



AGENDA APPENDIX
Council Meeting
Wednesday 24 June 2015

AGENDA ITEM FOR SEPARATE DISTRIBUTION TO COUNCILLORS AND EXECUTIVE LEADERSHIP TEAM DUE TO DOCUMENT SIZE.

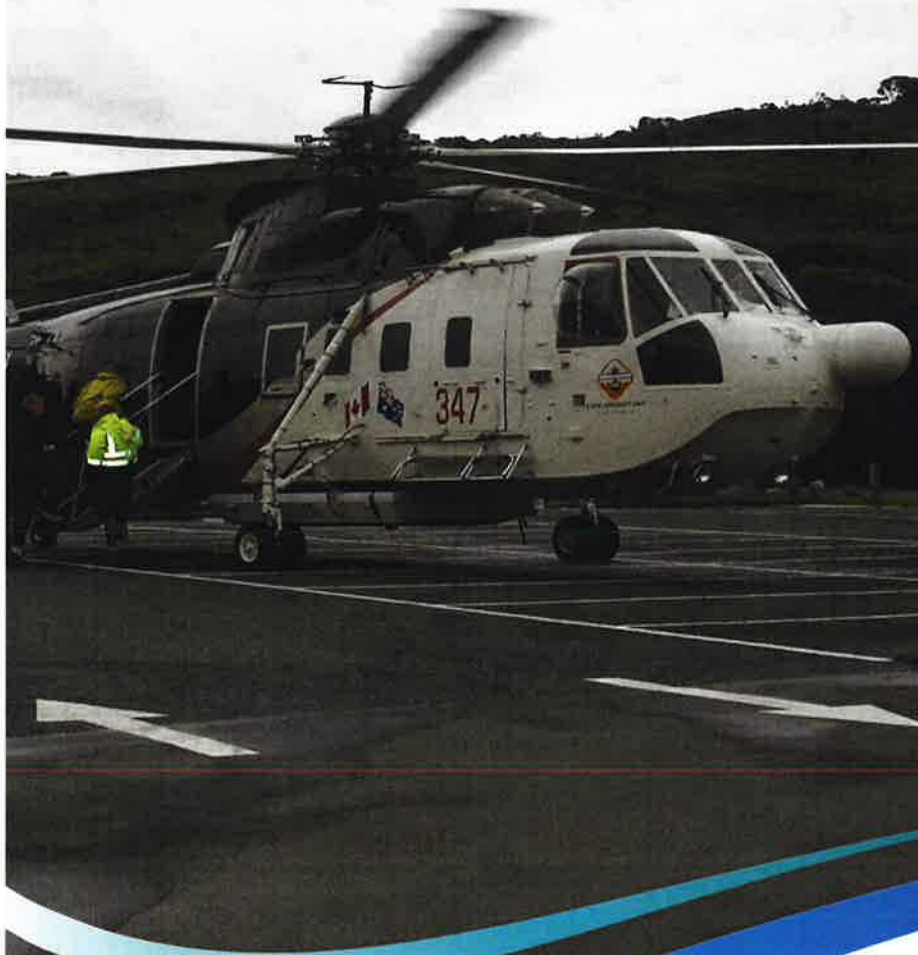
THE ITEM IS ACCESSIBLE VIA THE COUNCIL WEBSITE OR BY CONTACTING COUNCIL ON 03 5662 9200.

E.3 DRAFT MUNICIPAL EMERGENCY MANAGEMENT PLAN – PUBLIC EXHIBITION

Appendix 1 – Draft South Gippsland Municipal Emergency Management Plan

South Gippsland Municipal Emergency Management Plan

2015 - 2018



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FORWARD

The economic, social and environmental effects of emergencies including loss of life, destruction of property and dislocation of communities are inevitable. South Gippsland Shire has been subjected to emergencies that have resulted in damage to property and disruption to the community.

Coping with hazards gives the reason and focus for planning. Hazards exist within all communities whether they are recognised or not. The priority in an emergency is to provide timely support to the affected community and to ensure the social, economic and environmental impact is minimised.

To ensure the South Gippsland community will have appropriate management strategies in all emergencies the MEMPC Committee has prepared a Municipal Emergency Management Plan (MEMPC) in accordance with the requirements of Section 20(1) of the *Emergency Management Act 1986 and the Emergency Management Act 2013 (Vic)*. This Act must be read and construed as one with the **Emergency Management Act 1986**.

This MEMPC has undergone significant review since the previous 2012 Audit. Completed in 2015, the most recent review covered the following sections:

- Introduction
- Risk management
- Management arrangements
- Prevention
- Response
- Recovery
- Ancillary support
- Appendices

MEMPC Membership and Terms of Reference

Membership of the Municipal Emergency Management Planning Committee (MEMPC) will vary from time to time depending on need. Contact details for regular members of the Committee are included in **Appendix F (xiv)** and are reviewed as a standing item at each meeting. Terms of Reference have been developed from business rules identified in the MEMPC Plan and are also contained in **Appendix J**. They are reviewed annually at the November AGM.

Part 1 - Introduction

1.1 Approval & Authority

This Municipal Emergency Management Plan (MEMP) has been produced by and with the authority of the South Gippsland Shire Council (SGSC) pursuant to Section 20(1) of the *Emergency Management Act 1986*.

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

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

Signed by CEO:



Dated:



This plan is administered by Council's Emergency Management Coordinator.

Address all enquiries to:

Emergency Management Coordinator
South Gippsland Shire Council
Private Bag 4
Leongatha Vic 3953

Telephone: 5662 9200

Web access: <http://www.southgippsland.vic.gov.au>

1.2 Statement of Audit

Under the *Emergency Management Act 1986*, this plan is to be audited by the Director, Victoria State Emergency Service (SES) at least once every three years.

The audit process is intended to ensure a high quality MEMP consistent with the Guidelines provided by the Emergency Management Manual of Victoria (EMMV). The audit report will indicate not only if the plan complies with the guidelines but also if there are opportunities to improve the plan or the planning process.

A MEMP that does not comply will be audited again within 12 months.

The South Gippsland Shire Council MEMP was last audited on 6 July 2012 and is valid for a period of three years. The next audit date is set for 28 May 2015.

1.3 Certificate of Audit July 2012



1.4 Aim

The aim of this plan is to detail the agreed arrangements for the prevention of, the response to, and the recovery from, emergencies that could occur in the South Gippsland Shire as identified in Part 4 of the *Emergency Management Act, 1986*.

1.5 Objectives

The broad objectives of this plan are to:

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

1.6 Correlation

This plan draws on, and in turn, supplements a range of other community safety plans, strategies and municipal policies developed by the South Gippsland Shire Council. Together they form a suite of documents that are consistent in the areas of definitions, risk management and planning. These plans are identified in Section 4.3.2.

Part 2 - Area Description

2.1 Topography

2.1.1 Boundaries - Area

South Gippsland Shire Council was formed in 1994 from the amalgamation of four municipalities. Located 90 minutes south east of Melbourne, the Shire has an expanding population of almost 28,000. It occupies an area of 3,300 square kilometres with substantial coastal frontage. The Shire is bordered by Latrobe Shire Council, Baw Baw Shire Council, Cardinia Shire Council, Bass Coast Shire Council and Wellington Shire Council.

Its major centres are Leongatha, Korumburra, Mirboo North and Foster, and other significant townships include Nyora, Toora, Venus Bay, Sandy Point, Poowong, Port Welshpool, Loch, Dumbalk, Welshpool, Meenyan, Fish Creek, Port Franklin, Koonwarra, Kongwak and Tarwin Lower.

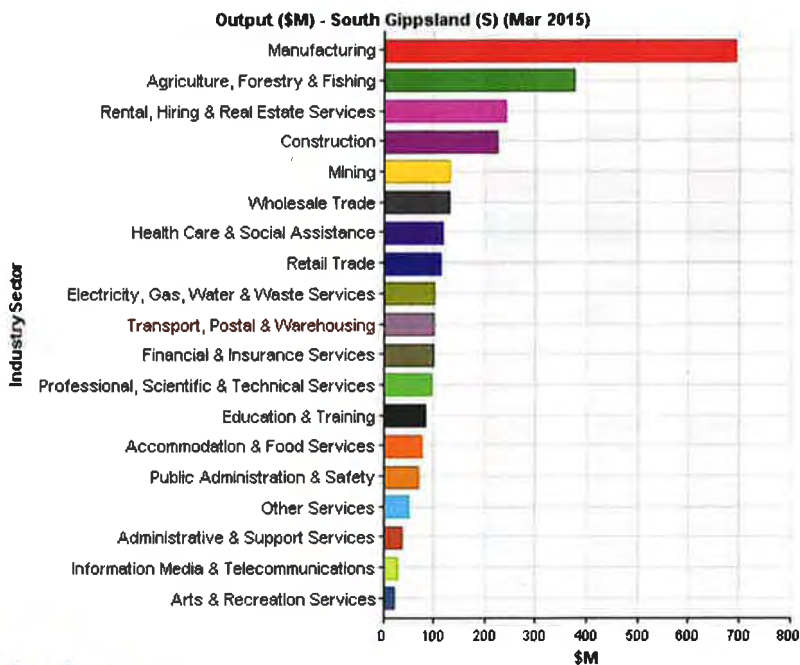
2.1.2 Our Environment

South Gippsland Shire is characterised by a diverse topography of ranges, plains, low lying land and coastal areas. Of significance is Wilsons Promontory National Park which has diverse vegetation communities including warm temperate and cool temperate rain forests, tall open forests, woodlands, heathlands, swamp and coastal communities. It has a variety of geological and landform features of national geological and geomorphological significance. The waters surrounding The Prom are protected as a marine national park and marine park. South Gippsland also contains a large number of parks and reserves comprising flora and fauna of State and National significance.

2.1.3 Industry and our Economic Base

South Gippsland Shire has an economy with 7,000+ businesses contributing to an annual output of approximately \$2.7 billion.

Key industry sectors contributing to this output are:



South Gippsland Municipal Emergency Management Plan [MEMP] 2015 - 2018

All industry sectors in South Gippsland (S) ranked by Output

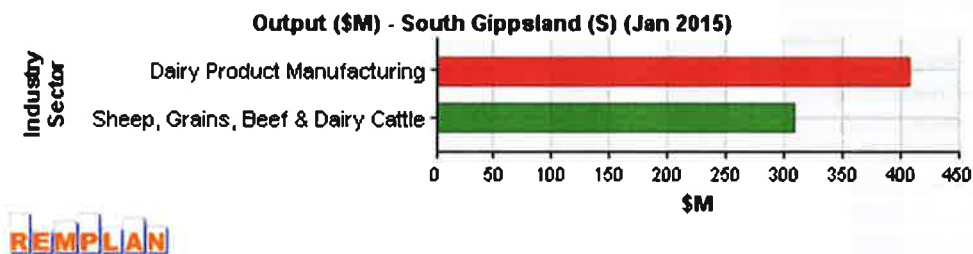
Industry Sector	South Gippsland (S) (Mar 2015)	
	\$M	%
Manufacturing	\$692.460	25.0 %
Agriculture, Forestry & Fishing	\$374.597	13.5 %
Rental, Hiring & Real Estate Services	\$240.687	8.7 %
Construction	\$224.246	8.1 %
Mining	\$130.397	4.7 %
Wholesale Trade	\$129.301	4.7 %
Health Care & Social Assistance	\$116.900	4.2 %
Retail Trade	\$112.507	4.1 %
Electricity, Gas, Water & Waste Services	\$99.928	3.6 %
Transport, Postal & Warehousing	\$99.395	3.6 %
Financial & Insurance Services	\$98.241	3.5 %
Professional, Scientific & Technical Services	\$94.275	3.4 %
Education & Training	\$81.383	2.9 %
Accommodation & Food Services	\$75.419	2.7 %
Public Administration & Safety	\$68.804	2.5 %
Other Services	\$49.173	1.8 %
Administrative & Support Services	\$35.571	1.3 %
Information Media & Telecommunications	\$27.833	1.0 %
Arts & Recreation Services	\$20.172	0.7 %
Total	\$2,771.287	

This report shows the annual output generated by businesses and organisations in South Gippsland (S).

The total output estimate for South Gippsland Shire (S) is \$2,771.287 million per annum.

The selected sectors contribute \$716.099 million (25.8 %) of total output.

The agricultural and food manufacturing sector is easily the most significant industry in the Shire and accounts for 30.6% of the output.



Source: **REMPAN** Economic Modelling and Planning System © 1999—2014 **REMPAN**

2.1.4 Climate

- The climate is typically seasonal with a high average rainfall. The closest statistics available are from Wonthaggi as at December 2014:

Average minimum temperature 9.6°C

- Average maximum temperature 18.7°C
- Temperature extremes typically vary from -2.2°C to 45°C
- Average rainfall 934mm

Wonthaggi Long-term Averages													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Ann
Mean Max (°C)	23.8	24.6	22.7	19.6	16.7	14.2	13.5	14.4	16.1	18.1	20.0	21.9	18.7
Mean Min (°C)	13.0	13.3	12.2	10.3	8.6	6.6	6.1	6.8	7.7	8.8	10.4	11.6	9.6
Mean Rain (mm)	48.4	45.3	60.6	78.5	98.0	95.8	98.2	101.6	89.1	87.3	69.5	60.7	934.0
Median Rain (mm)	39.9	35.0	51.9	71.0	90.0	87.3	91.0	100.5	88.5	77.9	66.6	57.2	895.4
Mean Rain Days	7.5	6.9	9.4	12.0	15.0	15.5	17.0	16.9	14.8	13.5	11.0	9.3	146.9

Wonthaggi Daily Records													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Ann
High Max (°C)	43.7	45.0	39.3	32.8	25.7	23.0	21.0	24.0	29.5	34.0	36.1	39.7	45.0
Low Max (°C)	15.0	15.7	14.0	12.0	10.0	8.3	7.8	7.8	8.1	10.8	12.0	13.0	7.8
High Min (°C)	25.0	23.5	22.0	19.5	17.3	14.0	13.5	14.5	19.0	21.0	21.6	23.5	25.0
Low Min (°C)	4.0	3.1	3.3	0.5	-1.0	-1.8	-2.2	-1.5	-0.6	0.0	0.5	2.0	-2.2
High Rain (mm)	90.7	117.5	94.7	58.2	69.6	67.8	59.9	56.9	59.9	58.4	59.4	102.9	117.5

Source: www.weatherzone.com.au

2.1.5 Main Rivers

The Shire's rivers are:

- Tarwin River
- Franklin River
- Agnes River
- Bass River

The head waters of the Powlett River and Morwell River are also located within South Gippsland Shire.

2.2 Infrastructure

South Gippsland's infrastructure includes the following:

- Extensive provision of reticulated water and sewerage services across the Shire;
- Access to reticulated natural gas in some areas;
- Extensive recreational and commercial boating infrastructure;
- Key retail centres providing a wide range of retail, industrial and service businesses; and
- Businesses supporting the agriculture, fishing and forestry industries;
- National Broadband Network
- Mobile Telephone Network
- Passenger Bus Services;

2.2.1 Main Roads

The main roads that run through the Shire are:

- **South Gippsland Highway** – is the main route running through the virtual centre of the Shire. It is used to travel to Melbourne linking onto the M1. It runs through the Shire passing through Nyora, Loch, Korumburra, Leongatha, Koonwarra, Meeniyan, Foster and Welshpool.
- **Bass Highway** – runs from Leongatha to Inverloch.
- **Strzelecki Highway** – runs from Leongatha to Mirboo North and then on to the Latrobe Valley.
- **Meeniyan - Promontory Road** – runs from Meeniyan to Wilsons Promontory National Park. It carries a large volume of tourist traffic during peak seasons to the Prom.

2.2.2 Airports

South Gippsland Shire has no major airports. There are several private airfield strips across the shire with a licensed airfield in Leongatha and another airfield in Yanakie.

- Leongatha Aerodrome is located at 105 Aerodrome Road, Leongatha. Operated by Woorayl Air running charter flights, air ambulance and crop spraying.
- Prom Country Scenic Flights located at 3510 Meeniyan Promontory Road Yanakie, run mainly tourist charter flights over the Prom.

2.2.3 Ports

South Gippsland Shire has a number of Ports that make up the Port of Corner Inlet. Gippsland Ports located in Port Welshpool are the management authority for the Ports. The Port of Corner Inlet is made up of:

- **Barry Beach Marine Terminal** – providing support and services for the manned and unmanned Oil and Gas industry facilities in eastern Bass Strait, owned and operated by ExxonMobil (ESSO). Products shipped include fuel, water, food, glycol, methanol etc. Support base for management of production platforms, drilling, installation, maintenance and repair. Dangerous Goods are shipped from this facility. BBMT is a Security Regulated Port Facility.
- **Port Anthony Marine Terminal (PAMT)** – currently providing support and services for the manned and unmanned Oil and Gas industry facilities in central Bass Strait, owned and operated by Origin Energy. The berth is currently restricted to vessels approved by the Harbour Master, Gippsland Ports and is at its early stage of operation. Dangerous Goods will be shipped from this facility. Proposals are currently under consideration for bulk cargo exports/imports, additional to the works being undertaken for Origin Energy. PAMT is a Security Regulated facility.
- **Port Welshpool** – provides facilities for Tasmanian/Flinders Island/King Island shipping, small commercial vessel operations, offshore and inshore commercial fisheries, recreational craft, slipway facilities and is the base for South Gippsland operations for Gippsland Ports. There is a major regional boat ramp at Port Welshpool. Two berths at Port Welshpool are Security Regulated facilities.
- **Port Franklin** – provides facilities for the Corner Inlet commercial fishery and recreational craft. There is a slipway facility for small craft, wharf facilities and many private jetties. There is no boat ramp facility.

2.2.4 Community Infrastructure

South Gippsland has a wide range of community assets. These include:

- 3 public hospitals and 5 medical centres;
- Aged care residential services located in four towns;
- Services provided by Council, include Maternal & Child Health, Immunisation programs and Home and Community Care services which include Meals on Wheels, Personal Care, Respite Care, Home Maintenance and Community Transport;
- Childcare centres operate in Leongatha, Korumburra and Mirboo North and Foster. Uniting Care Gippsland facilitate Family Day Care which is available across the Shire;
- 5 public libraries plus mobile services to 7 towns;
- Daily V/Line Coach services to and from Melbourne and the Latrobe Valley, Yarram and Wonthaggi;
- 29 galleries and museums, a cinema, theatres and clubs;
- Over 200 sporting clubs with facilities such as a cycling velodrome and indoor basketball stadiums, a regional Leisure Centre incorporating a heated indoor swimming pool, 6 public swimming pools of which 2 are heated, 8 skate parks and 7 golf courses;
- The Great Southern Rail Trail, which includes 58km of bike/walking trails;
- The 13km Grand Ridge Rail Trail;
- Tourist Railway
- Over 50 parks, reserves and sanctuaries including coastal/beach assets, trails in the Strzelecki Ranges, Wilsons Promontory, Coal Creek Community Park & Museum and Mossvale Park at Berrys Creek.

South Gippsland is serviced by the following education facilities. These include:

- 16 Primary Schools, including 3 Private Schools;
- 6 Secondary Colleges, including 2 Private Colleges;
- Leongatha Specialist School;
- Community College Gippsland;
- Federation Training TAFE;
- South Gippsland Bass Coast Local Learning and Employment Network;
- Apprenticeships Australia Group;
- 12 Kindergartens;
- Neighbourhood/Community Houses.

Further information regarding South Gippsland Shire can be obtained from South Gippsland Shire Council's website at www.southgippsland.vic.gov.au

2.3 Demography

2.3.1 Population Growth

The latest population estimate is 27,930 people as at June 2013. Council's recently prepared population forecasts project that the Shire's population will increase to 36,500 by 2031. This is an increase of almost

South Gippsland Municipal Emergency Management Plan [MEMP] 2015 - 2018

8,700 people at an average annual growth rate of 1.5%. The Shire has approximately 15,000 dwellings and about 19,000 rateable properties.

The number of households within South Gippsland Shire increased by 790 between 2006 and 2011 to a total of 10,884. South Gippsland Shire's population is estimated to increase between 45,000 to 50,000 during the peak summer season. *Source: Population and household forecasts, 2011 to 2031, prepared by Profile .id, January 2012.*

Further information compiled by Council's Rates Department indicates there are 6,018 residential and rural properties owned by people who reside outside of South Gippsland Shire.

Of these properties, the majority of these are located in coastal townships that are deemed to sit within high bushfire prone areas and have a significant population growth during the bushfire season.

Household type							
South Gippsland Shire	2011			2006			Change
Households by type	Number	%	Regional VIC %	Number	%	Regional VIC %	2006 to 2011
Couples with children	2,884	26.5	26.9	2,873	28.5	28.7	+11
Couples without children	3,529	32.4	27.8	3,210	31.8	27.6	+319
One parent families	940	8.6	10.5	845	8.4	10.4	+95
Other families	50	0.5	0.8	53	0.5	0.9	-3
Group household	232	2.1	2.9	188	1.9	2.8	+44
Lone person	2,817	25.9	26.8	2,523	25.0	25.7	+294
Other not classifiable household	261	2.4	2.6	281	2.8	2.5	-20
Visitor only households	171	1.6	1.6	119	1.2	1.4	+52
Total households	10,884	100.0	100.0	10,092	100.0	100.0	+792
Source: Australian Bureau of Statistics, Census of Population and Housing 2006 and 2011. Compiled and presented in profile.id by .id, the population experts.							
http://www.id.com.au							



Absentee Landholders	Absentee properties	Total rateable properties	% of absentees
Venus Bay	1522	2330	65.32%
Sandy Point	474	780	60.76%
Walkerville, Walkerville South, Walkerville North	199	365	54.52%
Waratah Bay	57	133	42.85%

Source: Figures provided by SGSC Rates & Valuation team August 2014

2.3.2 Population Profile

South Gippsland's age and gender profile is shown in the following table:

Age group	Male	Female	Total
0-4 years	836	757	1593
5-9 years	842	843	1685
10-14 years	980	886	1866
15-19 years	820	853	1673
20-24 years	617	562	1179
25-29 years	584	615	1199
30-34 years	590	606	1196
35-39 years	749	815	1564
40-44 years	860	888	1748
45-49 years	925	955	1880
50-54 years	948	1093	2041
55-59 years	995	1045	2040
60-64 years	1109	1100	2209
65-69 years	874	839	1713
70-74 years	672	609	1281
75-79 years	441	493	934
80-84 years	337	403	740
85 years and over	236	436	672
	13415	13798	27213

South Gippsland Shire's disability statistics relate directly to need for assistance due to a severe or profound disability. 1,443 people or 5.3% of the population in South Gippsland Shire in 2011, reported needing help in their day-to-day lives due to disability.

Source: ABS, Census of Population and Housing, 2011.

In South Gippsland 84.3% of people were born in Australia. The most common countries of birth were England 4.0%, New Zealand 1.1%, Netherlands 1.1%, Italy 0.8% and Germany 0.6%. In terms of newly arrived groups and refugees, the Shire does not currently have any significant numbers but will continue monitoring in the future.

2.3.3 Vulnerable People in emergencies and facilities with vulnerable people

Within an emergency management and recovery context there are a number of vulnerable communities residing in, visiting or travelling through South Gippsland. The challenge is how to reach and engage these communities in emergency preparedness, planning and recovery.

In order to assess vulnerability, consideration must be given to how exposed people are to specific risk, their coping mechanisms and resilience. The vulnerability of various groups (men, women, children and senior residents) will vary according to the nature of the problem and its consequences, the extent to which these groups are exposed to it, its impact on these groups and their ability to overcome it.

Residents in South Gippsland can be vulnerable for a range of reasons including:

- Intergenerational disadvantage
- Communication or mobility difficulties
- Isolation and poverty
- Discrimination and conflict
- Lack of opportunities and choices
- Age at time of emergency (senior residents and the very young may not be able to care for themselves)

The State Government released the Vulnerable People in Emergencies Policy in November 2012. It was jointly developed by the then Department of Human Services and the Department of Health.

2.3.3.1 Vulnerable Person Definition

- Socially isolated and without any other supports, family or friends;
- Lives alone and has additional needs and/or lives with an individual with similar or greater level of additional needs; and/or, physical dependence; and/or,
- Inability to make an independent decision due to cognitive or other impairment (including acquired brain injury) in relation to activating/implementing a personal survival plan; and/or,
- Geographic isolation.

It has been identified that these groups are the most at risk during an emergency and as such have been included when assessing our risks. Further details of this are included in Section 6.17 under Vulnerable Community Members.

2.3.3.2 Council's role

Key activities for municipal councils are to:

- Coordinate local implementation of Vulnerable Persons Registers using Crisisworks to securely track vulnerable individuals. Victoria Police will obtain the details of vulnerable individuals directly from the register as required for emergency planning and response purposes.
- Develop and maintain a list of local facilities where vulnerable people are likely to be, accessible by Victoria Police and located in, or available through Municipal Emergency Management Plans
- Where Councils have a role as a funded agency providing services to vulnerable people in the community, they will manage their vulnerable client records
- Work in partnership with Red Cross to coordinate local processes for identifying vulnerable people not receiving services for planning support and for screening for the Vulnerable Persons Register, and to coordinate processes for ongoing maintenance of this information

2.3.3.3 List of Facilities with Vulnerable People

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

This includes:

- Facilities funded or regulated by the Department of Health and Human Services and Department of Education Training;
- Commonwealth funded residential aged care facilities; and
- Other locally identified facilities likely to have vulnerable people situated in them.

A list of facilities with vulnerable people (ie Medical facilities, aged care and schools) is included in **Appendix F (xi and xii)** of this plan and is reviewed annually.

2.4 Maps

A set of maps are stored in Crisisworks detailing the area by the plan can be found in **Appendix A**.

South Gippsland Shire Council use Exponare as our GIS Mapping program. Additional maps of the municipality can be produced using this program. An Exponaire GIS Maps System Usage Guide on how to use the program is contained in **Appendix I**, on councils intranet 'Webster' and in Crisisworks. The Information Systems and Support team can be contacted for assistance on 5662 9200.

Townships and localities in South Gippsland include:

Agnes, Allambee Reserve, Allambee South, Arawata, Baromi, Bena, Bennison, Berrys Creek, Binginwarri, Boolarong, Boorool, Buffalo, Darby River, Darlimurla, Delburn, Dollar, Dumbalk, Dumbalk North, Fairbank, Fish Creek, Foster, Foster North, Gunyah, Hallston, Hazel Park, Hedley, Jeetho, Jumbunna, Kardella, Kardella South, Kongwak, Koonwarra, Koorooman, Korumburra, Korumburra South, Leongatha, Leongatha North, Leongatha South, Loch, Mardan, Meeniyah, Middle Tarwin, Mirboo, Mirboo North, Mount Best, Mount Eccles, Mount Eccles South, Moyarra, Nerrena, Nyora, Outtrim, Poowong, Poowong East, Port Franklin, Port Welshpool, Pound Creek, Ranceby, Ruby, Sandy Point, Stony Creek, Strzelecki, Tarwin, Tarwin Lower, Thorpdale South, Tidal River, Toora, Toora North, Trida, Turtons Creek, Venus Bay, Walkerville, Walkerville North, Walkerville South, Waratah Bay, Welshpool, Whitelaw, Wild Dog Valley, Wilsons Promontory, Wonga, Woorarra East, Woorarra West, Wooreen, Yanakie.

South Gippsland Shire Council

ELECTORAL STRUCTURE OF SOUTH GIPPSLAND SHIRE COUNCIL

NOTE: By Order in Council under section 220Q(k) of the Local Government Act 1989, the boundaries of wards of the South Gippsland Shire Council are fixed as described in this plan.



Map prepared by the Victorian Coastal Geomatics
Money spatial data provided by Department of Sustainability and Environment
Public digital data used with the permission of Public Works
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2.5 History of Emergencies

The Shire has in the past experienced incidents of varying degrees of severity including:

2.5.1 Fire

Major fires have occurred at Wilsons Promontory in 1939, 1951, 2005 and 2009. The Delburn Complex Fire in 2009 was deliberately lit and affected the townships of Darlimurla and Mirboo North. There were 128 properties directly impacted by this fire. The Wilsons Promontory fire was contained within the park but affected businesses throughout the Shire, due to the closure of the park.

In 2013 a fire started in Hallston from a DSE planned burn and burnt 562 hectares. Losses included public land (267 Ha), pine and blue gum plantations (151 Ha), private forest (95 Ha) and private pasture (49 Ha).

2.5.2 Land Search and Rescue

Many searches occur along the coastal fringe for lost persons particularly in Wilsons Promontory. Several lost or missing persons have never been located despite extensive searches.

2.5.3 Marine Incidents

Numerous incidents involving small pleasure craft, fishing boats (both recreational and professional) have occurred, and ocean going merchant ships have frequently been involved in marine search and rescue operations. This has also included aircraft lost at sea. There have been some incidents of biological and chemical hazards on beaches due to containers falling or dumped from passing ships.

2.5.4 Whale stranding

Whale strandings are not uncommon along the Victorian coast. To date, small strandings have been managed by Parks Victoria rangers.

2.5.5 Storm surges

Storm surges have caused minor damage to the coast line. In the past, beach access and dunes have required repair work.

2.5.6 Oil Spillage

Minor marine oil spills have occurred due to the proximity of merchant shipping lanes and the gas and oil offshore platforms located east of Longford.

2.5.7 Windstorm

Tornadoes and microbursts are phenomena which have occurred throughout South Gippsland. The most serious incident occurring in June 1993 at Wonthaggi in adjoining Bass Coast Shire when a microburst caused approximately \$1 million damage to the central business district and significant damage to surrounding areas including parts of South Gippsland Shire.

In April 2008 the MECC was opened due to a severe windstorm that caused damage across the entire Shire. A microburst caused significant damage to trees and houses in the Dumbalk North area in July 2009.

2.5.8 Road Accidents

Substantial numbers of serious vehicle collisions occur along the South Gippsland Highway and Strzelecki Highway.

2.5.9 Drought

During 1997 and 1998 the region suffered extensively from dry weather drought which caused extensive financial hardship to the dairy industry. In 2007 the Shire was officially declared a drought affected area for the first time.

2.5.10 Water Contamination

A water contamination incident has occurred in Leongatha as a result of rural effluent overflow. (October 2004)

2.5.11 Snow

South Gippsland Shire experienced a severe snow storm event in 2005. Although snow is a normal occurrence in the alpine areas of this state, snow in South Gippsland is a very rare occurrence. The snow affected virtually the whole of the municipality for several days, with Korumburra, Mirboo North and the Strzelecki Ranges being most hit.

2.5.12 Floods

There is a history of minor flooding in Toora, Welshpool, Tarwin and Meeniyan. In March 2011 there was flash flooding of Fish Creek and Wilsons Promontory where the damage to the bridge caused the largest air lift evacuation of stranded people since Cyclone Tracey. The flood caused significant damage to park assets, access roads / tracks and infrastructure.

2.5.13 Animal Disease

There have been recorded outbreaks of Anthrax and Johnes disease within the South Gippsland Shire with the last outbreak occurring north of Leongatha in 1995. It is important to note that anthrax spores remain viable for a number of years in the soil.

2.5.14 Earth Tremors

There have been a number of earth tremors as demonstrated in the table below. The most severe was near Korumburra reaching a magnitude of 4.8 in 2009.

South Gippsland continues to experience earth tremors and has experienced the following since 2012 resulting in minor inconvenience and damage.

Magnitude	Date	Location
2.8	10/3/2015	Pakenham
1.3	10/3/2015	Pakenham
3.1	5/3/2015	SW of Moe
3.4	3/12/2014	Korumburra, Vic.
2.3	9/11/2014	Near Leongatha, VIC.
3.3	17/10/2014	S of Moe, VIC.
2.5	5/10/2014	Yarram, VIC.
2.6	21/05/2014	Near Leongatha, VIC.
2.6	24/02/2013	South of Moe, VIC.
2.6	22/12/2012	Near Korumburra, Vic.
1.7	29/10/2012	Near Korumburra, Vic.
3	27/10/2012	Near Moe, Vic.
2.3	13/09/2012	Korumburra, Vic.
2	25/07/2012	S of Moe, Vic.

Magnitude	Date	Location
2.7	23/06/2012	Korumburra, VIC.
2.4	23/06/2012	Korumburra, VIC.
5.4	19/06/2012	SW of Moe, Vic.
2.5	25/05/2012	Near Korumburra, VIC.
2.6	3/05/2012	Korumburra, Vic.
3.1	24/03/2012	Korumburra, VIC.

Source: Geoscience Australia Earthquakes <http://www.ga.gov.au/earthquakes/>

2.5.15 Conclusion

These are only the significant events that have occurred over this period, however on a daily basis, emergency response and support agencies are kept active attending to emergencies (business as usual).

Individual incidents, such as single house fires, personal incidents, vehicle accidents, minor wind storms and flooding are not noted here. Activities are recorded for notation in the MEMP when an incident becomes a multi agency response involving a response which activates the Municipal Emergency Management arrangements.

2.6 History of exercises/ operations

Date	Operation Type	Description
April 2008	Full MECC	Windstorm across the shire
29 Jan - Feb 2009	Full MECC	Delburn Complex Bushfire
Feb 2009 - March 2009	Virtual MECC	Wilsons Promontory Bushfire
December 2009	Exercise	Set Up MECC
May 2010	Exercise	Windstorm exercise to test operations of MECC and ERC
December 2010	Exercise	Earthquake exercise to test operations of MECC and ERC
March 2011	Full MECC	Flash Flooding of Fish Creek and Wilsons Promontory. Bridge cut and Prom evacuated
April 2011	Exercise	Pandemic
July 2011	Virtual MECC	Fuel Tanker Rollover Main St Korumburra causing damage to a building and minor fuel spill
November 2011	Exercise	MECC set up to test new cabling and generators for back up power. Chemical Transport accident to test Police evacuation procedures/communications and establishment and operations of ERC
April 2012	Exercise	MECC set up in preparation for EMLO training
6 December 2012	Exercise	Desktop exercise – scenario Exercise MicroBurst in Leongatha
28 March 2013	Virtual MECC	Hallston Fires – registration centre at the Leongatha Football Club
6 April 2013	Exercise	MECC Central introduction – scenario Exercise Savage Storm and Flash Flood in Fish Creek
27 September 2013	Exercise	Joint exercise with Bass Coast to test ERC SOPs – Inverloch Community Centre
27 January 2014	Virtual MECC	Anderson Road – Leongatha South – Bush and grass fire
6 May 2014	Exercise	Animal Disease – Foot and Mouth Disease (FMD)
14 October 2014	Exercise	'Are You Ready?' Business Resilience – post Foot and Mouth Disease (FMD) outbreak

Part 3 – Management Arrangements

3.1 Municipal Emergency Management Planning Committee

It is not the role of the MEMP Committee to manage emergencies. This is the responsibility of the agencies and personnel identified under the EMMV. The MEMP Committee is required to prepare the Municipal Emergency Management Plan which documents response and recovery operational arrangements.

South Gippsland Shire Council convenes a MEMPC as required by Section 21(3) and (4) of the *Emergency Management Act 1986*.

The following agencies and roles are represented in the Municipal Emergency Management Planning Committee:

- Chairperson - Municipal Emergency Response Coordinator (MERC) -VicPol
- Deputy Chair - Municipal Emergency Management Coordinator (EMC / MERO) -SGSC
- Deputy MERO's - SGSC
- Municipal Recovery Manager (MRM) -SGSC
- Deputy MRM's - SGSC
- Council Mayor or nominated Councillor - SGSC
- Director – Community Services - SGSC
- Municipal Fire Prevention Officer (MFPO) - SGSC
- MECC Facility Manager - SGSC
- Ambulance Victoria
- AusNet Services
- Australian Volunteer Coast Guard
- Country Fire Authority (CFA)
- Department of Health and Human Services (DHHS)
- Department of Economic Development, Jobs, Transport and Resources (DEDJTR)
- Department of Education and Training (DET)
- Department of Environment, Land, Water & Planning (DELWP)
- Gippsland Ports
- Gippsland Southern Health
- Life Saving Victoria (LSV)
- Lions (as service club representative)
- Parks Victoria
- Red Cross
- Rotary
- Salvation Army
- South Gippsland Hospital
- Uniting Care Gippsland
- VicRoads
- VicSES
- Victorian Council of Churches (VCC)
- Water Authorities / CMAs
- Other service clubs and agencies as required

Membership of the MEMPC is reviewed on an annual basis at the November AGM Meeting, by the members of the MEMPC to ensure continuing relevance to the South Gippsland Shire community. MEMPC Terms of Reference are reviewed annually and found in **Appendix J**.

The Executive Officer to the MEMPC is responsible for:

- Arranging meeting locations and production and distribution of agendas and minutes
- Collecting and administering reports from MEMPC members
- Overseeing the conduct of MEMP exercise debriefs
- Arranging out of session meetings of MEMPC as required
- Ongoing maintenance and update of the MEMP including distribution of updates to agencies
- Leading ongoing development of the MEMP

3.1.1 Municipal Emergency Management Sub-Committees

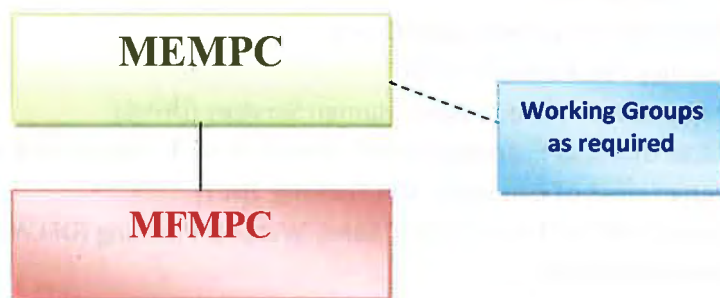
To assist in the development and maintenance of the MEMP the following functional sub-committee has been created:

3.1.1.1 Municipal Fire Management Planning Committee

Role: To provide a municipal level forum to build and sustain organisational partnerships, generate a common understanding and shared purpose with regard to fire management and ensure that the plans of individual agencies are linked and complement each other. MFMPC Terms of Reference are located in **Appendix J**.

3.1.2 Municipal Emergency Management Working Groups

The MEMPC will form working groups as required. Relevant agencies will be called together on an as needs basis to address a specific issue, or complete a task.



3.2 Meetings

The function of the Municipal Emergency Planning Committee is to prepare and maintain the Municipal Emergency Management Plan (MEMP) and to ensure all the subjects listed in the plan outline are investigated and adequately provided for. The ongoing role of the committee is to review and amend the operational components of the plan. All meeting agendas will include but not be limited to:

- MEMPlan updates and review including contact details
- Strategic issues management
- Recommendations for amendments
- Working Groups reports on sub-plan updates and reviews as needed
- General Business

Minutes of each meeting are taken and a copy forwarded to the MEMPC and the Regional Emergency Management Inspector.

3.3 Maintenance of the Plan

3.3.1 Plan Review

This plan and each sub-plan will be reviewed every 3 years during an audit cycle or after a significant emergency. This will be undertaken by the MERC, MERO, MRM, EMC and the agencies involved in the emergency. The EMC will update the plans as required.

Organisations delegated with responsibilities in this Plan are required to notify the EMC of any changes of detail (e.g. contact information), as they occur. Review of the plan will specifically focus on the hazards/risks in the South Gippsland Shire and the Contact Directory of the plan.

Amendments to the plan are placed on the MEMPC agenda. Post approval they are distributed to holders of the plan via placement in Crisisworks by the EMC for access by the MEMPC as required. See MEMPC Contact Details **Appendix F (xiv)**. Updated versions of the Plan are managed using version control and dates in the footnotes of the Plan. List of amendments are at **Appendix M**.

Time frame for MEMPlan and Subplans review

Plan / SubPlan	Due for review
Municipal Emergency Management Plan	2015
Flood Emergency Plan	2016
Municipal Heatwave Plan	2017
Municipal Fire Management Plan	2016
Pandemic Plan	2017
Emergency Animal Welfare Plan	2016

3.3.2 Frequency of meetings

The frequency of the MEMPC meetings will be determined by the committee [*Emergency Management Act 1986*, Section 21(6)]. Currently, the MEMPC meets quarterly; February, May, August and November, each year. All Working Groups will meet as required.

MEMPC members recognise that there may be a requirement for an out of session meeting following an incident, on identification of a significant new risk or a significant change in staff. In the case of a significant event or organisational change, the EMC may call an extraordinary meeting. If there is a requirement to call an out of session meeting the MEMPC can agree if necessary, to hold a teleconference to eliminate the need for all members to travel.

The MEMPC may agree to handle some documentation / issues via the process of email. This decision will be noted in the minutes of the MEMPC and responses will be recorded.

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

- Regional Emergency Management Inspector
- Department of Health & Human Services
- All members of the Committee
- South Gippsland Shire Council or representative

3.3.3 Meeting Schedule

A regional calendar of all scheduled meetings is maintained in Crisisworks. Members can access dates of South Gippsland meetings through this document.

3.3.4 Testing of the MEM Plan / exercises

The plan will be tested annually and in a form determined by the MEMPC. Testing may be in a real situation where the MECC has been opened or in an exercise situation. The plan should be tested after any major amendments to the plan. Exercises should be created giving consideration to all sub-plans of the MEMP. This will ensure that all linkages between the plans are tested. Details of the exercises run by the MEMPC are recorded in the Exercise Management Folder and filed in TRIM.

3.3.5 Municipal Emergency Management Functions

South Gippsland Shire Council accepts responsibility for management of municipal resources and the coordination of community support to counter the effects of an emergency during both the response to and recovery from emergencies.

This includes the management of:

- The provision of emergency relief to combatants where they have exhausted their capacity and affected persons during the response phase.
- The provision of supplementary supply (resources) to control and relief agencies during response and recovery.
- Municipal assistance to agencies during the response to and recovery from emergencies.
- The assessment of the impact of the emergency.
- Recovery activities within the municipality, in consultation with the Department of Health and Human Services.

In order to carry out these management functions, all staff with a role in emergency management will receive appropriate training prior to an emergency and will participate in exercises to ensure they have an understanding of the role and responsibilities they are expected to fulfil in emergency planning, response and recovery. Staff training is recorded on a spreadsheet which is kept in TRIM.

3.4 Crisisworks

Crisisworks (formerly known as MECC Central) is a web based emergency management system used by most Victorian councils for incident management. It is scalable to emergencies of any size, can be used to manage multiple incidents simultaneously and can be accessed from any web enabled device including mobile. The system logs requests and actions, assigns activities, deploys resources and gets real-time updates. The system also registers people and property affected by emergencies and manages post impact and relief and recovery impacts to the built, natural, economic, social and agriculture environment, tracking impacts to put affected people and businesses on the road to recovery.

South Gippsland Shire uses Crisisworks to facilitate enhanced coordination, communication, situational awareness and community engagement across all phases of its emergency management activations.

The use of Crisisworks is an integral to the operation of South Gippsland Shire's MECC giving council staff and agency personnel access 24/7.

3.5 Agency Resources & Escalation Process

This Plan details general arrangements for the management of an emergency at the municipal level and is predicated on the following:

- The responsibility for responding to an emergency lies with the responsible agency' as identified in State Emergency Response Plan and identified as the control agency' in the Emergency Management Manual Victoria (EMMV).
- Control agencies will have response plans and standard operating procedures which underpin this Plan; these will contain resource and contact lists that will enable control agencies to carry out their mandated role in time of emergency.
- Any agency requiring additional support outside their capabilities (including when agency resources are exhausted) should request it through the MERC who, in consultation with Council's Municipal Emergency Resource Officer (MERO), can then determine whether the request can be met locally, and also determine if there is a requirement to activate the Municipal Emergency Coordination Centre (MECC) function to manage resource requests.
- When all locally available resources have been fully committed and there is a requirement for additional resources, the MERC may pass on requests to the Regional Emergency Response Coordinator (RERC) for action.

3.6 Emergency Management Positions – Roles and Responsibilities

Below is a summary of the roles carried out in prevention, response, relief and recovery by key emergency personnel

3.6.1 Municipal Emergency Response Coordinator (MERC)

In addition to its role as control or support agency in certain emergencies, the Victoria Police has the responsibility under the *Emergency Management Act 1986 and 2013* for emergency response co-ordination. Emergency response coordinators are responsible for ensuring the co-ordination of the activities of agencies having roles or responsibilities in response to emergencies, with the exception of emergencies as noted in the EMMV.

The Municipal Emergency Response Coordinator (MERC – VicPol appointee) for South Gippsland Shire is the person appointed by Emergency Response Coordinator or delegate.

The role of the MERC is to:

- Take an active role in planning at a local level including representation on the MEMPC.
- Ensure the Municipal Emergency Resource Officer is activated to provide access to municipal resources.
- Attend the municipal emergency co-ordination centre, if activated.
- Obtain and forward regular advice to the Regional Emergency Response Coordinator of the potential of an emergency which is not under substantial control of the Control agency.
- Advise recovery agencies of the emergency.
- Convene post emergency debriefing conferences as soon as practicable after a local emergency when required.

Any Control Agency requiring municipal support will request that support through the Municipal Emergency Response Coordinator who will pass on all requirements to the Municipal Emergency Resource Officer.

3.6.2 Municipal Emergency Resource Officer (MERO)

The South Gippsland Shire has appointed Council Officers (see **Appendix F (xiv)**) to fulfil the function of Municipal Emergency Resource Officer (MERO) and Deputy MERO pursuant to Section 21(1) of the *Emergency Management Act 1986*.

The role of the MERO is to:

- To be responsible for the co-ordination of Municipal resources in responding to emergencies.
- To provide council resources when requested by emergency services or police during response activities.
- To establish and maintain an effective infrastructure of personnel whereby Municipal resources can be accessed on a 24 hour basis.
- To establish and maintain effective liaison with agencies within or servicing the Municipal district.
- To maintain an effective contact base so municipal resources can be accessed on a 24 hour basis.
- To maintain the Municipal Emergency Co-ordination Centre(s) at a level of preparedness to ensure prompt activation when necessary.
- To facilitate the arrangement of a post emergency debrief if requested by the MERC.
- To ensure procedures and systems are in place to monitor and record all expenditure by the Municipality in relation to emergencies.

3.6.2.1 Municipal Authority

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

3.6.3 Municipal Recovery Manager (MRM)

The South Gippsland Shire has appointed Council Officers (refer **Appendix F (xiv)**) to fulfil the functions of Municipal Recovery Manager (MRM) and Deputy MRM.

The role of the MRM is to:

- Coordinate municipal and community resources within the municipality during relief and recovery.
- Immediately following an emergency, assist with:
 - the collation and evaluation of information gathered in the post impact assessment;
 - the establishment of priorities for the restoration of community services and needs.
- The MRM is to liaise with the appointed MERO for the best use of municipal resources to enable the recovery by individuals or the community from the effects of an emergency.
- Establish an Information and Co-ordination Centre to be located at the Municipal Offices or a location appropriate to the emergency that has occurred.
- Liaise, consult and negotiate on behalf of the affected area with recovery agencies and the municipality.
- Liaise with the Regional Recovery Coordination Group and Department of Health and Human Services.

- Undertake specific recovery activities as determined by the municipality.

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

3.6.4 Deputy MERO and MRM

In the event the MERO and MRM are required to undertake other functions such as planning, meetings or briefing sessions; the Deputy MERO and MRM are maybe to undertake the roles of MERO and MRM. This also includes taking on the primary roles during extended leave periods. The Deputy MERO and/or MRM may also be required to fulfil other functions, for example, facilitate community information sessions, assist operational officers or undertake inspections of the Emergency Relief Centres.

3.6.5 Emergency Management Coordinator (EMC)

The EMC is a senior officer, responsible to the Director of Community Services for the effective management of the Council's emergency management activities. The role of the EMC is to:

- Undertake the role of Executive Officer of the MEMPC;
- Ensure the MEMP is effective and current through facilitation of updates;
- Ensure that municipal resources are utilised effectively in a community emergency, for response and recovery activities;
- Coordinate the emergency management activities of, and liaise closely with the MERO, MRM and MFPO;
- Ensure that a MECC can be activated at short notice in event of an emergency;
- Arrange meetings of the MEMPC or the Emergency Management Group as appropriate during an emergency;
- Maintain effective liaison with all Regional, State or Commonwealth emergency related agencies servicing the municipality;
- Ensure that an effective contact base is maintained so that municipal resources can be accessed on a 24-hour basis;
- Ensure that contractual arrangements with contractors to provide response or recovery support during an emergency are agreed to and documented in advance of such events;
- Ensure that appropriate operating procedures and processes are developed, documented and tested by those required to use them during an emergency, and that suitable training takes place;
- Ensure that appropriate procedures, processes and systems are in place to record and monitor any Council expenditure specifically applicable to an emergency.
- Ensure that applications for expenditures eligible for assistance from State sources are submitted to appropriate agencies;
- Ensure that debriefing sessions are held for any response and recovery operation after an emergency to examine effectiveness of the MEMP, and amend it as necessary.
- For South Gippsland Shire Council, the Emergency Management Coordinator is also the MERO.

3.6.6 Municipal Fire Prevention Officer (MFPO)

The South Gippsland Shire Council has appointed officers to fulfil the functions of Municipal Fire Prevention Officer (MFPO) and Deputy MFPO pursuant to the *Country Fire Authority Act 1958*.

The role of the MFPO is to:

- Undertake and regularly review Council's fire prevention planning and plans, together with the MFMPC.
- Liaise with fire services, brigades, other authorities and councils regarding fire prevention planning and implementation.
- Advise and assist the Municipal Emergency Management Planning Committee and MFMPC on fire prevention and related matters.
- Ensure the MEMPlan contains reference to the Municipal Fire Management Plan.

- Report to Council on fire prevention and related matters.
- Carry out statutory tasks related to fire prevention notices and infringement notices.
- Investigate and act on complaints regarding potential fire hazards.
- Advise, assist and make recommendations to the general public on fire prevention and related matters.
- Issue permits to burn (under Section 38 of the CFA Act).
- Facilitate community fire safety education programs and support Community groups in fire prone areas.
- Support fire services in the delivery of community fire safety education programs.

3.6.7 Emergency Relief Centre Managers

The Emergency Relief Centre Manager is located at an Emergency Relief Centre (ERC) and has responsibility for overseeing daily operations at an activated ERC to ensure the provision of support and essential needs in a safe, appropriate environment for people relocating and seeking shelter in the event of an emergency. South Gippsland Shire Council and the MEMPC have developed a Relief Centre Standard Operating Procedure that defines the roles and responsibilities of the Emergency Relief Centre Manager in more detail. It is recognised that Council will provide sufficient human and physical resources to ensure that the ERC can run effectively for as long as is required.

3.6.8 Council Staff in Functional Areas

A number of Council employees are responsible for specific functional areas and are responsible for emergency planning and response specific to their role and function within Council. These include:

- Environmental Health Coordinator & team
- Municipal Building Surveyor & team
- Manager Operations & team
- Local Laws Coordinator & team
- Manager Customer Relations
- Manager Community Strengthening & team
- Economic Development Coordinator & team
- Finance Officer
- IT Service Desk Officer & team

Council provides an extensive after hours emergency line accessed through the South Gippsland Shire Council number 5662 9200 which includes response to any threatening situations such as tree damage, water on roads and blocked roads. Our Environmental Health team and Building Surveyor provide a response to emergency situations as required.

3.7 Command, Control, Co-ordination (Emergency Response)

The aim of response management is to bring together, in an integrated organisational network, the resources of the many agencies and individuals to take appropriate and timely action. Response management is based on the three key management tasks of command, control and co-ordination. These roles and responsibilities are defined as follows:

3.7.1 Command

Command involves the direction of members and resources of an agency in the performance of that organisation's role and tasks. Authority to command is established in legislation or by agreement within an agency. Command relates to agencies and operates vertically within an agency.

3.7.2 Control

Control involves the overall direction of response activities in an emergency situation. Authority for control is established in legislation or in an emergency response plan, and carries with it the responsibility for tasking

other agencies in accordance with the needs of the situation. Emergency response agencies are designated, in respect of particular types of emergencies, as either control or support agencies. An agency may also be both a control agency and a support agency under different circumstances. Control of emergency operations will at all times remain the responsibility of the Emergency Management Agency, or Organisation, directly responsible for controlling the particular type of emergency. The Controlling Authority is to appoint an Incident Controller who will control the operation. Part 7 of the EMMV contains a table that identifies the control agencies for specific types of emergencies.

3.7.3 Co-ordination (Emergency Response)

Co-ordination involves the bringing together of agencies and elements to ensure effective response to and recovery from emergencies. It is primarily concerned with the systematic acquisition and application of required resources (agencies, personnel and equipment) in accordance with the requirements imposed by emergencies. Co-ordination relates primarily to resources and operates throughout the management of response or recovery activities.

3.7.4 Emergency Management Team (EMT)

The function of the EMT is to support the Incident Controller in determining and implementing appropriate incident management strategies for the emergency. If an emergency requires a response by two or more agencies, the Incident Controller is responsible for forming the EMT.

The EMT consists of the Incident Controller, Support and Recovery functional agency commanders (or their representatives), the Emergency Response Coordinator (or representative), and other specialist persons as required.

For detailed information in relation to roles and responsibilities of the EMT see Part 3 of the Emergency Management Manual Victoria (EMMV) and Practice Note: Emergency Management Team, referenced in Appendix 10, part 8 of the EMMV (available at <http://www.emv.vic.gov.au/procedures/incident-management/>).

3.8 Regional Emergency Response Coordinator

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

3.9 Municipal Emergency Co-ordination Centre (MECC)

The MECC will coordinate the provision of human and material resources within the municipality, during emergencies. It will also maintain an overall view of the operational activities within the Shire, for recording, planning and debrief purposes. The MECC may also become operational during support operations to a neighbouring municipality. Administrative staff for the MECC will be drawn from municipal employees and/or others nominated by the South Gippsland Shire Council. Details on Standard Operating Procedures (SOP's) are detailed in **Appendix B** and copies are held by the MERO, MRM and are available in the MECC.

Provision of MECC functions may, in the first instance, be conducted from an appropriate Police Station. The Municipal Emergency Response Coordinator may request activation of an identified MECC if required.

The *primary* MECC for the South Gippsland Shire Council is:

**Council Chamber,
Leongatha Memorial Hall,
Michael Place, Leongatha.**

The *secondary* MECC for the South Gippsland Shire Council will be the training room at the Shire Depot at 62-80 Yarragon Road, Leongatha.

Standard Operating procedures for use in the MECC are found in the following documents:

- OESC MECC Operation of a Municipal Emergency Coordination Centre
- OESC Supplementary Resources
- MAV Municipal Emergency Management Resource Sharing Protocol

A copy of the MECC Standard Operating Procedures is located adjacent to the MECC with all appropriate equipment for use in the coordination centre. This includes telephone handsets, message pads, fax machine and general office requirements for MECC use. A copy is also available on Crisisworks.

3.10 *Emergency Operations Centre*

A Emergency Operations Centre is established by an agency for the command/control functions within their own agency. The South Gippsland Shire Council may establish an operations centre, if necessary, to control its own resources in an emergency. The South Gippsland Shire Council operations centre would be established at a location separate from the MECC.

3.11 *Debriefing Arrangements*

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

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

3.12 *Financial Considerations*

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

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

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

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

3.13 Public Information and Warning

Emergency warning systems have been established to warn individuals and communities in the event of a major emergency. Although these systems aim to improve the ability to warn communities about emergencies, individuals and communities still need to prepare themselves in case of an emergency. It is important to ensure that public information and warnings are maintained at an optimum level for specific circumstances where community action is necessary, primarily to protect lives, and also for the protection of property and environment.

The Control Agency has the responsibility to issue warnings to the potentially affected communities and other agencies. Where this is not practicable, the Incident Controller must notify the Emergency Response Coordinator, who in turn will facilitate the issuing of warnings.

3.13.1 Public Information for Prevention and Preparedness

Information released to the public on behalf of South Gippsland Shire will be to educate and assist the community to prepare for emergencies. This information should be approved by the MEMPC if it is not taken from an existing education program. The information is provided to enable the public to take reasonable measures to prevent or lessen the potential effects of emergencies and to cope during the impact phase of an emergency.

3.13.2 Response Phase

Releasing information is normally the responsibility of the Municipal Emergency Response Coordinator in conjunction with the Control Agency. General information released by the Municipality must be approved by the MERO or Chief Executive Officer.

Information can be categorised under the following headings:

- *Pre impact:* To enable the public to take reasonable measures to prevent, or lessen the potential effects of emergencies and to cope during the impact phase of an emergency.
- *During impact:* To produce suitable news releases through the media concerning the effects of the emergency and what action can be taken by the public.
- *Post impact:* To maintain the crucial information flow to those in need of assistance and direction.

3.13.3 Recovery Process

Releasing information will be the responsibility of South Gippsland Shire in liaison with the Department of Health & Human Services.

3.13.4 Information Dissemination

Immediate use of the media and the internet will be made to avoid phone congestion. The public should be advised to direct calls to appropriate agencies and centres with adequate facilities, staff and knowledge to answer questions or disseminate information. Police Emergency Information Line (PEIL) should be used if possible. The PEIL number is 1800 444 343 for country callers.

The "Standard Emergency Warning Signal" may be used to alert the public to an actual or impending emergency or maintain the dissemination of public information. Authority to use the signal over electronic media must be given by the Incident Controller.

3.13.4.1 Methods of Disemmination

All methods of disseminating information will be considered but are not limited to:

- Victorian Bushfire Information Line (VBIL)
- Emergency Vic Website
- CFA & DELWP Websites
- Bureau of Meteorology (BoM)
- Radio Stations, both ABC Gippsland and local commercial
- Television
- Police Emergency Information Line
- Local Telephone Information Lines
- Council's Web Site
- Newspapers
- Ethnic group's radio stations and newspapers
- Community Newsletters
- Information Centres ("One Stop Shops")
- Manual door knock of each residence
- Community Notice Boards
- T.V. displays at information Centres
- Social Media such as Facebook or Twitter

3.13.5 Disabled or CALD Persons

Special considerations need to be given to warning disabled and CALD groups. In the case where information or communication is required with persons unable to speak English an interpreter service such as the Telephone Interpreter Service may be able to assist. The New Hope Foundation (NHF) has been providing settlement, welfare, advocacy and individual support and referral services for migrants, refugees and culturally and linguistically diverse (CALD) clients and will provide assistance in contacting and providing culturally targeted communication in an emergency.

All agency representatives dealing with this situation should carry a Language Identification Card which can be used to establish the language in question. Copies of this card are available from the Australian Government Department of Immigration and Border Protection and the Shire of South Gippsland offices (**Appendix G**).

Vision Australia provides support services to people who are blind or have low vision. Resources and information are available from Vision Australia (1300 84 74 66) to assist with alternative format publications; <http://www.visionaustralia.org.au/info.aspx?page=740>

Vic Deaf (1300 302 031) provides support services for people who are deaf or hard of hearing including interpreting and case management. Detailed information is available from the Vic Deaf website, <http://www.vicdeaf.com.au/> Calls to deaf or hearing impaired individuals can also be made via National Relay Service on 133 677.

South Gippsland Shire has developed a Vulnerable Persons register, this will provide contact information for identified Vulnerable Persons within the community and the details of agencies that deal with Vulnerable Persons. Access to this information is restricted to the MERC, MERO, MRM and Deputies.

3.13.6 Warnings

Warnings should be used under specific circumstances where community action is necessary primarily to protect lives, and also for the protection of property or the environment. The warning arrangements are set out in the Victorian Warning Protocol – referenced in Part 8 Appendix 10 of the EMMV.

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

For all other emergencies the control agency should issue warnings and provide information to the community.

3.13.6.1 Content and format of warnings

Warning systems vary and might include, but are not limited to:

- agency websites
- radio and television
- voice and SMS phone messaging through the use of Emergency Alert (EA)
- emails
- verbal messages
- sirens
- social media and/or social networking web sites

Agencies should, as far as possible, inform the community regarding warning systems and procedures likely to be used during an emergency. Warnings will be most effective, and reach the most people, when a combination of warning systems is used. This is critical as people often rely on one information medium.

3.13.7 Information Resources

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

- Electronic Media
- Police Media Liaison
- Literature/Brochure Information
- Print Media
- Internet

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

3.13.8 Public Information Centre

If required, a public and media information centre will be established. The South Gippsland Shire Council shall appoint a Media Liaison Officer.

3.14 Compensation for Registered Volunteer Emergency Workers

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

The management of spontaneous volunteers is coordinated by South Gippsland service clubs (Part 6 of the MEMPlan).

3.15 Resource Sharing Protocols

South Gippsland Shire is a signatory to the Municipal Association of Victoria's (MAV) Protocol for Inter-Council Emergency Management Resource Sharing (**Appendix N**) which is promoted across Victoria and has been signed by neighbouring municipalities.

The purpose of the Protocol is to ensure a formal agreement is documented for utilisation of resources which do not fall under the control of South Gippsland Shire Council but are supplied from neighbouring municipalities, and may be used for emergency prevention, response and recovery activities.

Part 4 – Prevention / Mitigation Arrangements

4.1 Introduction

The underlying guiding principle which drives risk mitigation at all levels is the protection and preservation of life, property and the environment. The process used is emergency risk management. This process aims to reduce risks within a community. This can be done by identifying the risks that a community faces, assessing the vulnerability of the community to those risks and providing options to reduce or eliminate the risks.

The emergency response, relief and recovery agencies that operate within South Gippsland Shire recognise they have a key role in risk management - prevention and mitigation - activities to reduce the risk, or minimise the effects, of emergencies that may occur in the Shire.

To complement the emergency risk management process the MEMPC is tasked with carrying out risk assessment reviews to identify existing and potential risks. An 'all hazards' approach is used to ensure all potential hazards are identified.

A community emergency risk management review based on Australian/New Zealand Standard ISO 31000:2009 *Risk Management – Principles and Guidelines* is undertaken with input requested of all the MEMPC membership annually via the Risk Working Group. It addresses context, community profile, vulnerable elements, risk identification, analysis and rating, culminating with a range of suggested treatment/control options for each risk. The process is fully documented and the recommended control options are presented to the responsible agencies for consideration and action.

The outcome of this process, the development of risk reduction strategies that enhance personal safety and security within the South Gippsland Shire, form part of this plan and can be found in **Appendix E: CERA Risk Analysis and Risk Assessment Tool VIC Version 7.6**.

4.2 The Role of the Municipality

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

4.3 Risk Assessment

The process used in the development of this plan is the Community Emergency Risk Assessment Tool (CERA), based on ISO 31000, a global risk management standard.

CERA is designed to take an "all hazards approach" and to focus on those emergency risks that have the most significant potential to impact the community and where the MEMPC can play a practical and impactful role in better mitigating the risk and/or monitoring the controls in place to address them. The intended outcome of this process is the development of risk reduction strategies that enhance personal safety and security within the South Gippsland Shire.

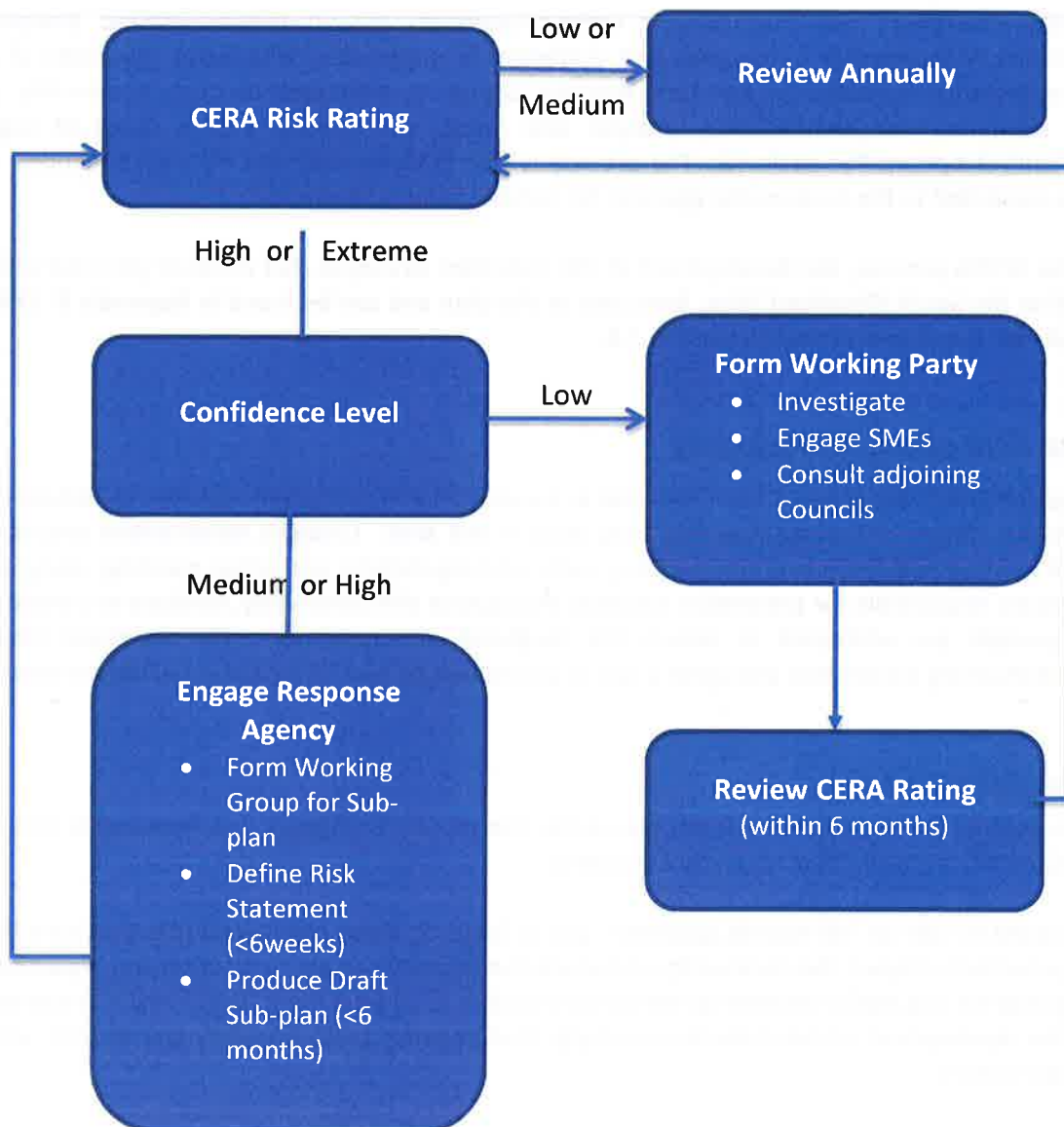
The CERA approach combines hazard information and intelligence from a number of sources, including subject matter experts and the community, to gain a clear understanding of the elements that define 'risk' within a specific area. (Refer to **Appendix E: CERA 'Informing Emergency Management Planning Participant Workbook Version 2.0)**.

The CERA program generates an overall risk rating low through to extreme and a risk confidence level of low to high.

4.3.1 Development of Sub-plans

Any risk which receives a High or above rating should have a response Sub plan developed in a timely manner. The process for the addition of a new response sub plan will be as follows. All sub plans will be reviewed every three years.

The cyclic review of the risk management process will result in a report provided to the MEMPC meeting identifying any adjustments and will be used by the Committee to identify if any amendments or updates required to the MEMP.



South Gippsland Municipal Emergency Management Plan (MEMP) 2015 - 2018

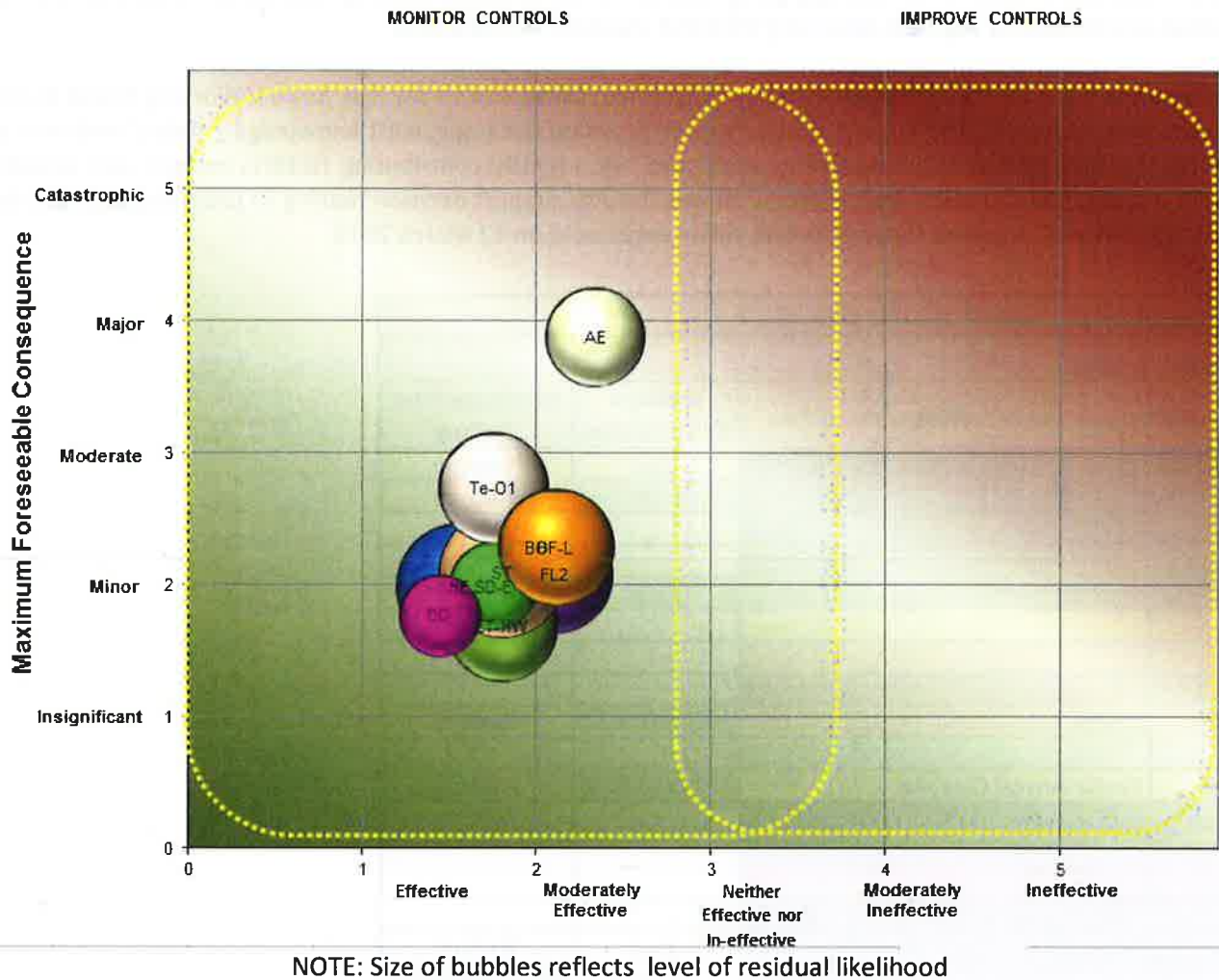
Risk Review

Early in 2015, the MEMPC risk working group was convened to review existing risks identified by previous risk reviews and to identify any new risks using the CERA standard list of hazards.

Ten hazards were identified for review which were then presented to the Risk Review Working Group by the subject matter expert. The subject matter expert provided their specialist knowledge / data / evidence to inform the Risk Review Working Group about the risk, identify contributing factors, impacts and possible improvement opportunities. This information was used to support decision making to prioritise and rank the risks. The MEMPC adopted these priorities via an email vote on 12 March 2015.

South Gippsland Shire Council			
4 March 2015			
Code	Risk	Ratings Confidence	Residual Risk Rating
FL2	Flood - Major	Med	Medium
HE	Human Epidemic / Pandemic	High	Medium
ET-HW	Extreme Temperatures - Heatwave	High	Medium
ST	Storm	High	Medium
AE	Exotic Animal Disease	High	Medium
SD-E	Service Disruption - Electricity	Med	Medium
BC	Bombing / Explosion	Med	Low
Te-01	Fire Structural	High	Medium
BF-L	Bush fire - large regional	High	Medium
CO	Food / Water Supply Contamination	High	Low

Community Emergency Risk Assessment (CERA) Heat Map



The completed CERA Risk Workbook file is located in **Appendix E** and is also located in Crisisworks.

4.3.2 Treatment plans

The following treatment plans have been developed in relation to several of these identified hazards or sources of risk.

- South Gippsland Municipal Flood Emergency Plan - VicSES
- South Gippsland Municipal Fire Management Plan - CFA
- South Gippsland Pandemic Plan - South Gippsland Shire
- South Gippsland Heatwave Plan - South Gippsland Shire
- Tarwin Lower Local Flood Guide - VicSES
- CFA Community Information Guides (Bushfire) for:
 - Cherry Tree Road and McDonalds Track, Nyora
 - Mirboo North
 - Walkerville
 - Waratah Bay
 - Sandy Point
 - Venus Bay
 - Koonwarra

NOTE: TRIM References can be accessed via South Gippsland Shire Council office.

To ensure preparedness in relation to the identified hazards in South Gippsland the following plans, works and activities are in place to reduce the impact of, and prepare for, emergency situations these hazards may cause for residents and visitors of South Gippsland Shire.

- South Gippsland Shire Council Business Continuity Plan
- South Gippsland Shire MECC Operating Procedures
- Gippsland Emergency Relief Centre Standard Operating Procedures
- South Gippsland Natural Reserve Fire Management Plans
- South Gippsland Municipal Public Health and Wellbeing Plan - Includes treatment strategies for health related risks
- South Gippsland Emergency Animal Welfare Plan

4.4 Community Awareness

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

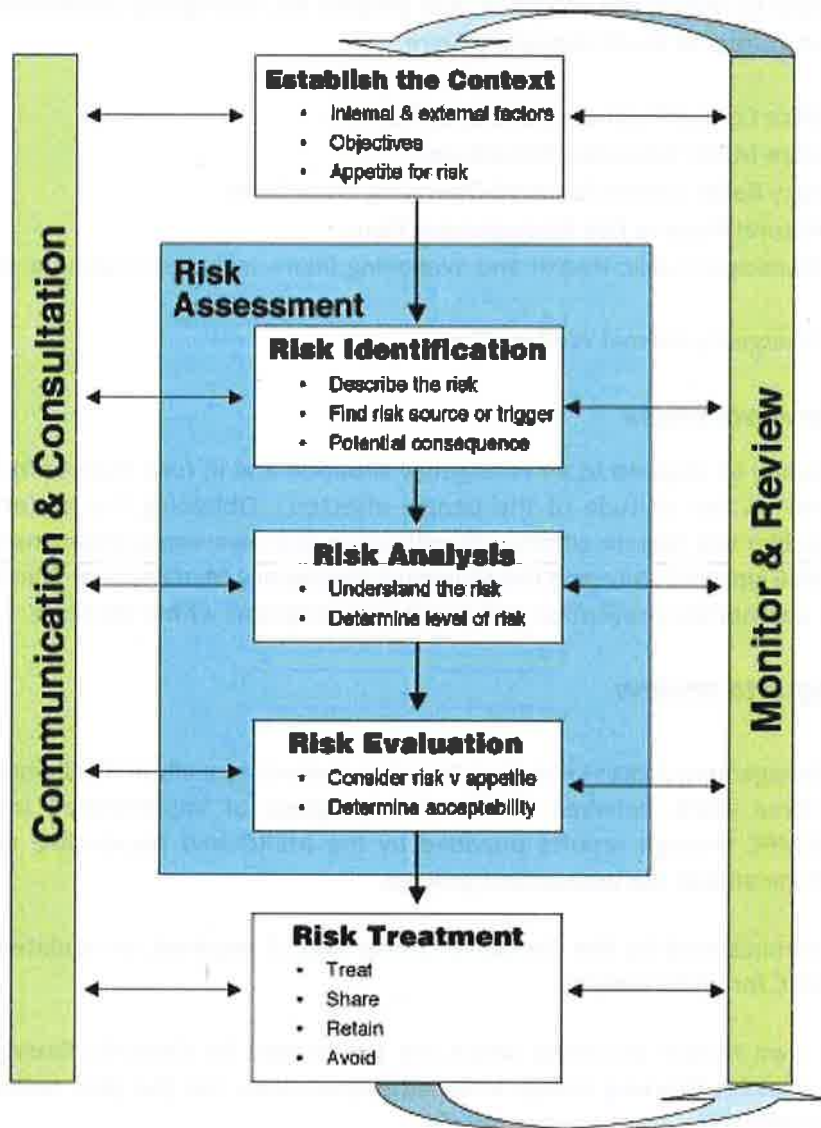
4.5 Monitoring and review

The Emergency Risk Management Process is subject to minor reviews annually and will undergo a major review at least once every three years, between audits. The progress of implemented treatment options is monitored by the MEMPC through reports provided by the MERO and responsible agencies at MEMPC meetings and through the annual risk assessment process.

This process will be administered by the Executive Officer and, if required, an updated draft plan will be presented to the MEMPC for endorsement.

Sub plans have their own review processes which are undertaken by Council's Emergency Management Coordinator and the relevant Working Group assigned responsibility for the plan review (refer to section 3.3.1 on timeframe for MEMPlan and Subplans review).

RISK MANAGEMENT PROCESS



Part 5 - Response Management Principles

5.1 Introduction

The Emergency Response concept provides the mechanism for the build up of appropriate resources to cope with emergencies throughout the State. It also provides for requests for physical assistance from the Commonwealth when State resources have been exhausted.

Most incidents are of local concern and can be co-ordinated from local Municipal resources. However, when local resources are exhausted, Emergency Response provides for further resources to be made available, such as from neighbouring Municipalities (on a Regional basis) and then, secondly on a state-wide basis.

Municipal emergency response is coordinated from the MECC. The primary role of these facilities is to provide a coordinated approach to emergency response, relief and recovery. Requests for Relief and Recovery Centres are directed to the MECC to provide support to affected communities.

5.1.1. Municipal Emergency Coordination Centre (MECC)

The primary role of the MECC is to coordinate the provision of human and material resources within the municipality during emergencies. It will also maintain an overall view of the operational activities within this Plan's area of responsibility, for record, planning and debrief purposes. The MECC may also become operational during support operations to a neighbouring municipality. Administrative staff for the MECC will be drawn from municipal employees, and in the event that the scale of an emergency requires the MECC to be open for a protracted period of time, staff from other municipalities may be utilised.

Provision of the MECC functions may in the first instance be conducted from an appropriate Police Station or as a 'Virtual MECC' by staff remotely accessing Crisisworks. In the event of a large scale emergency the MERC may request activation of the MECC. The MECC can only be activated at the request of the MERC in consultation with the MERO and the MRM. See **Appendix B** for practice notes and operational procedures.

5.1.2 Resource Lists/Activation

Councils current resource lists are managed by Councils MERO and are located in the contacts list in Crisisworks at **Appendix F (xv)**.

Non Council owned and controlled resource lists are also located within this appendix. South Gippsland Shire Council has an extensive list of contracted suppliers identified and managed by our procurement department (**Appendix F (xvi)**). The South Gippsland Shire MERO/Deputy MERO's are responsible for activating the response of all resources for an emergency when requested through the appropriate channels for prevention, response, relief and recovery within South Gippsland Shire.

Upon request by an appropriate Incident Controller the South Gippsland MERO will contact the on call depot officer or the relevant council manager to obtain the resources as required.

For non-council owned resources the South Gippsland MERO/ Deputy MERO's will contact the appropriate council supplier through the identified contractors listing saved in Crisisworks.

- Upon request of a resource, council owned or non-council owned the MERO will log this request in Crisisworks
- The MERO will access the appropriate council resource to comply with this request.
- If council does not have the appropriate resources to assist with this request then the MERO will access the contractor resource list to engage the appropriate contractor to assist in fulfilling this request.

- The MERO needs to identify the following information for the contractor so that any request can be complied with:
 - Resource requirement
 - Intended use of resource
 - Location of resource
 - Time resource is required to be on site or estimated time of arrival
 - Duration of use of resource
 - Person who will be responsible for direction of use or management of resource.
 - Safety requirements
 - Responsible funding agency

Where council is unable to provide any resources as requested this will then be escalated through the MERO to the MERC who in turn will escalate this to the regional level and further through to the state as per the state arrangements.

5.2 Phases of Activation

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

5.2.1 Alert

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

- Warning for key personnel;
- Testing of communications arrangements;
- Establish flow of information between Municipality and Control/Support Agencies.

5.2.2 Standby

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

- Staffing of respective Emergency Centres;
- Prepare equipment and personnel for immediate action;
- Identify assembly areas.

5.2.3 Action

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

Some of the activities that should be considered in this phase are:

- Mobilise personnel/equipment as requested;
- Produce situation reports on regular basis for higher authorities;
- Deploy additional resources as required;
- Ensure volunteer emergency workers are registered.

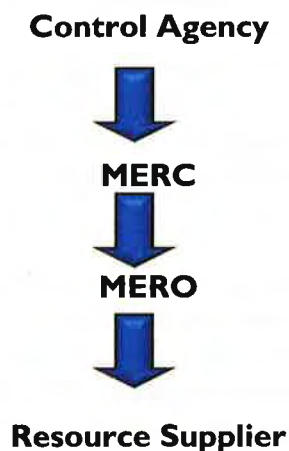
5.2.4 Scaling Down

The process for transition from response to recovery will commence after consultation between the Control Agency, other relevant agencies, MERC, MERO and MRM once the threat of the emergency has passed, recovery is the main focus and response is scaling down (Refer 6.12).

5.2.5 Activation Procedure

In the first instance, the control agency will feed in to the MERC that there is a requirement for additional resources. The MERC will contact the MERO. At the municipal level, resources owned or under the control of Council may be used to supplement those of the control and support agencies.

Resource Request Flow



The South Gippsland Shire Council 24 hour number 5662 9200 also provides access to the MERO to initiate Municipal Emergency Management Plan Response arrangements as required.

The activation level is dependent upon the scale of the emergency and is determined by the EMCG (MERC, MERO & MRM).

Level 1 - Small Scale Incidents (less than 24hr impact)

A small scale emergency that can be resolved through the use of local or initial response resources. The MECC might not necessarily be activated with the MERC and MERO in close communication at all times. Consequently the MERC and MERO will undertake the planning and logistics functions concurrently and will activate the MRM as required to provide relief and recovery support if required (Virtual MECC). They will also monitor the emergency and its impact on the area, the community, the weather, and other elements/variables that might lead to a higher level of activation.

Level 2 - Medium Scale Incidents

A medium scale emergency and is more complex in size, resources or risk. The MECC will be activated with the function being the deployment of resources beyond initial response, and multi-agency representation in the MECC and the establishment of ERC(s). The emergency may potentially require forward planning to address response issues, and for recovery during the response phase.

Level 3 - Large Scale Incidents

A large scale emergency is characterised by levels of complexity that require the activation and establishment of all MECC functions plus ERC(s) and an Emergency Call Centre (if required). This level of emergency will require forward planning as the emergency continues and will specifically require recovery planning during the early stages of the response phase of the emergency.

These descriptions are in line with the Australasian Inter Service Incident Management System (AIIMS) Classification of incidents. Further information on accessing supplementary supplies can be found in *Practice Note - Sourcing Supplementary Emergency Response Resources from Municipal Councils*.

5.3 Evacuation

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

Where people are at immediate risk from an emergency or hazard incident, they should evacuate upon recommendation being provided by the Incident Controller. In making this decision the Incident Controller should, if time permits, consult with Victoria Police and consider other expert advice. Examples of events that may require immediate evacuation include fire, floods, hazardous materials accidents/incidents, air crash or earthquake. In some life threatening circumstances, and in an effort to preserve life, this decision to evacuate may be made by any agency representative and in the circumstances, the Incident Controller must be notified of the decision as soon as possible.

Consideration must be given to the area which is to be evacuated, the route to be followed, the means of transport and the location to which evacuees will be asked to attend. Once the decision to evacuate has been made the MERC, MERO and MRM should be contacted to assist in the implementation of the evacuation and to consider the requirement to establish ERCs. Further information on evacuation can be found in Part 3 of the EMMV and the *Evacuation Guidelines* in Part 8 Appendix 9 of the EMMV (available at <http://www.emv.vic.gov.au/policies/emmv/>). This includes further considerations for vulnerable people.

5.3.1 Warning Systems

The method of alerting people to the need for evacuation will depend on a number of factors. Consideration will be given to:

- the type of emergency;
- the number of people affected;
- the ethnic origins of the affected people; and
- the requirements of any special needs group.

(Refer to Section 3.20)

5.3.2 Neighbourhood Safer Places and Fire Refuges

Neighbourhood Safer Places – Places of Last Resort

Neighbourhood Safer Places - Places of Last Resort (NSPs) are not part of any shelter in place or evacuation strategies. They are places of last resort; (where other plans have failed or cannot be followed) where a person's prospects of survival may be better than other places, but cannot be guaranteed.

NSPs are identified buildings or spaces within the community that may afford some protection from radiant heat, the biggest killer during bushfire. They are designated and signposted by Council and meet guidelines issued by the Country Fire Authority and the criteria of the South Gippsland Shire Municipal Neighbourhood Safer Places Plan (**Appendix L**).

In South Gippsland Shire the following location has been certified by CFA and designated by Council as a Neighbourhood Safer Place - Place of Last Resort:

Sandy Point Community Centre, 7 Church Parade (cnr of Ocean View Parade and located within the T P Taylor Reserve), Sandy Point, 3959.

Municipal Neighbourhood Safer Places Plan has been developed for this site. The Sandy Point NSP Standard Operations Procedure (**Appendix L**) is contained in Crisisworks (secured copy, not available to the public).

Fire Refuges

There are no designated fire refuges in South Gippsland Shire.

5.4 Planning for cross boundary events

Planning for both response and recovery at the regional level is required because many emergencies traverse municipal boundaries, and because many services provided by State government agencies are administered and delivered at a regional level.

At a local level, communication of identified risks across municipal boundaries take place through provision of MEMP plans to municipalities that border South Gippsland Shire. Every opportunity is taken to include bordering shires with MEMP exercises and to contact those municipalities if new risks are identified that may impact them. South Gippsland actively participates in the Regional Emergency Management Planning Committee (REMPC).

5.5 Resource sharing protocols

South Gippsland Shire Council is a signatory to the Protocol for Inter-Council Emergency Management Resource Sharing. The purpose of this protocol is to provide an agreed position between councils for the provision of inter-council assistance for response and recovery activities during an emergency. This protocol details the process for initiating requests for resources from another council and identifies associated operational and administrative requirements.

This protocol applies to requests for human resources, equipment and/or facilities in relation to response or recovery activities associated with an emergency. Duties undertaken by council staff seconded to another council for assisting with response and recovery operations will be within the scope of Council's emergency management responsibilities as set out in Part 6 of the EMMV.

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

Such requests may be oral or in writing, however oral requests must be confirmed in writing as soon as is practicable and in most cases will be logged at the Municipal Emergency Coordination Centre (MECC). Requests for assistance should include the following information:

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

The Municipal Emergency Response Coordinator (MERC) or Regional Emergency Response Coordinator (RERC) should be contacted before the resources are moved. Where additional resources are required for Relief and Recovery, request for resources will be escalated to the Regional Recovery Coordinator.

Requests for resources should be logged in the Municipal Emergency Coordination Centre (MECC) using Crisisworks.

It is anticipated that a requesting council will initially seek assistance from surrounding councils. This will reduce travel times and expenses for assisting councils to respond and return. Detailed information is provided in the MAV Resource Sharing Protocol which is held by the MERO and MRM.

5.6 Response / Recovery Transition

It is essential to ensure a smooth transition from the response phase to the recovery process, in any emergency at municipal level. While it is recognised that recovery activities will have commenced shortly after impact, there will be a cessation of response activities and a hand over to recovery agencies (refer to 6.12). The early involvement of the MRM or a Deputy in the initial emergency stages will ensure a smooth transition of ongoing activities from response to recovery.

To assist emergency management agencies involved in response and recovery to achieve a seamless transition of information, resources, management and coordination of activities, an agreement for transition of coordination arrangements from response to recovery has been developed and is available in Crisisworks and as **Appendix C**.

Accounts and financial commitments made during the response phase are the responsibility of the Municipal Emergency Resource Officer through the Municipal Emergency Management Plan arrangements.

5.6.1 Termination of Response and Handover of Facilities & Goods

When response activities are nearing completion the Municipal Emergency Response Coordinator in conjunction with the Control Agency will call together relevant relief and recovery agencies including the MERO and the MRM, to consult and agree on the timing and process of the response stand down.

In some circumstances, it may be appropriate for certain facilities and goods obtained under Emergency Management arrangements during response to be utilised in recovery activities. There may be an actual handover to the Recovery Manager of response facilities and/or goods to be utilised in recovery activities. This handover will occur only after agreement has been reached, and after any necessary documentation has been completed to the mutual satisfaction of the Response and Recovery Coordinators.

Resources acquired for the response, which are not required for recovery, remain under the control of the requesting response agency. That agency is responsible for their return or disposal. Payment for goods and services used in the Recovery process is coordinated by the Municipal Recovery Manager.

It should be recognised that MECC functionality may continue for some time during the Recovery Phase dependant on the scale of the event. Refer to Part 6.12 for further information.

Part 6 – Relief and Recovery Arrangements

Introduction

This section of the Municipal Emergency Management Plan (MEMP) specifically addresses the relief and recovery issues and management arrangements that are likely to arise within the municipality resulting from an emergency.

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

South Gippsland Shire Council (Council) assisted by other organisations and with the support of the Department of Health & Human Services (DHHS) as the organisation responsible for relief coordination at the regional and state level, is responsible for implementing emergency relief measures and coordinating local recovery.

The definition and purpose of relief and recovery is as follows:

Emergency Relief is the provision of essential needs to people and communities during and in the immediate aftermath of an emergency. Essential needs relates to immediate shelter, life support and personal needs.

Recovery is defined as assisting people and communities affected by an emergency to achieve an effective level of functioning. It is a coordinated process to support the community towards managing its own recovery.

Recovery activities should commence as soon as possible after an emergency begins. Waiting for response activities to scale down or stop before starting recovery activities can make problems worse.

Key references to this section of the MEMP:

- Emergency Management Act 1986
- Emergency Management Act 2013
- Emergency Management Manual Victoria (EMMV Part 4)
- Regional Recovery Plan – Gippsland
- Gippsland Emergency Relief Centre Standard Operation Procedures
- The Emergency Relief Handbook 2013

Emergency Management Victoria – Disaster Recovery Toolkit for Local Government

6.1 Relief and Recovery Management Principles

These are the principles of relief and recovery that have been agreed to through the development of this plan:

- Management and service provision will be devolved as much as possible to the local level. State and regional recovery strategies, services and resources will supplement and complement municipal initiatives rather than replace local endeavours.
- The emergency relief and recovery function and roles along with the nominated agencies responsible at the local level will be designated in this plan.

- Emphasis will be given to supporting and maintaining the identity, dignity and autonomy of affected individuals, families and the community.
- Management of relief and recovery will occur in the context of clear and agreed arrangements and involve processes of consultation and co-operation through established communication channels.
- Where possible, the normal municipal management and administrative structures and practices will be used ensuring that these structures and practices will be responsive to the special needs and circumstances of the affected community.
- Relief and Recovery information and services need to be readily accessible to affected individuals, families and communities and responsive to their needs and expectations.
- Relief and Recovery from emergencies is best achieved where the process begins with the commencement of the impact of the emergency.

6.2 Relief and Recovery Management Arrangements

6.2.1 Municipal Recovery Manager

The Municipal Recovery Manager (MRM) is a selected staff member of Council. Currently the MRM function is appointed to the Grants Officer. The MRM coordinates relief and recovery operations at municipal level and activates municipal agencies and resources and is required to take an active role in emergency planning as an emergency continues. The MRM may delegate duties to provide for effective management of recovery functions.

The MRM is assisted by three designated Deputy MRMs who are also Council staff members. The Deputy MRMs will assume the role of MRM in the absence of the MRM. The appointed Deputy MRMs are:

- Manager Customer Relations
- Manager Aged & Disability Services
- Site Co-Ordinator Coal Creek Community Park & Museum

Contact details for the MRM and Deputy MRMs is located in ***Crisisworks*** and **Appendix F**

6.2.2 South Gippsland Shire Council Allocation of Staff Resources for Relief and Recovery

Council will arrange for staff to fill relevant relief and recovery positions to ensure that there is a timely response to the needs of the community. The types of positions filled and level of involvement with the relief and recovery process will depend on the scale of the emergency and relief and recovery requirements identified. Wherever possible, these roles will link with staff members normal roles at Council i.e. Community Strengthening, Economic Development and Local Laws.

As a minimum Council is required to appoint and/or nominate the staff resources to adequately meet the relief and recovery arrangements. In addition, the nominated staff will be required to undertake, as the basic minimum training, an Introduction to Emergency Management Course. Further, more specific training is recommended in the operations of relief and recovery management and centre operations offered by Department of Health and Human Services. A corporate emergency management training budget has been allocated for employees to assist with identified training etc.

The MRM and deputy MRMs are required to be available and contactable and at least one on call at all times (24/7). It is a further expectation that all nominated relief and recovery staff will be available to work shift work out of normal business hours i.e. establishment of a MECC and/or Emergency Relief Centre.

Appointment, recognition and remuneration of Council staff to emergency management positions and responsibilities are a matter for internal Council policy development and do not form a part of this plan.

However, Council has developed a Learning and Development Policy with the objective to create a workforce with the necessary skills, qualifications and expertise to undertake the roles, functions and responsibilities required to provide best practice, compliant and effective and efficient service standards.

Business continuity planning has been completed that will support the MRM and key relief and recovery staff if they have to be moved off-line from their substantive duties to concentrate on relief and recovery coordination.

A list of Council staff appointed to specific Relief and Recovery roles is located in *Crisisworks and Appendix F*

6.2.3 Role of the Department of Health & Human Services in relief and recovery

Under the State Emergency Relief and Recovery Plan the DHHS is responsible for facilitating and coordinating the overall planning and coordinating management of recovery activities at the State and, regional levels, as delegated by the Emergency Management Commissioner.

Its role as facilitator and coordinator does not extend to the Department of Health & Human Services assuming responsibility for or exercising authority over other agencies or municipal authorities in the way recovery functions are carried out.

The DHHS assumes a coordination role of facilitation in developing a coordinated response when the event is of a magnitude that is beyond the resources of the municipality, affects multiple municipalities in a region or across the state, or when the incident affects only a small number of people but the affected population is dispersed across a region or state.

During recovery, reference should be made to the DHHS Regional Recovery Plan - Gippsland Region for regional level processes to be followed. This plan sets out the roles and responsibilities of DHHS - Gippsland Region and other regional authorities and organisations involved in the provision of regional emergency recovery services and suggested activity timelines.

6.3 Municipal Relief and Recovery Working Group

A Municipal Relief and Recovery Working Group (MRRWG) may be established by the MRM to oversee the local relief and recovery process, develop a Post Incident Recovery Plan (refer 6.13) and only activated following an emergency as required.

The membership of the MRRWG will be dependent on the nature of the emergency and impacts on the community. The group will be chaired by the MRM, with representation consisting of key relief and recovery agencies from the Municipal Emergency Management Planning Committee (MEMPC), Council staff and other primary service providers as identified. The MRRWG will report to the MEMPC via the MRM. The MRRWG will disband when the need is no longer apparent.

6.3.1 Municipal Relief and Recovery Working Group Function

The role of the MRRWG is to provide a local focus for the coordination of relief and recovery activities through collaboration between Council, related agencies, state government departments and utilities, thereby supporting relief and recovery actions in affected communities.

Objectives:

- Facilitate effective communication and positive stakeholder relationships.
- Undertake an assessment of incident impacts on the affected community.
- Fulfil the general principles for relief and recovery articulated in the Gippsland Regional Recovery Plan and relevant guidelines issued by the State.
- Coordinate the development of a post incident recovery plan.
- Report on post incident relief and recovery operations, debriefs, reviews and evaluations to the MEMPC and Regional Recovery Committee.
- Consider the establishment Recovery Centre and Community Recovery Committee.

A generic Terms of Reference for the MRRWG is located in **Crisisworks**

6.4 Activation

The Incident Controllers are primarily responsible for determining the need to activate emergency relief services and will notify the Municipal Emergency Response Coordinator (MERC), Municipal Emergency Resource Officer (MERO) or MRM.

The MRM is to initiate relief and recovery or preparation activities as documented in this section of the plan when required or after an emergency occurs, or in anticipation of advanced notice of an impending event is known.

On receiving advice of the potential need for relief and recovery services, the MRM will activate the MRRWG to ensure that services and activities are provided in a coordinated manner. Key Council relief and recovery staff will be notified in the event of emergency and where possible put on standby if there is advance warning of a potential or imminent threat e.g. Code Red Day.

Council's 24 hour number 5662 9200 is a single point of notification for the relief and initial recovery process or until such time as relief and recovery centres are established. Council's customer service representatives will be briefed on where calls and queries should be directed.

Circumstances when a Regional Recovery Coordinator (DHHS) may be required to inform the MRM of the need for relief and recovery activities may include those where:

- the event has occurred outside the municipal district
- the response to the event is small scale, but the potential impacts are large
- there has been no need to activate local resources during the response to the event.

The relief and recovery plan may be implemented in support of events where no response activities were required such as an overseas emergency.

6.4.1 Single Incident Notifications

In the event of a single incident emergency which displaces a resident from their home, the Incident Controller is responsible for notifying the MRM via Council's phone number 5662 9200 (24/7). For example; house fire, storm damage, flood damage and structural damage. It is the responsibility of each response agency to ensure this process is conveyed to all ICs and complied with.

6.5 Implementation

The organisations listed in the Relief and Recovery Services and Providers section of this document (refer 6.7) have agreed to provide services or coordinate a function in a particular area. Access to these services will be provided by the MRM based on available information.

Coordinators of relief and recovery services shall maintain their own resource list which can be used during an emergency. Council shall maintain a contacts/resource directory of service providers of relief and recovery functions as detailed in this plan which is located in Crisisworks and **Appendix F**.

During the response phase of an emergency, activities will reach a stage where a formal handover of the coordination of activities and resources from the MERC to the MRM will be required. To ensure efficient transition at this stage, the process will be conducted in accordance with the response/recovery transition element of this plan.

6.6 Functional Areas of Recovery/ Recovery Environment

The municipal relief and recovery planning process is structured to address key services/activities within the five recovery environments as identified in the State Recovery Plan. These include:

- Social environment – the emotional, social, spiritual, financial and physical wellbeing of individuals and communities;
- Economic environment – the revitalisation of the economy of the community to ensure as far as possible that the wellbeing of a community is increased;
- Built environment – the restoration of essential and community infrastructure;
- Natural environment – the rehabilitation of the environment;
- Agricultural environment – impacts on the welfare of livestock, companion animals and wildlife, and the loss and damage suffered by primary providers.

Each of these areas overlaps considerably and requires coordination and collaboration to address issues arising from an emergency. Recovery from emergencies is a developmental process to manage the re-establishment of those elements of society necessary for their wellbeing.

6.7 Relief and Recovery Services and Providers

Relief and recovery operations involve cooperation between all levels of government, non-government organisations, community agencies, the private sector and affected communities. Management processes have been developed with relevant identified agencies and Council staff using the five key recovery environments.

This is a defined arrangement between agencies and organisations to coordinate access to relief and recovery services and provides for a planned and coordinated set of arrangements that have been endorsed by local relief and recovery agencies, Council and the MEMPC to ensure relief and recovery tasks are met satisfactorily.

The process for review of these arrangements is through discussions at MEMPC meetings, exercises and through regular review of the standard operating procedures.

6.7.1 Immediate Relief and Recovery Arrangements

The primary needs of people affected by an emergency are safety, shelter, clothing, food, medical attention and personal support. These basic needs must be provided with urgency and given a high priority. The MRM in conjunction with the MRRWG will coordinate these arrangements.

The following table is an overview of the details of relief and initial recovery services and providers. Where possible, an external agency will be sought to coordinate the service provision that has the required skills, processes and contacts.

Type of Service	Primary Source Providers/ Coordinated by	Details
Community Information	<ul style="list-style-type: none"> South Gippsland Shire Council (Council) Control Agency 	Coordinate and provide accurate information to the public and media during and after an emergency
Reconnecting families and friends (registration)	<ul style="list-style-type: none"> Victoria Police Red Cross 	Register. Find. Reunite
Psychosocial / Personal support	<ul style="list-style-type: none"> Victorian Council of Churches (VCC) Red Cross 	Coordinate provision of initial personal support
Emergency Financial Assistance	<ul style="list-style-type: none"> Department of Health & Human Services (DHHS) MRM 	Coordinate the distribution of Personal Hardship Payments. Gippsland Emergency Relief Fund (GERF) Salvation Army
Public Health	<ul style="list-style-type: none"> DHHS Council - Environmental Health unit 	Assess, provide advice and minimise public health impact of an emergency on the community
Emergency Shelter	<ul style="list-style-type: none"> MRM 	Coordinate the provision of emergency/temporary accommodation after an incident. May include the establishment of an Emergency Relief Centre (ERC) - refer 6.8.1
First Aid	<ul style="list-style-type: none"> Ambulance Victoria 	As per the SHERP
Food & Water	<ul style="list-style-type: none"> Red Cross 	Coordinate the basic food and water requirements to an affected community / relief centres
Animal Welfare	<ul style="list-style-type: none"> Department of Environment, Land, Water and Planning (DELWP) SGSC - Local Laws 	
Material Needs (Non-food items)	<ul style="list-style-type: none"> Salvation Army 	Coordinate the provision for Material Aid
Volunteer Liaison	<ul style="list-style-type: none"> South Gippsland service 	Current lead service group is the

clubs (Lions, Rotary, South Gippsland Lions Apex)

6.7.2 Co-ordination and Management of Clean Up and Repair Activities

The MRM in conjunction with the MRRWG will coordinate the services and programs required to implement clean up and repair activities following the cessation of the Response stage. Development of arrangements requiring the utilisation of resources to support this activity will be developed in conjunction with the MERC and MERO pre declaration of stand down for the Response phase and prior to transition from response to recovery.

Clean up and repair activities will include the disposal of deceased, maimed or distressed animals (including livestock), native and feral. Processes for undertaking this function are detailed in the Emergency Animal Welfare Plan located within Crisisworks and on Council’s website.

6.7.3 Recovery Arrangements

Recovery assists individuals and communities affected by emergencies to achieve an effective level of functioning.

Council is responsible for coordinating recovery at the local level together with assistance from other support agencies and organisations. The organisations and support agencies for recovery at a municipal level are listed in the table below:

Recovery Environment (Key Functional Area)	Lead Organisation	South Gippsland Shire Council Strategies / Resources	Support Agencies / Organisations
Social environment	SGSC Community Services Directorate in particular: <ul style="list-style-type: none"> Community Strengthening Aged and Disability Family and Children Services 	<ul style="list-style-type: none"> Community Plans Social Community Infrastructure Plan Strategy and Audit Municipal Public Health and Wellbeing Plan Recreation Plan Open Space Strategy 	Victorian Council of Churches (VCC) Salvation Army Uniting Care Gippsland South Gippsland service clubs Gippsland Southern Health South Gippsland Hospital SG Towns and District Associations Department of Health & Human Services (DHHS)
Economic environment	SGSC Development Services in particular: <ul style="list-style-type: none"> Economic 	<ul style="list-style-type: none"> Economic Development Rapid Response Kit 	Department of Economic Development, Jobs, Transport & Resource

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	Development and Tourism	<ul style="list-style-type: none"> • Business Continuity and Resilience Toolkit • Business Emergency Response and Recovery Plan • Economic Development and Tourism Strategy 	(DEDJTR) Chamber of Commerce Prom Country Regional Tourism (PCRT) Destination Gippsland
Built environment	SGSC Engineering Services Directorate in particular: <ul style="list-style-type: none"> • Operations • Property • Engineering and Assets • Environmental Health 	<ul style="list-style-type: none"> • Asset Management Strategy • Road Management Plan • Paths and Trails Strategy 	Department of Economic Development, Jobs, Transport & Resource (DEJTR) VicRoads Utilities for own assets i.e. AusNet Services
Natural environment	Department of Environment, Land, Water and Planning (DELWP) SGSC Engineering Services Directorate in particular: <ul style="list-style-type: none"> • Operations (land slips) 		Department of Environment, Land, Water and Planning (DELWP) Parks Vic South Gippsland Landcare
Agricultural environment	Department of Economic Development, Jobs, Transport and Resource (DEJTR) SGSC Development Services in particular: <ul style="list-style-type: none"> • Economic Development and Tourism 	See above – Economic Environments	Victorian Federation Farmers (FRR) Murray Goulburn Burra Foods

6.8 Relief and Recovery Centres

6.8.1 Relief Centres

A Relief Centre is a building or place established to provide essential needs to persons affected by an emergency. This Centre would normally be established on a temporary basis to cope with the immediate needs of those affected during the initial response to the emergency and will be opened once the nature, extent and the location of an emergency event are known.

The Gippsland Emergency Relief Centre Standard Operating Procedures have been developed by the six municipalities councils that constitute the Gippsland Regional Municipal Emergency Management Enhancement Group (Gippsland MEMEG). The aim is to provide a standard approach to setting up and operating emergency relief centre/s across the Gippsland region. This document is located within Crisisworks and **Appendix D**.

A list of Councils nominated Relief Centres and contacts is located in Crisisworks – **Appendix F**.

6.8.2 Recovery Centres

Where the MRM (in consultation with MRRWG) determines that the emergency is of such a scale, a Municipal Recovery Centre will be established to provide a “one stop” support to affected communities in the restoration of their emotional, social, economic and physical wellbeing. This Centre should be located in a building that meets its requirements and be staffed appropriately.

In large or prolonged emergencies, a relief centre may evolve into a recovery centre when the emergency response has concluded. This transition should be seamless, as Council will continue to assume the responsibility for the management of these centres.

6.9 Relief Re-supply through Incident Control Centres (ICC)

Where Council is required to coordinate the provision of relief services to locations other than a dedicated relief centre, such as;

- the site of an emergency
- places of community gathering or isolated communities
- transit sites
- the safe locations, as appropriate

The MRM will coordinate re-supply through the ICC/s.

6.10 Community Recovery Committee

Where the magnitude of the event requires community input into the recovery process, the MRRWG may recommend one or more Community Recovery Committees (CRC) be established within the affected area.

CRCs help individuals and communities achieve an effective level of functioning. They can coordinate information, resources and services in support of an affected community, establish priorities and provide information and advice to the affected community and recovery agencies.

CRCs are formed as soon as is deemed necessary by the MRRWG and disband when the need is no longer apparent. In some circumstances CRCs have been known to operate for years, rather than weeks or months. They are a community led committee focusing on the recovery planning, needs and activities at a local level.

6.10.1 Community Recovery Committee Membership

The composition of the committee will vary depending on the affected area. The membership of the committee should include community leaders and representatives ensuring that the five functional areas of recovery are considered and include the following;

- Municipal Recovery Manager - Chair
- South Gippsland Recovery Coordinators - as required
- Nominated Councillor
- Community Leaders
- Community Groups
- Impacted Residents
- Affected Persons
- Local Businesses

Contact details for community groups are available in Council's Community Directory on Council's website. Councillor contact details are also available on Council's website.

6.10.2 Committee Recovery Committee Functions

The functions of this committee consist of the following:

- Represent community needs subsequent to an event.
- Assist in the development and implementation of a local Community Recovery Plan.
- Monitor the overall progress of the recovery process at a community level.
- Identify community needs and report back to the MRRWG via the MRM.
- Undertake local recovery activities where appropriate e.g. memorial services and community events.
- Liaise, consult and negotiate, on behalf of affected communities, with relief and recovery agencies, Council and government departments.

The CRC will work closely with the MRRWG or the MEMP committee when the MRRWG is no longer operating. The MRM will be responsible for reporting on the progress of the CRC to the MRRWG/ MEMP committee.

A generic Terms of Reference (TOR) Template is located in **Crisisworks**

6.11 Initial Impact and Needs Assessment

One of the critical factors in the management of an effective recovery program following an emergency is to gain early accurate information about the impact of the event upon individuals, the community and physical infrastructure. This information can be gathered as part of the Initial Impact Assessment process which will identify a range of impacts across the five functional areas of recovery.

Initial Impact Assessment (IIA) (**Appendix H**) is an organised activity as part of response, led by the control agency. Assessments for relief and recovery can be informed by IIA reports and can build upon the information gathered as a result of response activities.

Targeted and appropriate relief and recovery activities benefit from accurate information about the specific scale and nature of the impacts of emergencies as their consequences can influence actions in emergency relief and across all recovery environments.

During the recovery phase further impacts and needs assessments will be required including:

- Secondary assessment – identifies the needs of affected individuals, households and communities to inform recovery planning.
- Loss and damage assessments – following initial assessments, more detailed investigation to determine the recovery actions, service requirements for residents and actions required to reinstate infrastructure such as roads, buildings and bridges.
- Economic assessments – drawing together data to better understand the effects of an emergency on local economies.

Council will coordinate the local relief and recovery impact and needs assessments (secondary assessment), sharing information with Victorian Government agencies as requested. Data gathered will be linked in with Council's rates database for validation and input in to the Crisisworks – People & Places software system for management and reporting. Council will arrange for the impact/needs assessment teams (Outreach Teams) to enter impacted areas when emergency is under control and it is safe to do so. The MRM will be responsible for ensuring the monitoring and reporting of needs and assessments to the MRRWG, MEMPC and Regional Recovery Committees.

The DHHS is responsible for coordinating loss and damage reporting for recovery at the regional and state level.

6.12 Transition from Response to Recovery

At an appropriate time, the coordination role will transition from response coordination to recovery coordination

This will involve coordinating remaining urgent and immediate community needs while planning and implementing longer-term recovery support and services.

Timing of the transition depends on:

- Whether there is a recurring threat
- The extent of impact on the communities
- The extent of known loss and damage
- The level of resources needed for recovery

Coordination responsibility is passed to the Department of Health and Human Services as the recovery coordination agency at the state and regional level, while local government has coordination responsibility locally.

The MRM, in consultation with the MERO, MERC, DHHS and the control agency will commence the development of a post incident recovery plan which records the impacts to individuals, families, households, businesses and communities.

To assist emergency management agencies involved in response and recovery to achieve a seamless transition of information, resources, management and coordination of activities, an agreement for transition

of coordination arrangements from response to recovery has been developed and is available in the **Crisisworks** and as **Appendix C**.

Regardless of whether a formal transition document is required, transition must involve consultation and agreement between the controller, response coordinator and recovery coordinator.

6.13 Post Incident Recovery Plans

These plans are tailored specifically for recovery activities following an actual emergency. The plan may include:

- The recovery needs of affected communities
- What is already known about the community, its demographics, community narrative, networks, local issues, strengths, weaknesses, local and/or emerging leaders

- The transition from relief to recovery including dates
- Recovery strategies for
 - o the social, economic, natural, built and agricultural environments
 - o specific groups such as children and young people
 - o identifying key partners to support current and future recovery needs
 - o linkages to established networks
 - o establishment of recovery committees – municipal and community
 - o community engagement
 - o volunteer coordination
- Communication strategies to ensure people are receiving timely, concise and accurate guidance on recovery.

A template to develop a post incident recovery plan has been included as part of the appendices to this plan and is located in **Crisiworks** and **Appendix C**.

6.14 Emergency Recovery Operations Process

There are five primary phases or steps in emergency recovery operations that are related to a time continuum. The recovery services required in each phase will vary in type or activity.

6.14.1 During the incident (usually the response phase)

- Formation of the Municipal Relief and Recovery Working Group (MRRWG) (refer 6.2.4)
- Initiate Initial Impact and Needs Assessment (refer 6.10)
- If required, plan for the opening of a Relief Centre based on data collected – details contained in Relief Centre Standard Operating Procedure (refer 6.7.1)
- Implementation of communications strategy (refer 6.18)

6.14.2 Immediately after the incident (1 – 7 days)

- Convene with the MRRWG to conduct secondary assessments.
- MRRWG develop and endorse an initial Post Incident Recovery Plan (refer 6.16)
- Confirm required recovery services and identify/activate the agencies/service providers that need to be involved

6.14.3 Short Term (weeks 2 - 4)

- Ensure the affected community have access to personal support, accommodation, material aid and any other assessed service requirements. Where appropriate initiate a case coordination/management process
- If required, open a Recovery Centre to coordinate information flow (both ways) to the community (refer 6.7.2)
- On-going review of the Post Incident Recovery Plan
- Establish a Community Recovery Committee if required (refer 6.9)

6.14.4 Medium Term (months 2 - 3)

- Continued case coordination/management of the affected community
- Capture learnings and see how recovery services and staff are coping
- On-going review of the Post Incident Recovery Plan

6.14.5 Long Term (month 4 onwards, up to 2 years depending on the impact of the incident)

- Ensure community-based exit strategy is planned for and that the community has been part of the consultation process. Ongoing case management of affected citizens (by this stage it is expected that community members with more complex needs will have been referred to appropriate mainstream service providers)

6.15 *Communicating with the Affected Community*

Communication with individuals and communities affected by emergencies is crucial to ensure they are aware of the assistance that is available to help them to access relief services, recover and achieve a proper and effective level of functioning.

A range of telephone information and advice services may be set up during and immediately following the emergency to provide information and referral to people affected by the emergency and to the general community. These services may include:

- Depending on the scale of the emergency, a 1800 information line may be established by Council to provide information about recovery services to those affected.
- Council's web page will contain information about recovery services available and how to access them.
- The Gippsland Crisisline is a 365 day 24/7 service to provide personal support to people affected by emergencies in Gippsland. The crisisline is staffed by Lifeline Gippsland telephone counsellors.
- The Department of Health & Human Services Victorian Emergency Recovery Information Line 1300 799 232 and the Emergency Relief and Recovery Victoria website www.recovery.vic.gov.au provide information on relief and recovery services for all significant emergencies across Victoria. These are administered by the DHHS.

6.15.1 Municipal arrangements

Municipal councils lead the provision of local public information to affected individuals in relief and recovery. Council has adopted the Communication and Engagement Policy (**Appendix O**) with the objective to broadly define Council's approach to communication and engagement with the community. This policy is located on the Council's website.

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There are a broad range of communication facilities within the municipality. To assist with the dispersal of information to the community, the responsible agency should prepare communications that can be forwarded to local media outlets and Council for further distribution to their stakeholder networks.

To guide them on the most appropriate method of communication and engagement with the community, Council has developed an internal 'Community Engagement Plan and Toolkit' (**Appendix O**).

A designated spokesperson needs to be appointed to manage media enquiries.

This document guides Council staff on the appropriate level and type of communication/engagement required with the community dependent on a range of factors for consideration, including when an emergency situation occurs and identifying the audience.

These factors include what the aim or key message is, identifying the level of impact the situation has on the broad community or a specific community, who is affected, the communication/engagement method to use and providing feedback.

Council also adheres to the principles identified in the Australian Red Cross 'Communicating in Recovery' guide that requires communication to be:

1. **Relevant** – do not overwhelm people, explain what is happening, what support is available and what to do if people have concerns or complaints
2. **Clear** – Short sharp amounts of relevant information with a clear call to action
3. **Targeted** – methods of communication need to fit the audience, so understand your audience and know how to reach them

Some examples of the methods of communication and engagement Council would use include:

- Community Meetings
- Face-to-face discussions
- Brochures, fact sheets, posters and flyers
- Newsletters
- Radio and television news updates
- Email – using Council's community, tourism, youth, art and business email networks
- Noticeboards and signage
- Newspapers
- SMS
- Website1
- Social Media – Facebook
- Video - YouTube

The MRM will liaise with Council's Manager Customer Relations concerning all communications external to Council.

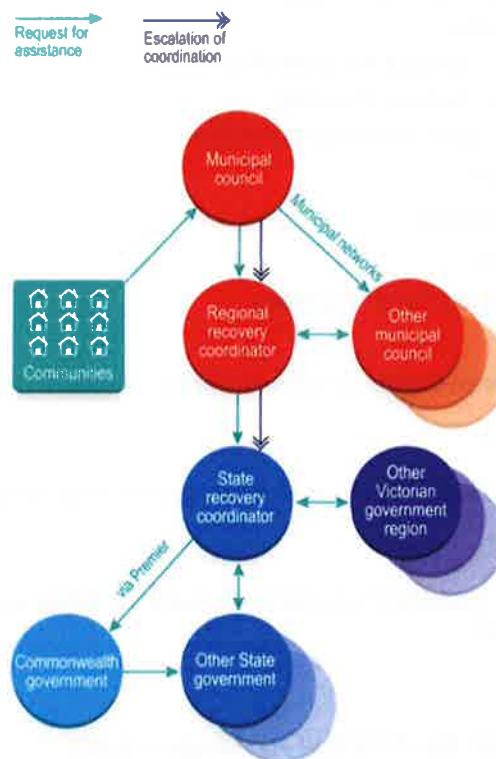
6.16 Escalation

Initial relief and recovery management is undertaken at a municipal level. DHHS can be requested to assume the role of coordinating agency for relief and recovery at the regional and state levels in the event that an emergency exceeds the capacity of Local Government due to the:

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

The implementation and escalation of an emergency event will be subject to liaison and coordination through the appropriate channels of both Regional and State Recovery Plans and arrangements. This does not replace local government’s role or responsibility at the local level.

Where an emergency has a significant community-wide impact, the Victorian Government may establish an event specific relief or recovery coordination structure, to oversee a whole of sector response. Interactions between different levels of government to deliver relief and recovery support are shown below:



6.17 Vulnerable Community Members

At all times care will be taken to identify those in the community impacted by the emergency that require additional assistance to manage i.e. elderly, disabled, poor. In different types of emergency the community members most vulnerable to the emergency can change, i.e. business or farming.

Many of these vulnerable community members can be identified by accessing the Vulnerable Persons Register (VPR) or may be located in vulnerable facilities (refer 2.33).

The following agencies providing service to vulnerable clients or places identified where vulnerable people may be located are as follows:

- South Gippsland Shire Council - Aged & Disability - Service Provider
- HACC (Home & Community Care) - Service Provider
- MCH (Maternal & Child Health) - Service Provider
- Rural Access (Disability) - Service Provider
- Education – Government Schools – Facilities
- Preschools - Facilities
- Child Care Centres - Facilities
- Salvation Army - Service Provider
- Uniting Care Gippsland - Service Provider
- Division of General Practice - Service Provider
- Community Visitors Scheme - Service Provider
- RSL-veterans - Service Provider
- Gippsland Southern Health - Service Provider/Facilities
- Community Health Centres - Service Provider
- South Gippsland Hospital - Service Provider/Facility
- GippsCare - Service Provider
- Salvation Army - Service Provider
- Anglicare - Service Provider
- Banksia Lodge and Toora Aged Care - Facilities
- Yooralla - Service Provider
- Grandridge Lodge – Strzelecki House at MN - Facilities
- Auscare - Service Provider

For full details of 24/7 Contact details for agencies providing service to vulnerable clients refer to Crisisworks and **Appendix F**

For full contact details of Service provider/Locations of likely facilities vulnerable people may be located refer to Crisisworks and **Appendix F**

6.18 Government Financial Assistance Arrangements

6.18.1 Natural Disaster Relief and Recovery Arrangements (NDRRA)

Depending on the magnitude of the emergency some government financial assistance may be available for prevention, response and recovery activities. Under the guidelines for Municipal Emergency Management Planning the Victorian Government provides financial assistance to councils for specified types of emergency management expenses, consistent with the NDRRA. Eligible events are bushfires, cyclones, earthquakes, floods, storms (including hail) and land slippages caused by any of the above defined natural disasters.

6.18.2 Natural Disaster Financial Assistance (NDFA)

NDFA for local councils is provided to assist in the recovery process and to alleviate some of the financial burden that may be experienced following a natural disaster, in accordance with Commonwealth-State Natural Disaster Relief and Recovery Arrangements (NDRRA). The MRM is responsible for preparing and submitting eligible claims to the Department of Treasury and Finance – refer <http://www.dtf.vic.gov.au/Victorias-Economy/Natural-disaster-financial-assistance>.

South Gippsland Shire

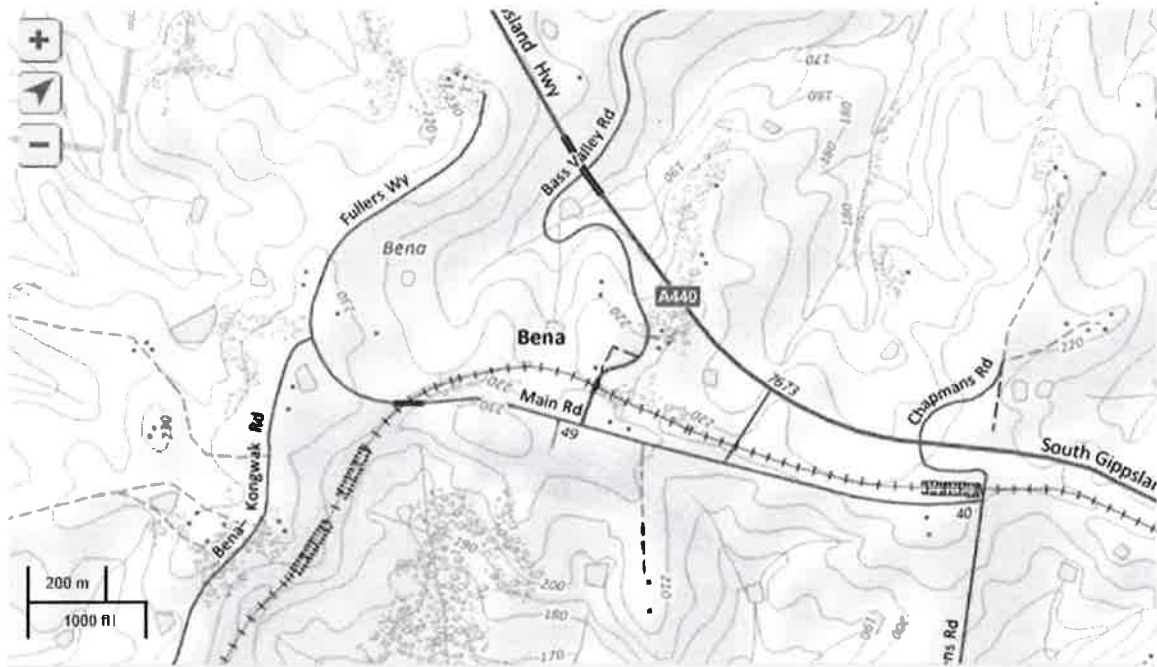


Map Source: www.land.vic.gov.au

A comprehensive range of maps are available from South Gippsland Shire. Basic Township maps are included on the following pages:

<u>South Gippsland Shire</u>	1	<u>Poowong</u>	11
<u>Bena</u>	3	<u>Port Franklin</u>	11
<u>Buffalo</u>	3	<u>Port Welshpool</u>	12
<u>Dumbalk</u>	4	<u>Sandy Point</u>	12
<u>Fish Creek</u>	4	<u>Stony Creek</u>	13
<u>Foster</u>	5	<u>Tarwin Lower</u>	13
<u>Jumbunna</u>	5	<u>Tidal River (Wilson's Prom)</u>	14
<u>Kongwak</u>	6	<u>Toora</u>	14
<u>Koonwarra</u>	6	<u>Venus Bay</u>	15
<u>Korumburra</u>	7	<u>Venus Bay – cont.</u>	16
<u>Loch</u>	7	<u>Walkerville & Walkerville South</u>	16
<u>Leongatha</u>	8	<u>Walkerville and Walkerville South cont.</u>	17
<u>Meeniyan</u>	9	<u>Waratah Bay</u>	18
<u>Mirboo North</u>	9	<u>Welshpool</u>	18
<u>Nyora</u>	10	<u>Yanakie</u>	19
<u>Outtrim</u>	10		

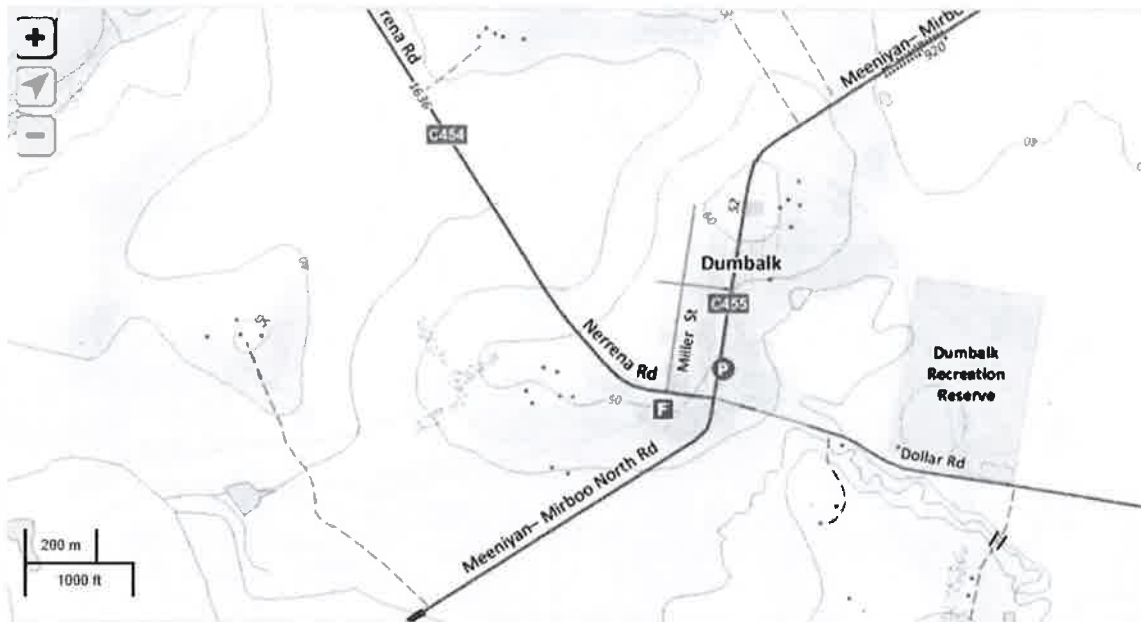
Bena



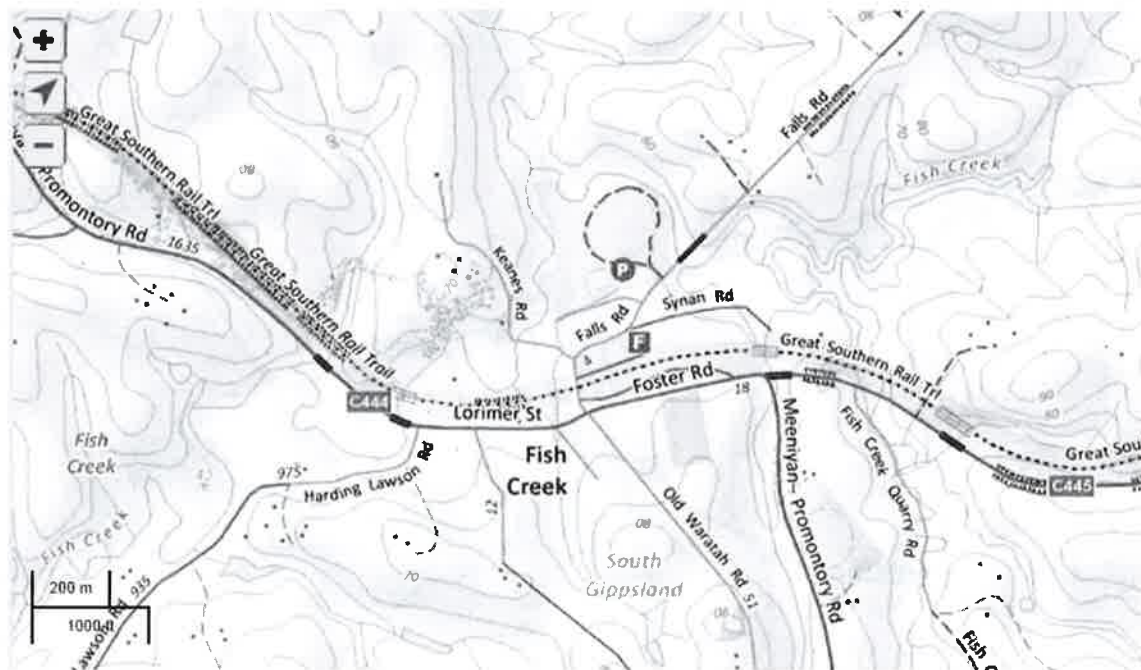
Buffalo



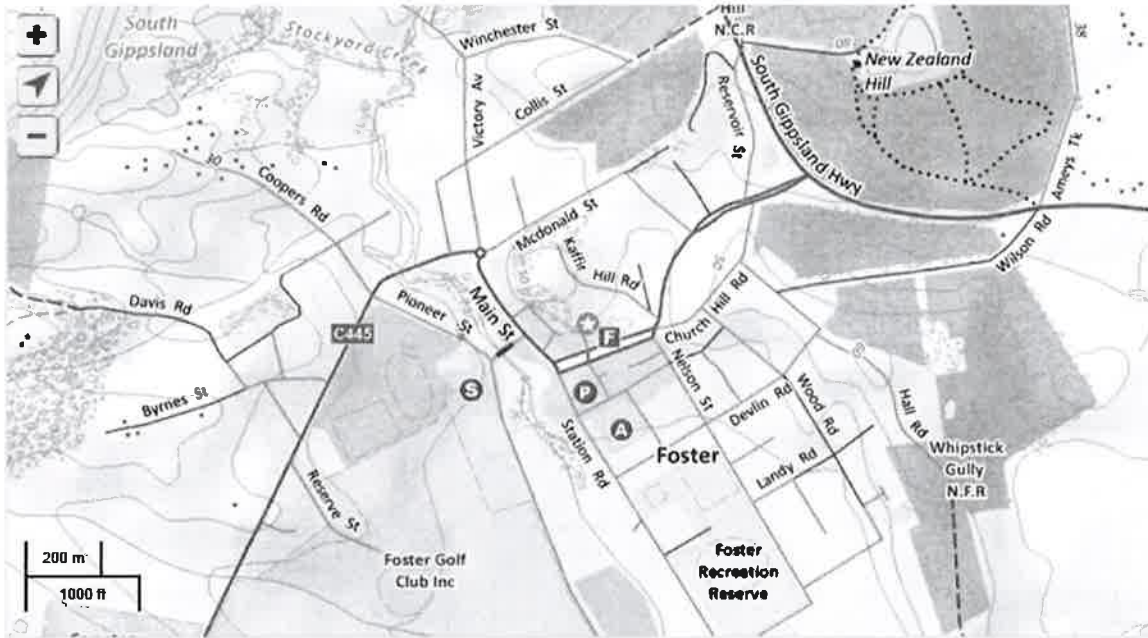
Dumbalk



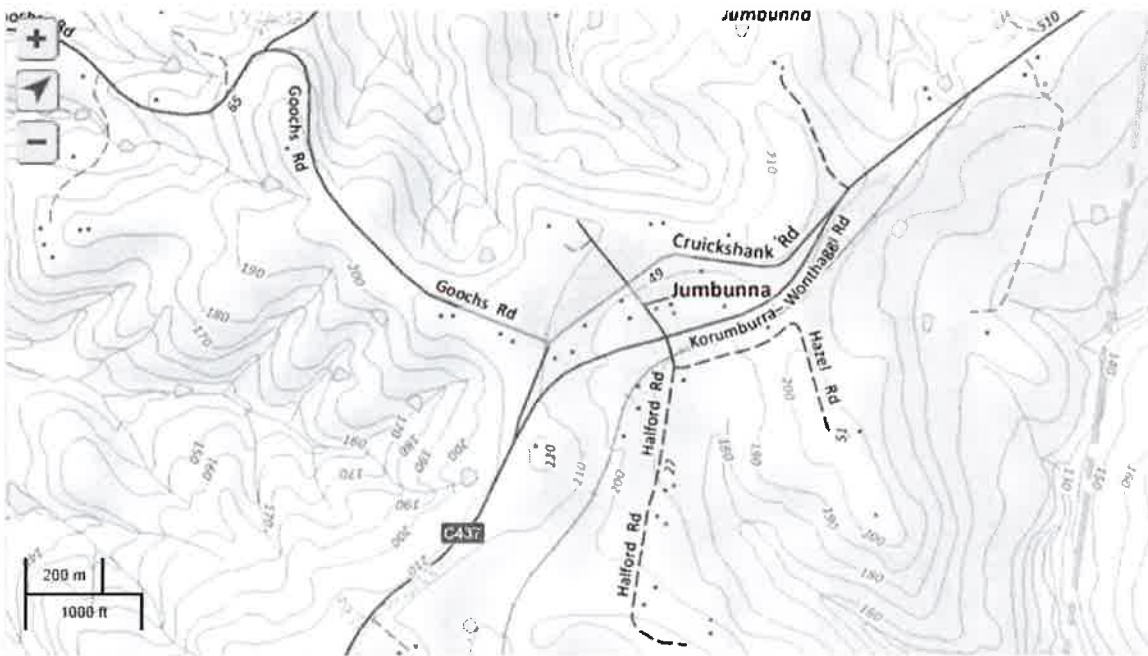
Fish Creek



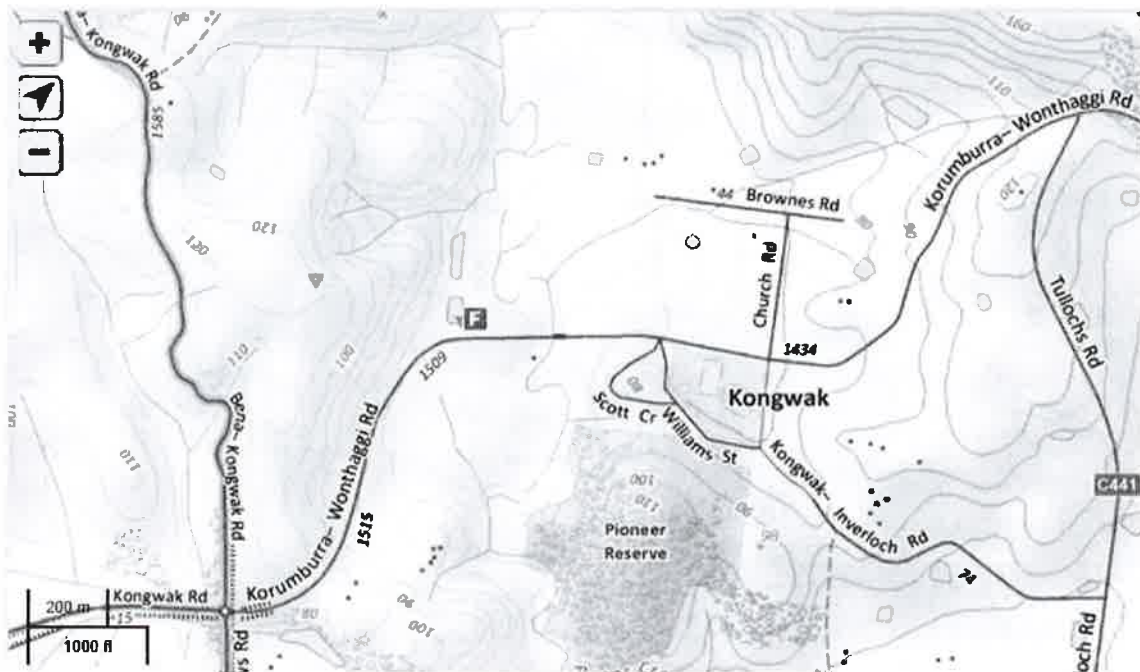
Foster



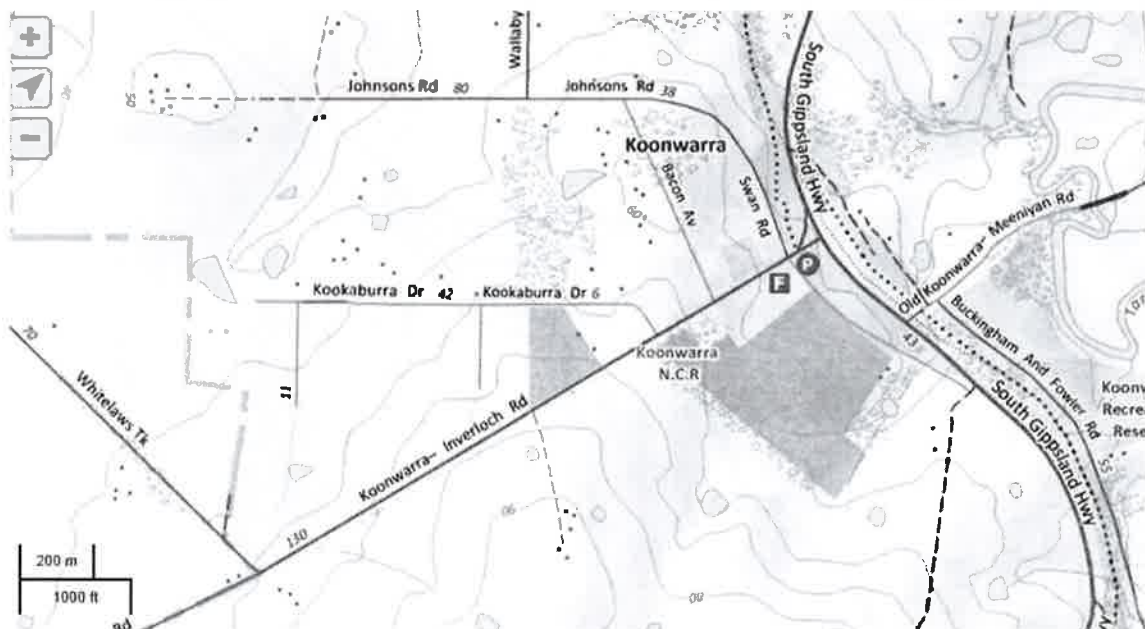
Jumbunna



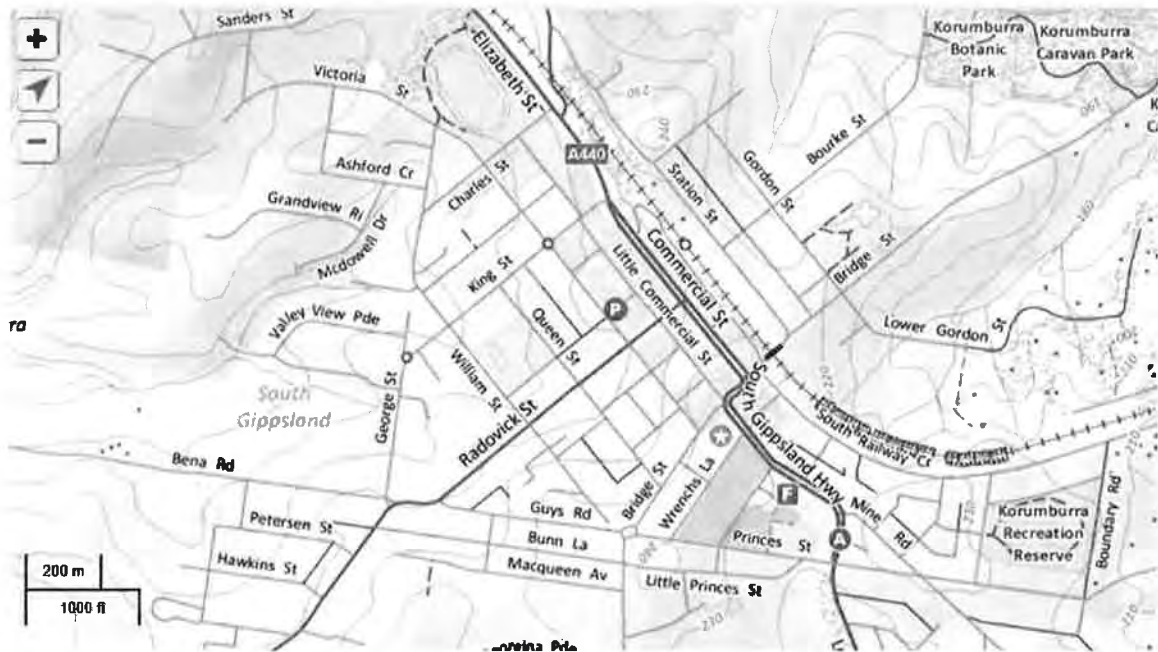
Kongwak



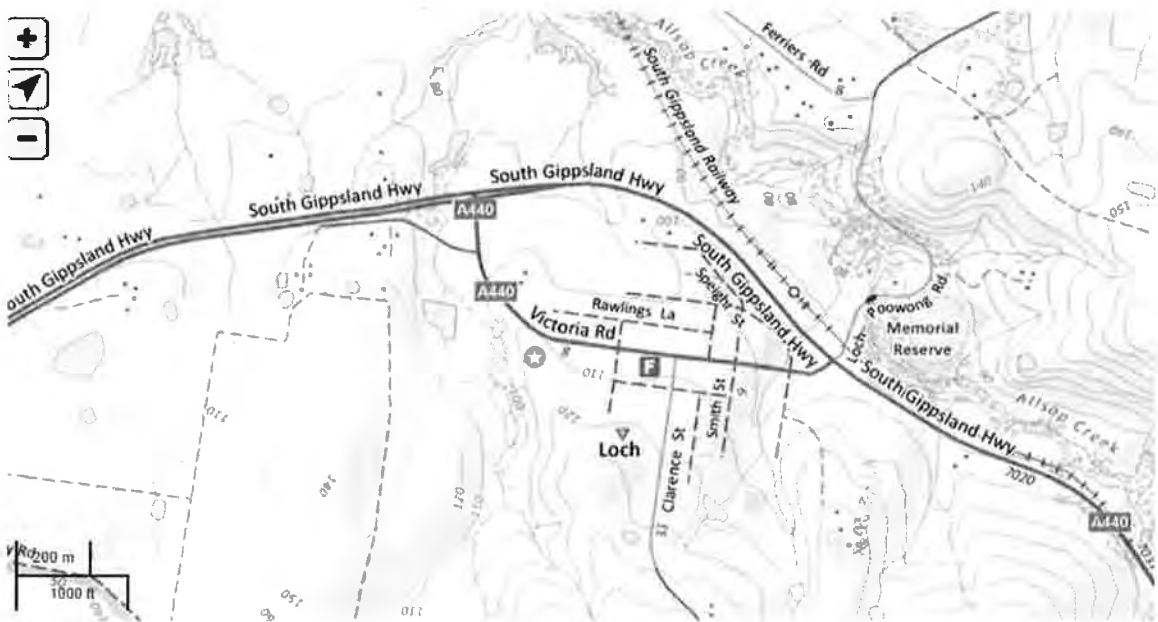
Koonwarra



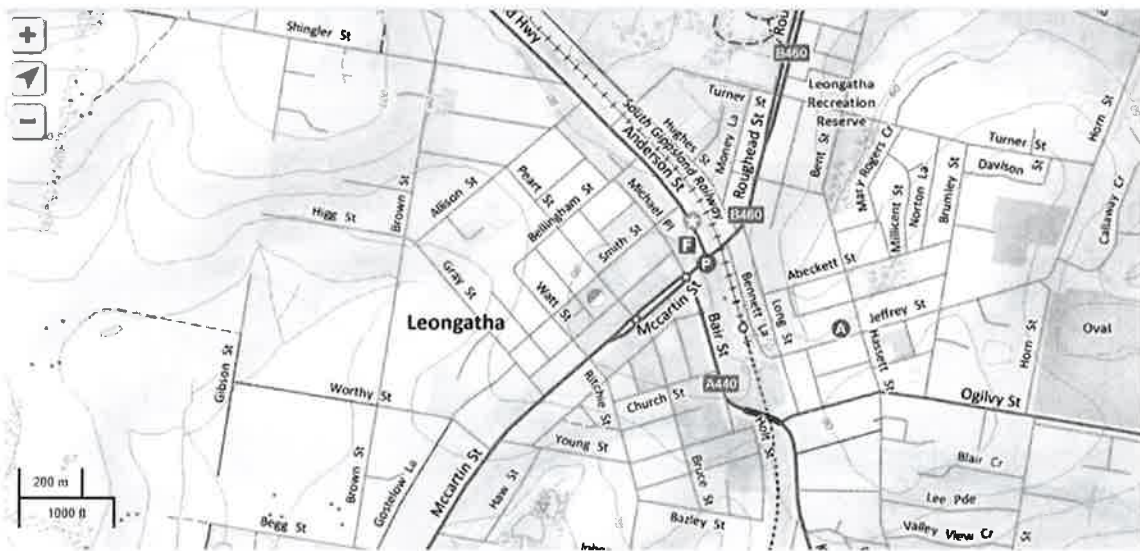
Korumburra



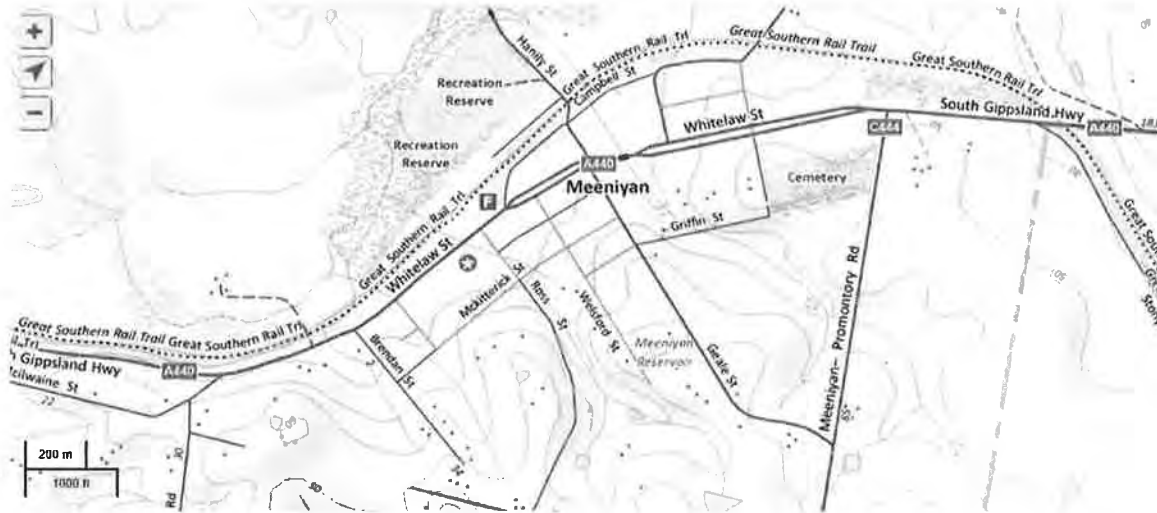
Loch



Leongatha



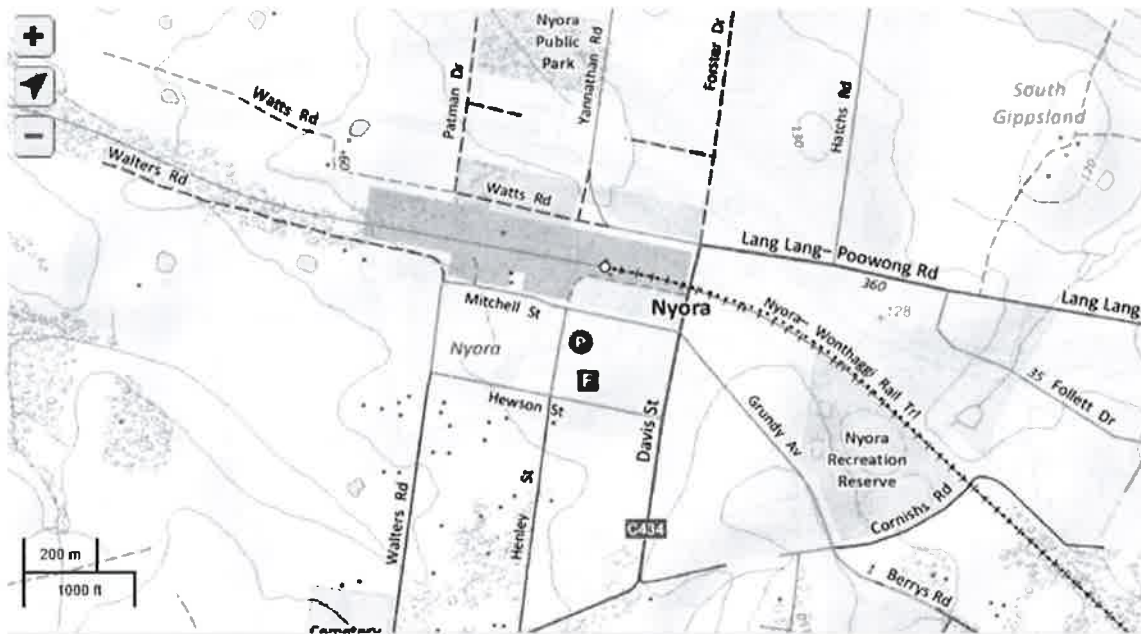
Meenian



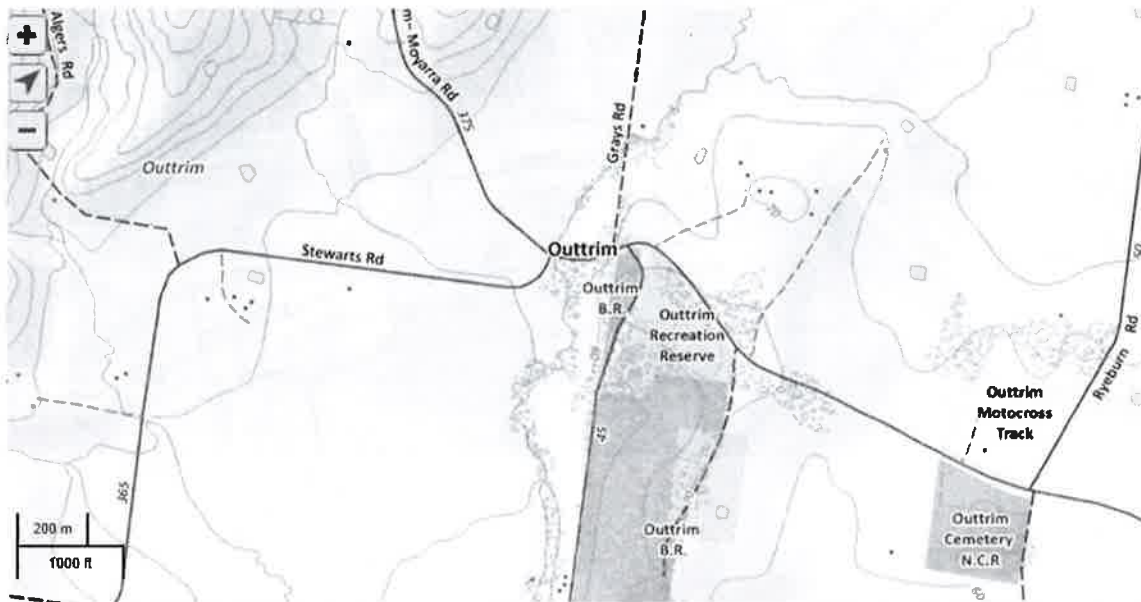
Mirboo North



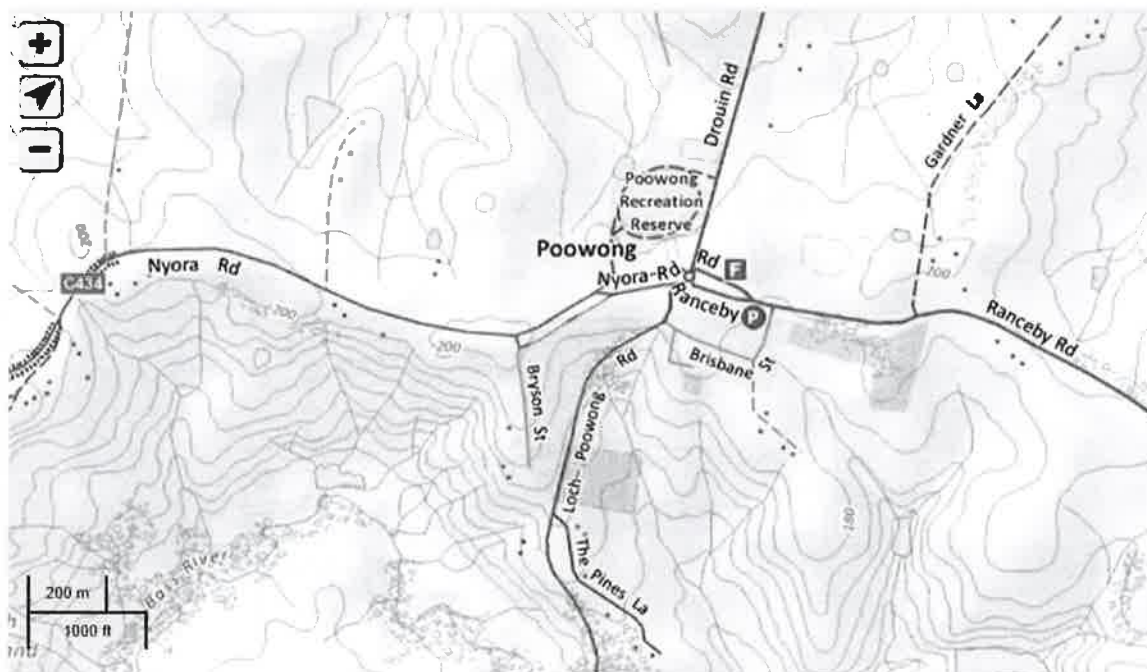
Nyora



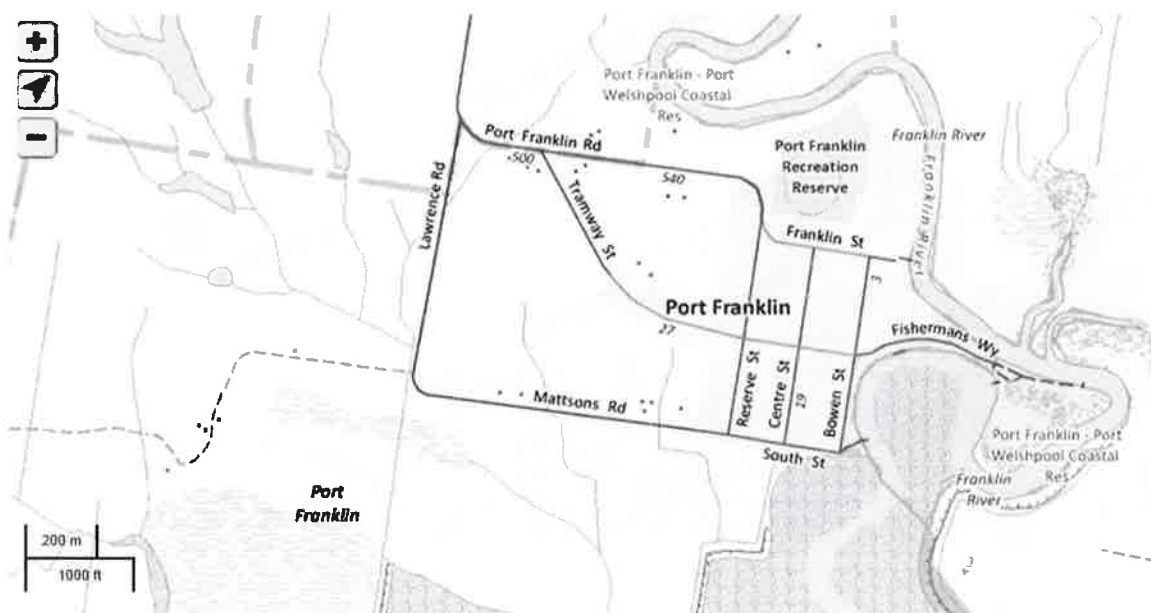
Outtrim



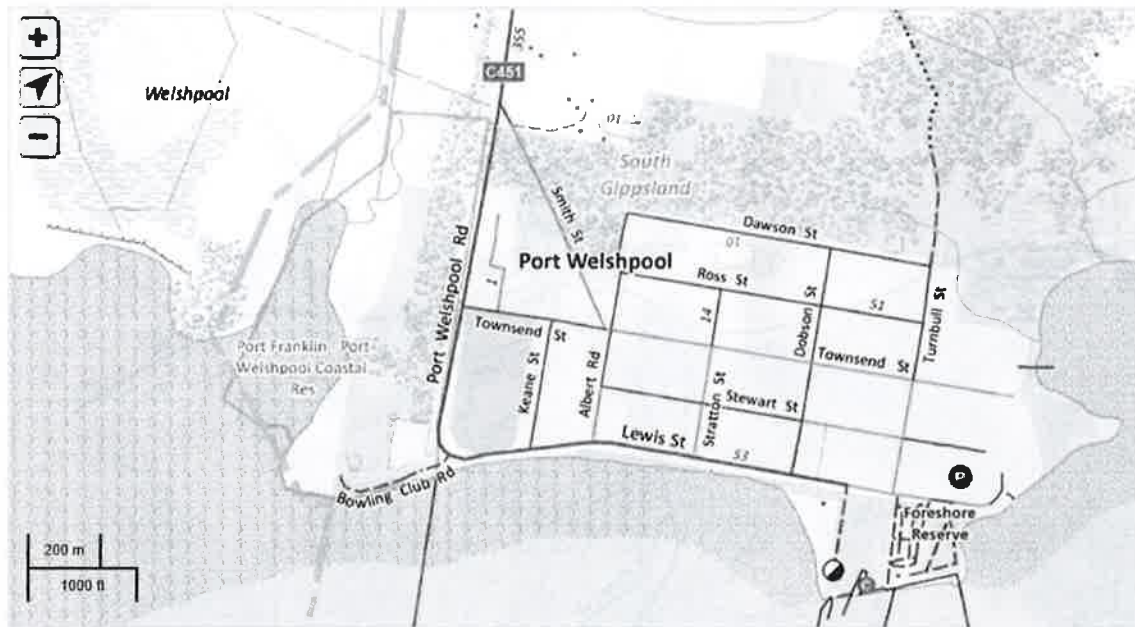
Poowong



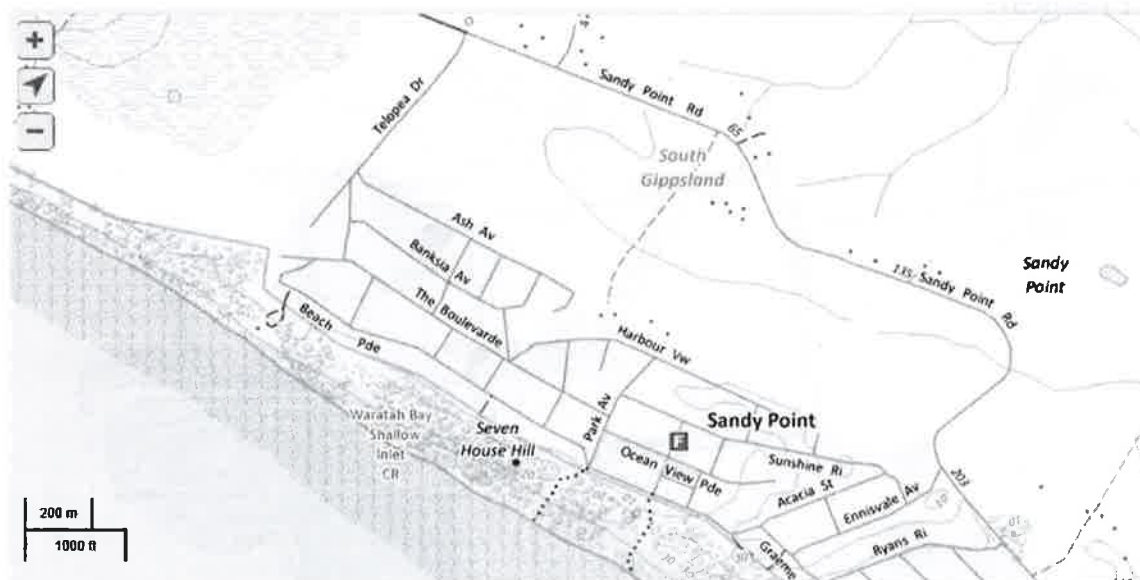
Port Franklin



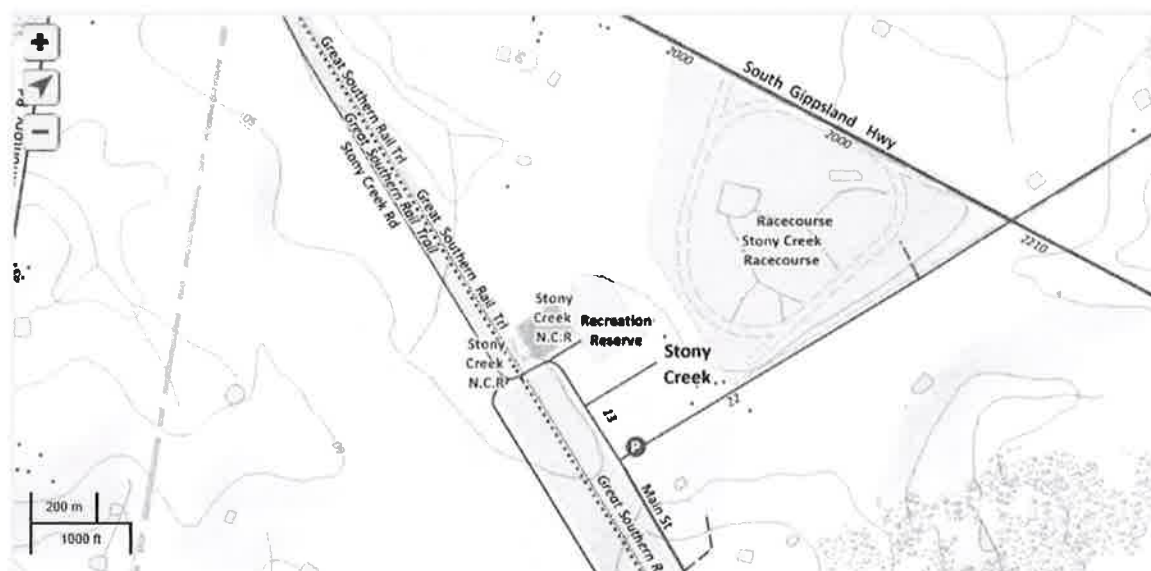
Port Welshpool



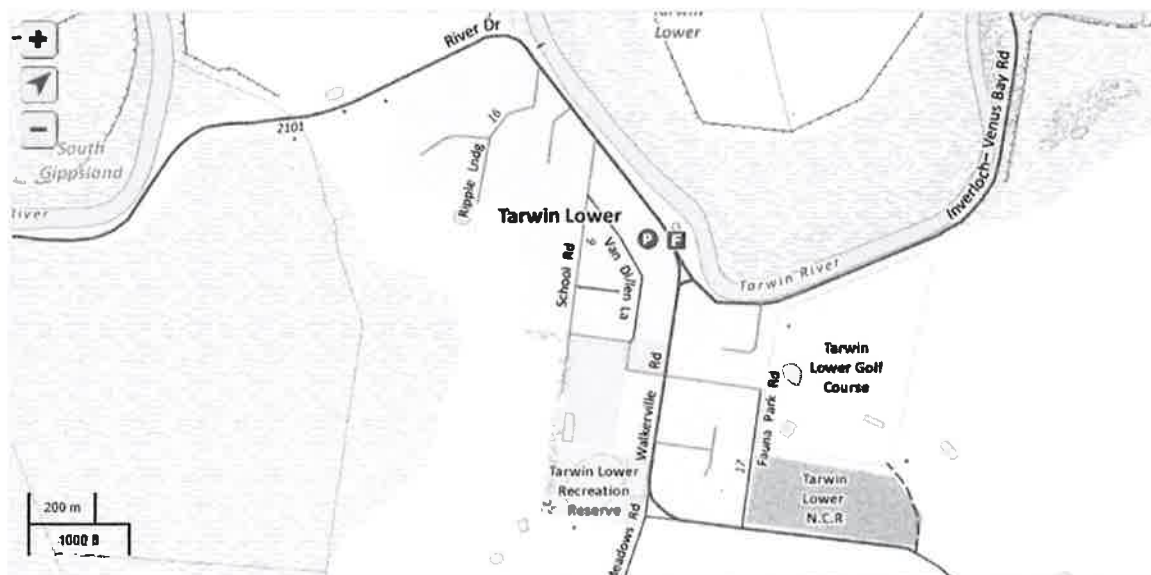
Sandy Point



Stony Creek



Tarwin Lower



Standard Operating procedures for use in the MECC are found in the following documents:

- The Office of the Emergency Services Commissioner [OESC] MECC Operation of a Municipal Emergency Coordination Centre Practice Note Ver 2.1 August 2010 (attached)
- OESC Supplementary Resources www.oesc.vic.gov.au
- MAV Municipal Emergency Management Resource Sharing Protocol
<http://www.mav.asn.au/policy-services/emergency-management/pages/resource-sharing-protocol.aspx>
- South Gippsland MECC Managers Manual – MECCC Managers Procedures TRIM Ref: [D10202314](#)
- South Gippsland MERO SOPs TRIM Ref: [D3188715](#)

A copy of the MECC Standard operating procedures is located within the storage cupboard adjacent to the MECC. A copy is also provided to the South Gippsland Shire MERO, MRM and MERC. An electronic copy of the procedures is also located in Crisisworks under the documents tab and also located in TRIM [D5836214](#).



operation of a
municipal emergency



Practice Note
Sourcing supplementa

An agreement for transition of coordination arrangements from response to recovery

Effective Date for Transition Agreement – xx – xx - xxxx

For the impacted municipality/s as follows:

[INSERT LIST OF IMPACTED MUNICIPALITY/S]

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

[INSERT ONE OF THE FOLLOWING THREE OPTIONS]

[Impacted municipality/s] OR

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

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

Endorsed by:

Local (if applicable)	Regional/Divisional	State
Control Agency Incident Controller	Control Agency	Control Agency
Victoria Police Municipal Emergency Response Coordinator	Victoria Police Divisional Emergency Response Coordinator	Victoria Police State Emergency Response Officer
Local Government Municipal Recovery Manager	Department of Human Services Regional Recovery Coordinator	Department of Human Services State Recovery Coordinator

1. Introduction

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

The scope of the transition agreement arrangements includes:

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

A schedule of transition actions required is at Attachment 1.

1. Description of the event

A description of the event is at Attachment 2

2. Authority

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

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

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

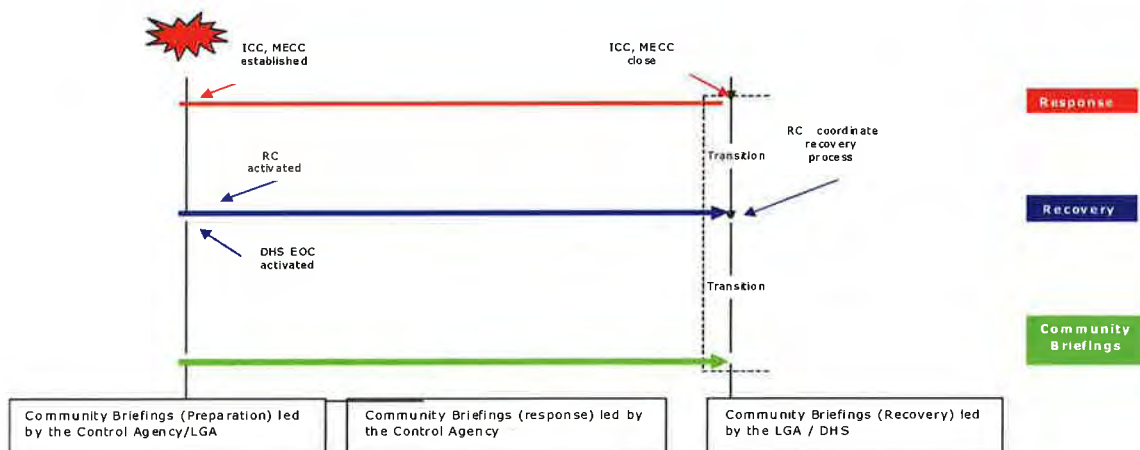
3. Coordination and management arrangements for transition from response to recovery

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

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

The Incident Controller, the Emergency Response Coordinator and Emergency Recovery Coordinator (State and/or Regional/Local Government – Municipal Emergency Resource Officer/Municipal Recovery Manager) will determine the transition structure and handover requirement to fully establish the Recovery Coordination arrangements. In a prolonged campaign incident, a transition

period will be established to allow sufficient time for briefing, resource planning and implementation of immediate recovery services.



4. The Transition Agreement involves specific activities of a short-term nature as recovery coordination requirements evolve and become fully established.

The key tasks under this agreement include:

- Continuity of emergency relief requirements, if required.
- Identifying resources required to support immediate community recovery requirements including public health and safety.
- Coordination of essential cleanup operations.
- Initial Impact Assessments¹ in the affected communities.

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

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

5. Transition Activities and Tasks

The following activities and tasks should be undertaken during transition:

- Notification of the Transition Agreement to response and recovery agencies;
- A briefing report for the Recovery Coordinator from the Incident Controller;

¹ As obtained by reference to Initial Impact Assessment Guidelines December 2012

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

6. Information Management/Communication

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

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

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

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

On request of the Recovery Coordinator, the Control Agency will continue to attend meetings post the impact/response phase. This will be jointly convened with the relevant local

government representative. DHS will provide support and assistance as required, including specialist information on family, public and community health.

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

Attachments:

1. Schedule of Transition Arrangements
2. Description of Event

Attachment 1

Schedule of Transition Arrangements

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

Key considerations for Transition:

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

	Key Actions – Incident Control Agency Note: The following actions may occur concurrently:	Lead Agency	Confirmation process
1	Incident Control Agency to identify the timing of transition relative to the continuing threat and the role of the Incident Management Team. This may occur as a phased transition program across the impacted districts/LGA's dependant on timing of impacts and continued threat.		Handover report
2	Recognition of the continuing role of the Incident Control Agency in the management of the control of threats and mitigation works.		
3	A briefing report for the Municipal Recovery Manager and the Regional Recovery Coordinator from the Incident Control Agency (Attachment 2).		
4	Establish a transition for community information arrangements from the Incident Control Agency, with community support and recovery input from the affected LGAs and DHS for community interests.		Briefing
5	Identification of resources required from response to recovery for continuity or		Verbal Briefing

An agreement for transition of coordination arrangements from response to recovery

APPENDIX C

TRIM REF: [D2625115](#)

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

Attachment 2

**CFA Barwon South West Region handover report to DHS Grampians Region
30th April 2013 Dereel - Ferrers Road Fire**

E A fast moving bush fire started at approximately 1130 hrs on 27th March 2013, affecting the community of Dereel. The communities of Corindhap and Mt Mercer were also potentially in the path of the fire but were not impacted on. The fire was contained at approximately 2300 hrs. Golden Plains Shire opened a relief centre initially at Rokewood Hall, but this was later relocated to the Linton Recreation Reserve, which was thought to be a safer location. The relief centre closed the following day and a recovery centre was set up in the Dereel Hall on the same day.

X

a Overall summary of the fire is as follows:

m The bush/grassfire was approximately 1,300 hectares in size, 16 houses were destroyed. Approximately 40 structures (sheds, garden sheds, hay sheds and workshops), approximately 30 kilometres of fencing along with cars and machinery were destroyed.

p No final details of stock losses have been reported to CFA.

e The fire has burnt through forest into grassland toward Corindhap initially and then on the wind change toward Mt Mercer.

O At the height of the fire there were approx. 400 CFA personnel, 45 DSE personnel, three aircraft, six dozers and plant from a nearby wind farm. There were also a number of private fire fighting appliances on scene.

n Falling and burning trees were regarded as a hazard for both members of the community and agency personnel for a number of days.

y The fire has been classified as suspicious by a CFA Fire Investigator and the Victoria Police Arson Squad are investigating the cause.

A Community Meeting was held at Dereel Hall Thursday 29th April 2013 at 11.00am which approx. 150 people attended. Road closures were in place during the incident with speed restrictions enforced at the time.

No lives were lost and numerous houses and machinery were saved.

Victoria Police commenced a Rapid Impact Assessment (RIA) on Thursday 29 March 2013 and completed it on the following day, Friday 30th March 2013, with a RIA report distributed to response and recovery agencies on that same day.

A community meeting was held on 29 March 2013 at the Dereel Hall with all relevant agencies in attendance. Agency staff briefed the community on response activates associated with the overall incident and the relief/recovery support which was available.

Shire representatives, DHS, RedCross, Centrelink, Telstra, Powercor, Vic Roads and other agencies, have all played an important role in providing support to those impacted.

A Recovery Centre operated from the Dereel Hall for a number of days, with Shire personnel in attendance to provide support. A Recovery Action Plan has been developed.

Department of Primary industries conducted a post impact assessments with a final report to be produced. CFA is unsure of its' distribution.

Prepared by: [\[Insert Name and Response Agency\]](#)

A range of facilities have been identified as emergency relief centres and the MRM and Recovery Management staff have compiled a database of facilities. Once centres have been assessed a Memorandum of Understanding between Council and the facility manager will be developed for each centre. This is reviewed annually. Careful consideration must and will be given to the prevailing circumstances and number of people needing assistance when selecting a site or sites.

Facilities are listed in localities in the resource and contact directory **Appendix F (v)**.

A copy of the detailed document is held in TRIM, and located in Crisisworks.

Gippsland ERC SOPs [D10189714](#)

South Gippsland Shire ERCs [D10188414](#)

Introduction

The Shire of South Gippsland, in planning for the reduction of emergency-related risks will endeavour to create a safer environment by identifying, analysing, assessing risks and recommending treatment options by application of a community emergency risk management assessment process which employs the generic guidelines of AS/NZS ISO 31000:2009.

Through the emergency risk management process, communication with stakeholders was enhanced through meetings, the distribution of meeting minutes and information sessions. The Shire of South Gippsland recognises that this process may lead to suggested risk treatments that may affect social, political, economic and/or the environmental aspects of the community. Risk treatment options will be considered irrespective of perceived constraints.

The Terms of Reference for the Municipal Emergency Management Planning Committee are to identify and consider treatment options for risks that have the potential to become emergencies such incidents that:-

- Require action of more than one agency
- Threaten the people, property and environment
- Have the potential to be protracted or to escalate so as to affect the fabric of the community

Review Process

With this in mind, the emergency risk management process will be continually reviewed by the Municipal Emergency Management Planning Committee via the Risk Review Working Group on an annual basis. This is a broad risk assessment group which includes representatives from the relevant response agencies together with specialist agencies as required.

The review will be undertaken annually or, where a significant new risk has emerged, immediately. The risk assessment process is consistent with the following:

- AS/NZS ISO 31000:2009
- EMA Applications Guide, and
- VICSES CERA process

The Risk Review Working Group conducted a full re-assessment of risks in February 2015.

Risk Treatment

Implementation of the original recommendations contained in the Municipal Workbook has been since supported by simplification of the associated documentation. The result is in accordance with VICSES recommendations with regard to document format as contained in the attached Action Plans.

These Action Plans enable an identified and prioritised list of treatment strategies which ensure maximum synergies and minimise duplication of activities. In addition they provide a systematic record of treatment strategies including responsibilities for their implementation.

References

The risk assessment process has explored and utilised a range of data in risk identification and vulnerable group needs analysis. Some of these are detailed below:

South Gippsland Shire community database

CFA risk advice

VICSES risk advice

Bureau of Meteorology

West Gippsland Catchment Management Authority

Australian Bureau of Statistics – demographic analysis

Department of Health and Human Services

Ausnet Services

Department of Environment, Land, Water & Planning

Department of Economic Development, Jobs, Transport and Resources

CERA Risk Assessments workbook [D1909815](#)

CERA Participants Workbook Version 2.0 [D10168314](#)

THIS SECTION IS DELIBERATELY LEFT BLANK FOR PRIVACY PURPOSES. FULL DETAILS AVAILABLE FROM THE MERO & MECC MANAGER AND IS LOCATED ON COUNCIL'S DOCUMENT MANAGEMENT SYSTEM TRIM [D2743115](#) (secured document)

This document is also saved in the Documents section of Crisisworks

<https://southgippsland.mecccentral.com/documents>

(i) Animal Welfare	Veterinary Care
(ii) Caravan Parks	Potential Vulnerable People
(iii) Communications	Media
(iv) *Community Centres / Halls / Sporting Complex	
(v) Emergency Relief Centres	
(vi) Emergency Services	VicPol, CFA, VicSES etc
(vii) Food / Water (Catering suppliers)	Local Catering Suppliers
(viii) Funeral Homes and Cemeteries	
(ix) Government Departments	
(x) Infrastructure and Utilities	Transport, Fuel, Power, Telecommunications etc
(xi) Medical Facilities including Aged Care and support agencies	Potential Vulnerable People
(xii) Schools including Childcare and Kindergartens	Potential Vulnerable People
(xiii) SG Senior EM Staff	MERO / MRM / MERC and deputies
(xiv) SG MEMPC Distribution List	Committee Contacts
(xv) SGSC Plant Resources	Council equipment
(xvi) SGSC Contractors	As at March 2014. To be reviewed in June 2015
(xvii) Recovery Support Agencies	Lions, Red Cross, Salvation Army, VCC, Rotary etc

* Further contacts can be found by visiting the

South Gippsland Community Directory

<http://www.datascape.com.au/infocomse/sgcab/search.cfm>

Other directory resources are:

Yellow Pages

<http://www.yellowpages.com.au/>

White Pages

<http://www.whitepages.com.au/>

Victorian Government Directory

<http://www.vic.gov.au/contactsandservices/directory/>

Superpages Business Directory

<http://www.superpages.com.au/>



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Burmese

သင်္ဃန်ဆဲး ဝေဟ်ဝဲး ပဲ နဲး နဲး နဲး နဲး နဲး နဲး နဲး 131 450
ကိုဆက်ပါ

Chinese

当您需要口译员时，请致电131 450

Croatian

Kad trebate tumača, nazovite 131 450

Dari

اگر به ترجمان ضرورت داشتید با 131 450 تماس حاصل نمایند.

Dinka

Na wic raan bi waar thok ka yi yur namba ken 131 450

Greek

Όταν χρειάζεστε διερμηνέα καλέστε 131 450

Italian

Quando hai bisogno di un interprete chiama il numero 131 450

Japanese

通訳、翻訳者が必要な時は、131 450までお電話下さい

Kirundi (Burundi)

Ukeneye umusiguzi mu rurimi rwawe hamagara 131 450

Khmer

នៅពេលលោកអ្នកត្រូវការអ្នកបកប្រែភាសា សូមទូរស័ព្ទទៅលេខ 131 450

Korean

통역사가 필요하시면 131 450으로 연락하십시오

Macedonian

Koga vi treba prevoduvач javete se na 131 450

Persian

اگر به مترجم نیاز دارید با 131 450 تماس بگیرید.

Russian

Когда вам нужен устный переводчик, звоните 131 450

Serbian

Kada vam je potreban tumač, pozovite 131 450

Spanish

Cuando necesite un intérprete llame al 131 450

Thai

เมื่อคุณต้องการล่าม โทร. 131 450

Turkish

Bir tercümana ihtiyacınız olduğunda, 131 450 numarayı arayınız

Vietnamese

Khi bạn cần thông ngôn, xin gọi số 131 450



Household details					
	Surname	Given name	Male/Female	DOB/Age	Relationship to primary contact
1					
2					
3					
4					
5					
6					

Affected address

House no. Street: Suburb/Town:

Postcode: Municipality:

Rural prop no: Lat/long: Map ref:

Principal place of residence (please ✓): Yes No

Current/temporary address (if different from the affected address)

Suburb/Town: Postcode:

Home Phone: Business: Mobile:

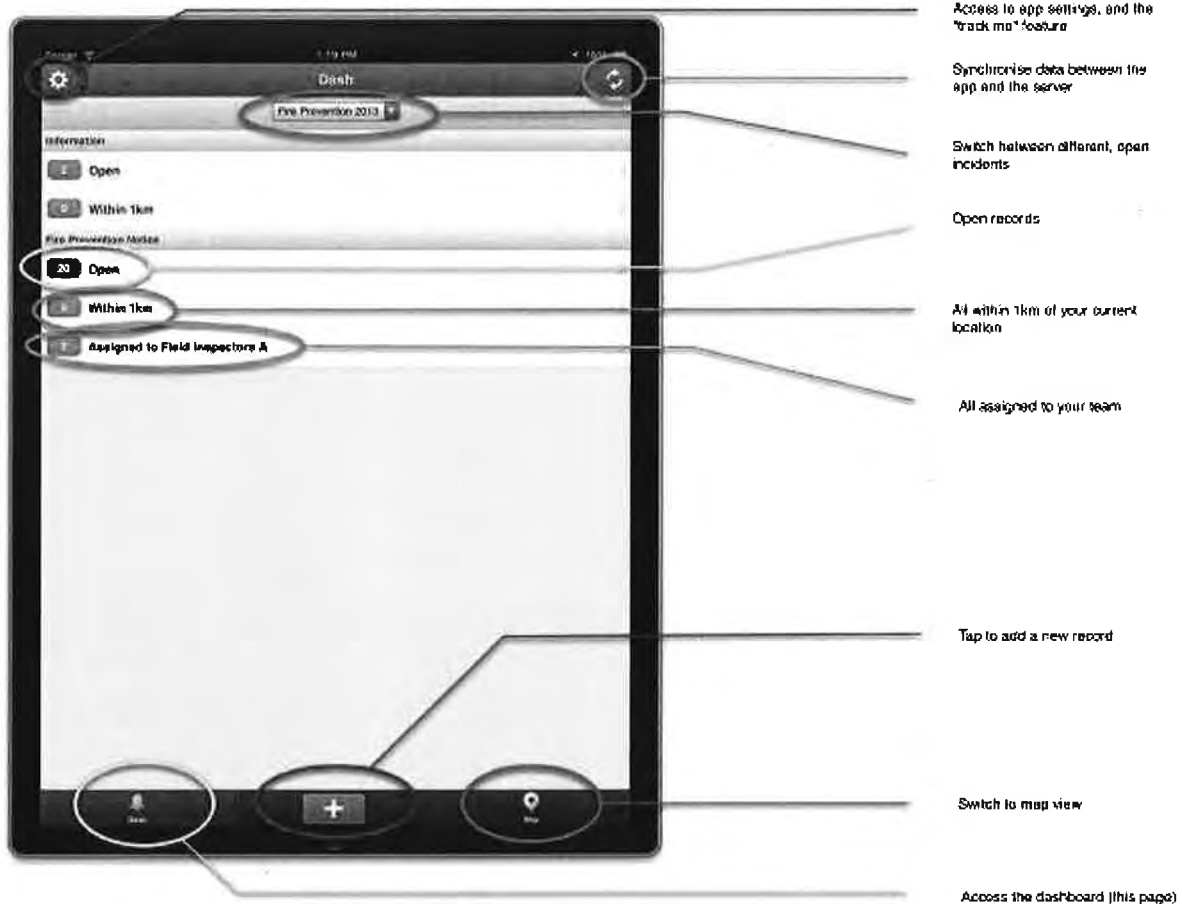
Email:

Dwelling type (please ✓) House Caravan Flat/unit Other

Occupancy type (please ✓) Owner/occupier Private tenant Public housing tenant Other

Is household insured? (please ✓) Structure: Yes No Contents: Yes No

Level of damage (✓ one only)		
Impact	Assessment	Description
Severe (destroyed)	<input type="checkbox"/>	Premises uninhabitable for extended period (more than 1 month); premises destroyed or major structural repairs required.
Major (uninhabitable)	<input type="checkbox"/>	Premises uninhabitable for interim period (estimated more than 1 week and less than 1 month), moderate repairs required (such as replacing floor coverings or cupboards); access roads affected; utilities impacted.
Moderate (uninhabitable)	<input type="checkbox"/>	Premises impacted internally or externally. Includes disabling services, such as septic tank damage, and access problems for brief period (usually less than 1 week). Includes significant damage to outbuildings, garages, sheds, equipment.
Minor (uninhabitable or inaccessible)	<input type="checkbox"/>	Premises impacted mostly externally, with no residual effects (e.g. water up to floor boards; saturated land area or contents of outbuildings wet but repairable; some damage to outbuildings. Access to property may have been affected and emergency relief accommodation required.



Crisisworks Mobile App (for iOS / Android)

Crisisworks Mobile App is a field tool for capturing intelligences and real-time reporting.

The app is a powerful way to conduct impact assessments and share data on the economic impact to property, infrastructure, environmental and social impacts. With it you can take photos, fill in purpose-built forms and draw the impact scene onto an online map, then easily and automatically transfer your impact assessments and reports to Crisisworks to share, organise, respond and recover.

The GIS Maps System allows staff employed at South Gippsland Shire Council to access the system via an internal portal which is saved on the users desktop. A user guide is located on Council's internal intranet 'Webster' and in Crisisworks.

The User Guide provides a walkthrough tour of Exponare Enquiry and describes many of its features in detail. It gives detailed instruction on how to use the 'Legend'; however South Gippsland Shire Council has enhanced the use of the legend to provide Hyperlinks on some layers to access Metadata documents that provide the user with Quality information pertinent to the layer.

Administration is coordinated by councils GIS Officer and they can be contacted during an emergency 24/7.

Layers in GIS include:

- Planning grid
- Localities
- Towns
- Shire bridges
- Railway
- Council owned land
- DSE ground water monitoring bores
- Weed linear
- Contour layers
- Declared water catchments
- Aboriginal areas of sensitivity
- Gippsland earth worm habitat
- Water and sewer layers
- Parish and township boundaries
- SGSC Roads
- Road centrelines
- Waterways
- Flood inundation 1 in 100 year
- BPA prop
- Sewerage
- Vegetation
- Bush fire affected (Feb 09)
- LGA polygon
- Easements
- Kerb & channel
- Parcel details
- Garbage
- Planning overlays
- Planning zones
- Aerial photography
- Crown land



Exponare User Guide
Version 5.6.pdf

***Municipal Emergency Management Planning Committee [MEMPC]
and Municipal Fire Management Planning Committee [MFMP]***

The Municipal Emergency Management Planning Committee's purpose, of which the development of a Municipal Emergency Management Plan [MEMP], in part, is to provide a municipal level forum to build and sustain organisational partnerships, generate a common understanding and shared purpose with regard to emergency management and ensure that the plans of individual agencies are linked and complement each other.

TRIM: [D1966215](#)



D1966215 Terms of
Reference - Municipal

The Municipal Fire Management Planning Committee's purpose of which the development of the Municipal Fire Management Plan [MFMP], in part, is to provide a municipal level forum to build and sustain organisational partnerships, generate a common understanding and shared purpose with regard to fire management and ensure that the plans of individual agencies are linked and complement each other.

TRIM: [D5846114](#)



TOR Municipal Fire
Management Planning

Records of MEMPC meetings are held in the MEMPC folder and in [TRIM Folder EF/15/154](#) (2015)
[EF/12/1824](#) (2012 – 2014)

Meeting Held	File Name	Distributed on	Minutes prepared by
2010			
18/02/2010	2010/Minutes February 2010		D Trani
20/02/2010	2010/Minutes-Actions MEMP 20 May 2012		D Trani
19/08/2010	2010/Minutes-Actions 19 August 2010		D Trani
2011			
17/02/2011	2011/MEMP Feb 2011 minutes		D Trani
19/05/2011	2011/Minutes 19 May		D Trani
18/08/2011	2011/Minutes 18 August		D Trani
18/11/2011	2011Minutes 18 November		D Trani
2012			
16/02/2012	2012/Minutes 16 Feb 2012		D Trani
17/05/2012	Minutes 17 February 2012	21/02/2012	V Stacey
16/08/2012	Minutes 16 August 2012	21/08/2012	V Stacey
8/11/2012	MEMPC Minutes 8 November 2012	20/11/2012	V Stacey
2013			
14/02/2013	MEMPC Minutes 14 February 2013	20/02/2013	V Stacey
16/05/2013	MEMPC Minutes 16 May 2013	20/05/2013	V Stacey
22/08/2013	MEMPC Minutes 22 August 2013	19/09/2013	L Missen / V Stacey
14/11/2013	MEMPC Minutes 14 November 2013	22/11/2013	V Stacey
2014			
20/02/2014	MEMPC Minutes 20 February 2014	25/02/2014	V Stacey
15/05/2014	MEMPC Minutes 15 May 2014	27/05/2014	V Stacey
21/08/2014	MEMPC Minutes 21 August 2014	28/08/2014	V Stacey
20/11/2014	MEMPC Minutes 20 November 2014	17/12/2014	V Stacey
2015			
19/02/2015	MEMPC Minutes 19 February 2015	25/03/2015	V Stacey

Sandy Point

Neighbourhood Safer Places - Places of Last Resort (NSPs) are not part of any shelter in place or evacuation strategies. They are places of last resort; (where other plans have failed or cannot be followed) where a person's prospects of survival may be better than other places, but cannot be guaranteed.

In South Gippsland Shire the following location has been certified by CFA and designated by Council as a Neighbourhood Safer Place - Place of Last Resort:

Sandy Point Community Centre, 7 Church Parade (cnr of Ocean View Parade and located within the T P Taylor Reserve), Sandy Point, 3959.

Municipal Neighbourhood Safer Places Plan has been developed for this site [Municipal Neighbourhood Safer Place Plan Sandy Point August 2013](#). The Sandy Point NSP Standard Operations Procedure [D11907214](#) is contained in Crisisworks (secured copy, not available to the public).

PART NO.	PAGE NO.	STATUS	DATE	WHO
Part 6-Recovery Arrangements-"Agency Roles in Recovery" – included the meet & greet function, support as part of registration, first aid and personal support	34	✓	23/02/10	
Draft amended front cover page date to reflect audit date and new adopted version	Cover	✓	5/05/10	
Part 6-Recovery Arrangements-"Agency Roles in Recovery" added Salvation Army to catering, DEPI to animal welfare, Uniting Care Gippsland to personal support, Lifeline, Red Cross and Uniting Care Gippsland for outreach, Dept. of Health to public health, Rural farm Support Committee to Rural farm support and Lions for Volunteers and service clubs	34 & 35	✓	11/05/10	
Updated front cover date and footers to reflect recent Audit date compliance	All	✓	8/6/10	
Updated Operations/Exercises Table	13	✓	9/6/10	
Statement of Audit	7	✓	20/12/10	
Updated Operations/Exercises Table	12	✓	20/12/10	
Updated Frequency of Meetings	14	✓	20/12/10	
Updated Testing of the MEMP	15	✓	20/12/10	
Inclusion of MEMP Audit report (Appendix I)	62	✓	20/12/10	
Updated wording of section 7.4.1 Refuse removal amended to "Garbage Removal and Waste removal (may include hazardous materials). Added (may include large numbers e.g. disease) after Dead animals	43	✓	16/5/2011	
Update of Pandemic & Heatwave contact details into MEMP appendix H	Appendix H	✓	June 2011	
VCC to be added into MEMP & VCC representative to be added to MEMPC	28, 50 & 51	✓	Aug 2011	
Add South Gippsland Emergency Communications Plan as sub plan to MEMP	42		Feb 2012	LP
Section 7.5 be amended by replacing words "Transport and Engineering" with "Infrastructure and Utilities"	12 & 55	✓	Feb 2012	LP
Municipal Fire Management Plan (MFMP) Version 1.0 to be adopted as sub-plan to MEMP	42	✓	Feb 2012	LP
Review of MEMP	All	✓	March 2012	LP
Update Operations/Exercise Table	23	✓	May 2012	LJ
Distribution list needs to include Wonthaggi Police Station	3	✓	July 2012	VS
Section 5.1 Response: Change 'Division' to 'Regional'	47	✓	July 2012	VS
Throughout the document all references to Divisional Emergency Response Coordinator to be changed to Regional Emergency Response Coordinator	various	✓	July 2012	VS
Flow chart 7.2.1 requesting Emergency Relief Needs to reflect correct	60	✓	July 2012	VS

PART NO.	PAGE NO.	STATUS	DATE	WHO
terminology of RERC and Regional (was originally DERC)				
Due to reformatting and additional page insert to reflect amendments to be documented as identified in the Audit conducted on 6 July 2012; page numbers throughout the MEMP and Appendices have changed	various	✓	July 2012	VS
Certificate of Audit July 2012 inserted	14	✓	August 2012	VS
Statistical Data updated due to release of 2011 Census Data in Section 2.3 Demography; 2.3.2 Population Profile – Religion	19 - 21	✓	August 2012	VS
Terms of Reference Working Groups Appendix J – reformatted and updated terminology (removed South Gippsland Shire Council Emergency Management Plan and changed to Municipal Emergency Management Plan)	App J – page 97	✓	Sept 2012	VS
3.1.1 Updated Working Groups table (deleted MEM and added reps to Risk Review Working Group as per outcomes of MEMPC Meeting 16 August 2012)	29	✓	Sept 2012	VS
4.4 Community Awareness – Absentee Landholders Meeting In Melbourne (Nunawading) held on 4 December 2013	44	✓	January 2013	VS
3.3.3 Updated MEMPC meeting schedule for 2013	30	✓	January 2013	VS
2.6 Updated Operations / Exercise table: Desktop exercise – scenario Exercise MicroBurst in Leongatha	27	✓	6 Dec 2013	VS
2.6 Updated Operations / Exercise table: Activated Virtual MECC - Hallston Fires – set up registration centre at the Leongatha Football Clubs.	27	✓	28 March 2013	VS
2.6 Updated Operations / Exercise table: Exercise - MECC Central introduction – scenario of Savage Storm and Flash Flood in Fish Creek	27	✓	18 April 2013	VS
4.3.2 Treatment Plans – updated list to include the Flood Emergency Plan and change of name from Township Protection Plans to Community Information Guides. Removed Fire Prevention Plan as the newly updated Fire Management Plan will replace this.	43	✓	2 May 2013	VS
All references to DPI and DSE have been changed to reflect the new department changes to become the Department of Environment and Primary Industries (DEPI)	various	✓	2 May 2013	VS
Updated Table of Contents to reflect page number changes due to amendments	various	✓	2 May 2013	VS
Updated 4.5 Prevention/Mitigation Plans to include reference to the MFMP (Municipal Fire Management Plan) and MFEP (Municipal Flood Emergency Plan)	44	✓	25 July 2013	VS
Updated 5.3.2 Neighbourhood Safer Place: the Sandy Point Community Centre location has been certified by CFA and designated by Council as a Neighbourhood Safer Places - Places of Last Resort:	48	✓	Sept 2013	VS
2.6 2.6 Updated Operations / Exercise table: ERC SOPs – joint exercise with Bass Coast @ Inverloch Community Centre – 27 Sept 2013	27	✓	Sept 2013	VS
Updated 6.3.1 Single Incident Notification added to Activation and Notification	50	✓	February 2014	VS
Emergency Animal Welfare Plan adopted and added as a subplan	44	✓	February	VS

PART NO.	PAGE NO.	STATUS	DATE	WHO
2.6 Updated Operations / Exercise table: Animal Disease – 6 May 2014	27	✓	2014 May 2014	VS
Heatwave Plan reviewed and Plan adopted and added as a subplan	44	✓	August 2014	VS
Pandemic Plan reviewed and Plan adopted and added as a subplan	44	✓	August 2014	VS
The committee have accepted that this plan and each sub-plan will be reviewed every 3 years during an audited cycle or after an event (rather than annually). A timetable has been include in section 3.3.2	30	✓	August 2014	VS
2.6 Updated Operations / Exercise Table: Are You Ready? Business Resilience after an Event Training Exercise. 14 October 2014	27	✓	October 2014	VS
4.4 Community Awareness – Absentee Landholders Meeting In Melbourne (Bayswater) held on 27 November 2014		✓	November 2014	VS
CERA Risk Review		✓	4 March 2015	VS
Complete amendment of Plan (all Parts)		✓	19 March 2015	VS

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

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



PROTOCOL FOR INTER-COUNCIL EMERGENCY MANAGEMENT RESOURCE SHARING

(attached)

There are a broad range of communication facilities within the municipality. To assist with the dispersal of information to the community, the responsible agency should prepare communications that can be forwarded to local media outlets and Council for further distribution to their stakeholder networks. An example of this is the [Australian Red Cross Communicating in Recovery](#)

The following documents guide Council staff on the appropriate level and type of communication/engagement required with the community dependent on a range of factors for consideration, including when an emergency situation occurs and identifying the audience.

[Communication and Engagement Policy 2014](#) (external document located on Council's website)

[Community Engagement Plan and Toolkit 2014](#) (internal document)

[Media Releases and Media Enquiries – A quick guide](#) (internal document)

