Title	Part 00 Consolidated Contents
Person Responsible	Peter Gordon (MERO) or Priscilla Mayne (MRM)
Date Last Updated	23/01/2015
Status	Released
Location	https://govdex.gov.au/confluence/display/WMRCMEMPC/Wyndham+City+MEMP+Index

MUNICIPAL EMERGENCY MANAGEMENT PLAN

2015 – 2018

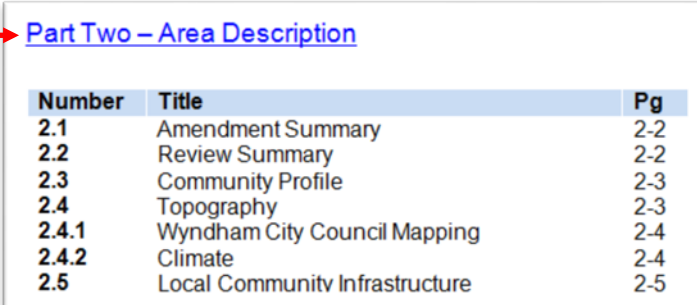# PART ZERO: CONSOLIDATED CONTENTS

Accessing MEMP

The Wyndham City MEMP is available from Govdex is a secure, private web-based space that helps agencies to manage projects, and share documents and information. An account must be requested from memp@wyndham.vic.gov.au .

The most up to date version of the Wyndham City MEMP is maintained on Govdex. This document has been developed to assist locating sections of the MEMP.

Follow these instructions to access parts of the MEMP

1. Locate the required section in this document
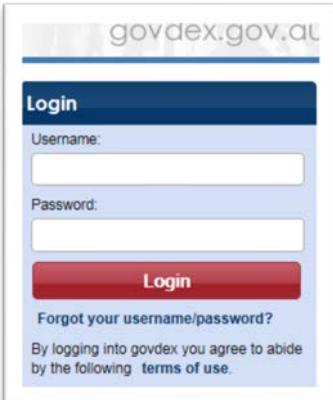

2. Click on the Part title above required section

3. Enter your user name (firstname.lastname) and govdex password, if you have forgotten your password it can be retrieved by clicking 'Forgot your username/ password?' below **[Login]** button

PART ZERO: CONSOLIDATED CONTENTS

4. Click on required link

5. Click on required link

6. Read selected information

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Part One – Introduction

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Title	**Part One: Introduction**
Person Responsible	Peter Gordon (MERO) or Priscilla Mayne (MRM)
Date Last Updated	18/06/2015
Status	Revision
Location	https://govdex.gov.au/confluence/display/WMRCMEMPC/Wyndham+City+MEMP+Index

Contents

PART ONE: INTRODUCTION

1.1 Revision Summary – Part One

Revision Date	Revision Number	Change / Reason for change	Updated by
08/09/2011	2011 – 1.0	Draft status changed to Released	Steve Crimston
14/01/2015	2015 - 0.1	1.10 update name of Dept of Human Services to Dept of Health & Human Services Plan name updated to 2015-2018	Steve Crimston
23/01/2015	2015 -1.0	Part status updated to released	Steve Crimston
11/06/2015	2015-X.1	Part Status updated to Revision CEO's signature updated New Audit Certificate added	Steve Crimston
18/06/2015	2015-1.1	Status updated to released	Steve Crimston

1.2 Review Summary – Part One

Next Review Due	Comments
10/06/2012	Deferred from review at March MEMPC meeting until June MEMPC meeting 10/06/2012
14/03/2013	Reviewed MEMPC meeting 14/03/2013
13/03/2014	Reviewed at MEMPC meeting 14/03/2014
12/03/2015	Deferred from review at March meeting until June MEMPC meeting 11/06/2015
11/06/2015	Reviewed at MEMPC meeting 11/06/2016
10/03/2016	

PART ONE: INTRODUCTION

1.3 One Number Contact

WYNDHAM CITY COUNCIL

<div style="border:2px solid black; text-align:center;">

MUNICIPAL EMERGENCY RESOURCE OFFICER/MUNICIPAL RECOVERY MANAGER

24 HOUR EMERGENCY CONTACT NUMBER

███████████

</div>

WYNDHAM CITY COUNCIL 24 HR CONTACT PROTOCOL

To contact the MERO or MRM in relation to an emergency:

- Phone ███████████
- Ask operator to page required officer, MERO or MRM
- The operator will request the following information;
  - Your name
  - Your phone number
  - The address of the incident
  - Brief message

To contact the MERO or MRM in relation to a general inquiry:

- During Business Hours (8.30 AM - 5.00 PM), phone ███████████
- Ask Customer Service to contact the required officer, MERO or MRM as a general inquiry

Or

An email can be sent to the relevant email address below

Email: ████████████████   or ████████████████

PART ONE: INTRODUCTION

1.4 Foreword

The economic and social effects of emergencies including loss of life, destruction of property, and dislocation of communities are inevitable.

Coping with risks gives our reason and focus for planning. Risks exist within all communities whether they are recognised or not.

The Council's Municipal Emergency Management Plan has been produced pursuant to Section 20(2) of the *Emergency Management Act 1986*. This plan addresses the prevention of, response to and recovery from emergencies within the Municipality and is the result of the cooperative efforts of the Emergency Management Planning Committee and assistance from Victoria State Emergency Service Central Region and recognises the previous planning activities of the municipal area.

The information contained in the Contact Directory of the Municipal Emergency Management Plan shall only be used for essential emergency management purposes and shall be managed in accordance with the *Information Privacy Act 2000*.

PART ONE: INTRODUCTION

1.5 Municipal Endorsement

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

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

This Plan is a result of the co-operative efforts of the planning committee after consultation with those agencies and organisations identified therein.

CHIEF EXECUTIVE OFFICER
Approving this plan on the 13 day of May 2015

PART ONE: INTRODUCTION

1.6 SES Audit Certificate

STATE EMERGENCY SERVICE VICTORIA

SES

Certificate of
Audit

THIS IS TO CERTIFY THAT THE
MUNICIPAL EMERGENCY MANAGEMENT PLAN OF

Wyndham City Council

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

"Complying with the Guidelines"

Trevor White
Chief Officer, Operations

11 March 2015

Date

PART ONE: INTRODUCTION

1.7 Aim
The aim of this Plan is to detail the agreed arrangements for the prevention or mitigation of, the response to, and the relief and recovery from, emergencies that could occur in Wyndham in support of the community.

1.8 Objectives
The broad objectives of this Plan are to:
- Implement measures to prevent or reduce the causes or effects of emergencies to our community;
- Develop and administer programs that reduce the community's vulnerability to emergencies and increase its capacity for resilience and self reliance;
- Manage arrangements for the utilisation and implementation of municipal resources in response, community support and recovery activities for emergencies;
- Manage support that may be provided to or from other municipalities;
- Assist the affected community to recover following an emergency; and
- Complement other local, regional and state planning arrangements.

1.9 General Principles & Context
It is understood that Wyndham City Council is not a control agency for response to emergencies. This is the responsibility of agencies nominated in Part 6 of the State Emergency Response Plan.

This plan has been prepared in accordance with relevant legislation.

1.10 Municipal Emergency Management Functions
The Council accepts responsibility for the management of municipal resources and the coordination of community support to counter the effects of an emergency during the response to, and recovery from emergencies.

This includes the management of:
- The provision of emergency relief to combatants and affected persons during the response phase;
- The provision of supplementary supply (resources) to control and relief agencies during response, relief and recovery;
- Municipal assistance to agencies during the response to and recovery from emergencies;
- The post impact assessment of the emergency; and
- Recovery activities within the municipality, in consultation with the Department of Health & Human Services (DHHS).

PART ONE: INTRODUCTION

All council staff members with a role in emergency management receive induction training, emergency training, and participate in exercises to ensure they have an understanding of the role and responsibilities they are expected to fulfil in emergency planning, response, relief and recovery.

1.11 Plan Linkages

Members of the Municipal Emergency Management Planning Committee have been involved in the development of various sub plans and linked plans; thereby linking these plans to the Municipal Emergency Management Plan copies of which are available from the City of Wyndham Civic Centre.

Linked Plans	Linkages / Members of MEMPC										
	Councillor	MERO	*EMO*	MRM	MFPO	SES	CFA	VICPOL	*MFB*	DHHS	RedCross
Wyndham City Council *City* Plan,	Yes	Yes		Yes				Yes			
Wyndham Municipal Fire Management Plan,		Yes	Yes		Yes		Yes	Yes	*Yes*	*Yes*	
Wyndham Flood Emergency Plan,		Yes	Yes			Yes	Yes	Yes	Yes	Yes	
Wyndham Heatwave Plan,		Yes	Yes	Yes				Yes		Yes	
Wyndham Pandemic Plan,		Yes	Yes	Yes						Yes	
Wyndham Municipal Recovery Plan,		Yes	Yes	Yes						Yes	Yes
Community Emergency Risk Management		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Community Information Guide (Prepared by the CFA) For *Little River*,		Yes	Yes		Yes	Yes	Yes	Yes	Yes	Yes	
Wyndham Community Safety*, Well-being & Safety* Plan,	Yes			Yes				Yes			
Climate Change Plan	Yes	Yes		Yes							
Victoria Police Transport Plans (restricted)								*Yes*			

PART ONE: INTRODUCTION

Public event plans are generated for specific events and make reference to EM arrangements contained within the MEMP.

Title	Part Two: Area Description
Person Responsible	Peter Gordon (MERO) or Priscilla Mayne (MRM)
Date Last Updated	23/01/2015
Status	Released
Location	https://govdex.gov.au/confluence/display/WMRCMEMPC/Wyndham+City+MEMP+Index

Contents

PART TWO: AREA DESCRIPTION

The electronic version of this document on the Govdex website is the controlled version. Printed or saved copies are considered uncontrolled. Before using a printed or saved copy, verify that it is the current version.

For access to Govdex contact the MERO or MRM via Part Eight - Contact Directory – MEMP

PART TWO: AREA DESCRIPTION

2.1 Revision Summary – Part Two

Revision Date	Revision Number	Change / Reason for change	Updated by
08/09/2011	2011-1.0	Draft status updated to Released	Steve Crimston
10/06/2012	2011-1.1	(2.2) Review Summary – date reviewed & next review date added (2.3) Community Profile – specific figures removed reference made to WCC website (2.4.2) Climate – Text removed & replaced with table from BOM (2.5.2) Rail – Table of Railway Stations & Level crossings added (2.5.3) Airports Flight paths, moved to 2.5.4 Bus Services added (Footer) Version updated to 2.0, Amendment Date added, pg added in front of page number	Steve Crimston
14/03/2013	2011-1.2	2.3 Profile web address updated 2.6 Demographics – figures updated, web address updated	Steve Crimston
14/03/2014	2011-1.3	2.4 Added table of neighbouring municipalities and map, added details of waterways, climate table updated, map of main roads added, Railway Stations – Aircraft & Williams landing added & map, Laverton North/ Truganina Precinct number of MHF's updated, Williams Landing description updated, Population updated, Vulnerable Communities replaced	Steve Crimston
14/01/2015	2015-0.1	2.7 History of Emergencies, moved to Appendices Plan name updated to 2015-2018	Steve Crimston
23/01/2015	2015-1.0	Part status updated to released	Steve Crimston

PART TWO: AREA DESCRIPTION

2.2 Review Summary – Part Two

Next Review Due	Comments
10/06/2012	Deferred from review at March MEMPC meeting until June MEMPC meeting 10/06/2012
14/03/2013	Reviewed MEMPC meeting 14/03/2013
13/03/2014	Reviewed at MEMPC meeting 14/03/2014
12/03/2015	Deferred from review due to recent update prior to audit Feb 2015
10/03/2016	

PART TWO: AREA DESCRIPTION

2.3 Community Profile
The City of Wyndham Community Profile is available
from http://profile.id.com.au/wyndham/home

2.4 Topography
The City of Wyndham is located in Melbourne's outer south-west, between 12 and 45 kilometres from the Melbourne GPO. The City of Wyndham is bounded by the City of Melton and the City of Brimbank in the north, the City of Hobsons Bay in the east, Port Phillip Bay in the south-east, the City of Greater Geelong in the south-west and west and Moorabool Shire in the north-west.

Located between Melbourne and Geelong the city lies mainly on flat, sparsely timbered, basaltic plains and, with the exception of the alluvial soils to the south, these plains consist of clay soils.

Surrounding Localities

North
City of Melton
City of Brimbank

East
City of Hobsons Bay

South East
Port Phillip Bay

South West
City of Greater Geelong

North West
Shire of Moorabool

Figure 2.1
Wynmap

PART TWO: AREA DESCRIPTION

Wyndham City Suburbs and Localities

Wyndham covers 542 square kilometres and includes the suburbs and localities of Werribee, Werribee South, Hoppers Crossing, Point Cook, Wyndham Vale, Tarneit, Truganina (part), Little River (part), Laverton (part), Laverton North, Williams Landing, Cocoroc, Quandong Eynesbury (part), Mambourin and Mt Cottrell

The population is centred in the residential areas around Werribee, Hoppers Crossing and Point Cook. Rural land is mainly used for vegetable growing and farm grazing.
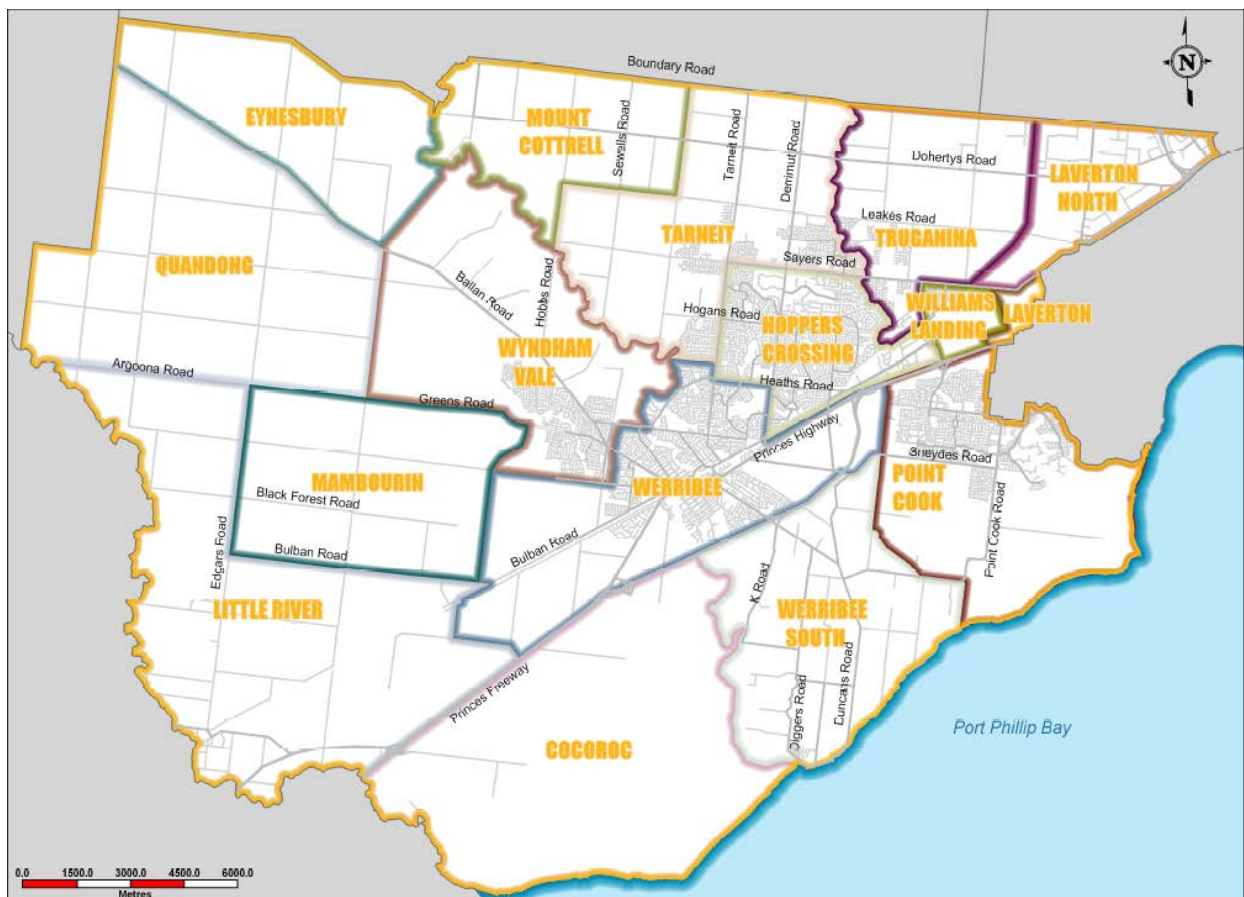
Figure 2.2
Wynmap

PART TWO: AREA DESCRIPTION

Key Features

- Werribee Park (Mansion)

- Victoria State Rose Garden

- Werribee Open Range Zoo

- Werribee Park National Equestrian Centre

- RAAF Williams Laverton and Point Cook Bases
- RAAF Base Williams Museum
- Point Cook Homestead
- Werribee Town Centre
- Werribee Plaza Shopping Centre
- Point Cook Town Centre
- Werribee Park Golf Club
- Sanctuary Lakes Golf Club
- Werribee Racecourse
- Port Phillip Prison
- Werribee Agriculture & Food Technology Precinct

- Melbourne Water Discovery Centre
- Melbourne Water Western Treatment Plant
- Victoria University (Werribee Campus)
- University of Melbourne (Werribee Campus & Veterinary Hospital)
- Cheetham Wetlands

- Heathdale Glen
- Orden Wetlands
- Point Cook Coastal Park
- Mambourin Sensory Garden
- Point Cook Marine Sanctuary
- Wyndham Harbour
- The Federation Trail bicycle path
- Werribee River
- The Little River.

http://profile.id.com.au/wyndham/about

Wyndham City Council Mapping

Contact the MERO for council maps – See Part 1 Introduction 1.3 One number contact for details

Climate

Summary statistics LAVERTON RAAF

Mean number of days of rain ≥ 1 mm	4.8	4.5	5.5	6.6	8.2	8.0	8.5	9.7	9.5	9.4	7.7	6.6	89.0	71	1941 2012		
Other daily elements																	
Mean daily sunshine (hours)	8.5	8.3	6.7	5.7	4.3	4.1	4.5	5.2	5.7	6.8	7.4	8.0	6.3	32	1967 1999		

Figure 2.3

for further details see:http://www.bom.gov.au/climate/averages/tables/cw_087031.shtml

PART TWO: AREA DESCRIPTION

2.5   Local Community Infrastructure

Main Roads

A network of main roads is evenly distributed throughout the municipality, particularly east of the Werribee River. Freeway access is limited in some areas, particularly in the Point Cook area.

The main east-west route is dominated by the Princes Freeway, but other routes include Sayers, Leakes, Dohertys and Boundary Roads.

The main north-south route is Derrimut and Hopkins Roads with limited access being provided by Tarneit and Palmers/Robinsons Roads.

Two major rural inter-connector roads are available. Ballan Road leads to the Bacchus Marsh area and Bulban Road leads from the Werribee township to the Little River township.

Figure 2.4
Wynmap

PART TWO: AREA DESCRIPTION

Rail

The municipality is essentially bisected in an east/west direction by a rail corridor including metropolitan, country and standard gauge lines. These can form a physical barrier to access. Between Laverton and Werribee there are two grade separated crossings and five at grade crossings

Railway Stations

Hoppers Crossing
Old Geelong Rd / Morris Rd
Hoppers Crossing
Metro Train

Werribee
Manly St
Werribee
Metro Train

Williams Landing
Palmers Rd
Williams Landing
Metro Train

Aircraft
Triholm Ave , Laverton
Metro Train

Little River
You Yangs Rd / Little River Rd Little River
V Line

Figure 2.5
Wynmap

PART TWO: AREA DESCRIPTION

Bus Services
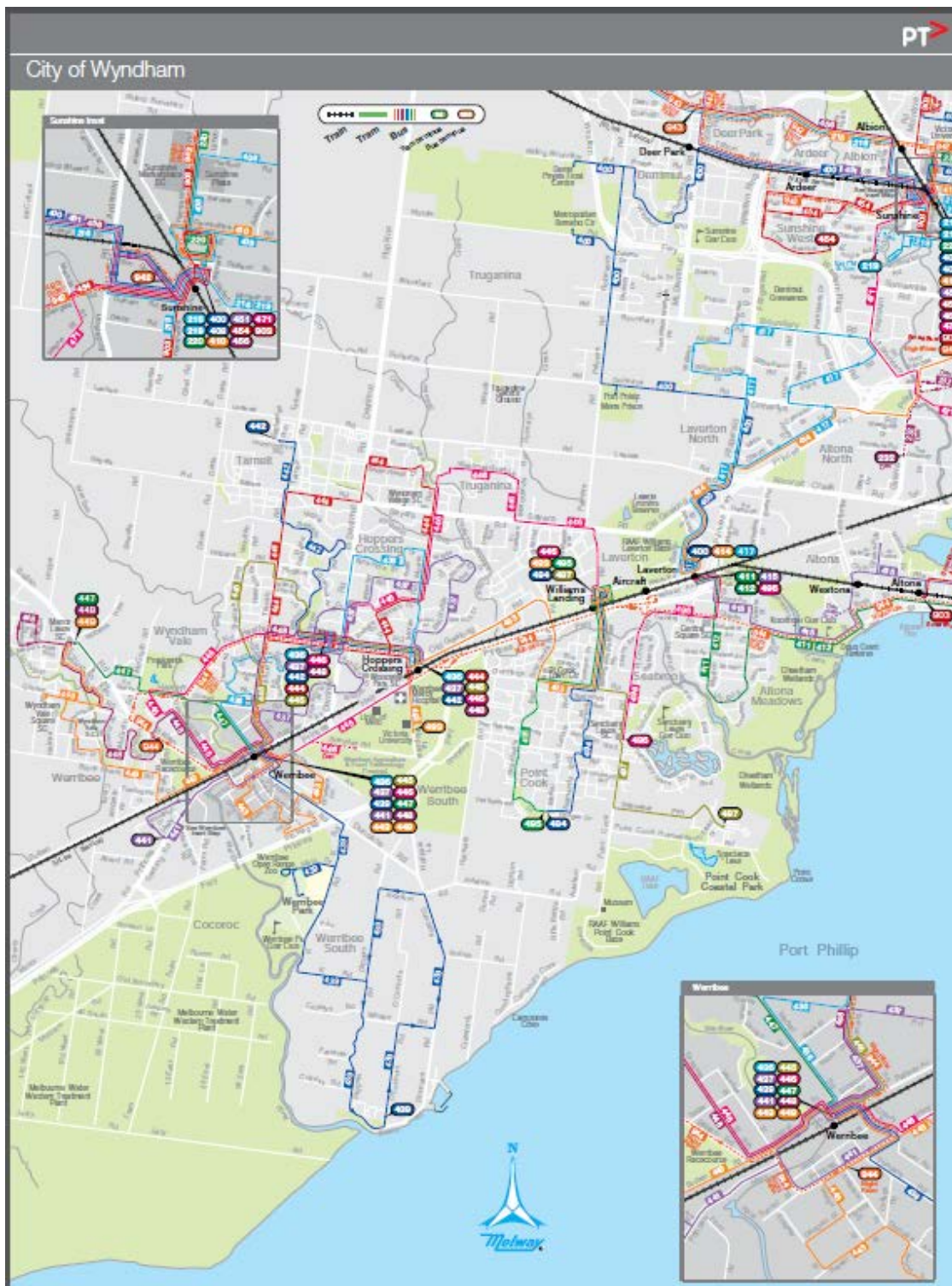
Figure 2.6

http://ptv.vic.gov.au/assets/Maps/Localities/PDFs/52_Wyndham_LAM.pdf

PART TWO: AREA DESCRIPTION

Airports – Flight Paths
Wyndham is host to one operating airfield In addition, the Little River township is adjacent to Avalon Airport which is located in the City of Greater Geelong.

The municipality is significantly affected by the flight paths from Point Cook Airfield, Avalon Airport and Melbourne Airport.

The operations at Point Cook have been modified to minimise the effect on amenity for residents in Point Cook. The Avalon Airport affects the Little River township but the exposure is less intense than Point Cook. With increased use of Avalon, further noise and risk exposure will eventuate.

The Laverton North area is affected by air traffic approaching Melbourne Airport and much of this area is in controlled airspace.

Figure 2.7
http://en.wikipedia.org/wiki/List_of_airports_in_the_Melbourne_area

PART TWO: AREA DESCRIPTION

Land Use

The City of Wyndham is a residential and rural area, with substantial industrial, technology and commercial areas. Wyndham is one of Melbourne's principal growth areas. The City encompasses a total land area of about 542 square kilometers. The population is centred in the residential areas around Werribee and Hoppers Crossing. Rural land is used mainly for vegetable growing and grazing.

Land use
- Agricultural
- Parkland
- Residential
- Other

Figure 2.8

http://profile.id.com.au/wyndham/about
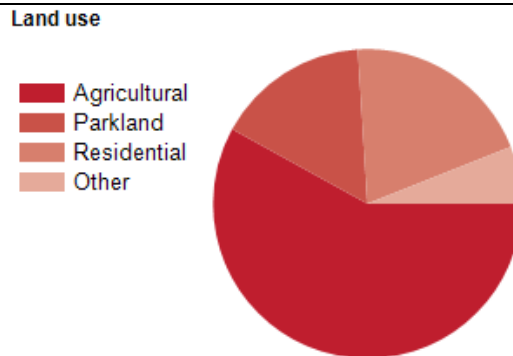
Major Industries

Manufacturing & Service Industries

Laverton North/Truganina Precinct (Melways Pg 39 & 40 and 53 & 54)
This is the largest of the City of Wyndham's industrial precincts. In excess of 500 businesses provide more than 15,000 jobs within the precinct.
 Laverton North currently comprises 1500ha of zoned industrial land with potential to develop a further 850ha to the west. Further increases may occur if the Urban Growth Boundary (UGB) alters in the future.

The precinct hosts a variety of activities including those in the sectors of:-

- Transport / Logistics / Warehouse Distribution
- Food Processing
- Manufacturing
- Recycling
- Wool, Hide & Skin Merchants
- Chemical Manufacturing

Located within this precinct are five (5) major hazard facilities. There are also major hazard facilities in adjoining municipalities which may impact on Wyndham.

Werribee Industrial Precinct (Melways Pg 205)
This Industrial 3 zoned precinct takes in the west end of Russell Street, Riverside Avenue, Lock Avenue and surrounds. Smaller manufacturing, restricted retail and service centres are located in this smaller precinct which interfaces with the Werribee residential area. In

PART TWO: AREA DESCRIPTION

recent times many of the older style developments have been replaced with modern structures.

Wyndham Gate Industrial Estate (Melways Pg 203)
This smaller but high profile development is located on Wallace Avenue Point Cook, directly adjacent to the Princes Freeway. The focus here is on smaller showroom / light manufacturing developments.

Old Geelong Road Precinct, Hoppers Crossing (Melways Pgs 203, 206 & 207)
Over 250 businesses are located on Old Geelong Road. This is predominantly a specialist retail centre including "homemaker" stores, furniture and motor vehicle sales and servicing.

In and around Old Geelong Road are located smaller scale traditional industrial activities including manufacturing, engineering and service and repair centres. This strip contains approximately 60,000m² of bulky goods and manufacturing sales.

Werribee Employment Precinct (Melways Pg 206 & 207)
The Werribee Technology Precinct currently comprises an estate of approximately 925 hectares on which there are branch campuses of three universities, one Institute of TAFE, the Werribee Mercy Hospital, a scattering of research and development facilities and service providers of contract scientific services. The site has the potential for generation of biological hazards.

Commercial Industries

Werribee Town Centre (Melways Pg 205)
This is the area with the railway line providing the boundary to the north, Werribee Street to the west, Synnot Street to the south and Cherry Street to the east. Approximately 375 businesses are located in this traditional strip shopping centre. Retail and business services are the main focus. Specialty stores, financial institutions, offices and a variety of restaurants, cafes and hotels are represented here. Housing approximately 40,000m² of retail and 15,000m² of commercial space, the strip also includes a 500 seat live theatre and gallery.

Werribee Plaza Regional Shopping Centre (Melways Pg 206)
A major undercover retail centre located on the corner of Heaths Road and Derrimut Road, Hoppers Crossing. Over 220 specialty stores are located at the plaza and the complex includes a Ten Screen Cinema Centre. Werribee Plaza contains approximately 70,000m² of retail floor space making it one of the largest centres of its type in Victoria. The centre provides for associated uses such as office, the local library service and several stand alone commercial pads.

Point Cook Town Centre (Melways Ref 207 F3)
Situated at the corner of Dunnings Road and Boardwalk Boulevard, Point Cook. The VicUrban development will offer 25,000m² of retail space, complemented by 15,000m² of commercial and medium density residential living

Williams Landing (Melways Pg 203)
Williams Landing is bounded by the Princes Freeway, Forsyth Road and Sayers Road. This land was previously used as a RAAF airfield. This is the "newest" suburb in the City of Wyndham development has commence. The town centre component of the project has

PART TWO: AREA DESCRIPTION

Major Activity Centre designation under the Victorian Government's Melbourne 2030 planning policy and will accommodate a significant amount of retail, bulky goods and commercial floor space, entertainment uses and residential.

The centre will be integrated directly with the recently (2013) constructed rail station and bus interchange and Palmers Rd Interchange to the Princes Fwy.

Small to medium retail centres are located at:-

- Sanctuary Lakes Shopping Centre, Point Cook Road, Point Cook (Melways Ref 207 K6)
- Woodville Shopping Centre, Warringa Crescent, Hoppers Crossing (Melways Ref 206 F3)
- Hogans Corner Shopping Centre, Cnr Hogans & Derrimut Roads, Hoppers Crossing (Melways 202 E9)
- Werribee Village Shopping Centre, Cnr Shaws & Tarneit Roads, Werribee (Melways Ref 205 K5)
- Wyndham Village Shopping Centre, Cnr Morris & Sayers Roads, Tarneit (Melways Ref 202 J6)
- Manor Lakes Shopping Centre, Ballan Road, Wyndham Vale (Melways Ref 204 J1)

Rural

Werribee South has over 3000 hectares under cultivation and is recognised as the broad leaf vegetable capital of Australia. Previously under traditional irrigation it now has recycled water available to the area from the Western Treatment Plant. One of Australia's largest marinas, Wyndham Cove, is under construction on the foreshore of Port Phillip in the Werribee South area.

PART TWO: AREA DESCRIPTION

2.6   Demographics

See http://profile.id.com.au/wyndham for further details of the demographics of Wyndham

Population
The population of the City of Wyndham in 2011 was 161,574
The official forecasted population for Wyndham City is 192,337 as at June 30, 2014.

Age structure – five year age groups, 2011
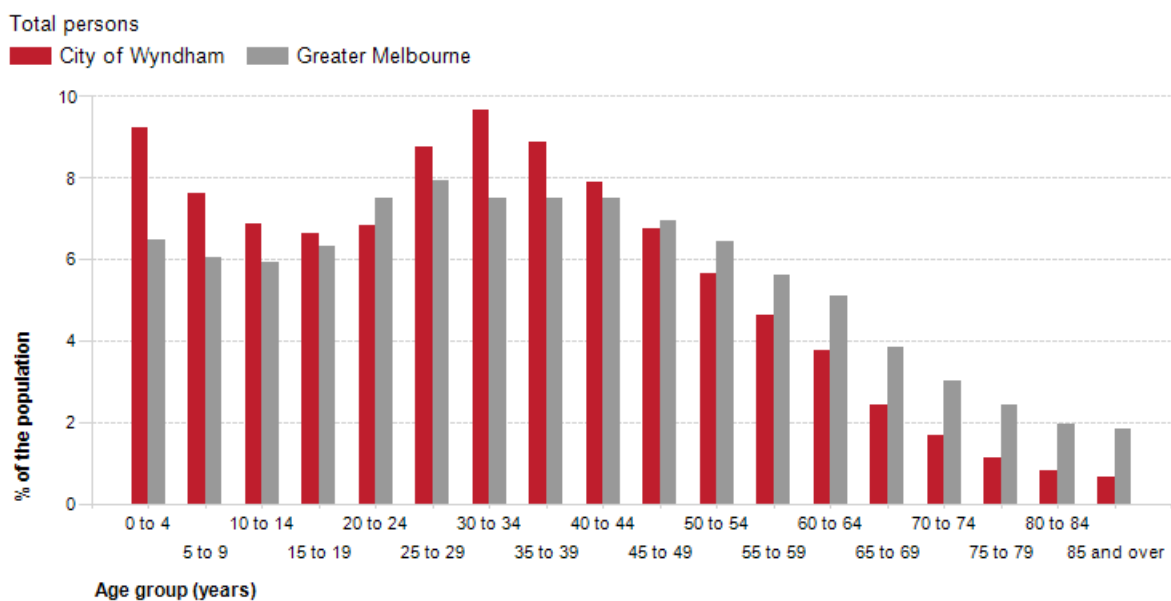
Figure 2.9
For more details see: Five year age groups | City of Wyndham | profile.id

PART TWO: AREA DESCRIPTION

Religion, 2011
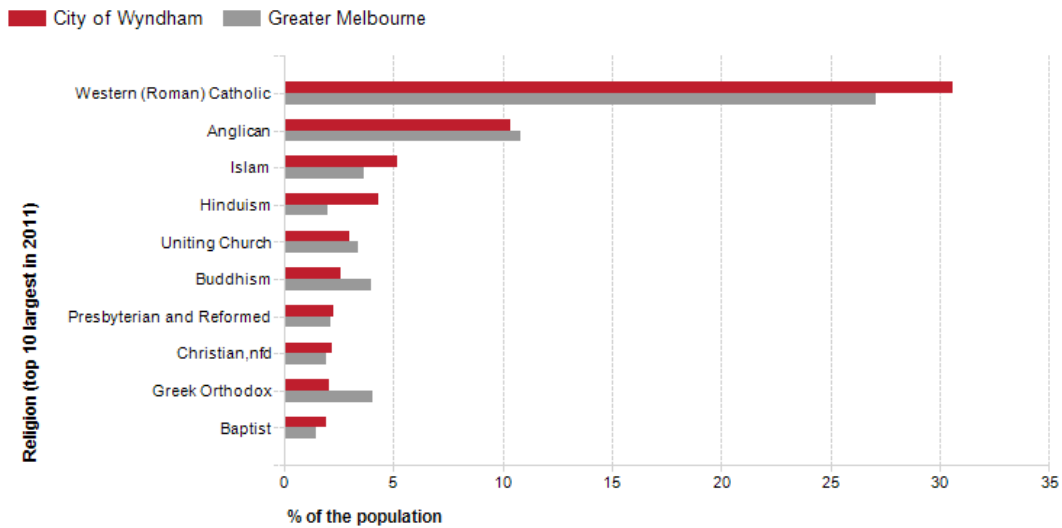
Figure 2-10
For more detail see: **Religion | City of Wyndham | profile.id**

Birthplace 2011
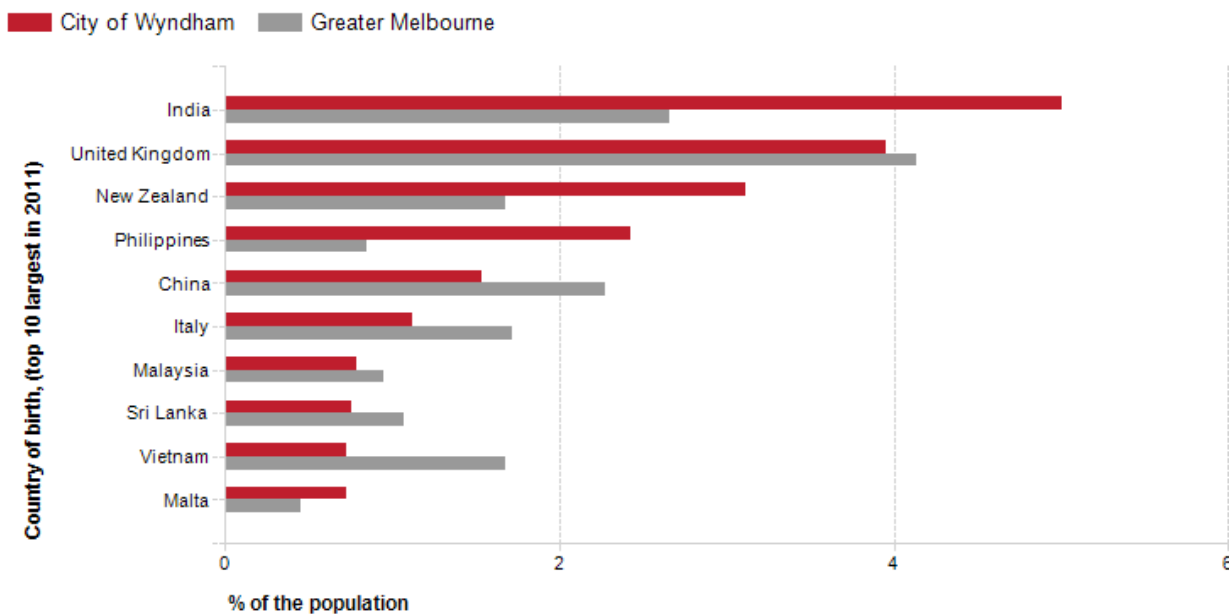
Figure 2-11
For more detail see :**Birthplace | City of Wyndham | profile.id**

PART TWO: AREA DESCRIPTION

Proficiency in English, 2011
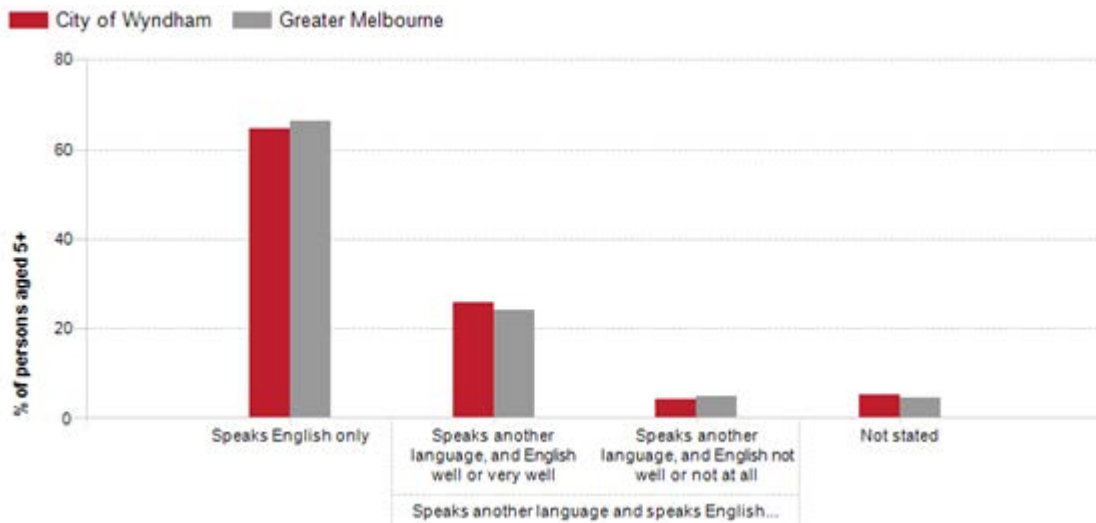
Figure 2-12
For more detail see: Proficiency in English | City of Wyndham | profile.id

Language spoken at home, 2011
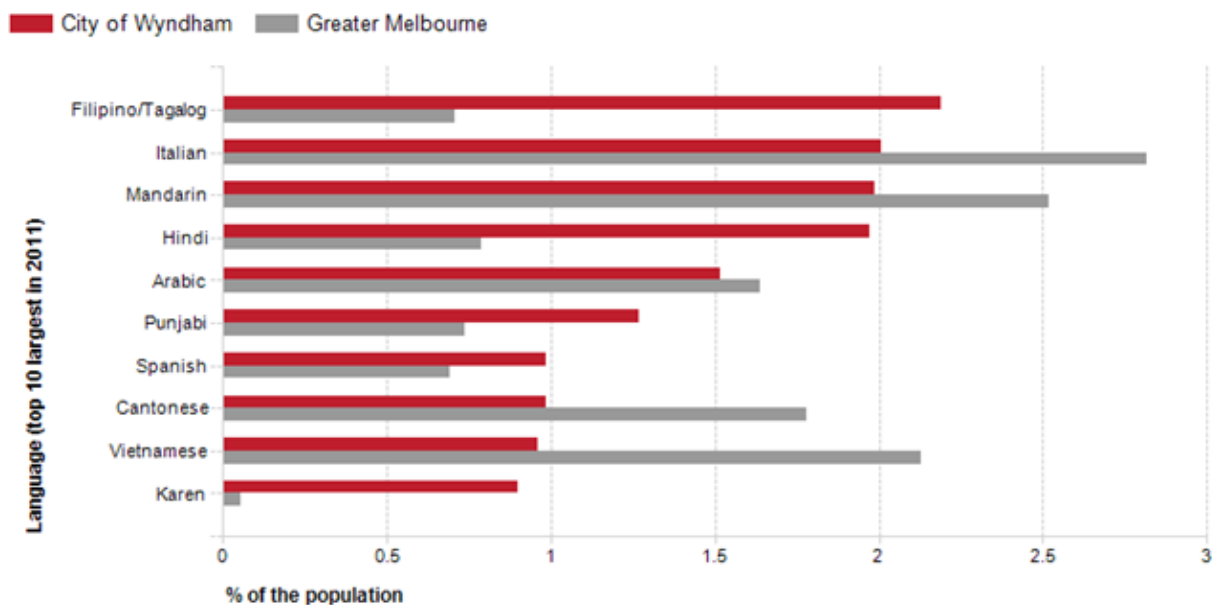
Figure 2-13
For more detail see: Language spoken at home | City of Wyndham | profile.id

PART TWO: AREA DESCRIPTION

Need for assistance with core activities, 2011

In the City of Wyndham 5,437 people or 3.4% of the population reported needing help in their day to day lives due to disability in 2011
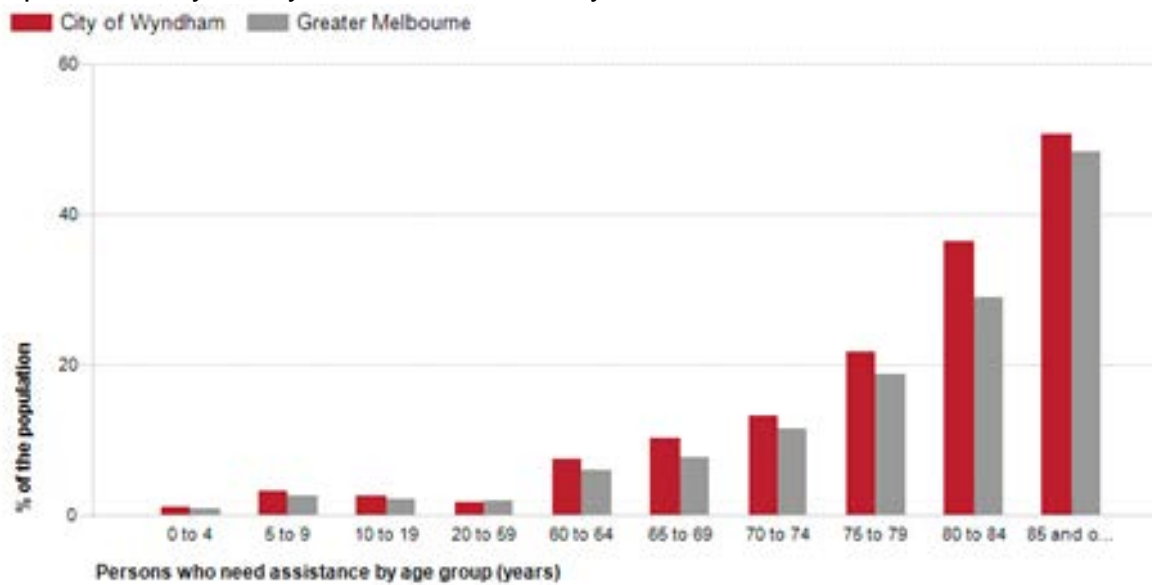
Figure 2-14
For more detail see: Need for assistance | City of Wyndham | profile.id

Vulnerable Facilities

See MEMP Part 8 Contact Directory Wyndham Vulnerable Facilities Contact List

2.7   History of Emergencies

A History of Emergencies is available Part 10 – Appendix 4

Title	Part Three: Planning Arrangements
Person Responsible	Peter Gordon (MERO) or Priscilla Mayne (MRM)
Date Last Updated	11/06/2015
Status	Released
Location	https://govdex.gov.au/confluence/display/WMRCMEMPC/Wyndham+City+MEMP+Index

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PART THREE: PLANNING ARRANGEMENTS

3.1 Revision Summary – Part Three

Revision Date	Revision Number	Change / Reason for change	Updated by
08/09/2011	2011-1.0	Draft status updated to Released	Steve Crimston
10/06/2012	2011-1.1	(3.2) addition of date reviewed and next review due date (3.5.1) correct email address (3.5.5) Updated audit dates (3.6.1) moved to 3.6.3, following MEMPC structure (3.6.2) moved to 3.6.1 following MEMPC structure (3.6.3) moved to 3.6.2 following MEMPC structure (3.6.4) added as new sub committee 3.6.5) added as new sub committee (Footer) Version updated to 2.1, Amendment date added	Steve Crimston
21/06/2013	2011-1.2	Removed 3.6.1 to 3.6.5 and added dot point list of sub committees under 3.6 for ease of updating MEMP 3.7.1 and 3.7.2 removed reference to PD's being in part 8 as part of recommendation to remove council support role descriptions from MEMP	Steve Crimston
15/01/2015	2015-0.1	Updated header to 2015-2018	Steve Crimston
23/01/2015	2015-1.0	Part status updated to released	Steve Crimston
11/06/2015	2015-X.1	Status updated to Revision Audit – wording updated as per EMMV	Steve Crimston
11/06/2015	2015-1.1	Status updated to Released, Revision number changed to 2015-1.1	Steve Crimston

PART THREE: PLANNING ARRANGEMENTS

3.2 Review Summary – Part Three

Next Review Due	Comments
10/06/2012	Deferred from review at March MEMPC meeting until June MEMPC meeting 10/06/2012
14/03/2013	Reviewed MEMPC meeting 14/03/2013 resolution of the MEMPC to update committees following dissolving of Municipal Fire Prevention Committee
13/03/2014	Reviewed at MEMPC meeting 14/03/2014
12/03/2015	Review deferred til March 2016 due to recent updating prior to audit February 2015
11/06/2015	Reviewed at MEMPC meeting 11/06/2015 due to recent updates in EMMV
10/03/2016	

PART THREE: PLANNING ARRANGEMENTS

3.3 Introduction

This section identifies specific emergency management roles and responsibilities, as determined by the Act and details the planning activities and arrangements for the management of emergencies in the Council's municipality.

3.4 Municipal Emergency Management Planning Committee (MEMPC)

This Committee is formed by the agencies listed at Part 10 Appendices – Appendix 1 MEMPC & Sub Committee Terms of reference with authority from Section 21(3) and (4) of the Emergency Management Act 1986. With the objective to formulate a plan for Council's consideration in relation to the prevention of, response to and the recovery from emergencies within the City of Wyndham.

> See MEMP Part 10 Appendix 1 for the MEMPC & Sub Committee Terms of Reference
> See MEMP Part 08 Contact Directories for details of individuals on this committee

3.5 Maintenance of the Municipal Emergency Management Plan (MEMP)

MEMPC Executive Officer

The Emergency Management Officer from Wyndham City Council is the MEMPC Executive Officer responsible for the development and maintenance of this plan, however, the MERO may delegate duties to provide for effective management of development and maintenance functions.

Any input, comments or updates on information within the Plan are welcomed and should be directed to:-

Executive Officer   **Email: memp@wyndham.vic.gov.au**
MEMPC
Wyndham City Council
PO Box 197 Werribee Victoria
3030

PART THREE: PLANNING ARRANGEMENTS

Frequency of Meetings

The Wyndham MEMPC meets four times per year in the months of March, June, September and December or as required.

Minutes

Minutes of all meetings must be taken and forwarded to all representatives on the Committee and a copy sent to the RERC. Functional Sub Committees, if formed, should meet at least once per year to review and amend their arrangements where necessary

Plan Review

Content of this Plan is to be reviewed annually or after an emergency which has utilised part of this plan by the MEMPC or Sub Committee. Organisations delegated with responsibilities in this Plan are required to notify the MEMPC Executive Officer via email: memp@wyndham.vic.gov.au of any changes of detail (eg contact information) as they occur.

Review of the plan will specifically, but not solely focus on the risks in the City of Wyndham and the Contact Directory of the plan. MEMPC meeting minutes shall confirm plan review, contact directory updates and distribution.
Amendments are to be produced and distributed by Council as required.

The plan review schedule at the MEMP Committee meetings will be:

March	June	September
• Parts 1-3	• Parts 4-6	• Parts 7-10
• Part 8 Contact Directories	• Part 8 Contact Directories	• Part 8 Contact Directories

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Amendments are produced and distributed by the Council using the Distribution List contained in MEMP Part 10 Appendix 2 – Distribution list.

See SOP 3 Reviewing, Recording and Distributing Amendments to the MEMP – Available from the MERO

Testing

Upon completion of development of this Plan, and thereafter on an annual basis, arrangements pertaining to this Plan will be tested. This will be done in a form determined by the Governance Committee. Any procedural anomalies or short falls encountered during these exercises, or ensuing operations, must be addressed and rectified at the earliest opportunity.

An exercise director will be appointed by the Governance Committee for coordination of the conduct of each exercise.

PART THREE: PLANNING ARRANGEMENTS

The executive officer will provide administrative support to exercises conducted by the MEMPC ensuring all debriefings from exercises are documented and reported to the MEMPC.

A minimum of one exercise will be conducted to test components of the MEMP annually, ideally two exercises will be conducted where possible ensuring all stages of the MEMP are tested including Response, Recovery and Relief. When planning for exercises a multi-agency approach is to be taken whenever possible.

Audit

Wyndham City Council pursuant to Section 21A of the Emergency Management Act shall submit the MEMP to the Victorian State Emergency Services for audit. The audit process is intended to support the development of high quality MEMPs that are consistent with the guidelines in the EMMV.

The plan will be submitted for audit at least once every three (3) years to ensure that it complies with the guidelines within the EMMV

The MEMP provided for audit must be the most recent version endorsed by the MEMP Committee and adopted by the council.

This Plan was last audited on 17February 2015 in accordance with Section 21(a) of the Emergency Management Act 1986 and is required to be audited next on or prior to 9 March 2015.

Availability to the public

The Executive Officer of the MEMPC will deposit a public copy of the MEMP with the Victorian State Library within two months of an amended version being published to comply with the Victorian Libraries Act 1988, s49

At the same time the Executive Officer of the MEMPC will arrange for the public copy of the MEMP on the Wyndham City Councils website to be updated

3.6 Sub Committees of the MEMPC

The MEMPC has given authority for the formation of the following Sub Committees to be formed

- Governance Committee
- Municipal Fire Management Planning Committee
- Municipal Flood Emergency Planning Committee

See MEMP Part 10 – Appendix 1 MEMPC & Sub Committees Terms of Reference

PART THREE: PLANNING ARRANGEMENTS

3.7 Planning Roles and Responsibilities

Emergency Management Officer (EMO) (Executive Officer MEMPC)
To establish a more coordinated approach to emergency management processes and practices across the Organisation, Council has employed an Emergency Management Officer (EMO), with responsibility for supporting emergency management functions across Council in conjunction with the appointed positions of MERO, MRM and MFPO.

This position plays an integral role in the prevention of, and planning for emergencies and is responsible for the continuous improvement of the council's Emergency Management Plans, which includes their monitoring, development, implementation, review and evaluation. This role also performs the function of Executive Officer of the MEMP.

Municipal Fire Prevention Officer (MFPO)
The Council has appointed an MFPO under its obligations contained in the *Country Fire Authority Act 1958 Section 96A* and *Metropolitan Fire Brigade Act 1958 Section 5A*

For details of the appointed person refer to Part 8 Contact Directory For details of the MFPO role refer to Part 7 Role Statements

3.8 Community Engagement

Wyndham City Council has developed a Community Engagement Framework. This framework will be used together with the Community Engagement Schedule below in consultation with MEMP Committee members to develop Community Engagement Opportunities

Community Engagement Schedule	
When	**Risk Community being engaged on**
2nd last week May	Flood Safety Week
2nd week in August	Rail Safety Week
2nd week in September	Storm Safety Week
October	Community Safety Month
2nd last week November	Fire Action Week
1st Week of December	Water Safety Week

The Wyndham City Community Engagement Framework & Model is available upon request from the MERO

Title	Part Four : Prevention & Mitigation Arrangements
Person Responsible	Peter Gordon (MERO) or Priscilla Mayne (MRM)
Date Last Updated	18/06/2015
Status	Released
Location	https://govdex.gov.au/confluence/display/WMRCMEMPC/Wyndham+City+MEMP+Index

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PART FOUR: PREVENTION & MITIGATION ARRANGEMENTS

4.1 Revision Summary – Part Four

Revision Date	Revision Number	Change / Reason for change	Updated by
08/09/2011	2011-1.0	Draft status changed to Released	Steve Crimston
21/06/2013	2011-1.1	4.5.1 Key plans and works conducted – Municipal Fire Prevention plan replaced with Municipal Fire Management Plan	Steve Crimston
12/05/2014	2011-1.2	4.5.5 Key plans and works conducted – Additional municipal plans listed including Flood plan, Pandemic plan , 4.7 Risk Register updated	Steve Crimston
15/01/2015	2015-0.1	4.4 Added CERM process flow chart Treatment strategies description and process flow chart added Plan name updated to 2015-2018	Steve Crimston
23/01/2015	2015-1.0	Part status updated to released	Steve Crimston
21/04/2015	2015-X.1	Status changed to Revision No revisions required	Steve Crimston
18/06/2015	2015-1.1	Status updated to Released	Steve Crimston

4.2 Review Summary – Part Four

Next Review Due	Comments
14/06/2012	Reviewed at MEMPC meeting 14/06/2012
13/06/2013	Reviewed MEMPC meeting 13/06/2013
12/06/2014	Reviewed at MEMPC meeting 12/06/2014
11/06/2015	Reviewed at MEMPC meeting 11/06/2015
9/06/2016	

PART FOUR: PREVENTION & MITIGATION ARRANGEMENTS

4.3 The Role of the Municipality

Council recognises it has a key role in prevention and mitigation activities to reduce the risk, or minimise the effects of emergencies that may occur in the 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 MEMPC also plays a role in prevention by identifying potential risk areas.

4.4 Preparedness

Part Five (Response Arrangements identifies the roles and responsibilities of the various organisations and agencies that operate in the municipality. Each agency's ability to cope with the identified risks was considered during the Community Emergency risk Management process.

Municipal emergency Coordination Centres have been identified, along with an alternative in the event that the Primary becomes unserviceable. Likewise Emergency Relief Centre have been determines for use during emergencies.

Also Wyndham City Council trains members of staff through the North West Emergency Management Collaboration.

4.4 Risk Management

Risk Management is a systematic process that produces a range of measures that contribute to community and environmental wellbeing.

The Municipal Risk Management Model formulates the relationship between municipal emergency planning and other elements of community safety planning in an integrated approach to risk management. It is a recognised framework in identifying and analysing risks within the community, and provides a mechanism for incorporating risk management into the broader emergency management process.

This enables documentation of the process to inform Council of changes to existing identified risks, and the potential impact of newly identified risks, which in turn enhances Council's capacity to effectively engage the community and conduct forward planning.

A flow chart showing the process used is included below:

PART FOUR: PREVENTION & MITIGATION ARRANGEMENTS

Community Emergency Risk Management process model
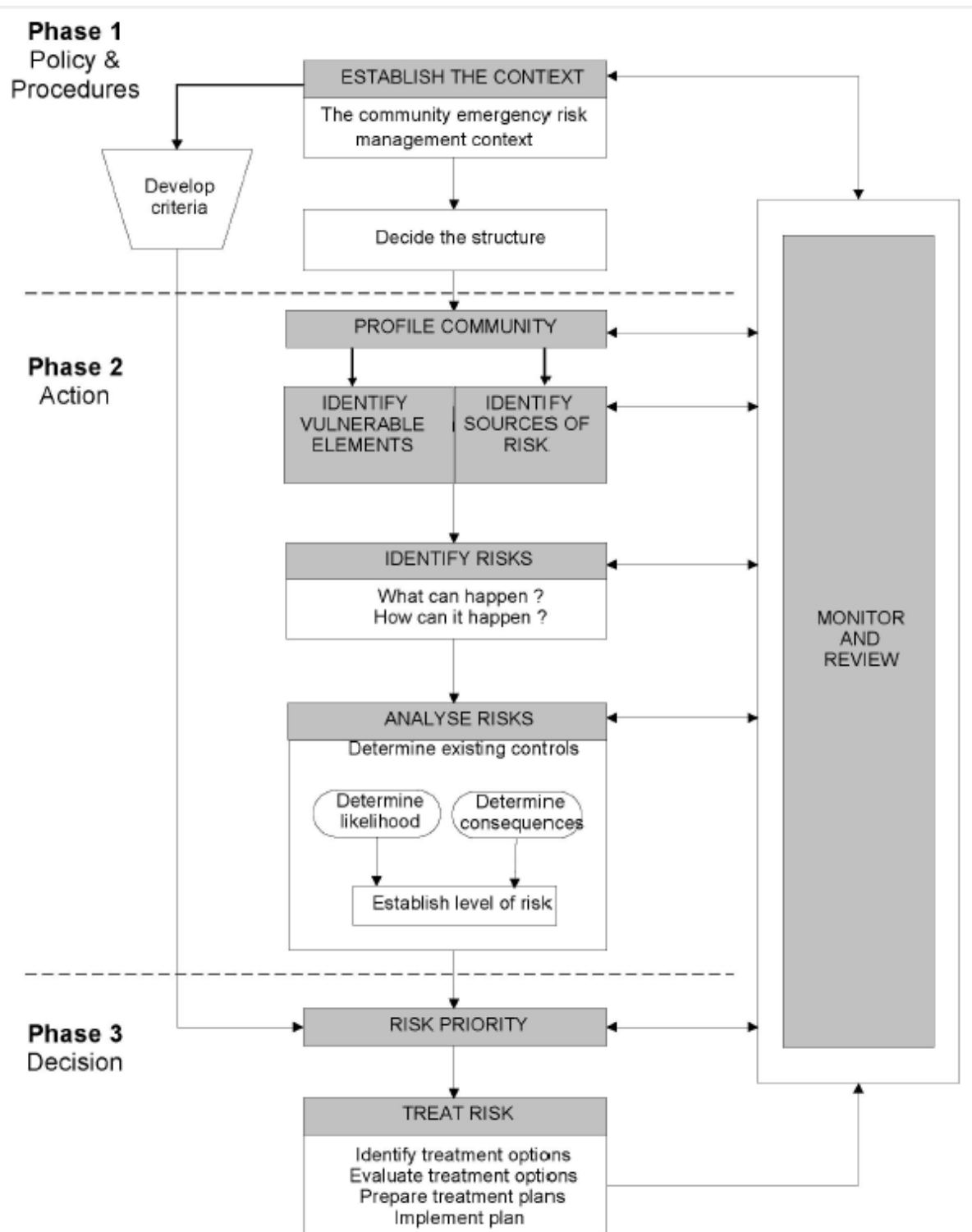
Figure 4.1 –

Community Emergency Risk Management process Vic SES

PART FOUR: PREVENTION & MITIGATION ARRANGEMENTS

Treatment Strategies

Treatment strategies have been developed for the risk identified through the risk assessment process using the Risk Treatment process model from the Community Emergency Risk Management process and is shown below.

Risk Treatment process model
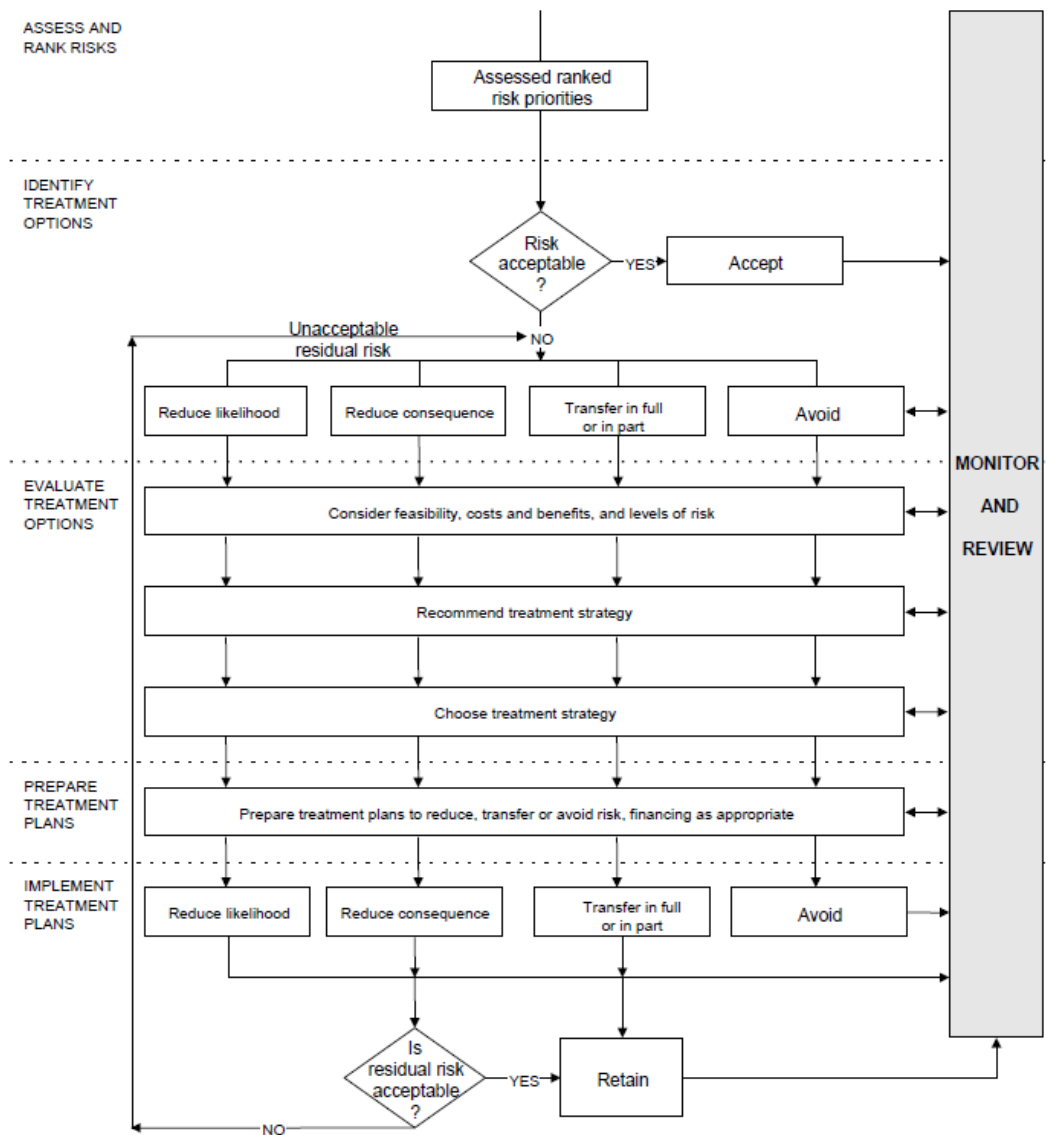
Figure 4.2
Community Emergency Risk Management process Vic SES

See Part 10 – Appendix 7 Community Emergency Risk Management for full details of the completed Risk Assessment

PART FOUR: PREVENTION & MITIGATION ARRANGEMENTS

4.5 Prevention

The prevention of emergencies includes a range of activities that require the allocation of resources (human and financial) and multi-agency support to ensure a coordinated and well planned approach and outcomes.

Prevention takes many forms, including legislation, risk mitigation, programs and plans. Much of this work is integrated within everyday business and activities of services, agencies and the community.

Key Plans and Works Conducted

The Council and key agencies develop and implement/ support a range of plans and initiatives that ensure appropriate prevention activities are conducted regularly.

The following points are examples of plans and activities developed and implemented by Council and other agencies.

- Municipal Fire Management Plan
- Road Safety Strategy
- Community Emergency Risk Management Plan
- Fire Operations Plans
- Flood Plan
- Pandemic Plan
- Heat Health
- SES Floodsafe
- SES Storm Safe
- Community Safety and crime prevention programs
- CFA's Fire Safety Awareness

4.6 Community Emergency Risk Management

A Community Emergency Risk Management (CERM) assessment of all perceived risks to the municipality was conducted by the Municipal Emergency Management Planning Committee in 2012.

The assessment consisted of a review and update of the existing CERM document by the Governance Sub-committee in accordance with ISO 31000 Risk Management. The MEMPC considered the Sub-committee's review and adopted the revised CERM document.

PART FOUR: PREVENTION & MITIGATION ARRANGEMENTS

4.7 Risk Register

The Risk Register below is a summary of the hazards, risks and likelihoods in the Wyndham municipality.

See MEMP Part 10 Appendix 7 CERM Workbook for complete details of the CERM process

ACTION PLAN NO.	HAZARD	RISK	RATING	TOLERATED / NOT TOLERATED
1a	Chemical / Biological Material Discharge - Major Hazard Facilities	Hazmat Incident	Extreme	Tolerated
4a	Air Traffic	Accident – Aircraft	Extreme	Tolerated
4b	Road Traffic	Accident - Road	Extreme	Tolerated
4c	Rail Traffic	Accident-Rail	Extreme	Tolerated
6b	Disease Outbreak	Human Pandemic or Epidemic including zoonotic diseases	Extreme	Tolerated
1b	Chemical / Biological Material Discharge-Transport Accident	Hazmat Incident	High	Tolerated
2	Terrorist / Criminal act	Deliberate Explosion	High	Tolerated
3a	Fire-Structure	Fire	High	Tolerated
3b	Fire - Grass	Fire	High	Tolerated
5a	Extreme Weather Condition	Wind	High	Tolerated
5b	Extreme Weather Condition	Flood	High	Tolerated
5c	Extreme Weather Condition	Heatwave	High	Tolerated
7	Utility Disruption	Disruption to utility (gas, water or electricity)	High	Tolerated
8	People / Mass gatherings	Deliberate & Malicious Public Disruption	High	Tolerated
6a	Disease Outbreak	Disease Animal , Agricultural	Moderate	Tolerated
4d	Watercraft	Collision/ Incident	Low	Tolerated
4e	Watercraft	Pollution	Low	Tolerated

Title	Part Five : Response Arrangements
Person Responsible	Peter Gordon (MERO) or Priscilla Mayne (MRM)
Date Last Updated	18/06/2015
Status	Released
Location	https://govdex.gov.au/confluence/display/WMRCMEMPC/Wyndham+City+MEMP+Index

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For access to Govdex contact the MERO or MRM via Part Eight - Contact Directory – MEMP

PART FIVE: RESPONSE ARRANGEMENTS

5.1 Revision Summary – Part Five

Revision Date	Revision Number	Change / Reason for change	Updated by
08/09/2011	2011-1.0	Draft status updated to Released	Steve C
21/06/2013	2011-1.1	5.4 Response Management Arrangements, General added to title due to change in EMMV, wording updated to words in EMMV, reference to EMMV updated 5.4.1 Command - Reference to EMMV updated – no content change 5.4.2 Control - Reference to EMMV updated – no content change 5.4.3 Coordination - Reference to EMMV updated 5.4.4 Emergency Coordination Group – Word Municipal added to heading and content, to align with EMMV 5.5 Control & Support Agencies changed to two heading 5.5 Control Agencies, 5.6 Support Agencies due to split in EMMV 5.6 onwards renumbered due to above Removed 5.6.5 to 5.6.11 as per resolution by the MEMPC 14/03/2013 to remove council support roles from MEMP 5.9 Scalability of Emergency Coordination – acronym for coordination group corrected Removed 5.9.3 as this is a councils facility for council operations 5.13 Financial Considerations – reference to EMMV updated , information about Commonwealth Agencies updated as per EMMV 5.14 Warning Arrangements – References to EMMV updated 5.14.4 State Emergency Warning Signal (SEWS) – Reference to EMMV updated 5.17 Schedule of Items for Emergency Response – Updated reference to EMMV Figure 3 5.1.8 Transition from response to relief and recovery – added word emergency to title and updated reference to EMMV 5.18.1 Hand Over Goods/ Facilities – Changed title to Hand Over Facilities and Goods as per EMMV, updated content and reference to EMMV	Steve Crimston

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21/07/2014	2011-1.2	Figure 5.1 updated, 5.4 Response Management Arrangements – General; Command updated, Control updated, Co-ordination updated, 5.5 Control Agencies updated, 5.6 Support agencies updated, 5.10 Operational Arrangements updated, MECC Primary and Secondary changed, 5.14 Warning Arrangements updated, Emergency Warning Systems removed, Telephone alert system Emergency Alert updated, Standard Emergency Warning Systems, updated,	Steve Crimston
15/01/2015	2015-0.1	Complete review and update	Steve Crimston
23/01/2015	2015-1.0	Part status updated to released	Steve Crimston
17/02/2015	2015-1.1	Amendments as per audit recommendations – updating EMMV references	Steve Crimston
21/04/2015	2015-X.1	Status updated to revision 5.12 – Evacuation – Updated as per EMMV 5.16 – Compensation of Volunteer Emergency Workers – Updated as per EMMV	Steve Crimston
18/06/2015	2015-1.1	Status updated to released	Steve Crimston

PART FIVE: RESPONSE ARRANGEMENTS

5.2 Review Summary – Part Five

Next Review Due	Comments
14/06/2012	Reviewed at MEMPC meeting 14/06/2012
13/06/2013	Reviewed at MEMPC meeting 13/06/2013
12/06/2014	Reviewed at MEMPC meeting 12/06/2014
11/06/2015	Reviewed at MEMPC meeting 11/06/2015
09/06/2016	

PART FIVE: RESPONSE ARRANGEMENTS

5.3 Introduction

The State Emergency Response Plan 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, the State Emergency Response Plan provides for further resources to be made available, firstly from neighbouring Municipalities (on a Regional basis) and then, on a state-wide basis. This escalation process is enacted through the MERO and the MERC.

Wyndham City Council is a signatory to the MAV Inter Council Resource Sharing Protocol and can source or provide additional council staff through this process from/ to other participating councils.

Wyndham City Council is also a signatory to the North West Metropolitan Region (NWMR) Collaboration Memorandum of Understanding (MOU) August 2014 – Version 5 an agreement between the 14 councils in the North West metropolitan region to build the capability and capacity of participating Councils in responding to an emergency events.

See MAV Practice Note Sourcing Supplementary Emergency Response Resources from

Municipal Councils

http://www.mav.asn.au/policy-services/emergency-management/Documents/Sourcing%20supplementary%20response%20resources.docx

Part 10 Appendix 5 the North West Metropolitan Region (NWMR) Collaboration Memorandum of Understanding (MOU) August 2014 – Version 5 for more details on these arrangements

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5.4 Activation of the Plan

The objective of the response phase of this plan is to minimise the effects of an emergency on affected persons and property within the Wyndham municipality by coordinating municipal resources to assist responding emergency service authorities, and in providing community support, as requested, or as the situation requires.

The basic functions at a local level can include all or any of the following:

- Provision of resources as available and needed by the community and response agencies;

- Establishment of Municipal Emergency Coordination Centre – facilities and staffing;

- Under the direction of the control agency facilitate the delivery of warnings to the community;

- Guided by the control agency provision of information to public and media;

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- Coordination of the provision and operation of emergency relief centres and emergency shelters;

- Clearance of blocked drains and reinstatement of local roads, including tree removal and other physical works as deemed appropriate and where possible;

- Support to Victoria Police for partial/full road closures and determination of alternative routes;

- Repairing or replacing damaged public utilities, services and assets.

Activation of the Plan or parts of the Plan shall normally be at the request of the Police Municipal Emergency Response Coordinator (MERC). The Municipal Emergency Resource Officer (MERO) or his/her deputy, or the Municipal Recovery Manager (MRM) or his/her deputy, shall activate the plan after due consultation with relevant Council staff who will be utilised during the Response and Recovery Stage of the emergency.

Response arrangements should be implemented at the earliest possible opportunity if the effects of emergencies are to be minimised.

In order to establish and maintain an effective infrastructure of personnel whereby municipal resources and be accessed on a 24-hour basis, a pager system has been established whereby the MERO can be contacted to respond to emergency incidents.

Notification (Alert)	Council receives a warning or information that an emergency may occur via internal or external sources. Some of the activities that should be considered in this phase are: - Establishing nature and extent of emergency - Warning key personnel; - Testing of communications arrangements; and - Establish flow of information between the municipality and Control/Support agencies
Stand By	As the threat or the effects of the emergency become imminent, members of the Municipal Emergency Coordination Group are placed on standby, thus ready to move immediately if and when they are required. Some of the activities that should be considered in this phase are: - Contact key personnel in relevant organisations to be ready MECG, CEO, Communications and Events Manager - Prepare equipment and personnel for immediate action (e.g. ERC personnel); and ERC Agencies – See part 06 Relief and Recovery arrangements Emergency Relief Centre Responsibilities for details of placing listed agencies of Standby

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	• Prepare for activation of the MECC • Creating an incident on Crisisworks & having the MECG log on and go 'On Duty'

Confirmation/Verification **Ongoing Situation Reports**	During emergencies, communication becomes paramount and to assist with the effective flow of information, a Municipal EMLO can be appointed to attend the ICC. This will assist in determining needs in high risk areas and consideration of the Vulnerable Facility Contact list.
Activation	This is the operational stage of an emergency when resources are deployed, facilities are opened. Some operations may necessitate moving to the 'Activation' phase immediately without the 'Alert' and 'Standby' phases being implemented. Some of the activities that should be considered in the 'Action' phase are: • Mobilise personnel/equipment as requested; • Establish the MECC (personnel, phone lines and personal computers); • Produce situation reports on a regular basis for higher authorities; • Deploy additional resources as required; and • Ensure volunteer emergency workers are registered
Stand Down	Once 'Alert', 'Standby' or 'Activation' has been implemented, and actions in response to the emergency have finished, the MERC declares a 'Stand Down'. This is done after consultation with the Control agency and any other relevant agency, and the MERC is satisfied that the emergency response has been completed.
Hot Debrief	The MERO should ensure that a hot debrief is conducted immediately following the Stand Down • Ensure debrief is documented • Ensure peer support is available
Operational Debrief	The MERC should arrange a debrief as soon as practicable after an emergency • Ensure the information from the Hot Debrief is feed into this process • Ensure debrief is documented • Ensure feedback relating to the MEMP is provided to the MEMP committee

PART FIVE: RESPONSE ARRANGEMENTS

Briefings (SMEACS)

All briefings conducted at the MECC and ERCs will use the 'Situation, Mission, Execution Administration, Communications, Safety' (SMEACS) Briefing template. This will ensure accuracy of information from receipt of a request, to personnel who implement the request. SMEACS also provides the mechanism for safe work practices and the safety of personnel who are performing tasks and activities in the emergency affected area.

> See SOP 2 Briefing Arrangements available upon request from the MERO

5.5 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 the Wyndham City Council.

The following is an extract from the EMMV – Appendix 1 Financial Arrangements Pg 8-2 Dec 2012

EMMV Appendix 1 Financial Arrangements Page 8-2

Sept 2013

'Municipal Councils
Municipal councils are expected to use their resources for emergency operations within the municipal district. Municipal resources are those used to perform municipal functions, even if the resources are privately owned (contracted to council). Generally, councils are expected to provide municipal resources without charge, however some resources may be subject to limits and/or constraints, (e.g. the use of some equipment may be limited to a timeframe due to the expense of operation). Such limits and/or constraints should be reasonable, commensurate with each council's capacity to provide such resources, and details included in municipal emergency management plans.

Some reimbursement is available. Extraordinary expenditure incurred, (e.g. for overtime, or equipment hire used in emergency protection works, restoration of publicly owned assets or relief provided to emergency-affected people) may qualify for reimbursement by the Department of Treasury and Finance according to a sharing formula.

State Agencies
State agencies involved in emergency response and recovery activities as part of their normal activities will initially fund them from within their budgets, including supplies (e.g. catering) purchased from contractors or volunteer agencies. For major emergencies, some funding supplementation may be required from the Department of Treasury and Finance.

Commonwealth Agencies
Local resources, including those privately owned, must be fully committed prior to Commonwealth assistance being sought. There is no charge for Australian Defence Force resources used to save human life, alleviate suffering or prevent extensive loss of animals or property.

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Private Organisations

Private organisations that provide resources for emergency response or recovery activities would expect to be paid by the agency using the resources.'(This is why all effort must be taken to record details of who has ordered what)

Depending on circumstances, Wyndham City Council may be accountable for any monies donated as a result of any emergency event and will implement systems to receive and account for all such donations.

5.6 Resources

Management of Resources

Resources owned or directly controlled by Council will be used to supplement those of the control and support agencies. As the needs and effects of the emergency escalate, or outstrip the resources available locally resources may be requested from the region, state, interstate, Commonwealth or internationally.

Requesting Procedure

All requests for Council owned resources should be directed to the Municipal Emergency Response Coordinator, who will request them through the MERO.

Municipal owned resources should be used in the first instance, prior to engaging private contractors.

When resources can not be sourced locally the request will be escalated to the MERC

Responsibility for the management of resources shall rest with the MERO.

All request for requests are to be logged in Crisisworks regardless of whether a MECC has been opened.

The MERO is responsible for maintaining a resource and contact list, reviewing annually

> Contact the MERO for the resource list– See Part 1 Introduction 1.3 One number contact for details

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Flow chart for Resource Supplementation Source

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EMMV 3– 35

Sept 2014
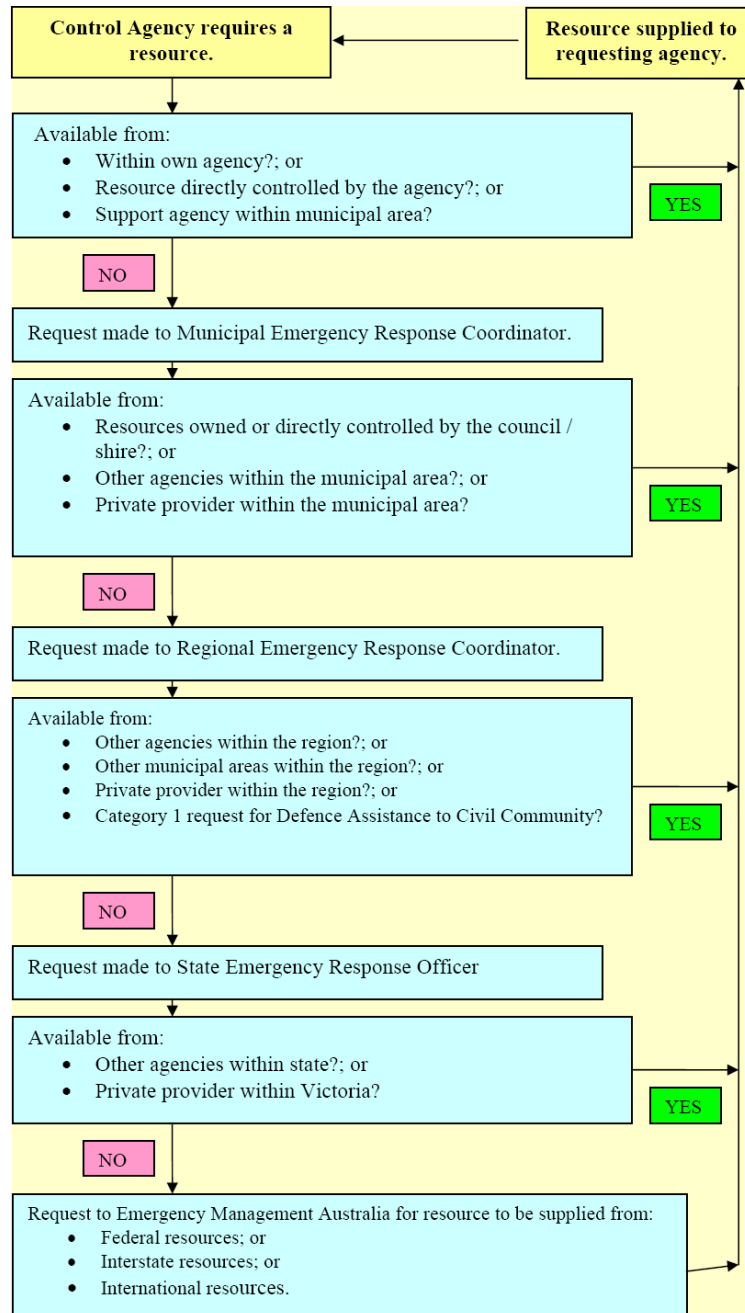
Figure 5-1:-Flow Chart for Resource Supplementation Source

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Cross Boundary Events

Emergency events may cross municipal boundaries, requiring Response, Relief and Recovery resources from two or more local governments. Victoria Police is the Emergency Response Coordination and will request the MERO to contact the neighbouring MERO's when resources are required from outside the municipality.

DHHS is the coordinating agency for Relief and Recovery at a regional and state level and will work in collaboration with the Councils who have local responsibilities.

Resource sharing Protocols

Most incidents are of local concern and can be coordinated from local Municipal resources. However when local resources are exhausted, the Emergency Management Act 1986 provides for further resources to be made available, firstly, from neighbouring municipalities (on a Regional basis), then, secondly on a state wide basis.

Wyndham City Council is a signatory to the MAV protocol for Inter-council emergency management resource sharing.

Wyndham City Council is a party to a Memorandum of Understanding with the Fourteen Councils in the North West Metropolitan Region to share resources during emergencies including resources for Emergency Relief and Recovery

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See MAV Practice Note Sourcing Supplementary Emergency Response Resources from

Municipal Councils
http://www.mav.asn.au/policy-services/emergency-management/Documents/Sourcing%20supplementary%20response%20resources.docx

Part 10 Appendix 5 the North West Metropolitan Region (NWMR) Collaboration Memorandum of Understanding (MOU) August 2014 – Version 5 for more details on these arrangements

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PART FIVE: RESPONSE ARRANGEMENTS

5.7 Post – Operational Debriefing

A debrief is undertaken as soon as is practicable after an emergency. It is the responsibility of the MERC to convene the meeting and all Council personnel and agencies who participated should be represented with a view to assessing the adequacy of the MEMP and to recommend changes. The meetings to assess the adequacy of the MEMP should be chaired by the Emergency Management Planning Committee (MEMPC) Chairperson.

An additional debrief may be conducted for the Recovery Team to cover specific relief and recovery issues. This will be convened by the MRM and will be in addition to debriefs conducted by the MERC and MEMPC.

See SOP 4 Debriefing arrangements available from the MERO upon request

5.8 Response Management Arrangements - General

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

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

Coordination (Emergency Response)

The bringing together of agencies and resources to ensure an effective response to emergencies.

The main functions of emergency response coordination are to:
- ensure effective control has been established and maintained in response to an emergency
- ensure effective information sharing
- Systematically acquire and allocate resources in accordance with the requirements imposed by emergencies.

Emergency response coordination operates throughout the management of response, including during provision of immediate relief, and during the transition to recovery activities.

PART FIVE: RESPONSE ARRANGEMENTS
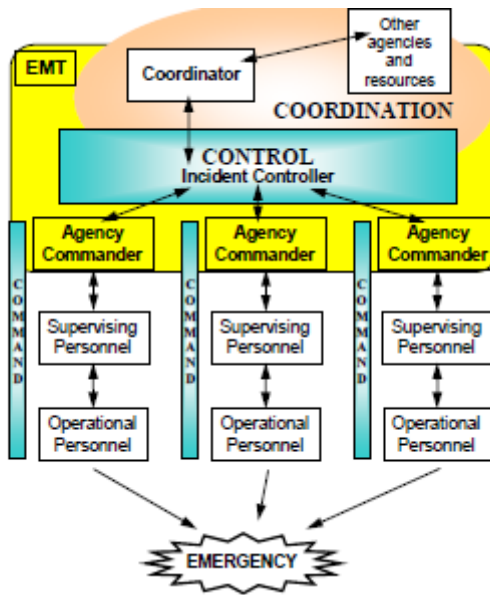
Figure 5-2 : Emergency response management arrangements.

5.9 Municipal level Coordination

Municipal Emergency Coordination Group (MECG)

In Wyndham the Municipal Emergency Response Coordinator (MERC), Municipal Emergency Resource Officer (MERO) and Municipal Recovery Manager (MRM) form the

Municipal Emergency Coordination Group (MECG)a key municipal decision making group. and performs a leadership role.

There is a constant information flow and regular consultation between these positions. The Group provides a link between the Incident Control Centre/Emergency Operation Centre, Emergency Management Liaison Officers and council staff to ensure that requests for resources and any other related requirements can be addressed.'
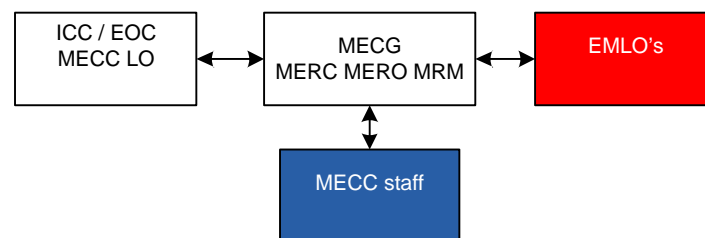
Figure 5.3: Municipal Emergency Coordination Group

See Part 7 Role Statements for details of these and other roles

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5.10 Control and Support Agencies

This table details an agreed set of control and support agency responsibilities for the response to identified emergencies within the municipality of Wyndham.

EMERGENCY/THREAT	CONTROL AGENCY (may vary by location)	KEY SUPPORT AGENCIES
ACCIDENT/INCIDENT		
Aircraft	Victoria Police	AMSA, ARFF, ATSB
Biological materials	DHHS	CFA, MFESB
Gas leakage	CFA/MFESB	Gas Distribution Companies
Hazardous materials, high consequence dangerous goods or dangerous goods	CFA/MFESB/ARFF	EPA, AV, Victorian Work Cover Authority (workplace, storage facilities and transport)
Lifts, cranes or scaffolding and amusement structures	CFA/MFESB	Victorian Work Cover Authority
Marine (not including marine pollution)	Victoria Police	TSV, AMSA
Military aircraft and ships	Defence Force	AMSA, VicPol, Airservices Australia
Radioactive materials	DHHS	CFA, MFESB
Rail and tram	Victoria Police	PTV, DTPLI, V/Line, ARTC, MTM, Yarra Trams, CFA, MFESB, VICSES
Road	Victoria Police	CFA, MFESB, VICSES, VicRoads, Municipal councils, City Link, Eastlink
AGRICULTURAL		
Chemical contamination of livestock or agricultural produce (agricultural or veterinary)	DELWP	DFSV, PrimeSafe
Exotic Animal Disease (includes bees & aquaculture)	DELWP	
Plant Pest or Disease	DELWP	
ENVIRONMENTAL		
Marine pollution oil spills in Victorian coastal waters up to three nautical miles	DTPLI (Emergency Risk and Resilience) / Port Operator	DELWP, EPA, AMSA, PV, BOM, VRCA, MFESB, CFA
Oiled Wildlife	DELWP	PV, DTPLI, AMSA
Exotic Marine Pest Incursion	DELWP	PV
Cetacean (Whale) Stranding or Entanglement	DELWP	PV

PART FIVE: RESPONSE ARRANGEMENTS

EMERGENCY/THREAT	CONTROL AGENCY (may vary by location)	KEY SUPPORT AGENCIES
Vertebrate Pest/Plagues	DELWP	PV
Pollution into inland waters	CFA/MFESB	EPA / PV
Pollution of inland waters	EPA	PV, Melbourne Water
ESSENTIAL SERVICE DISRUPTION		
Food supply, critical infrastructure damage or disruption	Victoria Police	DELWP
Electricity	DSDBI (Energy Sector Development)	AEMO, Electricity distributors, Energy Safe Victoria, DELWP
Natural Gas	DSDBI (Energy Sector Development)	AEMO, DSDBI (Earth Resources Regulation Victoria), Energy Safe Victoria, Gas distribution companies
Petroleum and liquid fuels	DSDBI (Energy Sector Development)	DSDBI (Earth Resources Regulation Victoria), Victorian Work Cover Authority, Oil companies
Public Transport	PTV	DTPLI (Emergency Risk and Resilience)
Roads/Bridges/Tunnels	VicRoads	Municipal councils, CityLink, EastLink, DTPLI (Emergency Risk and Resilience)
Water and Sewerage	DELWP	Water Authorities, DHHS, Municipal Councils
FIRE AND/OR EXPLOSION		
Aircraft	ARFF/CFA/MFESB	
Boilers and pressure vessels	CFA/MFESB	Victorian Work Cover Authority
Explosion	CFA/MFESB	DSDBI / Victorian Work Cover Authority
Explosive device	Victoria Police	CFA, MFESB
Fire	CFA/MFESB/DELWP, Fire Services Commissioner (Major Fire)	PV, AVCG, Victorian Work Cover Authority, BOM
HUMAN DISEASE/ILLNESS		
Retail Food Contamination	DHHS	
Food/drinking water contamination	DHHS	DELWP, Municipal Councils
Human disease	DHHS	
NATURAL EVENT		
Earthquake	VICSES	All

PART FIVE: RESPONSE ARRANGEMENTS

EMERGENCY/THREAT	CONTROL AGENCY (may vary by location)	KEY SUPPORT AGENCIES
Flood	VICSES	DELWP, CMAs, Water Authorities, Municipal councils, CFA, MFESB, BOM, PV
Heatwave	Victoria Police	Municipal Councils, DHHS, AV, DELWP, DTPLI, DSDBI
Storm	VICSES	BOM, DELWP, PV,CFA, MFESB, DSDBI
Tsunami	VICSES	BOM, All
RESCUE		
Building, structure,	CFA/MFESB/VICSES	VBA, AV, VicPol, Victorian Work Cover Authority
Cave	Victoria Police	VICSES
Land	Victoria Police	VICSES
Lift, crane, scaffolding or amusement structure	CFA/MFESB	VicPol, VICSES, Victorian Work Cover Authority, DSDBI
Mine/quarry	Victoria Police	DSDBI, DELWP, CFA, VICSES, Victorian Work Cover Authority
Rail, aircraft and industrial	CFA/MFESB/VICSES	AMSA (aircraft only), Victorian Work Cover Authority (rail & industrial only)
Road	CFA/MFESB/VICSES	AV
Trench or tunnel	CFA/MFESB	
Water	Victoria Police	VICSES, LSV
SEARCH		
Land and water	Victoria Police	VICSES, Others as per VicPol Register
Overdue aircraft	AMSA	VicPol, VICSES, Airservices Australia
OTHER		
Aircraft – inflight emergency	Airservices Australia	ADF
Dam Safety	DELWP	Water Authorities, VICSES, Municipal Councils
Marine Casualty –non SAR – (commercial ship) in port waters	Port Operator, VRCA	TSV, AMSA, CFA/MFESB, Victoria Police, AV, DTPLI
Marine Casualty – non SAR – (commercial ship) in coastal waters	Transport Safety Victoria	VRCA/Local Port Operators, CFA, AMSA, Victoria Police, AV, DTPLI
Other threats against	Victoria Police	

PART FIVE: RESPONSE ARRANGEMENTS

EMERGENCY/THREAT	CONTROL AGENCY (may vary by location)	KEY SUPPORT AGENCIES
persons, property or environment		

Note: As of 1 January 2015, the functions of the Department of Transport, Planning and Local Infrastructure have been incorporated into three new departments, namely; Department of Economic Development, Jobs, Transport and Resources, Department of Environment, Land, Water and Planning and Department of Health and Human Services. This change has not been reflected in the EMMV to date and therefore not reflected in this document as actual function locations are not currently known.

> For information regarding the state arrangements, Agency Roles refer to *Part 7* of the *EMMV*.

5.11 Municipal Emergency Coordination Centre (MECC)

Activation	The MECC can only be activated at the request of the MERC in consultation with the MERO and/or the MRM

The MECC will coordinate the provision of human and material resources within the municipality, during emergencies. It will also maintain an overall view of operational activities within this Plans area of responsibility, for recording, planning and debriefing purposes.

Provision of the MECC functions may in the first instance be conducted virtually.

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 will be utilised via the MAV's Inter Council Resource Sharing Protocols and MOUs with neighbouring municipalities.

The primary Municipal Emergency Coordination Centre (MECC) for the Council is the:

The choice of MECC to be used will be the decision of the MERC and may be based on proximity to the emergency.

The secondary MECC, in the event that the primary MECC becomes unserviceable or the event is beyond 24 hours is:

PART FIVE: RESPONSE ARRANGEMENTS

See SOP 5 MECC Arrangements available upon request from the MERO

5.12 Evacuation

Overview
Evacuation is a risk management strategy that involves the movement of people to a safer location. However, to be effective it must be correctly planned and executed.

Primary responsibilities for evacuation are held by the control agency and Victoria Police (Evacuation Manager).

Definition
Evacuation is the planned relocation of persons from dangerous or potentially dangerous areas to safer areas and eventual return. The purpose of an evacuation is to use distance to separate the people from the danger created by an emergency (EMMV, A9 (p8-72).

Evacuation Process
There are five stages in the evacuation process; decision; warning or recommendation; withdrawal; shelter and return (further detailed in EMMV, P7, pg 34-36).

1. **Decision**
   The decision to recommend that people evacuate is made by the Incident Controller. In some urgent life threatening circumstances, and in the effort to preserve life, this decision may be made by any agency representative and in this circumstance, the Incident Controller must be notified of the decision as soon as possible.

2. **Warning or recommendation**
   Messages to the community will be either a warning to affected people that they prepare to evacuate or a recommendation that they evacuate immediately. The Incident Controller (or response agency personnel in an extreme and imminent threat to life may exist) is responsible for authorising and issuing such messages to the community.

3. **Withdrawal**
   The Victoria Police Evacuation Manager is responsible for managing the withdrawal from the affected area which includes developing an evacuation plan.

4. **Shelter**
   Emergency Shelter provides for the temporary respite of evacuees and aims to sustain family and community life as far as possible in difficult circumstances. Emergency shelter in the context of evacuation may include:
   - assembly areas which cater for people's basic needs
   - emergency relief centres
   - tents and other permanent structures
   - other places of relative safety.
   Municipal Councils are responsible for the provision of emergency shelter and for managing Emergency Relief Centres.

5. **Return**

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Return involves the return of people to the place from which they were evacuated. The Incident Controller makes the decision to advise people that they can return to the affected area in consultation with police and other relevant agencies. The Victoria Police Evacuation Manager is responsible for planning and managing the return of evacuated people with the assistance of other agencies where required.

Special consideration must be given to the evacuation of vulnerable people in the community. (A list of vulnerable facilities is included in the Municipal Relief and Recovery Plan in Appendix 9.7.1).

Legal and Operational Considerations

Except in specific circumstances described below, the decision to evacuate is made by the person who leaves the dangerous area. The role of the response agencies is to recommend evacuation and to assist affected people through a safe and efficient evacuation process.

The decision to recommend that people evacuate rests with the control agency, in conjunction with police and other expert advice, unless time constraints prevent this consultation. Once the decision is made, police are responsible for carrying out the evacuation process.

Both the Metropolitan Fire Brigades Act 1958 and the Country Fire Authority Act 1958 contain provisions which empower fire-fighters and police to remove persons from buildings on fire or threatened by fire. However, a person with a pecuniary interest in the land, buildings or goods or valuables therein cannot legally be removed. The state of disaster provisions of the Emergency Management Act 1986 also contains a power to require evacuation from the disaster area. Again, this power may not be exercised where there is a pecuniary interest.

Decision to Evacuate

The decision to evacuate rests with the control agency in conjunction with police and available expert advice, unless time constraints prevent this consultation. Once the decision is made, the police are responsible for carrying out the evacuation. 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.

Evacuation Council support

Once the decision to evacuate has been made the MERO should be contacted to assist in the implementation of the evacuation.

The Wyndham City Council will provide advice regarding the most suitable Emergency Relief Centre.

The MERO can arrange;
• An Assembly area if required.
• Transport
Emergency Relief Centre

5.13 Information, warning and communications

PART FIVE: RESPONSE ARRANGEMENTS

Authority and Implementation

Releasing information and warnings is normally the responsibility of the control agency(s) in conjunction with the MERC.

The Council's Manager Communications and Events can prepare material for release under the direction of the Municipal Emergency Management Coordination Group.

Any information released to the public in the name of Wyndham City Council must be approved by the Chief Executive Officer or Delegated Officer (Recovery Phase only).

Information can be categorised as follows:
Pre impact
To enable the community to take reasonable measures to prevent, or mitigate the potential effects of emergencies, and to cope during the impact phase of an emergency;

During impact
To distribute suitable news releases to the appropriate agencies, concerning the effects of the emergency and what action can be taken by the community; and

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

Recovery
Releasing information will be the responsibility of Wyndham City Council in conjunction with the Department of Health & Human Services.

Dissemination.
Immediate use of the media should be made to avoid phone congestion. The public should be advised to direct calls to appropriate agencies and centres with adequate facilities, staff and knowledge to answer questions or disseminate information.
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 or their representative.
All **methods** of disseminating information will be considered, and utilised where appropriate, including;
• Radio stations;
• Television;
• Local Telephone Information Lines, including requesting the use of the Community Warning and Information System (Emergency Alerting System).
• Loud Speaker
• Doorknocking
• SEWS

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People living with a disability or Non – English Speaking Persons

Special Considerations need to be given to warning people living with a disability and non English speaking groups. In the case where information or communication is required with persons unable to speak English or where English is not their primary language an interpreter service such as the Telephone Interpreter Service may be able to assist. All agencies representatives dealing with this situation should carry a language indicator card which is used to establish the language in question. Copies of this card are available from the Commonwealth Interpreter Services and the Councils offices.

Neighbourhood Safer Places (Places of Last Resort)

There are no Neighbourhood Safer Places in the Municipality

See Part 10 – Appendix 11 Neighbourhood Safer Places Risk assessment for details

5.14 Community Information

The provision of information to the broader community, including those attending an ERC, is vitally important to their capacity to understand what is happening, and to assist them in making informed decisions during a time of crisis.

Any information released by Council must be approved by the MERC and MERO (General Information) or the Chief Executive Officer/Senior Management (Council Policy/Financial/Political matters). Assistance for preparing and disseminating information will be provided by Council's Public Relations & Media Officer in the MECC.

Typically, the type of information provided relates to identifying the signs of and coping with stress, health matters, where and how to access financial assistance, where to access general emotional/psychosocial support, and other information relating to the specifics of the emergency.

Information Resources

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

- Council's Media & Public Relations Officer in the MECC; and
- Police Media Liaison.

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

See Part 10 Appendix 11 Community Information Guide – Little River

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5.15 Transition from emergency response to relief and recovery

In most cases, operational plans for providing emergency relief activities will have been activated as soon as an emergency has, or is expected to have an impact. Recovery should commence as soon as practical and after the threat to human life subsides. In many cases recovery commences alongside emergency relief activities.

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

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

Municipal level transition from response to recovery will be recorded in the MECC's operations log.

Hand Over of Facilities and Goods

EMMV 3– 42

Sept 2014

'In some situations, the Incident Controller may physically hand over to the recovery coordinator or agency response facilities and/or goods to be utilised in recovery activities. This 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 co-ordinators.

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.'

5.16 Volunteer Compensation Arrangements

EMMV 1– 20

Feb 2015

'Part 6 of the Emergency Management Act 1986 makes provision for compensation for volunteer emergency workers who suffer personal injury, death and/or loss or damage to property while engaged in an emergency activity. Emergency activity includes, training for, standing by to perform, or travelling to or from, duties performed for agencies under the response plan or the relief and recovery plan.

Volunteers covered are those who are members of voluntary organisations that do not have statutory compensation schemes, and cover also applies to those people who, on a casual basis, assist an agency under the response plan or the recovery plan to deal with an emergency'

'See also EMMV Appendix 7 (Part 8).

Title	Part Six : Relief & Recovery Arrangements
Person Responsible	Peter Gordon (MERO) or Priscilla Mayne (MRM)
Date Last Updated	21/04/2015
Status	Revision
Location	https://govdex.gov.au/confluence/display/WMRCMEMPC/Wyndham+City+MEMP+Index

Contents

PART SIX: RELIEF AND RECOVERY ARRANGEMENTS

PART SIX: RELIEF AND RECOVERY ARRANGEMENTS

6.1 Revision Summary – Part Six

Revision Date	Revision Number	Change /Reason for change	Updated by
08/09/2011	2011-1.0	Draft status updated to Released	Steve Crimston
24/06/2013	2011-1.1	6.12 Post Impact assessment, reference to part 7 Role Statements removed as per resolution of the MEMPC to remove council support staff Role Statements	Steve Crimston
21/06/2014	2011-1.2	6.3 added link to Emergency Relief Handbook 2013 6.5 added detail of NWMRC arrangements 6.6 added details of post emergency assistance measures 6.7 Added detail from EMMV	Steve Crimston
15/01/2015	2015-0.1	Update to whole part	Steve Crimston
23/01/2015	2015-1.0	Draft status updated to Released	Steve Crimston
21/04/2015	2015-X.1	Status updated to Revision Added • Tiers of escalation • Victorian Government responsibilities Updated – Australian Red Cross role in Recovery, removed reference to catering for Response personnel	Steve Crimston
18/06/2015	2015-1.1	Status updated to released Revision number updated to 2015-1.1	

6.2 Review Summary – Part Six

Next Review Due	Comments
14/06/2012	Part reviewed MEMPC meeting 14.06/2012
13/06/2013	Part reviewed MEMPC meeting 13/06/2013
12/06/2014	Part reviewed MEMPC meeting 14/06/2014
11/06/2015	Part reviewed MEMPC meeting 11/06/2015
09/06/2016	

PART SIX: RELIEF AND RECOVERY ARRANGEMENTS

See MEMP Part 9 Emergency Sub Plans Municipal Recovery Plan for further details

6.3 Introduction to Relief and Recovery in Victoria

Emergency Management is an increasingly important function for every local government, with each council facing growing levels of expectation from their communities . This section is a guide for council staff to understand what emergency relief and recovery entails and who should be involved in an emergency relief and recovery operation.

The Emergency Relief Handbook 2013 is a guiding document for functional relief processes

Available via this link: http://www.dhs.vic.gov.au/__data/assets/pdf_file/0003/612372/Emergency-relief-handbook_2013.pdf

6.4 Emergency Relief and Recovery Overview

Emergency Relief and Recovery Definition

The Emergency Management Manual Victoria defines Relief as;

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

The Emergency Management Manual Victoria defines Recovery as;

The assisting of persons and communities affected by emergencies to achieve an effective level of functioning'

Both relief and recovery begin when an emergency occurs and many response, relief and recovery activities are undertaken concurrently. Typically relief is provided during and in the immediate aftermath of an emergency. Recovery is generally a longer term process for affected individuals and communities.

Relief and recovery are responsibilities that require collaboration and coordination shared between individuals and communities, non-government organisations, business and government agencies. This plan is intended to support and guide the work of the broader relief and recovery sector.

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6.5 Objectives and principles of relief and recovery

The objectives of relief and recovery are to support communities successfully deal with the impacts of an emergency on the social, built, economic, natural and agricultural environments. By doing so, they help build cohesion and resilience to future emergencies.

The principles of relief and recovery in Victoria are that they should:

- empower and engage individuals and communities to promote self-sufficiency and, where possible, meet their own relief and recovery needs

- be coordinated and collaborative, jointly owned by affected individuals and communities – as well as the non-government organisations, businesses and government agencies that support them

- be adaptive and scalable, recognising the unique, complex and dynamic nature of emergencies and communities

- focus on consequence management, where everyone involved appreciates the potential consequence of their decisions and actions

The Wyndham City Council is responsible for the coordination of relief and recovery at the municipal level and endeavours to achieve the following:

- Emphasis on confidentiality relating to the identity, dignity and autonomy of individuals, families and the community impacted on by an emergency will be maintained at all times.

- Recovery management will be based on the context of clear and agreed arrangements, involving regular community consultation and cooperation through proven and established communication channels.

- Wherever possible, normal municipal management and administrative structures and practices will be used. This will minimise the risk of increased anxiety amongst the affected community that may result from the introduction of any new processes. It is important however, to ensure that the existing structures and practices do cater for the special needs and circumstances of the affected community.

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

- The recovery process may well be protracted and complex, so sufficient time and resources should be provided to allow for completion of the process. It is important to note that, due to the impact of an emergency, normal business timelines and processes cannot always be adhered to by the affected.

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6.6 Functional Areas of Recovery

Recovery management must consider the following five (5) key functional areas (or environments) when assessing the impact of an emergency upon the community. Effective recovery management is achieved by identifying all of the impacts of an emergency and aligning the recovery services to address the needs. Impact assessments will identify the needs of the affected community and the resources required to undertake the recovery activity.

Each of these functional areas overlap considerably so collaboration between each area would improve service coordination

Social, Health and Community environment

This refers to the impact that an emergency may have on the health and well being of individuals and the community, which includes the provision of:
- Health and medical
- Community development
- Family and personal support
- Temporary accommodation

Economic environment

This area refers to the economic impact that an emergency may have on individuals and communities in an affected area. The economic impact of an emergency is often hidden, and may need a detailed assessment to determine immediate and long-term effects and which may include:
- Infrastructure
- Transport
- Communication
- Essential services
- Tourism

Natural environment

This area refers to the natural environmental impacts that an emergency may have on a geographic area and which may include:
- Air and water
- Public land
- Flora and fauna
- Ecosystems
- Waste pollution management

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Built environment
This area refers to the impact that an emergency may have on physical infrastructure. Infrastructure assists individuals and the community with their daily lives and forms an important part of community identity and can also impact on the local economy and which may include:

- Agriculture
- Retail/manufacturing industry
- Employment
- Small business
- Transport and roads.

Agricultural environment
This area refers to the impact of an emergency may have on the Agricultural sector. The Agricultural sector includes;

- Animal Welfare
- Crops

Figure 6-1 Environments of Recovery

PART SIX: RELIEF AND RECOVERY ARRANGEMENTS

Coordination Relief &Recovery

EMMV 4–6
Jan 2015

Government at local and state levels coordinate relief and recovery services for affected individuals and communities. This involves bringing agencies and resources together to ensure the effective delivery of all relief and recovery objectives and responsibilities.

. At municipal level, this responsibility of coordination rests with Wyndham City Council through the Municipal Recovery Manager (MRM) and their Deputies.

In the response stage of an emergency, emergency relief is managed by the MERO in partnership with the MRM. At the transition from response to recovery, the MRM will assume full responsibility for relief activities, with support provided by the MERO.

EMMV 4–6
Jan 2015

Tiers of escalation

Relief and recovery coordination commences at the local level. As required, it can escalate from the local to regional or state level:

- *when requested, because capacity is exceeded, or*

- *where an emergency has affected multiple municipalities in one region, or multiple regions within the state.*

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

The relevant local, regional and state recovery coordinators are expected to monitor their relevant situations. When escalation appears likely the responsible recovery coordinator must prepare an incident-specific relief coordination plan.

If required, the recovery coordinator will also prepare an incident specific recovery plan.

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.

PART SIX: RELIEF AND RECOVERY ARRANGEMENTS
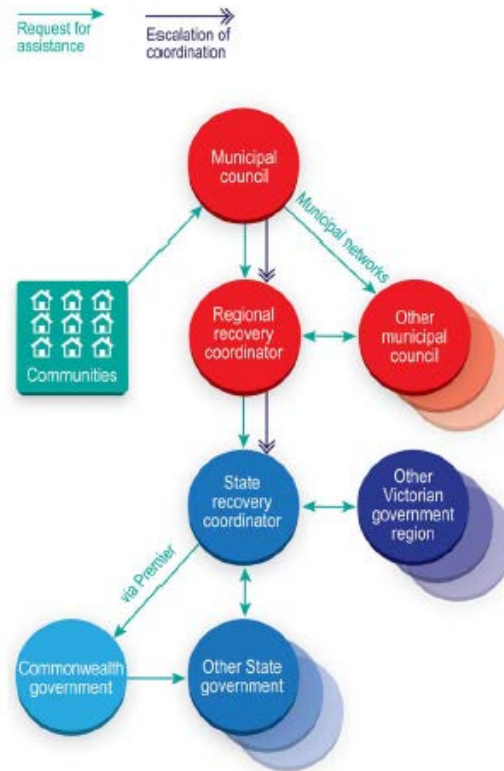
Figure 6-2 **Interactions between different levels of government to deliver emergency relief and recovery support**

Victorian Government responsibilities

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

State Recovery Coordinator

The Emergency Management Commissioner has delegated the responsibility of coordinating recovery to the Secretary, Department of Health and Human Services. The Secretary has appointed a State Recovery Coordinator

Transition process from response to recovery phase

The Wyndham Municipal Emergency Management Plan (MEMP), Part 5, Response Arrangements identifies the 'Handover' from response and to recovery.

The following diagram illustrates the overlapping between the two phases of response to and the recovery from an emergency and the necessity to coordinate between them

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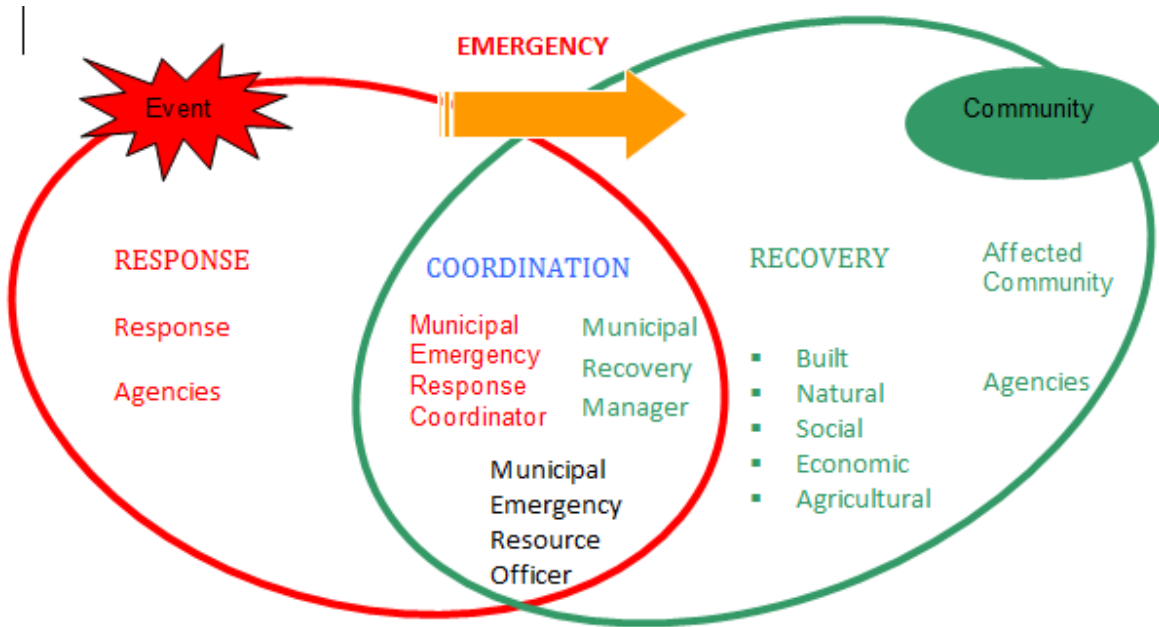
Figure 6-3 Phases of response to recovery

Response handover

Response agencies consult with the Municipal Recovery Manager and agreement reached on the timing and process of the response "stand down". This handover is to include identifying facilities and goods that were used during response that may also be required during recovery.

Financial handover

Refer to Part 5 Response Arrangements of the Wyndham MEMP for further information on the financial considerations and the Emergency Management Manual Victoria (EMMV) Part 8 for financial and funding programs. There are a variety of schemes available to municipal councils subject to government approval.

PART SIX: RELIEF AND RECOVERY ARRANGEMENTS

Response data

Response data relevant to the Wyndham community is collected/collated (by response agencies) and forwarded to the Municipal Emergency Coordination Centre (MECC) and provided to the Municipal Emergency Resource Officer (MERO). If the MECC is not, or has not been opened, the MERO is still to receive the information

Validate information

On receipt of data council will need to validate the information obtained from their own internal records e.g. property database, displaced and vulnerable groups, etc.

PART SIX: RELIEF AND RECOVERY ARRANGEMENTS

6.7 Management Structure Relief

The management structure below is from the North West Metropolitan Region Emergency Management Collaboration Emergency Relief Centre Standard Operating guideline and will be the framework used to provide relief services within an Emergency Relief Centre
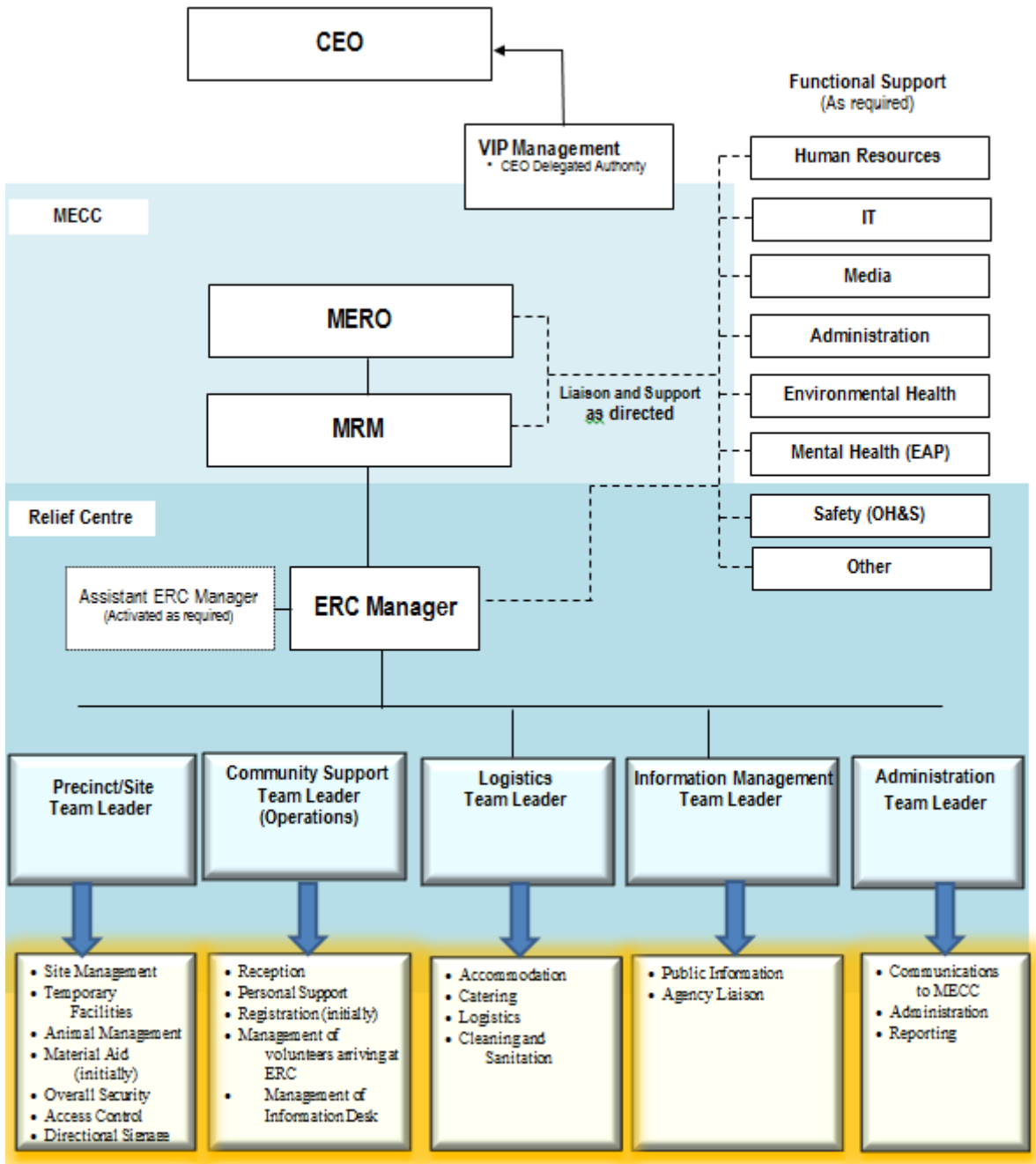
Figure 6-34
Management Structure Relief

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6.8 Relief arrangements, Roles and responsibilities

Arrangements

1. **During the incident: (depends on the length of time)**

This is usually the response phase. Relief & Recovery activities should commence as early as possible to reduce adverse impact on the community.

Activity	Responsibility
Conduct an Initial Impact Assessment	Lead Agency ICC
Activate emergency relief arrangements	MERC/MERO, MRM
Based upon data collected from the Initial Impact Assessment determine the need for: • **Relief Centre** • **Temporary accommodation** • **Activation of Recovery Committee (Operations)** • **Recovery Centre**	MRM
Engage Communications & Events team to develop a Communication Strategy and coordinate flow of information to the media and community	MERO/MRM
Engage DHHS to commence financial assistance	MECG DHHS
Notify Council Incident Management Team Leader of activation	MERO/ MRM

2. **Immediately after the incident (1 – 7 days)**

This is usually one to seven days after the event. Response, Relief and Recovery activities are occurring simultaneously. Escalation to regional agencies can occur in this time.

Activity	Responsibility
Notify State Treasury & Finance that there is an emergency	WCC Finance Manager
Establish and manage the Emergency Call Centre through Customer Service	MRM Customer Service Coordinator
Continue the needs and impact assessment to identify: • **What needs to be done** • **Who will undertake the tasks** • **How will they be coordinated**	Municipal Emergency Coordination Group Recovery Committee (Planning)
Provide essential items in the impacted area eg:	Municipal Emergency

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• **Resources (financial, human & equipment)** • **Water** • **Temporary fencing** • **Fuel** • **Food** • **Material aid**	Coordination Group
Initiate the Recovery Planning process including the: • Establishment of the Recovery Committee • Development of a Recovery Action Plan • Activation of a Community Recovery Committee if required	MRM DHHS Other agencies as required
Escalation to Regional Recovery Committee if capacity of local providers exceeded	MRM DHHS
Continue to work with Communications & Events team. Participate in Community Meetings and communication strategy to disseminate information to the community	MRM MECG
Conduct appropriate local recovery debriefs and attend regional debriefs	MECG

These tables are from the Municipal Recovery Plan

Support Agencies Relief

In the event of an emergency, a wide range of agencies may provide support. The roles and responsibilities of support agencies are specified under each of the emergency relief activities listed below.

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Emergency Relief Centre - Function

Emergency Relief Centres (ERC's) provide immediate and basic relief services to affected people. These can include shelter, food and water, provision of non-food items such as bedding or clothing, psychosocial support and health services.

ERC's may be activated at an Incident Controller's request, or by Wyndham City Council based on local needs or demands for assistance.

Emergency Relief Centre Locations

Wyndham City Council currently has four Level 2 Regional Emergency Relief Centres (ERC's).

1. ██████████████████████

Venue Details - ████████████████			
Venue Address:	███████████████ ███████████ ██████████	Tier Rating T2 = Catering Only T3 = Information Only	T2
Site Manager Details:	████████ █████████ ████████████	**Anticipated Capacity**	160 - Catering 55 - Sleeping
Audit Conducted by:	██████████████	**Audit Conducted On (Date)**	19/02/2014
		Previous Audit (Date)	New Facility
Site Photographed?	Yes	**Site Floor Plan Documented?**	Yes

A full list of Emergency Relief Centre facilities is available from the MRM see Part 01 Introduction – 1.3 Single Contact Protocol

PART SIX: RELIEF AND RECOVERY ARRANGEMENTS

2. ██████████████████████

Venue Details - ████████████████████████			
Venue Address:	████████████████ ████████████████ ████████████	Tier Rating T2 = Catering Only T3 = Information Only	T2
Site Manager Details:	██████████ ██████████ ██████████	**Anticipated Capacity**	160 - Catering 55 - Sleeping
Audit Conducted by:	████████████	**Audit Conducted On (Date)**	July 2013
		Previous Audit (Date)	New Facility
Site Photographed?	Yes	**Site Floor Plan Documented?**	Yes

A full list of Emergency Relief Centre facilities is available from the MRM see Part 01 Introduction – 1.3 Single Contact Protocol

3. ████████████████████

Venue Details - ████████████████████████			
Venue Address:	████████████ ████████████ ████████████	**Tier Rating** T2 = Catering Only T3 = Information Only	T2
Site Manager Details	████████████ ████████████ ████████████████ ██████████	**Anticipated Capacity**	160 - Catering
Audit Conducted By	████████████	**Audit Conducted On (Date)**	12/02/2014
		Previous Audit (Date)	March 2013
Site Photographed?	Yes	**Site Floor Plan Documented?**	Yes

A full list of Emergency Relief Centre facilities is available from the MRM see Part 01 Introduction – 1.3 Single Contact Protocol

PART SIX: RELIEF AND RECOVERY ARRANGEMENTS

4. ████████████████████████

Venue Details - ████████████████████			
Venue	████████████████ ████████████ ███████████	**Tier Rating** T2 = Catering Only T3 = Information Only	T2
Site Manager Details	████████████ ██████████ ██████████████	**Anticipated Capacity**	150 - Catering
Audit Conducted By	█████████████████	**Audit Conducted On (Date)**	12/02/2014
		Previous Audit (Date)	February 2013
Site Photographed?	Yes	**Site Floor Plan Documented?**	Yes

A full list of Emergency Relief Centre facilities is available Part 9 Subplans Emergency Relief Centre Sites

Emergency Relief Activities

Emergency Relief Centre Responsibilities

Wyndham City Council is responsible for the management of ERC's. Services provided are delivered by a range of agencies identified in the table below

Relief Service	Lead Agency	Service Providers	Comments/Additional Information
Relief Centre Management ▪ *Coordinate and staff relief and recovery centres as established by the MERO and MRM, and liaise with other Service Coordinators.* ▪ *Regular maintenance of the centre register and support resources is part of the coordinator's role.*	Wyndham City Council	• Department of Health & Human Services (DHHS) • Red Cross • Victoria Police • Victorian Council of Churches	Management of the ERC, coordination of service delivery. Support; information & coordination Registration, Food, water and physiological first aid Security, queries re: registration Personal support provider

See Part 08 Contact Directory – Emergency Activation for details to place on standby/ activate listed agencies

PART SIX: RELIEF AND RECOVERY ARRANGEMENTS

Community Information

Information reduces anxiety and empowers the community an individuals to understand and influence their recovery, increases social cohesion, and helps to rebuild the social fabric after a significant dislocation.

In the relief context, community information will focus on more immediate needs and will support the deployment of other relief activities. Information may be provided through relief centres as well as a range of other communication channels.

Communications will be coordinated by Wyndham City Council, and supported by the service providers listed in the table below.

Relief Service	Lead Agency	Service Providers	Comments/Additional Information
Communication ▪ *Coordinate and provide accurate information to the public and media after an emergency.*	Wyndham City Council	• Mayor/CEO	
		• Police	
		• Local Media	
		• Media Liaison/Community Engagement staff with other organisations	
		• Dept of Health & Human Services	

See Part 08 Contact Directory – Emergency Activation for details to place on standby/activate listed agencies

PART SIX: RELIEF AND RECOVERY ARRANGEMENTS

Psychosocial Support

Some of the greatest sources of suffering in emergencies arise from complex emotional, social, physical, and spiritual effects.

Psychosocial support involved the provision of advice and simple practical and emotional support for affected individuals and communities.

Wyndham City Council is responsible for coordinating psychosocial support services under the direction of the MRM. The table below identifies the other agencies that may provide services depending on the nature of the emergency

Relief Service	Lead Agency	Service Providers	Comments/Additional Information
Personal Support ▪ *Coordinate the provision of personal support services during and after an emergency.* ▪ *Outreach services will be coordinated from this service area.*	Wyndham City Council	• Wyndham City Council	Personal support, case management, outreach services, counselling
		• Victorian Council of Churches (VCC)	Personal support, outreach services
		• Red Cross	Psychological First Aid and Outreach
		• *Advocacy Services as required*	Personal support

See Part 08 Contact Directory – Emergency Activation for details to place on standby/ activate listed agencies

PART SIX: RELIEF AND RECOVERY ARRANGEMENTS

Health

Emergencies can have significant impacts on the health and wellbeing of affected communities. Providing access to safe food, drinking water, shelter, and sanitation will help prevent further illness and injury in an emergency.

Vulnerable population groups such as the elderly, babies and children, and people with pre-existing medical conditions are at particular risk.

As indicated in the table below, the provision of first aid and primary care will be coordinated by Ambulance Victoria, in partnership with the service providers listed below. Wyndham City Council will coordinate the provision of environmental health services

Relief Service	Lead Agency	Service Providers	Comments/Additional Information
Medical Advice, Supplies & Pharmaceuticals ▪ *Coordinate the provision of first aid and primary care to affected members of the community.*	Ambulance Victoria	• St John Ambulance Service • Department of Health & Human Services	
Environmental Health ▪ *Assess, advise on and minimise the public health impact of an emergency e.g. safe water supply, food safety/disposal, septic systems, safe disposal of waste, provision of temporary toilets/facilities etc.*	Wyndham City Council	• Department of Health & Human Services	Public Health warnings, advice & info

See Part 08 Contact Directory – Emergency Activation for details to place on standby/activate listed agencies

PART SIX: RELIEF AND RECOVERY ARRANGEMENTS

Reconnecting Families and Friends (Register.Find.Reunite).

Separation from family and friends can be one of the more distressing aspects of an emergency. Reuniting family and friends is a significant contribution to meeting people's basic needs.

Victoria Police are responsible for the control and coordination of the Register.Find.Reunite service (previously known as the National Registration and Inquiry System). The Red Cross manages and operates the service.

Victoria Police may request municipal staff to undertake the physical task of registration until the Red Cross are in attendance at an emergency relief centre.

Relief Service	Lead Agency	Service Providers	Comments/Additional Information
Register.Find.Reunite ▪ *Coordinate the provision of this service to assist family members and friends to reunite* *.*	Victoria Police	• Red Cross	

See Part 08 Contact Directory – Emergency Activation for details to place on standby/activate listed agencies

PART SIX: RELIEF AND RECOVERY ARRANGEMENTS

Emergency Shelter

Emergency shelter provides spaces of relative safety for people facing the effects of an emergency.

Shelter can be provided through people's own resources, staying with family and friends. Alternatively, it can involve moving people away from the immediate vicinity of an emergency through evacuation, accommodation and / or transport.

Wyndham City Council will coordinate the provision of emergency shelter at a local level. At a regional level, coordination will be undertaken by the Department of Health & Human Services.

Emergency Relief Centres will be opened once the nature, extent and location of the emergency event is known, and as directed by the Municipal Emergency Response Coordinator (MERC).

Relief Service	Lead Agency	Service Providers	Comments/Additional Information
Emergency Shelter ▪ *Assist in the provision of emergency shelter during or after an incident.*	Wyndham City Council.	• Wyndham Council/MRM	
		• Red Cross	For single incident - primary residences only; shopping for supplies etc.

See Part 08 Contact Directory – Emergency Activation for details to place on standby/activate listed agencies

PART SIX: RELIEF AND RECOVERY ARRANGEMENTS

Food and Water

Sustaining continuity of food supply in an emergency and keeping businesses open increases the resilience of the community.

As indicated in the table below, Wyndham City Council is responsible for catering arrangements. It will coordinate the provision of catering services with the support from the Red Cross.

Relief Service	Lead Agency	Service Providers	Comments/Additional Information
Food & Water ▪ *Provision of food and water to those affected by the emergency, and to personnel responding to the emergency.*	Wyndham City Council	• Red Cross	Coordinate Food & Water (to affected community members)
		• Wyndham City Council	Food & Water Assistance to ensure safe food handling practices
		• Salvation Army	Food & Water

See Part 08 Contact Directory – Emergency Activation for details to place on standby/activate listed agencies

PART SIX: RELIEF AND RECOVERY ARRANGEMENTS

Non-food Items (Material Aid)

The term "non-food items" is used to describe the immediate and basic material needs people may have during and after an emergency.

Individuals, families, and communities affected by an emergency may need items such as clothing, bedding and personal necessities to ensure their personal comfort, dignity, health and wellbeing.

As indicated in the table below, Wyndham City Council is responsible for coordinating the provision of bedding, clothing, and personal hygiene supplies to affected persons. Support in this area is provided by the Salvation Army.

Relief Service	Lead Agency	Service Providers	Comments/Additional Information
Material Aid ▪ *Coordinate distribution of bedding, clothing, and personal hygiene supplies during or after an emergency event.*	Wyndham City Council	• Salvation Army	

See Part 08 Contact Directory – Emergency Activation for details to place on standby/activate listed agencies

PART SIX: RELIEF AND RECOVERY ARRANGEMENTS

Emergency Financial Assistance

Financial pressures immediately after an emergency can cause stress and uncertainty. Emergency financial assistance is intended to help people meet basic needs in a dignified manner. It is not compensation nor is it an entitlement.

The Department of Health & Human Services will coordinate the provision of emergency financial assistance at a municipal level in partnership with the Commonwealth Government (where applicable).

Relief Service	Lead Agency	Service Providers	Comments/Additional Information
Financial Assistance ▪ *Coordinate the distribution of financial aid to individuals & communities after an emergency.* ▪ *A range of financial grants and subsidies will be offered by various agencies requiring coordination.*	Dept of Human & Human Services (DHHS)	• Dept of Health & Human Services (DHHS) • Commonwealth Government	Grant processing

See Part 08 Contact Directory – Emergency Activation for details to place on standby/activate listed agencies

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Animal Welfare

Emergencies may threaten the municipality's animal population, including pets and wildlife. Affected individuals may attend emergency relief centres with animals, which may require housing, containment, supplementary feed or water, and veterinary treatment.

As indicated in the table below Wyndham City Council is responsible for coordinating activities in this area.

Relief Service	Lead Agency	Service Providers	Comments/Additional Information
Animal Welfare Coordination ▪ *Assist/destroy injured animals/wildlife.* ▪ *Coordinate emergency feed supplies.* ▪ *Identify holding areas for pets etc.* ▪ *Provide cages/leads etc. for animals at relief centres.* ▪ *Round up escaped animals.*	Wyndham City Council	• Animal Management Officer • Department of Environment, Land, Water and Planning • RSPCA	

See Part 08 Contact Directory – Emergency Activation for details to place on standby/activate listed agencies

PART SIX: RELIEF AND RECOVERY ARRANGEMENTS

Spontaneous Volunteers & Material Aid

Material aid, donated food and spontaneous volunteers need to be handled carefully and sensitively, as they can be represented in the media in simplistic terms, and cause challenges and resentment.

Financial donations are preferable to other types of donations such as material goods. Unsolicited donations of goods, while well-meaning, should be discouraged.

As indicated in the table below, the Salvation Army is responsible for coordinating the collection and distribution of donated goods and services. Wyndham City Council is responsible for coordinating volunteers.

Relief Service	Lead Agency	Service Providers	Comments/Additional Information
Volunteer Co-ordination ▪ *Recruit, support, coordinate the work of volunteers after an emergency.* ▪ *Assist other recovery service areas through provision of volunteers as required.*	Wyndham City Council	• Wyndham City Council	
Donations Coordination ▪ *Coordinate the collection and distribution of donated goods and, services following an emergency.*	Salvation Army	• Salvation Army	

See Part 08 Contact Directory – Emergency Activation for details to place on standby/activate listed agencies

Escalation

If it becomes apparent that an emergency will exceed the capacity of a municipal council to perform emergency relief functions, the municipal council may request that Department of Human Services (DHS) coordinate emergency relief at the regional level. This does not replace the requirement for Department of Human Services (DHS) to monitor the emergency relief situation and activate the Regional Emergency Recovery Plans.

Further escalation to the state level of management may be necessary in respect of certain service needs in very large or complex events. The Australian Government may also provide Commonwealth resources to deliver particular services (such as Centrelink outreach and Australian Defence Force deployments).

PART SIX: RELIEF AND RECOVERY ARRANGEMENTS

Escalation may involve utilising established collaboration arrangement with other municipalities either via MAV or North West Metro Region Collaboration

Emergency relief costs

When requesting emergency relief, agencies should be familiar with the following arrangements for meeting the costs of providing emergency relief services:

- Municipal councils are responsible for meeting the cost of emergency relief measures provided to people affected by an emergency.
- If emergency relief is requested by a response or relief agency for its own personnel, that agency will be responsible for costs incurred.
- When a response agency requests emergency relief (such as catering) on behalf of a number of response agencies, the requesting agency will be responsible for costs incurred.

These arrangements apply regardless of whether emergency relief is coordinated at municipal, regional or state level.

PART SIX: RELIEF AND RECOVERY ARRANGEMENTS

6.9 Management Structure Recovery

The table below identifies the roles and purpose of each recovery service team. It also identifies the hierarchical process of responsibilities for the roles undertaken with the MRM with overall responsibility.

MUNICIPAL RECOVERY MANAGER (MRM) DEPUTY MRM TEAM				
BUILT ENVIRONMENT Director Infrastructure	**NATURAL ENVIRONMENT** Director Sustainable Development	**SOCIAL ENVIRONMENT** Director Community Development	**ECONOMIC ENVIRONMENT** Director Sustainable Development	**AGRICULTURAL ENVIRONMENT** **Director Infrastructure**
Recovery Service Teams **Relevant Managers** Asset Management and Maintenance Building & Waste Services Business Services Open Space Facilities and Recreation Engineering Services Financial Services Information Services Major Projects Property Services Strategic Planning Town Planning	**Recovery Service Teams** **Relevant Managers** Asset Management and Maintenance Business Services Sustainability & Environment Open Space Facilities and Recreation	**Recovery Service Teams** **Relevant Managers** Aged & Disability Buildings & Waste Business Services Early Years & Youth Library & Community Learning Social Development	**Recovery Service Teams** **Relevant Managers** Asset Management and Maintenance Building & Waste Business Services Open Space Facilities and Recreation Economic Development Engineering Services Financial Services Place Management Strategic Planning Sustainability & Environment Town Planning	**Recovery Service Teams** **Relevant Managers** Business Services
RECOVERY SUPPORT **Relevant Managers** Organisational Development, City Governance, Communications & Events, Information Services				

PART SIX: RELIEF AND RECOVERY ARRANGEMENTS

6.10 Recovery arrangements, Roles and responsibilities

Arrangements

3. Short-Term (weeks 2 - 4)

This is usually weeks two to four. Response has ceased and recovery activities continue. Focus is now on Recovery of community and returning back to normal.

Activity	Responsibility
Continue to monitor community needs through the impact assessment process	Recovery Committee
Continue the Recovery Planning process including: • **Recovery Action Plan** • **Sub-Committees and Task Forces to address specific recovery needs** • **Conduct community meetings** • **Engage Communication strategy to affected residents**	MRM DHS
Initiate a case management process for affected citizens and ensure they have access to personal support, accommodation and material aid	MRM
Implement an outreach program to gather information on how the community is travelling	MRM
Continue to work with PR & Marketing to coordinate information flow to media	MRM
Escalation to Regional Recovery Committee if capacity of local providers exceeded. Ensure suitable representation on Regional Recovery Committee (recommend CEO or senior council representative with MRM). It is essential to nominate a senior council representative to ensure appropriate authority and decisions. In conjunction with DHHS and other recovery agencies, develop funding submissions and recovery strategies for government/ministerial taskforces through the Regional Recovery Committee.	MRM DHHS
Plan for the employment of a Community Development Officer (CDO) and Business Recovery Manager (BRM) if required.	MRM
Conduct appropriate local recovery debriefs and attend regional debriefs	MRM

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4. Medium-Term (months 2 -3)

Many of the actions initiated in the earlier phases will continue in the medium term and include:

Activity	Responsibility
Continue to monitor and implement the Recovery Action Plan	MRM Recovery Committee
Commence planning for the development of a Exit Strategy to enable timely and appropriate withdrawal of dedicated relief and recovery services and activities to existing community support services	MRM LMG – Council Recovery Committee
Continued case management of affected citizens	MRM
Commence community social events	MRM Manager Social Development
Emergency grants are finalised and hardship grants are still being processed, but finalised in this period	
Communication strategy expanding (regular media releases and newsletters)	MRM PR & Marketing
Reposition strategy/agencies and seek extra resources if required.	MRM Recovery Committee

5. Long-Term (month 4 and onwards to conclusion)

Recovery activities in this period will reach their conclusion at different points in time. The aim of the recovery committee is to assist the community to recovery to a position equal to, or better than before the emergency. Community needs will be ultimately brought under the umbrella of community service providers as it was prior to the emergency.

The following actions need to be considered and applied according to need:

Case management of affected citizens (NB: 20% of affected people are likely to become long-term/ongoing recipients of counselling or other community services)

- Task forces will complete their recovery action plan and wind up as required
- Completion of Recovery Action Plan/s (community engagement)
- Exit Strategy
  - Ensure community based exit strategy is planned for and that the community has been part of the consultation process.
- Debriefs and Reports

- Maintain regular MRM and CDO/BRM debriefs to monitor staff welfare and to ensure that the recovery process is on track.

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- Conduct a final debrief with all agencies at the conclusion of the recovery process
- Maintain a reporting program through the recovery process and prepare a final report.
- Learning's must be documented.

Recovery Centre – Functions

A Recovery Centre is designed to provide a single point of entry for affected persons for an ' all agency, all stakeholders' integrated recovery process a 'one stop shop' A Recovery Centre provides support to affected communities in the restoration of their emotional, social, economic and physical wellbeing and facilitates the provision of services, such as:

- psychological services (for example, counselling)
- temporary and medium-term accommodation
- environment (for example, public health)
- financial assistance and legal and insurance advice
- case coordination/management service, and
- primary industry advice.

Recovery Centre locations

An Emergency Relief centre may transition into a Recovery Centre or a Recovery Centre may be established independently.

A full list of Emergency Relief Centre facilities is available Part 9 Subplans Emergency Relief Centre Sites

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Recovery Responsibilities

Built Environment		
Recovery Service	**Service Providers**	**Comments/Additional Information**
Clean up/ Equipment Provision ▪ *Plan for & coordinate the clean up process after an emergency, including the provision of temporary resources as required, eg. toilets, earthmoving equipment, furniture, generators.*	Municipal Emergency Resource Officer (MERO)	Coordinate equipment, , contractors etc.
	Environmental Health Officer (EHO)	
	Arborists	Tree clean up
	Local Contractors (e.g. earthmovers)	
	Hire businesses	
Infrastructure (including Fencing) ▪ *Rebuild & restore community infrastructure/ utilities after an emergency.* ▪ *Coordinate the reconstruction of boundary fencing following damage incurred by an emergency.*	MERO	Coordinate restoration of roads, bridges, public infrastructure
	Power & Gas companies	Restore power & gas supply to properties
	Melbourne Water	Restore water supply to properties, repair water supply infrastructure
	Telstra	Restore phone connections to properties
	Dept of Environment, Land, Water & Planning (DELWP)	Fence line clean up/ restoration, community engagement
	Catchment Management Authority (CMA)	Protect catchment areas/assets
Transport *Assist in transport provision after an event so that those affected can access relief centres, recovery services, shopping etc*	MERO	Coordinate transport of people, water, fuel & other resources
	Community Transport Buses	
	13Cabs (Taxis)	

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Natural Environment		
Recovery Service	**Service Providers**	**Comments/Additional Information**
Environment ▪ *Assess, advise on & repair damage after an event, including tree safety/ assessment; replanting/ revegetation; erosion prevention and control.*	Dept of Environment, Land, Water & Planning (DELWP) /Parks Victoria	Restoration of public lands and national parks
	Catchment management authorities	
	EPA	
	Landcare Groups	Volunteer work teams
	Melbourne Water	Manage local water supply issues
	Wyndham Environmental Health Officers	
Environmental Health ▪ *Assess, advise on and minimise the public health impact of an emergency e.g. safe water supply, food safety/disposal, septic systems, safe disposal of waste, provision of temporary toilets/facilities etc.*	• Dept Human Services	Public Health warnings, advice & info
	• Wyndham Environmental Health Officer	Public Health warnings, advice & info, eg. disposal of hazardous materials
	• EPA	
	• Wyndham Building Surveyor	
	• Wyndham Economic Development Unit	

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Social Environment		
Recovery Service	**Service Providers**	**Comments/Additional Information**
Accommodation *Assist in the provision of emergency / temporary accommodation after an incident.*	Wyndham Council/MRM	
	Red Cross	For single incident - primary residences only; shopping for supplies etc
Aged & Disability Support ▪ *Plan for and co-ordinate the recovery process for aged and disabled people in the municipality.* ▪ *Identification of other vulnerable groups would be valuable*	Aged & Disability Care Providers	
	Dept of Health & Human Services (DHHS)	Liaise with agencies re: possible additional support required
	Residential Care Operators	
Catering *Provide food services as required for attendees at Emergency Relief Centres*	Red Cross	Coordinating Food & Water
	Other agencies as required	
Children's Services ▪ *Plan for &coordinate the recovery process for children & young people up to 18 years.* ▪ *Provide Child Care to relief/recovery centres.*	Early Years & Youth Services	
	Maternal/Child Health Nurses	
	Child Care Centres	
	Kindergartens	
	Outside School Hours Care Providers	
Community Development ▪ *Coordinate community events and activities that will assist community's recovery from the impacts of an emergency.* ▪ *Employment of a Community Development Officer (CDO) may be a key part of this recovery service.*	Dept of Health & Human Services (DHHS)	Funding for Community Development Officer (CDO)
	Municipal Recovery Manager (MRM)	Planning for & managing CDO
	Community group representatives	
Donations Coordination ▪ *Coordinate the collection and distribution of donated goods, services and money following an emergency.* ▪ *It is recommended that an external organisation be recruited to manage this service area*	Salvation Army	

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Financial Assistance ▪ *Coordinate the distribution of financial aid to individuals & communities after an emergency.* ▪ *A range of financial grants and subsidies will be offered by various agencies requiring coordination.*	Dept of Health & Human Services (DHHS)	Grant processing
	Centrelink	Financial grants
	Salvation Army	Financial grants
	Red Cross	Food vouchers
	Financial counsellors	Financial counselling
	Insurance Council of Victoria	Financial advice
	Business Development Victoria (BDV)	Business financial planning
Medical Advice, Supplies & Pharmaceuticals *Coordinate the provision of medical advice, supplies & pharmaceuticals to affected members of the community.*	Medical Officers of Health	
Material Aid *Coordinate distribution of material aid to affected members of the community following an emergency*	Wyndham City Council	
Counselling/Personal Support ▪ *Coordinate the provision of personal support and counselling services during and after an emergency.* ▪ *Case management of affected members of the community will be the preferred approach.* ▪ *Outreach services will be coordinated from this service area.*	Wyndham Council	Personal support & referral services
	Victorian Council of Churches (VCC)	Personal support, outreach services
	Red Cross	Psychological first aid and outreach
Recovery Centre Management *Co-ordinate the provision of recovery services after an emergency e.g. insurance, personal support, financial assistance etc.*	Wyndham City Council (MRM)	Centre Manager
	• Dept of Health & Human Services	Recovery support, information & coordination Personal support providers
Volunteer Co-ordination ▪ *Recruit, support, coordinate the work of volunteers after an emergency.* *Assist other recovery service areas through provision of volunteers as required.*	• Wyndham City Council	

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Economic Environment		
Recovery Service	**Service Providers**	**Comments/Additional Information**
Economic Development ▪ *Coordinate and initiate economic development activities to assist recovery of local businesses following an emergency.* *Organise employment of Business Development Officer*	Business Development Officers	Economic development assistance
	Environmental Health Officers	Business development assistance
	Centrelink	Financial assistance

Agricultural Environment		
Recovery Service	**Service Providers**	**Comments/Additional Information**
Animal Welfare Coordination ▪ *Assist/destroy injured animals/wildlife.* ▪ *Coordinate emergency feed supplies.* ▪ *Identify holding areas for pets etc.* ▪ *Provide cages/leads etc. for animals and relief/recovery centres.* *Round up escaped animals.*	Animal Welfare Officer	Removal/disposal of animals
	Environmental Health Officers	
	Dept of Dept of Environment, Land, Water & Planning (DELWP)	
Primary Producers	Animal Welfare Officer	Removal/disposal of animals

6.11 Community Information & Briefings

Community information and briefings are vital components that assist in the recovery of emergency affected individuals and communities. Community information sessions will be conducted as soon as is practicable after an emergency as part of Council's Communication Plan.

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

The Council and Support Agencies actively engage the community through a range of mechanisms including community programs and projects, media releases advertisements, newsletters, websites and Service Networks.

6.12 Engagement of community in recovery

A vital component in empowering a community in its recovery process is the engagement and involvement of the affected community in planning and participating in the process of recovery. This may be undertaken in a variety of ways depending on the scale of the event and community interest and ability.

The form of any community recovery structure may vary. The varieties for consideration may include:

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- Community Recovery Committee constituted independently of Council;
- A Community Reference Group as part of the Municipal Recovery Committee structure, or
- Regular community meetings to derive input and feedback from community members in an informal manner.

At all times it will be important to ensure that all members of the affected community are provided the opportunity to give feedback and express their opinions in relation to the recovery process. This will enable Council to ensure that processes allow for broad and diverse community input, rather than from limited sections of the community.

6.13 Post Impact Assessments

A post impact assessment is an appraisal of the extent of damage, disruption and breakdown to the community and its infrastructure as a result of the emergency.

A post impact assessment will be conducted in accordance with the NWMR Collaboration Post Impact Assessment Guidelines. To facilitate this process the Council, through the Municipal Emergency Coordination Group and appointed Post Impact Assessment Team, shall as early as practicable perform the following tasks collaboratively:

- Survey the extent of damage indicating evaluation of financial and material aid needed.
- Provide a priority listing for restoration of community needs to assist agencies in the performance of their functions.
- Monitor the acquisition and application of financial and material aid needed or made available in the restoration period.
- Validate data in conjunction with municipal records, including but not limited to, the GIS, Rates and Property Database and Community Care Client Database.
- Record case management within Crisisworks Post Impact Assessment Module to assist with coordination of recovery.

The Municipal Emergency Coordination Group may co-opt persons within the community with the appropriate expertise to assist with the above tasks.

Should the emergency extend beyond the boundaries of the Wyndham City Council the post impact assessment may be merged with that of the other affected municipality(s).

Impact assessments may vary in form, depending upon the timing, nature of, and scale of an event. Initial Impact assessment (ILA) sources information for the provision of relief and early recovery, whereas secondary and post emergency assessments inform recovery and prevention activities.

Preliminary scope assessments provide an indication of the likely extent of an emergency, whereas Initial Impact Assessments are generally made of individual properties / locations conducted by visual observation of the affected area.

Information flowing back to the MECC from any assessment should be checked against Councils various databases (i.e. GIS, Rates, Property, or other relevant) databases for accuracy and clarification (preferably before information is passed on). To the best of its ability Council will ensure all information is checked and any anomalies found will be clarified, and updated information re-communicated whenever necessary.

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6.14 Community Recovery (Operations) Committee

Where the magnitude of the event requires community input into the recovery process one or more Community Recovery Committees may be established within the affected area. This committee functions in an operational capacity post emergency.

Community Recovery (Operations) Committee membership

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

- Municipal Recovery Manager and deputies;
- Councillor (local ward representatives);
- Emergency Services Agencies (Vic Pol, CFA, SES)
- Government agencies; (DHHS, DEECD, Centrelink, Parks Vic);
- Community groups; (Lions/Rotary Clubs);
- Affected persons;
- Non-government agencies; (Red Cross, Salvation Army, Family Life, Religious Leaders, Local Churches).
- Others co-opted as appropriate and necessary depending on event that has occurred.

Community Recovery (Operations) Committee functions

- Represent community needs subsequent to an event.
- Monitor the overall progress of the recovery process in the affected community.
- Identify community needs and resource requirements and make recommendations to appropriate recovery agencies, municipal councils and the State's recovery management structure.
- Liaise, consult and negotiate, on behalf of affected communities, with recovery agencies, government departments and municipal councils.
- Liaise with Department of Health & Human Services Regional Director or delegate.
- Undertake specific recovery activities as determined by the circumstances and the committee.

Community Recovery (Operations) Committee Activation

If a Community Recovery Committee is required to assist manage the recovery process, the following should be determined:

- Appointment of the most suitable chair (MRM or council member)
- Membership
- Frequency of meetings- meets when Planning Committee meets then when required.
- Clarify the reporting process?
- Communication strategy for providing information to the community?

- Define authority arrangements

Title	Part Seven : Role Statements
Person Responsible	Peter Gordon (MERO) or Priscilla Mayne (MRM)
Date Last Updated	25/06/2015
Status	Released
Location	https://govdex.gov.au/confluence/display/WMRCMEMPC/Wyndham+City+MEMP+Index

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PART SEVEN:ROLE STATEMENTS

7.1 Revision Summary – Part Seven

Revision Date	Revision Number	Change / Reason for change	Updated by
08/09/2011	2011-1.0	Draft status updated to Released	Steve Crimston
21/06/2013	2011-1.1	Removed Council support role statements as per recommendation to MEMPC 7 March 2013	Steve Crimston
15/01/2015	2015-0.1	Header updated to 2015-2018 7-3 MRM updated DHS to DHHS 7-4 MFPO updated DEPI to DELWP	Steve Crimston
23/01/2015	2015-1.0	Part status updated to Released	Steve Crimston
25/06/2015	2015-1.1	MFPO Line relationships updated	Steve Crimston

7.2 Review Summary – Part Seven

Next Review Due	Comments
13/09/2012	Reviewed MEMPC meeting 13/09/2012
12/09/2013	Reviewed MEMPC meeting 12/09/2013
11/09/2014	Reviewed MEMPC meeting 11/09/2014
10/09/2015	No changes required – reviewed deferred until 08/09/2016
08/09/2016	

PART SEVEN: ROLE STATEMENTS

7.3 Municipal Emergency Resource Officer

Location	*Municipal Emergency Coordination Centre during an emergency*
Overview Statement	*The MERO is responsible for the coordination of municipal resources to enable emergency response.*
Duties (EMMV 6-26 Jan 2011)	• *Coordinate municipal resources in emergency response;* • *Provide council resources when requested by emergency services or police during response activities;* • *Maintain effective liaison with emergency agencies within or servicing the municipal district;* • *Maintain an effective contact base so municipal resources can be accessed on a twenty-four hour basis;* • *Keep the municipal emergency coordination centre(s) prepared to ensure prompt activation if needed;* • *Liaise with the Municipal Recovery Manager on the best use of municipal resources;* • *Organise a response debrief if requested by the Municipal Emergency Response Coordinator (MERC), an appointee of Victoria Police;* • *Ensure procedures and systems are in place to monitor and record expenditure by the Council in relation to emergencies; and* • *Perform other duties as determined*
Line Relationship	*Reports to:* • *Council*
	Liaises with: • *MERC* • *MRM & Deputies* • *Deputy MEROs* • *Planning Officer* • *Logistics Officer* • *MECC Facility Manager* • *Media & Public Relations Officer* • *Operations Officers*
	External Relationships: • *Emergency services* • *Agency staff* • *Contractors* • *Other municipalities*

PART SEVEN: ROLE STATEMENTS

7.4 Municipal Recovery Manager

Location	Municipal Emergency Coordination Centre during an emergency
Overview Statement	The MRM is required to take an active role in emergency recovery planning, and has responsibility for the coordination of municipal resources to assist emergency relief and emergency recovery activities. The MRM may delegate duties to provide for effective management of recovery functions.
Duties (EMMV 6-27 Jan 2011)	• Coordinate municipal and community resources for recovery; • Assist with collating and evaluating information gathered in the post-impact assessment; • Establish priorities for the restoration of community services and needs; • Liaise with the MERO on the best use of municipal resources; • Establish an information and coordination centre at the municipal offices or a location more appropriate to the affected area; • Liaise, consult and negotiate with recovery agencies and Council on behalf of the affected area and community recovery committees; • Liaise with the regional recovery committee and Department of Health & Human Services; • Undertake other specific recovery activities as determined.
Line Relationship	**Reports to:** • Council
	Liaises with: • MERC • MERO & Deputies • Deputy MRMs • Planning Officer • Logistics Officer • MECC Facility Manager • Media & Public Relations Officer • Relief & Recovery Centre Staff • Operations Officers
	External Relationships: • DHHS • Red Cross • Other municipalities • Community Recovery Committees • Regional Recovery Committee

PART SEVEN: ROLE STATEMENTS

7.5 Municipal Fire Prevention Officer

Location	*Civic Centre – Wyndham City Council*
Overview Statement	*To ensure Council's obligations under the* Country Fire Authority Act 1958 *are met.*
Duties (EMMV 6-28-29 Jan 2011)	• *Manage the Municipal Fire Prevention Committee (MFPC) (if formed under the Country Fire Authority Act 1958) as chairperson and executive officer;* • *Undertake and regularly review Council's fire prevention planning and plans (together with the MFPC, if one exists);* • *Liaise with fire services, brigades, other authorities and councils regarding fire prevention planning and implementation;* • *Advise and assist the Municipal Emergency Management Planning Committee on fire prevention and related matters;* • *Ensure the MEMP contains reference to the Municipal Fire Prevention Plan;* • *Report to Council on fire prevention and related matters;* • *Carry out statutory tasks related to fire prevention notices and infringement notices;* • *Investigate and act on complaints regarding potential fire hazards;* • *Advise, assist and make recommendations to the general public on fire prevention and related matters;* • *Issue permits to burn (under s. 38 of the Country Fire Authority Act 1958); and* • *Facilitate community fire safety education programs and support Community Fireguard groups in fire-prone areas. Support fire services in the delivery of community fire safety education programs.*
Line Relationship	*Liaises with:* • *MERO* • *Coordinator Emergency Risk & Resilience* • *Emergency Management Officer (EMO)* • *Executive Officer MEMPC* • *Environment department*
	External Relationships: • *CFA* • *MFB* • *DELWP* • *Victoria Police* • *Melbourne Water* • *VicRoads* • *Other Municipal MFPO's*

PART SEVEN:ROLE STATEMENTS

See SOP 5 Municipal Emergency Coordination (MECC) Arrangements for Role Statements relating to the MECC – Available upon request from the MERO

See SOP 6 NWMREM Collaboration Emergency Relief Centre (ERC) SOG for Role Statements relating to the ERC – Available upon request from the MRM

Title	Part Eight : Contact Directory
Person Responsible	Peter Gordon (MERO) or Priscilla Mayne (MRM)
Date Last Updated	10/09/2015
Status	Released
Location	https://govdex.gov.au/confluence/display/WMRCMEMPC/Wyndham+City+MEMP+Index

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8.3 MEMPC Contact list
8.4 Activation Contact list
8.5 Vulnerable facilities Contact List   - Available upon request from MERO or MRM

8.1 Revision Summary – Part Eight

Revision Date	Revision Number	Change / Reason for change	Updated by
14/06/2012	2011-1.1	Updated MEMPC contacts	Steve Crimston
13/09/2012	2011-1.2	Updated Supplier & Support agency contacts	Steve Crimston
13/12/2012	2011-1.3	Updated Vulnerable facilities contacts	Steve Crimston
14/03/2013	2011-1.4	Updated MEMPC contacts	Steve Crimston
12/09/2013	2011-1.5	Updated Supplier & Support agency contacts	Steve Crimston
12/12/2013	2011-1.6	Updated Vulnerable facilities contacts	Jason Amos
12/06/2014	2011-1.7	Updated MEMPC contacts	Steve Crimston
10/12/2014	2011-1.8	Updated Supplier & Support agency contacts Updated MEMPC contacts	Heather Jelbart
15/01/2015	2015-0.1	Updated Header 2015-2018	Steve Crimston
23/01/2015	2015-1.0	Document status updated to released	Steve Crimston
30/03/2015	2015-1.1	Updated 8.3 and 8.4 as per MEMPC meeting	Steve Crimston
11/06/2015	2015-1.2	Updated 8.3 and 8.4 as per MEMPC meeting	Steve Crimston
10/09/2015	2015-1.3	Updated 8.3 and 8.4 as per MEMPC meeting	Steve Crimston

8.2 Review Summary – Part Eight

Next Review Due	Comments
08/03/2012	Review at MEMPC meeting
14/06/2012	Review at MEMPC meeting
13/09/2012	Review at MEMPC meeting
13/12/2012	Review at MEMPC meeting
14/03/2013	Review at MEMPC meeting
13/06/2013	Review at MEMPC meeting
12/09/2013	Review at MEMPC meeting
12/12/2013	Review at MEMPC meeting
13/03/2014	Review at MEMPC meeting
12/06/2014	Review at MEMPC meeting
11/09/2014	Review at MEMPC meeting
10/12/2014	Review at MEMPC meeting
12/03/2015	Review at MEMPC meeting
11/06/2015	Review at MEMPC meeting
10/09/2015	Review at MEMPC meeting
09/12/2015	

Title	**Part Nine MEMP Sub plans**
Person Responsible	Peter Gordon (MERO) or Priscilla Mayne (MRM)
Date Last Updated	23/01/2015
Status	Released
Location	https://govdex.gov.au/confluence/display/WMRCMEMPC/Wyndham+City+MEMP+Index

Municipal Recovery Plan
Heatwave Action Plan
Municipal Flood Emergency Plan
Municipal Fire Management Plan
Municipal Pandemic Plan

Version Control is maintained on the individual Sub plans

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For access to Govdex contact the MERO or MRM via Part Eight - Contact Directory – MEMP

Title	Part Ten : Appendices
Person Responsible	Peter Gordon (MERO) or Priscilla Mayne (MRM)
Date Last Updated	21/05/2015
Status	Released
Location	https://govdex.gov.au/confluence/display/WMRCMEMPC/Wyndham+City+MEMP+Index

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PART TEN: APPENDICES

10.1 Revision Summary – Part Ten

Revision Date	Revision Number	Change / Reason for change	Updated by
08/09/2011	2011-1.0	Draft status changed to Released	Steve Crimston
12/09/2013	2011-1.1	Appendix 1 Terms of Reference updated, re recommendation to MEMPC – updating chair MEMPC and updating sub committees Appendix 3 Acronyms reviewed and updated Appendix 4 Glossary reviewed and updated Appendix 6 Prevention and Preparedness Plans, reviewed and plans updated in relation to newly endorsed sub plans Appendix 7 updated CERM added	Steve Crimston
16/12/2013	2011-1.2	Appendix 7 CERM reviewed and updated at Governance committee meeting	
11/09/2014	2011-1.3	Appendix 7 CERM reviewed and updated at MEMPC meeting	
14/01/2015	2015-0.1	Part status updated to draft MEMPC Terms of reference updated Acronyms updated inline with recent changes in EMMV	
23/01/2015	2015-1.0	Part status updated to released	Steve Crimston
21/05/2015	2015-1.1	Appendix 1 Terms of Reference updated Appendix 2 Distribution list updated Appendix 3 History of Emergencies updated Appendix 4 Exercise Register	Steve Crimston
1/09/2015	2015-1.2	Appendix 3 History of Emergencies updated Appendix 4 Exercise Register updated	Steve Crimston

10.2 Review Summary – Part Ten

Next Review Due	Comments
13/09/2012	Reviewed MEMPC meeting 13/09/2012
12/09/2013	Reviewed MEMPC meeting 12/09/2013
11/09/2014	Reviewed MEMPC meeting 11/09/2014

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10/09/2015	Review was deferred due to review and updating in May & early September
08/09/2016	

10.3 Acronyms

Appendix 3: Acronyms

Acronym	Definition
AIIMS	Australasian Inter-Service Incident Management System
CERM	Community Emergency Risk Management
CERA	Community Emergency Risk Assessment
CFA	Country Fire Authority
DELWP	Department of Environment, Land, Water and Planning
DHHS	Department of Health & Human Services
EA	Emergency Alert
EMC	Emergency Management Commissioner
EMV	Emergency Management Victoria
EMMV	Emergency Management Manual Victoria
EMO	Emergency Management Officer
EMT	Emergency Management Team
ERC	Emergency Relief Centre
EMLO	Emergency Management Officer
GIS	Global Information System
ICC	Incident Control Centre
IIA	Initial Impact Assessment
IERC	Incident Emergency Response Coordinator (VicPol)
MAV	Municipal Association Victoria
MECC	Municipal Emergency Coordination Centre
MECG	Municipal Emergency Coordination Group
MEMP	Municipal Emergency Management Plan
MEMPC	Municipal Emergency Management Planning Committee
MERC	Municipal Emergency Response Coordinator (VicPol)
MERO	Municipal Emergency Resource Officer (Council)
MFB	Metropolitan Fire Brigade
MFEP	Municipal Flood Emergency Plan
MFEPC	Municipal Flood Emergency Planning Committee
MFMP	Municipal Fire Management Plan
MFMPC	Municipal Fire Management Planning Committee
MFPO	Municipal Fire Prevention Officer
MHF	Major Hazard Facility
MLO	Municipal Liaison Officer (Council Representative in ICC)
MOU	Memorandum of Understanding
MRM	Municipal Recovery Manager
PIA	Post Impact Assessment
RERC	Regional Emergency Response Coordination (VicPol)
SEWS	Standard Emergency Warning System
SMEACS	Situation Mission Execution Administration Command Safety
SMS	Short Message Service

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SOGS	Standard Operating Guidelines
SOPS	Standard Operating Procedures
VicPol	Victoria Police
VicSES	Victoria State Emergency Services

10.4 Glossary

Agency

An agency means a government agency or a non-government agency

Chain Of Command

Chain of command refers to the organisational hierarchy of an agency. It is the identifiable line up and down the hierarchy from any individual to and from their supervisor and subordinates. The chain of command identifies people or positions with accountability.

Command

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

Control

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

Control relates to situations and operates horizontally across agencies.

Control Agency

An agency nominated to control the response activities for a specified type of emergency.

Coordinate /Coordination

Co-ordination involves the bringing together of agencies and resources to ensure effective response to and recovery from emergencies. The main functions of co-ordination are:
- in relation to response, ensuring that effective control has been established and maintained, and
- the systematic acquisition and allocation of resources in accordance with the requirements imposed by emergencies.

Co-ordination operates throughout the management of response and recovery activities. Victoria Police is the co-ordination agency for response and the Department of Human Services is the co-ordination agency for recovery.

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Emergency

An emergency due to the actual or imminent occurrence of an event which in any way endangers or threatens to endanger the safety or health of any person in Victoria or which destroys or damages, or threatens to destroy or damage, any property in Victoria, or endangers or threatens to endanger the environment or an element of the environment in Victoria including, without limiting the generality of the foregoing:
(a) an earthquake, flood, wind-storm or other natural event; and
(b) a fire; and
(c) an explosion; and
(d) a road accident or any other accident; and
(e) a plague or an epidemic or contamination; and
(f) a warlike act or act of terrorism, whether directed at Victoria or a part of Victoria or at any other State or Territory of the Commonwealth; and
(g) a hi-jack, siege or riot; and
(h) a disruption to an essential service. [Act]

Emergency Area

An emergency area declared under s. 36A of the Act, being, in the opinion of the most senior police officer in attendance, on the advice of the control agency, an area from which it is necessary to exclude persons due to the size, nature or location of an emergency, so as to ensure public safety, security of evacuated premises, or the safety of, or prevention of obstruction, hindrance or interference to, persons engaging in *emergency activity*. [Act]

Emergency Management

The organisation and management of resources for dealing with all aspects of emergencies. [Act] Emergency management involves the plans, structures and arrangements which are established to bring together the normal endeavours of government, voluntary and private agencies in a comprehensive and co-ordinated way to deal with the whole spectrum of emergency needs including prevention, response and recovery.

Emergency Management Liaison Officer

An emergency management liaison officer is a person appointed by an agency, who:
- represents his/her agency in
- another agency's facility utilised to manage an emergency response; or
- a coordination centre; or
- an emergency management team; and
- is empowered to commit, or to arrange the commitment, of resources of the
- agency to the response to an emergency; and
- represents the interests of the agency and provides advice in relation to impacts and consequence management.

The EMLO may be named Emergency Services Liaison Officer (ESLO) by some agencies.

Emergency Relief Centre

An Emergency Relief Centre is a building or place established to provide life support and essential needs to persons affected by an emergency (including evacuees).

Emergency relief centres are established on a temporary basis to cope with the immediate needs of those affected during the initial response to the emergency. They do not imply any longer-term use of facilities as a location for recovery services.

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Emergency Recovery

Has the same meaning as *recovery*

Emergency-affected Persons

People, other than emergency management personnel, who experience losses or injury or are affected by an *emergency*. Usually understood to exclude the deceased.

Evacuation

The planned relocation of persons from dangerous or potentially dangerous areas to safer areas and eventual return. The purpose of an evacuation is to use distance to separate the people from the danger created by the emergency.

Incident Management Team (IMT)

An incident management team comprises the *incident controller* and the personnel responsible for the other functions (principally planning, operations and logistics) forming the *incident management system*.

Lead Agency

Lead agency refers to an agency that has responsibility for co-ordinating the development of strategies in respect to one of the functional areas of *recovery*. Lead agencies will be required to undertake this role at a state and regional level.

Material Needs

Essential non-food items provided to emergency-affected persons including, clothing, bedding and other personal requisites.

Mitigation

Measures taken in advance of, or after, a *disaster* (emergency) aimed at decreasing or eliminating its impact on society and the environment.

Municipal Emergency Co-ordination Centre (MECC)

A Municipal Emergency Co-ordination Centre (MECC) is a facility which brings together key agencies, to coordinate the provision of council and community resources during an emergency for the response and recovery effort. The MECC facilitates activities of key personnel from local and state government agencies, emergency services and others as required to assist.

Municipal Emergency Resource Officer (MERO)

A municipal appointee responsible to the municipal council for ensuring the co-ordination of municipal resources to be used in *emergency response*. [Act]

Municipal Emergency Response Coordinator (MERC)

A member of Victoria Police appointed to a municipal district as municipal emergency response coordinator. [Act s. 13(1)]

Municipal Recovery Manager (MRM)

A municipal appointee responsible to the municipal council for ensuring the co-ordination of municipal resources to be used in *recovery*.

Prevention

The elimination or reduction of the incidence or severity of emergencies and the mitigation of their effects. [Act]

Recovery

The assisting of persons and communities affected by emergencies to achieve a

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proper and effective level of functioning. [Act]

Recovery Agency

Means an agency having a role or responsibility under the State Emergency Recovery Plan or in the recovery arrangements.

Recovery Centre

A Recovery centre is a building in which a coordinated process of support to affected communities in the restoration of their emotional, social, economic and physical wellbeing is provided.

Relief

Relief is the provision of essential needs to individuals, families and communities in the immediate aftermath of an emergency
(See also *Emergency Relief Centre*)

Relief Centre

See *emergency relief centre*

Response Agency

An agency having a role or responsibility under the State Emergency Response Plan

Support Agency

An agency which provides services, personnel, or material to support or assist a *control agency* or *affected persons*.