guide is downloadable from the Murrindindi Shire Council Website

([http://www.murrindindi.vic.gov.au/Tourism and Business Industries/Business Support and Advice](http://www.murrindindi.vic.gov.au/Tourism%20and%20Business%20Industries/Business%20Support%20and%20Advice))

Business Victoria’s website provides guidance on business preparedness, risk mitigation and business continuity (www.business.vic.gov.au). CPA Australia also has a toolkit for business recovery post disaster (<http://www.cpaustralia.com.au/professional-resources/business-management/business-recovery/disaster-recovery-toolkit>)

The Tourism Victoria website includes a series of downloadable resources to assist businesses and local and regional tourism organisations plan for, respond to and recover from emergencies (<http://www.tourism.vic.gov.au/component/content/article/17-business-tools-and-support/433-crisis-resources.html>).

7.3.6. MURRINDINDI INC

Murrindindi Incorporated (Inc) is the peak business and tourism body in the Shire. The Murrindindi Inc Board is made up of key executive members from:

- Alexandra Traders & Tourism Association
- Eildon Action
- Kinglake Ranges Business Network
- Lake Eildon Houseboat Industry Association
- Marysville Triangle Business & Tourism Inc.
- Victorian Caravan Parks Association – Eildon Division
- Yea Business & Tourism Association

Murrindindi Inc is a representative body that takes a strategic approach to industry development and business support. Murrindindi Inc aims to nurture and strengthen local tourism businesses by liaising with regional authorities and state bodies on behalf of operators and by providing a number of resources and opportunities to assist business operators with their day-to-day business activities.

Murrindindi Shire Council and Murrindindi Inc have a strong partnership and work in collaboration on a range of matters and through their combined databases and networks would be very useful in disseminating information and providing a business perspective leading up to during and following an emergency or natural disaster.

7.4.FINANCIAL ASSISTANCE

Natural Disaster Financial Assistance is sometimes made available to help alleviate the financial burden experienced by individuals and businesses following a natural disaster. This is administered in accordance with the Natural Disaster Relief and Recovery Arrangements or alternative delivery arrangements.

7.5.BUSINESS RECOVERY GROUP

If the circumstances warrant, Murrindindi Shire Council will assist in the creation of a business recovery group to coordinate local business recovery actions. The recovery initiatives should be undertaken and coordinated through an established local organisation and/or regionally developed 'economic' recovery group. Key Stakeholders may include (but not be limited to):

- Local Business and Tourism Association
- Regional Development Victoria
- Office of the Victorian Small Business Commissioner
- Small Business Mentoring Service
- Agribusiness association (regional)
- Rural Finance Corporation
- Council

This group should be established to assist with:

- Consultation and stakeholder engagement, develop knowledge and information systems that identify the medium to long term recovery needs of businesses affected by the event;
- Developing and coordinating local, regional and metropolitan programs and events that will assist the recovery of businesses affected by the event
- Informing and influencing Government and associated agencies in relation to programs and funding needs to aid business recovery
- Publicising and facilitating access to support services that will assist the recovery of businesses affected by the event and
- Monitoring and reporting to stakeholders and Government on the outcomes of business recovery programs.

Murrindindi Shire Council will maintain involvement throughout the 'economic' recovery process and will:

- Support the development of an Economic Recovery Strategy
- Advocate for the use of local contractors/businesses in the recovery process and, if unable, develop strategies to support local contractors/businesses
- Conduct local networking meetings and information sessions
- Where funding permits, recruit Business Support Officers to provide independent business development advice to Murrindindi Shire businesses impacted by the event and
- Support access to the small business mentoring service to businesses either directly or indirectly impacted

8. NATURAL ENVIRONMENT

8.1. INTRODUCTION

A third of Victoria is public land comprising parks, forests and reserves. Emergencies that occur on this land have multiple consequences for biodiversity and ecosystem, economic and social values. Actions to recover from these emergencies may start while the emergency is still underway, and can continue for many months or years.

Locally, Murrindindi Shire has approximately 50% tree cover and much of this area comprises State Forests, Parks and National Parks. Recovery of these areas post emergency is a long process; large areas of the Shire are still recovering from the impacts of the February 2009 bushfires.

8.2. NATURAL ENVIRONMENT ROLES AND RESPONSIBILITIES

8.2.1. DELWP'S ROLE AND RESPONSIBILITY

DELWP is responsible for coordinating natural environment recovery activities at the local, regional and state level, by working closely with partner agencies such as Parks Victoria, the EPA, catchment management authorities and communities. The *Code of Practice for Bushfire Management on Public Land* (2012) outlines how the DELWP approaches recovery after bushfire; a similar approach is taken for other emergency events. A copy is downloadable from http://www.depi.vic.gov.au/data/assets/pdf_file/0008/179783/Code-of-Practice-for-Bushfire-Management-on-Public-Land.pdf

DELWP has a number of key responsibilities post bushfire or emergency which include:

- Protecting threatened habitats (including controlling the spread of invasive species)
- Surveying and protecting threatened species (including bird, marsupial, aquatic and plant species)
- Surveying and protecting aquatic and terrestrial ecosystems
- Regenerating forests (including for ecological purposes and future timber use)
- Restoring public land (such as walking tracks, fencing, and recreational and visitor facilities)
- Surveying and protecting sites of cultural heritage significance (Aboriginal and Non-Aboriginal)

8.2.2. COUNCIL'S ROLE AND RESPONSIBILITY

Council's main role in the natural recovery environment is as a support agency to government and community agencies and landholders. Local Government is able to link community members, groups and agencies to state departments and is also able to lobby for and connect groups and landholders with funding arrangements to carry out post impact restoration works in the natural recovery environment.

Council has actively worked with many community groups and agencies in fire recovery in the past such as 'friends-of' groups and Landcare groups and has been able to advocate on their behalf to State government agencies for resources and funding. Council has also worked with and offered advice to impacted landholders in the Shire.

8.3. BIODIVERSITY AND ECOSYSTEM IMPACTS

Generally the natural environment will recover from emergencies over time without the need for intervention, but sometimes assistance is needed to help ecosystems recover, and the activities that can be undertaken include:

- Repairing the damage caused by the emergency or emergency response
- Protecting water quality and supply
- Controlling and preventing erosion after emergencies
- Protecting threatened habitats by controlling the spread of invasive species of plants and animals within the impacted area/s (this includes marine, coastal and waterway habitats)
- Surveying and protecting threatened bird, marsupial and aquatic species
- Surveying and protecting threatened plant species
- Surveying and protecting aquatic and terrestrial ecosystems
- Regenerating forests for ecological purposes
- Wildlife rescue.

These activities are undertaken by the DELWP, Parks Victoria, catchment management authorities or municipal councils as appropriate after emergency events.

8.4. ECONOMIC IMPACTS

Emergencies on public land or the marine environment can lead to impacts on the economies of communities and regions through the direct damage to the forestry, fishing, aquaculture, apiary and farming industries and indirectly to other industries such as nature based tourism, cultural based tourism and recreational tourism. Activities that can be undertaken to assist restore the economic viability of impacted industries includes:

- restoring access to impacted public land
- reopening the road network
- restoring visitor facilities
- monitoring and surveying impacted habitats
- regenerating forests for future timber use
- assisting farmers restore boundary fences between farms and public land (note, this service is only available after bushfire events).

These activities are undertaken by the DELWP, Parks Victoria, VicForests and municipal councils as appropriate after emergency events.

8.5. SOCIAL IMPACTS

Natural environments have value to communities as they provide opportunities for recreation and a sense of connectedness to the environment and land. By undertaking recovery activities, the social values that have been impacted can start to be restored. Social impact recovery actions can include:

- Reopening / repairing walking tracks
- Restoring / repairing recreational facilities
- Surveying and protecting sites of cultural heritage significance.

These activities are undertaken by the DELWP, Parks Victoria and municipal councils as appropriate after emergency events in consultation with local communities.

8.6. PROTECTING WATER QUALITY AND SUPPLY

Bushfires particularly can affect the quality and supply of drinking water by contaminating catchment areas. Most critical effects occur if there is heavy rain soon after fire as loss of vegetation and altered soil structure can make fire-affected soil more erodible. Runoff can carry sediments and pollutants that affect aquatic environments, drinking water quality and agricultural industries.

The extent to which water quality is affected is dependent on a number of factors including

- The size and extent of the fire
- The type of surrounding vegetation
- Soil and erosions
- The geographical features and size of the catchment and
- The time period between the last fire and a significant rain event

8.7. CONTROLLING AND PREVENTING EROSION POST BUSHFIRE

DELWP is the responsible agency for the control and prevention of erosion post bushfire on public land in Victoria. Council may assist DELWP if and when required.

The Department of Economic Development, Jobs, Transport and Resources (DEDJTR) will coordinate programs and support for the agricultural community regarding control and prevention of erosion on private land post bushfire. This may include field days and demonstration days that educate landholders on erosion control techniques suitable for use on impacted properties.

For landholders that are fire affected, Landcare produces a fact sheet on erosion control after bushfires (<http://www.landcarevic.net.au/resources/for-land-managers/bushfire-recovery-resources-for-landholders/soil-erosion/landcare-after-the-fires-erosion-control>)

8.8. COUNCIL MANAGED LAND

8.8.1. SURVEYING POST FIRE, DURING RECOVERY AND POST RECOVERY

Council's role is to take responsibility in surveying its own land, but limited funding available post recovery makes it difficult to resource and undertake comprehensively. Other agencies have been more successful in securing funding for this purpose, and so partnerships with these agencies are important, largely Landcare and the GBCMA. An example of a successful project post Black Saturday was 'Focus on Fauna'.

8.8.2. RESTORING COUNCIL MANAGED PUBLIC LAND

There is a need to prioritise areas that require restoration, concentrating on areas that have the greatest environmental significance coupled with the consideration of social and economic impacts on people.

This process will either result in projects to refurbish existing, or construct new assets all of which has an impact on the natural environment. Projects need to ensure appropriate environmental impact

assessments are undertaken, and that strategies to manage impacts are adopted into design, planning, delivery and finalisation of each project. The impact needs to be viewed in two ways

1. Impact of construction process on the natural surroundings of the environment: this includes, soil, existing vegetation, waterways and other environmental constraints. Council has its own policy and procedures to follow (Environmental Standards in Infrastructure Works Policy). In addition these processes may require other approvals such as planning scheme approvals or permits through state and federal legislation.
2. If it is a built asset, consideration of energy efficient and sustainable design: this includes refurbishment or construction of new structures considering building envelope, lighting, orientation, heating and cooling systems, and opportunities to generate renewable energy. Council has its own policy around energy management, and is conscious of long term operational costs of managing refurbished or new assets post an emergency event.

9. AGRICULTURAL ENVIRONMENT

9.1. INTRODUCTION

The agriculture relief and recovery environment refers to the impact that an emergency may have on the welfare of livestock, companion animals and wildlife, and the loss and damage suffered by primary producers.

9.2. RESPONSIBILITY

DEDJTR is responsible for policy development, state-wide coordination and operational delivery in this environment.

The following agencies are responsible for coordinating activities:

- Local level – DEDJTR with assistance from Murrindindi Shire Council
- Regional and state level – DEDJTR

After bushfire and floods DEDJTR has a primary support role in the recovery of rural enterprises. DEDJTR mainly focuses on:

- Assessing losses of agricultural assets and livestock, and the needs of affected persons and communities
- Assessing injured stock and provide advice on options such as humane destruction, emergency slaughter or treatment
- Assisting with humane destruction of burnt livestock where feasible
- Advising individuals, communities and governments agencies on re-establishing rural enterprises or alternative strategies for economic recovery
- Advising local councils and shires on disposal of dead or injured stock
- Advising distribution bodies (such as the Victorian Farmers Federation) on needs for donated fodder
- Delivering recovery projects identified by government to support the short and medium term recovery of individuals, communities and industries.

9.3. OPERATIONAL OBJECTIVES

The DEDJTR aims to coordinate the safe, effective, efficient and timely relief services to those affected by:

- Establishing effective communication channels between various agencies, organisations and communities
- Scoping livestock, companion animal and wildlife welfare impacts, issues and responding to identified needs
- Collecting and providing loss and damage assessment information to inform immediate priorities and recovery programs
- Providing an avenue to refer individuals' needs to relevant agencies.

Murrindindi Shire Council will support this process where required.

9.4. ANIMAL WELFARE

The DEDJTR will coordinate all animal welfare (livestock, companion animals and wildlife) and work with municipal councils, Royal Society for the Prevention of Cruelty to Animals, Australian Veterinary Association and volunteer groups involved with assisting the recovery of animals after emergencies. This includes access to adequate feed and water, provision of shelter, housing and adequate space, freedom from pain, injury, disease and obvious discomfort, and freedom from unnecessary fear and distress. Key animal welfare considerations include:

- Maintaining acceptable animal welfare standards for all animal species
- Destruction of the minimum number of animals during the emergency response
- Best use of available resources (personnel, infrastructure, feed and water).

9.4.1. EMERGENCY ANIMAL WELFARE PLAN

To aid in the delivery of its responsibilities Murrindindi Shire Council has developed an Emergency Animal Welfare Plan (EAWP) which is designed to help mitigate the impact of emergency incidents on stock or animal welfare at a local level and to ensure post event recovery flows as smoothly as possible. The EAWP is a sub-plan to the Murrindindi Shire Council and Lake Mountain Alpine Resort MEMP. The plan is available for MEMPC members and emergency agency representatives on Crisisworks (<http://murrindindi.meccental.com>).

The EAWP describes local arrangements for animal and stock welfare management in an emergency and addresses the following risk areas:

- Bushfire
- Domestic and wildlife welfare
- Disease
- Wind/Storm Damage
- Flood Events
- Drought

The plan includes contact directories, activation and communication procedures and roles and responsibilities of municipal Local Laws Officers and other external agencies providing animal/stock welfare and related services in the event of an emergency situation. It covers planning, training of staff and available resources. Facilities where animals may be housed for the duration of an emergency and local contact information are included in the plan.

At the State level, DEDJTR has developed the *Victorian Emergency Animal Welfare Plan* that details DEDJTRs response to animal welfare. Copies of the State EAWP are available at <http://agriculture.vic.gov.au/agriculture/emergencies/response/victorian-emergency-animal-welfare-plan>

The DEDJTR will also assess and assist with urgent animal welfare (livestock, companion animals and wildlife) needs of rural land managers, with emphasis in the first instance on the relief of animal suffering. Where it is not possible for DELWP staff to attend an emergency, Murrindindi Shire Council staff can assess and dispose of stock if required.

The DEDJTR and Environment Protection Authority (EPA) are also able to provide direction to municipal councils regarding the location of stock disposal sites. Potential stock disposal sites in Murrindindi Shire Council are captured in the Murrindindi Shire Council EAWP.

9.5. LOSS AND DAMAGE ASSESSMENT

In significant incidents, the DEDJTR will attempt to contact all affected properties within the Farming, Rural Activity, Rural Conservation and Green Wedge Zones of the affected area to assess the impact of all agricultural losses and damage, commence remediation activities and further plan for recovery. Where it is not possible or practical for DEDJTR to contact people in these zones Murrindindi Shire Council Local Laws staff can be activated to complete these tasks in negotiation with DEDJTR.

9.6. REFERRAL OF NEEDS

If any urgent needs are identified during relief activities, the DEDJTR or Murrindindi Shire Council Local Laws staff will refer these needs to the appropriate agency.

9.7. EMERGENCY FODDER

The DEDJTR and the Victorian Farmers Federation (VFF) may provide emergency fodder for a maximum of four weeks following an emergency where significant amounts of pasture and/or fodder has been lost. The DEDJTR and VFF will jointly consider the need on a case-by case basis. Murrindindi Shire Council may also have some capacity to assist the DEDJTR and VFF locally through the use of Council land or depots for the delivery and storage of fodder.

9.8. RECOVERY ARRANGEMENTS

Following significant incidents, the DEDJTR may establish a longer term recovery program. The DEDJTR is a key support agency that takes a lead role in the provision of recovery services to commercial primary producers and rural land managers. The operational objective of a recovery program is to support primary producers in improving productivity after natural disasters and emergencies through the design and implementation of appropriate assistance programs.

The focus of a DEDJTR rural recovery program is on:

- supporting the wellbeing of rural communities
- revitalising the economy of rural communities through reestablishment of agricultural enterprises
- rehabilitation of productive land and the surrounding environment.

9.9. CASE MANAGEMENT

Where primary producers are impacted the MRM will liaise with the DEDJTR to determine what level of case management deployment the department will activate, to ensure coordination and minimise duplication.

9.10. FENCING

It is the responsibility of the owner of private land to fence their property and secure stock within their boundary. Landholders are expected to manage risks to their assets from the potential impact of emergencies. All landholders are expected to have appropriate levels of insurance cover for boundary and internal fences. Assistance can often be provided to rural landholders by volunteer groups to assist in dismantling damaged fences and reconstructing fences. Murrindindi Shire Council, with support from DEDJTR and other agencies, will coordinate local volunteer efforts after emergencies.

The Victorian Government will pay 100 per cent of the restoration costs of fences damaged on private land as a result of machinery used by fire agencies to control bushfires. This includes damage to fences by machinery such as bull-dozers entering the property and/or constructing fire control lines, and other fire emergency vehicles obtaining access.

The Victorian Government will meet half the cost of materials to replace or repair fencing between private land and all national parks, state parks and state forests destroyed or damaged by bushfires.

9.11. WELLBEING AND ECONOMIC RECOVERY OF RURAL COMMUNITIES

The recovery and economic wellbeing of rural communities is managed and coordinated at the local level by both DEDJTR and Council. DEDJTR has responsibilities regarding the recovery of agriculture and industry. Council has more of a focus on personal support but can also provide business advice through its economic development department that supports both local business and tourism.

9.12. REHABILITATION OF PRODUCTIVE LAND

It is the responsibility of DEDJTR to work with local land holders in the rehabilitation and restoration of productive land. Murrindindi Shire Council will assist where possible and when requested to do so.

10. MURRINDINDI SHIRE COUNCIL CAPACITY AND CAPABILITY

The following section is an attempt to gauge the capacity and capability of Murrindindi Shire Council in its ability to deliver relief and recovery services. Please note that any capacity or capability outlined may be significantly impinged depending on the type and scale of emergency. For example, any impact or emergency that affects potential staffing resources (e.g. staff personally impacted by an event) will reduce the capacity of Murrindindi Shire Council in the delivery of relief and recovery services.

Capacity and capability have been listed as accurately as possible so that external agencies and other municipalities may be able to gauge when and if Murrindindi Shire Council may call on them for assistance.

10.1. RELIEF CAPACITY

10.1.1. MURRINDINDI SHIRE COUNCIL ERC CAPACITY

Murrindindi Shire Council has determined its own capacity to run ERCs for both large and small emergency event sizes. It is assumed in the prediction of event size that there will be a sliding scale – the larger an event, the longer an ERC will need to run and the more staff required.

The difficult part in documenting capacity is predicting how large an impact will be as smaller impacts will require less staffing than larger emergencies. Also, different impacts will have different impacts on staff requirements for Murrindindi Shire. Fire and flooding are the two largest risks in Murrindindi Shire that may necessitate setting up an ERC. Flooding however will generally have a more confined impact area than fire in Murrindindi Shire due to the location of rivers and mountainous terrain confining the spread of any flood. It follows therefore that more staff will be impacted by fire than flood in Murrindindi Shire and the Council's capacity to staff relief centres during a fire will be more restricted than for a flood.

At the time of printing, Murrindindi Shire Council has 30 staff on its ERC volunteer register. Three of these volunteers are ERC managers; three are Deputy Managers whilst the remaining 24 are regular ERC volunteers.

Murrindindi Shire Council's capacity to staff ERCs differs depending on the type of emergency impact. As many Murrindindi Shire Council staff live outside of the urban areas of Alexandra and Yea, many of the people on the registers may not be able to work in ERCs due to being personally impacted by an event or being unable to attend work due to an emergency blocking their travel routes. Also, depending on the scale of the impact, many staff have internal business continuity roles that would take them away from working in an ERC. Generally however, business continuity practices would occur many days after an impact whereas operating an ERC would occur immediately following an impact.

The following table (Table 5) is an attempt to gauge the capacity of Murrindindi Shire Council to run ERCs depending on the number of ERCs required and the length they are to be run.

The red section in Table 5 below represents the capacity of Murrindindi Shire Council ERC staffing resources being exceeded. Anything in this category is not sustainable and external resources will be required. If additional ERC resources are required, these will need to be sourced from other municipalities or agencies via the MERC. Due to the confined nature of flooding in Murrindindi, more ERC staff will be available during a flood as compared to a fire.

Murrindindi Shire Council will be able to provide approximately 1 or 2 ERCs, staffed with 3 people for 4 days before it potentially exhausts its staffing reserves. An ERC shift is 8 hours and there are 3 shifts per 24 hours. If an event required 3 ERC staff per shift over 4 days (at three shifts per day), it would constitute 56 shifts for the event.

Flood impacts will generally be more confined in nature than fire impacts in Murrindindi Shire. Therefore more staff from the volunteer's roster may be available to fill shifts during a flood event than if impacted by fire as less staff will be personally impacted by the event.

Table 5: Murrindindi Shire Council Capacity to run ERCs

Number of ERCs	Type of Impact ²³	No. Days ERC required to run	Small Event			Large Event		
			No. of Staff at each ERC per shift ²⁴	No. Shifts per 24 hours	Total Number of Shifts	No. of Staff at each ERC per shift	No. Shifts per 24 hours	Total Number of Shifts
1	Flood	2	3	12	24	6	24	48
1	Fire	2	3	12	24	6	24	48
1	Fire	4	3	12	56	6	18	72
1	Flood	6	3	12	72	6	18	108
2	Fire/Flood	4	3	24 (over 2 ERCs)	96	8	36 (over 2 ERCs)	144
3	Fire/Flood	4	3	36 (over 3 ERCs)	144	10	60 (over 3 ERCs)	240

10.1.2. COMMUNICATIONS STAFF CAPACITY

At the time of printing, there are two permanent fulltime staff in the Communications team. These are the Manager Communications, Library and Customer Service and the Online Communications Officer. The ability of the Communications Team may be stretched in a small to medium sized event that runs for more than a few days in the delivery of the team's responsibilities (as outlined in section 3.2 above).

10.1.3. REPLACEMENT OF ESSENTIAL WATER CAPACITY

Council will actively attempt to coordinate the local replenishment of essential water as outlined in section 3.14 and 3.15 above. However due to low staffing levels in the infrastructure/operations team, a small to medium event will exceed the capabilities of Murrindindi Shire Council to coordinate this service. Assistance from other municipalities or agencies may be needed.

10.1.4. COORDINATING GOODWILL CAPACITY

Murrindindi Shire Council has an agreement in place with the local Rotary Clubs of Murrindindi Shire for the local coordination of donated goods and services. If Rotary's capacity is exceeded or predicted to be exceeded by the size of an emergency, the MRM will contact the Salvation Army for assistance.

²⁴ Staff per 8 hour shift. Note that there are three shifts per 24 hours

10.1.5. VOLUNTEER MANAGEMENT CAPACITY

Council does not currently possess a volunteer coordinator or have a staff member solely dedicated to volunteer management. Council is entirely reliant on the support of Volunteering Victoria and the MOU for spontaneous volunteers (section 3.18.1 above) in the management and coordination of any volunteers during an emergency event.

10.1.6. LOCAL LAWS CAPACITY IN RELIEF

Council has two local laws officers. If they are required to coordinate animal welfare in general (stock disposal etc), coordinate animal welfare at an ERC and respond to requests from the MECC, their capacity can be exceeded in a relatively short time period. As a result, the Local Laws unit has developed close associations with the North East Local Laws Group, a group of Local Laws officers that regularly meet to discuss animal management issues. If required, additional resources from this group may be available to assist Murrindindi Shire Council in the management of animal welfare at ERCs.

10.2. RECOVERY CAPACITY

10.2.1. SOCIAL ENVIRONMENT CAPACITY

Murrindindi Shire Council delivers a range of essential community services including Aged and Disability Services, Maternal and Child Health Services and Home Based Child Care Services. During times of recovery, essential service delivery will need to continue.

In the case of a small event, Murrindindi Shire Council will have enough staffing resources to redeploy personnel to key emergency relief and recovery roles.

In the event of a medium to large and/or protracted event additional assistance will be required from other municipalities or agencies.

The MRM and Deputy MRM positions are held by personnel with key roles within the organisation. A large scale event may require assistance to back fill to maintain their substantive positions to support operational management and business continuity.

10.2.2. BUILT ENVIRONMENT CAPACITY

10.2.2.1. RESIDENTIAL AND COUNCIL BUILDINGS

Murrindindi Shire Council has two building inspectors who are available to inspect personal properties and Council buildings and facilities damaged by an emergency event. During a protracted event, Council will require further support from other Councils or agencies to complete assessments in a timely fashion.

10.2.2.2. COUNCIL ASSETS

Council has a small infrastructure operations team with one coordinator and limited on-ground staff. Small events have the ability to exceed Council capacity to assess impacted assets such as bridges, roads, culverts, footpaths etc. Additional assistance will be required from other municipalities or agencies in a moderate to large emergency.

10.2.3. ECONOMIC ENVIRONMENT CAPACITY

Murrindindi Shire Council has a small Business and Tourism team and its capacity will be exceeded by anything other than a small localised emergency. Council is able to provide assistance to businesses as outlined in section 7.3 above. In medium to large events, Council will request support from other tourism and business agencies and business and tourism staff from other Councils.

10.2.4. NATURAL ENVIRONMENT CAPACITY

Council has two environment officers and will require external assistance with environmental recovery on Council managed land in anything other than a small localised emergency. This support can come through other local government areas or State agencies.

Council's environment officers will also play an active role by being members of Community Recovery Committees were required to provide professional advice and information.

10.2.5. AGRICULTURAL ENVIRONMENT CAPACITY

Murrindindi Shire Council will assist DEDJTR with the recovery of the agricultural environment at the local level where possible. Council has two local laws staff and their capacity in a large event could be quickly exceeded (see 10.1.6 above). Longer term assistance may be required from other agencies and local government areas if protracted use of Local Laws staff is required during the recovery process. Assistance may also be provided through the North East Local Laws group as mentioned above in section 10.1.6.

11. REFERENCES, ACRONYMS AND GLOSSARY

11.1. ACRONYMS

AA	Airservices Australia
ADF	Australian Defence Force
AEMI	Australian Emergency Management Institute
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
CHS	Community Health Service
CI	Critical Infrastructure
CMA	Catchment Management Authority
COAG	Council of Australian Governments
COMDISPLAN	Commonwealth Government Disaster Response Plan
CWA	Country Women's Association
DACC	Defence Assistance to the Civil Community
DEDJTR	Department of Economic Development, Jobs, Training and Resources
DELWP	Department of Environment, Land, Water and Planning
DET	Department of Education and Training
DFACA	Defence Force Aid to the Civil Authority
DFSV	Dairy Food Safety Victoria
DGEMA	Director-General Emergency Management Australia
DH	Department of Health
DHHS	Department of Health and Human Services
DIIRD	Department of Innovation, Industry and Regional Development
DJR	Department of Justice and Regulation
DPC	Department of Premier and Cabinet
DPI	Department of Primary Industries
DTF	Department of Treasury and Finance
DPCD	Department of Planning and Community Development
DVI	Disaster Victim Identification
EMA	Emergency Management Australia
EMLO	Emergency Management Liaison Officer
EMC	Emergency Management Commissioner

EMJPIC	Emergency Management Joint Public Information Committee
EMS	Emergency Medical Services
EMT	Emergency Management Team
EMV	Emergency Management Victoria
EOC	Emergency Operations Centre
EPA	Environment Protection Authority
ERC	Emergency Relief Centre
ERCC	Emergency Response Coordination Centre
ERDO	Emergency Response Development Officer
ESTA	Emergency Services Telecommunications Authority
FERC	Field Emergency Response Coordinator
GIS	Geospatial Information System
IIA	Initial Impact Assessment
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
LGV	Local Government Victoria
LMAR	Lake Mountain Alpine Resort
LSV	Life Saving Victoria
Marine EMT	Marine Emergency Management Team
MAV	Municipal Association of Victoria
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 Emergency Management Committee
NEWS (EL)	National Emergency Warning System (Emergency Alter)
NPW	Nuclear Powered Warship
NRIS	National Registration & Inquiry System
NSP-PLR	Neighbourhood Safer Place – Place of Last Resort
OESC	Office of the Emergency Services Commissioner
PIA	Post Impact Assessment
POC	Police Operations Centre (D24)
PV	Parks Victoria
RDV	Regional Development 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

RRPC	Regional Recovery Planning Committee
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
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
VGC	Victorian Grants Commission
VicPol	Victoria Police
VICSES	Victoria State Emergency Service
VRCA	Victoria Regional Channels Authority
VWA	Victorian WorkCover Authority (WorkSafe)
WICEN	Wireless Institute Civil Emergency Network

11.2. GLOSSARY

Name	Definition
Action	The executive command to mount an operation whereby all required personnel are called to their posts.
Affected Area	An affected area for the purposes of managing response and recovery is the entire geographic area affected in any significant way by an emergency.
Agency	Means a Government agency or a non-Government agency.
Alert	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.
Assembly Area	A designated location used for the assembly of control or support personnel.
Civil Defence	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.
Class 1 Emergency	- a major fire, or - 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). - Under the <i>EM Act 2013</i>, the EMC is the coordinator for Class 1 emergencies.
Class 2 Emergency	Is a major emergency that is not: - a Class 1 emergency, or - a warlike act or act of terrorism, whether directed at Victoria or at any other state or territory of the Commonwealth, or - a hi-jack, siege or riot. - Under the <i>EM Act 2013</i>, the EMC is the coordinator for Class 2 emergencies.
Co-ordination	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; - vertically, within an agency, as a function of the authority to command, - horizontally, across agencies as a function of the authority to control.
Co-ordinator	At Regional level, a Police Officer appointed by the State Emergency Response Co-ordinator as Regional/Deputy Regional Emergency 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.
Control Agency	The agency identified in EMMV which is primarily responsible for responding to a specified emergency.
Command	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.
Community Recovery Committee	A committee which may be convened after an emergency to provide a management forum for the recovery process in respect of an affected area or a specific community.
Community Development Officer	A person appointed to initiate and co-ordinate activities in an affected community to assist its development in recovering from an emergency.
Control	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.
Community Information Guides	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.

Counselling	The provision of psychological support and advice to persons affected by an emergency.
Emergency	Emergency means an emergency due to the actual or imminent occurrence of an event which in any way endangers or threatens to endanger the safety or health of any person in Victoria or which destroys or damages, or threatens to destroy or damage any property in Victoria, including, without limiting the generality of the foregoing; • an earthquake, flood, windstorm or other natural event; and • a fire; and • an explosion; and • a road accident or any other accident; and • a plague or an epidemic; and • a warlike act, whether directed at Victoria or a part of Victoria or at any other State or Territory of the Commonwealth; and • a hi-jack, siege or riot
Emergency Affected Persons	People, other than emergency management personnel, who experience losses or injury or are affected by an emergency. Usually understood to exclude the deceased.
Emergency Area	Means an emergency area declared under Section 36A of the Emergency Management Act.
Emergency Co-Ordination Centre (ECC)	The Centre established at Regional or Municipal level to co-ordinate resources and conduct operations ancillary to the control agency, during the response phase.
Emergency Grant	The provision of finance to affected persons as dictated by Government Policy, during Emergency Relief.
Emergency Management Group	The group formed to assist the municipality in the performance of its Municipal Emergency Management functions.
Emergency Management Joint Public Information Committee (EMJPIC)	State body that aims to facilitate effective multi-agency responses to, and mitigating the consequences of emergencies through the efficient collection, analysis and dissemination of information
Emergency Operations Centre (EOC)	The centre established by each agency for the command/control function within their own agency. eg. Police Operations Centre (POC), Fire Control Centre (FCC).
Emergency Relief	Relief is the provision of immediate life support and human needs of persons affected by, or responding to, an emergency.
Emergency Relief Centres	Centres established to provide groups of persons with any or all of the services, of the functional areas of emergency relief.
Emergency Services Liaison Officer	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.
Emergency Shelter	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.
Emergency Supply	The provision of resources to a control agency when that agency is unable to procure same through its normal resource system.
Emergency Management Commissioner	The Emergency Management Commissioner has legislated coordination and control responsibilities over all major emergencies in the state of Victoria.
Emergency Management Liaison Officer (EMLO)	An EMLO is a person appointed by an agency, who: • represents his/her agency in another agency's facility utilised to manage an emergency response; or • a coordination centre; or • an emergency management team; and • is empowered to commit, or to arrange the commitment, of resources of the agency to the response to an emergency; and • represents the interests of the agency and provides advice in relation to impacts and consequence management. The EMLO may be named Emergency Services Liaison Officer (ESLO) by some agencies
EMMV	The abbreviated title of the Emergency Management Manual Victoria.

EMMV Agency	Means a government or non-government agency committed to EMMV.
EMMV Committee	The emergency response planning committee ensuring the Co-ordinated response to emergencies by all agencies having roles and responsibilities under EMMV.
Evacuation	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.
Evacuation Centre	See Assembly Area and/or Emergency Relief Centre.
Field Emergency Response Co-ordinator	Senior member of the Police Force at the scene of an emergency.
Financial Assistance	See Emergency Grant.
Functional Areas	The categorisation of services required for Emergency Relief for the purposes of allocating responsibility to nominated agencies. These are: • Catering • Community Organisations • Emergency Accommodation • Emergency Grants, Counselling & Temporary Accommodation • Material Needs • Registration (National Registration & Inquiry System, NRIS)
Government Agency	Means- • Any body corporate or unincorporated constituted by or under any Act for a public purpose; and • Any member or officer of such a body. • 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
Incident Control Point	The control point established by the Control Agency in proximity to the emergency and used by the incident controller for forward command/control functions.
Incident Controller	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.
Lead Agency	The agency designated to co-ordinate the provision of a functional area of emergency relief and supplementary supply
Material Needs	Clothing, bedding and other personal requisites provided to emergency-affected persons.
Municipal Emergency Response Co-ordinator	The Officer in Charge of the local Police Station or the senior police officer at the scene of the emergency.
Municipal Emergency Management Planning Committee (MEMPC)	The Committee which, at municipal level, is responsible for the formation and maintenance of a Municipal Emergency Management Plan.
Municipal Emergency Resource Officer (MERO)	The person appointed by the Municipality responsible to council for the co-ordination of municipal owned or controlled resources in emergencies.
Municipal Recovery Manager (MRM)	The person appointed by the Municipality responsible to council for the co-ordination of municipal recovery activities after emergencies.
Municipality	The area contained within the defined boundaries for local Government responsibility of a Shire, Borough, Town or City.
Neighbourhood Safer Place (NSP)	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.
Non Government Agency	Means a voluntary organisation or any person or body other than a government agency.
Primary Support Agency	The agency to be first considered by a Emergency Response Co-ordinator for support in a EMMV role.
Recovery	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.
Recovery Agency	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.
Recovery Centre	A Recovery Centre is a building in which a coordinated process of support to affected communities in the restoration of their emotional, social, economic and physical well-being is provided. This support will include provision of psychological (e.g. counselling), infrastructural (e.g. temporary accommodation), environmental (e.g. public health), and economic (e.g. financial assistance) services. The Recovery Centre will ensure that all agencies and stakeholders are properly integrated into the recovery process, at a single point of entry.
Region	A geographic area comprising a number of municipal districts and specific Victorian waters.
Regional Emergency Response Plan	The Emergency Response Plan prepared by the Regional Emergency Response Planning Committee.
Regional Emergency Response Planning Committee	The committee which at regional level is responsible for the formation and maintenance of a regional emergency response plan for response to emergencies, the chairman being the Regional Emergency Response Co-ordinator or, in his absence, his Deputy Emergency Response Co-ordinator.
Registered Emergency Worker	Means a person registered under Section 26 of the Emergency Management Act 1986.
Register.Find.Reunite	The Commonwealth/State's arrangements for the recording of emergency victims and for satisfying inquiries regarding the whereabouts of persons so affected. Coordinated by Red Cross on behalf of Victoria Police
Relief	The provision of life support and essential needs to persons affected by, or involved in the management of, an emergency. See also definition of Relief Centre.
Relief Centres	Centres established to provide groups of persons with any or all of the services, of the functional areas of Emergency Relief.
Relief Stage	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.
Response	The combat of an emergency and the provision of emergency relief, including rescue and the needs of affected persons.
Staging Area	A location designated and used during emergencies for the assembly of control or support personnel prior to deployment.
Stand-Down	The order given by the Regional or Municipal Emergency Response Co-ordinator that allows personnel to cease operations reflecting the termination of the emergency.
Standby	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.
Supplementary Supply	Those resources requested under emergency supply unable to be obtained by EMMV Support Agencies.
Support Agency	A government or non-government agency which provides essential services, personnel, or material to support or assist a control agency or affected persons.
Temporary Accommodation	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.
Volunteer Emergency Worker	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.

11.3. KEY REFERENCES

11.3.1. LEGISLATION

- *Emergency Management Act 1986*
- *Emergency Management Act 2013*
- *Country Fire Authority Act 1958*
- *Road Management Act 2004*

11.3.2. POLICY DOCUMENTS

- Emergency Management Manual Victoria (EMMV)

11.3.3. PLANS/HANDBOOKS/GUIDELINES

- DHS Hume Region Emergency Recovery Plan
- DHS Emergency Relief Handbook: A Planning Guide, Third Edition, 2013
- EMV "Impact Assessment Guidelines 2015"
- Murrindindi Shire Council and Lake Mountain Alpine Resort Municipal Emergency Management Plan
- Murrindindi Shire Council Communication in Recovery Plan
- Murrindindi Shire Council and Lake Mountain Alpine Resort Municipal Fire Management Plan
- Murrindindi Shire Council Plan 2014-2016
- State Government Victoria "Essential Water Replacement Scheme"
- Victorian Bushfire Case Management Service 'Practice Guide and Operational Instructions' November 2009

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- Haynes K, Handmer J, McAneney J, Tibbits A, Coates L, 2010, 'Australian bushfire fatalities 1900-2008: exploring trends in relation to the "prepare, stay and defend or leave early" policy', 13 (3), *Environmental Science and Policy*, 185-194.
- Ripley, A. 2008, *The Unthinkable: Who Survives When Disaster Strikes - and Why*, New York, Three Rivers Press

11.3.5. LINKS

The following links contain important information on Recovery Management.

- Department of Health and Human Services: www.dhhs.vic.gov.au/emergency
- Country Fire Authority: www.cfa.vic.gov.au/local_government/municipal_emp.htm
- Municipal Association of Victoria: www.mav.asn.au

- Office of the Emergency Services Commissioner: www.oesc.vic.gov.au
- Emergency Management Australia: www.ema.gov.au
- Bureau of Meteorology www.bom.gov.au

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APPENDICES

PUBLIC VERSION, NO APPENDICES INCLUDED.

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MURRINDINDI SHIRE GAMING POLICY REVIEW

OCTOBER 2015

PLANNING REPORT
PREPARED BY
10 CONSULTING GROUP

ON BEHALF OF
MURRINDINDI SHIRE COUNCIL





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1 EXECUTIVE SUMMARY

- 1 This report has the following purposes:
 - To provide a concise overview of gaming issues affecting Murrindindi Shire.
 - To set out an evidence-base and policy framework to guide decision making on new gaming proposals within the Shire.
 - To form a strategic basis for statutory implementation of gaming policy in the *Local Planning Policy Framework* of the *Murrindindi Planning Scheme*.

- 2 Five Principles drive the revised policy framework:
 - Gaming machines should be accessible but not convenient.
 - Protect problem gamblers and vulnerable communities.
 - The provision of gaming machines should be capped, densities controlled and the number of new venues minimised.
 - A choice and diversity of other entertainment facilities and attractions should be available.
 - Venues should be designed and operated to minimise harm and amenity impacts.

- 3 The report finds:
 - The Murrindindi community and visitors to the Shire have access to a gaming venue and 25 machines in Thornton, a location that is central and accessible to only part of the community.
 - The density of electronic machines and choice of venues offering gaming is low for the region and expenditure is similarly relatively low.
 - The community is able to access additional venues and machines that are not as convenient but are accessible within the broader region.
 - The planning policy framework provides a rationale for enabling a limited expansion of gaming venues and facilities in the Shire in

locations where visitation and tourism are concentrated and economic development is sought.

- The underlying social and economic characteristics of the community warrant care and caution in identifying suitable locations. Yea, Marysville and Eildon would be among possible candidates subject to suitable and detailed site selection.
- The Schedule 4 to Clause 52.28 prohibits gaming machines in the strip shopping centre in and adjacent to the retail core of main town centres. It is desirable that gaming is also strongly discouraged in areas immediately adjacent venues and prohibited areas.
- Similarly gaming venues in small settlements with convenient services but no other forms of recreation and entertainment should form discouraged areas.
- A direction of positive leadership would be by identification and facilitation of new and alternative recreation and entertainment choices for residents and visitors. This would have a secondary benefit in minimising the harmful effects of gaming.
- Through the careful identification of appropriate areas and sites for the location of gaming venues and by best practice in venue design and operation, Council can practically contribute to a safer living and recreation environment and minimize gaming based harm.
- The following strategic direction and local policies are recommended for inclusion in the Municipal Strategic Statement at Clauses 21 and 22.
- Given the current structure of the Municipal Strategic Statement, a strategy statement regarding gaming is most appropriately included at Clause 21.04.

2 PURPOSE AND BACKGROUND

2.1 Purpose

- 4 This report has the following purposes:
- To provide a concise overview of gaming issues affecting Murrindindi Shire, including an outline of recent experience of regulating gaming through the *Victorian Planning Provisions*.
 - To set out an evidence-base and policy framework to guide decision making on new gaming proposals within the Shire under the *Victorian Gaming Regulation Act 2003* and the *Planning and Environment Act 1987*.
 - To establish a strategic basis for statutory implementation in the *Murrindindi Planning Scheme*.
 - To advance a draft planning scheme amendment including:
 - New provisions to the Municipal Strategic Statement at Clause 21;
 - A new local policy to be included at Clause 22; and
 - Revised schedules to be added to the Particular Provisions on gaming at Clause 52.28.

2.2 Background

2.2.1 The need for a policy

- 5 The provisions of Clause 52.28 on *Gaming* are generic in their application across the State.
- 6 The planning scheme provides minimal guidance upon the exercise of discretion on permit applications save for a select number of decision guidelines.
- 7 The decision guidelines of Clause 52.28 do not provide a strategic context of evidence and insight in to the particular issues presented by the Murrindindi community and the visitors to the Shire.
- 8 This reference document seeks to fill that gap.

2.2.2 Driving principles underpinning the revised policy

- 9 The recommended planning policy is based upon 5 principles that have a direct bearing and relevance to the purposes and decision-making guidelines of Clause 52.28 and their emphasis upon identifying appropriate areas, sites and venues for the use and installation of EGMs.
- 10 The five principles that drive this revised policy framework are:
 - Gaming machines should be accessible but not convenient.
 - Gaming provisions should seek to protect problem gamblers and vulnerable communities.
 - Minimise potential harm provision of gaming machines should be capped, densities controlled and the number of new venues minimised.
 - A choice and diversity of other entertainment facilities and attractions should be available.
 - Venues should be designed and operations conducted to minimise potential harm and amenity impacts.
- 11 These principles are discussed and applied in the body of this report to the context of Murrindindi Shire and are directly linked to the framework of the recommended local policy.

2.3 Recent relevant events and matters

- 12 Since the earlier adopted Council gaming policy, there have been a series of important additional events and matters that further inform the consideration of the appropriate location of EGMs in Murrindindi Shire.

2.3.1 Decisions in various jurisdictions

- 13 A number of decisions by the Supreme Court of Victoria, the Victorian Civil Administrative Tribunal (VCAT) and the Victorian Commission for Gambling and Liquor Regulation (VCGLR) on proposals to establish new gaming venues and install machines in existing venues have broadened the understanding and debate about the merits of various locations. Those decisions apply to metropolitan and regional applications in both clubs and hotels.
- 14 Those decisions and their associated commentary have informed and are referenced in this report.

- 15 The issues considered in those decisions have included:
- The clustering of gaming venues;
 - The location of venues immediately adjacent to vulnerable communities;
 - The distinction between convenience and destination gaming;
 - The definition of strip shopping centres;
 - The weight to be given to problem gamblers and vulnerable communities;
 - The role and importance of community opinion and attitude,
 - The balancing of community contributions and venue enhancement;
 - Existing use rights as they apply to the area set aside for gaming in established venues.

2.3.2 ABS 2011 Census of population

- 16 It is only in 2013 that a current SEIFA assessment of the Murrindindi Shire community has been available. This report has had the benefit of that current data.

2.3.3 Changes to gaming machines entitlements

- 17 Up until August 2012, the ownership and control of gaming machines in Victoria was held by two organisations. An auction of 10-year licenses in 2010 (which became operational in August 2012) witnessed a significant reallocation of the ownership and location of EGM entitlements between the operators of hotels and clubs with licenses in Victoria.
- 18 This marked a notable change in the gaming environment, considered and accounted for in the 2010 gambling policy framework.

2.3.4 Further research on problem gambling

- 19 Since 2010, the research to understand and address problem gambling has been further advanced. Of particular relevance in this matter is the inquiry of the Victorian Competition and Efficiency Commission examining problem gambling in Victoria. The recent findings of the inquiry are referenced in this report.



2.3.5 Recent local gaming policies

- 20 A number of municipalities have recently prepared local gaming policies. Recent cases such as Moonee Valley, Mount Alexander and Benalla follow a similar framework and justification to that advanced in this report.

3 LEGISLATIVE CONTEXT

3.1 Relevant legislation

- 22 The Murrindindi Shire gaming planning policy will sit within the context of a broader legislative and statutory framework.
- 23 The *Planning and Environment Act 1987* (P&EA) and the *Gambling Regulation Act 2003* (GRA) establish the legislative framework for gaming.
- 24 The relevance and distinction between the two Acts as they apply to this policy are important. A local planning policy gains its head of power as a gazetted provision of the *Murrindindi Planning Scheme* and planning schemes are enabling instruments of the P&EA.
- 25 Each Act has a different overarching 'test' to measure acceptable outcomes:
 - In the *Gambling Regulation Act 2003* the relevant test is 'no net detriment' test
 - In the *Planning and Environment Act 1987*, 'net community benefit' is the relevant test.

3.2 Planning legislation and policy

- 26 The objectives of the P&EA as they are relevant to this matter seek:
 - To provide for the fair, orderly, economic and sustainable use and development of land;
 - To secure a safe working, living and recreational environment for all Victorians and visitors to Victoria;
 - To facilitate development in accordance with the objectives of the Act;
 - To balance the present and future interests of all Victorians.
- 27 The planning legislative framework does not specifically reference the term 'harm minimisation' but expresses the concept more broadly with reference to the "safe" environment to be secured for all Victorians.

- 28 The planning scheme emphasises 'integrated decision making', noting at Clause 10.04 of the *Murrindindi Planning Scheme* that planning aims to meet the various needs and expectations of society by addressing aspects of economic, environmental and social well being affecting land use and development.

Planning authorities and responsible authorities should endeavour to integrate the range of policies relevant to the issues to be determined and balance conflicting objectives in favour of net community benefit and sustainable development for the benefit of present and future generations.

- 29 There are no clearly articulated State planning strategies or policies providing direction on gaming (and thus the need and value of a local policy). However the planning provisions that are relevant draw particular attention to the role of the planning decision being to identify **appropriate locations** for gaming machines.
- 30 Economic and social considerations are relevant it is in the context of identifying the **appropriate locations for gaming machines**.
- 31 This is made clear in the purposes and decision guidelines of Clause 52.28 addressing gaming.

Clause 52.28 – Purposes:

- *To ensure that gaming machines are situated in **appropriate locations and premises**;*
 - *To ensure the **social and economic impact of the location of gaming machines** are considered; and*
 - *To prohibit gaming machines in **specified shopping complexes and in strip shopping centres**.*
- 32 A permit is required to install or use electronic gaming machines on a site.
- 33 The decision guidelines (Clause 52.28-5) require a responsible authority consider as appropriate:

- *The State Planning Policy Framework and the Local Planning Policy Framework including the Municipal Strategic Statement and local planning policies.*
 - *The compatibility of the proposal with adjoining and nearby land uses.*
 - *The capability of the site to accommodate the proposal.*
 - *Whether the gaming premises provides a full range of hotel facilities or services to patrons or a full range of club facilities and services to members and patrons.*
- 34 The form and structure of many of the local gaming policies developed since 2007 are quite similar. They seek to assist the identification of appropriate locations for the use and installation of EGMs by providing guidance upon features that might distinguish an appropriate area, site and venue as more or less suitable. In each case, social and economic considerations are brought to bear.
- 35 Of the 79 municipal districts in Victoria, 43 (54%) have developed gaming policies in the past decade. 18 of these have proceeded as far as seeking a planning scheme amendment to have the policy recognised in the MSS.

3.3 Gaming legislation

- 36 The *Gambling Regulation Act 2003* has different purposes and measures of acceptable outcome as they apply to gaming machines. The Act establishes the lawfulness of operating gaming machines and provides that they should be accessible to all Victorians.
- 37 The purposes of the Act focus upon honesty and freedom from criminal influence, the regulation of approved venues and the activities of persons in those venues and the following objectives, which are particularly relevant in this matter.
 - Promoting tourism, employment and economic development generally in the State;
 - Fostering responsible gambling;
 - Minimise harm caused by problem gambling;
 - To accommodate those who gamble without harming themselves and others; and

- To allocate gaming machine entitlements to maximise the financial and social benefits to Victorians.
- 38 The objectives of the *Gambling Regulations Act*, as they apply to gaming machines, provide for the consideration of social and economic costs and benefits and a judgement as to whether there will be 'no net detriment' arising from the approval.
- 39 The following considerations can be identified as major themes considered under the Gambling Regulations by the VCGLR.
 - Social and Economic impact (no net detriment).
 - Concentration of EGMs/Venues and available licences under the cap.
 - Proximity to local educational institutions.
 - Population growth (changes in demand).
 - Proximity to shopping centres.
 - Resident opinion.
 - Responsible gaming practices.
- 40 This Local planning policy and reference document on gaming seeks to reconcile the tension between the community's reasonable access to gaming machines while being mindful of a range of harm minimisation strategies to assist problem gamblers and vulnerable communities.
- 41 This policy does not seek to address the full ambit of the Gambling Regulations.

4 THE MURRINDINDI - STRATEGIC CONTEXT TO GAMING

4.1 Overview

- 42 The Shire of Murrindindi is a large municipality (3,887 square kilometres) comprising land used principally for afforestation and agricultural practice.
- 43 The size of the population (approximately 13,494 persons in 2011) is relatively small and stable although this has been projected to increase to approximately 17,000 persons by 2031.
- 44 The population is distributed relatively sparsely across the shire with principal concentrations in the Kinglake / Kinglake West – Pheasant Creek area, (adjacent to the Shire of Whittlesea), Yea, Alexandra and Eildon (Figure 1).

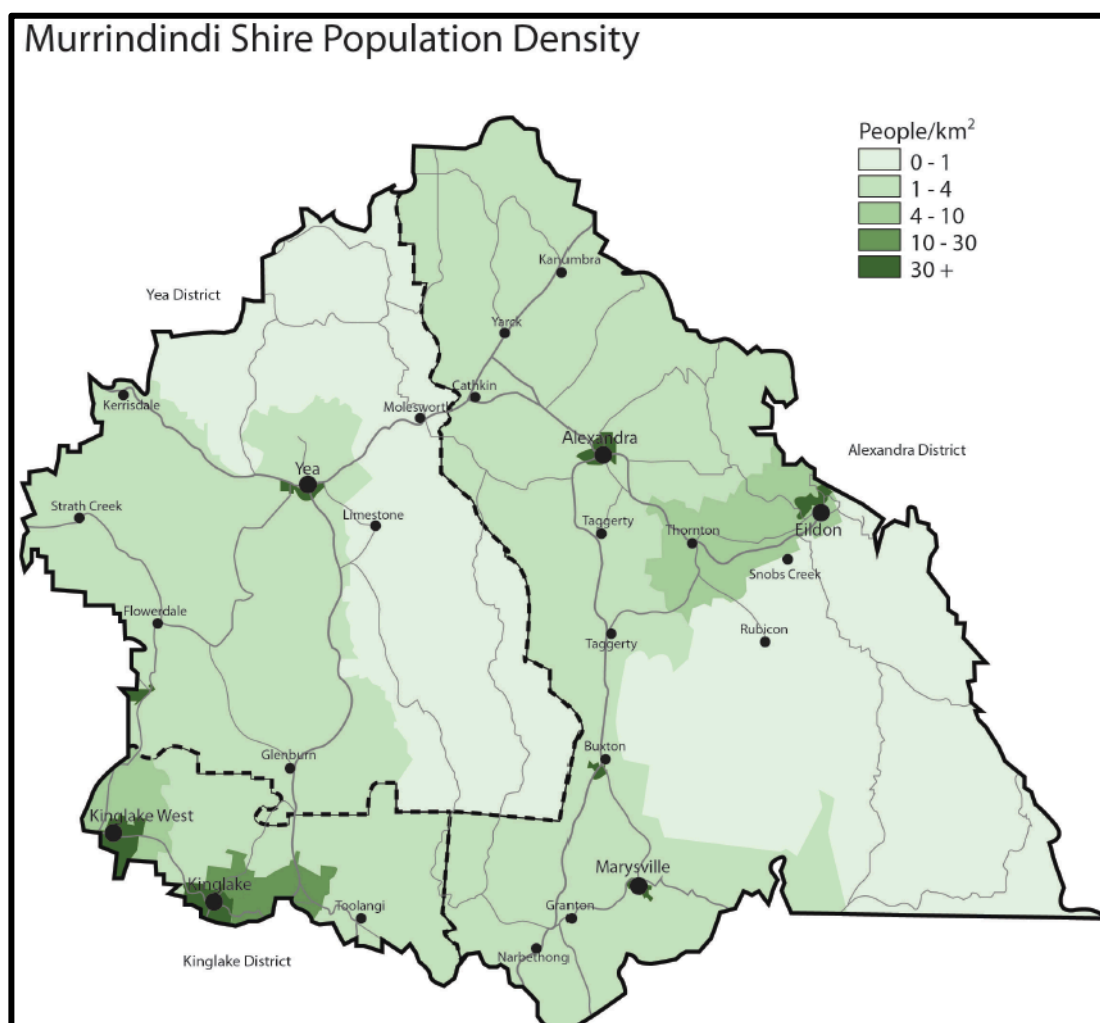


Figure 1: Murrindindi Shire Population Density

- 45 Aside from the notable presence and demand for rural residential living, the resident population is distributed between a series of townships, smaller settlements and villages. Alexandra, Yea, Eildon and Marysville are the largest and the only ones that are fully serviced (Figure 1).
- 46 The municipality is a centre of significant visitation and tourism attracted by the lifestyle, natural environment, National and State Parks, the river systems and the water based activities and opportunities of Lake Eildon and the region's emergence as a centre of food and wine.
- 47 Residents and visitors understandably strive to have access to a diverse range of recreation and entertainment facilities and attractions. The existing hotels and clubs and select other venues are noted in Figure 2.
- 48 To date gaming has had minimal presence in the shire. One venue with 25 machines at Thornton, a small township, is both proximate to Eildon and Alexandra but removed from residents in the west and southern quadrants of the Shire.
- 49 The Shire is surrounded by 6 other municipalities that collectively offer higher order, larger towns with a broader range of services and attractions and a greater choice of gaming venues and machines (Table 1 and Figure 3).
- 50 Some of these venues are convenient and accessible to parts of the Murrindindi community, particularly if work or weekly shopping takes residents to or through these centres.
- 51 Alexandra is the largest settlement within the Shire, with 17% of the Shire's population, some 2,301 persons. All other settlements have a permanent population of less than 1,500 persons. The Eildon area experiences short seasonal peaks that make it a major focus of activity and the largest community in the Shire for a brief period.

Table 1: Summary of the quantity of EGMs within each municipality

Municipality	Venues	Licensed EGMs	EGMs/1000 persons
Strathbogie	1	32	4
Mansfield	1	40	6
Mitchell	5	228	8
Whittlesea	10	691	5
Nillumbik	2	97	2
Yarra Ranges	9	457	4

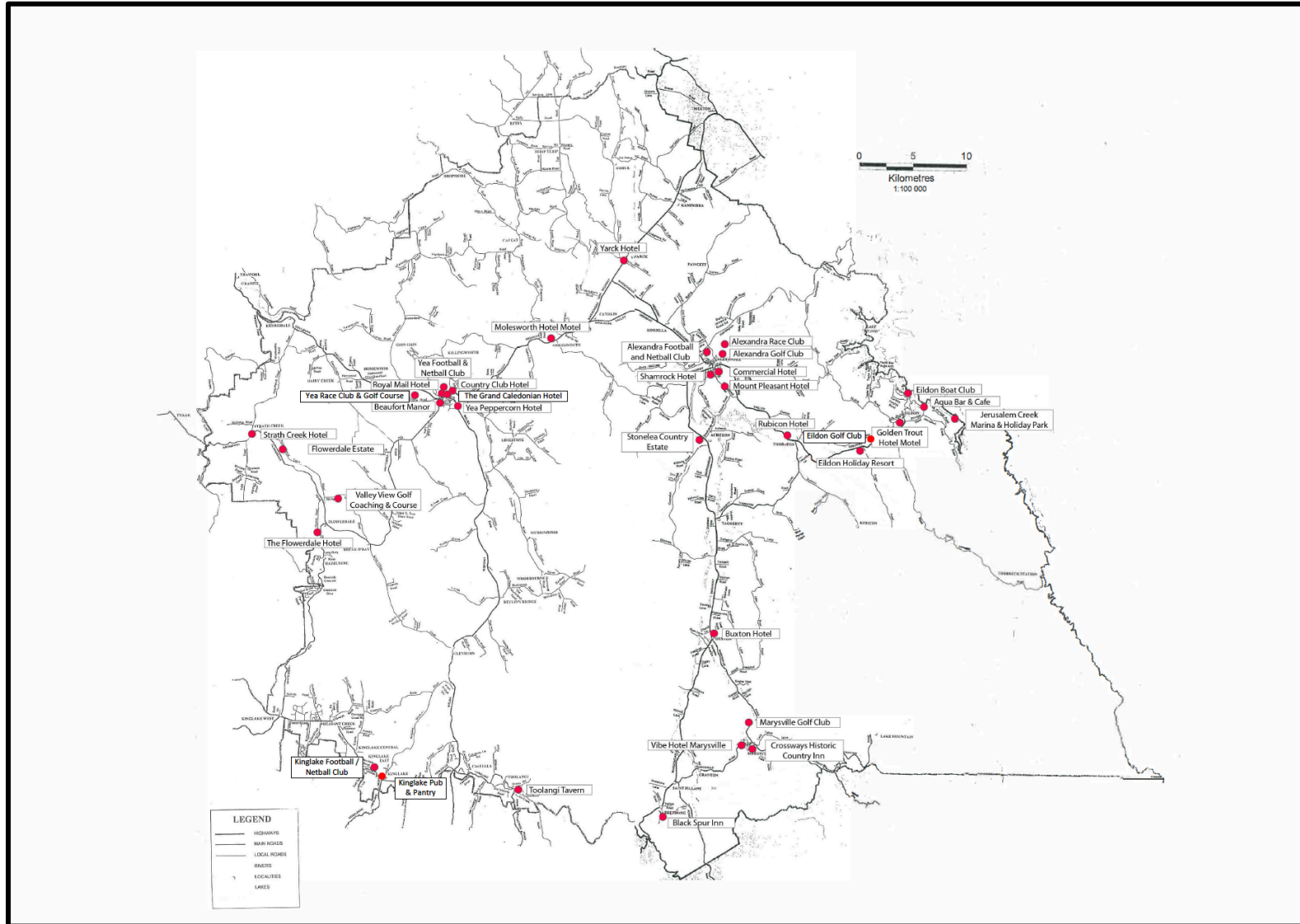


Figure 2: Existing hotels, clubs and select other venues with the Shire of Murrindindi

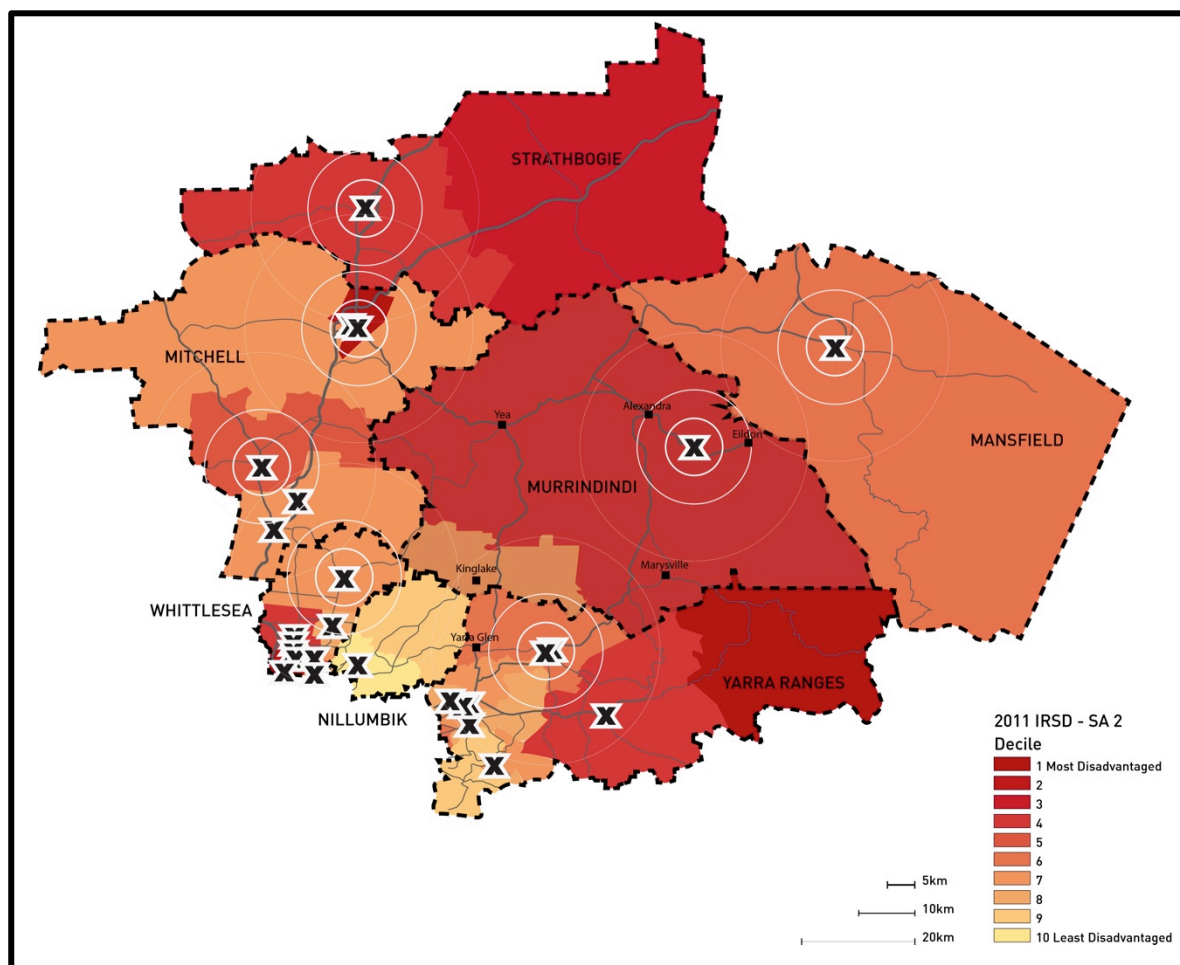


Figure 3: Electronic gaming machines in the Shire of Murrindindi and surrounding districts and SEIFA analysis.

4.2 Regional planning and development context

- 52 State planning policy strongly promotes the development of regional Victoria through a network of settlements identified in the *Regional Victoria Settlement Framework Plan* (Clause 11.05). The settlement framework nominates Yea and Alexandra as serving peri-urban township roles.
- 53 Murrindindi is located adjacent to the southern boundary of the *Hume Regional Growth Plan*.
- 54 The Growth Area Plan sets out to develop a more diverse regional economy and enhance key regional economic assets. This policy objective specifically and strongly references the tourist economy and while aligned to the natural assets of the municipality it also implies the recreational offer to visitors that might be found in commercial premises within the larger urban settlements.

- 55 The settlements of Murrindindi are not seen as significant contributors to accommodating growth in the region but are expected to experience limited expansion respectful of their roles.
- 56 Protection of environmental and heritage assets is a principal regional role for the shire, while managing exposure to natural hazards.

4.3 Council Plan and local plan context

4.3.1 Council Plan 2013-2017

- 57 This plan sets Council's vision and direction for the next 4 years to meet the priorities and aspirations of the community.
- 58 The community and economic goals of the plan are the most relevant in the context of gaming, although the plan does not specifically reference gambling or gaming.
- 59 The Community goal is:

"We will support and promote health and wellbeing, social connectedness and community involvement. "

- 60 This is addressed through health and wellbeing strategies, which include reference to the opportunities for the community to conduct healthy physical, mental and emotional lifestyles and choices.

- 61 The economy goal is:

"We will support the sustainable growth of Murrindindi's businesses and the local economy."

- 62 This is to be achieved by maximising the potential of the local workforce, advocating for the provision of infrastructure and services to support business growth; seeking to retain and grow new business investment and growing the tourism sector.
- 63 When applied to gaming, these strategies would require a balance to be struck by facilitating the business, workforce and tourism benefits that might flow from greater access to gaming with a caution about how this will affect the wellbeing of sectors of the community vulnerable to or prone to have a gambling problem.

- 64 The health and wellbeing issues are further addressed in Council's *Municipal Public Health and Wellbeing Plan 2013-2017*. This plan does not reference gaming but the 'Keeping People Well' acknowledges the role of alcohol, drugs and tobacco in detracting from community wellbeing. It might also have included a caution about the role of problem gambling.

4.3.2 Planning policy framework

- 65 The local policy Clauses 21 and 22 of the *Murrindindi Planning Scheme* make no direct references to gaming at the present time, but address a series of issues, strategies and policies that provide a context to a gaming strategy and policy.
- 66 The Strategic Shire vision is principally directed to the natural environment but in the context of gaming sets out to facilitate economic development and consolidate and focus development within and proximate to townships to improve and utilise existing infrastructure and community facilities.
- 67 This vision is carried forward in tourism and township strategies.
- 68 The *Tourism Strategy* (Clause 21.06) emphasises the role of Yea, Eildon and the re-established Marysville as having the significant tourism features and activities which should be directed at year round utilisation by visitors and persons passing through the Shire.
- 69 The *Serviced Township Strategy* (Clause 21.07) is directed at Alexandra, Yea Eildon and Marysville. These towns are seen as having a service provision role with excellent community, educational and recreational facilities and easy access to regional centres.
- 70 While retail development and consolidation will be directed to these centres it does not discount a possible role for gaming in one or more of these towns.
- 71 The strategies for Marysville are particularly emphatic in ensuring that Marysville has a strong image as a tourist centre with large accommodation developments, conference facilities, guest houses and complementary tourist facilities so as to increase tourist visitation and establish it as a year round tourist destination.
- 72 The strategies of Clause 21.07-3 provided detailed direction on where future retail and commercial development will be encouraged and are

therefore relevant when considering where gaming should be prohibited and discouraged.

- 73 *The Kinglake Strategy* (Clause 21.08) and the other township strategies (Clause 21.09) complement the serviced towns strategy but address either an agglomeration of communities (Kinglake) or smaller communities.
- 74 Greater caution might be exercised in considering this latter group of communities as suitable for gaming, particularly if the range of recreational services is minimal or negligible creating a context in which the only attraction for a small resident community is a gaming venue.
- 75 The *Townships Policy* at Clause 22.03 provides more detailed guidance in interpreting policy for each of the major settlements. There are matters of relevance that should be considered in this policy in the event of an application being made for a permit to establish a venue or install machines.

5 PRINCIPLES AND POLICIES APPLICABLE TO GAMING (POLICY FRAMEWORK)

- 76 A review of the considerable body of research on gaming and the experience of regulating gaming through the Victorian Planning Provisions enables 5 principles to be identified that usefully inform the consideration of the appropriate location of gaming facilities.
- 77 These principles are advanced and applied to examine the particular issues, context and circumstances presented by gaming in the Shire of Murrindindi.
- 78 The principles and discussion are linked to recommended policy provisions that can be usefully ordered under policy considerations that address appropriate areas, sites and venues.

These principles are as follows:

- Gaming machines should be accessible but not convenient.
- Gaming provisions should seek to protect vulnerable communities and persons with a gambling problem.
- The provision of gaming machines should be controlled and managed through the use of caps, densities of machines relative to the adult population and by minimising the number of new venues.
- A choice and diversity of other entertainment facilities and attractions should be available.
- Venues should be designed and operations conducted to minimise harm and amenity impacts.

6 PRINCIPLE 1 – GAMING MACHINES SHOULD BE ACCESSIBLE BUT NOT CONVENIENT

6.1 The Principle

- 79 The principle – ‘Accessible but not convenient’ – has become synonymous with local gaming planning policy.
- 80 The legislative framework provides for the community and visitors to be able to access gaming facilities throughout the State but simultaneously recognises that convenience, for some sectors of the community, has the greatest potential to undermine harm minimisation.
- 81 The State Government has made clear its concern regarding convenience (temptation, impulse and opportunity) by giving responsible authorities the ability to identify and prohibit gaming machines in shopping complexes and strip shopping centres as defined at Clause 52.28. The distinction of prohibited areas has been provided since the outset of gaming considerations in Victorian planning system.
- 82 Policy and strategic planning have acknowledged the greatest level of accessibility to the community is offered at higher order activity centres.
- 83 The central location of these centres in cities and shires make them the focus of road and fixed rail transport networks and provide the most efficient accessibility to the broad community.
- 84 Particular attention has been promoted in planning policy to concentrating entertainment and recreation facilities in higher order activity centres.
- 85 Thus, a tension has established which suggests merit in locating gaming facilities in and around higher order activity centres and larger townships, but not in convenient locations such as proximate to the main retail core and retail uses.
- 86 The on going relevance of these observations was revisited in the Tribunal decision - *Queensberry Hotel Pty Ltd v Minister for Planning and Community Development* [2013] VCAT444.

- 87 The Tribunal turned its mind to its jurisdiction with regard to the gaming provisions of Clause 52.28 and found them to be limited to the question of location.

"It appears to us that the concern about strip shopping centres and restriction on EGMs in shopping centres is really focussed on the problem of so called "convenience gaming". " We think that Clause 52.28 reflects a view that the temptation to convenience gaming is an evil that should be avoided by controlling the location of EGMs. We understand the expression "convenience gambling" to mean gambling that comes about as a result of people going about other business and other concerns being confronted with opportunities to gamble that they have not set out to find."

The Tribunal went on to note:

"Confronting and tempting gamblers is said to be avoided by preventing the establishment of gambling venues in and about places where people will go for other convenience shopping, for example people frequent supermarkets, convenience shop, milk bars, hairdressers, newsagents and so on to buy daily, weekly or other regular needs."

And

"Generally speaking it is policy to avoid them being confronted, at such time, with electronic machine gaming opportunities."

- 88 The observations outlined above are important to consider in developing the Murrindindi Shire gaming policy. While there are a range of other relevant principles and considerations, it is this principle that commonly sits at the heart of whether or not a particular site is an appropriate location for gaming.
- 89 A further dimension to the principle of 'accessible but not convenient' is the concept of destination gaming. Research in the mid 2000 the State Government concluded that destination gaming (EGMs in more remote locations ('destinations') incurring a conscious decision and effort to access EGMs and thus a disincentive to opportunity gaming) did not offer a robust response to problem gambling.

- 90 None the less, the principle of 'accessible but not convenient' implies aspects of creating destinations and this has found expression in local policy and the distinctions drawn by practitioners between 'convenience' and 'destination' venues.

6.2 Application to the context of Murrindindi Shire

6.2.1 Accessibility to gaming

- 91 The Murrindindi community's access to gaming machines and venues is appropriately addressed in both its regional and municipal context.
- 92 Figure 4 and Table 1 illustrate the broader context. While there is only one venue in the Shire, persons travelling out of the Shire to other regional centres or Melbourne, pass a choice of accessible venues offering gaming. This particularly the case for residents in the Kinglake area.
- 93 In a regional municipality where the residents of the outlying towns and rural areas will regularly have cause to come to or pass through proximate regional towns and centres, gaming facilities in those towns and centres are also accessible.
- 94 Within the Shire the Rubicon Hotel (25 machines) could reasonably be held to be accessible to both the Alexandra and Eildon communities given its central location.
- 95 The spatial analysis along side the policy commentary at Section 4.3.2 indicates Yea, Marysville and Eildon areas might be potential candidate locations for a gaming venue because of either their tourism / visitation roles and or their centrality to the resident population.
- 96 Other locations which might be candidates include golf clubs, race courses and the like where the facility is removed from day to day convenience activities and the setting of the venue necessitates an effort to access.

6.2.2 Locations where gaming machines should be discouraged or prohibited

Strip Shopping Centres

- 97 The existing provisions of the *Murrindindi Planning Scheme* do not nominate specific locations where gaming provisions are prohibited save to suggest that they are prohibited in all areas where the definition of a *shopping complex* or *strip shopping centre* would apply.
- 98 A *strip shopping centre* is an area that meets the following requirements:
- It is zoned for commercial use;
 - It consists of at least separate buildings on at least two separate and adjoining lots;
 - It is an area in which a significant proportion of the buildings are shops; and
 - It is an area in which a significant proportion of the lots abut a road accessible to the public generally.
- 99 The application of the definition is not static. It only takes the redevelopment of some properties or a change in land uses to vary the scope and boundaries of the strip shopping centre.
- 100 Areas which appear to qualify as strip shopping centres include part or all of commercially zoned land in the centres of Alexandra, Eildon, Kinglake, Marysville and Yea (Figures 4 – 8).

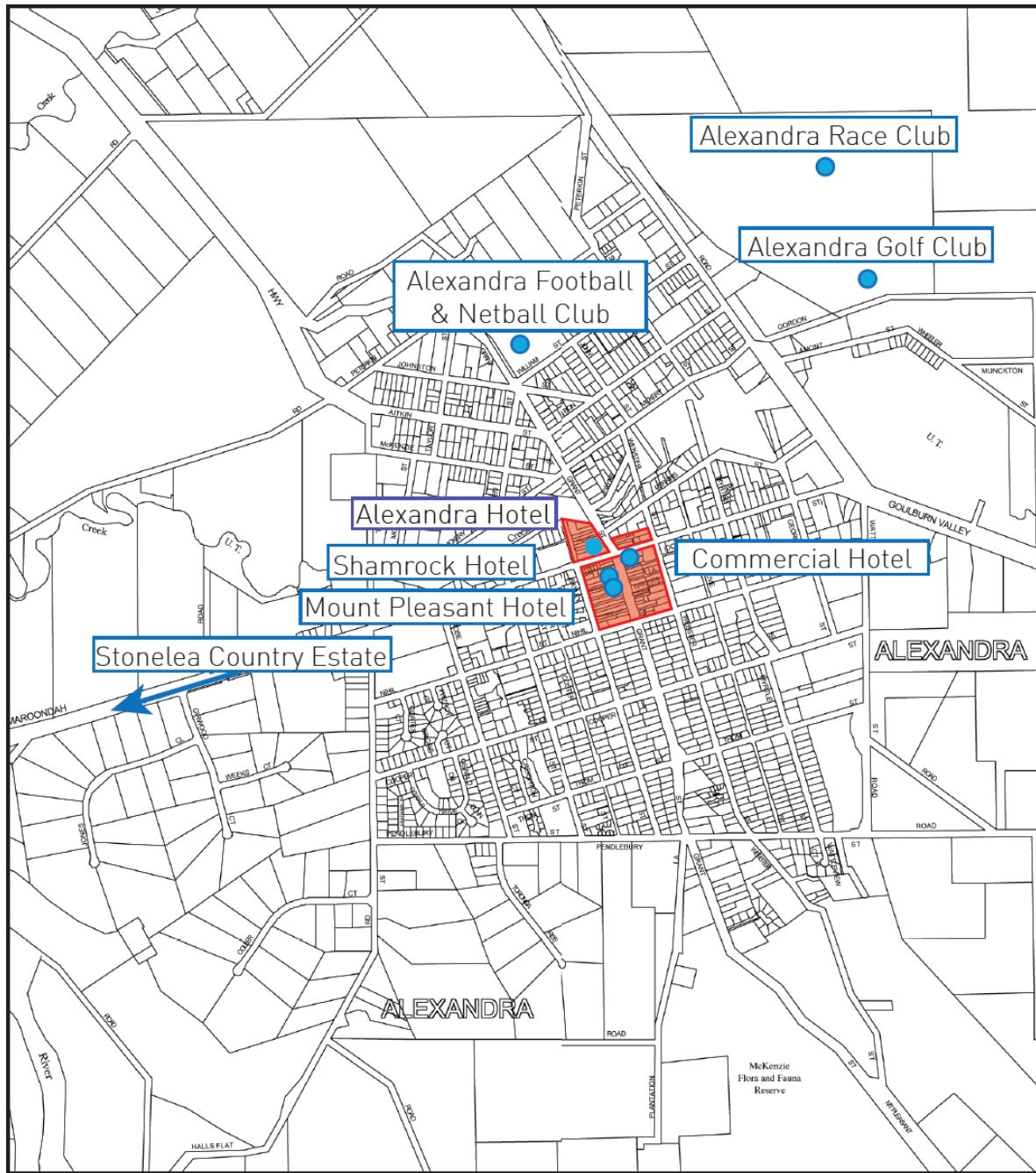


Figure 4: Commercial 1 Zone and location of relevant clubs, hotels and other venues in Alexandra

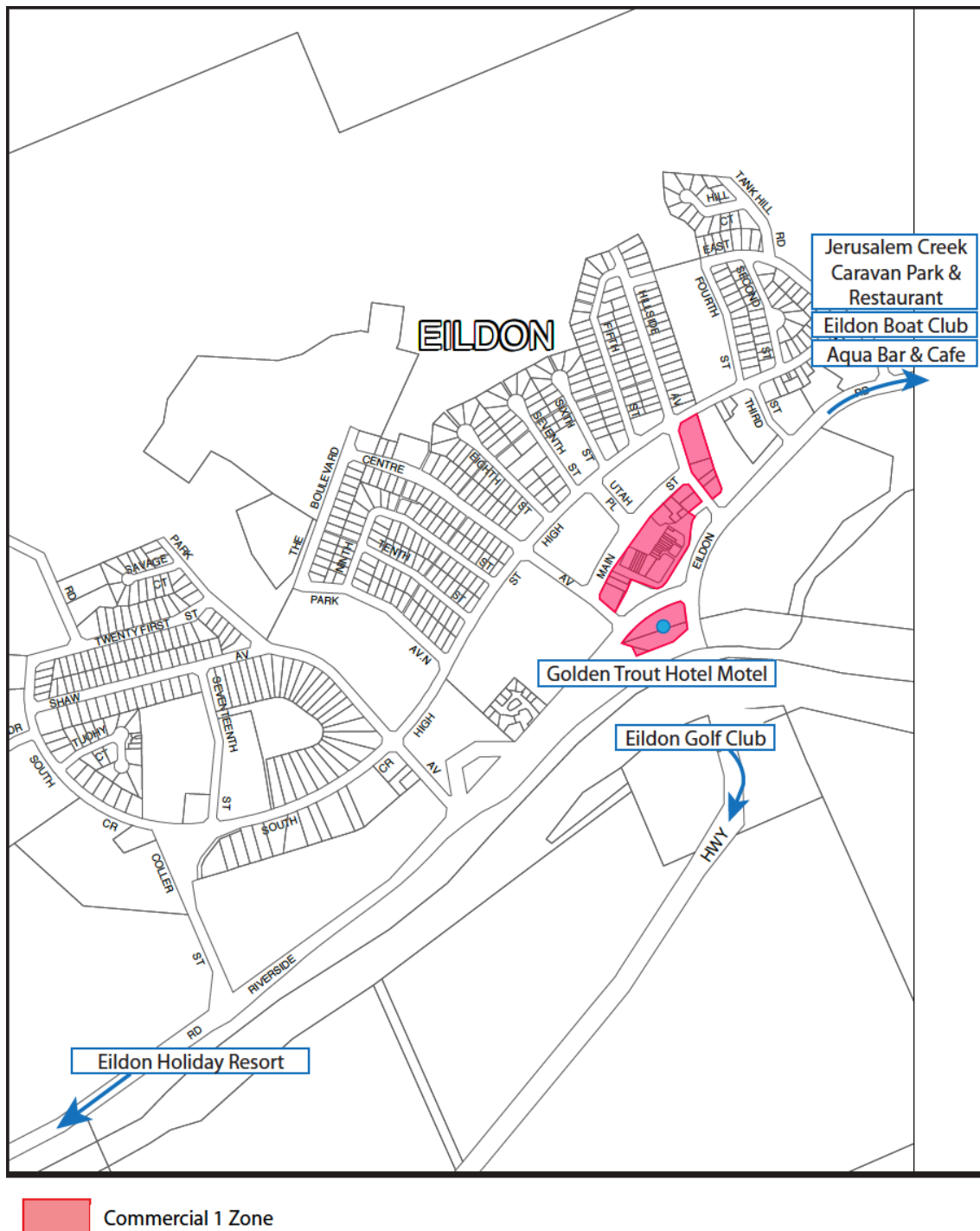


Figure 5: Commercial 1 Zone and location of relevant clubs, hotels and other venues in Eildon

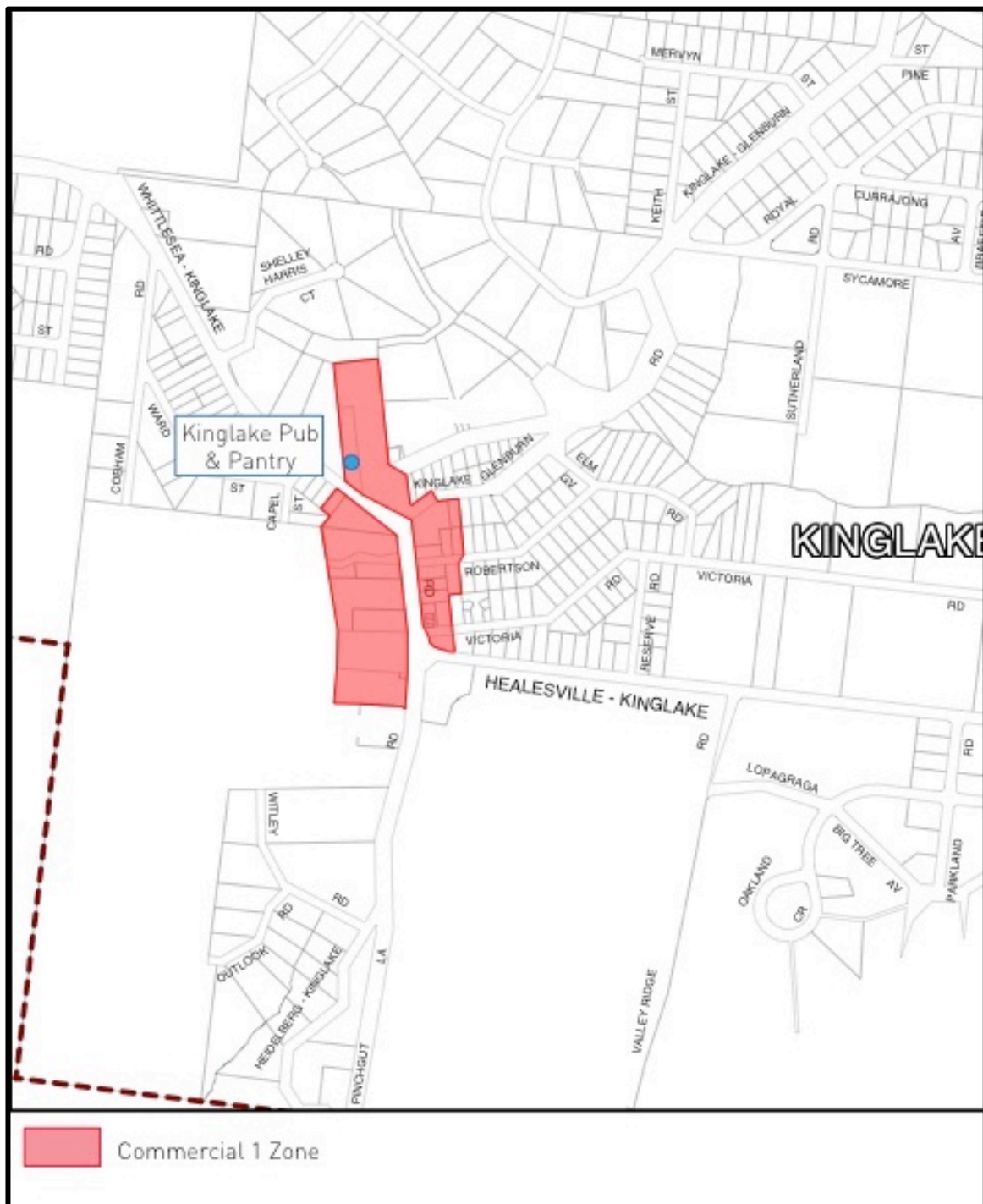


Figure 6: Commercial 1 Zone and location of relevant clubs, hotels and other venues in Kinglake

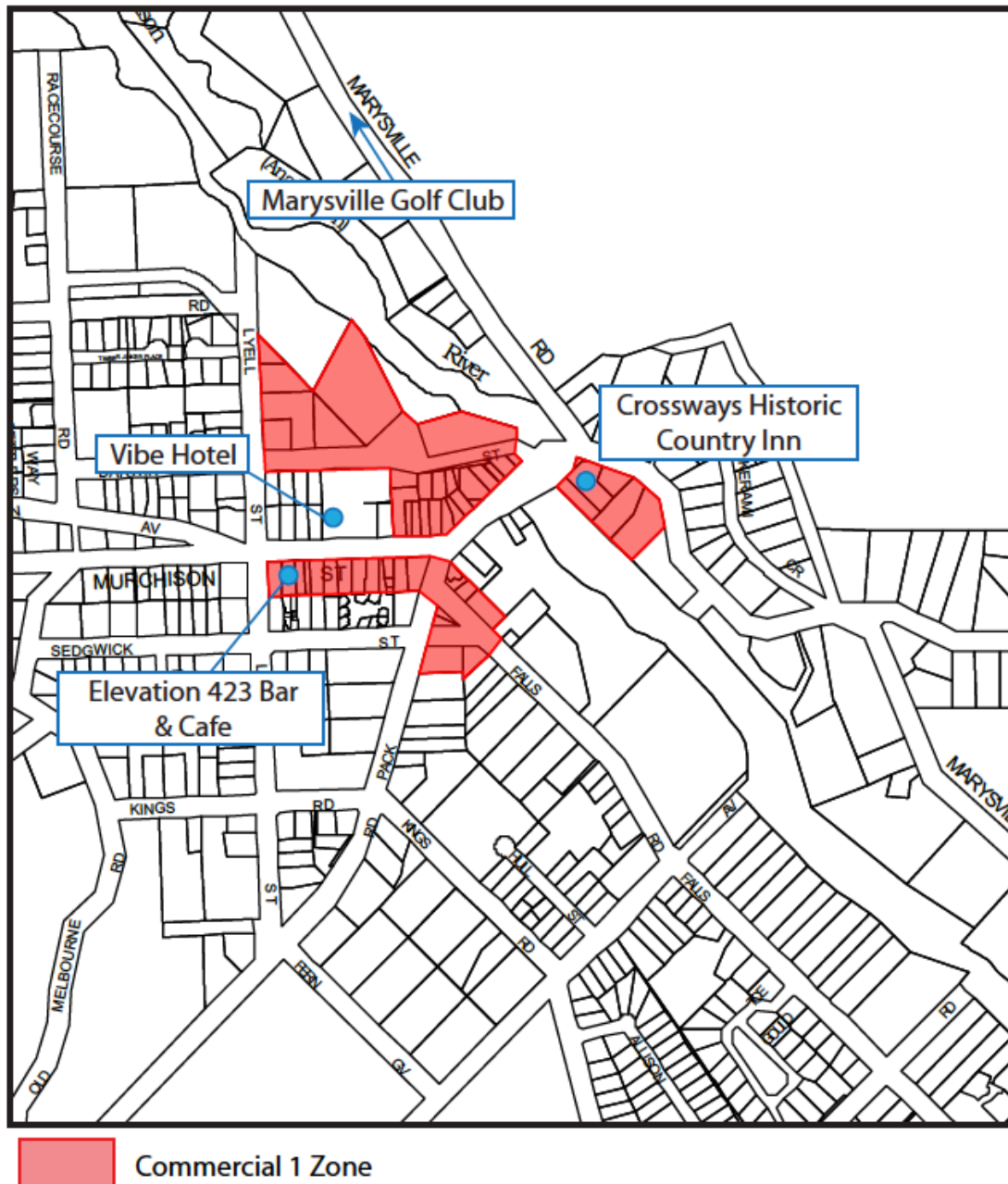


Figure 7: Commercial 1 Zone and location of relevant clubs, hotels and other venues in Marysville

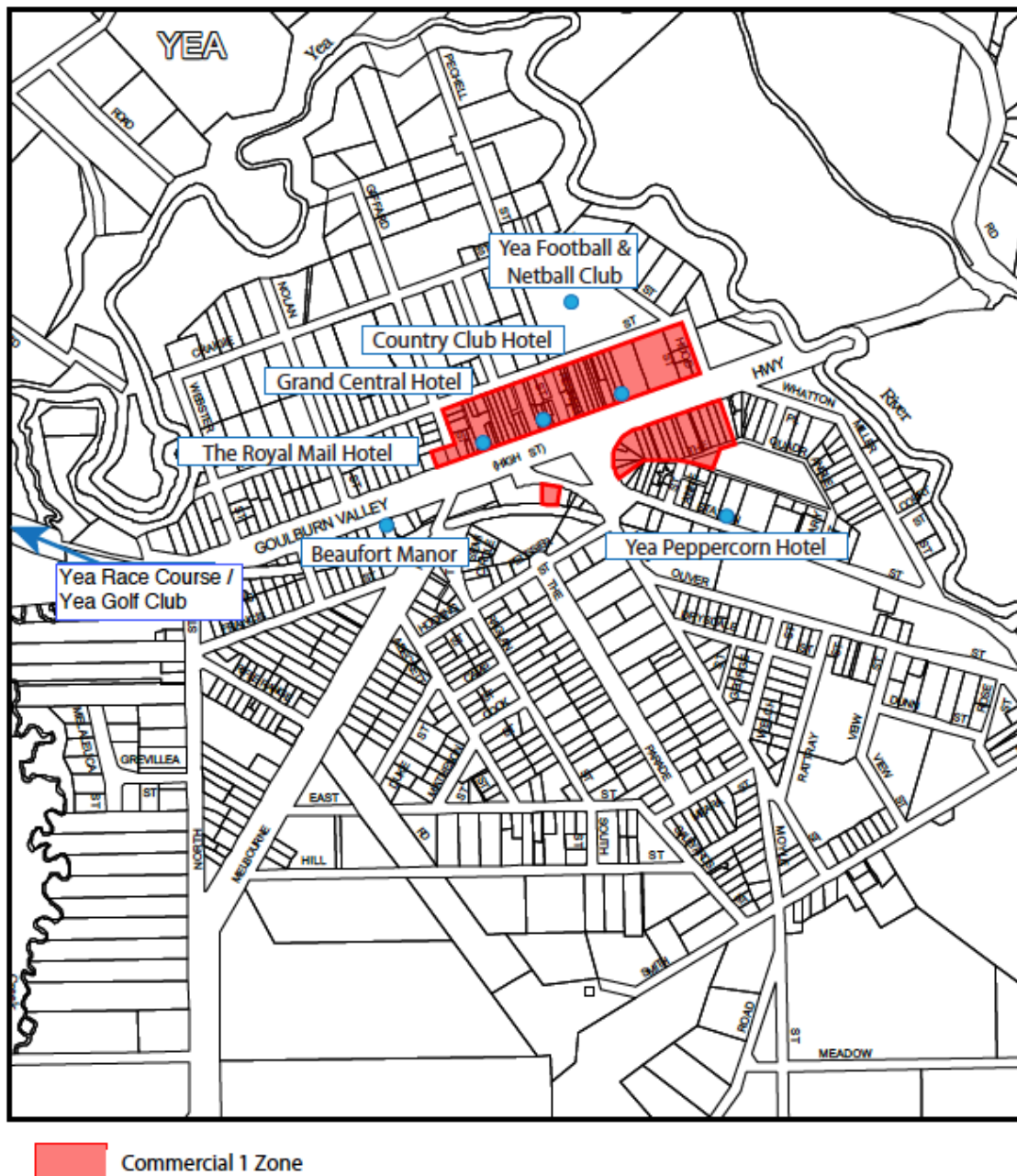


Figure 8: Commercial 1 Zone and location of relevant clubs, hotels and other venues in Yea

6.2.3 The distinction between prohibition and discouragement

- 101 The concept of having areas where gaming machines are prohibited and strongly discouraged by a local policy is a feature of some municipalities' policies.
- 102 The term 'discouraged areas' has its origins in the observation that while a gaming venue might be prohibited in a particular centre or area, on land zoned for a commercial purpose the policy would be self defeating if a venue could be established directly opposite and in clear view of a strip shopping centre.
- 103 Accordingly, it has been practice to identify areas which are opposite, adjacent or in close proximity to strip centres as areas where the establishment of EGMs will be explicitly discouraged.
- 104 Aside from areas in immediate proximity to prohibited areas, the concept has further merit in the case of the establishment of gaming venues in heart of small settlements and centres where there are convenience services offered (and limited or no other attractions) but where land is not zoned for commercial purposes.
- 105 Locations where gaming machines and venues should be discouraged in the absence of prohibited areas include the townships of Buxton, Taggerty, Yarck, Molesworth and Narbethong, Taylor Bay and Flowerdale.

6.2.4 Mapping of prohibited and discouraged areas

- 106 Some early gaming policies provided for the mapping of the boundaries of prohibited and discouraged areas on a cadastral base. The benefit of this approach was to give proponents, Council and the community clear direction where such policies would apply.
- 107 An Independent Panel considering the inclusion of mapping of such areas in the *Macedon Ranges Planning Scheme* recommended against the use of this technique.
- 108 The caution and concern with such an approach is that the definition of the boundaries of a strip shopping centre, as defined in Clause 52.28, can change with the turnover of one or more tenancies. If the boundaries of a centre are shown in the planning scheme, it would take a further amendment to the planning scheme to vary them.

- 109 To overcome this limitation, Amendment C115 to the *Maribyrnong Planning Scheme* has included plans in the background reference document that do not include a cadastral base, but show prohibited and discouraged areas in a generalised form.
- 110 In these circumstances, the plans of prohibited and discouraged areas include the caution that the exact boundaries of a prohibited or discouraged area should be reviewed and tested at the time of an application being made.

6.3 Recommendations

- 111 Amend the fourth schedule to Clause 52.28 of the *Murrindindi Planning Scheme* nominating the specific towns and properties where gaming would be prohibited.
- 112 In the local gaming policy make specific reference to the principle of 'accessible but not convenient,' indicate the policy intent to deter impulse gaming and provide for areas, as nominated above, to be discouraged.
- 113 Add this report to the Reference Documents nominated at Clause 21.12 of the *Murrindindi Planning Scheme*.
- 114 Include in the reference document to the local policy, maps showing prohibited and discouraged areas, which do not rely upon a cadastral base.
- 115 Place a caution note on such plans requiring the reader to treat the maps as guidelines and to verify the boundaries of the prohibited / discouraged areas at the time of making an application for the approval of gaming machines.
- 116 Include the following considerations in the local policy:

Appropriate Area

- Gaming machines should be located:
 - In townships where tourism is strongly evident and supported in policy and where large numbers of persons passing through the region are inclined to stop.

- Townships where the population is growing or expected to grow. In these areas, gaming machines should not be established ahead of the provision of non-gambling entertainment, recreation facilities and social infrastructure.
 - In townships where commercial and business development is encouraged and a choice of recreational and entertainment facilities is offered.
- Gaming machines should not be located in areas:
- Specified in the 4th Schedule to Clause 52.28 and will be strongly discouraged in areas that abut, or are adjacent, opposite or in such close proximity to prohibited areas that a facility in such a location would reasonably be considered, particularly convenient to users of the strip shopping centre.
 - In and proximate to areas within townships and small centres where local convenience services are provided and where no or limited alternative attractions are offered.

Appropriate sites

- Gaming machines should be located on sites:
- That minimise the likelihood of impulse gaming by people passing the venue in the course of their usual business or every day activities.
 - At the periphery of activity centres and removed from land zoned for a commercial purpose, or at a sports or recreation club.
 - Where the location could reasonably be perceived as a destination in its own right. This would be achieved by separation from strip shopping centres, shopping complexes, railway stations and community facilities involving a high concentration of people undertaking daily activities.

7 PRINCIPLE 2 – PROTECT PROBLEM GAMBLERS AND VULNERABLE COMMUNITIES

7.1 The Principle

- 117 The socio economic circumstance of the local community is consistently considered when having regard to the location of gaming machines. These circumstances are inferred and referenced in the purposes and decision guidelines of Clause 52.28 and routinely cited in the policy basis of various gaming policies (including *Greater Geelong Planning Scheme* - Clause 22.57; *Greater Bendigo Planning Scheme* - Clause 22.28; *Hume Planning Scheme* - Clause 22.17) that place significant emphasis upon this principle and consideration.
- 118 The objectives of these policies seek to avoid the risk of exacerbating problem gambling.
- 119 Problem gamblers are to be found throughout the community regardless of social or cultural background or economic circumstance. They may represent a very small proportion of the community but their losses amount to a considerable proportion of all money spent on gaming.
- 120 The further distinction is made of vulnerable or more disadvantaged members of the community because they are arguably the sector of the community least equipped with the resources and life skills to cope with the consequences of problem gambling.
- 121 Planning policy on problem gambling is often couched in terms of distancing the location of gaming machines from areas exhibiting a particular concentration of persons with attributes of disadvantage as measured by information about the socio-economic conditions for specific smaller areas such as the SEIFA Index.
- 122 In *Mount Alexander Shire Council v Victorian Commission for Gambling and Liquor Regulation and others* [2013] VCAT 101 the Tribunal has provided a useful summary of the relevance of problem gambling.

It noted:

I agree with the Commission that the broader issue of problem gambling is relevant to the Tribunal's consideration of the no net

detriment test at a community level. It is now generally accepted that problem gambling is more likely to arise, albeit without clear correlation, in areas of socio- economic disadvantage. Social impact assessments therefore commonly and properly, have regard to indicators such as the Socio-Economic Impact for Areas (SEIFA) published by the Australian Bureau of Statistics – although these are not wholly determinative. There is room for debate in particular cases about what areas of a gaming venues catchment or municipal district should be considered as a measure of its socio economic status.

- 123 The Tribunal advanced that a proper consideration of economic impacts of a proposal under the ‘no net detriment test’ of the Gambling Regulations Act 2003 should make allowance and estimates for the costs of problem gambling to off set against the economic benefits of a proposal.
- 124 While estimates have been made of the national cost of problem gambling, a significant lingering, micro level, difficulty is objectively identifying the prevalence of problem gamblers in a small area and quantifying the costs associated with that addiction. The Tribunal drew the analogy of ‘stabbing in the dark’ in the matter of Royal Hotel Benalla v Victorian Commission for Gambling Regulation (Occupational and Business Regulation) [2012] VCAT 1972.
- 125 In the decision - Queensberry Hotel Pty Ltd v Minister for Planning and Community Development [2013] VCAT 444, the Tribunal faced similar but also different considerations. It was deliberating on a matter in the City of Melbourne where the local policy framework did not place the same explicit reference on problem gamblers and vulnerable communities, but it did observe at paragraph 65 of its decision that it could find nothing in Clause 52.28 to suggest that that it is only in relation to the ‘poor’ that concern about the social and economic effects is to be taken in to considerations.

It may be true that EGMs are a preferred mode of gambling among people of modest or inadequate financial means, although we are not satisfied, on the material before us, that so called problem gambling is limited to such persons. Excessive gambling creates serious adverse social conditions where too much money is expended upon it. People who become addicted to gambling can come from any financial strata in society, and ultimately the result might be just as serious for people from within any such strata. People with very limited financial resources may find themselves in financial trouble more quickly than those that are more well to do, although the

ultimate result might be the same and it might be achieved just as quickly if well to do addicted gamblers insist on gambling for high stakes, as apparently, some do.

- 126 The Tribunal went on to note “... *it appears somewhat paternalistic to seek to protect the poor, including the thrifty poor, from themselves; whilst not having a similar concern for the unthrifty problem gamblers in other areas.*”
- 127 It was on this basis that the Tribunal went on to place a greater emphasis upon reducing convenience gaming for all rather than nominating a particular social / economic strata within the community.
- 128 A more recent addition to this vein of analysis and commentary has been to distance gaming venues from locations where there is a concentration of social support services to disadvantaged members of the community or where there is a particular concentration of social housing. This approach has been advanced in Amendment C88 to the Port Phillip Planning Scheme and is proposed in Amendment C115 to the Maribyrnong Planning Scheme.

7.2 Problem gamblers and vulnerable communities in Murrindindi

7.2.1 Demographic characteristics

- 129 In 2012 Murrindindi Shire had an estimated residential population of 13,434 persons, an increase from 13,197 in 2001. Since 2001, the Shire has experienced minimal growth at a rate of 0.15% per annum, notably lower than proximate municipalities.
- 130 Alexandra accounts for 8% of the 1,300 additional people in the Shire between 2001 and 2013, with the balance of the Shire growing by just 237 people.
- 131 Murrindindi Shire’s population is forecast to significantly increase until 2031, with the Shire expected to grow at an annual rate of 1.38%¹, resulting in an overall increase of some 3,700 people over a 20-year horizon.

¹ DPCD Victoria in Future 2012

- 132 Murrindindi Shire has historically experienced minimal growth in the younger 0-14 and 25-34 age groups, while significant growth has been seen in older age groups over the age of 50.
- 133 The average household size continues to decrease. A drop of 2.5 persons per household in 2001 to 2.4 in 2006 has continued with the number of single person households in 2011 being 109 more than it was in 2006.
- 134 The demographic profile may be summarised as reflecting an ageing population, exhibiting a decline in household size, increases in lone person households, declines in couples with children and changes in social structure that include an increase in one parent families.

7.2.2 Problem gambling – a regional analysis

- 135 A recent Victorian study - *Counting the Cost², the Inquiry into The Social and Economic Costs of Problem Gambling in Victoria* - a draft report by the Victorian Competition and Efficiency Commission, dated October 2012 has looked at the cost of problem gambling from a metropolitan and regional perspective.
- 136 The study is aimed to inform policy makers and the community about the true costs of problem gambling and where they fall.
- 137 The report found:
- *“Prevalence of problem gamblers varies across regions in metro areas from 0.3 per cent to 1.2 per cent and in regional areas from 0.1 per cent to 0.8 per cent.*
 - Regional Victoria recorded a higher proportion of gamblers than metro Victoria, however, had broadly lower ‘at-risk’ rates relative to metro areas.
- 138 These results are not conclusive, however they did support the existence of a relationship between higher prevalence rates of problem gambling in metro areas and:
- *Higher concentrations of EGMs*

² Victorian Competition and Efficiency Commission 2012, Counting the Cost: Inquiry into the Costs of Problem Gambling, draft report, October

- *Higher average net and relative expenditure on EGMs*
- *Higher level of relative disadvantage.*

The results for regional Victoria were more inconsistent.

- 139 The report noted the results were broadly consistent with a recent review of the geographical impacts of gambling:

Geographical analysis of the relationship between the density of EGMs, net expenditure and problem gambling prevalence rates consistently show greater densities to be associated with greater expenditure and a larger proportion of problem gamblers. EGMs tend to be most strongly concentrated in areas with greater social disadvantage, but this may only be because hotels and clubs have traditionally been more concentrated in poorer areas. (Delfabbro, Le Couteur, and IGASA 2009, 7)³

- 140 The report concluded these studies point to a number of potential drivers of the prevalence of problem gambling at a local level, but could not establish if costs associated with problem gambling also varied by region.
- 141 The inconclusive nature of the findings makes it difficult to infer implications for the Murrindindi Shire gaming policy other than the insight that there is a lack of consistency between factors impacting problem gambling rates and each region must be evaluated on its particular merits.
- 142 As such, the contextual variables/conditions in Murrindindi Shire are highly relevant to develop an appropriate policy for minimising problem gambling

7.2.3 Murrindindi Shire's Population relative to Problem Gambling Risk Segment Profile

- 143 The Problem Gambling risk Segment Profile reported the demographic profile of problem gamblers, relative to the Victorian adult population (based on ABS Census 2006 data and projections).⁴
- 144 The overall Victorian profile of problem gamblers shows there is a significantly

³ As cited in Victorian Competition and Efficiency Commission 2012, *Counting the Cost: Inquiry into the Costs of Problem Gambling*, draft report, October p. 124

⁴ *A Study of Gambling in Victoria – Profile of Problem Gambling Risk Segments* p.87

- Higher proportion of males and lower proportion of females
- Lower proportion of people 65yrs and older
- Higher proportion of people of Indigenous backgrounds
- Lower proportion of professionals, technicians/trades-workers and clerical/administrative staff
- A significantly higher proportion of sales workers, machinery operators/drivers and labourers
- Lower proportion of people with a personal income of under \$31,199
- A significantly higher proportion with an income of \$31,200-\$51,999
- Lower proportion of households with an income of under \$33,799
- A significantly higher proportion of households with an income of \$62,400-\$103,999
- Lower proportion in Eastern Metro and Grampians
- Lower proportion of people who have migrated to Australia in the past 5 years
- Lower proportion of 'other households'.

145 When this profile of problem gamblers is considered against the population of Murrindindi Shire, the following is notable:

7.2.4 Social and economic advantage and disadvantage

146 The Socio-Economic Index for Areas (SEIFA) is a product developed by the Australian Bureau of Statistics that ranks areas in Australia according to relative socio-economic advantage and disadvantage. The 2011 version of SEIFA consists of four products.

- The index of relative socio-economic disadvantage (IRSD),
- The index of relative socio-economic advantage and disadvantage (IRSAD),
- The index of education and occupation (IEO),
- The index of economic resources (IER).

147 Each index is a summary of a different subset of Census variables and focuses on a different aspect of socio-economic advantage and disadvantage.

- 148 Figure 3 indicates the geographic pattern of relative disadvantage (IRSD) in the Shire of Murrindindi in relation to the six adjoining municipalities. The data has been adapted from the Statistical Area Level 2 (SA2) scale.
- 149 The index of relative socio-economic advantage and disadvantage (IRSAD) is useful for comparing a range of areas, rather than focussing on disadvantaged areas.
- 150 SEIFA analysis from the LGA scale highlights that the Shire of Murrindindi fares well against other municipalities in rural and regional Victoria. Ranked 40 of 48 on the index of relative advantage and disadvantage (IRSAD - where 1 reflects relatively greater disadvantage and lack of advantage).
- 151 On a statewide scale, Murrindindi Shire was ranked 41 of 79 municipalities on the IRSAD. This represents a reputable score for a regional shire.
- 152 The number of homes owned outright within Murrindindi Shire is also noticeably higher than the figure for rural Victoria – 45.0% compared to 41.7% for the latter. This is likely to be representative of the older population in the municipality and the lower median house prices.
- 153 Education attainment levels in Murrindindi are generally representative of the Victorian rural averages.
- 154 The labour force participation rate in Murrindindi is slightly lower than the average level for rural Victoria. The overall participation rate in Murrindindi is 57.5% (61.8% for males and 53.2% for females), compared to 59.2% (64.6% for males and 53.9% for females) for regional Victoria (according to 2011 Census data).
- 155 Unemployment in the Murrindindi Shire was 4.7% of the labour force in September 2014, significantly lower than 6.1% for regional and rural Victoria. Murrindindi's unemployment rate has been declining since late 2012.
- 156 The challenge of relying on SEIFA was discussed by Deputy President Mark Dwyer in the recent VCAT case *Murrindindi SC v Victorian Commission for Gambling and Liquor Regulation & Ors* [2013] VCAT 101 (14 February 2013).
- 157 *“the inputs or factors that might particularly influence a SEIFA index outcome in a particular community (e.g. a higher older-age population) do*

not necessarily correlate with factors relevant to the prevalence of problem gambling in that community.”

7.3 Conclusions

- 158 It should be a primary concern of a local policy that gaming venues and machines are not located in positions that makes them particular convenient to use by vulnerable members of the community or those with or a propensity towards a gambling problem.
- 159 The forgoing analysis emphasises the complexity of influences and factors that might have a bearing upon accentuating problem gambling in the community, but in the final analysis problem gamblers and vulnerable communities are not to be found just in discrete small clustered areas, but more randomly distributed across the community.
- 160 Preventive steps can be taken by discouraging the location of gaming venues immediately proximate to localities of particular disadvantage; concentrations of social housing and in locations where social support agencies are located.
- 161 Seeking to control the location of gaming machines and venues on the basis of small area boundaries used for statistical collection and selecting an arbitrary quartile or decile in a statistical analysis to identify where the greater threat and vulnerability to gaming problems may exist is fraught with imprecision.
- 162 Some local gaming policies have historically advanced a control that requires a gaming venue to be located more than 400 metres away from a local statistical area with a certain SEIFA rating. The robustness of this criterion in isolation is open to challenge.
- 163 An additional practical and precise criterion would be to apply a separation distance between gaming venues and notable clusters of social housing and the location of the offices of support agencies for vulnerable and disadvantaged persons and problem gamblers. This is articulated in the following recommendations.
- 164 The most practical and effective approach is to avoid the siting of venues in locations of particular convenience and susceptibility to impulsive behavior, such as shopping, where higher concentrations of people are regularly

exposed to the temptation of gaming. This has been addressed in Principle 1.

7.4 Recommendations

7.4.1 Local policy – protect vulnerable communities and problem gamblers

165 The relevant related provisions for consideration in a local policy and not previously recommended are:

Appropriate Areas

Gaming machines should not be located in areas:

- Where any ABS statistical areas within 400 metres walking distance of the proposed venue is in the 20% most disadvantaged statistical areas in Murrindindi Shire as set out in the latest SEIFA Index of relative socio-economic disadvantage.
- Gaming machines should not be located within 400 metres walking distance of a concentration of social housing comprising more than 25 dwellings or within a clear line of sight of a social support agency and or gamblers help centre.

8 PRINCIPLE 3 – THE PROVISION OF GAMING MACHINES SHOULD BE CAPPED, DENSITIES CONTROLLED AND NUMBER OF VENUES MINIMISED

8.1 Principle

166 The State government has introduced a limit or cap to the number of EGMs that can be established in a particular municipality on the basis of a perceived threat posed by too many machines in a particular locality. The cap is expressed as a relationship between the number of machines and the adult population in a municipality and operates at 10 machines per 1,000 persons over the age of 18.

167 An allied consideration is whether the growth in machines in an area will take the form of additional machines in an existing venue, or a new venue with new machines.

168 As a general guide a new venue has the potential to have a greater impact, making gaming more convenient to a greater number of potential patrons, and at the same time diminishes the proportion of premises not offering gaming. As a harm minimisation strategy more machines in existing venues will not be as evident to the community as more venues.

169 The more pragmatic expression of the consequences for this gaming principle is the question of whether every additional machine adds equal benefit/dis-benefit to Murrindindi Shire – that is, would an additional machine at a particular location produce a greater dis-benefit than an additional machine at an existing venue.

170 In *Mount Alexander Shire Council v Victorian Commission for Gambling and Liquor Regulation and others* [2013] VCAT 101, the Tribunal addressed the issue of the relevance of a margin of change to the 'net detriment test'.

An increase in gaming machines at an existing venue (a 'top-up') will likely have a lesser net impact than the introduction of machines at a new venue, and the social and economic impact evidence in support is likely to be more straight forward.

However the introduction of 50 gaming machines into a community will likely have a different impact if that community already has say, 200 machines rather than 20 or none at all.

- 171 Each application will present its own unique set of circumstances. However as noted earlier in the above case both the creation of a new venue and a tripling of the number of machines within the community was viewed as a significant impact with detrimental implications for the character and perception of the community.
- 172 This principle seeks to ensure the establishment of new gaming facilities does not notably change the balance of a narrow choice and offer of entertainment options towards more gambling.

8.2 Application to Murrindindi Shire

- 173 Electronic Gaming Machines (EGMs) have been operating in Victoria since 1991.
- 174 At the 30 June 2012 the following statistics applied:
- 26,778 EGMs in Victoria with total losses of over \$2.7 billion for 2011-2012.
 - Average number of EGMs per 1000 adults was 6.1.
 - Average net losses per adult were \$613.
- 175 While the cumulative loss since the introduction of EGMs in Victoria is more than \$46 billion, annual losses have plateaued in recent years at around \$2.7 billion.
- 176 As with Wagering and Lotteries, the VCGLR regulates EGM gambling in Victoria. The Gambling Regulation Act 2003 provides the legislative framework for gambling in Victoria.
- 177 The Act stipulates that a maximum of 30,000 EGMs may operate in Victoria. This includes 2,500 in the Melbourne Casino and 26,682 EGMs in clubs and hotels in Victoria.
- 178 The Act also states that at least 20 per cent of machines must be situated outside Melbourne and that a maximum of 105 may be permitted within a single venue.

- 179 EGM gambling in Victoria is also subject to Local Government control. The Victorian Government introduced amendments to the Victorian Planning Provisions in 2006 in response to its commitment to improve the input of local councils into the location of EGMs.
- 180 A planning permit is now required to install all EGMs, replacing the previous as-of-right provisions for gaming machines if the area covered by the EGMs was less than 25 per cent of the gross floor area where liquor may be consumed.
- 181 A further complication is that existing uses rights (Clause 63) are established and apply where a gaming room has been lawfully established and any increase in gaming machines can be accommodated within the established gaming room. These provisions of the planning scheme might be relied upon to establish additional EGMs in an existing venue.
- 182 EGMs remain prohibited in strip shopping centres and specified shopping centres, with the exemption for hotels in clubs in strip shopping centres being removed.

8.2.1 Electronic Gaming in Murrindindi Shire and Surrounds

- 183 The Victorian Commission for Gambling and Liquor Regulation records data for Murrindindi Shire as an accumulated figure that also includes the Shires of Gannawarra, Mount Alexander and Strathbogie.
- 184 The following analysis is confined to a commentary upon the Rubicon Hotel as expenditure and other data can be extrapolated from the returns for the hotel.
- 185 EGMs are a significant source of revenue for the Rubicon Hotel at Thornton. Approximately \$1,231,369 was the net loss by players at EGMs in the Shire in the year to 30 June 2014⁵.
- 186 The expenditure on EGMs in the Shire has progressively declined over the last 5 years from \$1,394,772 to \$1,231,369. During that period there was a constant 25 EGMs available for use in the municipality.

⁵ <http://www.vcgr.vic.gov.au/CA256F800017E8D4/VCGLR/D6FBF3C7D7FC7E86CA257B3200786F30?OpenDocument>

- 187 Unlike most municipalities with EGMs the VCGLR has no recorded Community Benefit Statements associated with gaming activity in Murrindindi.
- 188 Save for a select few municipalities without any gaming venues and machines Murrindindi along with Boroondara are the only municipalities with an approximate EGM density of one machine per 1,000 adult residents. The Victorian average is 6.00 EGMs per 1,000 residents.
- 189 The EGM density per 1000 adults (18+) in neighbouring municipalities is Whittlesea 5, Mitchell 8, Mansfield 6, Strathbogie 4 and Yarra Ranges 4.
- 190 While Murrindindi Shire has a lower spend - measured as loss per resident adult per annum - of \$104.23, compared to the Victorian average of \$543.68, the average spend per machine is high.

8.2.2 Maximum permissible number of machines

- 191 The *Gambling Regulations Act* 2003 provides for the VCGLR to set a maximum permissible number of gaming machine entitlements for specified regions and municipalities.
- 192 The latest specification of those limits was issued on 15th August 2012. Murrindindi Shire's limit was set at 111 machines.
- 193 There are 25 active EGM entitlements issued in the municipality leaving a theoretical capacity of 86 EGM entitlements.
- 194 The Tribunal has appropriately and correctly observed⁶:

A cap is not an aspirational level of gaming machines for an area. The fact that a region or municipality may be below or even well below, a cap does not imply that further gaming machines can or should be approved.

- 195 The 1999 Productivity Commission report on gambling found there is a positive relationship between increases in EGM density and increases in gambling and subsequent research has demonstrated a linear relationship between gaming machine density and prevalence of problem gambling.

⁶ *Murrindindi Shire Council v Victorian Commission for Gambling and Liquor Regulation and others* [2013] VCAT 101

8.3 Recommendations

Having particular regard to:

- the Shire's tourism role,
- economic development objectives,
- the relative absence of more severe pockets of disadvantage,
- The low density of machines
- The absence of choice of venues offering gaming

It is recommended that the appropriate strategic approach to additional gaming venues and EGMs would be one of being open to but careful in the siting of a one or a couple of additional venues with EGM offering no more than 25-30 machines per venue.

The relevant local gaming policy provisions should include the following:

Appropriate Areas

Additional gaming venues and machines should be located in or proximate to townships identified for business development and which are principal foci for visitors and tourism.

Appropriate Venues

In settlements with a gaming venue preference will be given to additional gaming machines being consolidated within existing venues.

Preference will be given to venues that offer no more than approximately 25 -30 EGMs in which gaming is a complement to a broader recreational and entertainment offer.

9 PRINCIPLE 4 – A CHOICE AND DIVERSITY OF ENTERTAINMENT FACILITIES AND ATTRACTIONS SHOULD BE AVAILABLE

9.1 Principle

- 196 Gaming is a form of recreation and entertainment enjoyed by many without harm.
- 197 For a small but significant few (problem gamblers), it is an obsession and becomes a major problem with serious potential personal, financial, employment and relationship consequences.
- 198 An important, location based, harm minimisation strategy is to present the gambler with choice and a series of alternative entertainment attractions, other than gaming, in the immediate locality of a venue or within the venue.
- 199 Some suggest choice and diversity can be satisfied within a venue, by the provision of other attractions. The decision guideline of Clause 52.28 calling for consideration of the presence of a full range of hotel facilities is motivated by this expectation.
- 200 Similar merit rests with other attractions and opportunities, close by and entirely independent of the gaming venue, where a person can go and not be exposed to gaming.
- 201 It is equally relevant to have regard to the concentration of venues in a locality. If there is a narrow, or no choice of hotel and clubs and other entertainment in a locality without gaming the potential for harm is enhanced rather than minimised.
- 202 A further consideration in matters of choice and diversity is the implications of time. Ensuring that gaming venues operate at times when other sources of recreation and attraction are also operating assists harm minimisation. It is desirable to avoid circumstances in which the only recreation being offered at any time during the day or night is gaming.
- 203 Gamblers Help sites reinforce the importance of having the option of a range of activities available to the problem gambler within the broader community context.

- 204 While the higher order activity centres, as a general rule, offer the stronger choice and diversity of attraction, other sources indicate volunteering and meditation as examples of what will be a wide range of non-gaming activities to refocus the attentions of problem gamblers away from gaming.

9.2 Local conditions impacting upon the choice and diversity of entertainment facilities and attractions

- 205 Murrindindi offers a significant range of formal and informal recreational and entertainment opportunities. It is not necessary in this report record all of the available choices but rather to recognise that the continual encouragement to diversify and develop additional attractions is a strong and positive counter point to the impulse to gamble.
- 206 These opportunities may be formal, structured and always available or informal community based and occasional.

9.3 Recommendations

- 207 It is recommended that as a strategic initiative Council examine and facilitate opportunities to further develop non-gaming based recreation and entertainment facilities in the municipality.
- 208 The following provisions are recommended for inclusion in a local gaming policy:

Appropriate Areas

Gaming machines should be located in areas;

Where the community has a choice of non-gaming entertainment and recreation activities and established social infrastructure, some of which operate during the times that the proposed gaming machines will operate in the local area.

Appropriate venues

Electronic gaming machines should be located in venues:

That offer a range of other forms of recreation and entertainment other than gambling based activities and which are located in spaces completely divorced from the presence of EGMs.

10 PRINCIPLE 5 – VENUES SHOULD BE DESIGNED AND OPERATED TO MINIMISE HARM AND AMENITY IMPACTS

10.1 Principle

- 209 The impact of a proposal upon the amenity of an area is a typical and relevant consideration of land use planning. The decision guidelines of Clause 52.28 call for consideration to be given to the compatibility with nearby and adjoining uses and the capability of the site to accommodate the use.
- 210 The objectives of the local policy on gaming seek to protect the operation and amenity of existing uses surrounding gaming venues.
- 211 In most instances where gaming is being added to an established hotel or club the off site amenity implications of the gaming will be minimal or negligible unless the accommodation of the gaming facility necessitates a substantial restructure of the premises or additions which in some way impact upon the amenity of adjoining sensitive uses, particularly by virtue of noise, disturbance, changes in traffic patterns and the adequacy of car parking.
- 212 The composition, layout and design of venue are also relevant considerations with particular attention being drawn to this by the provisions of Clause 52.28. The reference to the provision of a full range of hotel or club facilities and services in the decision guidelines is associated with research that suggests that certain types of venue are more likely to have characteristics of low risk venues in terms of the use and consumption of EGMs. The more diverse the social and recreation offer, other than gaming, so risk / harm presented by gaming is diluted.
- 213 Other features with relevance to the current matter are the hours of operation, management policies and the siting of the gaming machines and their relative exposure to patrons and the public. The discrete siting of EGMs within a building, or removed from public viewing areas, contributes positively to harm minimisation.
- 214 Gambling venue design and activities can contribute to EGM problem gambling by creating an environment that increases the sense of escapism. The placement of machines near other facilities such as toilets, bars or next to eating areas can allow gamblers to continue with other activities

while using the machines. A lack of natural light in a gambling area can also contribute to the sense of escapism that some gamblers feel when playing EGMs.

- 215 In addition, the placement of ATMs and EFTPOS facilities in prominent places in gaming venues further increases the risk for problem and moderate gamblers.
- 216 Apart from this, venues also provide other inducements to gamble such as raffles, free tickets, free alcohol, free food and giveaways. These often encourage people to stay in a venue for a longer period. Other inducements are linked directly to gambling include:
- Awarding gifts to gamblers who reach a certain number of points on their loyalty cards; and
 - Jackpot nights where the first person who gains a certain number of points on their loyalty card receives a cash prize, raffle tickets or coupons that can be converted into credits for EGMs.
- 217 In research by Hing and Haw (2010)⁷ on the influence of venue characteristics on a player's decision to attend a gambling venue, they found the following potential risk factors for the problem gamblers who most frequented a hotel, club or casino.
- Extended opening hours – (also identified as a risk factor for the general population of gambler)
 - Prioritising convenient physical access to the venue
 - Easy access to an ATM in the venue.

Various specific features of gaming machines, including:

- Linked jackpots,
- Bonus features,
- Favourite machines,
- A large choice of machines,

⁷ Hing, N. and Haw, J. (2010) *The Influence of Venue Characteristics on a Player's Decision to Attend a Gambling Venue*. Centre for Gambling Education and Research School of Tourism and Hospitality Management Southern Cross University Lismore NSW 2480

- Low denomination machines,
- Types of gaming machines on offer.

Gaming room design risk factors:

- A layout that allows privacy.
- An atmosphere that reflects the glitz and glamour associated with Las Vegas.
- Not waiting to get on a machine or to be interrupted while gambling.
- Easy access to facility.

10.2 Application to Murrindindi Shire

10.2.1 The composition and design of the venue and amenity

218 The design and operation of venues has been the subject of a new ‘Venue Manual’ (Manual) prepared by the VCGLR as an online and hardcopy resource that is required to be complied with by EGM entitlement holders and is a useful set of guidelines for Council to have regard to in reviewing the design and proposed operation of a gaming venue.

219 The Manual addresses a broad range of topics including:

- Venue Operator’s Licences,
- Gaming Machine Entitlements,
- Responsible Gaming, Accounting and Auditing,
- Investigations,
- Venue operational requirements.

220 Factors associated with venue design and development addressed by the Manual include:

- Approved gaming venues,
- Gaming machine Area – size layout and facilities,
- Gaming hours,
- Patrons,
- Cashier stations,
- Security arrangements,

- Display and inspection of Notices, signs and rules,
- Supervision of gaming machine areas / CCTV requirements,
- Credit / cash facilities,
- Advertising.

221 Each of the above factors is examined in greater detail in the Manual. For example the section on the size, layout and facilities addresses topics that include:

- Location relative to other facilities,
- Lighting,
- Windows not to be removed or obscured,
- Perimeter barriers surrounding the gaming room,
- Gaming machine interfaces,
- Venue environmental limits.

222 No useful purpose would be served in drafting a similar Council based document as many of the requirements are statutorily required by the *Gambling Regulations Act*. However the local policy should rely upon and emphasise compliance with the Manual.

223 The land use and development context of planning has a broader perspective and some additional considerations are reviewed below.

224 **Hours of operation** are a relevant consideration. While the *Gambling Regulations* 2003 require there to be a minimum break of 4 hours and no more than 20 hours of continuous play these hours should be treated as an absolute maximum. It is preferable that any approval for a venue limit the hours of play to those of other premises in the locality that offer alternative forms of entertainment. This avoids a situation where the only choice is a hotel with gaming being the only attraction at various times of the night.

225 **Courtyards** should be capable of being able to be accessed without going through the gaming room.

226 **Bistros** should be able to be accessed without going through the gaming room; and dining in the bistro should be able to occur without an awareness of the gaming room.

- 227 It is extremely peculiar that the inclusion of children's facilities is often included in Social and Economic Impact Assessments for EGMs as a positive element of the application.
- 228 There is no evidence to suggest bringing children along to a gaming facility is in any way a positive experience and it is recommended that inclusion of children's rooms in EGM venues will not be regarded as positive contributing aspect of the proposed application.

10.3 Recommendations

- 229 The local gaming policy should note that the inclusion of a children's facility in a venue will not be accredited as a positive contribution if the facility is added as part of application for EGM machines.
- 230 The relevant local provisions that should be included in a local policy include:

Appropriate venues

- Gaming machines should be located in venues that:
 - Are designed to comply with best practice and the full ambit of the VCGLR Venue Manual.
 - Promote non-gaming activities that increase the choice of activities and attractions available to patrons.
 - Offer social, entertainment and recreational opportunities other than gaming as the primary purpose of the venue.
 - Limit play by condition of approval to times when alternative entertainment and recreation is also operating and available.
- Gaming machines should not be located in venues that:
 - Have gaming floor area of more than 25% of the total floor area of the venue.
 - Have 24-hour operations.
 - Are located within a prohibited areas identified in Clause 52.28 or a discouraged area as defined by this policy.

11 STRATEGIC DIRECTION AND LOCAL POLICY

11.1 Overview

- 231 The following strategic conclusions and directions can be framed.
- 232 The Murrindindi community and visitors to the Shire have access to a gaming venue and 25 machines in Thornton, a location that is central and accessible to only part of the community.
- 233 The density of electronic machines and choice of venues offering gaming is low for the regional and expenditure is similarly relatively low.
- 234 The community is able to access additional venues and machines that are not as convenient but are accessible within the broader region.
- 235 The planning policy framework provides a rationale for enabling a limited expansion of gaming venues and facilities in the Shire in locations where visitation and tourism are concentrated and economic development is sought.
- 236 The underlying social and economic characteristics of the community warrant care and caution in identifying suitable locations. Yea, Marysville and Eildon would be among possible candidates subject to suitable and detailed site selection
- 237 The Schedule 4 to Clause 52.28 prohibits gaming machines in the 'strip shopping centre' in and adjacent to the retail core of main town centres. It is desirable that gaming is also strongly discouraged in areas immediately adjacent venues and prohibited areas.
- 238 Similarly gaming venues in small settlements with convenient services but no other forms of recreation and entertainment should form discouraged areas.
- 239 A direction of positive leadership would be by identification and facilitation of new and alternative recreation and entertainment choices for residents and visitors. This would have a secondary benefit in minimising the harmful effects of gaming.

- 240 Through the careful identification of appropriate areas and sites for the location of gaming venues by way of a local gaming policy and by the application of the VCGLR Venue Manual to secure best practice in venue design and operation, Council can practically contribute to a safer living and recreation environment and minimising harm in the context of gaming.
- 241 The following strategic direction and local policies are recommended for inclusion in the Municipal Strategic Statement at Clauses 21 and 22.
- 242 Given the current structure of the Municipal Strategic Statement a strategy statement regarding gaming is most appropriately included at Clause 21.04.

11.2 Planning Scheme Implementation

11.2.1 Proposed inclusions in the Municipal Strategic Statement

- 243 In Clause 21.07 – The Serviced Towns Strategy is probably the most appropriate location to place a policy on gaming but the current structure of the planning scheme is not well suited to effectively integrating a sectorial subject such as gaming:

21.XX-X Gaming

22/03/2007

Overview

- Gaming is part of the Shire's recreation and entertainment offer, but for a significant few it causes serious personal, financial and social effects.
- Murrindindi Shire's current density of electronic machines and choice of gaming venues is low in the regional context: extra venues and machines might be established within the region.
- The strategic context and demographic characteristics of the Shire reveal that it is sensitive to unacceptable social costs arising from increases in gaming.

Objectives: What do we want to achieve?

- A safe living, working and recreation environment where unacceptable social, economic and cultural harm from gaming is minimised.

Strategies: How do we achieve it?

- Use the following Principles to minimise the potential harm from new gaming venues or increases in electronic gaming machine densities:
 1. *Gaming machines should be accessible but not convenient.*

2. *Protect problem gamblers and vulnerable communities from opportunities for impulse gambling.*
3. *The provision of gaming machines should be capped, densities controlled and the number of new venues minimised.*
4. *A choice and diversity of other entertainment facilities and attractions should be available.*
5. *Venues should be designed and operated to minimise harm and amenity impacts.*

Implementation

- Apply the local Gaming Policy at Clause 22.XX with reference to the Murrindindi Shire Gaming Policy 2014.

11.3 Proposed Local Policy

244 Include the following new local planning policy in Clause 22 of the Local Planning Policy Framework:

22.XX GAMING

--/2014
Proposed Cxxx

This policy applies to all applications to install or use a gaming machine or use of land for gaming.

22.XX -1 Policy Basis

--/2014
Proposed
Cxxx

Clause 52.28 requires a planning permit to be granted to install or use electronic gaming machines. This policy will guide decision-making by implementing the findings of the *Murrindindi Shire Gaming Policy (2015)*.

This policy:

Provides additional details to assist in the application of Clause 52.28 at the local level.

Implements the provisions of Clause 21.XX-X as it relates to gaming applications.

Taking into account specific characteristics of the local community that make it vulnerable to the negative impacts of gaming this policy guides the location of gaming machines to appropriate areas, sites and venues.

For the purposes of this policy social (community and public) housing means housing for people on lower incomes that is owned and leased by the Department of Housing, registered housing associations or not for profit housing organisations. A concentration of social (community and public) housing will generally be said to exist if there are 25 or more dwellings of that type within a circle with a 150 metre radius.

22.XX-2 Objectives

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- To minimise harm from gaming and the incidence of problem gambling.

- To discourage the location of gaming machines in and proximate to disadvantaged and vulnerable communities.
- To minimise opportunities for convenience and impulse gaming.
- To protect the amenity of surrounding uses from venues containing gaming machines.

22.XX-3 Policy

--/2014
Proposed
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It is policy to locate gaming machines in accordance with the following criteria:

Appropriate areas

Gaming machines should be located in areas:

- In townships where tourism is strongly evident and supported in policy and where large numbers of persons pass through the region and are inclined to stop.
- Where the population is growing or expected to grow. In these areas gaming machines should not be established ahead of the provision of non-gambling entertainment, recreation facilities and social infrastructure.
- In townships where commercial and business development is encouraged and a choice of recreation and entertainment facilities is offered.
- Where they will make a positive contribution to the redistribution of gaming machines away from relatively disadvantaged areas, as defined by the latest ABS SEIFA index of relative socio-economic disadvantage.
- Where there is a choice of non-gaming entertainment and recreation facilities operating in the vicinity at the times that the proposed gaming venue will operate including hotels, clubs, cinemas, restaurants, bars and indoor recreation facilities.
- Where the community has a choice of non-gaming entertainment and recreation activities and established social infrastructure, some of which operate during the times that proposed gaming machines will operate in the local area.

Gaming machines should not be located in areas:

- Specified in the 4th Schedule to Clause 52.28 and will be strongly discouraged in areas that abut, or are adjacent, opposite or in such close proximity to prohibited areas that a proposed venue would reasonably be considered particularly convenient to users of the strip shopping centre.
- In proximity to areas within townships and small centres where convenience services are provided and where no or limited alternative attractions are offered.
- Where any ABS statistical areas within 400 metres walking distance of the proposed venue is in the 20% most disadvantaged statistical areas in Murrindindi Shire, as set out in the latest SEIFA Index of relative socio-economic disadvantage.
- Within 400 metres walking distance of a concentration of social (public and community) housing.
- Within line of sight of a social support agency or gamblers help centre.

Appropriate sites

Gaming machines should be located on sites:

- That minimise the likelihood of impulse gaming by people passing the venue in the course of their usual business or every day activities.
- At the periphery of activity centres and removed from land zoned for a commercial purpose or at a sports or recreation club or course.
- Where the location could reasonably be perceived as a destination in its own right. This would be achieved by separation from strip shopping centres, shopping complexes, railway stations and community facilities involving a high concentration of people undertaking daily activities.

Gaming machines should not be located on sites:

- Specified in the 4th Schedule to Clause 52.28 and will be strongly discouraged in areas that abut, or are adjacent, opposite or in such close proximity to prohibited areas that a facility in such location would be reasonably considered particularly convenient to users of the strip shopping centre.
- In townships and small centres where local convenience services are provided and where no or limited alternative attractions are offered.
- Convenient to concentrations of shops, major community facilities or key public transport nodes where large numbers of pedestrians are likely to pass in the course of their daily activities.
- On sites that abut, are adjacent to, are opposite or are in the direct line of sight of a strip shopping centre.

Appropriate venues

Gaming machines should not be located in venues:

- That operates 24 hours a day.
- With a gaming floor area of more than 25% of the total floor area accessible by the public.
- That are located within prohibited areas identified in Clause 52.28 or in a discouraged area as defined by this policy.

Gaming machines should be located in venues:

- That have a range of entertainment and leisure options and offer social and recreational opportunities other than gaming as the primary purpose of the venue.
- That are designed to comply with best practice and the full ambit of the VCGLR Venue Manual or any regulatory successor.
- Where the premises and associated uses are compatible with the predominant surrounding land uses.
- That already have gaming machines (in preference to the establishment of a new gaming venue).
- Where the design and operating hours will not detrimentally affect the amenity of the surrounding area.
- That limit play by condition of approval to times when alternative entertainment and recreation is also operating and available

22.XX-4

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Application Requirements

All applications must include the following information to the satisfaction of the responsible authority:

- How the application is consistent with the broader State and Local Planning Policy Framework including policies on recreation and entertainment, economic development, tourism and town development.
- A venue management plan identifying mitigating strategies to manage patron behavior and minimise problem gambling through the design and management of the venue, including the applicant's responsible gaming practices.
- Detailed plans of the design and layout of the premises including the location of all existing and proposed gaming machines, signage, external lighting, and evidence of compliance with any relevant gaming regulations for premises layout, design and operation of the gaming venue.
- Social and economic impact assessment prepared by suitably qualified and experienced persons that provides a robust assessment of the social, and economic impacts (positive and negative) of the proposed EGMs.

The social and economic impact assessment should address but not necessarily be limited to the following:

- Details on the proposed number of gaming machines and associated forecast gaming expenditure (player losses).
- Details about the existing and proposed distribution and density of gaming machines in the municipality and local area, any proposed reallocation of gaming machines in the municipality, and the proposal's expected impact on patronage.
- If the applicant contends that gaming expenditure is likely to be transferred from other venues, the applicant is to provide:
 - Particulars as to how the level of transfer has been calculated (including, but not limited to comparison per machine expenditure at the venue prior to and then after the additional machines, current usage levels of machines at the venue, and projected usage of machines at the venue after the additional machines); and
 - The amount of transfer expenditure anticipated.
- Details of the nature and extent of community benefits expected from the proposal and how the benefits are to be secured and distributed to the broader local community.
- A detailed social profile of the population within the catchment area of the venue including:
 - The relative socio-economic disadvantage of the local neighbourhood and suburb and broader 5km catchment of the venue;
 - The latest ABS SEIFA index of relative socio-economic disadvantage; and
 - The projected growth, housing affordability and housing stress, income levels, unemployment rates, educational retention and attainment levels, and the percentage of social security recipients.

- Details of existing and proposed gambling and non-gambling entertainment and recreation facilities at the venue and within a 5km radius of the venue including existing and proposed electronic gaming machine density and location of other gambling venues.
- Details of the venue's distance to shopping complexes, strip shopping centres, major areas of community congregation, proximity to areas of normal daily activity such as public transport, shops, community facilities, schools, early childhood centres, health services, and proximity to welfare and counselling services.
- Details of currently available social support services including specific problem gambling services, financial counselling services, and material and financial aid services; the location of these services in relation to both the revenue and patron catchment area; and the level of current demand for these services.
- Pedestrian counts for venues which are within close proximity to places where large numbers of pedestrians are likely to pass in the course of their daily activities. Pedestrian counts should be taken on different days and at a variety of times.
- A detailed overall assessment, which shows and summarises the economic and social impacts of the proposal and their effect on community wellbeing and health.

22.XX-5

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Decision Guidelines

Before deciding on an application the Responsible Authority will consider, as appropriate:

- Whether the proposal will positively respond to harm minimisation.
- Whether the proposal will be proximate to areas of socio-economic disadvantage.
- Whether the proposal will facilitate convenience and impulse gambling.
- Whether there is to be a net community benefit derived from the application, aside from any community contribution scheme.
- Whether users of the gaming venue will have a genuine choice of gaming and non-gaming entertainment in the local area and in the venue itself.

22.XX-6

--/2014
Proposed
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Policy References

Murrindindi Shire Gaming Policy Review 2015, 10 Consulting Group Pty Ltd



Expert Evidence | Strategic Advice | Development Approvals

Murrindindi Shire Council**Health & Community Services Policy Number: 23****Topic:** Electronic Gaming Machines**Adopted by Council:** 19 March 2002**Review Date:****A. PURPOSE**

To minimise the social and economic impacts of electronic gaming machines (EGM's) on the communities of the Shire of Murrindindi.

B. SCOPE OF POLICY

This policy provides guidance in the consideration of applications for EGM's by the Council and sets out the assistance that is available through other organisations to members of the community adversely affected by gambling.

The Shire of Murrindindi has a low Electronic Gaming Machine Density compared to other Local Government areas. As such the policy has been kept simple and excludes community consultation or input from consultants.

C. POLICY**Background**

The Council recognises that there are many forms of legalised gambling activities within the community. These include racing, lotteries and sports betting. This policy specifically addresses the impact of EGM's.

The Council is concerned that gambling can lead to negative social and economic impacts, particularly for vulnerable members of the community who are at risk of or who are experiencing poverty. However, the Council acknowledges that legal forms of gambling arguably provide a number of benefits to the community, including local employment, recreational and socialising opportunities.

It is acknowledged that there is a link between gaming, the Community Support fund, tourism and employment.

All types of gambling have potentially detrimental impacts on individuals, families and the broader community. The Council is particularly aware of the increasing availability of electronic gaming machines (EGM's) in Victoria and the potential for applications to be submitted for the Council to increase the number of EGM's within the Shire.

The Council sees its role in relation to the detrimental impacts on EGM gambling as a referring, lobbying and advocacy role. There is no direct service provision by the Council for members of the community who are affected by gambling.

Through the State Government, the gaming industry and problem gambling services, the Council will refer individuals to measures that reduce the harm associated with gambling

Currently the Victorian Casino and Gaming Authority (VCGA) and Murrindindi Community Health (Broadford service) are the main bodies to which the Council refers people seeking help.

The Victorian Government has recently implemented two gambling policy initiatives that are likely to impact on EGM gambling. The first is a policy to "cap" EGM's in five selected regions.

The Shire of Murrindindi is not one such region.

The second initiative relates to local government becoming involved in the Victorian Casino and Gaming Authority (VCGA) process for the approval of new EGM gambling venues in local areas, including applications for additional EGM's for existing venues.

The Council is aware of the application process for EGM's and the VCGA submission requirements.

The State Government has also released some policy directions on EGM's. These may be obtained by contacting:

Responsible Gaming Consultation

Gaming Policy Unit
 Department of Treasury and Finance
 GPO Box 4379QQ
 Melbourne VIC 3001

www.vic.gov.au/treasury

Other web sites and publications where further information and assistance is available include:

www.gambling.vcga.vic.gov.au

www.aipc.latrobe.edu.au/

Australian Gaming Council – Responsible Gaming Codes of Practice.

The assistance provided by the City of Darebin's web site www.darebin.vic.gov.au in preparing this policy is acknowledged.

Statistics on gambling relating to the Shire of Murrindindi

- The Shire of Murrindindi (including Moira and Strathbogie) is ranked at 52 out of 61 Victorian LGA's for EGM Density.
- The Local Government area of Moira as defined by the VCGA is set out in the table below is set out in the table below against the highest ranked LGA and the Victorian average. The Shire of Murrindindi has been separated out where possible.

Treasury Rank	LGA	EGM Density	Loss/ adult \$pa	Loss/ EGM \$pa	SEIFA Score
1	Maribyrnong	16.1	1,099	69,639	888
52	Moira	2.3	101	43,455	990
	Murrindindi	1.68			1018
	State Average	7.6	603	79,195	1016

- There are 85 EGM's in the Moira LGA
- There are 20 EGM's within the Shire located at Thornton
- The total EGM expenditure in the Moira LGA 1998-99 was \$3.6mil

It can be concluded that the concentration of EGM's is approximately one tenth of the highest concentration in the State. It is difficult to accurately determine the loss per EGM attributed to Murrindindi however it is estimated to be less than the Moira figure set out above.

Process for consideration of an EGM application.

The Council will follow the process outlined below upon the receipt of advice relating to a gambling application.

Action	Responsibility
Notice of Gaming application forwarded to Council.	1. Records 2. Manager Community Services. 3. Town Planning Department 4. Engineering Department
Notify VCGA of Council's intention to submit	• Manager Community Services
Press advertisement advising of application and Council's intention to submit	• Manager Community Services
Consultation in accordance with Consultation Strategy	• Manager Community Services.
Development of a social and economic impact assessment	• Consultant / Manager Community Services
Submission reviewed and endorsed by Council	• Input from Community Services, Town Planning and Engineering. • Council
Submission forwarded to VCGA	• Manager Community Services
Council representation at VCGA public hearings	• Mayor or CEO.

Assessment of the impact of EGM Gambling Developments

The Council will assess the impact of EGM gambling developments in the local communities in accordance with the VCGA submission proforma. The Submission will outline the socio-economic impact of any proposed increase in gambling.

Consultation

The Murrindindi Community will be consulted on the gaming application in accordance with the council Consultation Strategy.

EGM Caps

The Council supports the concept of EGM caps throughout the State of Victoria.

New and Existing Venues

Subject to the Council following the process outlined above, the Council is fundamentally opposed to the introduction of new or additional EGM's in the Shire of Murrindindi.

The Council believes that the negative impacts of gaming on individuals, families and the broader community outweighs the benefits to other sectors of the economy.

Additionally, the Council welcomes any measures that may be introduced via the State Government or Industry Regulation to reduce the number of EGM's over time.

Harm Reduction Strategies

The Council supports the State Government and Industry's development of a comprehensive harm reduction strategy. The strategy will identify a clear understanding of the harms associated with EGM's, measures likely to positively impact on those harms, and goals for their reduction.

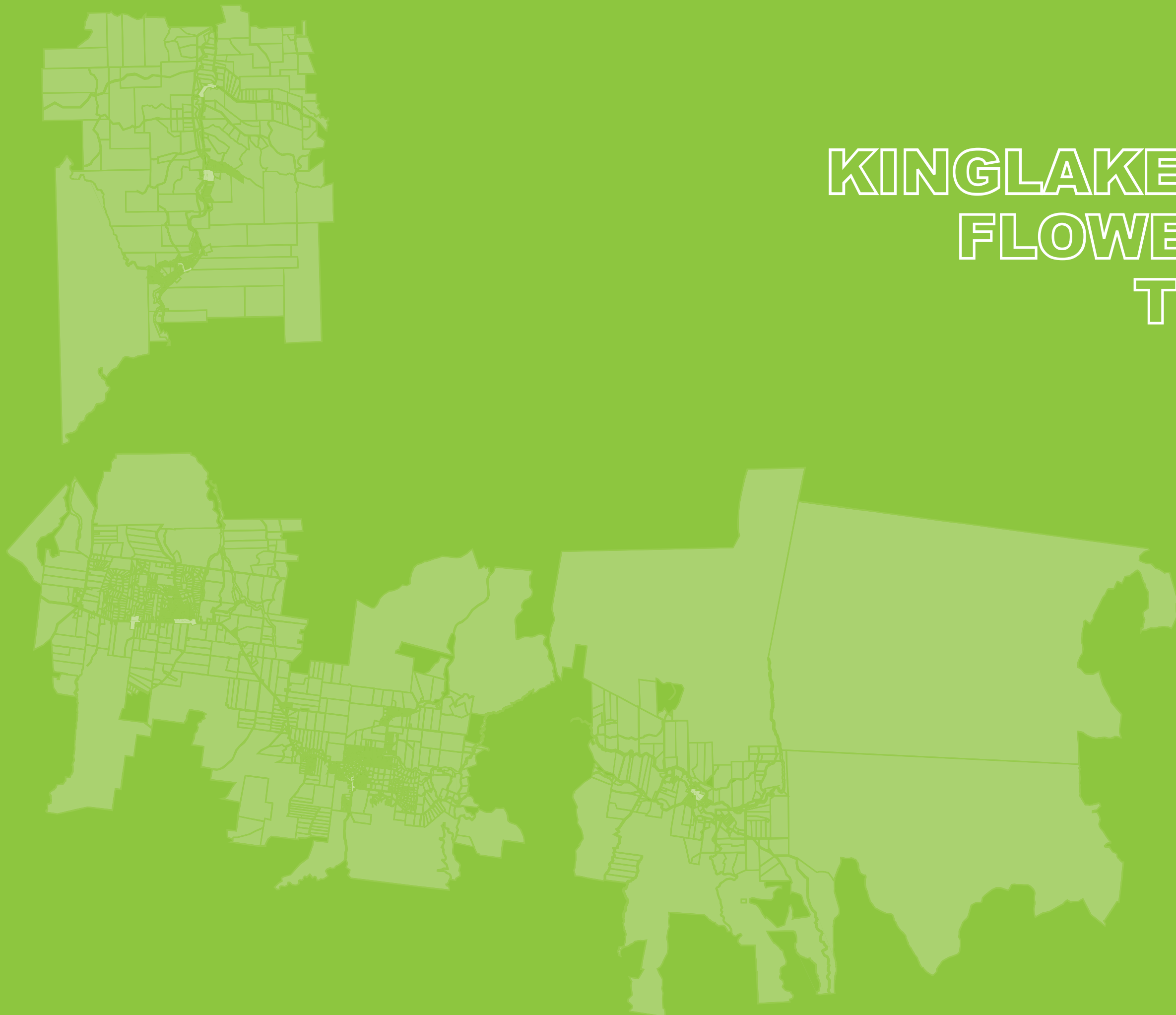
Measures that the Council would support include:

- A reduction in total EGM's over time
- The development and introduction of an enforceable code of conduct for gambling venues, administered by an independent statutory authority empowered to impose sanctions against venues that do not comply with the code.
- The review of the VGCA process to give local communities and local governments a greater capacity to determine the level of gambling that is most appropriate for their community.

KINGLAKE RANGES FLOWERDALE & TOOLANGI

STREETSCAPE
MASTER PLANS
2015

Prepared for Murrindindi Shire Council



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We wish to acknowledge the contribution of the following;

The Kinglake Ranges, Flowerdale and Toolangi Community

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A	DRAFT	9th Sept	TOL	EC	Pending review
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C	DRAFT	7th Nov	TOL	ZC	DRAFT For review
D	DRAFT	13th Nov	TOL	ES	DRAFT For review
E	DRAFT	12th Feb	ES	TOL	DRAFT For review
F	DRAFT	6th March	ES	TOL/NM	DRAFT For review
G	DRAFT	28th August	ES	TOL	REVIEW

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EXECUTIVE SUMMARY

EXECUTIVE SUMMARY

The particular challenges that the communities of the Kinglake Ranges have faced in rebuilding and redefining themselves following the 2009 bushfires have been substantial and unique. The Murrindindi Shire Council and the Victorian State Government, together with the local communities have undertaken extensive work in managing the rebuilding effort, ensuring that this project brings a damaged community together and which also seamlessly integrates with a range of past projects and current initiatives that the communities are undertaking. In response to the 2009 bushfires and the Victorian Bushfires Royal Commission the Kinglake Flowerdale Toolangi Plan and Design Framework (KFT Plan) was initiated in 2010 and was latter adopted by Council as the 'KFT Plan' in February 2014.

A key recommendation of the KFT Plan was a need for more detailed streetscape master planning in town centres and community nodes to define potential future improvements and integrate a number of activities to be undertaken by Council and others. This Streetscape Masterplan provides a guide to future design and works in the public realm, roads, and some adjoining private land areas in the Kinglake, Kinglake West - Pheasant Creek, Flowerdale (northern, central and southern precincts) and Toolangi community precincts. While heavily guided by the study area communities, the plan has been prepared with the input of Murrindindi Shire Council and relevant authorities, such as VicRoads.

While the streetscape masterplans will inform future Council capital works programs and budget bids, Council will use the masterplans as a guide and is not bound to implementing all proposed works identified in them. The adopted masterplans, including identified projects and potential further actions, will be considered and prioritised against other works when determining Council's annual budget and strategic resource plan (capital works program) allocations. Potential projects have been given an estimation of priority and indicative cost but do not indicate a proposed time frame or overall total cost for each project.

Outcomes of this report:

Streetscape Master plans

These provide a visual and written description of the streetscape master plan for each of the townships and community nodes. This section includes an analysis of the visual character and function of each streetscape and sets a vision for its improvement.

Development Projects

A development project is a discrete works package that is able to be isolated and undertaken separately from other nominated streetscape works. These projects have been identified as separate items to allow for flexibility when planning and undertaking each set of works. A summary of these development projects is provided in this section.

Design Guidance

In this additional section design guidance regarding the materials, planting species and furniture is provided. This section is intended to provide a guide to the planning, procurement and installation of the hard and soft elements of the streetscape master plans.

TOOLANGI	
PROJECT	PRIORITY
Shared user path upgrade	High
Enhance Northern Entrance to create better amenity and a ‘gateway’ to the entrance of the township	Medium
Enhancement of community building streetscape interface	Medium
KINGLAKE	
PROJECT	PRIORITY
Glenburn Road and Whittlesea-Kinglake Road Roundabout	Medium
Enhancement of ‘High Street’	High
Enhancement of the Healesville-Kinglake Road Intersection	Low
Kinglake Pub car park and surrounds	High/ Medium
Shared user path upgrade	High/ Medium
Streetscape enhancement	Medium
Recreation/ Tourist Shelter Area Upgrade	Low
FLOWERDALE SOUTH	
PROJECT	PRIORITY
Enhancement of Flowerdale Community House street interface	Medium
Enhancement of creek environs	Medium
Whittlesea-Yea Road median	Medium
Shared user path upgrade	High

Kinglake West - Pheasant Creek	
PROJECT	PRIORITY
Shared user path upgrade	High
Formalised public car parking	Medium
Proposed planted verges	Medium
Entry feature planting	Medium
FLOWERDALE NORTH	
PROJECT	PRIORITY
Planting to denuded areas	Low
Shared user path upgrade	High
Improved pedestrian crossing	Medium
FLOWERDALE CENTRAL	
PROJECT	PRIORITY
Improvement and formalisation of bus stop and toilet area	Medium
Shared user path upgrade	High
Formalised general store car park	Medium
Rejuvenated public open space amenity	Medium/ Low

Table 0.1: Development Project summaries

1.0 INTRODUCTION

1.0 INTRODUCTION

1.1 Introduction

1.1.1 Background

The *Kinglake Ranges, Flowerdale and Toolangi Streetscape Master Plans Report (KFT Streetscape Master Plans Report)* intends to provide guidance on the most effective methods of managing the public realm and streetscape areas of each township. The report implements a key recommendation of the *Kinglake Ranges, Flowerdale and Toolangi Plan and Design Framework (KFT Plan)* adopted by Murrindindi Shire Council in 2014.

The *KFT Plan* was developed by the Victorian Bushfire Reconstruction and Recovery Authority (VBRRA) and Murrindindi Shire Council (MSC) to provide a vision for a sustainable future for the communities of Kinglake, Kinglake Central, Kinglake West - Pheasant Creek, Flowerdale (including Hazeldene), Toolangi and Castella.

Before the 2009 Victorian bushfires, MSC recognised the communities of the Kinglake Ranges, Flowerdale and Toolangi required a long-term strategic plan as a matter of urgency. As a consequence of the fires, the development of the *KFT Plan* received funding in *Rebuilding Together: A Statewide Plan for Reconstruction and Recovery*, released in October 2009.

The *KFT Plan* aims to:

- Provide a strategic framework to guide local townships and settlements of the Kinglake Ranges district as they develop to meet future demands.
- Retain the existing character of these towns through their future development.
- Guide the approach to future development and assist in the implementation of land use planning in Murrindindi Shire.

Direction 4 of the *KFT Plan* aims to create attractive, distinctive and vibrant towns, calling for the development of a detailed Streetscape Design Concepts Analysis for the purposes of assisting MSC in delivering appropriately designed streetscape infrastructure. The applicable actions under Direction 4 of the implementation strategy are as follows:

- A3.1 Re-cast the townships as gateways to the natural assets of the area through improved signage and wayfinding. Undertake a retail development strategy specifically for the study area to realise the potential for eco-tourism related expenditure.
- A4.2 Implement design frameworks prepared as part of this report to improve the attractiveness and functionality of settlements within the study area. This should also include protection of significant views, vistas and the establishment of landscape buffers.
- A4.4 Improve identity through a comprehensive way finding strategy which includes urban design elements such as community nodes, civic hubs, pathways, gateways and entry features and varied public open spaces.

An overall streetscape master plan will:

- Guide the approach to the future development in each settlement.
- Make recommendations to strengthen town centres and community hubs.
- Aim to improve the visual attractiveness, create better pedestrian and vehicular connections, and provide guidance for future development and the use of land.

1.2 Report Role and Structure

1.2.1 Role of this document

The *KFT Streetscape Master Plans Report* focuses on a series of individual areas within the Kinglake Ranges and provides guidance on how their more prominent streetscapes could be improved. This report also outlines the preferred outcomes of the urban and rural character of the individual areas within the Kinglake Ranges, paying particular attention to the larger and more highly frequented township areas, such as Kinglake.

It is critical that the *KFT Streetscape Master Plans Report* has a clear, well-defined, integrated and measurable set of guidelines to ensure the highest level of design quality is achieved. There are several strategic and guidance documents that are relevant to this project which is tasked with analysing and integrating all relevant documents into a concise and relevant set of principles and recommendations.

In this way, the streetscape master plans will respond to government policy concerning planning, design and good development principles and embrace design aspirations and policies situated in the Murrindindi Local Planning Policy framework.

The *KFT Streetscape Master Plans Report* clearly expresses a design vision and principles for the future development of the streetscape for each individual area. The report has not been developed as a prescriptive document but presents as a series of design considerations for each streetscape. Where appropriate, alternative approaches are outlined to meet differing conditions.



Figure 1.1: Locality Plan

1.2.2 Report Structure

Introduction

Provides a background and an outline of the role, structure, principles and objectives of the *KFT Streetscape Master Plans Report*.

Streetscapes

Provides a description of each streetscape master plan. This section will include guidance on how to treat common elements to all or most streetscape master plans.

Projects

Identifies the individual initiatives and streetscape works required to successfully fulfil the streetscape master plans.

Design Guidance

Sets out basic requirements for vegetation, furniture and maintenance used in the streetscape master plans.

Appendices

Outlines the policy framework and strategies that underpin the streetscape master plans and precedents that have relevance to the project. This section also includes a summary of the community consultation sessions.

1.2.3 Key Considerations

When considering each streetscape, this report has categorised four ways of describing the township. Using a standardised method of describing the existing streetscape allows the report to more clearly articulate the main points that need to be considered when planning future development. Each 'key consideration' deals with a specific part of the streetscape and covers the physical, functional and visual aspects.

Built form and building use

The townships and streetscapes that are the focus of this report are not dominated by buildings, however in many streetscapes it is the single or small group of buildings that provides character to the township. Community buildings, for example, form the focus for many of the streetscapes considered in this report.

Visual character

The visual character of the streetscape is an important part of how the street is perceived and understood. The way in which a streetscape appears is the most immediately recognisable and distinctive identifier of any community. The visual character often reflects the values of its community and is a highly sensitive part of any streetscape and its future development. A clear definition of visual character more effectively allows the recommendations for future development to build on the existing character and not diminish it.

Access, connections and circulation

The ease of getting to and moving around a streetscape is another significant consideration. Many of the streetscapes examined in this report have developed along roadways therefore providing a strong emphasis on the movement of motorised vehicles. This is largely to be expected as these vehicles are the primary method of getting to and from each township area. As communities develop and as the community and visitors are increasingly looking to walk and cycle between and around the townships, the streetscapes will need to better accommodate these forms of movement.

Another important aspect of access and circulation in the streetscape is that any new township development must look to enhance the ability for people to move around and through the streetscape, not diminish it. New developments may seek to alter the way in which the community access the streetscape or connect between parts of the same township area. It is critical that the streetscape be considered as a genuine public corridor and a series of community spaces and not as a series of isolated access points to private businesses.

Outdoor comfort and community involvement

The main street of any township is both the practical resupply and replenishment centre and also the place where the community is able to meet, pass news and spend time. The degree to which each streetscape in this report supports these uses greatly varies. In many cases, there are very few buildings or uses that attract people to the streetscape. The role of each streetscape is different. There is a need to provide a comfortable public space, whether it be for passive recreation (sitting and talking) or active play, all streetscapes need to perform a role for the community.

1.2.4 Opportunities

The *Kinglake Ranges, Flowerdale and Toolangi Streetscape Master Plans Report* outlines major opportunities for achieving improvements in the urban environment of seven independent streetscapes within the Kinglake Ranges district. The streetscape master plans provide an overall vision for the future and focus on the improvement of pedestrian access, visual character, coordination of design and works.

1.2.5 Future road design considerations

Beyond this report further road, traffic and civil engineering investigation and design will be required. Prior to commencing these advanced stages of work consideration will need to be given to the detailed requirements of the VicRoads Northern Region. Initial guidance provided by VicRoads regional office is as follows;

- An engineering assessment to check for compliance with the Austroads guide is to be undertaken.
- Landscaping proposals in all locations to be checked to maintain safe sight distances.
- Signage to be checked in all locations.
- Once streetscape projects have been programmed VicRoads Norther Region should be consulted with regard to operational requirements and compliance to standards.

1.3 Aims and Objectives

1.3.1 Project aim

To prepare streetscape master plans that will guide future urban design and localised development in the civic precincts of Kinglake, Kinglake West - Pheasant Creek, Flowerdale and Toolangi.

1.3.2 Project objectives

The project objectives describe what the streetscape master plans intend to achieve. The project will:

- Outline future development and the use of land within each civic precinct, providing guidance for the future design, style and type of streetscape development.
- Provide a framework for integrated streetscape infrastructure.
- Assist with preserving and strengthening the role, identity, sustainability and livability of settlements, town centres, and community hubs and civic precincts.
- Enhance the opportunity to provide design guidance for the Kinglake Ranges Heritage Trail.
- Identify key opportunities for placemaking 'pop-up' sites, including existing MSC and community sites.
- Identify road and roadside vegetation treatments appropriate to each respective precinct.
- Identify priorities for future community and infrastructure works to be undertaken by the community, MSC and State Government agencies within the streetscape areas.
- Ensure a high level of pedestrian and vehicle connectivity between and within settlements and civic areas.
- Assist with the creation of welcoming community spaces, capitalise on existing key view lines and provide quality gateways into and out of civic precincts.
- Outline a future implementation program for development and works in the streetscape areas.

1.4 Design Framework

1.4.1 'Creating Places for People'

Creating Places for People: an Urban Design Protocol for Australian Cities is an urban design protocol developed by the Australian Federal Government to guide our built environment.

Creating Places for People is relevant to the *KFT Streetscape Master Plans Report* process as it ties the objectives and vision outlined in this report to a recognised Australia-wide protocol for developing better urban places. *Creating Places for People* matches the 'aims' for the design of places with desired 'outcomes', making it applicable for the streetscape master plans.

This report will use the *Creating Places for People* methodology as it provides a universal basis from which to develop the principles and descriptions of outcomes that are more readily translated to State and Local Government requirements. This project uses two of the key themes from *Creating Places for People* that are most relevant to these streetscapes. These themes are:

- Productivity and Sustainability
- Livability

1.4.2 Project principles

The *KFT Streetscape Master Plans Report* has adopted a series of project-specific principles that build upon and complement the principles found in the *Creating Places for People*. The principles under each major design theme are:

Design theme 1: Productivity and Sustainability

Principles

- Enhancing the local economy, environment and community.
- Connecting physically and socially.
- Providing a diversity of options and experiences.
- Providing a sustainable, enduring and resilient urban environment.

Design theme 2: Livability

Principles

- Providing comfortable and welcoming places.
- Providing vibrancy, with people activity.
- Prove a sense of safety.
- Provide walkable, enjoyable and cycleable places.

These streetscape master plans focuses on seven key township areas. Each is separated

1.5 The Study Area

These streetscape master plans by several kilometres and has its own distinct character. These areas were originally identified in the KFT Plan, and are:

- Toolangi.
- Kinglake.
- Kinglake West - Pheasant Creek.
- Flowerdale South.
- Flowerdale Central.
- Flowerdale North.

1.6 The Vision

A vision for the *KFT Streetscape Master Plans Reports* has been developed. This vision is:

'The streetscapes of the Kinglake Ranges, Flowerdale and Toolangi will realise their township character through the creation of a walkable, connected, vibrant and enduring sequence of public places and opportunities for business to develop alongside the homes of the community.'

“

The streetscapes of the Kinglake Ranges, Flowerdale and Toolangi will realise their township character through the creation of a walkable, connected, vibrant and enduring sequence of public places and opportunities for business to develop alongside the homes of the community.

”

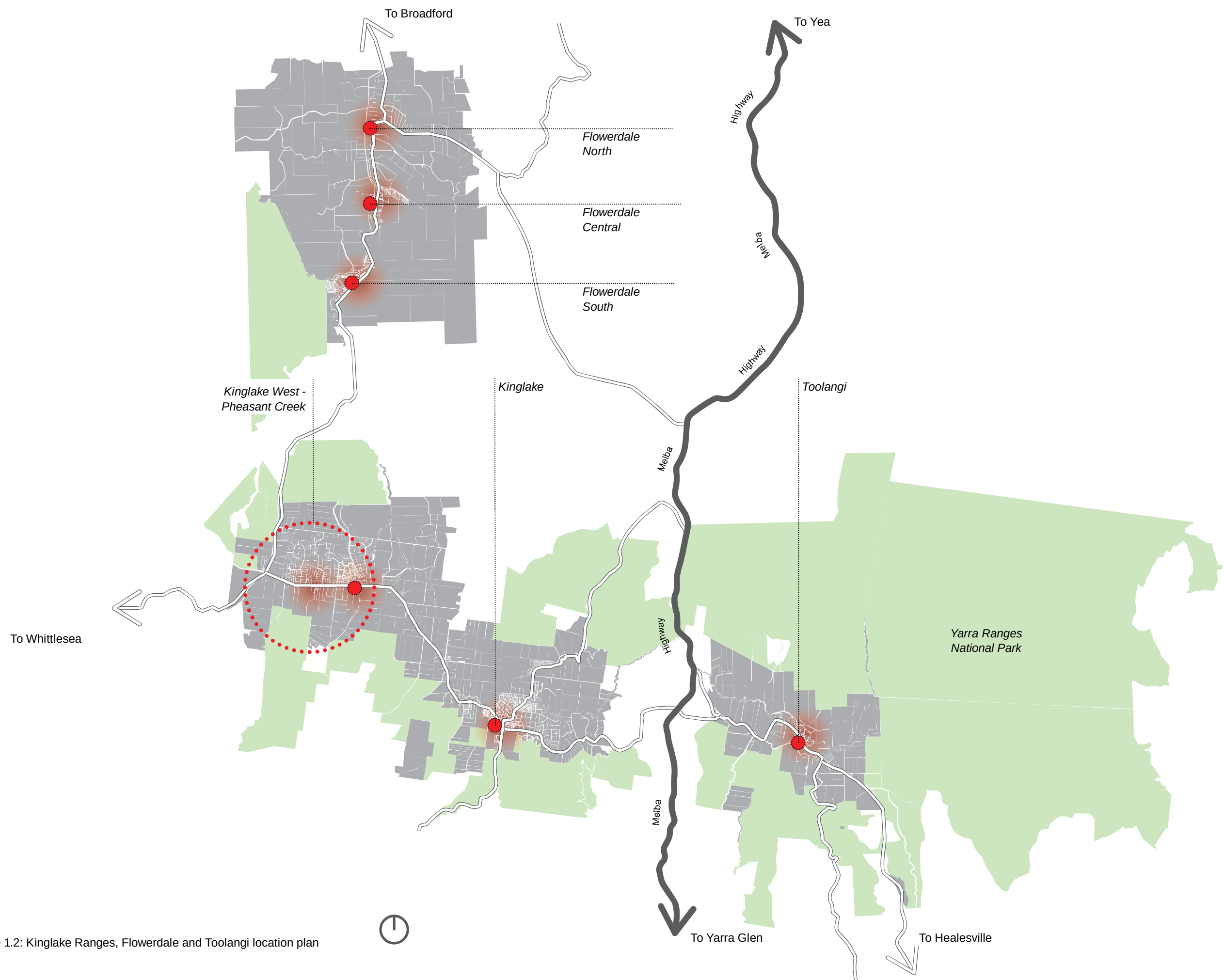


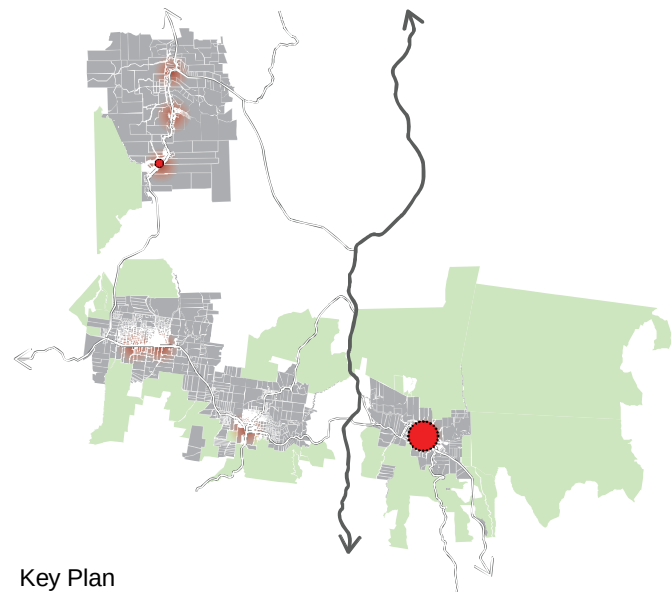
Figure 1.2: Kinglake Ranges, Flowerdale and Toolangi location plan

2.0 STREETSCAPES

SITE SPECIFIC STRATEGIES

2.0 STREETSCAPES

2.1 Toolangi



Key Plan

2.1.1 Issues and Assessment

Built form and use

The buildings of the Toolangi township are spread along the main road (Healesville - Kinglake Road). Predominantly residential, the buildings are all single storey and generally scattered among large trees. The Toolangi Community House is the most prominent structure and is easily seen from the main road.

Visual character

The presence of the tall tree and significant canopy character strongly defines the Toolangi township. The buildings are located along the edge of the main road, however most are set back with the township being 'hidden' from view. The lack of a main focus for the township detracts from the ability to understand Toolangi as a well defined and independent community.

Access, connections and circulation

The lack of a continuous pedestrian pathway significantly detracts from accessibility to and through Toolangi. The township is heavily dependent on car use, however the inclusion of better cycle and pedestrian access may encourage these activities.

Outdoor comfort and community involvement

With the exception of the community precinct, there are very few opportunities for public open space within this streetscape due to the narrow verges either side of the road surface and the prominence of embankments and drainage swales.

2.1.2 Considerations and recommendations

Built form and building use

- Maintain the existing building heights and ensure any new built forms are highly sympathetic to the existing residential buildings.

Visual character

- Focus attention on improvements of the community precinct and create a sense of Toolangi's township character.

Access, connections and circulation

- Improve the quality and visibility of pedestrian access through the township.

Outdoor comfort and community involvement

- Focus the majority of the public open space improvements on the community centre and primary school forecourt.



Figure 2.1.1 Toolangi Castella Community House on Toolangi Tennis Reserve



Figure 2.1.2 Shared User Pathway along the Healesville - Kinglake Road, Toolangi



Figure 2.1.3 Toolangi Castella Community House's community garden



Figure 2.1.4 The Healesville - Kinglake Road west of Toolangi

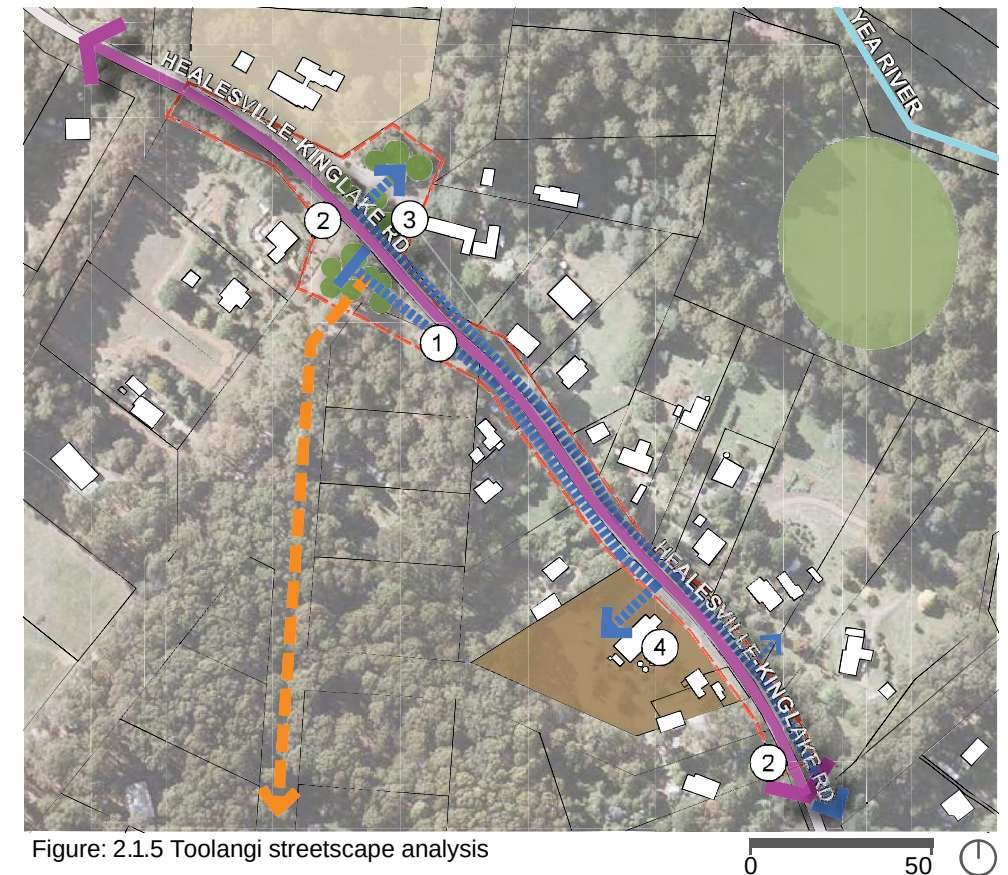


Figure 2.1.5 Toolangi streetscape analysis

LEGEND

PROPERTY AND LAND USE

- Toolangi Oval
- Toolangi Castella Community House and CJ Dennis Hall
- Toolangi Primary School
- Streetscape 'corridor'

MOVEMENT

- Existing Shared User Path
- Primary vehicular movement
- Horse Town By-pass

OPPORTUNITIES AND CONSTRAINTS

- Enhance the Shared User Path within the township
- Create a 'marker' to show the entrances of Toolangi
- Install additional seating and improve passive recreation amenity
- Rejuvenate the landscape to the front of the community precinct

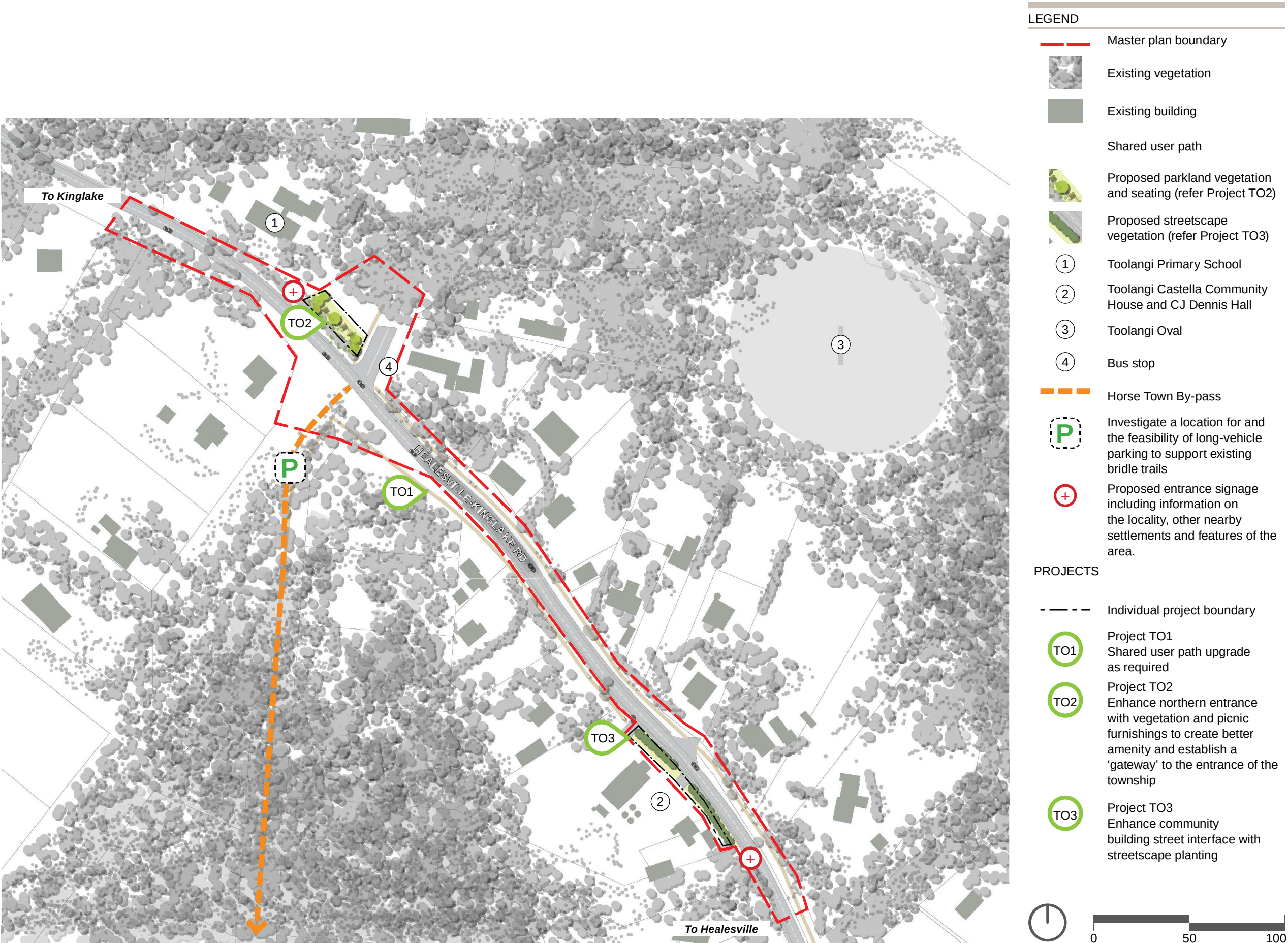
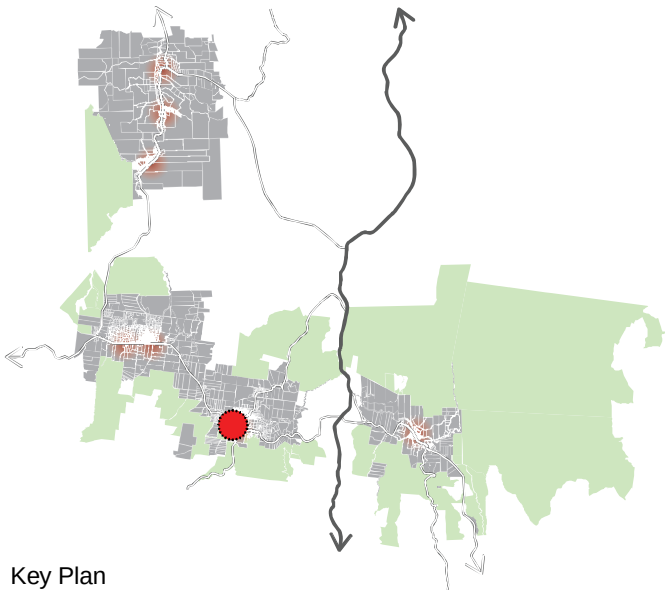


Figure: 2.1.6 Toolangi proposed streetscape master plan

2.2 Kinglake



2.2.1 Issues and Assessment

The Kinglake township is the most intensively used of the streetscapes considered in this report. The township serves as a local retail and community services centre and is expected to consolidate this role and develop a wider range of commercial uses in the future.

Built form and use

The majority of the built form is concentrated on the eastern side of the streetscape. Along this eastern side the buildings are set very close to the edge of the road creating a consistent edge of shop fronts. The western side has fewer buildings, set back from the road edge. Many of these buildings are for ‘community’ use and do not attract the same volume of pedestrian traffic as the eastern row of shop fronts.

It is unlikely that the single storey height of the buildings in this streetscape will increase in the next decade, however there may be a need for new buildings along the western edge of the street to mirror the form and set back of those on the eastern side. The types of development in the streetscape may begin to vary. The recent completion of a service station provides a new type of built form to the streetscape.

Visual character

The buildings along the eastern side of the main street of Kinglake create a strong visual edge, providing a unique character to the streetscape. The northern and southern ‘ends’ of the street are clearly apparent from most parts along the streetscape. Large significant trees form an important part of the streetscape character. An important part of the character of the streetscape is also provided by the width of the street compared to the height of the buildings along its edges.

Access, connections and circulation

The streetscape currently has good pedestrian circulation to each side of the street, however the number of crossing points between east and west could be increased and their legibility improved. Car parking is generally ‘on-street’, providing direct access to the retail areas. An off street car parking area also serves the community precinct.

Outdoor comfort and community involvement

As Kinglake serves as a district centre, there is a far greater need for a variety of community spaces in this streetscape. Currently there are two primary spaces providing some seating and basic shelter. There is also a strong desire from community groups (such as Rotary) to engage in a ‘beautification’ program to improve the aesthetics and use of elements in the public spaces.

2.2.2 Considerations and recommendations

Built form and building use

- Maintain low profile building heights (maximum 2 storey) with any new building forms.
- Encourage new commercial and retail development on the western side of the street to establish a consistent active retail street frontage.

Visual character

- Retain and strengthen the existing visual character already established with any new development.
- Maintain and enhance the key view lines in the streetscape (north-south) between the Kinglake Pub and the Parks Victoria Information Centre through the development of future buildings and landscape treatments.
- Maintain the existing significant trees and establish new ‘subordinate’ planting of street trees to compliment the existing vegetation canopy.
- Increase the existing streetscape landscape opportunities so as to build on the strong ‘leafy’ character of Kinglake.

Access, connections and circulation

- Explore opportunities for an additional east-west pedestrian crossing.
- Encourage a calmer traffic environment and investigate the narrowing of the width of the vehicle lanes to correspond to the future intended speed limits. This could include narrowing the overall carriageway or the introduction of a median in the street to support pedestrian crossings.

Outdoor comfort and community involvement

- Enhance the existing small ‘park’ spaces, encouraging the community to make greater use of these.



Figure: 2.2.1 Kinglake Service Centre lawn and garden



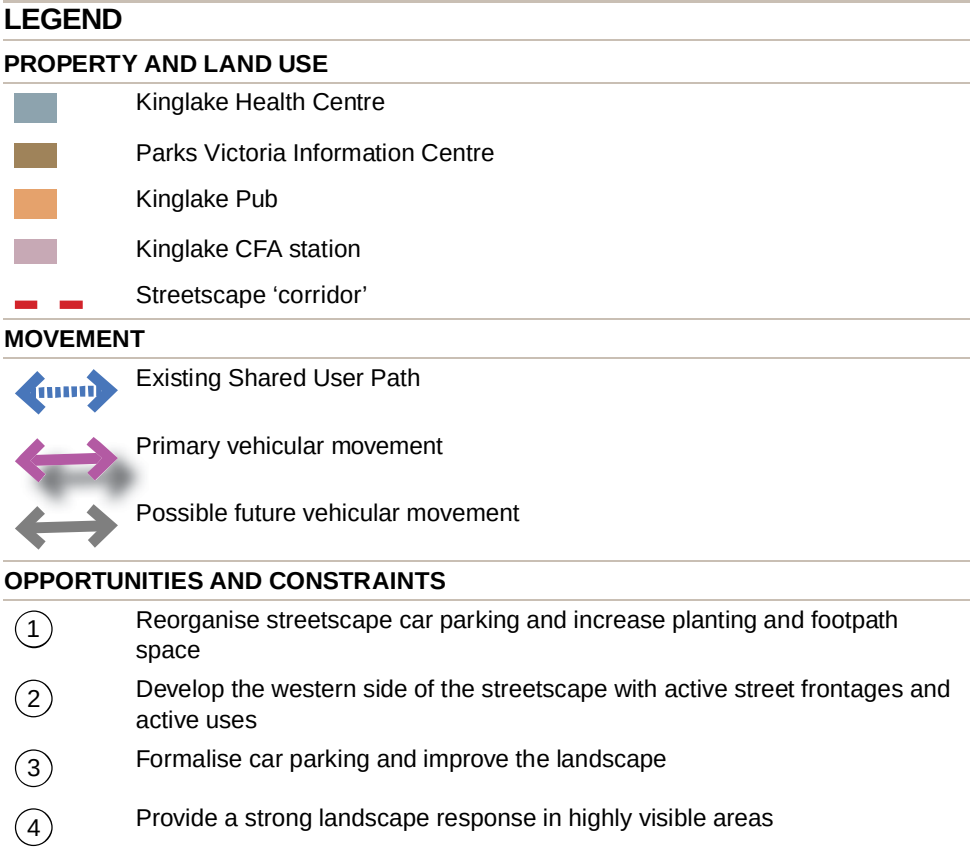
Figure: 2.2.2 Kinglake Pub



Figure: 2.2.3 Kinglake Whittlesea Road



Figure: 2.2.4 Kinglake streetscape analysis





The diagram below aims to provide greater clarity on the intent and purpose for the four major parts of the Kinglake streetscape. Each distinct zone provides a different set of functions and visual characters. When planning and prioritising future works it is important to understand the purpose of each part of the streetscape.

1. Future Recreation and Tourism Area

Currently this part of the Kinglake is defined by the Kinglake Pub car park, the community shelter, notice board, regional map and public amenities. This area has potential to host a greater variety of recreational and tourist activity. Tourist coach parking and provision of an orientation point for visitors to the region is a possible use for this area in the future.

The construction of the required coach turning area and parking would require resurfacing of areas currently occupied by planted areas, grassed verges and driveways. While all elements are in the road reserve and able to be used as a coach turning area such a project would at this time present an overly 'urbanised', disruptive streetscape and may be detrimental to the townscape character of Kinglake.

2. Kinglake Northern Gateway

The 'northern gateway' is characterised by one of Kinglake's most recognisable features, the Kinglake Pub. The setting in which the Pub sits is to be enhanced using suitable landscape treatments and an extension of planting areas in and around the 'northern gateway'. The intent is to create a stronger visual character that is more reminiscent of the wider landscape in which Kinglake sits.

3. Kinglake High Street

This area hosts the commercial core of Kinglake and requires a strong relationship between the retail and other commercial premises with on-street car parking. Creating a streetscape that is easy to use by motorists and pedestrians and is clearly understood is key to making the 'High Street' section a success.

The inclusion of small deciduous trees and reinvigorated landscape areas has been proposed to enliven the visual character of the 'High Street' in a way that is reflective of the more cultivated gardens and driveways of the region. Minor streetscape works will also be required in side streets to improve the pedestrian access to the 'High Street' area.

4. Kinglake Southern Gateway

The 'southern gateway' is characterised by one of Kinglake's more recent prominent buildings, the current Parks Victoria building. The existing round-a-bout and extensive planting areas provide a strong visual character to the southern end of Kinglake that should be built upon. The existing corner off-street car parking should be resurfaced with formalised pedestrian and vehicle movement pathways allowing greater clarity for users of this space.

Figure: 2.2.5 Kinglake proposed streetscape master plan



Figure: 2.2.5 Kinglake proposed streetscape master plan



LEGEND

- Existing trees to be retained
- Existing buildings
- Active Street Frontage
- Existing public toilet and picnic area
- Proposed cyclist hub for weekend riders, including bike parking (see Project KL4)
- Proposed Water Sensitive Urban Design (WSUD) streetscape planting
- Proposed feature planting
- Proposed grassed areas to be mulched areas with native grasses
- Gravel car park surface
- Shared user path (see Project KL5)
- Investigate the upgrade of the picnic area and playground (not part of this scope of works)
- Proposed signage including information on the locality, other nearby settlements and features of the area.
- Existing Kinglake Pub
- Kinglake Petrol Station
- Future potential coach turning area
- Future potential coach parking area

PROJECTS
Refer Section 3

- Individual project boundary
- Project KL1**
Glenburn Road and Whittlesea-Kinglake Road Roundabout
Construction of roundabout and feature planting
- Project KL4**
Kinglake Pub Car Park and surrounds
Upgrade and formalisation of car park including gravel resurfacing and WSUD planting; cyclist 'hub' area including bike parking and more generous open space with tree planting
- Project KL5**
Shared user path upgrade
as required
- Project KL7**
Recreational/ Tourist Shelter Upgrade
General planting and upgrading of seating, notice board and lighting

NOTE: Future Potential Coach Parking

It is a long term aspiration to attract tourists to Kinglake and a coach parking facility will eventually form part of this strategy. At this time however the disruption to adjacent residences and the required road works would burden the streetscape with a highly urbanised appearance out of keeping with the desired character of Kinglake. Therefore the a 'future potential' coach parking area has been designated until such time as a clear and present need is apparent.



Figure: 2.2.6 Kinglake proposed streetscape master plan (north)

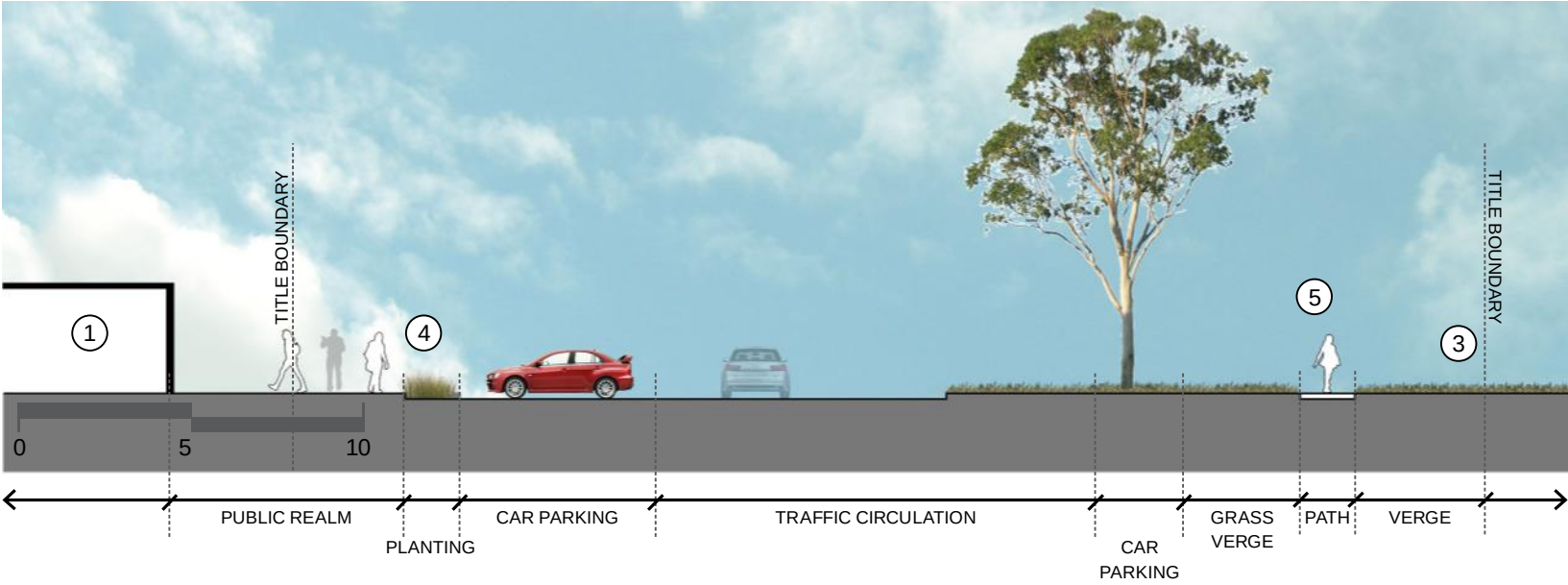


Figure: 2.2.7 Kinglake proposed streetscape section (AA)

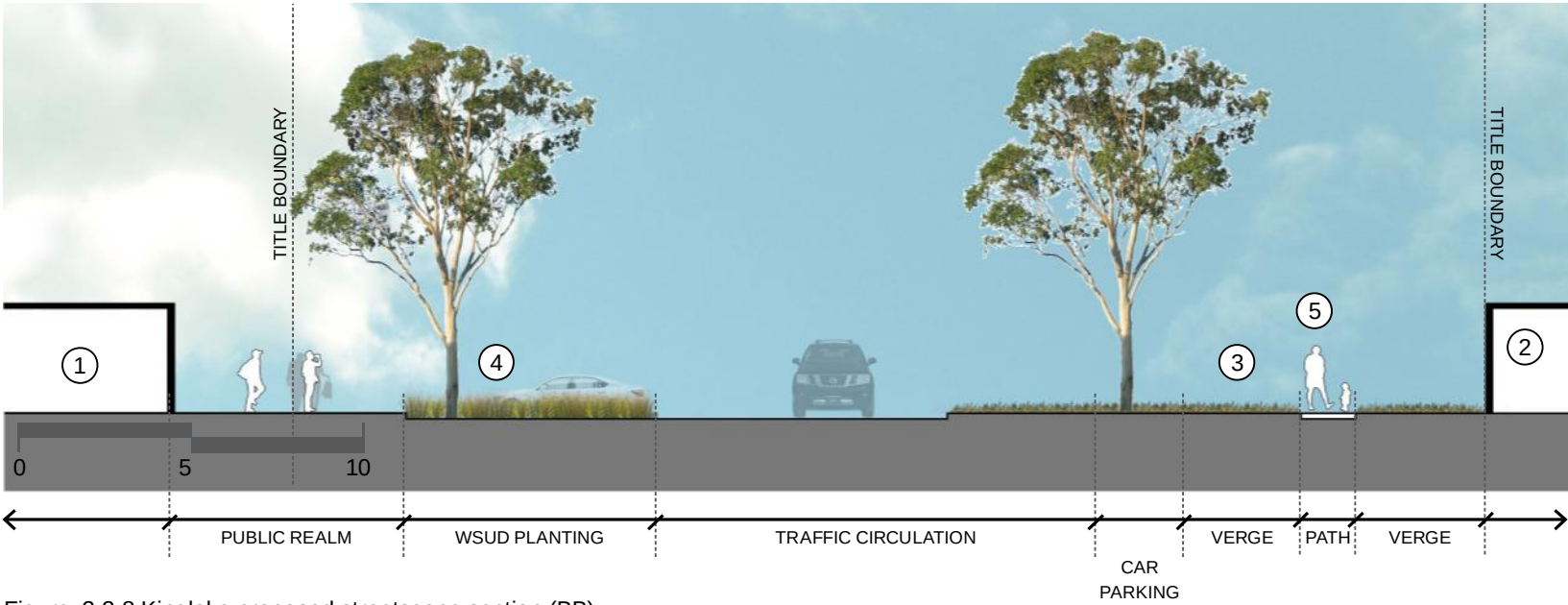


Figure: 2.2.8 Kinglake proposed streetscape section (BB)

LEGEND

- ① Existing Kinglake Pub
- ② Public toilets
- ③ Revised car parking and community open space
- ④ Water sensitive planting opportunity
- ⑤ Upgraded shared user path network

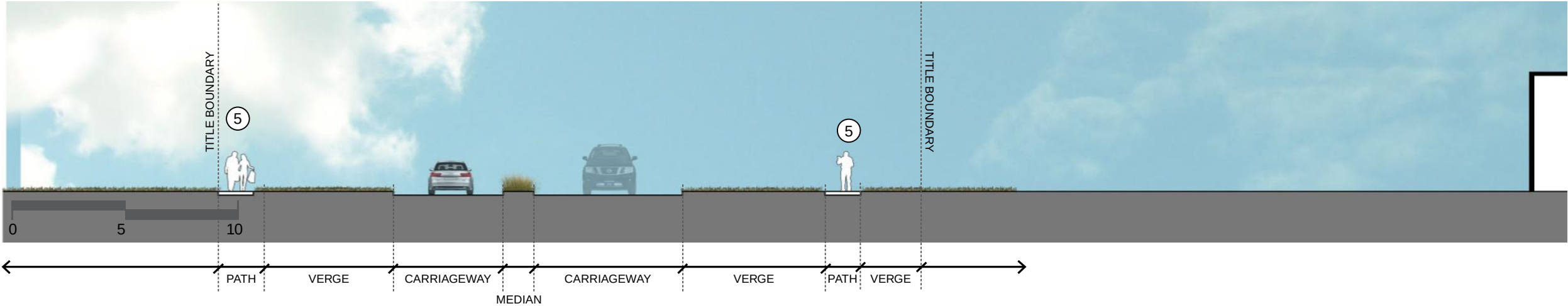


Figure: 2.2.9 Kinglake proposed streetscape section (CC)



Figure: 2.2.10 Kinglake proposed streetscape master plan (south)

LEGEND

- Existing trees to be retained
- Existing buildings
- Proposed buildings
- Active Street Frontage
- Key redevelopment site
- Proposed trees
- Proposed Water Sensitive Urban Design (WSUD) streetscape planting (refer Project KL2)
- Proposed feature planting (refer Project KL4)
- Proposed grassed areas to be mulched areas with native grasses
- Gravel car park surface
- Shared user path (see Project KL5)
- Proposed Main Street Paving (refer Project KL2)
- Proposed entrance signage including information on the locality, other nearby settlements and features of the area.
- Temporary visual screening
- Removal of water tank to facilitate additional parking
- Upgrade street shelter
- Install kerb to define car park

PROJECTS

Refer Section 3

- - - - Individual project boundary

Project KL2
Enhancement of Main Street including car parking, streetscape planting, wider footpaths and paving upgrade and street furniture

Project KL4
Enhancement of the Healesville-Kinglake Road Intersection with feature planting to signify the entrance to the township

Project KL5
Shared user path upgrade as required

Project KL6
Streetscape enhancement including extension of red brick paving and establishment of planting area behind back of kerb



Figure: 2.2.14 Project KL6 - The corner of Whittlesea Kinglake Road and Robertson Road requires improved pavement and landscape planting. Minor earth works and recontouring of the existing gravel area will be required prior to an extension of the red-brick pavement. A 2.5 metre landscape strip should be established along from the edge of the road.



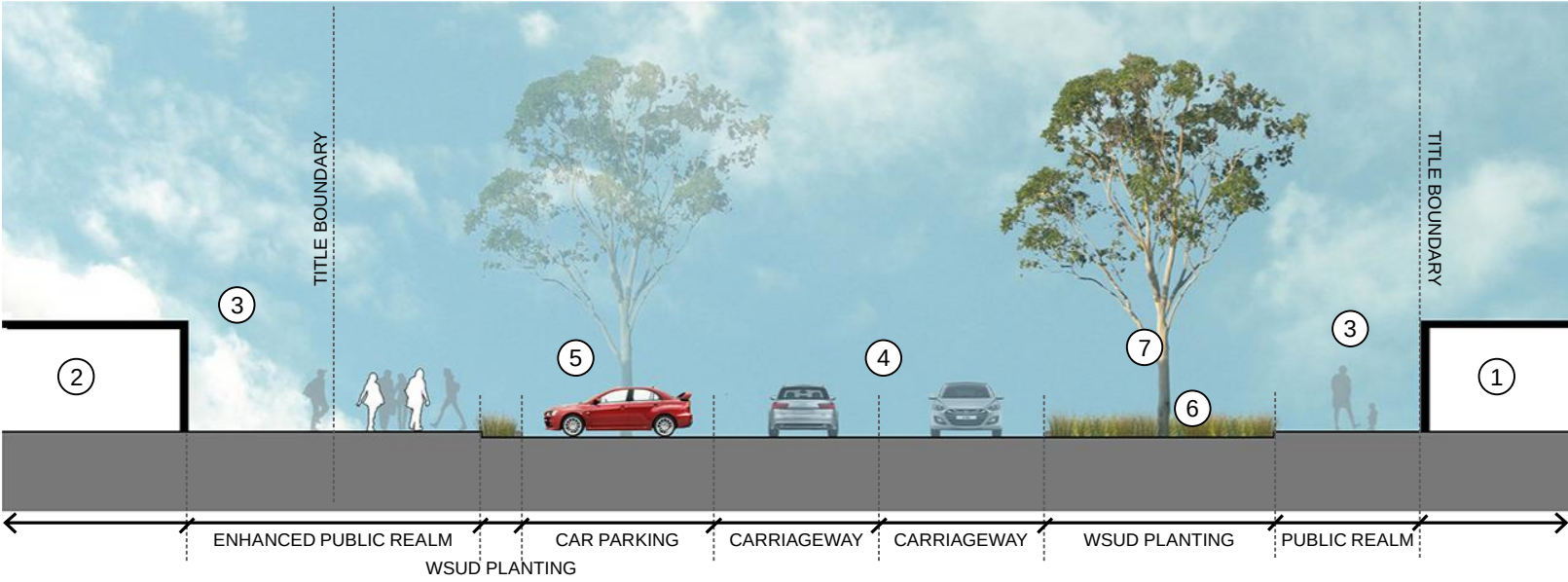


Figure: 2.2.11 Kinglake proposed streetscape section (DD)

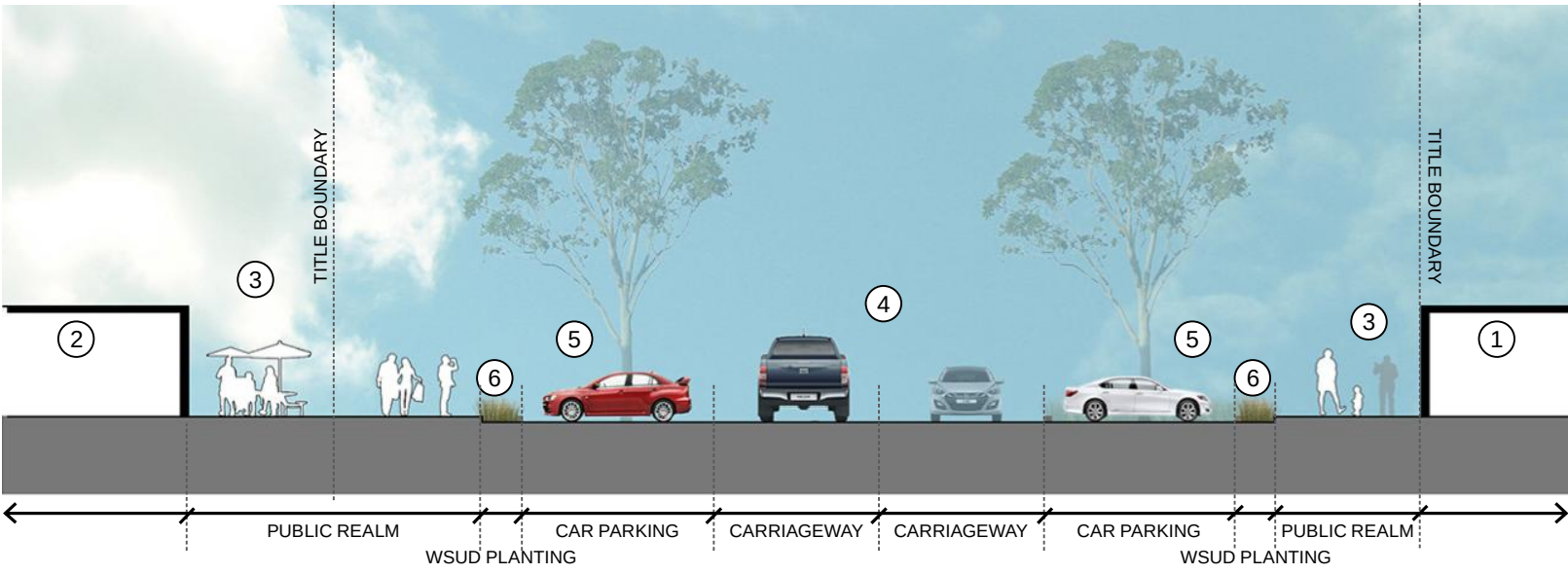


Figure: 2.2.12 Kinglake proposed streetscape section (EE)

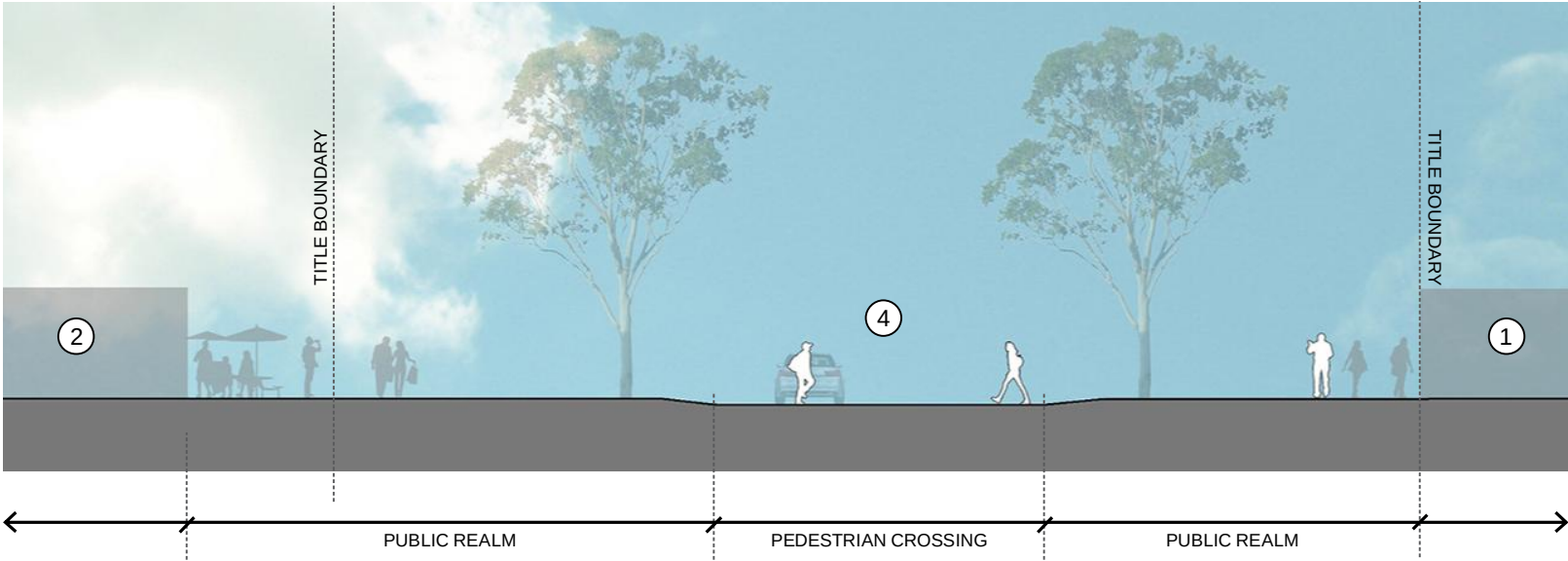
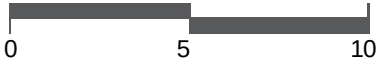
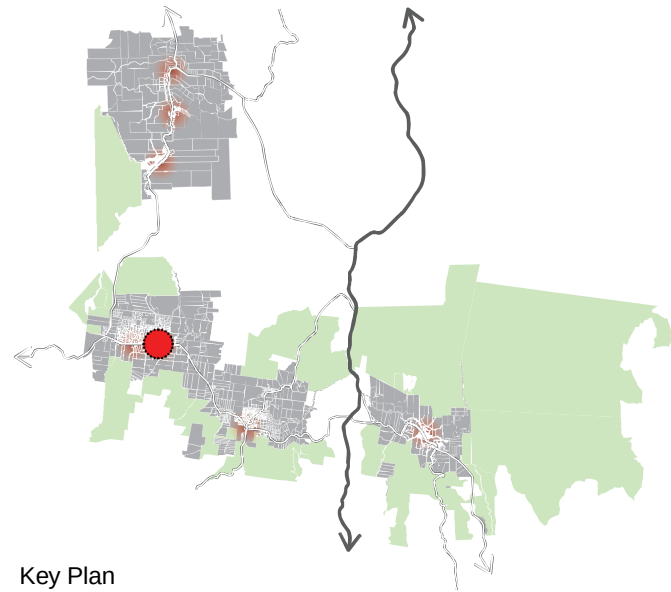


Figure: 2.2.13 Kinglake proposed streetscape section (FF)

LEGEND	
①	Existing commercial building
②	Ideal location for future commercial buildings
③	Widened footpath and on street dining opportunities
④	Revised traffic calmed roadway
⑤	Revised on-street car parking
⑥	Water sensitive planting opportunity
⑦	Proposed street trees



2.3 Kinglake West - Pheasant Creek



Key Plan

2.3.1 Issues and Assessment

Built form and use

The more prominent buildings in Kinglake West - Pheasant Creek along Whittlesea-Kinglake Road are aligned with and are highly visible from the main road. The buildings on the northern side of Whittlesea-Kinglake Road west of Watsons Road, accommodate a mix of commercial and retail uses. Most of these prominent buildings have significant areas of car parking directly accessed from the main road.

Visual character

The visual character of the area is strongly defined by the contrast between the highly visible buildings to the north and the well developed stands of mature canopy trees to the south.

Access, connections and circulation

As Kinglake West - Pheasant Creek along Whittlesea-Kinglake Road has significant commercial activity, day time car parking plays a major role in how the streetscape is accessed. A footpath on the northern side of Whittlesea-Kinglake Road runs the full length of the township's main streetscape, providing access to the bus stop near Watsons Road.

Outdoor comfort and community involvement

Given the commercial nature of the streetscape, much of the community involvement and outdoor amenity is provided by the cafes and shops.

2.3.2 Considerations and recommendations

Built form and building use

- Maintain the existing building heights and ensure any new built forms are highly sympathetic to the existing commercial and residential buildings.

Visual character

- Consider the introduction of significant planting or public space that provides a stronger sense of identity in the settlement's centre.

Access, connections and circulation

- Consider improvements to the consistency and quality of pedestrian access through the township.

Outdoor comfort and community involvement

- Consider the definition of a 'main park' that could assist with the creation of an identifiable 'town centre'.



Figure 2.3.1 The view west along the Whittlesea - Kinglake Road



Figure 2.3.2 Entrance to one of the bulky goods retail / warehouse buildings

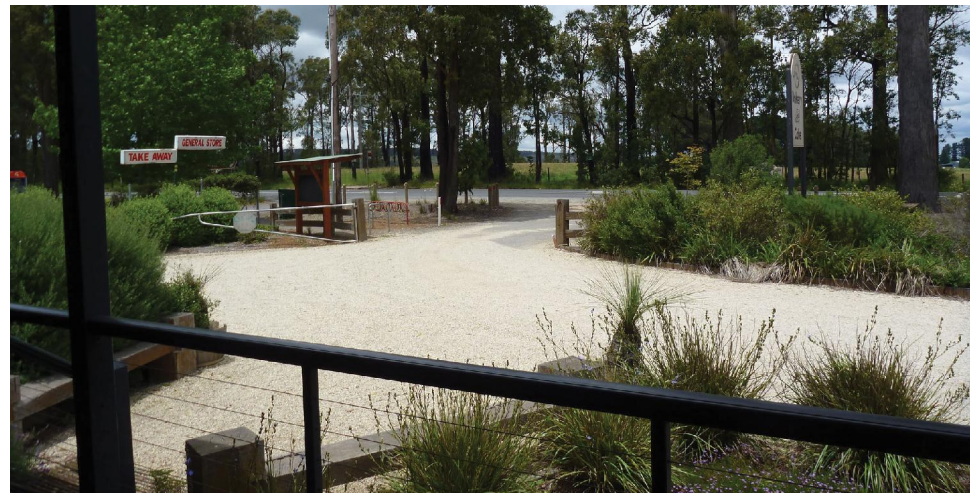


Figure 2.3.3 The view from the 'Flying Tarts' bakery

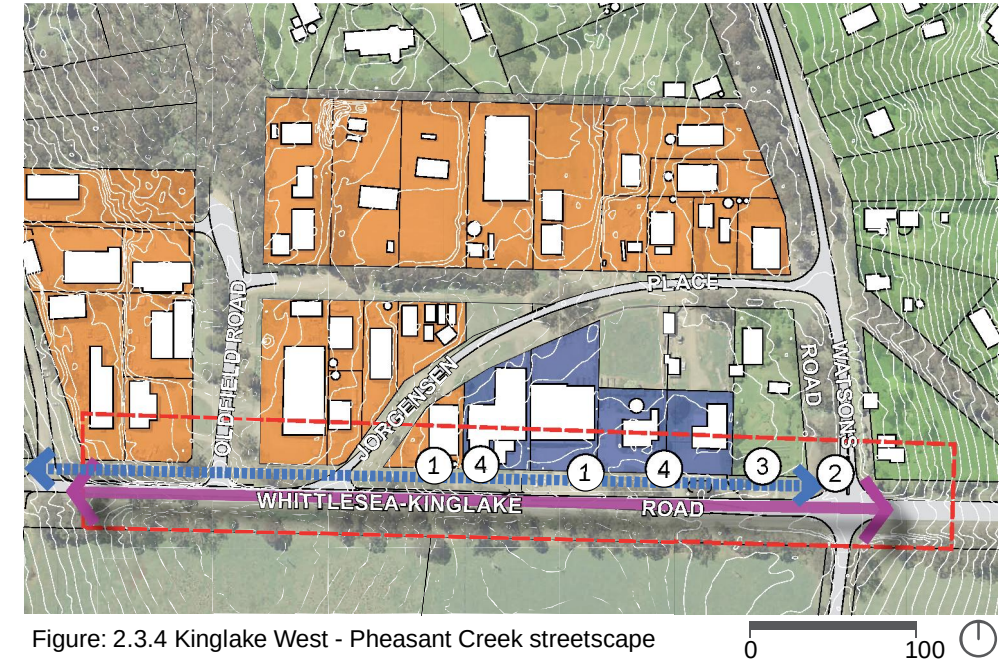


Figure 2.3.4 Kinglake West - Pheasant Creek streetscape analysis

LEGEND

PROPERTY AND LAND USE

- Retail use land
- Industrial/ commercial use land
- Residential use land
- Streetscape 'corridor'

MOVEMENT

- ⇄ Existing Shared User Path
- ⇄ Primary vehicular movement

OPPORTUNITIES AND CONSTRAINTS

- ① Formalise car parking area to front of commercial buildings
- ② Create a 'marker' to show the entrance of Kinglake West - Pheasant Creek
- ③ Improve the bus stop area
- ④ Improve existing places for passive recreation

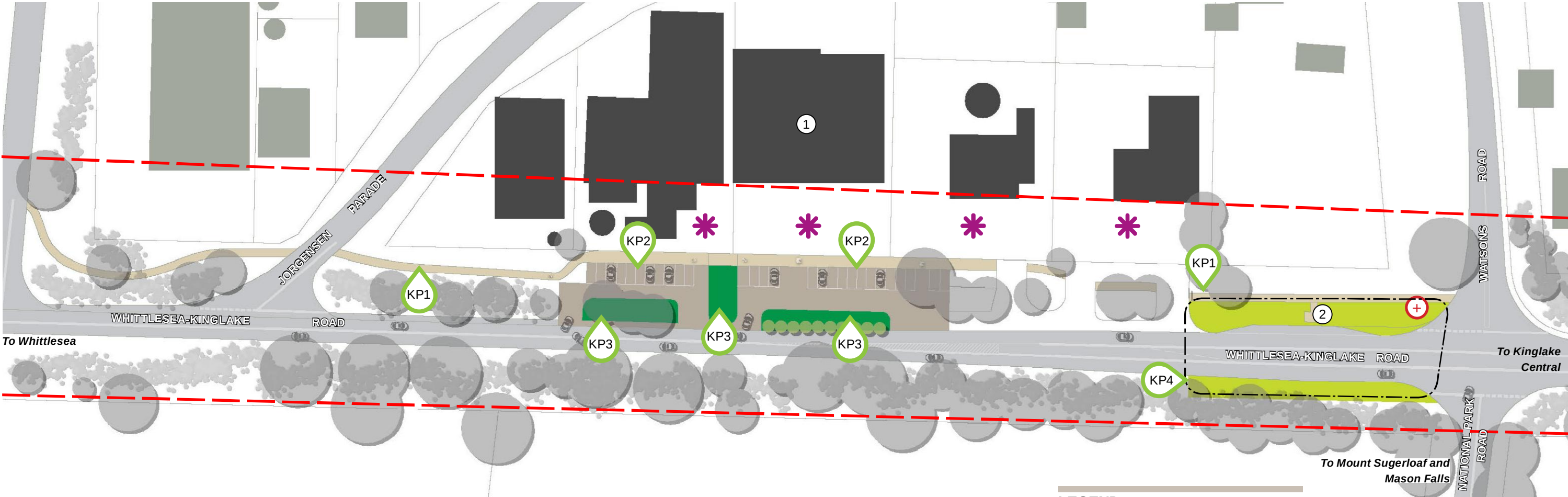


Figure: 2.3.5 Kinglake West - Pheasant Creek proposed streetscape master plan

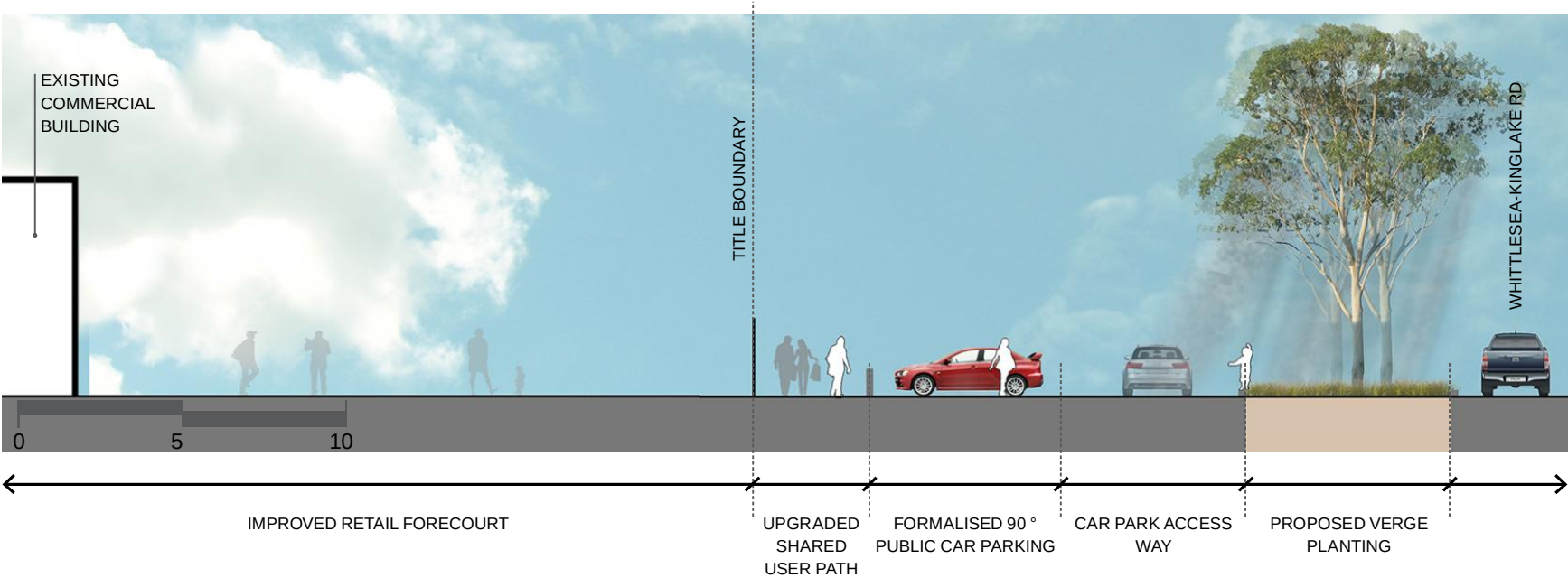


Figure: 2.3.6 Kinglake West - Pheasant Creek proposed streetscape typical section

LEGEND

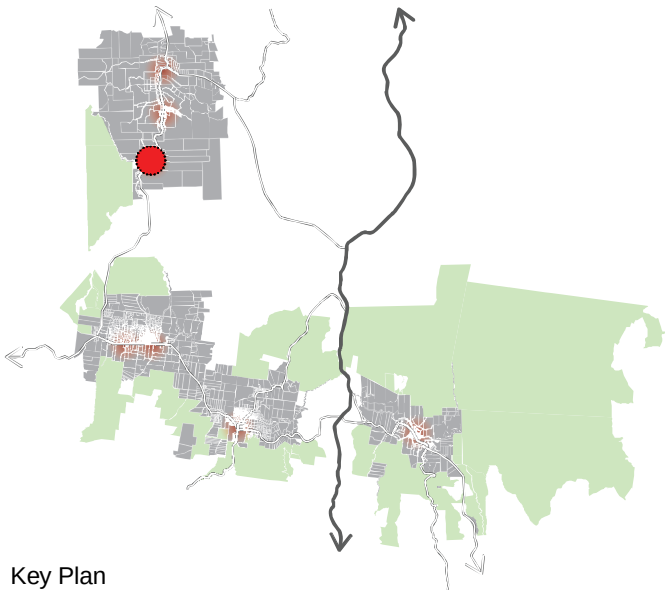
- Master plan boundary
- Existing retail buildings
- Existing buildings
- Existing vegetation to be retained
- Proposed Water Sensitive Urban Design (WSUD) verge planting (refer Project KP3)
- Proposed feature planting to provide a sense of arrival to the Kinglake/Pheasant Creek township and improve bus stop setting
- Shared user path (refer Project KP1)
- Formalised car park (refer Project KP2)
- Proposed locality signage for Kinglake West - Pheasant Creek and information signage for Kinglake National Park, Mount Sugarloaf and Mason Falls
- Flying Tarts Bakery and Cafe
- Existing bus stop. Investigate improving shelter.
- Improved retail forecourts. To be undertaken in consultation with individual retail owners.

PROJECTS
Refer Section 3

- Project KP1
Shared user path upgrade as required
- Project KP2
Formalised public car parking including resurfacing and line marking

0 25

2.4 Flowerdale South



Key Plan

2.4.1 Issues and Assessment

Built form and use

Buildings in Flowerdale South are largely hidden from the main road. The settlement has a larger number of residential buildings, although only very few are located along the main road. The buildings are predominantly residential. The Flowerdale Community House is located on Silver Creek Road some distance from the main road. All buildings are single storey and generally scattered among large trees.

Visual character

Flowerdale South has the character of a low density residential area. The tree cover is less than other nearby settlements with residential buildings and associated fencing forming the majority of the visual character. The community house's distance from the main road prevents it from providing a strong visual focus for the whole community.

Access, connections and circulation

In general, pedestrian access and cycling through the settlement is reasonable, however its visibility and continuity could be improved.

Outdoor comfort and community involvement

Given that residents have their own extensive gardens and yards, there is a lesser need for public open space. The road verge on the northern side of the Whittlesea-Yea Road provides a potential site for a public open space. The bus stops are located within this verge. There is potential to improve the bus shelters themselves and their immediate setting.

2.4.2 Considerations and recommendations

Built form and building use

- Maintain the existing building heights and ensure that any new built forms are highly sympathetic to the existing residential buildings.

Visual character

- Consider the introduction of significant planting or public space that provides a stronger sense of identity in the settlement's centre.

Access, connections and circulation

- Consider improvements to the visibility and continuity of the pedestrian access through and to the settlement.

Outdoor comfort and community involvement

- Consider the use of the Whittlesea-Yea Road verge (north side) as a more formalised public open space that can create an identifiable 'centre'.



Figure: 2.4.2 Flowerdale Community House



Figure: 2.4.1 The view from the Whittlesea - Yea Road north along Silver Creek Road



Figure: 2.4.3 The view along Silver Creek Road

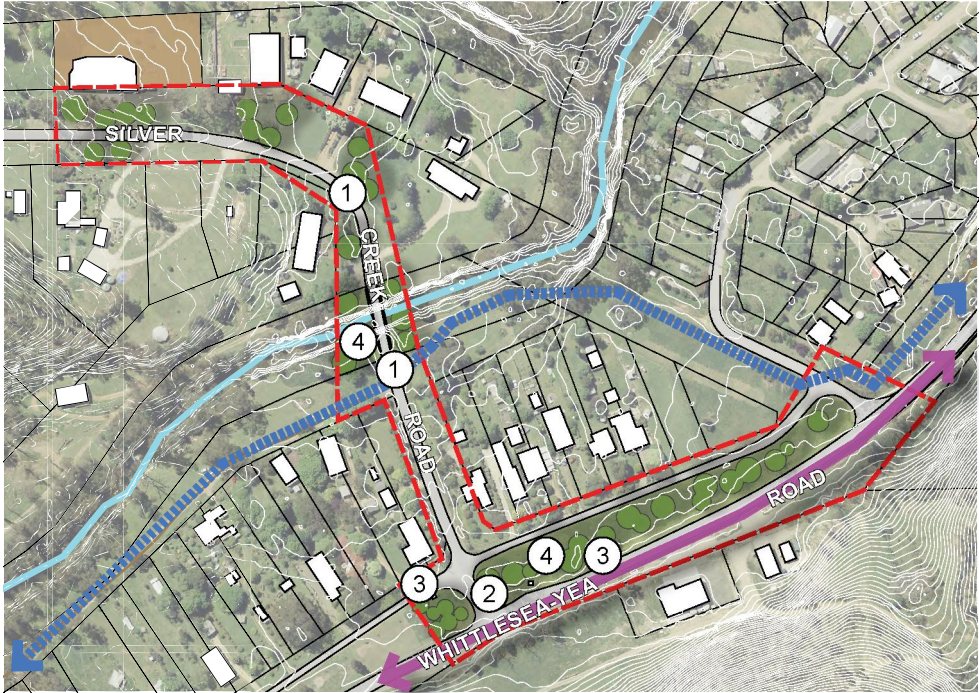


Figure: 2.4.4 Flowerdale South streetscape analysis



LEGEND

PROPERTY AND LAND USE

- Flowerdale Community House
- Streetscape 'corridor'
- Creek line

MOVEMENT

- Existing Shared User Path
- Primary vehicular movement

OPPORTUNITIES AND CONSTRAINTS

- ① Create a stronger pedestrian link/ pathway
- ② Create a 'marker' to show the entrance of Flowerdale South
- ③ Improve the bus stop area
- ④ Improve existing places for passive recreation



LEGEND

- Master plan boundary
- Existing buildings
- Existing vegetation to be retained
- Proposed parkland vegetation (refer Projects)
- Proposed riparian vegetation (refer Projects)
- Proposed streetscape planting (refer Projects)
- Shared user path
- Flowerdale Community House
- CFA
- Existing bus stops. Investigate improvement of shelter
- Proposed entrance signage including information on the locality, other nearby settlements and features of the area.

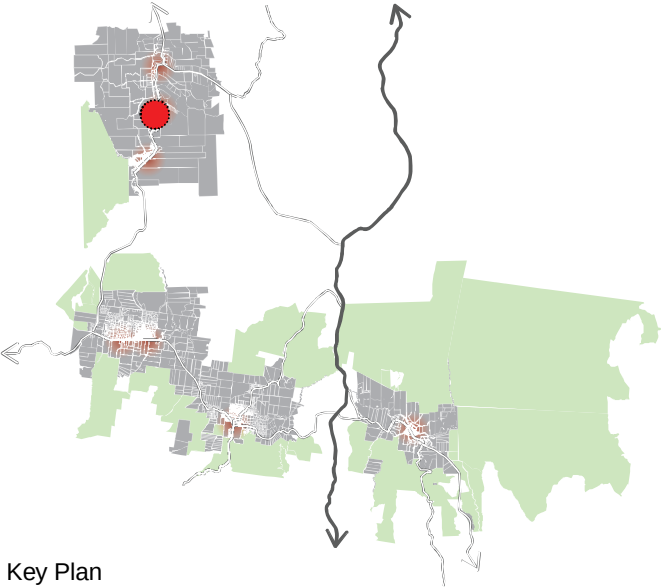
PROJECTS
Refer Section 3

- Individual project boundary
- Project FS1
Enhancement of Flowerdale Community House street interface with streetscape planting
- Project FS2
Enhancement of creek environs with riparian planting and seating to encourage passive recreation. Improve creek corridor interface with Silver Creek Road with streetscape planting
- Project FS3
Whittlesea-Yea Road Median
Improve parkland planting and maintenance of verge (north side) along Whittlesea-Yea Road including seating for passive recreation
- Project FS4
Shared user path upgrade as required

Figure: 2.3.6 Flowerdale South proposed streetscape master plan



2.5 Flowerdale Central



Key Plan

2.5.1 Issues and Assessment

Built form and use

The small number of buildings in Flowerdale Central are all single storey and generally scattered among large trees. The Hazledene General Store is the most prominent, however is not easily seen from the main road.

Visual character

The creek parkland character strongly defines this settlement. As the buildings are located over 100 metres from the main road, the settlement is 'hidden' and has a 'hamlet' type character. The dominance and quality of the bus stop and parking area significantly detracts from the visual character.

Access, connections and circulation

The 'main street' is a cul-de-sac and sits behind Whittlesea-Yea Road to the west. It does not permit through traffic, greatly reducing the need for access through the streetscape. The main road bus stop and bus parking area do not afford a great deal of pedestrian access to the shops.

Outdoor comfort and community involvement

The streetscape is located alongside King Parrot Creek and is afforded an excellent series of public open spaces. The main road bus stop and toilet do not afford much visual amenity.

2.5.2 Considerations and recommendations

Built form and building use

- Maintain the existing building heights and ensure that any new built forms are highly sympathetic to the existing residential and retail buildings.

Visual character

- Focus attention on improvements to the bus stop, toilet General Store parking area so that the area better responds to the 'creek parkland' character.

Access, connections and circulation

- Improve the pedestrian access and directional signage between the retail buildings and bus stop across the existing bridge.

Outdoor comfort and community involvement

- Consider improvements to the basic amenity items along the creek parkland corridor.



Figure: 2.5.2 The bridge between Broome Road and Whittlesea - Yea Road



Figure: 2.5.1 The Hazledene General Store in Flowerdale Central



Figure: 2.5.3 The bus stop and toilet on the Whittlesea - Yea Road at Flowerdale Central

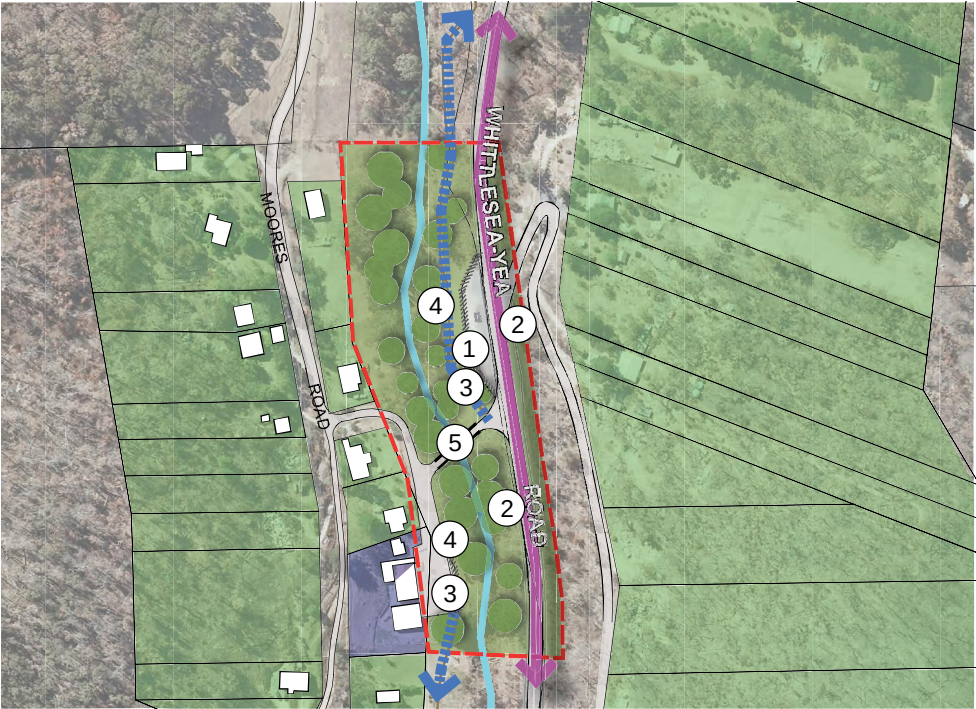


Figure: 2.5.4 Flowerdale Central Streetscape Analysis

LEGEND

PROPERTY AND LAND USE

- Hazledene General Store
- Residential use land
- Streetscape 'corridor'

Creek line

MOVEMENT

- Existing Shared User Path
- Primary vehicular movement

OPPORTUNITIES AND CONSTRAINTS

- ① Formalise access and improve the amenity of the bus stop and toilet area
- ② Create a 'marker' to show the entrance of Flowerdale Central
- ③ Rejuvenate the landscape in key areas
- ④ Improve existing places for passive recreation
- ⑤ Improve pedestrian access between the bus stop and the store



Key Plan

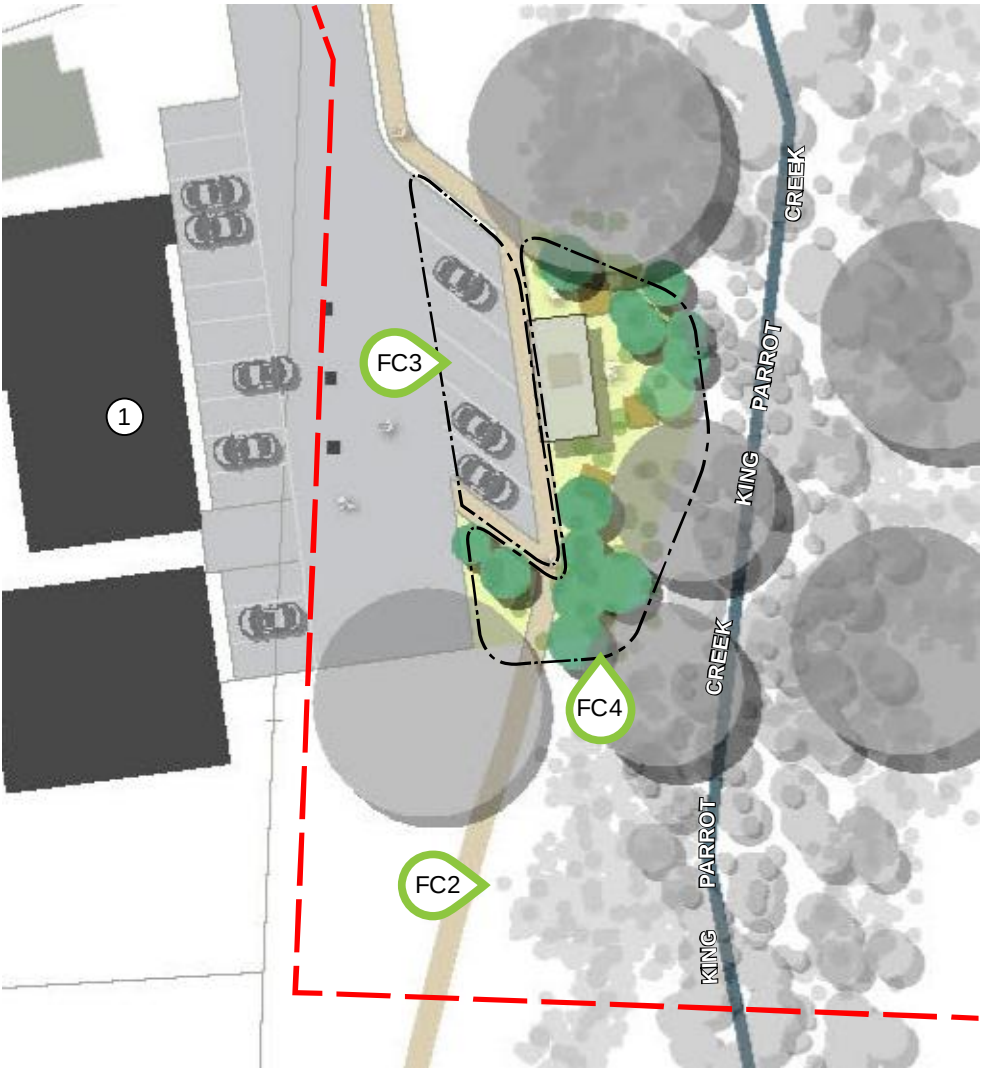


Figure: 2.5.5 Flowerdale Central proposed streetscape master plan (south)

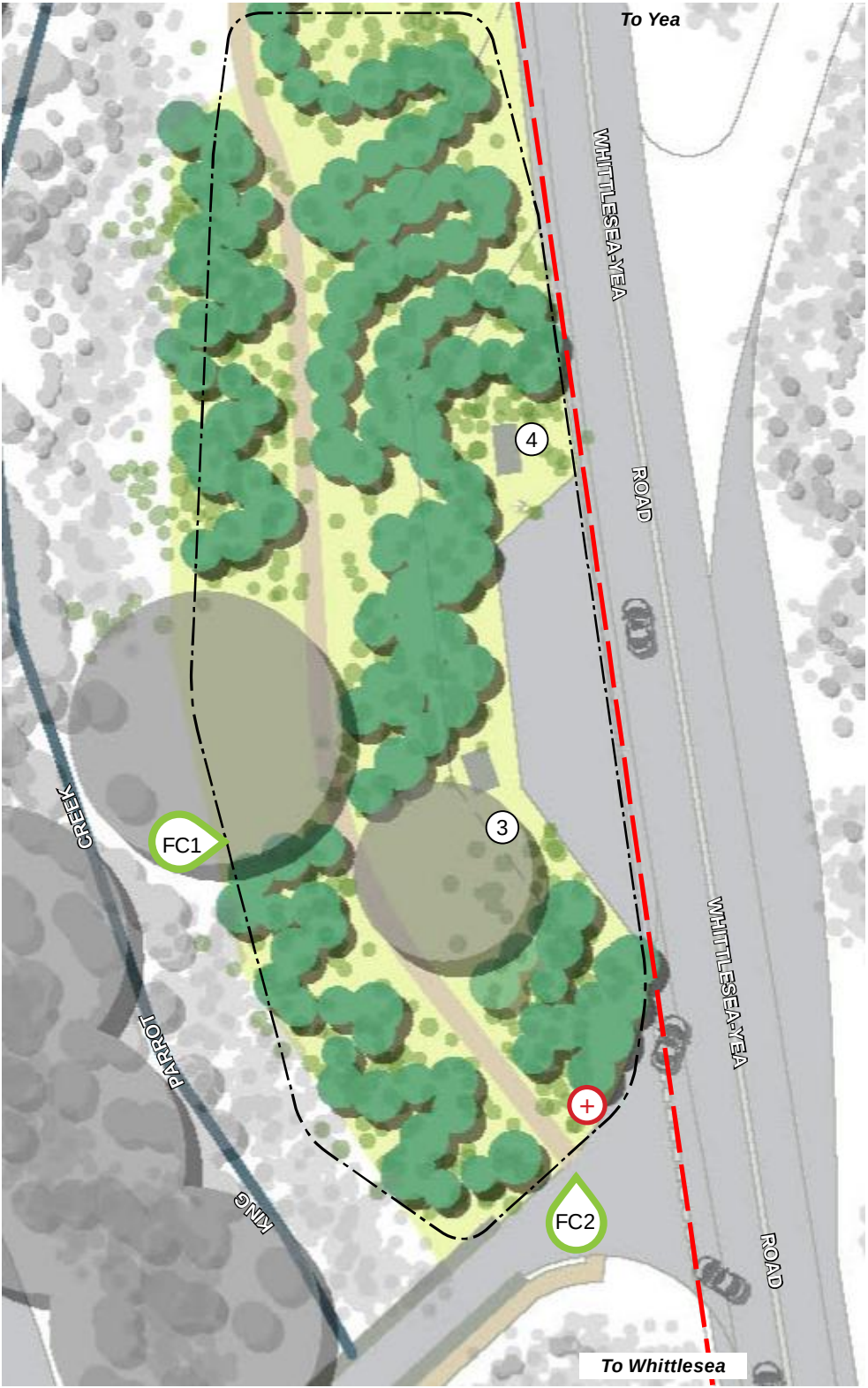


Figure: 2.5.6 Flowerdale Central proposed streetscape master plan (north)

LEGEND

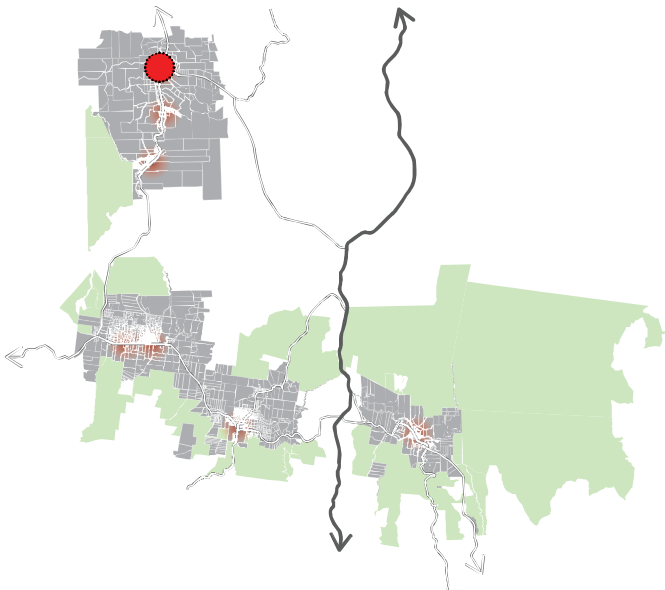
- Master plan boundary
- Existing vegetation to be retained
- Existing commercial building
- Existing buildings (other)
- Proposed riparian vegetation
- Proposed shelter and picnic amenity area (see Project FC4)
- Shared user path
- ① Hazeldene General Store
- ③ Existing bus stop. Investigate improvement to shelter
- ④ Public toilet
- Proposed entrance signage including information on the locality, other nearby settlements and features of the area.

PROJECTS
Refer Section 3

- Individual project boundary
- Project FC1
Improvement and formalisation of bus stop and toilet area including parkland planting and resurfacing of hardstand
- Project FC2
Shared user path upgrade as required
- Project FC3
Formalised shop car park including resurfacing and line marking
- Project FC4
Rejuvenated public open space amenity including riparian planting, shelter, picnic tables and BBQ



2.6 Flowerdale North



2.6.1 Issues and Assessment

Built form and use

The buildings of Flowerdale North are located around a wide sweeping bend on the main road with most of the main buildings on the northern side hidden from view. The buildings on the southern side of the bend near Broadford-Flowerdale Road are quite prominent buildings are all used for community or commercial uses.

Visual character

As many of the buildings are largely hidden from view, the visual character as experienced from the road is of the road itself and associated embankments. When experienced from the school and hotel, the visual character shifts to one dominated by mid storey canopy vegetation and moderately undulating topography.

Access, connections and circulation

The main road serves as a significant barrier to pedestrian movement, with the only crossing possible at the north eastern part of the streetscape. There are pedestrian pathways away from the main road with a connection into the shared user path network.

Outdoor comfort and community involvement

Given the dispersed nature and public use of the buildings, much of the public space amenity is provided for within the key buildings. The community centre, school and hotel fulfil some of the needs for public outdoor space.

2.6.2 Considerations and recommendations

Built form and building use

- Maintain existing building heights and ensure that any new built forms are highly sympathetic to the existing buildings.

Visual character

- Re-vegetate the roadside and general road corridor area.
- Consider the introduction of significant planting or public space that provides a stronger sense of identity in the settlement's centre.

Access, connections and circulation

- Consider improvements to pedestrian access, particularly between the school and the community hall.

Outdoor comfort and community involvement

- Investigate improvement of amenity along the pedestrian path between the school and the hotel and connection to King Parrot Creek as a key recreational link.



Figure: 2.6.2 View looking north along the Whittlesea - Yea Road service road toward the Flowerdale Hotel



Figure: 2.6.1 View looking east along the Whittlesea - Yea Road service road toward the Flowerdale Primary School



Figure: 2.6.3 View looking south from Broadford - Flowerdale Road, across the Whittlesea - Yea Road toward the Flowerdale Community Hall

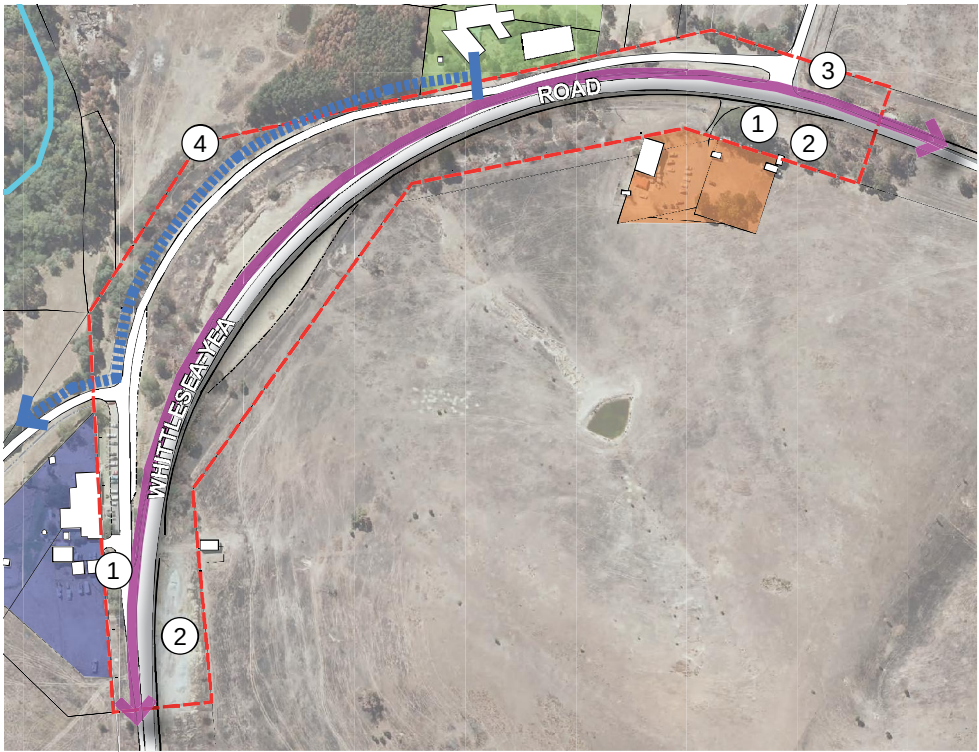


Figure: 2.6.4 Flowerdale North streetscape analysis

LEGEND

PROPERTY AND LAND USE

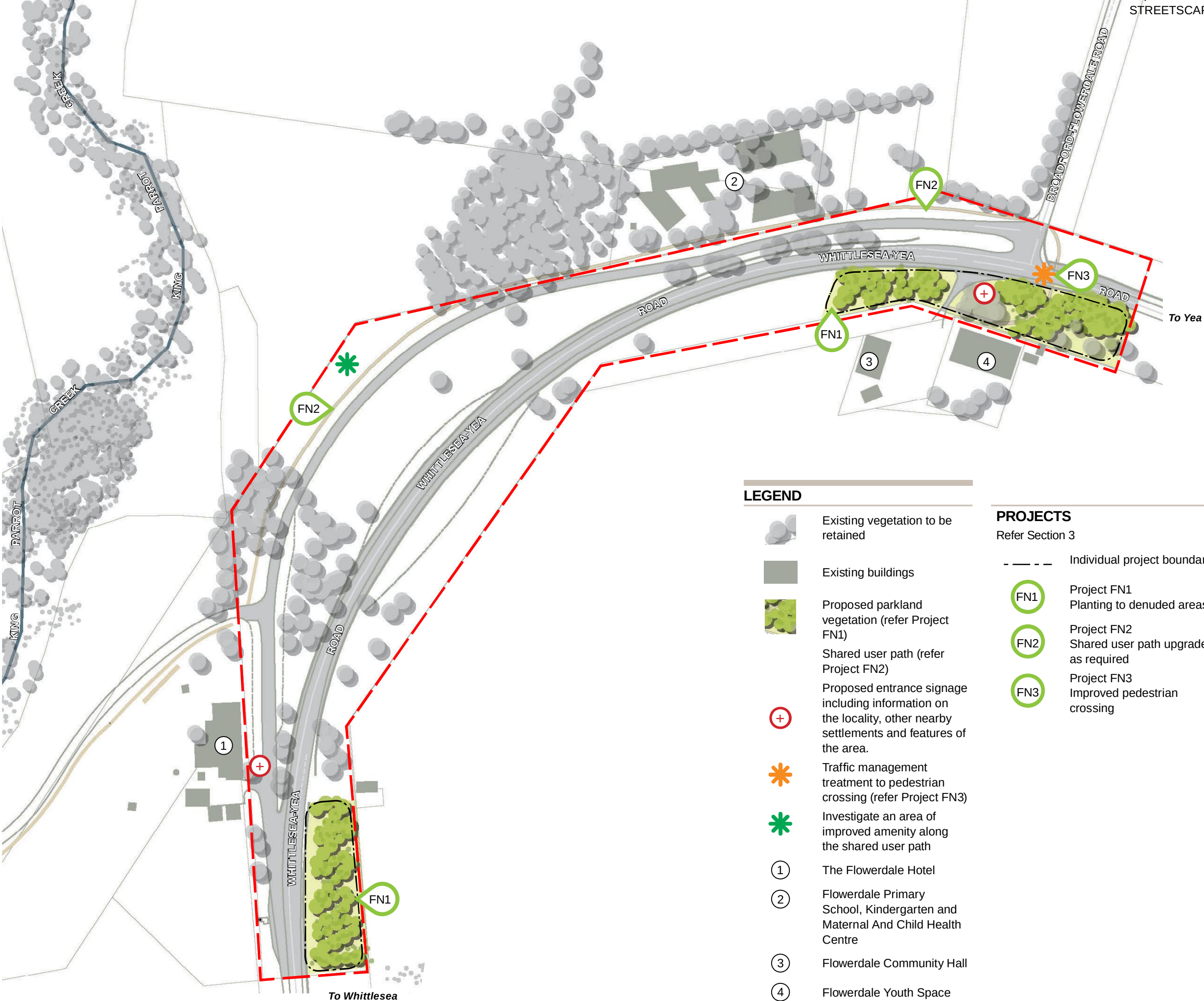
- Flowerdale Hotel
- Flowerdale Primary School
- Flowerdale Community Hall
- Streetscape 'corridor'

MOVEMENT

- Existing Shared User Path
- Primary vehicular movement

OPPORTUNITIES AND CONSTRAINTS

- ① Create a 'marker' structure to provide identity to the settlement's entrance
- ② Re-vegetate the roadsides and road corridor.
- ③ Improve the pedestrian connection between the school and community hall
- ④ Improve existing pedestrian paths for passive recreation



LEGEND

- Existing vegetation to be retained
- Existing buildings
- Proposed parkland vegetation (refer Project FN1)
- Shared user path (refer Project FN2)
- Proposed entrance signage including information on the locality, other nearby settlements and features of the area.
- Traffic management treatment to pedestrian crossing (refer Project FN3)
- Investigate an area of improved amenity along the shared user path
- ① The Flowerdale Hotel
- ② Flowerdale Primary School, Kindergarten and Maternal And Child Health Centre
- ③ Flowerdale Community Hall
- ④ Flowerdale Youth Space

PROJECTS

Refer Section 3

- Individual project boundary
- FN1 Project FN1 Planting to denuded areas
- FN2 Project FN2 Shared user path upgrade as required
- FN3 Project FN3 Improved pedestrian crossing

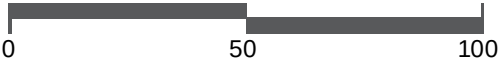


Figure: 2.6.5 Flowerdale North proposed streetscape master plan

3.0 PROJECTS

3.1 Projects

The following projects relate to and should be read in conjunction with the drawings provided in Section 2. All costs are opinions of probable costs only and will need to be verified. All works are subject to funding availability. Works within areas overseen by VicRoads areas must be done in consultation and agreement with VicRoads.

TOOLANGI								
PROJECT CODE AND NAME		DESCRIPTION	COMMENTS	QUANTITY	PRIORITY	TIME FRAME	COST RANGE	
TO1	Shared user path upgrade							
		Hardscape						
	1	Resurfacing and widening of existing shared user path	Gravel resurfacing to 2.5m in width	150 lin. m. NOM.	High	TBA	\$30/m2	
TO2	Enhance Northern Entrance to create better amenity and a ‘gateway’ to the entrance of the township							
		Softscape						
		1	Street Trees	Refer to street planting schedule	40 no. trees	Medium	TBA	\$100 ea.
		2	Street Planting	Refer to street planting schedule	500 m2 NOM.	Medium	TBA	\$20/m2
		3	Parkland Trees	Refer to park planting schedule	40 no. trees	Low		\$100 ea.
		4	Parkland Planting	Refer to park planting schedule	200 m2 NOM.	Low	TBA	\$20/m2
		6	Path	Gravel path to 2.0m in width	150 lin. m. NOM.	Low	TBA	\$30/m2
		Furniture						
7	Seating - bench with back and arm rest	Refer furniture schedule	2 no. item	Medium	TBA	\$3000 ea.		
TO3	Enhancement of community building streetscape interface							
		Softscape						
		1	Street Tree planting	Refer to street planting schedule	20 no. trees	Medium	TBA	\$100 ea.
	2	Street Planting	Refer to street planting schedule. Specific to the Community Centre Only. Exact planting design and selection to be undertaken in consultation with Community Centre management.	450 m2 NOM.	Medium	TBA	\$20/m2	

Further actions for Toolangi

- Investigate a location for and the feasibility of long-vehicle parking to support existing bridle trails
- Proposed entrance signage including information on the locality, other nearby settlements and features of the area.

It is recommended that a separate way finding and signage strategy be prepared to provide further detail and guidance for all signage proposed in this report. This strategy would be in line with existing town entrance signage across the broader municipality.

KINGLAKE							
PROJECT CODE AND NAME		DESCRIPTION	COMMENTS	QUANTITY	PRIORITY	TIME FRAME	COST RANGE
KL1	Glenburn Road and Whittlesea-Kinglake Road Roundabout	Road Works (In consultation with VicRoads)					
		1	Construction of roundabout	1. no. item	Medium	TBA	\$
		Softscape					
		3	Feature Planting	Refer to feature planting schedule	500 m2 NOM.	Medium	\$20/m2
KL2	Enhancement of ‘High Street*’	Road Works (In consultation with VicRoads)					
		1	Kerb Realignment	Realign kerb to incorporate changes to proposed public realm design.	300 lin. m. NOM.	High	\$
		2	Car parking	Gravel resurfacing of 34 no. car parks	700 m2 NOM.	High	\$
		Softscape					
		4	Street Tree Planting	Refer to WSUD planting schedule	25 no. trees	High	\$100 per tree
		5	WSUD Planting	Refer to WSUD planting schedule	300 m2 NOM.	High	\$20/m2
		Hardscape					
		6	Feature paving	Exposed aggregate concrete	800 m2 NOM.	High	\$100/m2
		Furniture					
		7	Seating - bench	Refer furniture schedule	10 no.	High	\$2500 ea.
		8	Bin	Refer furniture schedule	4 no.	High	\$2500 ea.
		9	Temporary visual screening	...	1. no. item	High	\$
KL3	Enhancement of the Healesville-Kinglake Road Intersection	Softscape					
		1	Feature Planting (Town entrances)	Refer to street planting schedule	1000 m2 NOM.	Low	\$20/m2

* Subject to funding availability or a special charge scheme

KL4	Kinglake Pub car park and surrounds						
	Hardscape						
	1	Car parking	Gravel resurfacing of 23 no. car parks	1000 m2 NOM.	Medium	TBA	\$
	Softscape						
	2	WSUD Planting	Refer to WSUD planting schedule	300 m2 NOM.	High	TBA	\$20/m2
	3	Street Tree planting	Refer to street planting schedule	5 no. trees	Medium	TBA	\$100 ea.
	Furniture						
	4	Bike Parking	Refer furniture schedule	15 no.	Medium	TBA	\$500 ea.
KL5	Shared user path upgrade						
	Hardscape						
	1	Resurfacing and widening of existing shared user path	Concrete resurfacing to 2.5m in width	500 lin. m. NOM.	High	TBA	\$60/m2
	Softscape						
	2	Make good areas around shared user path with native grasses in mulched areas		1000 m2 NOM.	Medium	TBA	\$10/m2
KL6	Streetscape enhancement						
	Hardscape						
	1	Red brick pavement	Extend red brick paving around existing litter and recycling bins	20 m2 NOM.	High	TBA	\$220/m2
	Softscape						
	2	Make good areas around pavement to back of kerb with native grasses in mulched areas		1000 m2 NOM.	Medium	TBA	\$10/m2
KL7	Recreation/ Tourist Shelter Area Upgrade						
	Hardscape						
	1	Expanding of existing pavement areas	Concrete resurfacing to 2.5m in width	20 m2. NOM.	Low	TBA	\$60/m2
	2	Seating - bench	Refer furniture schedule	4 no.	Low	TBA	\$2500 ea.
	3	Bin	Refer furniture schedule	2 no.	Low	TBA	\$2500 ea.
	Softscape						
	4	Feature Planting	Refer to feature planting schedule	500 m2 NOM.	Low	TBA	\$20/m2
	5	Shade Tree Planting	Refer to WSUD planting schedule	8 no. trees	Low	TBA	\$100 per tree

Further actions for Kinglake

- Investigate the upgrade of the picnic area and playground.
- Proposed signage including information on the locality, other nearby settlements and features of the area.

It is recommended that a separate way finding and signage strategy be prepared to provide further detail and guidance for all signage proposed in this report. This strategy would be in line with existing town entrance signage across the broader municipality.

Kinglake West - Pheasant Creek							
PROJECT CODE AND NAME	DESCRIPTION		COMMENTS	QUANTITY	PRIORITY	TIME FRAME	COST RANGE
KP1	Shared user path upgrade						
	Hardscape						
	1	Resurfacing and widening of existing shared user path	Gravel resurfacing to 2.5m in width	500 lin. m. NOM.	High	TBA	\$30/m2
KP2	Formalised public car parking						
	Hardscape						
	1	Re-surfacing and marking of car park	Asphalt resurfacing of 30 no. car parks	1000 m2 NOM.	Medium	TBA	\$
KP3	Proposed planted verges						
	Softscape						
	1	WSUD Tree Planting	Refer to WSUD planting schedule	40 no. trees	Medium	TBA	\$100 per tree
	2	WSUD Planting	Refer to WSUD planting schedule	500 m2 NOM.	Medium	TBA	\$20/m2
KP4	Entry feature planting						
	Softscape						
	1	Feature Planting	Refer to feature planting schedule	500 m2 NOM.	Medium	TBA	\$20/m2

Further actions for Kinglake West - Pheasant Creek

- Improved retail forecourts. To be undertaken in consultation with individual retail owners.
- Investigate improvement to existing bus stop shelter.
- Proposed entrance signage including information on the locality, other nearby settlements and features of the area (notably Kinglake West - Pheasant Creek and information signage to Kinglake National Park, Mount Sugarloaf and Mason Falls).

It is recommended that a separate way finding and signage strategy be prepared to provide further detail and guidance for all signage proposed in this report. This strategy would be in line with existing town entrance signage across the broader municipality.

FLOWERDALE SOUTH								
PROJECT CODE AND NAME		DESCRIPTION		COMMENTS	QUANTITY	PRIORITY	TIME FRAME	COST RANGE
FS1	Enhancement of Flowerdale Community House street interface							
		Softscape						
		1	Street Tree Planting	Refer to street planting schedule.	10 no trees.	Medium	TBA	\$100 per tree
		2	Streetscape Planting	Refer to street planting schedule. Specific to the Community Centre Only. Exact planting design and selection to be undertaken in consultation with Community Centre management.	500 m2 NOM.	Medium	TBA	\$20/m2
FS2	Enhancement of creek environs							
		Softscape						
		1	Street Tree planting	Refer to street planting schedule	30 no. trees	Medium	TBA	\$100 per tree
		2	Streetscape planting	Refer to street planting schedule	300 m2 NOM.	Medium	TBA	\$20/m2
		3	Riparian Tree planting	Refer to parkland planting schedule	50 no. trees	Low	TBA	\$100 per tree
		4	Riparian planting	Refer to parkland planting schedule	5000 m2 NOM.	Low	TBA	\$20/m2
		Furniture						
		3	Seating - bench	Refer furniture schedule	3 no.	Low	TBA	\$2000 ea.
		4	Seating - bench with back and arm rest	Refer furniture schedule	3 no.	Low	TBA	\$2500 ea.
FS3	Whittlesea-Yea Road median							
		Softscape						
		1	Parkland planting	Refer to parkland planting schedule	5000 m2 NOM.	Medium	TBA	\$20/m2
		Furniture						
		7	Seating - bench with back and arm rest	Refer furniture schedule	2 no. item	Medium	TBA	\$3000 ea.
FC2	Shared user path upgrade							
		Hardscape						
		1	Resurfacing and widening of existing shared user path	Gravel resurfacing to 2.5m in width	150 lin. m.	High	TBA	\$30/m2

Further actions for Flowerdale South

- Investigate improvement to existing bus stop shelter.
- Proposed entrance signage including information on the locality, other nearby settlements and features of the area.

It is recommended that a separate way finding and signage strategy be prepared to provide further detail and guidance for all signage proposed in this report. This strategy would be in line with existing town entrance signage across the broader municipality.

FLOWERDALE CENTRAL

PROJECT CODE AND NAME		DESCRIPTION	COMMENTS	QUANTITY	PRIORITY	TIME FRAME	COST RANGE
FC1	Improvement and formalisation of bus stop and toilet area						
	Hardscape						
	1	Hard paving	Concrete hard paving to bus stop area and path connection to toilet	300 m2 NOM.	Medium	TBA	\$100/m2
	Softscape						
	1	Riparian tree planting	Refer to parkland planting schedule	100 no. trees	Medium	TBA	\$100 per tree
FC2	2	Riparian planting	Refer to parkland planting schedule	2000 m2 NOM.	Medium	TBA	\$20/m2
	Shared user path upgrade						
	Hardscape						
	1	Resurfacing and widening of existing shared user path	Gravel resurfacing to 2.5m in width	150 lin. m.	High	TBA	\$30/m2
FC3	Formalised general store car park						
	Hardscape						
	1	Asphalt resurfacing of 6 no. car parks		200 m2 NOM.	Medium	TBA	\$
FC4	Rejuvenated public open space amenity						
	Hardscape						
	1	Hard paving	Concrete paving under shelter	50 m2 NOM.	Medium	TBA	\$60/m2
	Softscape						
	1	Riparian tree planting	Refer to parkland planting schedule	20 no. trees	Low	TBA	\$100 per tree
	2	Riparian planting	Refer to parkland planting schedule	200 m2 NOM.	Low	TBA	\$20/m2
	Furniture						
	1	Shelter	Refer furniture schedule	1 no. item	Medium	TBA	\$40, 000 ea.
	2	BBQ	Refer furniture schedule	1 no. item	Medium	TBA	\$8000 ea.
	3	Picnic setting	Refer furniture schedule	4 no. item	Medium	TBA	\$6000 ea.

Further actions for Flowerdale Central

- Investigate improvement to existing bus stop shelter.
- Proposed entrance signage including information on the locality, other nearby settlements and features of the area.

It is recommended that a separate way finding and signage strategy be prepared to provide further detail and guidance for all signage proposed in this report. This strategy would be in line with existing town entrance signage across the broader municipality.

FLOWERDALE NORTH

PROJECT CODE AND NAME	DESCRIPTION		COMMENTS	QUANTITY	PRIORITY	TIME FRAME	COST RANGE
FN1	Planting to denuded areas						
	Softscape						
	1	Parkland Tree planting	Refer to parkland planting	50 no. trees	Low	TBA	\$100 ea.
	2	Parkland planting	Revegetation of denuded areas as indicated on drawings with local species. Refer parkland planting schedule	5000m2 NOM.	Low	TBA	\$20/m2
FN2	Shared user path upgrade						
	Hardscape						
	1	Resurfacing and widening of existing shared user path	Gravel resurfacing to 2.5m in width	600 lin. m. NOM.	High	TBA	\$30/m2
FN3	Improved pedestrian crossing						
	Road Works (In consultation with VicRoads)						
	1	Signalised pedestrian crossing	Provide a traffic management treatment to the pedestrian crossing across Whittlesea-Yea Road on the eastern side of Broadford-Flowerdale Road	1 no. item	Medium	TBA	\$

Further actions for Flowerdale North

- Investigate an area of improved amenity along the shared user path
- Proposed entrance signage including information on the locality, other nearby settlements and features of the area.

It is recommended that a separate way finding and signage strategy be prepared to provide further detail and guidance for all signage proposed in this report. This strategy would be in line with existing town entrance signage across the broader municipality.

4.0 DESIGN GUIDANCE

4.1 Typical Vegetation Mixes

The following vegetation mixes relate to the planting areas proposed in the streetscape master plans and associated projects presented in Section 2 and 3 of this report. They are intended as a guide only.

PARKLAND MIX

The parkland vegetation mix is proposed in larger areas of open space that are set back from the road. They are to consist predominately of large canopy trees that will provide shade to users, and native grasses. Smaller areas of understorey and medium shrub planting will create visual interest and biodiversity for native fauna.

BOTANICAL NAME	COMMON NAME	INSTALLATION SIZE	DENSITY /m2
Trees			
<i>Eucalyptus viminalis</i>	Manna Gum	45L	0.1 (or as indicated)
<i>Eucalyptus radiata</i>	Narrow-leaf Peppermint	45L	0.1 (or as indicated)
<i>Eucalyptus melliodora</i>	Yellow Box	45L	0.1 (or as indicated)
Understory Tree			
<i>Acacia dealbata</i>	Silver Wattle	45L	0.5
<i>Pomaderris vacciniifolia</i>	Round-leaf Pomaderris	150mm	3
Medium Shrub			
<i>Goodenia ovata</i>	Hop Goodenia	150mm	4
<i>Correa reflexa</i>	Common Correa	150mm	4
Grasses, Rushes and Sedges			
<i>Dianella revoluta</i>	Black-anther Flax-lily	150mm	7
<i>Dianella tasmanica</i>	Tasman Flax-lily	150mm	7
<i>Lomandra longifolia</i>	Spiny-headed Mat-rush	150mm	7
<i>Poa labillardierei</i>	Common Tussock-grass	150mm	7

STREETSCAPE MIX

The streetscape vegetation mix is proposed along and within road reserves and consists of a mix of large canopy trees and low, native grasses. Consideration in the species selection has been given to the potential of leaf litter, hardiness and the likely conditions the plants will need to survive in, such as soil compaction. A simple palette has been chosen to create a strong and consistent visual character to the streetscape.

BOTANICAL NAME	COMMON NAME		
Trees			
<i>Eucalyptus melliodora</i>	Yellow Box	45L	0.1 (or as indicated)
<i>Eucalyptus viminalis</i>	Manna Gum	45L	0.1 (or as indicated)
Grasses, Rushes and Sedges			
<i>Dianella revoluta</i>	Black-anther Flax-lily	150mm	7
<i>Dianella tasmanica</i>	Tasman Flax-lily	150mm	7
<i>Lomandra longifolia</i>	Spiny-headed Mat-rush	150mm	7
<i>Poa labillardierei</i>	Common Tussock-grass	150mm	7



Eucalyptus viminalis



Goodenia ovata



Acacia dealbata



Cyathea australis



Anigozanthos sp.

FEATURE PLANTING MIX

Intended to visually signify the entry to a township and provide a sense of arrival, the feature planting mix consists of a species list that provides differing foliage and floral colour and texture.

BOTANICAL NAME	COMMON NAME		
Medium Shrub			
<i>Correa alba</i>	White Correa	150mm	6
Grasses, Rushes and Sedges			
<i>Anigozanthos sp.</i>	Kangaroo Paw	150mm	6
<i>Chrysocephalum apiculatum</i>	Yellow Buttons	150mm	4
<i>Dianella tasmanica</i>	Tasman Flax-lily	150mm	4

WSUD MIX

The Water Sensitive Urban Design (WSUD) planting areas are intended to capture storm water run-off from hard surfaces (predominately roads) and filter it before entering the conventional ‘pit and pipe’ system. Species selected are proved to have the capability of filtering gross pollutants found in water run-off and can withstand both inundation and drier periods.

BOTANICAL NAME	COMMON NAME		
Trees			
<i>Eucalyptus ovata</i>	Swamp Gum	45L	0.1 (or as indicated)
Grasses, Rushes and Sedges			
<i>Carex appressa</i>	Tall Sedge	150mm	7
<i>Dianella tasmanica</i>	Tasman Flax-lily	150mm	7
<i>Lomandra longifolia</i>	Spiny-headed Mat-rush	150mm	7
<i>Lomandra filiformis</i>	Wattle Mat-rush	150mm	7

RIPARIAN MIX

The riparian mix, similar to the parkland mix, is proposed in larger areas of open space that are set back from the road. The species selected are proposed near creeks, specifically King Parrot Creek, and are based on riparian vegetation classes indigenous to the area.

BOTANICAL NAME	COMMON NAME		
Trees			
<i>Eucalyptus viminalis</i>	Manna Gum	45L	0.1 (or as indicated)
<i>Eucalyptus ovata</i>	Swamp Gum	45L	0.1 (or as indicated)
Understory Tree			
<i>Acacia dealbata</i>	Silver Wattle	45L	0.5
<i>Acacia melanoxylon</i>	Blackwood	45L	0.5
<i>Pomaderris vacciniifolia</i>	Round-leaf Pomaderris	150mm	3
Ferns			
<i>Cyathea australis</i>	Rough Tree-fern	150mm	0.5
<i>Dicksonia antarctica</i>	Soft Tree-fern	150mm	0.5
Medium Shrub			
<i>Goodenia ovata</i>	Hop Goodenia	150mm	3
Grasses, Rushes and Sedges			
<i>Carex appressa</i>	Tall Sedge	150mm	7
<i>Gahnia sieberiana</i>	Red-fruit Saw-sedge	150mm	7
<i>Dianella tasmanica</i>	Tasman Flax-lily	150mm	7



Carex appressa



Lomandra longifolia

4.2 Furniture Types

The furniture examples shown on this page are intended to set a benchmark for the type of furniture that is recommended in each streetscape master plan. All furniture must be aluminium for ease of maintenance and it is preferable to use locally designed and manufactured furniture items.

Two suites of furniture have been proposed for the streetscape master plans. These are:

Urban Suite

This suite is proposed for more urban streetscapes (i.e. Kinglake). It consists of a bench seat for resting or waiting, bike parking and litter bins as more rubbish is expected due the proximity of food stores.

Parkland Suite

This suite of furniture has been selected based on it being proposed for areas where people are expected to spend longer periods of time. In some parkland instances a simple distribution of seats with back rests and arm rests has been proposed to provide amenity for people to sit and talk, read a book or for solitary peace and quite.

In other parkland instances picnic facilities are proposed that consist of picnic tables, a shelter and BBQ. These are intended for spaces that provide for groups of people, friends and family, to gather.

Urban Suite



U1 Bench seat



U2 Bike parking



U3 Litter bin

Parkland Suite



P1 Seat with back rest and arms



P2 Picnic setting



P3 Shelter



P4 BBQ

4.2 Road Design Notes (VicRoads)

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4.4 Maintenance

The maintenance items listed below are recommendations for the proposed softscape works in each streetscape master plan only and should be incorporated and considered along side Council's current maintenance regimes and work practices.

TOOLANGI

The following maintenance items for Toolangi relate to the proposed softscape works in Projects TO2 and TO3.

Maintenance Item		Description
Softscape		
1	Streetscape/parkland planting areas	Watering during establishment period only or on an as needs basis following establishment period Weed control – manual weed removal when required Pruning/slashing when required Plant replacement as required

KINGLAKE

The following maintenance items for Kinglake relate to the proposed softscape works in Project KL1, KL2, KL3 and KL4.

Maintenance Item		Description
Softscape		
1	Streetscape/parkland planting areas	Watering during establishment period only or on an as needs basis following establishment period Weed control – manual weed removal when required Pruning/slashing when required Plant replacement as required

2	Water Sensitive Urban Design (WSUD) planting areas	Watering during establishment period only or on an as needs basis following establishment period Weed control – manual weed removal when required Pruning/slashing when required Plant replacement as required
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Kinglake West - Pheasant Creek

The following maintenance items for Kinglake West - Pheasant Creek relate to the proposed softscape works in Project KP3.

Maintenance Item		Description
Softscape		
1	WSUD planting areas	Watering during establishment period only or on an as needs basis following establishment period Weed control – manual weed removal when required Pruning/slashing when required Plant replacement as required Removal of debris as required

FLOWERDALE SOUTH

The following maintenance items for Flowerdale South relate to the proposed softscape works in Projects FS1, FS2 and FS3.

Item		Description
Softscape		
1	Streetscape/Parkland planting areas	Watering during establishment period only or on an as needs basis following establishment period Weed control – manual weed removal when required Pruning/slashing when required Plant replacement as required

FLOWERDALE CENTRAL

The following maintenance items for Flowerdale Central relate to the proposed softscape works in Projects FC1 and FC4.

Item		Description
Softscape		
1	Parkland planting	Watering during establishment period only or on an as needs basis following establishment period Weed control – manual weed removal when required Pruning/slashing when required Plant replacement as required

FLOWERDALE NORTH

The following maintenance items for Flowerdale North relate to the proposed softscape works in Project FN1.

Item		Description
Softscape		
1	Parkland planting	Watering during establishment period only or on an as needs basis following establishment period Weed control – manual weed removal when required Pruning/slashing when required Plant replacement as required Plant replacement as required

5.0 APPENDIX

A.1 Community Consultation 26 November 2014, Kinglake

Two community consultation sessions were held in November and December, 2014. These were ‘drop-in’ sessions hosted by Council and the consultants to give the community the opportunity to have involvement in the streetscape master plans of their townships. The tables below are a summary of what we heard.

KINGLAKE
Cyclists
- Very busy on weekends. Need to accommodate cyclists - Storage/parking - Water source to fill drink bottles - Possible location for storage and fill point at vacant block on west side of the main street
Signage
- Street names: Main Road, Whittlesea-Kinglake Road, Highway Road - Emergency Services - The need for tourist information sign or signage (e.g. to direct to Frank Thomson Reserve) - Gateway marker, statement sign, planting at entrances of main street
Traffic Movement
- Central median needed to guide truck movement and loading (e.g. Bright main Street) - Improve functional - loading goods - Improve access to shops and car parking - Somewhere to turn in main street - Bus bay adjacent to pub - Aitken Crescent alternative access? Extend the road reserve?
Built form
- Example given of Yackandandah, roofline and verandah - New development to west of the main street to be more open
Generally
- Visibility versus mounding/landscape interfering at southern roundabout - Council maintenance costs - Parks Victoria building - better community use - Existing playground/open space area should have more of the feel of Bollygum. This is a critical area. - Lighting. Blairgowrie. - Creek to Bollygum Park walking trail - Bollygum community market - Other community market takes place near playground

Kinglake West - Pheasant Creek
Whittlesea-Kinglake Road
- Needs enhancement - Potholes and drainage issues - VicRoads responsible for maintenance and management - Road configuration slip lane needed turning right into shops further along road - Long vehicles pulling into car parking - Signage, right/wrong place?
Primary School
- Traffic arrangement conflict at turns from main road and recreation road - Signage instruction



Built form: Yackandandah main street



Bollygum Park - precedent for Kinglake playground

Corner Whittlesea-Kinglake Road/Watson Road
- A lot of gravel - Gateway marker/planting - Signage to Masons Falls - Car accidents/site visibility issues from cars approaching from the south - Simplify turning lane heading east - Pedestrian crossing over W-K Road west side of intersection
Street Trees
- Colour - Identity (avenue - entrance/entry) - Fire risk - Visual interest - Species selection - Pineridge Road example: exotics planted recently (not ideal)
Precedents liked by community
- Marysville - Healesville - Badgers Creek - Mt. Macedon and Gardens
Generally
- Gateway to Shire - Shire sign, location - Bike jumps wanted by local youth (for BMX bikes) - Pedestrian crossing and gateway approach



Healesville - a strong example of a high quality main street

A.2 Community Consultation 16 December 2014, Toolangi and Flowerdale North

FLOWERDALE SOUTH
Creek
- Enhance creek environs to encourage people to access it - Currently overgrown, snakes - Maintenance needed - Walking circuit/space to kick a football - Enhance the vista of the creek (can only be seen once on the bridge) - Opportunity for community and visitors to use creek side areas and be proud of the area they live in (i.e. completely mowed so can sit and see creek, walk paths and play ball)
General
- Enhance three 'spines' with vegetation - Peace and quiet, nature and no retail - No 'Township' - Unfortunately Flowerdale is not a town or township it is more a locality and most residents like it that way - Maintenance of road sides and creek sides around Silver Creek Road. Service Road. and King Parrot Creek, Flowerdale - Regularly mowed to encourage community to use and add their bit to. This way the area in beautiful and both Council and community look after

FLOWERDALE CENTRAL
- Barrier at bridge between Broome Road and Whittlesea-Yea Road being damaged and bent - reflectors, timber ones earlier, then painted, then removed - Relocate toilet

FLOWERDALE NORTH
- Slip lane to slow traffic turning into community building, coming from the east - Extend community building into community hall - Precedent: Moores Road Reserve, Bushfire Memorial and Public Space

TOOLANGI
Maintenance
- Property management of front gardens - especially during fire danger period - Landscape over 4m need specialist pruning
Trails
- Float and general car parking needed to support the local bridle trail, Silver Creek Road potential location - Horse bypass around back of township (southern side) - Trail maintenance is good, phone app. for maintenance work effectively - Tall trees trail
General
- Dunstan's track blocked - Forest Discovery Centre (Parks Victoria) - alternative use (zip line business?)



November Community Consultation, Kinglake



Bright main street central median example for the Kinglake main street

AMENDMENT C55, MURRINDINDI PLANNING SCHEME

SUMMARY OF SUBMISSIONS

1. AGENCY SUBMISSIONS:

1.1 Department of Environment, Land, Water and Planning (DELWP):

Land: General submission.

Submission summary:

- DELWP provided comments on draft *Yea Structure Plan* in September 2014, then did not have further opportunity to comment. Public land comments were accepted but the suggestion to undertake biodiversity assessments at structure plan stage were not, with a suggestion that biodiversity assessment be undertaken at planning permit stage for individual developments.
- Biodiversity and native vegetation issues not described, identified or addressed throughout much of the *Yea Structure Plan* 2014. No biodiversity related reports or background supplied.
- Despite the C55 Explanatory Report noting that environmental effects have been fully considered, very little assessment of biodiversity values is provided and beyond the rezoning of one Crown land site, it is unclear how environmental values will be protected.
- If it is Council's intent to consider biodiversity values through future planning permit processes, as was noted in the submission summary for the structure plan, the C55 Explanatory Report should note this.
- Proposed rezoning, minimum lot sizes and development of areas to the west, south and north of Yea may impact on roadside vegetation, scattered paddock trees and any other biodiversity values. Provision of services, particularly where trenching is required, will need careful thought to avoid impacts on native vegetation.
- Assumed that pasture within rezoned broad acre areas is not native vegetation, although is not confirmed by any assessment provide with the plan or amendment.
- Commonwealth listed Golden Sun Moth and Striped Legless Lizard are known to occur in the Yea area, for example the Golden Sun Moth has been found in close proximity to the Ewing Wynd subdivision.
- New zones and overlays include adjacent roads in some cases and not in others, with the methodology unclear. New zoning applies to examples of unused roads, an agricultural licence and a grazing licence.
- Rezoning of CA's 4 and 5, Section 29, Township of Yea to Public Conservation and Resource is welcomed.
- No objection provided:
 - A buffer zone be established to the south of the Yea Bushland Reserve where future expansion is proposed, with a buffer useful for fire protection and biodiversity.
 - Native vegetation assessment and / or protection are addressed as part of the structure plan, this amendment and future amendments.

- Commonwealth and State listed threatened species and other biodiversity issues be addressed as part of the structure plan and amendments.
- Areas proposed for rezoning be assessed for biodiversity values and impacts prior to any implementation of the Structure Plan, including this Amendment.
- Further strategic work include environmental and biodiversity issues.
- The Yea Structure Plan “ensures that the environmental attributes are protected and enhanced” and ensures that relevant environmental issues are addressed” (MSS – Vision 21.02 as noted on Page 7 of the Yea Structure Plan – Background Report).
- Murrindindi Shire be informed that DEPI is available to discuss issues related to this Plan.
- The reasoning for Zones and Overlays being applied to roadsides be made clear so as biodiversity impacts, if any, can be addressed.
- Crown Land, being CA2 Sec 30 and CA2 Sec 29, in the Township of Yea remain in Public Use Zone. Substantial native vegetation cover is present, in particular on parts of the Rifle Range road reserve (CA2 Sec 30).
- On 17 August 2015, Council wrote to DELWP advising of a draft officer response to its submission (outlined in this summary of submissions) and on this basis, seeking clarification of the status of its submission. DELWP responded on 10 September 2015, confirming its original concerns with the amendment (although clarifying that it does not ‘object’ to the amendment) but seeking further discussions with Council officers to resolve outstanding issues.

Discussion:

- Buffer zone to the south of the Yea Bushland Reserve:
While DELWP has noted that a buffer is useful for fire protection and biodiversity, this area is only earmarked for potential ‘longer term residential expansion opportunities’ in the adopted *Yea Structure Plan* and framework plan to be included in the planning scheme under Amendment C55 and is not proposed for rezoning or other planning control changes at this stage. As a result, it is not appropriate or relevant to consider any buffer zone as part of this amendment. In any case, any setbacks or buffers are implemented through future development plan and / or planning permit stages.
- Native vegetation and biodiversity values and protection / Commonwealth and State listed threatened species:
No detailed assessment of biodiversity values were undertaken in the development of the *Yea Structure Plan*, only a general overview of existing available information. The structure plan sets general land use directions for the town, with minimal rezoning and planning controls changes being proposed under Amendment C55. No changes are now feasible or possible to the adopted structure plan, which DELWP were involved with through attendance at an agency workshop and through a submission to the exhibited plan.
Future development plan and / or planning permit stages will provide adequate opportunity for an assessment and protection of relevant environmental values through proposals being considered on their merits based on relevant planning scheme zoning and other controls. The *Environment Protection and Biodiversity Conservation Act* has specific triggers for development proposals to be referred when proposed, if applicable.

Council officers are continuing to liaise with DELWP officers to further review background environmental information held by DELWP and resolve outstanding DELWP issues. This work will progress while a planning panel is being formed, with progress reported to the C55 panel.

- Further strategic work include environmental and biodiversity issues:

The only specific environmental recommendation in the adopted *Yea Structure Plan* is to undertake a landscape assessment study for the Yea area. Other specific environmental and biodiversity study / assessment will be undertaken through future development plan and / or planning permit stages, as required based on the proposed affected land parcel and land use or development proposal. Future development plan and / or planning permit stages will provide adequate opportunity for an assessment and protection of relevant environmental values through proposals being considered on their merits based on relevant planning scheme zoning and other controls.

Council officers are continuing to liaise with DELWP officers to further review background environmental information held by DELWP and resolve outstanding DELWP issues. This work will progress while a planning panel is being formed, with progress reported to the C55 panel.

- Roadsides zoning:

Main roads under the control of VicRoads are zoned 'Road'. Other minor roads are zoned the same as adjoining land. When different zones apply on either side of the road reserve, a road is either zoned entirely in accordance with one adjoining zone or can be zoned half / half. DELWP prepare draft zoning mapping, with Council not having any influence in the preparation. No change to proposed zoning mapping is required in response to this issue.

- Crown Land, being CA2 Sec 30 and CA2 Sec 29, Township of Yea:

While DELWP had previously consented to the rezoning of these parcels to General Residential 1, it is now confirming that both parcels should remain zoned Public Use 7 (Other public use). Given the presence of native vegetation and DELWP's clear intention to continue to own and manage the land, the land should remain zoned Public Use 7.

Recommendations:

- Note submission, agreeing in part only.
- Retain the existing Public Use Zone 7 on Crown Land, being CA2 Sec 30 and CA2 Sec 29, Township of Yea.
- No change required to the exhibited Amendment C55 to meet all other issues raised.
- Council officers continue to liaise with DELWP officers to further review background environmental information held by DELWP and resolve outstanding DELWP issues.

1.2 VicRoads:

Land: General submission.

Submission summary:

- The Development Plan Overlay 3 (DPO3) should be extended to include 5691 Whittlesea – Yea Road and 6469 – 6489 Melba Highway, Yea. The submission to Amendment C46 notes that the DPO1 should be applied to both sites.
- The DPO3 requires an additional point to require a Traffic Impact Assessment Report (TIAR) in conjunction with a development plan to determine the extent of mitigating works required on declared roads.
- Land within the DPO3 that abuts a local road will require a TIAR to determine what mitigating works are required at the intersection of a local road with the arterial road network, such as:
 - Racecourse Road/Goulburn Valley Highway;
 - Racecourse Road/Whittlesea-Yea Road;
 - Killingworth Road/Goulburn Valley Highway.
- The DPO4 should be deleted from land in Whittlesea – Yea Road proposed to be rezoned to General Residential 1 as overlay applied to industrial zoned land.

Discussion:

- 5691 Whittlesea – Yea Road and 6469 – 6489 Melba Highway, Yea:
Amendment C55 proposes to rezone both parcels, 5691 Whittlesea – Yea Road from Industrial 1 to General Residential 1 and 6469 – 6489 Melba Highway from Farming to Low Density Residential. While VicRoads has requested that the DPO1 be applied to both sites, the appropriate DPO schedules would be Schedule 1 (General Residential 1 Zone) for 5691 Whittlesea – Yea Road and Schedule 2 (Low Density Residential Zone) for 6469 – 6489 Melba Highway.

5691 Whittlesea – Yea Road:

Although the four affected titles at 5691 Whittlesea – Yea Road are in the same ownership, VicRoads is seeking assurance that a future TIAR will be required to determine the extent of mitigating works required on declared arterial roads. The northern half of this overall parcel, ie north of the internal road reserve, falls under the existing approved development plan for North Street, Yea, indicating a cul-de-sac on the land. Future residential development of the land will create a necessity to revise this approved development plan.

It is likely that future residential development of the land will only require one point of access onto Whittlesea – Yea Road. Given the location of the land on a main road leading from / into the town, a need to provide adequate separation between future residential and industrial uses and developments and the existence of a current approved development plan applying over part of the land, the application of a DPO to the land appears reasonable to guide its future residential use and development. Although access could be satisfactorily dealt with through a future planning permit process, the application of the DPO to the land is considered appropriate and should be implemented in conjunction with rezoning of the land.

VicRoads responded to this suggested officer position (by email, dated 28 September 2015) agreeing with this position to apply the DPO1 to the site.

See also discussion under Submission 2.4.

6469 – 6489 Melba Highway:

As 6469 – 6489 Melba Highway is in single ownership and is relatively small, it is considered that access issues may be satisfactorily dealt with through a future planning permit process. Future residential development of 6469 – 6489 Melba Highway will have access from a side street and not from the highway. Although VicRoads is seeking assurance that a future TIAR will be undertaken to determine the extent of mitigating works required for any declared arterial roads, this requirement can be triggered under a future planning permit process and through VicRoads acting as referral authority for any proposed access on arterial roads (which requires a planning permit under Clause 52.29 of the Murrindindi Planning Scheme).

VicRoads responded to this suggested officer position (by email, dated 28 September 2015) agreeing with this position to not apply the DPO2 to the site.

- TIAR requirement for Schedule 3 to the DPO: While VicRoads has requested a TIAR requirement for Schedule 3 to the DPO, it has made this request for all five (5) DPO schedules under Amendment C46. As Amendment C46 is implementing a whole DPO review, C46 is a more appropriate amendment than C55 to implement VicRoads' suggested change. The adopted C46 included this VicRoads suggestion for a TIAR to be included in DPO Schedules 1-5, with modifications to read:
 - *In conjunction with the preparation of any development plan, consideration must be given, in conjunction with VicRoads, to the need for a Transport Impact Assessment Report when it is considered likely that there will be an effect on any declared arterial road. Any required Transport Impact Assessment Report will have regard to VicRoads Access Management Policies and determine the extent of mitigating works required on declared arterial roads in consultation with VicRoads.*
- Land within the DPO3 requires a TIAR:

This requirement is being met under Amendment C46 through the proposed revision to all DPO schedules to address the need for TIAR.

VicRoads responded to this suggested officer position (by email, dated 28 September 2015) agreeing with this position, provided DELWP is satisfied and that Amendment C46 is implemented. Although Council has adopted Amendment C46 and forwarded it to the Minister for Planning for approval, no guarantee can be given to VicRoads of any future approval of the amendment.

- Delete DPO4 from land in Whittlesea – Yea Road:

Amendment C46 has exhibited the proposed deletion of the Development Plan Overlay 4 (Industrial 1 Zone) from land parcels at both the northern and southern extents of North Street (Whittlesea – Yea Road). Although this proposed deletion could have been proposed under either Amendment C46 or C55, as C46 is implementing a whole DPO review, it was considered to be a more appropriate amendment to remove this DPO from land when it is no longer required.

VicRoads responded to this suggested officer position (by email, dated 28 September 2015) agreeing with this position, provided DELWP is satisfied and that Amendment C46 is implemented. Although Council has adopted Amendment C46 and forwarded it to the Minister for Planning for approval, no guarantee can be given to VicRoads of any future approval of the amendment.

Recommendations:

- Support the submission in part only, supporting the application of the Development Plan Overlay 1 (General Residential 1 Zone) to 5691 Whittlesea – Yea Road but not supporting the application of the Development Plan Overlay 2 (Low Density Residential Zone) to 6469 – 6489 Melba Highway.
- Apply the Development Plan Overlay 1 (General Residential 1 Zone) to 5691 Whittlesea – Yea Road.
- Refer other issues to Amendment C46 for consideration. See the summary of submissions to Amendment C46 and the adopted Amendment C46 submitted to the Minister for Planning for approval.

1.3 Goulburn Broken Catchment Management Authority:

Land: General submission.

Submission summary:

- Many designated waterways within proposed Rural Living Zones. In regard to potential adverse impacts to water quality, reference should be made to “Guidelines for the Protection of Water Quality (NEPRC, 2001)”.
- No objection, subject to the following recommendations/conditions:
 - Buildings and works are to be set back a minimum distance of 30 metres from designated waterways;
 - Effluent absorption fields must be located a minimum of 60 metres from designated waterways;
 - New access routes or works on designated waterways are subject to licence, from the Goulburn Broken Catchment Management Authority, under Bylaw No. 1;
 - All land within waterways is to be set aside for waterway protection.

Discussion:

- Noted.
- Future development plan planning permit and onsite wastewater approvals can consider and meet requirements for wastewater setbacks and waterway protection on their merits.
- It is proposed to apply the DPO3 (Rural Living Zone) to areas of the Rural Living Zone where it is proposed to reduce subdivision sizes of 4 hectares minimum and 6 hectares average to 2 hectares minimum. Schedule 3 (Rural Living Zone) is being revised under Amendment C46 and includes requirements for satisfactory onsite wastewater disposal.

Recommendation:

- Note submission.
- No change required to the exhibited Amendment C55.

1.4 Goulburn Valley Water:

Land: General submission.

Submission summary:

- No objection.
- Some areas are located outside GVW's existing sewer and water districts. Should services be required in these areas, a detailed assessment would be carried out by GVW at the time.

Discussion:

- Noted.
- In the event that zoned areas be proposed for development in the future, consultation will be required with GVW to determine the level and timing of water and sewerage services.
- The DPO schedules proposed for revision under Amendment C46 include requirements for servicing of areas to which the DPO applies, including reticulated water and sewerage. The development planning process would include consultation with GVW in relation to these services.

Recommendation:

- Note submission.
- No change required to the exhibited Amendment C55.

1.5 Goulburn Murray Water:

Land: General submission.

Submission summary:

- No objection.
- GMW's areas of interest are surface water and groundwater quality, use and disposal.
- GMW requires that development proposals do not impact detrimentally on the flow and quality of surface water and groundwater, and that any required water supplies are available from an approved source.

Discussion:

- Noted.
- Rural water supply would be from onsite water detention and storage, primarily tanks from collection of buildings. Any additional proposed supply, in the form of groundwater or dams, will require GMW consent in most instances.
- Onsite wastewater detention and treatment for dwellings will require a septic tank permit from Council. When a planning permit is required for any dwelling, an application may be referred to GMW for comment in relation to onsite wastewater disposal.
- When subdivision or development is proposed on land zoned Rural Living, referrals will be made to GMW, as rural water authority (outside the declared Goulburn Valley Water water supply district).
- The DPO 3 (Rural Living Zone) schedule proposed for revision under Amendment C46 include requirements for servicing, including rural water and onsite wastewater detention. The development planning process would include consultation with GMW in relation to these services.

Recommendation:

- Note submission.
- No change required to the exhibited Amendment C55.

2. **PRIVATE LANDOWNER SUBMISSIONS:**

2.1 Submitter: Private landowner

Land: Killingworth Road area, northeast of Yea.

Current Murrindindi Planning Scheme:

Zoning: Rural Living.

Overlays: Nil.

Exhibited Amendment C55:

Zoning: No change, but reduction of the existing subdivision sizes of 4 hectares minimum and 6 hectares average to 2 hectares minimum.

Overlays: DPO3 (Rural Living Zone).

Submission summary:

- Supports the proposed reduction of minimum lot sizes for the Rural Living Zone down to 2 hectares.
- Land has an existing planning permit for development that has not yet commenced.
- Proposal will allow lots down to 1 hectare, with an average of 2 hectares, providing a higher density lot mix consistent with the present development format of the land.

Discussion:

- The submission supports the proposed reduction of minimum lot sizes for the Rural Living Zone area northeast of the Yea township from a minimum of 4 hectares and average of 6 hectares to a minimum of 2 hectares.
- The submission assumes that averaging is possible, including the reduction of lot sizes to below the specified minimum size. This assumption is incorrect as no reduction below this minimum size is possible. The submitter will be separately advised by officers of this interpretation.

Recommendation:

- Note submission.
- No change to the exhibited Amendment C55 required.

2.2 Submitter: Private landowner

Land: Killingworth Road area, northeast of Yea.

Current Murrindindi Planning Scheme:

Zoning: Rural Living.

Overlays: Nil.

Exhibited Amendment C55:

Zoning: No change, but reduction of the existing subdivision sizes of 4 hectares minimum and 6 hectares average to 2 hectares minimum.

Overlays: DPO3 (Rural Living Zone).

Submission summary:

- Supports the proposed reduction of minimum lot sizes for the Rural Living Zone down to 2 hectares and the addition of the Development Plan Overlay 3.
- Land has an existing planning permit for a 6 lot subdivision.

Discussion:

- The submission supports the proposed reduction of minimum lot sizes for the Rural Living Zone area northeast of the Yea township from a minimum of 4 hectares and average of 6 hectares to a minimum of 2 hectares.
- The submission also supports the proposed application of the Development Plan Overlay 3 (Rural Living Zone) to the areas of land zoned Rural Living for which a 2 hectare minimum subdivision size under this amendment to guide the future layout, use, development and servicing of future rural living areas.

Recommendation:

- Note submission.
- No change to the exhibited Amendment C55 required.

2.3 Submitter: Private landowner

Land: Ewing Wynd area, south of Yea.

Current Murrindindi Planning Scheme:

Zoning: Farming.

Overlays: Nil.

Exhibited Amendment C55:

Zoning: Rural Living (applying the existing subdivision sizes of 4 hectares minimum and 6 hectares average).

Overlays: Nil.

Submission summary:

- Supports proposed rezoning of Ewing Wynd subdivision to Rural Living, which is consistent with the adopted *Yea Structure Plan 2014*.
- Original submission to *Yea Structure Plan* sought rezoning with a minimum subdivision size of 2 hectares, which would be consistent with the default minimum lot size for the zone and proposed minimum lot size for other areas around Yea, yet the minimum sizes for this area would be 4 hectares minimum and 6 hectares average.
- Does not wish to initiate a panel hearing, but if one is held, request an opportunity to be heard to support proposed rezoning of the land.
- Additional report submitted from a local agricultural scientist noting that based on an outline of the Golden Sun Moth in the Biodiversity Species Profile and Threats Database, the golden sun moth would no longer be present on the land as the species requires native grasses which are no longer present on the land. The agricultural scientist noted:
 - He has a detailed knowledge of the property since 1996;
 - Between 1996 and 2014 an extensive superphosphate and pasture improvement program was undertaken;
 - He cannot recall any native pastures when commencing management of the property in 1996;
 - The native grassland environment has been altered with grazing techniques, pasture improvement, herbicide use and use of superphosphate;
 - Use of superphosphate over a long period is toxic for native grasses such as wallaby grass and kangaroo grass, therefore any species with a symbiotic relationship with these grasses would no longer be present on the land.
 - The golden sun moth would be one such species with a symbiotic relationship with native grasslands.

Discussion:

- This land was assessed and recommended for rezoning to Rural Living under the adopted *Yea Structure Plan* 2014. The land is effectively rural living in nature and will provide some locational choice around Yea for additional rural living opportunities.
- While C55 has proposed to rezone the land to Rural Living, it is intended that the existing subdivision sizes for the zone of 4 hectares minimum and 6 hectares average apply to this land. A 2 hectare minimum subdivision size is only proposed under the exhibited C55 for existing areas of Rural Living Zone closer to the services of the Yea township. This 2 hectare minimum subdivision size was not justified or recommended for this land under the *Yea Structure Plan* 2014 and would not be an appropriate size for the area.
- See discussion and recommendations on environmental issues and studies under Submission No 1.1, DELWP.

Recommendation:

- Note submission.
- No change to the exhibited Amendment C55 required.

2.4 Submitter: Private landowner

Land: 5691 Whittlesea – Yea Road, south of Yea.

Current Murrindindi Planning Scheme:

Zoning: Industrial 1.

Overlays: DPO 4 (Industrial).

Exhibited Amendment C55:

Zoning: General Residential 1.

Overlays: No change (C46 has proposed to delete the existing DPO4 (Industrial) from the land).

Submission summary:

- Supports proposed rezoning of 5691 Whittlesea – Yea Road to General Residential 1 and reasons for proposal that land not required for industrial purposes and to provide an opportunity for a range of future residential uses and developments.
- Rezoning of land in Whittlesea – Yea Road to General Residential 1:
 - Will have positive social and economic effects;
 - Will assist in the efficient servicing of residential land within the township;
 - Is a natural infill site before further residential expansion to the south;
 - Is well placed for the long-term sustainable development of the town due to their proximity to the town centre, transport, schools, community facilities and open space;
 - Will protect the long term amenity of nearby existing residential dwellings;
 - Will likely result the land being developed at an earlier date than if it retains its current Industrial zoning, with owners being open to residential development on parts of the land in the not too distant future that met the future needs of the Yea community.
- Land is suitable for sensitive residential uses. Other than the existing dwelling, land has only been used for agricultural grazing during the current and previous ownerships.
- Some of the future options for traffic flow within the town mean that the land is well suited to residential use.

Discussion:

- The submission supports the proposed exhibited rezoning of the whole of 5691 Whittlesea – Yea Road from Industrial 1 to General Residential 1. While the rezoning of the southern half of the land was recommended under the adopted *Yea Structure Plan 2014*, Council agreed with the landowners that the northern half of the land should also be rezoned to fully facilitate the future residential potential and development of the land.
- The subject land is not required for any long term industrial use, which may be adequately catered for on Industrial 1 zoned land to the north or longer term in a future industrial estate identified in the adopted *Yea Structure Plan 2014* in the vicinity of the Yea saleyards.

- Amendment C46 (DPO review) has proposed to delete the DPO4 (Industrial) from this subject land as with rezoning for residential purposes, no future development plan is required to guide future industrial development. Although VicRoads has supported the removal of the DPO4 from the land under Amendment C46, it has requested the application of the DPO1 (General Residential 1 Zone) to 5691 Whittlesea – Yea Road under Amendment C55 to effectively ensure that a future TIAR will be required to determine the extent of mitigating works required on declared arterial roads, in this case, the adjoining Whittlesea – Yea Road / North Street.

Although the four affected titles at 5691 Whittlesea – Yea Road are in the same ownership, VicRoads is seeking assurance that a future TIAR will be required to determine the extent of mitigating works required on declared arterial roads. The northern half of this overall parcel, ie north of the internal road reserve, falls under the existing approved development plan for North Street, Yea, indicating a cul-de-sac on the land. Future residential development of the land will create a necessity to revise this approved development plan.

It is likely that future residential development of the land will only require one point of access onto Whittlesea – Yea Road. Given the location of the land on a main road leading from / into the town, a need to provide adequate separation between future residential and industrial uses and developments and the existence of a current approved development plan applying over part of the land, the application of a DPO to the land appears reasonable to guide its future residential use and development. Although access could be satisfactorily dealt with through a future planning permit process, the application of the DPO to the land is considered appropriate and should be implemented in conjunction with rezoning of the land.

VicRoads responded to this suggested officer position (by email, dated 28 September 2015) agreeing with this position to apply the DPO1 to the site.

See also discussion under submission 1.2, VicRoads.

Recommendation:

- Note submission.
- Apply the Development Plan Overlay 1 (General Residential 1 Zone) to 5691 Whittlesea – Yea Road.

2.5 Submitter: Private landowner

Land: Killingworth Road area, northeast of Yea.

Current Murrindindi Planning Scheme:

Zoning: Rural Living.

Overlays: Nil.

Exhibited Amendment C55:

Zoning: No change, but reduction of the existing subdivision sizes of 4 hectares minimum and 6 hectares average to 2 hectares minimum.

Overlays: DPO3 (Rural Living Zone).

Submission summary:

- Submission relates to the C55 proposal to reduce minimum subdivision size in part of the Rural Living Zone to 2 hectares.
- Land supply: Estimate Rural Living zoned area to be about 550 hectares, which when reduced to a 2 hectare minimum subdivision size, will allow a possible increase in dwellings from 90 to 270 which is not wise, appropriate or sustainable.
- Town entrances: Should be no strip development along the Goulburn Valley Highway, with current entrance to town retained to keep its country town look and feel. Any intensive development should be limited to hidden areas such as McLeish's, Carey, Killingworth and Williamson's Roads.
- Water: Where are these allotments going to get there water as 270 dams will not work and use of water from the Yea River is impractical, unsustainable and dependant on access with already too many pumps on the river.
- Buffers: Where is the farming buffer zone, with recent issue of a farmer using chicken manure as fertilizer? How will 270 affect households react to this situation?
- Weeds: The area is the centre of the only known shire infection of Chilean Needle Grass. Any control program involving 270 separate landholders will be impossible.
- Dog attack: Concerns for sheep with 270 dwellings in the vicinity with alpacas recently attacked by roaming dogs. Where is the buffer zone?
- Land capability: Affected land is largely a First World War soldier settlement area. A more strategic approach using topography, land capability and natural barriers and features would be a more appropriate way to identify appropriate areas for this type of zoning.
- Agricultural land and enterprises: The better farm land should be retained for worthwhile enterprises. What possible enterprise can operate on 2 hectares, even if the water was available?
- Fire risk: 2 hectare lots are too large to mow. Many of these lots will become ongoing fire hazards to the northeast of the town.
- Demand: Don't believe there is a large demand for these types of developments where weekends are spent maintaining the property. People want enough land to get into a worthwhile development, interest or lifestyle.

- Town growth: If Council is looking for growth, the focus should be on fully serviced blocks within the town boundary. There appears to be demand for these types of development as can be seen from what is happening in Miller and Loan Street.
- Character: Yea must retain its integrity as a country town. Proposal is inappropriate and threatens the features of the town that make it so attractive.
- On 17 August 2015, Council wrote to the submitter advising of a draft officer response to its submission (outlined in this summary of submissions) and on this basis, seeking clarification of the status of its submission. The submitter responded on 25 August 2015, confirming his objection, also suggesting that C55 be placed on hold pending the 'right to farm' issues being considered by the Minister' (assumed to refer to the recent Ministerial call-in of an appeal for intensive animal industry on land near Alexandra).

Discussion:

- Consultation: Despite being a landowner at the time, this submitter did not participate in or make a submission to the *Yea Structure Plan* process that was undertaken throughout 2014. The adopted *Yea Structure Plan* has established the strategic direction for land use and development in and around the Yea township that is now being implemented through Amendment C55.

It is considered that the submitter's suggestion to defer this Amendment C55 process until 'right to farm' issues are further clarified should not be supported. This C55 process is a separate matter to wider 'right to farm' issues and should proceed on its merits (using a planning panel process) to effectively implement the adopted *Yea Structure Plan*.

- Land supply, demand, town growth and town character: Estimate Rural Living zoned area to be about 550 hectares, which when reduced to a 2 hectare minimum subdivision size, will allow a possible increase in dwellings from 90 to 270 which is not wise, appropriate or sustainable. The *Yea Structure Plan* and background report consider and justify demand and supply for rural living development. The documents do acknowledge however that 'it is difficult to draw conclusions from the available demand and supply data for rural living lots', primarily due to a lack of development of larger parcels of land zoned Rural Living. The *Yea Structure Plan* considered that there is merit in reducing the minimum subdivision size from 4 hectares minimum / 6 hectares average to 2 hectares for areas of the Rural Living Zone closer to the Yea township to providing a range of lot sizes, better utilise services and infrastructure and stimulate development.

Rural living is a legitimate form of zoning, use, development and lifestyle that has been formalised in planning schemes for decades. While farming landowners may not fully support this form of development, rural living provides market and lifestyle choice for landholders who may be seeking this type of development, with its associated land management responsibilities. Rural living is one form of zoning and development that complements part of the market choice and growth options for many rural communities.

Township character is a value judgment. Rural living development applies adjacent to many rural townships and can be very attractive and tasteful. With the investment required, many rural living developments place great emphasis on quality development and landscaping. The Murrindindi Planning Scheme does not have any character controls for township or rural living areas.

- **Town entrances:** The subject land to the northeast of the Yea township is already zoned Rural Living. Town entrances would be fully protected as it is highly unlikely that any VicRoads would grant any new direct access onto Goulburn Valley Highway, with access to the general area being gained via Killingworth Road and other roads running from it. As the Development Plan Overlay 3 (Rural Living Zone) is also proposed to be applied to the area of Rural Living Zone proposed for reduction in minimum subdivision from 4 hectares minimum / 6 hectares average to 2 hectares minimum, highway access and development setbacks may be considered and applied on their merits through future development plan and planning permit processes.
- **Water:** It is assumed that water supply will be sourced from onsite capture and usage, the primary source being from building roofs. Dams now outside planning scheme control, except in very limited situations. It is agreed that sourcing water directly from the Yea River is impractical, unsustainable. The scenario of sourcing water from the river is unlikely anyway as the area of Rural Living Zone for which the minimum subdivision size is proposed to be reduced to 2 hectares does not adjoin the river. Goulburn Murray Water (GMW) is responsible for the granting of water diversions from waterways, groundwater extraction and consents for any activities that affect declared waterways. GBCMA is responsible for the issuing of consent for works on major waterways. Both GMW and the GBCMA have given consent to Amendment C55.
- **Buffers:** No formal buffers are practicable to separate farming and rural living activities. The Rural Living Zone already provides a form of buffer between the Framing Zone and urban zones applying within the Yea township. For extended discussion on buffers, see discussion under submission 2.8.
- **Weeds:** Weeds are controlled under the *Catchment Act* and not under the planning scheme. Although planning approvals can occasionally include a condition for weed removal, this matter generally sits outside planning. Weeds may be a problem on both framing and rural living land.
- **Dog attack:** Dog control is not a planning matter. Council already controls these matters under its local laws responsibilities.
- **Land capability:** Affected land is largely a First World War soldier settlement area. A more strategic approach using topography, land capability and natural barriers and features would be a more appropriate way to identify appropriate areas for this type of zoning.
- **Agricultural land and enterprises:** The *Yea Structure Plan* background report notes the 2002 land capability study for the municipality. Under this study, rural living zoned land to the northeast of the Yea township is rated as either low or very low agricultural quality. The Rural Living Zone allows agriculture, with one of its stated purposes being:
 - *To provide for agricultural land uses which do not adversely affect the amenity for surrounding uses.*

Limited agricultural and grazing activities may take place on land zoned Rural Living either with a minimum of 2 or 6 hectares.

- **Fire risk:** While 2 hectare lots may be too large to mow, other options exist to reduce grassland, such as slashing, hay making and grazing. There is no evidence that rural living lots will become ongoing fire hazards. Council and the CFA have ongoing responsibilities for the prevention of fire risk, including the issuing of fire prevention notices (to remove fire risk material) prior to each annual fire period.

Recommendation:

- Not support submission.
- No change to the exhibited Amendment C55 required.

2.6 Submitter: Private landowner

Land: Ewing Wynd area, south of Yea.

Current Murrindindi Planning Scheme:

Zoning: Farming.

Overlays: Nil.

Exhibited Amendment C55:

Zoning: No change.

Overlays: Nil.

Submission summary:

- Supports proposed rezoning of Ewing Wynd subdivision to Rural Living, but requests addition of Lot 11, PS 419551B, 5 Ewing Wynd to area to be rezoned.
- Being 20 hectares in area, the land:
 - Is not considered capable of supporting an ongoing, commercially viable (broad acreage) farming enterprise (and as such is not concerned with the employment of personnel in commercial Farming activities);
 - Has land management practices and infrastructure consistent with residential rural living;
 - Has an occupied dwelling on land that is less than the 40 hectares which is contrary to the minimum land size specified for Farming (FZ).
- Land does not satisfy the purpose of the Farming Zone, but already accommodating the residential use of land within a rural environment, aligns with the purposes of the Rural Living Zone.
- Current uses of the land all align with the purposes of the Rural Living Zone. Rezoning from Farming (FZ) to Rural Living (RLZ) provides the potential for further investment in both land management and employment opportunities.
- Agree with the *Yea Structure Plan 2014* that the rezoning of Ewing Wynd serves to, 'rezone land to formalise an existing rural living subdivision on the south side of the Yea township'. As the only residence in Ewing Wynd, the land has already established a 'standard' for future property development within a future Rural Living Zone proposed for Ewing Wynd.
- Land has a range of services already available: Power, telephone, all-weather sealed road with dedicated turning lane off Melba Highway, garbage collection, school bus, with future vehicular access only off Ewing Wynd.
- Ewing Wynd is conveniently located 5.2km from Yea, within the 6km boundary for development as designated by Council.
- Rezoning of Lot 11 from Farming to Rural Living would not adversely impact adjoining properties. Owner of an adjoining property located to the south has provided verbal support for the proposed rezoning.
- Additional rezoning of land would further serve to support Council objectives of:

- Expansion of residential southerly development;
- Clustering of RLZ1 within close proximity to Yea;
- Encouraging housing diversity, lifestyle choices;
- Fostering the establishment of small business.
- Inclusion of Lot 11 to the proposed rezoning of Lot 1-10 means that all properties within the existing Subdivision 419551B are captured within the planned rezoning, contributing to 'community', enhancing options and choices for residential and rural living within the existing Ewing Wynd subdivision and further enhancing and completing the planned rezoning of Ewing Wynd.

Discussion:

- The primary Ewing Wynd subdivision (Lots 1-10, PS 419551B) was assessed and recommended for rezoning to Rural Living under the adopted *Yea Structure Plan 2014*. The land is effectively rural living in nature and will provide some locational choice around Yea for additional rural living opportunities.
- While this subject lot (Lot 11, PS 419551B) is part of the original Ewing Wynd subdivision that was sold by the current owner of the remaining vacant lots (Lots 1-10, PS 419551B), it was not fully assessed or recommended for rezoning to Rural Living under the *Yea Structure Plan 2014* (and was therefore not proposed for rezoning to Rural Living under the exhibited Amendment C55). Although not included in the adopted *Yea Structure Plan 2014* or exhibited for rezoning under C55, this lot is considered ideal for rezoning to Rural Living and should be rezoned in conjunction with the remainder of the Ewing Wynd subdivision.
- The lot has identical characteristics and attributes to the remainder of the Ewing Wynd subdivision, is existing rural living in nature and is capable of further subdivision. The reasons advanced for rezoning in the submission are sound and recommended for support. The general suitability of this location for rural living purposes and the capability for subdivision with some services is supported. Ewing Wynd is a constructed and sealed road that can accommodate added traffic and where potential future lots can have legal access created from. Future planning permit processes can adequately ensure that future access should be from Ewing Wynd and not from the Melba Highway.
- Although land that was proposed for rezoning through an exhibition of an amendment is not usually proposed for rezoning at amendment adoption stage, the rezoning of the subject land to Rural Living without further exhibition will not cause detriment to any person and is considered appropriate in this case. The owner has requested the rezoning of land to align with the proposal for the remainder of the original subdivision which has been requested by and supported by that owner. As any potential future subdivision or development of the subject land would from the constructed and sealed Ewing Wynd, no detriment would occur from the rezoning of the land to Rural Living to adjoining rural landowners to the south.
- See discussion and recommendations on environmental issues and studies under Submission No 1.1, DELWP.

Recommendation:

- Support submission.
- Amend the exhibited Amendment C55 to rezone Lot 11, PS 419551B to Rural Living.

2.7 Submitter: Private landowner

Land: North Street area, west of Yea.

Current Murrindindi Planning Scheme:

Zoning: Industrial 1.

Overlays: DPO 4 (Industrial).

Exhibited Amendment C55:

Zoning: General Residential 1.

Overlays: No change (C46 has proposed to delete the existing DPO4 (Industrial) from the land).

Submission summary:

- Strongly support rezoning of area from Industrial 1 to General Residential.

Discussion:

- The submission supports the proposed exhibited rezoning of the northern end of North Street from Industrial 1 to General Residential 1. This rezoning was considered and recommended under the adopted *Yea Structure Plan 2014*.
- The subject land is not required for any long term industrial use, which may be adequately catered for on Industrial 1 zoned land to the south or longer term in a future industrial estate identified in the adopted *Yea Structure Plan 2014* in the vicinity of the Yea saleyards.

Recommendation:

- Note submission.
- No change to the exhibited Amendment C55 required.

2.8 Submitter: Private landowner

Land: General submission (from landowner outside the *Yea Structure Plan* 2014 area) relating to the Rural Living Zone.

Submission summary:

- Object to rezoning as no buffer was marked on submitted plans.
- Open space buffers between active agricultural areas and other uses, such as residential development, can help reduce land use conflicts, particularly where residential and agricultural conflicts are occurring with greater frequency. The use of buffers can aid in easing land use conflicts and improving the relationship of agricultural uses and new residents. Buffers are generally imposed on residential developments, rather than on farming operations, principally because the farm was probably the first use in place. Buffers should be sufficiently wide to protect the farming operation from lawn fertilizers, playing children, and other conflicts.
- Buffers are most effective if a "no-disturb" zone is provided between residential properties and farmland. A buffer should be described on title to alert potential buyers of the need to honour the no-disturb area.
- On 17 August 2015, Council wrote to the submitter advising of a draft officer response to its submission (outlined in this summary of submissions) and on this basis, seeking clarification of the status of its submission. The submitter responded on 9 September 2015, confirming his objection.

Discussion:

- This submission is from a landowner whose land lies well outside the Yea Structure Plan study area / area affected by this amendment.
- It is unclear as to what rezoning the submission refers to, whether the submission refers to any particular parcels of land or whether the submission is referring to a proposed reduction in subdivision size in some Rural Living Zone areas from 4 hectares minimum / 6 hectares average to 2 hectares minimum. Following discussion with the submitter, it would appear that the objection relates to any area of land not zoned Farming that adjoin the Farming Zone.
- The submission appears to be seeking a formal buffer zone between land not zoned Farming and land zoned Farming to protect farmers from amenity complaints to farming activities such as herbicide spraying of weeds. The Rural Living Zone itself already forms a defacto buffer between the Farming Zone and more intensive urban zoning. The purposes of the Rural Living Zone already include:
 - To provide for residential use in a rural environment.*
 - To provide for agricultural land uses which do not adversely affect the amenity for surrounding uses.*
- The submission appears to be seeking certainty for farming practices in the Farming Zone. The Farming Zone has a 'right to farm' where most farming practices do not require planning consent. Despite this, general nuisance complaints may be separately investigated under the nuisance provisions of the *Health Act*. Any landholder has obligations separate from the planning process to contain sprays within their property and not to allow spray drift onto adjoining properties.

- There are no formal buffer zones under the planning scheme allowing specified activities to be nominated and prohibited, development setbacks may be nominated in specific planning permits on a case by case basis, or specified under development plans. The exhibited amendment proposes a reduction in minimum subdivision size in some Rural Living Zone areas from 4 hectares minimum / 6 hectares average to 2 hectares minimum with the application of the Development Plan Overlay 3 (Rural Living Zone). As the DPO3 requires a development plan to be prepared and approved before any planning permit is granted for any use or development, potential development setbacks from land zoned Farming may be considered and applied, if necessary for specific amenity reasons, in future development plans. This opportunity is not available however in areas of Rural Living Zone more distant from the Yea township where it is not proposed to reduce subdivisions sizes from 4 hectares minimum / 6 hectares average or apply the Development Plan Overlay 3 (Rural Living Zone).
- The submission cannot be reasonably met by any changes to the exhibited amendment. Some future consideration of reduction in potential amenity conflicts may be specifically considered on their merits under future development plan proposals and applications for planning permit.

Recommendation:

- Not support submission.
- No change to the exhibited Amendment C55 required.

2.9 Submitter: Private landowner

Land: Moyle Street area, south of Yea.

Current Murrindindi Planning Scheme:

Zoning: Farming.

Overlays: Nil.

Exhibited Amendment C55:

Zoning: Low Density Residential.

Overlays: Nil.

Submission summary:

- Support proposal to rezone land to Low Density Residential.
- In addition to the four existing 2 acre adjoining lots facing Moyle Street, the rezoning would allow larger residential lots to complement those already developed in Moyle Street and adjoining the old Cemetery.
- Important not to damage landscape with anything less than 2 acres in size. Intention to create and encourage more planting of native trees and foliage on the land.
- Rezoning and subdivision for low density housing would assist in managing the property which has been difficult to fence for stock containment and to control fire risk.
- Rezoning complements the recently subdivided area between the new cemetery and the Melba Highway and the proposed Low Density Residential Zone adjoining the Melba Highway.

Discussion:

- The submission supports the proposed exhibited rezoning of the land from Farming to Low Density Residential. This rezoning was considered and recommended under the adopted *Yea Structure Plan 2014*.
- The subject land is not required for any long term farming purpose. The land is suitable for low density residential and has existing low density residential type development to the north and east. The land cannot readily and efficiently be supplied with reticulated sewerage and therefore is not suitable for rezoning to General Residential 1. The land may be considered for future subdivision in accordance with land capability on its merits in accordance with future applications for planning permit.

Recommendation:

- Note submission.
- No change to the exhibited Amendment C55 required.

2.10 Submitter: Tomkinson on behalf of a private landowner

Land: 42 Lawrances Road (western side), Yea.

Current Murrindindi Planning Scheme:

Zoning: Low Density Residential.

Overlays: DPO 3 (Low Density Residential Zone).

Exhibited Amendment C55:

Zoning: No change.

Overlays: No change (C46 has proposed to delete the existing DPO3 from the land and apply the DPO2 (Low Density Residential Zone)).

Submission summary:

- C55 should include a schedule change to the Low Density Residential Zone (LDRZ) to offer a higher density development in the subject area down to 0.2 hectare.
- LDRZ schedule was amended in July 2013 to reduce the minimum subdivision size down to 0.2 hectare with sewerage or 0.4 hectares without sewerage. As the Murrindindi LDRZ schedule has a 1 hectare minimum, or 0.4 hectare minimum with a land capability assessment, the schedule does not take into account the availability of sewer to any land, yet the reform of the LDRZ was to ensure additional supply of residential land to the market.
- Sewered Low Density Residential zoned land is not very common. This land should be allowed to reach its optimal potential and should not be constrained by an irrelevant schedule in the planning scheme.
- Required changes would be very minor, with minimal impact through the requested change.

Discussion:

- The LDRZ provisions do allow a minimum subdivision size down to 0.2 hectares with sewerage, if the zone schedule allows. While officers support this approach for situations where sewerage is actually provided for land zoned LDRZ, this option is not legally possible unless the LDRZ schedule is amended.
- The land subject to this submission is the only land with reticulated sewerage in the LDRZ within the municipality. As no submission was made to the *Yea Structure Plan 2014* to amend the LDRZ schedule to reduce the minimum subdivision size down to 0.2 hectares for this land, the adopted plan did not recommend it and this proposal was not exhibited under Amendment C55. Despite the potential merits of this proposal, it cannot be reasonably supported or adopted under Amendment C55 as it was not exhibited under the amendment yet is a matter that landowners may be affected by and wish to comment on. Given that submissions are being recommended for referral to a panel, it is considered appropriate that the issue be referred to panel for comment.
- Although there is no plan to review and amend the LDRZ schedule at this stage to address this issue of minimum subdivisions size in areas with reticulated sewerage, Council may always initiate an amendment of this nature in the future.

Recommendation:

- Not support submission.
- No change to the exhibited Amendment C55 required.
- Refer the issue to panel for independent consideration.

2.11 Submitter: Private landowner

Land: Smith Street / Saleyards Street area, Yea.

Current Murrindindi Planning Scheme:

Zoning: General Residential 1 (Smith and Saleyards Streets area), Low Density Residential (Meadow Road area).

Overlays: DPO 3 (Low Density Residential Zone) – Meadow Road area.

Exhibited Amendment C55:

Zoning: No change.

Overlays: No change (C46 has proposed to delete the existing DPO3 from the Meadow Road area and apply the DPO2 (Low Density Residential Zone)).

Submission summary:

- Aspects of the low density residential development in Meadow Road will have an adverse effect on property, eg heavy earthmoving with building development.
- Heavy traffic using the unmade Smith Street / Saleyards Street corner will exacerbate existing damage to this intersection.
- Request that Council ban heavy vehicles from the unmade sections of Saleyards and Smith Streets. Alternative access by sealed roads is available.
- Numerous requests to seal this corner over the past ten years, but realise this is unlikely. Suggest take action to protect residents from inconvenience and lifestyle deterioration.

Discussion:

- The submission is effectively seeking an upgrading of local roads. The submission has been referred to Council's Infrastructure section for consideration.

Recommendation:

- Note submission.
- No change to the exhibited Amendment C55 required.