

# Wyndham City Council Municipal Emergency Management Plan 2020-2023

# Wyndham City Council

## Municipal Emergency Management Plan 2020 – 2023

Council acknowledges the people of the Kulin Nation as the traditional custodians of the land on which Wyndham Council sits.

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For further information contact Wyndham City Council's Municipal Emergency Management Officer (MEMO) 9742-0777.

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## One Number Contact

# WYNDHAM CITY COUNCIL

**MUNICIPAL EMERGENCY MANAGEMENT  
(MEMO) OFFICER/MUNICIPAL RECOVERY  
MANAGER (MRM)**

**24 HOUR EMERGENCY CONTACT NUMBER**

**03 9742 0777**

## WYNDHAM CITY COUNCIL 24 HR CONTACT PROTOCOL

### To contact the MEMO or MRM about an emergency:

- Phone 03 9742 0777
- Ask the operator to page required officer, MEMO or MRM
- The operator will request the following information;
  - Your name
  - Your phone number
  - The address of the incident
  - Brief message

### To contact the MEMO or MRM about a general inquiry:

- During Business Hours (8.30 AM - 5.00 PM), phone 03 9742 0777
- Ask Customer Service to contact the required officer, MEMO or MRM as a general inquiry

Or

**An email can be sent to the relevant email address below**

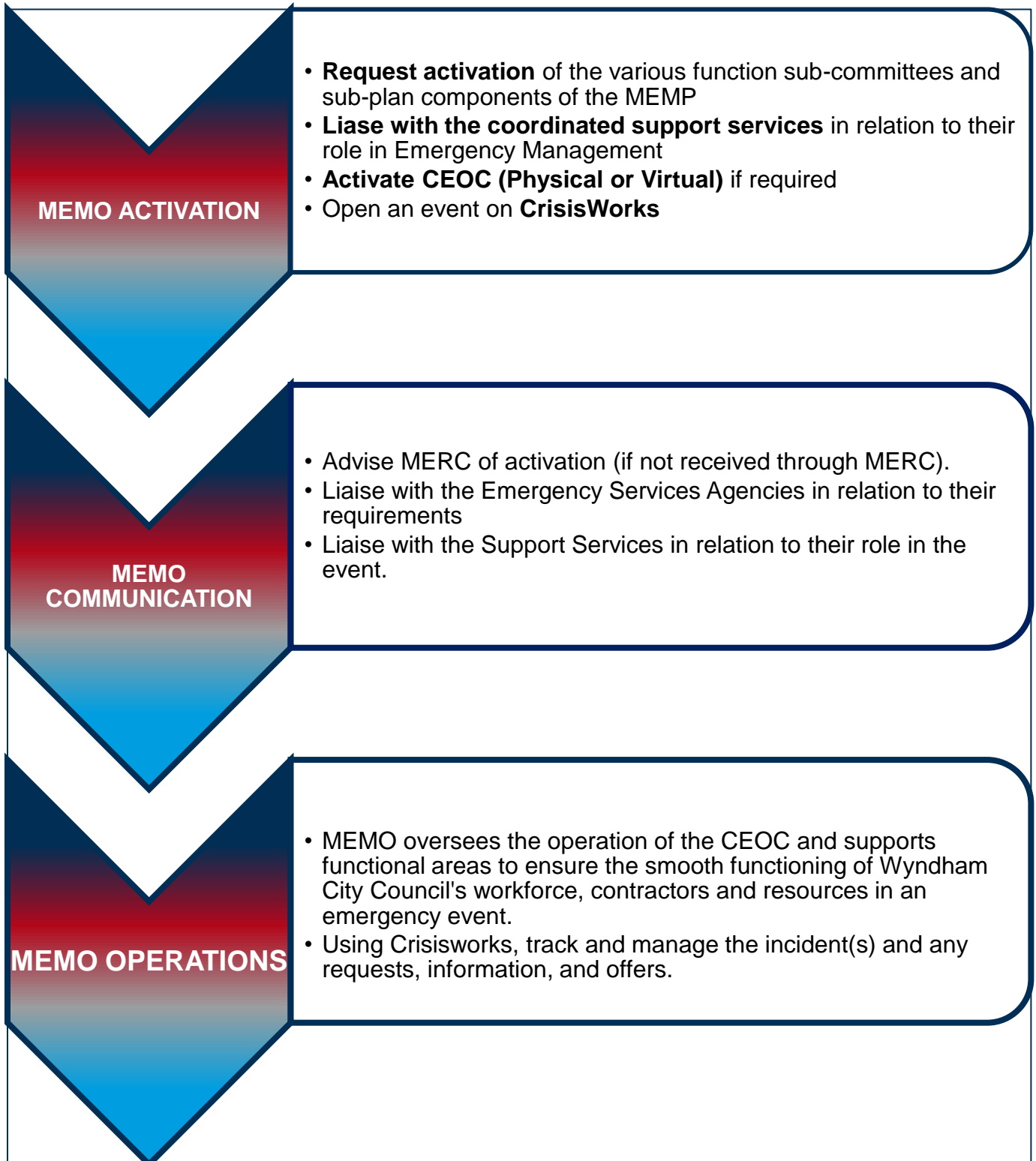
Email: [mero@wyndham.vic.gov.au](mailto:mero@wyndham.vic.gov.au) or [mrm@wyndham.vic.gov.au](mailto:mrm@wyndham.vic.gov.au)

## Notification Process



## MEMO DUTY

In implementing Wyndham City Council's (WCC) Municipal Emergency Management Plan (MEMP) or parts thereof, it shall be the duty of the Municipal Emergency Management Officer (MEMO) to:



## PART ONE: INTRODUCTION

### 1.1 Forward

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.

Wyndham City Council's adopted Municipal Emergency Management Plan (MEMP) is the primary planning document in case of a municipal emergency and is implemented by the independent Municipal Emergency Management Planning Committee (MEMPC), which is composed of representatives from Victoria Police, Country Fire Authority (CFA), State Emergency Service (SES), Department of Health and Human Service (DHHS), Victorian Council of Churches Emergencies Ministry, Red Cross, Council and a range of other State Government and non-government agencies.

Under the Emergency Management Act 2013 (Vic), Wyndham City Council has a statutory obligation to prepare a MEMP and can implement the plan in an emergency. Consequently, Council must be able to implement the establishment and operations of a CEOC for providing response and recovery activities to support the emergency services agencies and to assist community recovery.

Wyndham City Council's MEMP has been produced pursuant to Part 6A of the Emergency Management Act 2013. 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 MEMPC and assistance from Victoria State Emergency Service Central Region and recognises the previous planning activities of the municipal area.

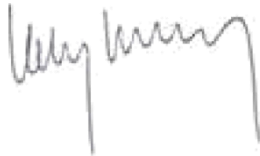
The information contained in Wyndham City Council's MEMP Contact Directory shall only be used for essential emergency management purposes and shall be managed in accordance with the Privacy and Data Protection Act 2014.

## 1.2 Municipal Endorsement

Wyndham City's Municipal Emergency Management Plan (MEMP) has been produced by and with the authority of Wyndham City Council pursuant to Part 6A of the Emergency Management Act 2013.

Council understands and accepts its roles and responsibilities as in the Emergency Management Act 2013, the State Emergency Management Plan, sections 6, 7 and 8 of the Local Government Act 1989 and the Country Fire Authority Act 1958.

The MEMP is not a Council Plan. It is a result of the co-operative efforts of the Municipal Emergency Management Planning Committee (MEMPC); after consultation with those agencies and organizations found herein in accordance with Part 6A of the Emergency Management Act 2013.



Kelly Grigsby

Wyndham City Council Chief Executive Officer  
Approving this plan on Friday 16 October 2020



## 1.4 AIM

The aim of Wyndham City Council's Municipal Emergency Management Plan (MEMP) is to detail the agreed arrangements for the prevention or mitigation of, the response to, and the recovery from, emergencies that could occur in the City of Wyndham.

## 1.5 Objectives

Wyndham City Council's Municipal Emergency Management Planning Committee (MEMPC) is committed to working in partnership with the community, emergency services, and other agencies and management authorities, and neighbouring municipalities to prevent and minimise the occurrence of emergency events and their impact on community wellbeing, including social, economic, and the natural and built environments.

The broad objectives of MEMP 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 ability for resilience and self-reliance.
- Find the municipal resources (being resources owned by or under the direct control of the municipal council) and other resources available for use in the municipal district for prevention, response and recovery.
- Manage support that may be provided to or from adjoining municipalities.
- Assist the affected community to recover following an emergency; and,
- Name and record any Neighbourhood Safer Places and Community Fire Refuges within the municipal district (as required by Section 50G of the Country Fire Authority Act 1958).

## 1.6 General Principals and Context

Local government plays an important role in emergency management, both in partnership with others, and through its own legislated emergency management obligations. Councils are not emergency response agencies; the responsibility of agencies are nominated in [SEMP – Roles and Responsibilities](#).

## 1.7 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 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

## 1.7 Municipal Emergency Management Functions

- recovery activities within the municipality, in consultation with the Department of Health & Human Services (DHHS)
- all council staff members with a role in emergency management receive induction training, emergency training, and take part in exercises to ensure they understand the role and responsibilities they are expected to fulfil in emergency planning, response, relief and recovery

This plan has been prepared in accordance with relevant legislation and the Council Plan and Wellbeing Plan. Now two emergency management acts are operating in tandem:

- the Emergency Management Act 1986
- the Emergency Management Act 2013
- the Emergency Management Legislation Amendment Act 2018

The Emergency Management Act 1986 will be gradually repealed, and new arrangements prescribed in the Emergency Management Act 2013.

## 1.8 Lodgement of the Plan

Under the Victorian Libraries Act 1988 Section 49, Council on behalf of the MEMPC is required to provide a copy of *The Plan* to the National Library of Australasia and the State Library of Victoria. *The Act* requires the deposit of new or amended publications published in Victoria within two months of publication. The MEMPC has endorsed that the public version of *The Plan* be made available and that only version will be deposited as required above.

The MEMPC has endorsed that the public version of *The Plan* be made available and that only version will be deposited as required above.

### **State Library of Victoria**

A copy of *The Plan* will be sent to the State Library of Victoria. A legal Deposit receipt will be issued.

Legal Deposit Librarian  
State Library of Victoria 328 Swanston Street  
Melbourne Vic 3000  
Telephone: 03 8664 7138  
Email: legaldeposit@slv.vic.gov.au

Emergency Management Victoria Portal

A copy of *The Plan* will be placed on the EMV Portal in the North West Metro Region Section. A legal Deposit acknowledgement will not be issued.



## 1.9 Victorian State Emergency Management Plan (SEMP)

Victoria's State Emergency Management Plan (SEMP) took effect on 30 September 2020. The Emergency Management Commissioner (EMC) prepares the SEMP as required by the 2018 amendments to the Emergency Management Act 2013 (EM Act 2013), in accordance with the Ministerial guidelines for EM planning, and have it endorsed by the State Crisis and Resilience Council.

The SEMP outlines the emergency management arrangements for Victoria to inform all levels of planning – state, regional and municipal. The SEMP provides a coordinated and comprehensive approach to emergency management at the state level, containing provisions for the mitigation of, response to and recovery from emergencies and specifies the roles and responsibilities of agencies in relation to emergency management.

The SEMP is prepared within the context of the EM Act 2013 objectives to:

- a. foster a sustainable and efficient EM system that minimises the likelihood, effect and consequences of emergencies; and
- b. establish efficient governance arrangements that
  - i. clarify the roles and responsibilities of agencies; and
  - ii. facilitate cooperation between agencies; and
  - iii. ensure the coordination of EM reform within the EM sector; and
- c. implement an 'all communities, all emergencies' approach to EM; and
- d. establish integrated arrangements for EM planning in Victoria at the state level.

The SEMP and other EM plans prepared under the EM Act 2013 should:

- aim to reduce the likelihood of emergencies, their effect on and consequences for communities
- ensure a comprehensive, integrated approach to EM
- promote community resilience in relation to emergencies
- promote interoperability and integration of EM systems.

## 1.9 Emergency Management Manual Victoria (EMMV) and the SEMP

The SEMP has replaced four parts of the Emergency Management Manual of Victoria (EMMV):

- the State Emergency Response Plan (part 3)
- the State Emergency Relief and Recovery Plan (part 4)
- Emergency Management Agency Roles (part 7)
- Appendices and Glossary (part 8).

The remaining chapters and appendices of the EMMV are superseded by the regional and municipal level reforms in the Emergency Management Legislation Amendment Act 2018, the published Ministerial Guidelines, existing doctrine, policy and procedures.

EMMV parts 3, 4, 7 and 8 ceased to have effect on 30 September with the release of the SEMP. The remaining parts of the EMMV ceased to have effect on 1 December 2020.

## PART TWO: AREA PROFILE AND DESCRIPTION

### 2.1 Community Profile

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



## 2.2 Topography

- The City of Wyndham (Council) is located on the western edge of Melbourne, between the metropolitan area and Geelong and lies mainly on flat, sparsely timbered, basaltic plains, and with except for the alluvial soils to the south, these plains consist of clay soils.
- Wyndham covers an area of 542km<sup>2</sup> and features 27.4km of coastline bordering Port Phillip to the east.
- The municipality is situated in one of Australia's most productive regions, part of the largest area of rich basalt soils on the continent.

## 2.3 Boundaries

Council is adjacent to six municipalities. Greater Geelong to the South West, Port Phillip Bay to the Southeast, City of Hobsons Bay to the East, City of Melton and City of Brimbank to the North, and the Shire of Moorabool to the North West

## 2.4 Wyndham City Suburbs and Localities

- The City of Wyndham 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

## 2.5 Main Roads

A network of main roads are evenly distributed throughout the municipality, particularly east of the Werribee River:

- Freeway and Highway access is limited in some areas, particularly in the Point Cook area. The main east-west route is dominated by the Princes Freeway/Highway, 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.

## 2.6 Rail

The municipality is essentially bisected in an east/west direction by two rail corridors including the metropolitan and regional rail link. These can form a physical barrier to access. Between Laverton and Werribee there are two grade separated crossings and five at grade crossings, the regional rail link has been built with rail separations along its length.

### 2.7 Railway Stations

Suburb	Address	Asset
Hoppers Crossing	Old Geelong Rd/Morris RD	Hopper Crossing Metro Train
Werribee	Manly St, Werribee	Werribee Metro Train
Williams Landing	Palmers Road, Williams Landing	Williams Landing Metro Train
Aircraft	Triholm Ave, Laverton	Laverton Metro Train
Little River	You Yangs Rd, Little River	Little River V-Line
Wyndham Vale	Eureka Dr, Wyndham Vale	Wyndham Vale V-line
Tarneit	Derrimut Road, Tarneit	Tarneit V-Line

### 2.8 Airports – Flight Paths

- Wyndham is host to one operating airfield, Point Cook Airfield. In addition, the Little River township is adjacent to Avalon Airport which is 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.

### 2.9 Surrounding Airports Wyndham



## 2.10 Key Features

<ul style="list-style-type: none"> <li>• Werribee Park (Mansion)</li> <li>• Victoria State Rose Garden</li> <li>• Werribee Open Range Zoo</li> <li>• Werribee Park National Equestrian Centre</li> <li>• RAAF Williams Laverton and Point Cook Bases</li> <li>• RAAF Base Williams Museum</li> <li>• Point Cook Homestead</li> <li>• Werribee Town Centre</li> <li>• Pacific Werribee Shopping Centre</li> <li>• Point Cook Town Centre</li> <li>• Werribee Park Golf Club</li> <li>• Sanctuary Lakes Golf Club</li> <li>• RAAF Williams Laverton Golf Club</li> <li>• Werribee Racecourse</li> <li>• Eagle Stadium</li> <li>• AquaPulse (Leisure Centre)</li> <li>• Wyndham Art Gallery</li> <li>• Wyndham Cultural Centre</li> <li>• Werribee Agriculture &amp; Food Technology Precinct</li> </ul>	<ul style="list-style-type: none"> <li>• Wyndham Art Gallery</li> <li>• Wyndham Cultural Centre,</li> <li>• Port Phillip Prison</li> <li>• Melbourne Water Discovery Centre</li> <li>• Melbourne Water Western Treatment Plant</li> <li>• Victoria University (Werribee Campus)</li> <li>• University of Melbourne (Werribee Campus &amp; Veterinary Hospital)</li> <li>• Cheetham Wetlands</li> <li>• Heathdale Glen</li> <li>• Orden Wetlands</li> <li>• Point Cook Coastal Park</li> <li>• Mambourin Sensory Garden</li> <li>• Point Cook Marine Sanctuary</li> <li>• Wyndham Harbour</li> <li>• Federation Trail Bicycle Path</li> <li>• Werribee River</li> <li>• Little River</li> <li>• Werribee Mercy Hospital</li> </ul>
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## 2.11 Climate

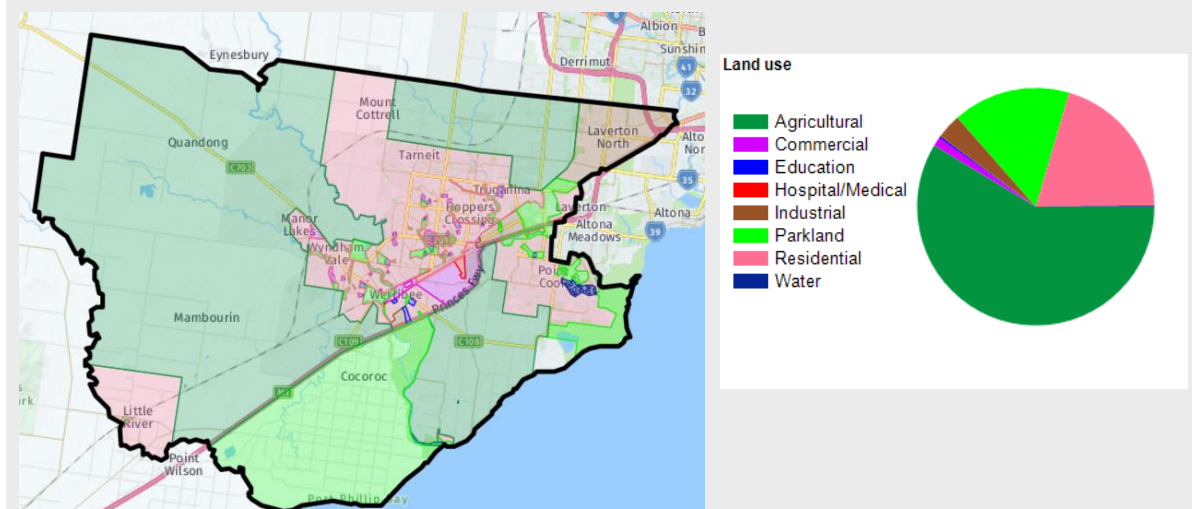
Wyndham City's climate is characterised by north to north westerly winds during summer, and south to south westerly winds during winter.

### 2.11.1 Climate Summary Statistics

Statistics	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual	Years	
Temperature															
<a href="#">Mean maximum temperature (°C)</a>	25.8	25.6	23.7	20.3	16.9	14.2	13.7	14.9	17.1	19.4	21.6	23.9	19.8	77	1943 2020
<a href="#">Mean minimum temperature (°C)</a>	13.9	14.3	12.7	9.9	7.8	5.8	5.1	5.6	6.7	8.3	10.3	12.1	9.4	77	1943 2020
Rainfall															
<a href="#">Mean rainfall (mm)</a>	40.1	45.1	34.4	45.3	45.8	38.4	38.2	44.3	48.2	54.4	52.6	46.2	531.9	77	1941 2020
<a href="#">Decile 5 (median) rainfall (mm)</a>	34.0	30.4	28.8	37.6	44.6	35.2	35.1	42.6	42.8	51.0	47.2	39.4	533.0	79	1941 2020
<a href="#">Mean number of days of rain ≥ 1 mm</a>	4.7	4.3	5.4	6.5	8.1	7.9	8.6	9.7	9.3	9.1	7.6	6.5	87.7	79	1941 2020

## 2.12 Land Use

The City of Wyndham is a residential and rural area and is one of Melbourne's principal growth areas, with substantial industrial, technology, and commercial areas spread across its four districts. The population is centred in the residential areas around Werribee and Hoppers Crossing. Rural land is used mainly for vegetable growing and grazing.



## 2.13 Industrial Areas

The City of Wyndham includes major industrial areas that are in the suburbs of Hoppers Crossing, Laverton North, Point Cook, Truganina and Werribee, along with the Melbourne Water Hoppers Crossing Pumping Complex in Werribee, and the Melbourne Water Western Treatment Plant in Cocoroc.

## 2.14 Retail Areas

The main retail areas are Pacific Werribee, the Point Cook Town Centre and the Werribee Town Centre, with other significant retail centres at Boardwalk Central Shopping Centre, Featherbrook Shopping Centre, Hogans Corner Shopping Centre, Hoppers Crossing Shopping precinct, Laverton Market, Manor Lakes Central Shopping Centre, Sanctuary Lakes Shopping Centre, Tarneit Gardens Shopping Centre, Werribee Village Shopping Centre, Williams Landing Shopping Centre, Woodville Park Shopping Centre, Wyndham Vale Square Shopping Centre and Wyndham Village Shopping Centre.

## 2.15 Educational Facilities

Educational facilities are provided at Victoria University (Werribee Campus), University of Melbourne (Werribee Campus and U-Vet Werribee Animal Hospital) and numerous public and private schools (including Westbourne Grammar School and Al-Taqwa College).

## 2.16 Health Care Facilities

Werribee Mercy Hospital is the primary health care facility, along with multiple aged care facilities throughout the municipality.

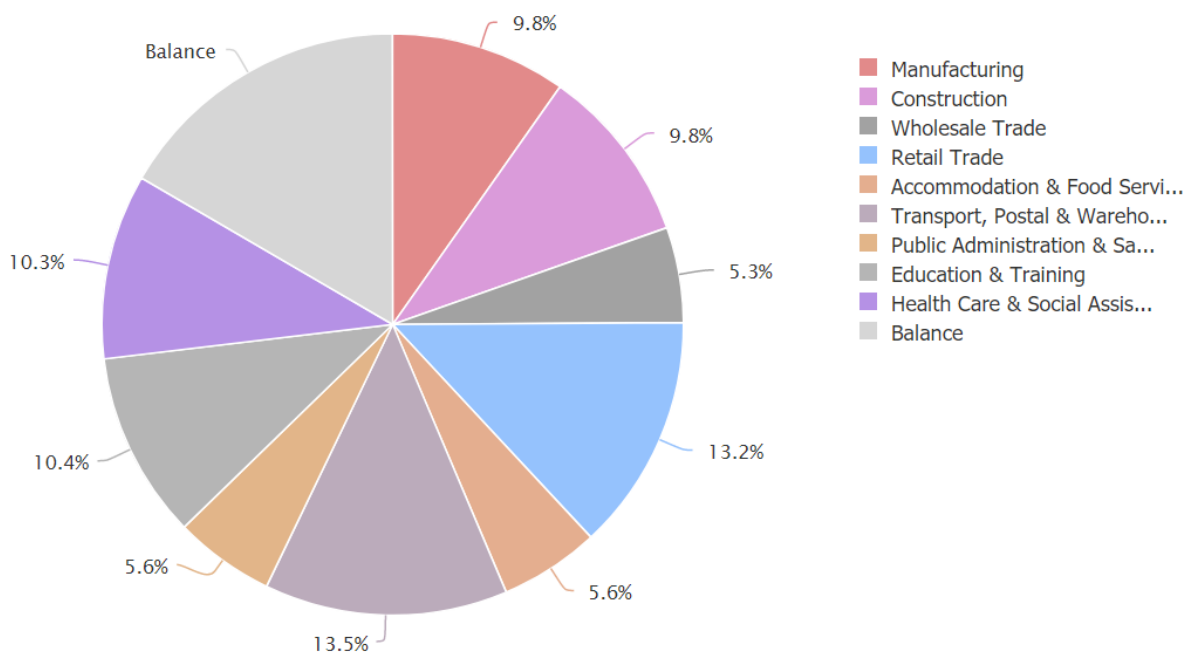
## 2.17 Public Administration and Safety

RAAF Williams Bases at Laverton and Point Cook, and Port Phillip Prison.

### 2.18 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.

### 2.19 Employment by Industry



### 2.20 Demographics

As of June 30<sup>th</sup> 2019, the estimate resident population for the city of Wyndham is 270,487, with a population density of 4.99 persons per hectare. The suburbs of Point Cook, Werribee, Hoppers Crossing and Tarneit are the principal areas of population. The City of Wyndham is a young, vibrant community with a median age of 32 with 79% of the population aged less than 49 years.

### 2.21 Population Growth

Wyndham’s forecasted population growth for 2020 is 288,212, and is forecast to grow to 512,591 by 2041. Wyndham City had the second largest percentage increase in population of all local government areas in Victoria, and the largest volume of change, adding over 55,500 people in 5 years, averaging 6% per year. Forecasts indicate that substantial population growth will continue in Wyndham Vale, Tarneit, Point Cook and Werribee. Total number of households in the City of Wyndham is forecasted to reach 146,998 by 2036.

Population 2020 <b>288,212</b> <small>forecast.id</small>	Population 2041 <b>512,591</b> <small>forecast.id</small>	Change 2020-41 <b>77.85%</b> <small>forecast.id</small>
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### 2.22 Culturally and Linguistically Diverse (CALD)

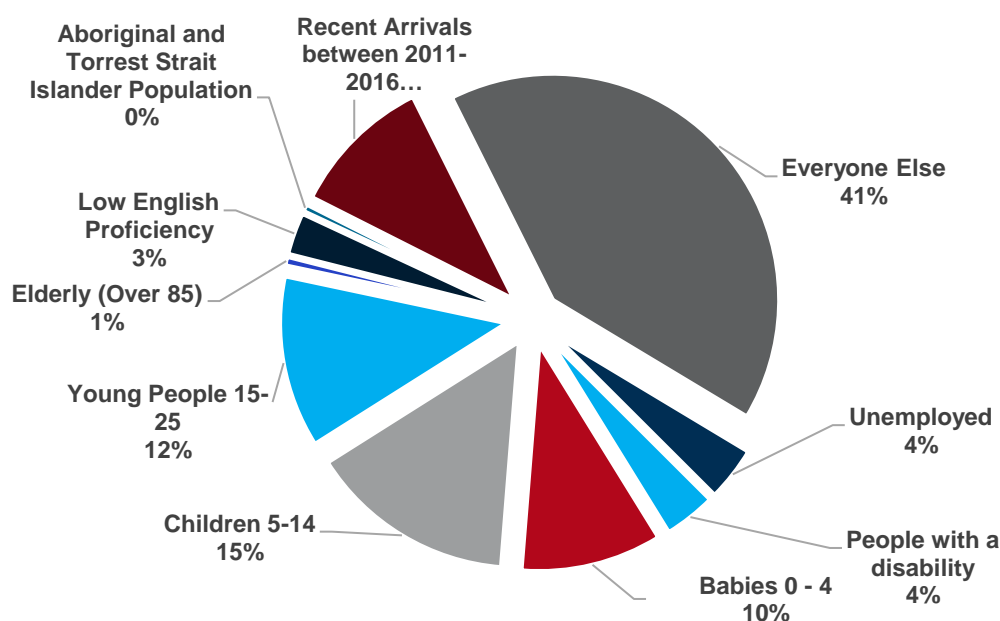
Wyndham has the largest population in the western metro Melbourne area of Aboriginal and Torres Strait Islander people. The original inhabitants of the Wyndham area were the Watha Wurring and Yallukit-Willam Aboriginal People.

The City of Wyndham is highly diverse with 42% of its population born overseas. The top five countries of birth of Wyndham residents (other than Australia) are India, New Zealand, The Philippines, China and England.

41% of all residents speak a language other than English at home. The dominant language spoken at home other than English is Punjabi, with 3.6% of the population speaking Punjabi at home. 70% of residents in Wyndham follow a faith with 22% affiliated with a non-Christian religion, including Hinduism, Islam, Buddhism and no religion.

### 2.23 People in Need of Assistance, Vulnerable Communities, and Socio Economic Disadvantaged

8,458 people or 3.9% of the population in the City of Wyndham reported needing help in their day-to-day lives due to disability in 2018, according to ABS 2018. The largest age group requiring assistance is 20-59 years old totalling 2,671. The City of Wyndham ranked 14<sup>th</sup> of 30 Melbourne Local Government Areas on the SEIFA index of disadvantage (ABS 2014). A low SEIFA score indicates relatively greater disadvantage in general.



### 2.24 Vulnerable Facilities

See MEMP Part 7 – Appendix 4: Vulnerable Facilities List and Appendix 2: Contact Directory

### 2.25 History of Emergencies

See MEMP Part 8 – Appendix 12: History of Emergencies



## PART THREE: MANAGEMENT ARRANGEMENTS

### 3.1 Introduction

This section identifies specific emergency management roles and responsibilities, as determined by the Emergency Management Act and details the planning activities and arrangements for the management of emergencies in the City of Wyndham.

### 3.2 Municipal Emergency Management Planning Committee (MEMPC)

Wyndham City's MEMPC is formed pursuant to Part 6A of the Emergency Management Act 2013, to formulate a Municipal Emergency Management Plan (MEMPC) for the Council's consideration in relation to the prevention of, response to and the recovery from emergencies within the City of Wyndham.

The MEMPC is an *“overarching emergency management plan for the municipal district and provides information to emergency services, other organisations and the community on how risks will be dealt with the management arrangements for emergencies, to promote community safety.”*

Wyndham City Council's MEMPC reviews memberships and terms of reference annually and have agreed to the following MEMPC membership:

- Council Representative – Committee Chairperson
- Emergency Resilience Partner – Executive Officer of MEMPC
- Municipal Emergency Resource Officer
- Municipal Recovery Manager
- Municipal Fire Prevention Officer
- Regional & Local Country Fire Authority representative
- Western District Fire Rescue Victoria representative
- Local and Regional VICSES representatives
- Municipal Emergency Resource Coordinator and Victoria Police representatives
- Ambulance Victoria representative
- Department of Health & Human Services representative
- Department of Land Water and Planning
- St John Ambulance representative
- Salvation Army representative
- Council of Churches representative
- Vic Roads representative
- Major Hazard Facility representative
- Local Hospital representative
- Department of Defence representative
- Federal Department of Human Services representative
- Coast Guard Representative
- Councillor

### 3.3 MEMPC Contact List

The MEMPC Contact list is updated and verified twice yearly.

See MEMP Part 7 – Appendix 2: Contact Directory for MEMPC contact details

### 3.4 The Charter and Terms of Reference

Wyndham's MEMPC Charter and Terms of Reference is updated annually

See MEMP Part 7 – Appendix 11: Governance

### 3.5 MEMPC Sub-Committees

Municipal Emergency Management Planning Sub-Committees are set up to support specific hazard planning where they have been identified as extreme or high risks and topic related matters. These sub-committees are responsible for developing plans, guidelines, procedures and processes to support the mitigation of risk to the City of Wyndham.

These are Wyndham City Council's MEMPC Sub Committees:

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

With similar risks across neighbouring borders, a focus has been on joint planning to ensure consistency and standardisation across the North-West Metro Collaboration Group, specifically Hobsons, and Melton.

### 3.6 Municipal Emergency Management Functions

Council has identified the resources or services it provides within Victoria's emergency management arrangements, which are set out in the Duty Officers Emergency Handbook. Council has a responsibility for managing and coordinating its resources for planning for, responding to, providing relief from, and recovering from emergencies.

Council acknowledges that municipal resources include those owned by the Council and those under its control if sourced from other agencies. Council acknowledges that local and regional planning ensures that agencies expectations of Council services are based on a realistic assessment of Council capability.

Council may obtain part or all these services or resources from outside contractors. In such cases, the Council is responsible for providing the agreed resources to support response agencies if the agency does not have the access to their own resource or the ability to obtain their own resource.

Where activities are contracted out, Council will endeavour to ensure a continuous year-round emergency capacity is maintained. This involvement shall be built into every relevant contract.

Where activities are contracted out, Council will endeavour to ensure a continuous year-round emergency capacity is maintained. This involvement shall be built in to every relevant contract.

So that contracts can meet these responsibilities, Wyndham City Council may:

- include response, relief and recovery aspects of emergency management, as appropriate, in tender specifications and contracts;
- ensure contractors and their staff understand their emergency management obligations and operational requirements in emergency situations

### 3.6 Municipal Emergency Management Functions

- establish communications links with contractors and their vehicles for use during emergencies; and,
- take remedial action to assist if contractors lack local knowledge.

### 3.7 Response Support

In accordance with the Emergency Management Act 2013 and the State Emergency Management Plan, Wyndham prepares for its response support activities by:

- organising local resource provision through the MEMO;
- identifying specialist personnel (e.g. environmental health officer, building surveyor, engineer, and liaison officers);
- maintaining and providing specialist information and maps, including:
  - Drainage
  - Underground services
  - Flood/inundation
  - Bushfire-prone areas
- coordinating community support and catering functions;
- providing information about vulnerable groups and facilities with special needs (location, targeted protection/ evacuation strategies);
- providing community awareness, information services and warning systems;
- supporting local community safety strategies such as Heat Health; SES FloodSafe, Storm Safe, Thunderstorm Asthma Strategies, community safety and crime prevention programs.
- developing Standard Operating Procedures (SOPs) for the most probable activities;
- developing plans for probable events;
- prepare for the increased severity and frequency of climate related emergencies; and,
- ensure emergency management plans, and consider climate adaptation as part of development monitoring.

See [SERP](#) for further information

### 3.8 Preparing for Recovery

Wyndham City may prepare for recovery activities as per the requirements of the SEMP. Wyndham City may prepare for its recovery roles by:

- planning, resourcing, testing and exercising for recovery; and,
- ensuring recovery arrangements are in place as set out on PG.43 of the SEMP.

Wyndham City may also:

- use secondary impact reviews to set priorities for reconstruction and restoration strategies, and Council may appoint Secondary Impact Assessment (SIA) teams to assist with this process;

### 3.8 Preparing for Recovery

- increase staff numbers through short-term employment of community development officers and other essential personnel;
- implement pre-planning enhanced prevention strategies as part of a recovery process, such as changes inland usage; and,
- active collaboration arrangements in accordance with the signed NWMR Collaboration MOU.

### 3.9 Incident Management Systems

Wyndham City Council is a signatory and subscribes annually to MAV negotiated provider of an incident management system to ensure consistency across the state. Datalink is the provider of Crisisworks. All staff involved in emergency management must have access to Crisisworks and be trained accordingly. In addition to Objective, Crisisworks is also used as the dedicated online storage system for all documents relating to emergency management within Wyndham City Council.

### 3.10 Training

All staff will be trained undertake their roles in accordance with the NWMR Collaboration Training Matrix and localised training requirements. A list of scheduled training is provided to all staff which commences from February to November each year as listed in the table below.

Training Schedule	
Topics	Facilitator
Introduction to Emergency Management	SES
Emergency Management Awareness	DHHS & SES
Working in an ERC	Council staff/NWMR Collaboration Group
Refresher – Working in an ERC	Council staff/NWMR Collaboration Group
Leadership in Crisis Situations	DHHS/SES/Victoria Police
Emergency Management Liaison Officer (EMLO)	SES
Crisis Works – Train the Trainer	Council staff/NWMR Collaboration Group
AIIMS Awareness	Facilitated by SES
Person Support (Psychological First Aid)	Facilitated by VCC EM
Secondary Impact Assessment Training (SIA)	Council staff/NWMR Collaboration Group
Municipal Emergency Recovery Guidelines	Council staff/NWMR Collaboration Group
Communicating in Recovery	Australian RedCross
Maintain Safety at an Incident Scene	CFA/FRV
Municipal Fire Prevention Officer	Terramatrix

### 3.11 Exercise

The MEMPC will develop and adopt an annual exercise schedule to test all areas of the MEMP and sub-plans. Exercises will be either held collaboratively with other neighbouring Councils or within Wyndham City Council.

See Part 7 – Appendix 13: Exercise Register

### 3.12 Wyndham City Municipal Emergency Management Plan (MEMP)

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#### 3.12.1 Wyndham Municipal Emergency Management Team (MEMT)

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From August 2019 and following the adoption of the 2018-2021 MEMP Emergency Resilience was restructured as part of Wyndham 2040. The development and maintenance of this plan is the shared responsibility amongst Wyndham's Municipal Emergency Management Team (MEMT). The MEMT is led by the Coordinator Emergency Resilience and MRM, two deputy MRMs, and four MEMOs.

#### 3.12.2 Frequency of Meetings

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Wyndham's MEMPC meets four times per year in the months of March, June, September and December or as needed. Wyndham's MEMPC meetings are minuted and stored in Objective. Meetings minutes are distributed to all MEMPC attendees by email. Functional Sub-Committees, if formed, should meet at least once per year to review and amend their arrangements where necessary.

#### 3.12.3 MEMP Review

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Contents of the MEMP 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](mailto:memp@wyndham.vic.gov.au) of any changes of detail (e.g. contact information) as they occur.

Review of the MEMP will include the risks Wyndham City Council has determined by the Community Emergency Risk Assessment Process (CERA). MEMPC meeting minutes shall confirm plan review. Emergency Contacts will be circulated electronically as updated. An annual review schedule is created and endorsed by the MEMPC and held in Objective, Council's document management system.

Public copies of the MEMP are available at all Council libraries and on Council's website, [www.wyndham.vic.gov.au](http://www.wyndham.vic.gov.au). The plan will and must meet the Website Accessibility Guidelines in accordance with the Anti-Discrimination Act. The plan is also lodged with the Victorian State Library within two months of an amended version being published to comply with the Victorian Libraries Act 1988, s49, and with the Australian Institute of Disaster Resilience, in conjunction with the MEMP Distribution List, See Part 7 - Appendix: Governance.

Where an audit, debrief, legislative change or other review identifies minor changes required to sub-plans, operation arrangements or the MEMP, then these identified minor changes may be approved by the relevant Sub-Committee and may be implemented at the discretion of the MERO or MRM (prior to approval by the MEMPC) once the altered arrangements have been communicated to the relevant agencies. The MEMPC must be notified to any such changes so they may be reviewed at the next scheduled meeting.

### 3.12.4 Audit

This Plan was audited by the Victorian State Emergency Services under the arrangements set out in the Emergency Management Act 1986 as it was produced prior to 1 December 2020. The current audit certificate is in Part One: Introduction. Following the 1 December 2020 the Victorian State Emergency Services audit process has been replaced by the requirement to provide a Statement of Assurance upon submission of the MEMP to the REMPC.

### 3.12.5 Testing of the MEMP

This plan and arrangements included in it will be tested annually. The testing of the MEMP will be done in accordance with the MEMPC's annual planning. Any procedural anomalies or short falls encountered during these exercises, or ensuing operations, must be addressed and rectified at the earliest opportunity by the MEMPC and recorded in the minutes.

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.

The Municipal Emergency Management Team (MEMT) is responsible for the planning and coordination of exercises and this should include:

- exercising all stages of the plan;
- undertake as per the MEMPC endorsed annual schedule;
- involve relevant stakeholders and collaborating Councils; and,
- ensure debriefing and documentation of exercises.

## 3.13 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 MEMPC members to develop Community Engagement Opportunities.

When	Risk Community
2 <sup>nd</sup> Week in May	Flood Safety Week
2 <sup>nd</sup> Week in August	Rail Safety Week
2 <sup>nd</sup> Week in September	Thunderstorm/Asthma Week
3 <sup>rd</sup> Week in October	Community Safety Month
2 <sup>nd</sup> Week in November	Fire Action Week
1 <sup>st</sup> Week in December	Water Safety Week

## PART FOUR: PREVENTION & MITIGATION ARRANGEMENTS

### 4.1 Introduction

Wyndham City 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 municipality and effect on its community members. 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 plays a critical role in prevention by identifying potential hazard areas.

The aim of emergency risk management is to promote public safety and reduce the impact of these emergencies. Emergency Risk Management is a process which aims to reduce (prevent and mitigate) risks within a community. Reducing risks to a community is done by identifying the risks the community faces, assessing the community's vulnerability to those risks and providing options to reduce or eliminate the risks.

The Community Emergency Risk Assessment (CERA) process is used to identify emergency risks. CERA is consistent with ISO 31000:2009 Risk Management- Principles and Guidelines. It has been developed to align to the National Emergency Risk Assessment Guidelines (NERAG). The CERA approach aims to understand the likely impacts of a range of emergency scenarios upon community assets, values and functions.

### 4.2 Role of the Municipality

#### 4.2.1 Preparedness

Part Five (Response Arrangements) identifies the roles and responsibilities of the various organisations and agencies that operate in the municipality. Council Emergency Operation Centres (CEOC) have been identified, along with an alternative if the primary MECC becomes unserviceable. Likewise, Emergency Relief Centres have been determined for use during emergencies. Wyndham City Council trains members of staff through the North-West Emergency Management Collaboration.

### 4.3 Community Awareness

The ability of a community to respond to an emergency and recover from the effects of an emergency will depend on the attitude of the people affected. Obtaining the preferred response from people during emergencies will require community education and awareness programs to be implemented for this purpose. Council and the MEMPC will support and promote appropriate prevention and awareness programs within the municipality. Methods of warning the community of an impending emergency are addressed in Part Five (Response Arrangements).

### 4.4 Development of Wyndham City Council (CERA)

In July 2015, Wyndham City Council MEMPC used CERA to review and assess the existing risks identified through the Community Risk Emergency Risk Management (CERM) process, the predecessor to CERA. The CERA process identified eight hazards. The outputs of the assessment process are used to inform Wyndham's emergency management planning, introduce risk action plans and ensure that communities are aware of and better informed about hazards and the associated emergency risks that may affect them. The CERA process aims to reduce the incidence and impact of risks within the

## 4.4 Development of Wyndham City Council (CERA)

Wyndham City by identifying the risks that the community may face, assessing the vulnerability of those at risk and providing options, treatments and/or elimination of the risks. The CERA process comprises a five-step framework which includes Risk Assessment and Risk Treatment and has replaced the CERM Plan.

### Step 1 – Establish the Content

- Establish the objectives of the CERA process.
- Define how CERA will benefit and respond to the needs of community, regional and state level stakeholders.
- Define the approach and identify key participants.
- Define the risk assessment criteria that will be used.
- Develop a municipal profile.

### Step 2 – Identify Emergency Risks

- Through primary and secondary sources, identify and review the universe of potential emergency risks.
- Based upon historical data, loss events and other relevant analysis (VFRR, etc) select a short list of risks for further assessment relative to the municipality.

### Step 3 – Analyse Emergency Risks

- Estimate ratings of consequence, likelihood and mitigation/preparedness for each risk.
- For each risk – determine high-level changes required, if any, in collaborations with other municipalities and state-level agencies.
- For each relevant share attribute group, facility and/or location – estimate the level of action, if any, relative to emergency risks.

### Step 4 – Evaluate Emergency Risks

- Review the preliminary analysis to determine the extent of actions to be taken relative to risks and/or shared attribute groups.
- Determine if further, in depth analysis is required for certain risks and/or shared attribute groups.
- Determine best approach, resources and participants required to develop specific actions relative to each risk.

### Step 5 – Treat Emergency Risks

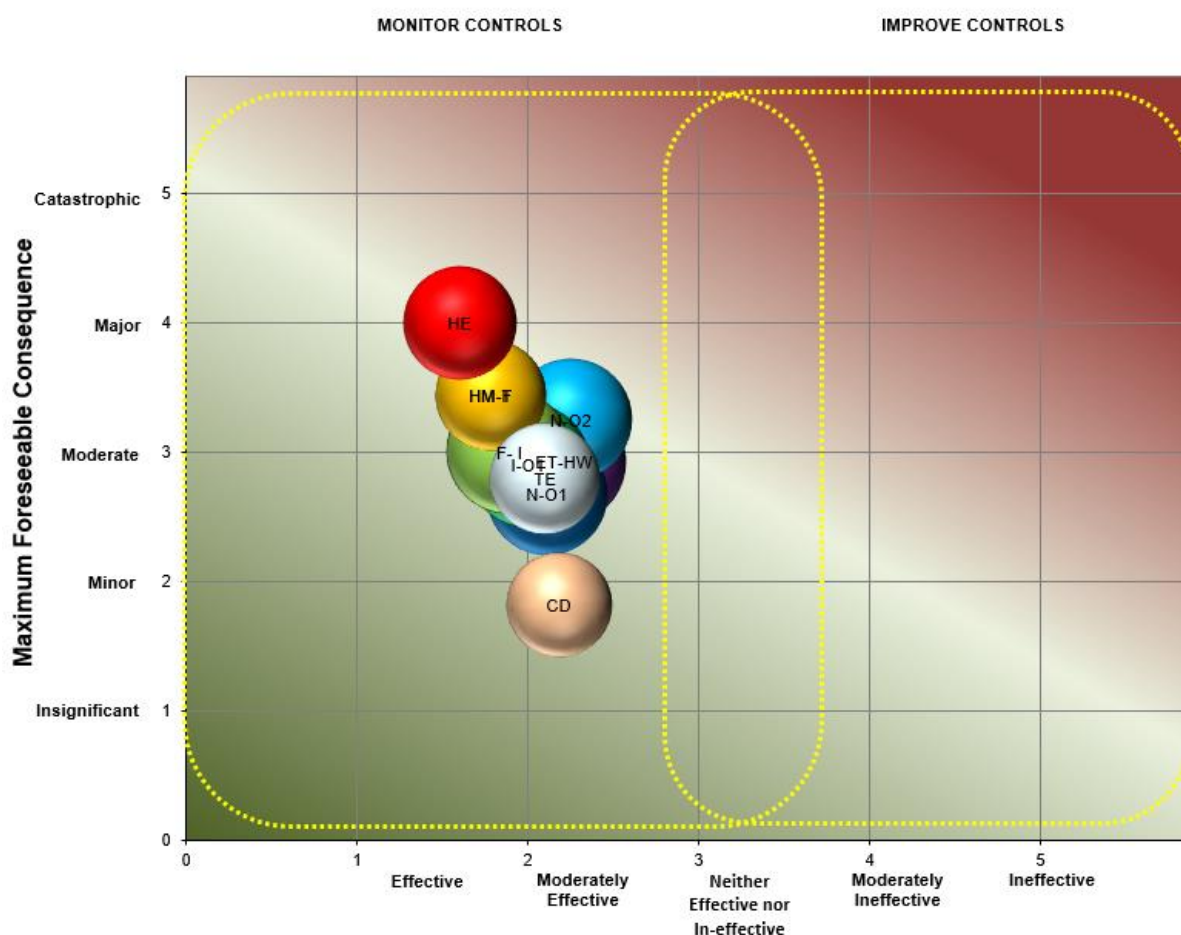
- Determine specific actions for improving controls and preparedness, generally.
- Define specific actions to enhance collaboration with other communities and/or state level agencies.
- Determine specific actions to better control/mitigate the risk and related impacts, particularly across shared attribute groups.
- Leverage the results of the CERA to inform your MEMP and other related documents/processes.



4.5 Wyndham City Council CERA Risks

Wyndham City Council			
27 August 2020			
Code	Risk	Ratings Confidence	Residual Risk Rating
ET-HW	Heat Health	Med	High
N-O1	Storm/Flash Flood - Extreme Weather	High	Medium
N-O2	Bushfire/Grass Fire	High	Medium
I-O1	Service Disruption - Utilities	Med	High
F-I	Fire - Commercial / Industrial	High	High
HM-F	Hazardous Materials Release - from	Med	Medium
HM-T	Hazardous Materials Release - in tra	Med	Medium
HE	Human Epidemic / Pandemic	Med	High
CD	Civil Disturbance	Med	Medium
TE	Terrorism / Massacre	Med	Medium

Community Emergency Risk Assessment (CERA) Heat Map



4.6 Wyndham City Council CERA HEAT MAP

## 4.7 Emergency Risks Identified Through CERA

Community Emergency Risk Assessment (CERA) Risk	Emergency Management Stakeholders	
	Control Agency Members	Support Agency Members (under changes to the EMMV any agency may now be called upon to support)
<b>Extreme Temperatures – Heatwave</b>	Emergency Management Commissioner	Typically: DHHS / AV / Victoria Police / DELWP / Council
<b>Flood / Storm</b>	Vic SES	Typically: CFA / Victoria Police
<b>Bushfire/Grassfire</b>	FRV/CFA / DELWP	Typically: CFA / DELWP/ Victoria Police / AV
<b>Service Disruption – Utilities</b>	DELWP	Typically: Telstra / Jemena / Powercor / Melbourne Water / Western Water
<b>Fire Commercial/Industrial</b>	FRV/CFA	Typically: CFA / FRV/ DELWP/ Victoria Police / AV
<b>Hazardous Materials Release -from Facility</b>	FRV/CFA	Typically: Victoria Police / Vic SES / Vic Roads / Council / DELWP / PTV / AV, EPA, AV, WorkSafe
<b>Hazardous Materials Release – In Transport</b>	FRV/CFA	Typically: Victoria Police / Vic SES / Vic Roads / Council / DELWP / PTV / AV, EPA, AV, WorkSafe
<b>Human Epidemic / Pandemic</b>	DHHS	Typically: AV / DHHS / Victoria Police / DELWP / Council
<b>Civil Disturbance</b>	VICPOL	Typically: VICPOL/ AV / DHHS/ Council
<b>Terrorism/Massacre</b>	VICPOL	Typically: VICPOL/AV/DHHS/FRV/CFA

## 4.8 Development of Hazard Specific Sub-Plans to MEMP (PREVENTION)

Treatment plans are developed at municipal and agency level to mitigate identified risk. Any risk which receives a High or Extreme rating should have a mitigation strategy (Sub-Plan) developed.

All sub-plans will be reviewed every three years. These plans are determined based on detailed knowledge of the local community, its characteristics, its strengths and vulnerabilities, as well as a detailed appreciation of the risks faced by the community.

The following sub-plans are under review in relation to several of the identified hazards or sources of risks.

## 4.8 Development of Hazard Specific Sub-Plans to MEMP (PREVENTION)

Sub Plans	Control Agency Members	Support Agency Members (under changes to the EMMV any agency may be called upon to support)
<b>Municipal Fire Management Plan</b>	CFA / DELWP	CFA-FRV / DELWP / Victoria Police / AV / Council / Vic Roads / CMAs
<b>Flood Emergency Plan</b>	Vic SES	FRV/ Victoria Police / Council/CMAs
<b>Heatwave Plan</b>	Emergency Management Commissioner	DHHS / AV / Victoria Police / DELWP / Council
<b>Pandemic Plan</b>	DHHS	AV / Victoria Police / DELWP / Council

## 4.9 Prevention and Linked Plans

Wyndham City Council's MEMP is linked to the 2020 SEMP. Information has not been reproduced in this MEMP to avoid duplication, therefore, for further detailed information on State Arrangements, refer to the SEMP.

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

Wyndham's MEMPC is comprised of Council representatives who are involved in the development of various sub-plans, linked plans, and with other relevant committees and working groups, thereby linking these plans to the MEMP. See Figure 4.5.

4.9.1 Linked Plans

Linked Plans	Linkages / Members of MEMPC											
	Councilor	MEMO	EMO	MRM	MFP	SES	CFSA	VICPOL	FRV	DWELP	DHHS	Red Cross
Wyndham City Council City Plan	✓	✓		✓				✓				
Wyndham Municipal Fire Management Plan		✓	✓		✓		✓	✓	✓	✓	✓	
Wyndham Flood Emergency Plan		✓	✓			✓	✓	✓	✓		✓	
Wyndham Heatwave Plan		✓	✓	✓				✓			✓	
Wyndham Pandemic Plan		✓	✓	✓							✓	
Wyndham Municipal Recovery Plan		✓	✓	✓							✓	✓
Community Emergency Risk Management		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Community Information Guide (Prepared by the CFA) For Little River		✓	✓		✓	✓	✓	✓	✓	✓	✓	
Wyndham Community Safety, Well-being & Safety Plan	✓			✓				✓				

<b>Climate Change Plan</b>	✓	✓		✓						✓		
<b>Victoria Police Transport Plans (restricted)</b>								✓				

## PART FIVE: RESPONSE ARRANGEMENTS (EMERGENCY)

### 5.1 Introduction

Wyndham's Municipal Emergency Management Plan (MEMP) provides the mechanism for the build-up of appropriate resources to mitigate emergency risks in the City of Wyndham, including the arrangements for escalation where municipal resources are insufficient.

Wyndham City Council is a signatory to the North-West Metropolitan Region (NWMR) Collaboration Memorandum of Understanding (MOU) August 2020. The MOU is an agreement between the 14 councils in the North West metropolitan region to build the capability and capacity of participating Councils in responding to emergency events.

Wyndham, Melton, and Hobsons Bay operate as a cluster within the NWMR. All three municipalities share common emergency risks, and such have developed exercises and plans as treatments to these risks.

### 5.2 Northwest Metropolitan Region Collaboration and Cluster



### 5.3 Council Response

There are two types of emergencies in which Council must respond and these are:

**Emergency Management Response** – the MEMP becomes activated at the request of the MERC or Senior Victoria Police officer coordinating at a major incident not attended by the MERC. This person contacts the MEMO via the contact number. The MEMO will respond to directions and coordinate municipal resources requested by the MERC.

**Local Incident Response** – is coordinated at a municipal level by MEMO. The request usually comes from the coordinator of the response agency who is at the incident. The MEMO attend to the request made. The MEMO may direct and authorise the use of physical resources in response to the local incident. Following the direction of the incident controller the MEMO may direct the establishment of a CEOC or a municipal relief centre to be placed on standby. The escalation of Council's response is to advise the MRM.

### 5.3 Council Response

The objective of the response phase of this plan is to minimise the effects of an emergency on affected persons and property within the City of Wyndham 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 Council Emergency Operation 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;
- 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.

### 5.4 Activation of the Plan

Activation of the Plan or parts of the Plan shall normally be at the request of the Municipal Emergency Response Coordinator (MERC) or Incident Controller.

The Municipal Emergency Management Officer (MEMO) or their deputy, or the Municipal Recovery Manager (MRM) or their 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 consequences of emergencies are to be minimised.

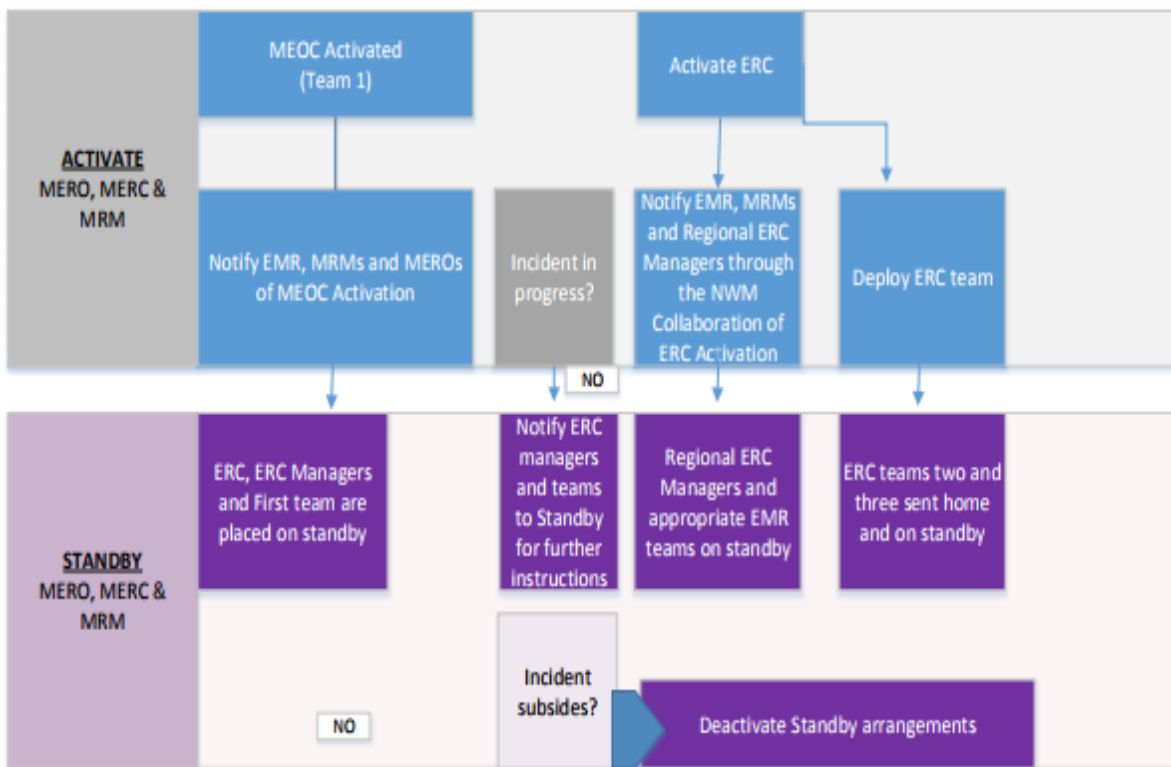
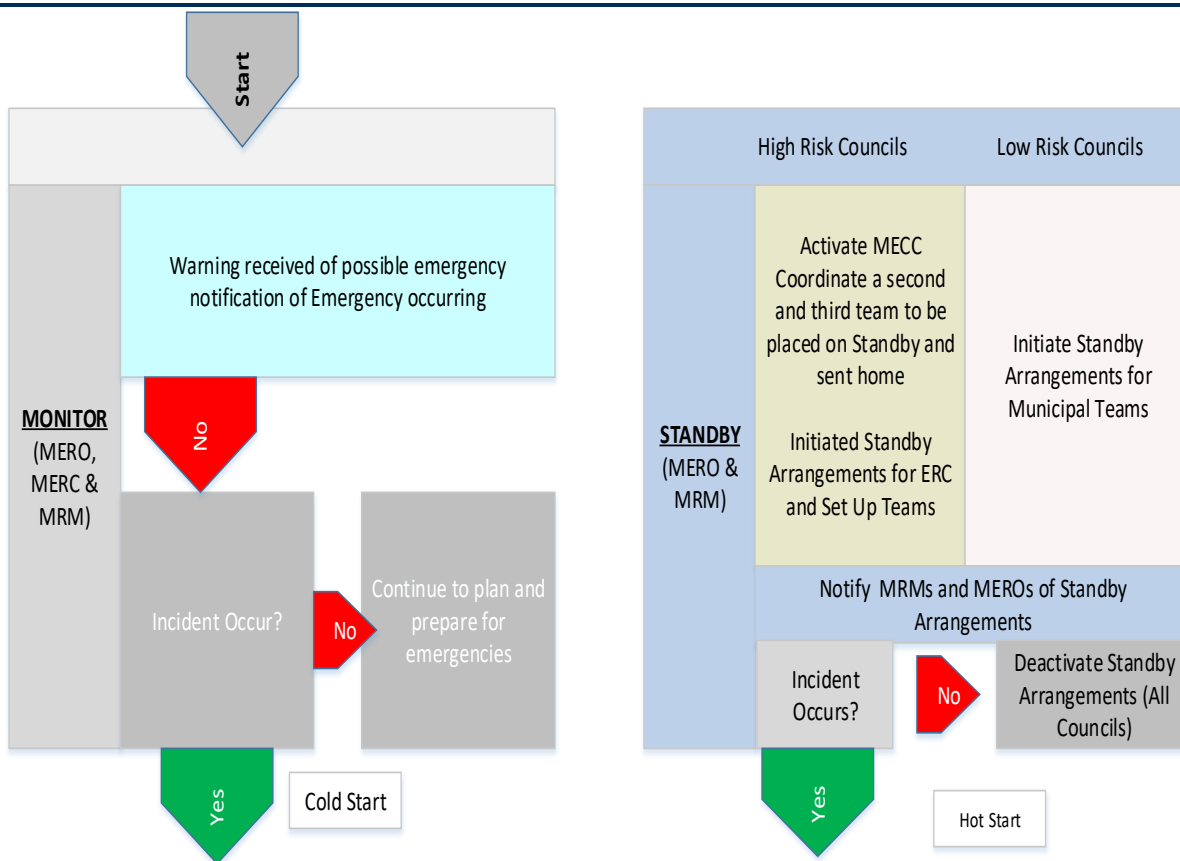
### 5.5 Pager System

A pager system has been established whereby the MEMO can be contacted to respond emergency incidents.

### 5.6 ERC and CEOC Activation of the Processes

The following diagrams provides an overview of the process followed from 'Standby' to 'Activation' for ERC's and CEOC's (listed as MEOC). In cases where standby arrangements have not been possible, the process should be followed from a 'Cold Start'.

5.7 CEOC Activation and Deactivation Process





## 5.8 IMPLEMENTATION

<p><b>NOTIFICATION (Alert)</b></p>	<p>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:</p> <ul style="list-style-type: none"> <li>• Establishing nature and extent of emergency</li> <li>• Warning key personnel;</li> <li>• Testing of communications arrangements; and</li> </ul> <p>Establish flow of information between the municipality and Control/Support agencies</p>
<p><b>STANDBY</b></p>	<p>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 when they are required. Some of the activities that should be considered in this phase are:</p> <ul style="list-style-type: none"> <li>• Contact key personnel in relevant organisations to be ready MECG, CEO, Communications and Events Manager</li> <li>• Prepare equipment and personnel for immediate action (e.g. ERC personnel); and ERC Agencies – See the State Emergency Management Plan for details of placing listed agencies of Standby</li> <li>• Prepare for activation of the CEOC</li> </ul> <p>Creating an incident on Crisisworks &amp; having the MECG log on and go 'On Duty'</p>
<p><b>CONFIRMATION/ VERIFICATION</b></p>	<p>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.</p>
<p><b>ACTIVATION</b></p>	<p>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:</p> <ul style="list-style-type: none"> <li>• Mobilise personnel/equipment as requested;</li> <li>• Establish the CEOC (personnel, phone lines and personal computers);</li> <li>• Produce situation reports on a regular basis for higher authorities;</li> <li>• Deploy additional resources as required; and</li> </ul> <p>Ensure volunteer emergency workers are registered</p>
<p><b>STAND DOWN</b></p>	<p>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.</p>
<p><b>HOT DEBRIEF</b></p>	<p>The MEMO should ensure that a hot debrief is conducted immediately following the Stand Down</p> <ul style="list-style-type: none"> <li>• Ensure debrief is documented</li> <li>• Ensure peer support is available</li> </ul>
<p><b>OPERATIONAL DEBRIEF</b></p>	<p>The MERC to ensure a debrief is done as soon as practicable after an emergency</p> <ul style="list-style-type: none"> <li>• Ensure the information from the Hot Debrief is fed into this process</li> <li>• Ensure debrief is documented</li> </ul> <p>Ensure feedback relating to the MEMP is provided to the MEMP committee</p>

## 5.9 BRIEFINGS

All briefings conducted at the CEOC and ERCs will use the 'Situation Mission Execution Administration Communications Safety' (SMEACS) briefing template. This will provide consistency with emergency services and 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.

MERCs will undertake a debrief 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 2 Briefing Arrangements and SOP 4 Debriefing arrangements. Available from the MEMO upon request.

### 5.9.1 Financial Considerations

Financial accounting for municipal resources utilised in emergencies must be authorised by the MEMO or the MRM and shall be in accordance with the normal financial arrangements of Wyndham City Council. 5.5.1 to 5.5.4. is an extract from the EMMV – Appendix 1 Financial Arrangements Pg. 8-2 Dec 2012.

### 5.9.2 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.

### 5.9.3 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.

#### 5.9.4 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.

#### 5.9.5 Private Organisations

Private organisations that provide resources for emergency response or recovery activities would expect to be paid by the agency using the resources. (Therefore, 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 because of any emergency event and will implement systems to receive and account for all such donations.

### 5.10 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.

#### 5.10.1 Requesting Procedure

Resources owned or under the control of the Council are used to supplement those of the control and support agencies All requests for Council owned resources should be directed to the Municipal Emergency Response Coordinator (MERC), who will request them through the MEMO. All request are to be logged in Crisisworks regardless of whether a CEOC has been opened. The MEMO is responsible for maintaining a resource and contact list, that is reviewed annually.

The meaning of resources under these arrangements includes but is not limited to:

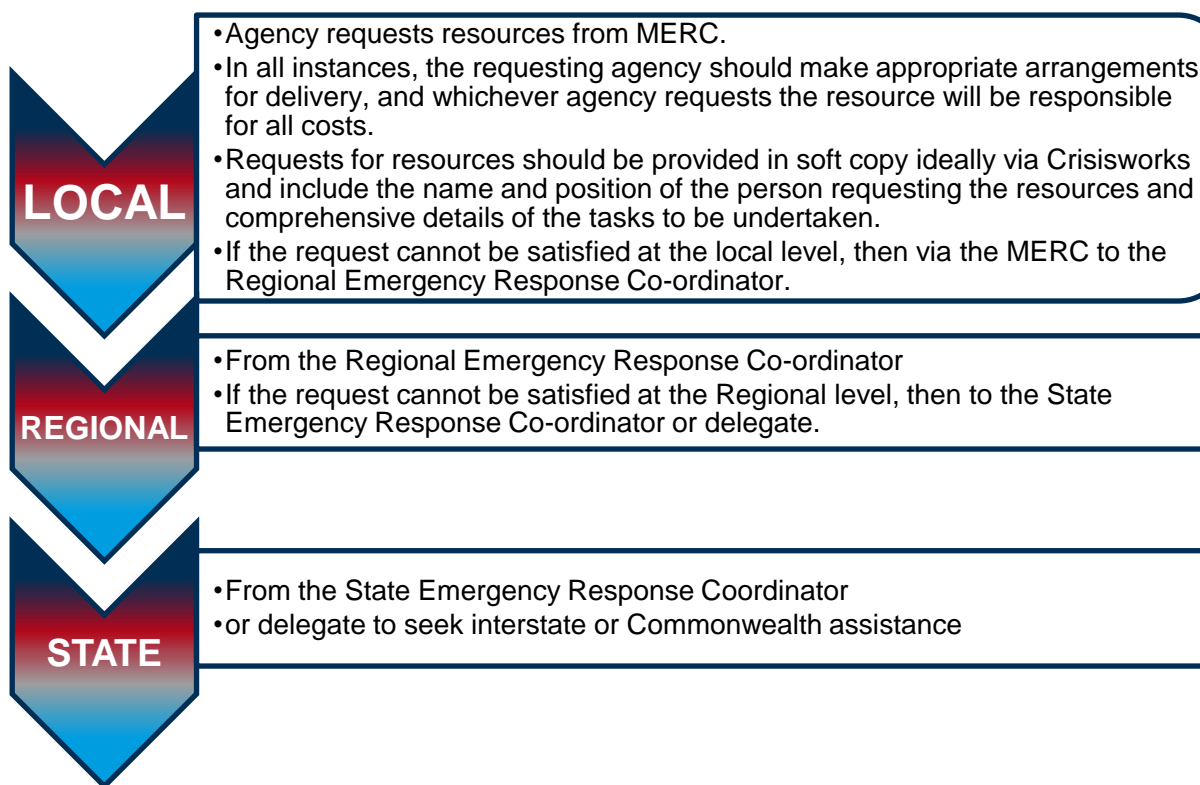
- Equipment - (e.g. Plant, vehicles).
- Personnel – (e.g. Agency support & industry technicians).
- Services – (e.g. Phone lines, expert technical advice).

A resource is essentially any function or item which a responding agency requires to perform its response roles. Municipal owned resources should be used in the first instance, prior to engaging private contractors. When resources cannot be sourced locally the request will be escalated to the MERC. Responsibility for the management of resources shall rest with the MEMO.

Council will maintain a list of available resources within the municipality. As these resources are not under council control, their availability and suitability of trained operators cannot be guaranteed. Owners may impose conditions on the use of their equipment which should be complied with, always.

At the regional level, the interagency response management structure involves the co-ordination of resources to support operations which cannot be resourced locally, or which extend over more than one municipal district. Where an agency requires resources beyond its own capacity to complete a task, it should request assistance as appropriate.

5.10.2 Requesting Procedure Escalation Hierarchy



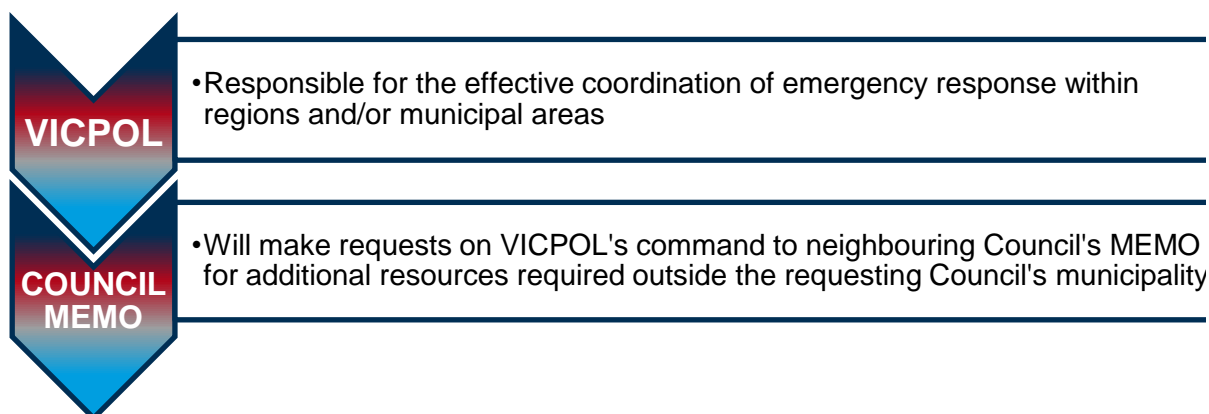
5.10.3 Cross Boundary Events

Emergency events may cross municipal boundaries, needing Response, Relief and Recovery resources from two or more local governments.

Victoria Police is the Emergency Response Coordination and will request the MEMO to contact the neighbouring MEMO's when resources are needed from outside the municipality.

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

## 5.10.4 Resources Available



It is the role of Wyndham City Council's MEMO to coordinate council resources in response to requests from the control agency during emergencies. Council maintains a list of both Council and municipal resources for this purpose on Contact the MEMO for the resource list - Crisisworks and Objective. See 5.6.6 Resource Supplementation Process.

See ONE NUMBER CONTACT to contact MEMO for further details

See PART 1 Appendix – Standby Manual for Wyndham City Council's Standby Manual

**Municipal resources are available to assist with:**

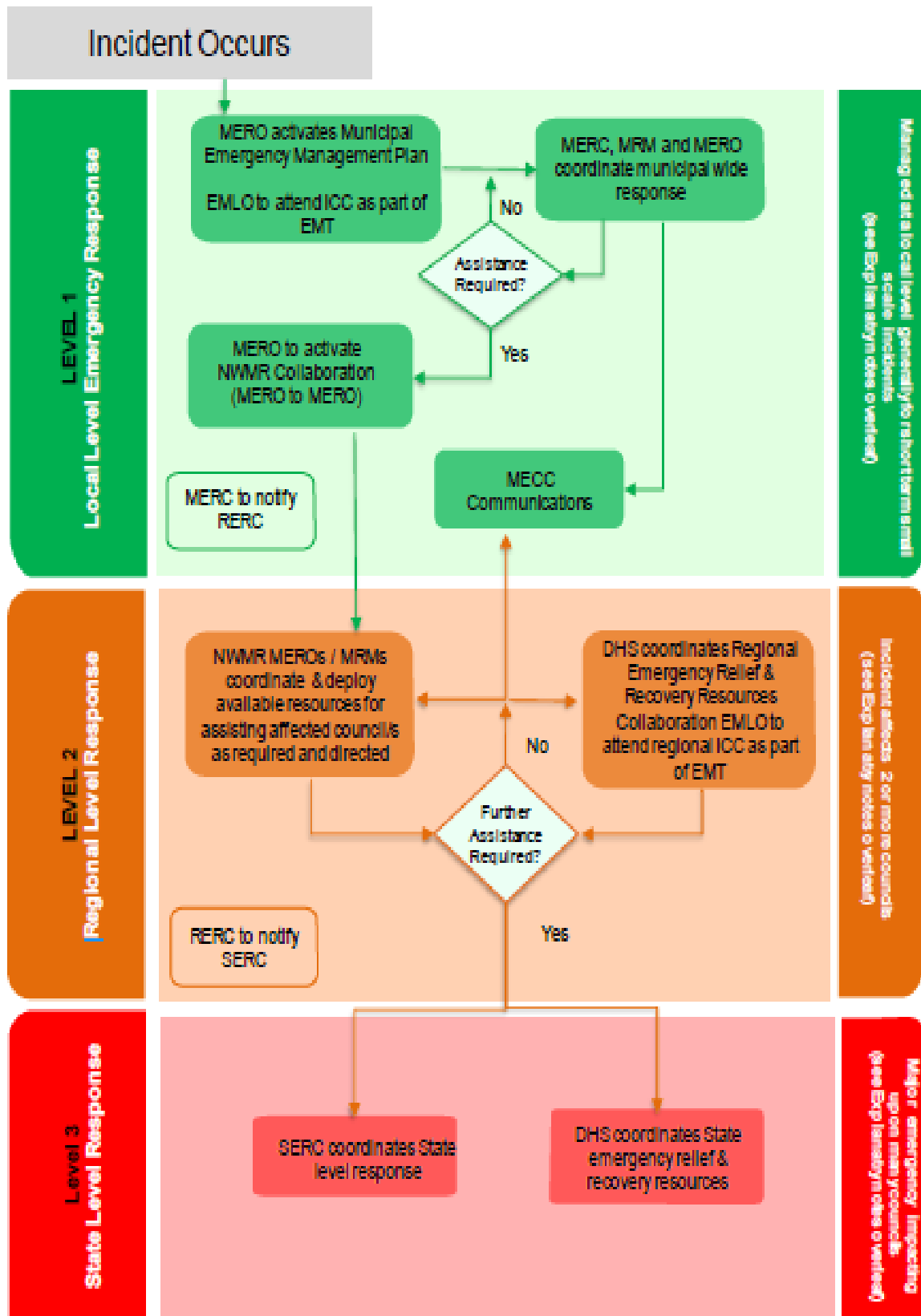
- Traffic Management and determination of alternative routes.
- Road Closures.
- Geographic Information System Maps to display, analyse all types of geographic and spatial data.
- Construction of fire breaks.
- Water resupply.
- Staging Area logistics.

## 5.10.5 Regional Resource Sharing

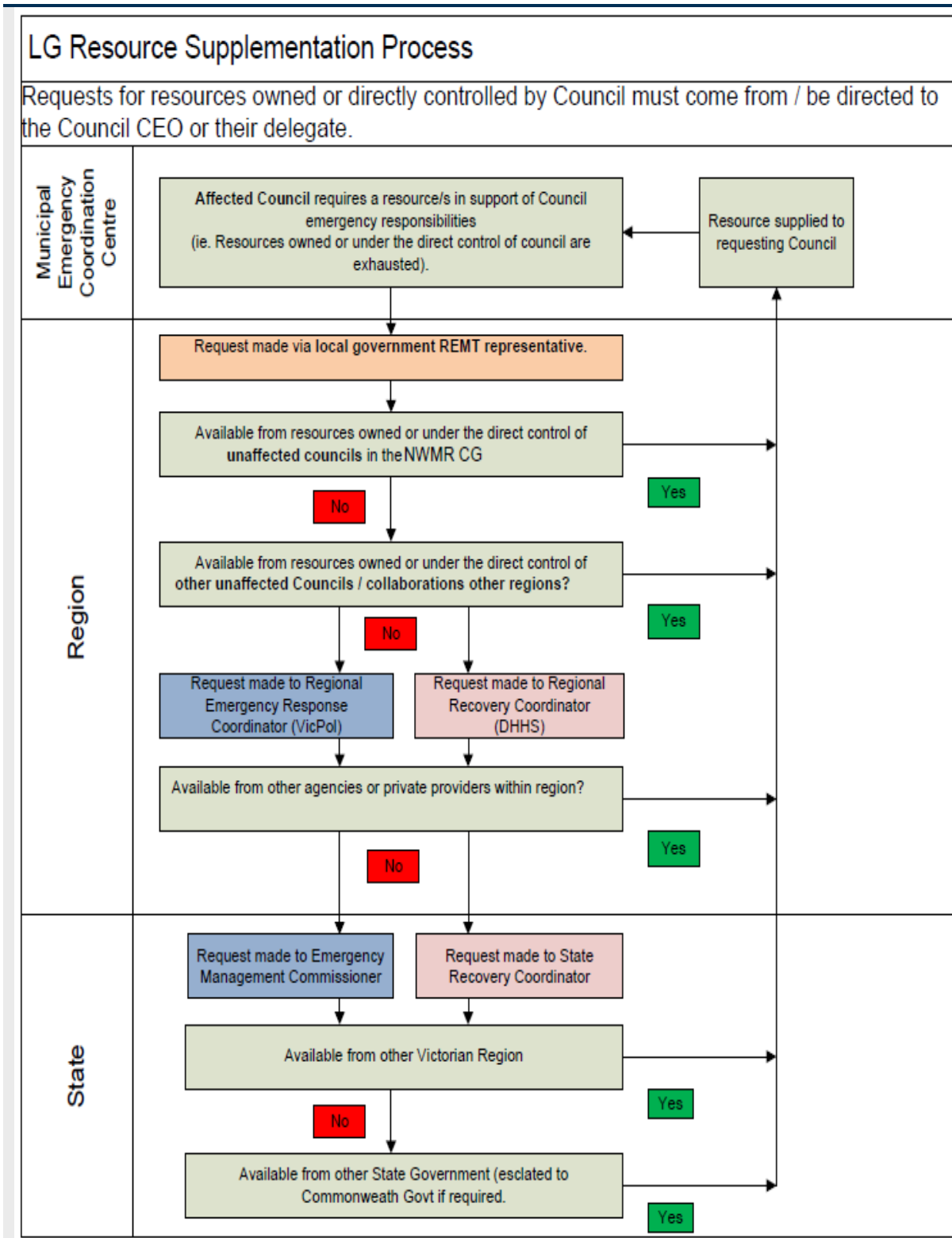
The capacity of one agency or council to respond and combat large scale incidents on its own is unrealistic and is highlighted in the SEMP as such , Wyndham City Council works with control and coordination agencies as well as neighbouring councils across the North West Metro Region to build capability and capacity. This provides a platform of increased understanding to plan, respond to, and assist in the provision of relief as well as recovery from All Community, All Emergency base.

Wyndham City Council is also a signatory to the North-West Metro Region Collaboration Memorandum of Understanding, which is a commitment from the 14 Councils in the North West Metro Region (NWMR) to work collaboratively in preparing for and assisting each other where required/possible in coordinating provision of services to disaster threatened and affected communities.

5.10.6 Regional Resource Sharing Levels



5.10.7 Local Government Resource Supplementation Process



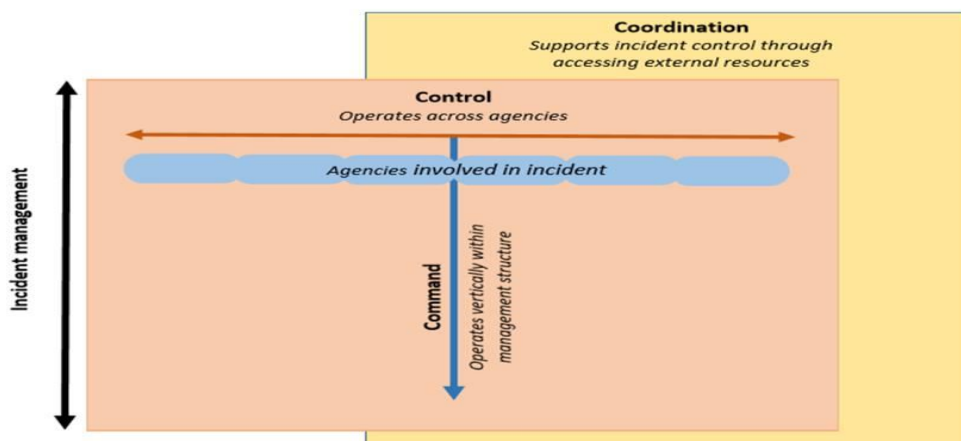
## 5.11 Overview

Emergency response focuses on the control of emergencies and the provision of rescue and immediate relief services for people affected by emergencies. This includes the provision for requests for physical assistance from regional, State and Commonwealth levels of government when municipal resources are exhausted.

The State Emergency Response Plan (SERP) outlines the State Level arrangements for response in Victoria and replaced Part 3 of the EMMV on 30 September 2020.

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

Emergency response operations are managed by three tiers of control (state, regional, and incident levels.)



- **Coordination** is the bringing together of agencies and resources to ensure effective response to and recovery from emergencies.
- **Control** is the overall direction of response activities in an emergency, operating horizontally across agencies.
- **Command** is the internal direction of personnel and resources, operating vertically within an agency.

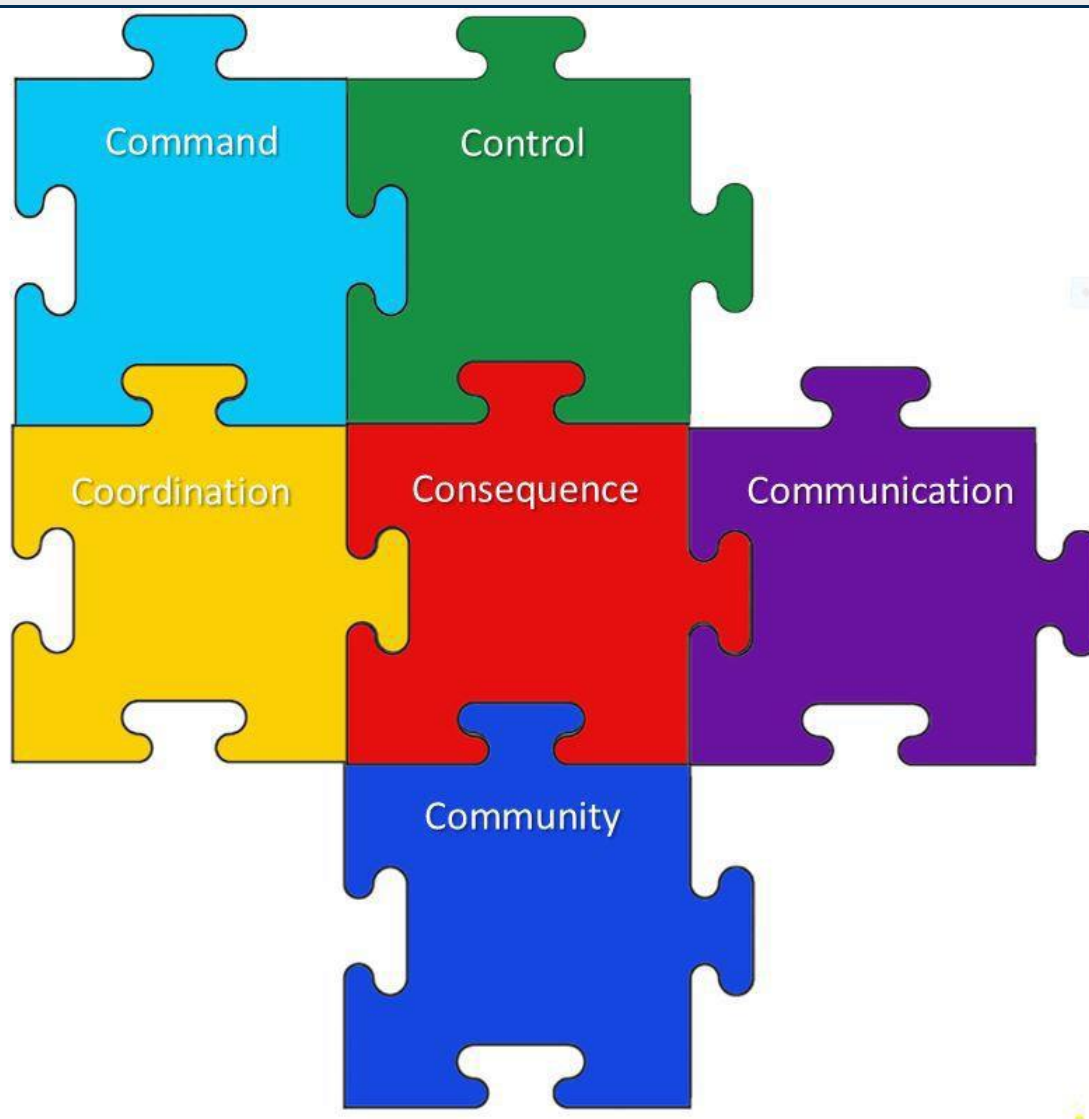
To meet the objectives of emergency management in Victoria, those performing the control, command and coordination functions must ensure:

- the consequences of the emergency are managed and;
- there is communication that meets the information needs of communities, stakeholders and government.



## 5.12 Command, Control, Coordination, Consequence, Communication, and Community Connection.

Wyndham has adopted the Six Cs model recognises that community consequences flowing from emergency events should inform strategic communications and response, along with relief and recovery planning to limit the negative consequences to the community. Building a safer and more resilient community requires managing an emergency so as to limit not only the immediate impact of an event, but also the short, medium- and long-term negative effects of the event on affected and neighbouring communities.



### 5.13 Command

Command is the internal direction of personnel and resources, operating vertically within an agency. Each agency has a 'chain of command', which is the agency's organisational hierarchy that identifies the link between each individual and their supervisor.

### 5.14 Control

Control is the overall direction of response activities in an emergency, operating horizontally across agencies. In Victoria, authority for control is established in the State Emergency Management Plan with the agency responsible for control of emergency

### 5.14 Control

response (known as the 'Control Agency') being specified in the [SEMP](#) – Emergency Agency Roles.

Controllers are responsible for leading all agencies responding to the emergency. Specific arrangements apply to the appointment of controllers for Class 1 and Class 2 emergencies and for fires other than for a major fire.

The 'line of control' refers to the line of supervision for those appointed to perform the control function and this relates to the specific class of emergency. Controllers escalate or provide direction on control issues through the line of control.

There may be some complex emergencies which require only the coordination of the consequences of the emergency across many agencies with shared accountability and which do not require controllers.

### 5.15 Coordination

Coordination is the bringing together of agencies and resources to ensure effective response to and recovery from emergencies.

Emergency response coordinators bring together agencies and resources to support the response to emergencies.

### 5.16 Consequence Management

Consequence management involves the coordination of the activities of agencies with a role in delivering of services to the community, with the aim of minimising the adverse consequences of emergencies on the community. During a major emergency all agencies may need to activate their business continuity arrangements in order to manage the adverse consequences of the emergency on their area of responsibility.

Consequence management informs and is a precursor to relief and recovery activities. The Emergency Management Commissioner is responsible for consequence management for major emergencies but will be supported by agencies implementing their business continuity arrangements.

### 5.17 Communications

Communication relates to communicating to the public, reporting to government, and communicating with stakeholder agencies during emergencies. The Emergency Management Commissioner is responsible for the communication function for major emergencies but will be supported by the relevant Control Agency.

### 5.18 Community Connection

Safer and more resilient communities is always the aim of any emergency management planning. Community connection relates to the understanding of and connecting with trusted networks, trusted leaders, and all communities to support resilience and decision-making.

### 5.18.1 Emergency Management Teams

The three tiers of control, scalable as required from incident through regional and on to state, support the six C's of Coordination, Control, Command, Consequence, Communication and Community Connection functions.

#### 5.18.2 Incident Emergency Management Team (IEMT)

The IEMT supports the Incident Controller. Their focus is on managing the effect and consequences of the emergency.

#### 5.18.4 Regional Emergency Management Team (REMT)

The Regional Emergency Management Team supports the RERC and those exercising control at a regional level (Regional Controllers). Their focus is to raise awareness of the emergency across the whole of government, identify and manage strategic risks and consequences and develop a regional strategic plan outlining high level actions of all agencies.

#### 5.18.5 State Emergency Management Team (SEMT)

The SEMT is usually located at the State Control Centre or other location determined by the control agency.

If an emergency requires activation of a state tier response, the SEMT is formed comprising senior representatives from response, recovery, support agencies and relevant departments. The role of the SEMT is to develop consistent situational awareness, identify strategic state risks and consequences and to develop a strategic plan with high level all agency actions.

#### 5.18.6 Emergency Management Team (Incident Control Level)

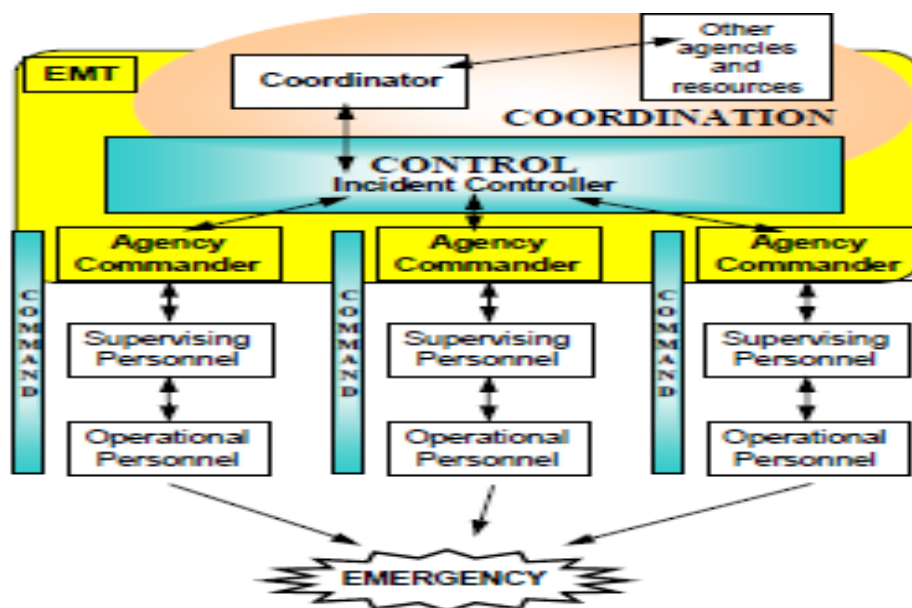
The EMT arrangements provide a scalable and flexible set of arrangements catering for the range of emergencies Victoria is likely to experience while allowing agencies to use their own operating systems, within a whole-of-government framework, to meet their emergency management obligations.

##### **Tiers of Control of EMT are:**

- Incident EMT (IEMT) at the incident scene or in an Incident Control Centre;
- Regional EMT (REMT) or Area of Operations EMT (where established);
- State EMT (SEMT).

##### **The IEMT will usually include:**

- Incident Controller;
- Support agency commanders (or their representatives);
- Health Commander (functional commander of supporting health agencies);
- Recovery Commander (if appointed) or the recovery coordinator or representative;
- Emergency Response Coordinator (Victoria Police) or representative;
- Other specialist people, such as representatives of affected local industry groups.



Where an emergency has the potential for impact on the community, the chair will notify and invite local government into the IEMT. Full details of these arrangements can be viewed at: <http://www.emv.vic.gov.au/>

- Council will support an IEMT upon request
- A Council EMLO can be deployed to any IEMT if required/by request.
- The Council EMLO will normally be the Council MEMO or MRM or delegate.

### 5.19 Emergencies

Under the SEMP Emergencies in Victoria are either major or non-major. Council can be involved in both major and non-major emergencies. Major emergencies are managed as a State event, in accordance with EM Act 2013, are categorised into three classes:

**Class 1 Emergencies** - Natural Emergencies such as major fire and flood

	Response coordination	Control	Command	Consequence management	Communication
State	Emergency Management Commissioner (liaises with RERCs and MERCs through the SPLO)	State Response Controller	Agency chain of command	Emergency Management Commissioner (State Consequence Manager)	Emergency Management Commissioner  (supported by the line of control)
Region	RERC	regional controller		all agencies	
Incident	MERC / IERC	incident controller		all agencies	

**Class 2 Emergencies** - Major human health and agricultural emergencies, and major essential service disruption

	Response coordination	Control	Command	Consequence management	Communication
State	Emergency Management Commissioner (liaises with RERCs and MERCs through the SPLO)	Class 2 state controller	Agency chain of command	Emergency Management Commissioner (State Consequence Manager) all agencies	Emergency Management Commissioner  (supported by the line of control)
Region	RERC	regional controller (if appointed)		all agencies	
Incident	MERC / IERC	incident controller (if appointed)		all agencies	

**Class 3 Emergencies** - Security-related emergencies such as siege, riot or terrorist attack

	Response coordination	Control	Command	Consequence management	Communication
State	Chief Commissioner of Police	Victoria Police chain of command	Agency chain of command	Emergency Management Commissioner (State Consequence Manager) all agencies	Chief Commissioner of Police
Region	RERC			all agencies	
Incident	MERC / IERC			all agencies	

**Non-Major Emergencies**

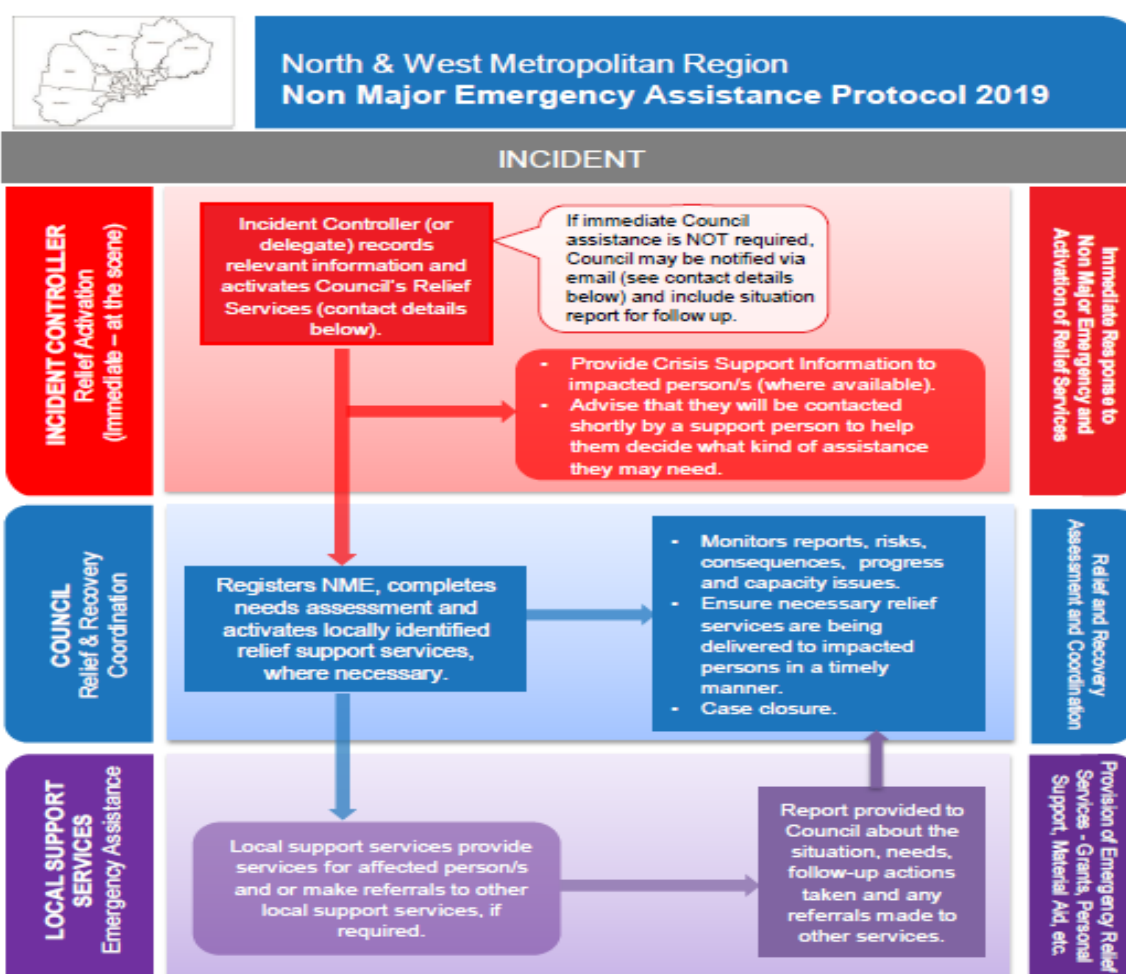
Many small events that meet the definition of ‘emergency’ are managed by community members or through the normal or business continuity arrangements of industry, agencies, or government and the roles and responsibilities listed in the State Emergency Management Plan are not applied.

	Response coordination	Control	Command	Consequence management	Communication
State	Emergency Management Commissioner (liaises with RERCs and MERCs through the SPLO)	-	Agency chain of command	-	-
Region	RERC	-		-	-
Incident	MERC / IERC	incident controller		all agencies	Incident controller

5.19.1

For single incidents, Wyndham’s MEMPC have adopted a Non-Major Emergency Assistance Protocol. Formerly known as (Single Incident) Protocol which requires the control agencies, Incident Controller to collect personal information where a person/s may be displaced and contact MEMO with information for council support and coordination.

The following image shows the process and actions in of activating the Non-Major Emergency Assistance Protocol. For a copy of the protocol for internal staff use go to Team site : Emergency Management, under North West Metropolitan Region Non Major Emergency Assistance. A copy of the Protocol is located in Wyndham City Council Emergency Resilience WYNi Page.



COUNCIL	PHONE	EMAIL	COUNCIL	PHONE	EMAIL
Banyule	9490 4222	emergency.management@banyule.vic.gov.au	Melton	8393 8801	mrm@melton.vic.gov.au
Brimbank	9249 4000	mero@brimbank.vic.gov.au	Moonee Valley	9243 8888	mero@mvcc.vic.gov.au
Darebin	8470 8888	mrm@darebin.vic.gov.au	Moreland	0424 189 761	mero@moreland.vic.gov.au
Hobsons Bay	9947 4685	mero@hobsonsbay.vic.gov.au	Nilumbik	9433 3111	mero@nilumbik.vic.gov.au
Hume	9356 6180	mero@hume.vic.gov.au	Whittlesea	0429 954 249	mero@whittlesea.vic.gov.au
Maribyrnong	9027 0685	mrm@maribyrnong.vic.gov.au	Wyndham	9742 0777	mrm@wyndham.vic.gov.au
Melbourne	9658 9774	municipalrecoverymanager@melbourne.vic.gov.au	Yarra	9205 5555	mrm@yarracity.vic.gov.au



## North & West Metropolitan Region Non-Major Emergency Assistance Protocol

**A non-major emergency (single incident) is an emergency that damages or destroys a home or residence, rendering it uninhabitable. Common causes of non-major emergencies include house fires, flash flooding, storms and gas leaks.**

<b>Guidelines for Emergency Services</b>	<ul style="list-style-type: none"> <li>Incident Controller <b>determines the need to activate relief services</b> and commences this process as soon as the need is identified (EMMV Part 5.2.8).</li> <li><b>Record details about the situation for relief activation purposes</b>, including, but not limited to, the impacted persons name, age, gender, vulnerabilities, pets and interpreter requirements. Also consider if there are any community risks and if other Council services are required, e.g. Building and/or Health Services.</li> <li>Advise impacted persons that any <b>information collected is confidential</b> and will be used to provide a point of contact for the emergency relief support services only.</li> <li><b>Activate Council's emergency relief services</b>, via phone, for each non-major emergency (24/7). Where immediate relief services are NOT required, activation may be done via email (including a situation report). See contact details over page.</li> <li>Advise impacted persons <b>that they will be contacted shortly</b> by a support person to help them decide what kind of assistance they may need. Where available, <b>provide local crisis support information (hard copy)</b>.</li> </ul>
<b>Guidelines for Councils</b>	<ul style="list-style-type: none"> <li>Upon activation of relief services, <b>register the NME and determine relief and recovery needs</b>. Refer to the Municipal Emergency Recovery Guidelines for more information.</li> <li>If required, <b>contact locally identified service providers</b> to request support for relief activities. E.g. Animal management (for pet housing), PFA and case management services to help affected families access accommodation, clothing, toiletries, groceries and other essential items.</li> <li><b>Monitor reports, risks, consequences, service progress and capacity issues</b>. Ensure necessary relief services are being delivered to impacted persons in a timely manner.</li> <li><b>Determine case closure</b> in conjunction with relief and recovery support services involved when relief services are no longer required.</li> </ul>
<b>Guidelines for Support Services</b>	<ul style="list-style-type: none"> <li>Recognise that <b>services are not intended to replace any existing personal emergency arrangements</b> and acknowledges affected persons are best supported in most cases through family and friends.</li> <li><b>Carry out relief/recovery services (as required)</b> and or make referrals to other local support services, where necessary.</li> <li>Keep Council informed and <b>send a detailed report to Council's MRM or MERO</b> using the email address provided (over page). The report should include information about the situation, any addition needs identified, follow-up actions taken, such as referrals made to other services.</li> </ul>

This protocol has been developed in partnership with North & West Metropolitan Region Councils, DHHS, VICPOL, MFB, CFA, VICSES, VCCEM & Australian Red Cross to promote a uniform approach for coordinating emergency relief and recovery services following a non major emergency.

**To provide feedback or for further information contact your local Council (over page)**

### 5.20 Role Statements

In accordance with the Emergency Management Act 2013, the following statutory positions are required to be delegated with relevant authority.

- Municipal Emergency Management Officer (MEMO)
- Municipal Recovery Manager (MRM)
- Municipal Fire Prevention Officer (MFPO)
- Municipal Building Surveyor (MBS)

#### 5.20.1 Municipal Recovery Manager

The Emergency Management Act 2013 requires each council to appoint an MRM.

APPOINTED	COORDINATOR EMERGENCY RESILIENCE
<p>Overview Statement</p>	<p>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.</p> <ul style="list-style-type: none"> <li>• Coordinate municipal and community resources for recovery;</li> <li>• Assist with collating and evaluating information gathered in the post-impact assessment;</li> <li>• Establish priorities for the restoration of community services and needs;</li> <li>• Liaise with the MEMO on the best use of municipal resources;</li> <li>• Establish an information and coordination centre at the municipal offices or a location more appropriate to the affected area;</li> <li>• Liaise, consult and negotiate with recovery agencies and Council on behalf of the affected area and community recovery committees;</li> <li>• Liaise with the regional recovery committee and Department of Health and Human Services;</li> <li>• A responsibility to initiate relief and recovery through contacting Red Cross;</li> <li>• Undertake other specific recovery activities as determined.</li> </ul>
<p>Line Relationship</p>	<p><b>Reports to:</b></p> <ul style="list-style-type: none"> <li>• Manager Climate Futures Office</li> </ul> <p><b>Liaises with:</b></p> <ul style="list-style-type: none"> <li>• MERC</li> <li>• MEMO &amp; Deputies</li> <li>• Deputy MRMs</li> <li>• EM Coordinator/Officer</li> <li>• CEOC Facility Manager</li> <li>• Media &amp; Public Relations Officer</li> </ul>



## 5.20.2 Municipal Emergency Management Officer (MEMO)

The Emergency Management Act 2013 requires each council to appoint a Municipal Emergency Management Officer/s (MEMO).

APPOINTED	<b>MEMO X 4 (Emergency Resilience Officer, Team Leader Security and Emergency, Team Leader Open Space, and Coordinator Roads)</b>
Overview Statement	<p>The MEMO is responsible for the coordination of municipal resources to enable emergency response.</p> <ul style="list-style-type: none"> <li>• Coordinate municipal resources in emergency response;</li> <li>• Provide council resources when requested by emergency services or police during response activities;</li> <li>• Maintain effective liaison with emergency agencies within or servicing the municipal district;</li> <li>• Maintain an effective contact base so municipal resources can be accessed on a twenty-four-hour basis;</li> <li>• Keep the municipal emergency coordination centre(s) prepared to ensure prompt activation if needed;</li> <li>• Liaise with the Municipal Recovery Manager on the best use of municipal resources;</li> <li>• Organise a response debrief if requested by the Municipal Emergency Response Coordinator (MERC), an appointee of Victoria Police;</li> <li>• Ensure procedures and systems are in place to monitor and record expenditure by the Council in relation to emergencies;</li> <li>• A responsibility to initiate relief and recovery through contacting Red Cross; and,</li> <li>• Perform other duties as determined</li> </ul>
Line Relationship	<p><b>Reports to:</b></p> <ul style="list-style-type: none"> <li>• Individual business unit line managers</li> <li>• Coordinator Emergency Resilience &amp; MRM</li> </ul> <p><b>Liases with:</b></p> <ul style="list-style-type: none"> <li>• MERC</li> <li>• MRM &amp; Deputies</li> <li>• EM Coordinator/Officer</li> <li>• CEOC Facility Manager</li> <li>• Media &amp; Public Relations Officer</li> </ul>

### 5.20.3 Municipal Fire Prevention Officer

The Country Fire Authority Act 1958 and the Metropolitan Fire Brigades Act 1958 require each municipal council to appoint a fire prevention officer (generally known as a Municipal Fire Prevention Officer) and any number of assistant fire prevention officers.

APPOINTED	<b>Municipal Fire Prevention Officer (MFPO)</b>
<p>Overview Statement</p>	<p>To ensure Council’s obligations under the Country Fire Authority Act 1958 are met.</p> <ul style="list-style-type: none"> <li>• Manage the Municipal Fire Prevention Committee (MFPC) (if formed under the Fire Rescue Victoria Act 1958) as chairperson and executive officer;</li> <li>• Undertake and regularly review Council’s fire prevention planning and plans (together with the MFPC, if one exists);</li> <li>• Liaise with fire services, brigades, other authorities and councils regarding fire prevention planning and implementation;</li> <li>• Advise and assist the Municipal Emergency Management Planning Committee on fire prevention and related matters;</li> <li>• Ensure the MEMP contains reference to the Municipal Fire Prevention Plan;</li> <li>• Report to Council on fire prevention and related matters;</li> <li>• Carry out statutory tasks related to fire prevention notices and infringement notices;</li> <li>• Investigate and act on complaints regarding potential fire hazards;</li> <li>• Advise, assist and make recommendations to the public on fire prevention and related matters;</li> <li>• Issue permits to burn (under s. 38 of the Country Fire Authority Act 1958); and</li> <li>• 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.</li> </ul>
<p>Line Relationship</p>	<p><b>Reports to:</b></p> <ul style="list-style-type: none"> <li>• Coordinator Emergency Resilience &amp; MRM</li> </ul> <p><b>Liaises with:</b></p> <ul style="list-style-type: none"> <li>• MERC</li> <li>• MEMO &amp; Deputies</li> <li>• Deputy MRMs</li> <li>• EM Coordinator/Officer</li> <li>• CEOC Facility Manager</li> <li>• Media &amp; Public Relations Officer</li> <li>• CFA/FRV</li> <li>• DELWP</li> </ul>

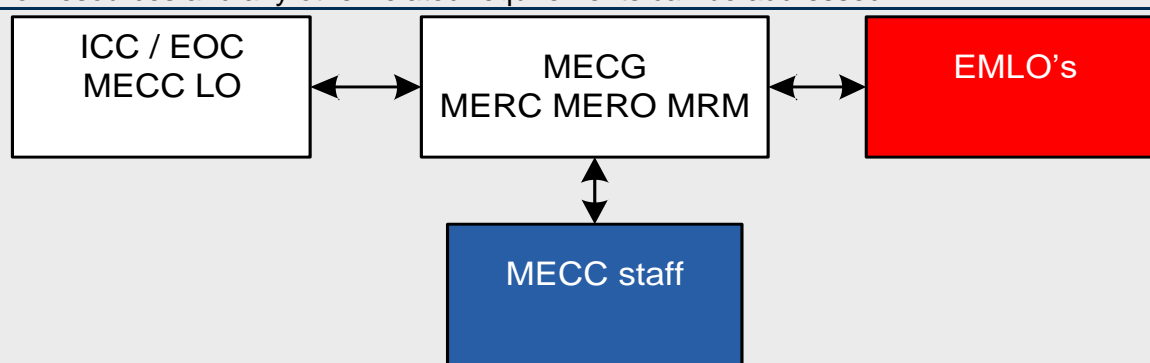
5.20.4 Municipal Building Surveyor

APPOINTED	<b>Municipal Building Surveyor</b>
<p>Overview Statement</p>	<p>To ensure Council’s obligations under the Building Act are met.</p> <ul style="list-style-type: none"> <li>• Provide council resources when requested by emergency services or police during response activities;</li> <li>• Securing the safety of any impacted building</li> <li>• Maintain effective liaison with emergency agencies within or servicing the municipal district;</li> <li>• Maintain an effective contact base so municipal resources can be accessed on a twenty-four-hour basis;</li> <li>• A responsibility to initiate relief and recovery through contacting Red Cross;</li> </ul>
<p>Line Relationship</p>	<p><b>Reports to:</b></p> <ul style="list-style-type: none"> <li>• Manager Building Services</li> </ul> <p><b>Liases with:</b></p> <ul style="list-style-type: none"> <li>• MERC</li> <li>• MEMO</li> <li>• MRM</li> <li>• EM Coordinator/Officer</li> <li>• CFA/FRV</li> <li>• DELWP</li> </ul>

### 5.21 Emergency Management Coordination Group (EMCG)

The Municipal Emergency Response Coordinator (MERC), Municipal Emergency Management Officer (MEMO) and Municipal Recovery Manager (MRM) form the Emergency Management Coordination Group (EMCG).

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.



### 5.22 Response Coordination

Victoria Police is responsible for the effective coordination of emergency response within regions and/or municipal areas. In accordance with section 56 of the EM Act 2013 and on the request of the Emergency Management Commissioner, the Chief Commissioner of Victoria Police has appointed members of the Victoria Police force as a:

- Regional Emergency Response Coordinator (RERC) for each region; and,
- Municipal Emergency Response Coordinator (MERC) for each municipal district.

RERCs and MERCs undertake response coordination at the regional and municipal tiers respectively. The SEMP identifies the role and responsibilities of a RERC and a MERC.

Emergency response coordinators bring together agencies and resources to support the response to emergencies. Control and Coordination can occur from a control point (on scene to the incident); or from an Incident Control Centre

Broadly, their functions are to ensure:

- effective control arrangements have been established and are maintained to manage the response to emergencies
- effective information sharing; and,
- the necessary resources are accessed to support the response to emergencies.

### 5.23 Recovery Coordination

Emergency recovery coordinators/managers bring together agencies and resources to support the provision of relief and recover from emergencies.

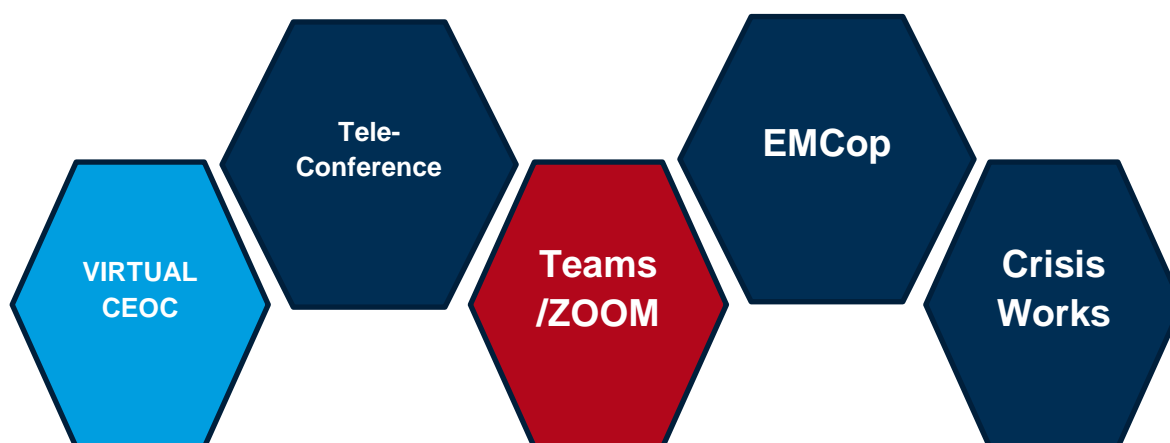
Municipal Councils are responsible for the coordination of local relief and recovery activities. DHHS is responsible for regional relief and recovery coordination across the four recovery environments (Social, Economic, Natural and Built).

### 5.23 Council Emergency Operation Centre (CEOC)

A CEOCs primary function is to coordinate the provision of human and material resources within the municipality, during emergencies. How a CEOC should be scaled and located is a decision for the EMCG.

<b>ACTIVATION</b>	The CEOC can be activated at the request of the MERC in consultation with the MEMO and/or the MRM.
	The MEMO may also choose to activate the CEOC to support internal Council operational activities.
	The CEOC may transition into a Recovery Operational Centre (ROC).

The CEOC may either be virtual e.g. the EMCG meeting online or physically, where the EMCG meet in person or a combination of both. The support technology such as Teleconference, Skype, Crisisworks, EMCop can assist with meeting the EMCG Objectives.



The CEOC may also become operational during support operations to a neighbouring municipality. Administrative staff for the CEOC will be drawn from municipal employees, and if the scale of an emergency requires the CEOC to be open for a protracted period, staff from other municipalities will be utilised via the MAV’s Inter Council Resource Sharing Protocols and MOUs with neighbouring municipalities. The choice of CEOC to be used will be the decision of the MEMO; and may be based on proximity to the emergency.

See Part 7 – Appendix 19: CEOC Standard Operating Guidelines and Procedures

### 5.24 Wyndham, Hobsons Bay, and Melton CEOCs

	Wyndham	Hobsons Bay	Melton
<b>Primary CEOC</b>	Conference Room Wyndham City Council Depot 241-253 Old Geelong Road, Hoppers Crossing (Melway Ref 207 B1)	Hobsons Bay Civic Centre 115 Civic Parade Altona (Melway Ref 54 B1)	Civic Room 2 Melton City Council 232 High Street Melton

### 5.24 Wyndham, Hobsons Bay, and Melton CEOCs

Secondary CEOC	Pilot Space (formerly Staff Recreation Room) Wyndham City Council Civic Centre 45 Princes Highway, Werribee (Melway Ref 206 B7)	Williamstown Civic Centre 104 Ferguson Street, Williamstown (Melway Ref 56 C8).	Meeting Room 2 Melton City Council Caroline Springs Library Caroline Springs Blvd.
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### 5.25 Operations Centre and Staging Areas

The centre may be established by an agency for the command/control functions within their own agency. The Council may establish an operations centre, if necessary, to control its own resources in an emergency at:

Wyndham City Council  
Council Depot  
241-253 Old Geelong Road, Hoppers Crossing  
(Melway Ref 207 B1)

Should the need arise for Council to provide a staging area for multi-agency use then this site will also be utilised as a municipal staging area.

### 5.26 Impact Assessment Guidelines

Impact assessments are used to gather and analyse information following an emergency event. Impact assessment encompasses three stages. Impact assessment is conducted after an emergency to assess the impact to the community and inform government of immediate and longer-term recovery needs. Impact assessment must be community focused to ensure the data/information will assist decision making on how to best support impacted communities.

The EMV Impact Assessment Guidelines are written for class 1 emergencies. These guidelines are primarily for government and emergency responders with a responsibility for impact assessment in Victoria. Although specific to class 1 emergencies, some of the principles and processes within these guidelines can also be applied to other emergencies. However, these guidelines will be re-evaluated as part of the comprehensive review to be undertaken as per the Victorian Emergency Management Strategic Action Plan 2015-2018 (SAP), identified as part of Priority G – Strategic Action 6:

“Implement a comprehensive impact assessment model across all hazards and all phases of emergency management, taking into consideration the National Impact Assessment Model. This model will include a process to collect, analyse and communicate impact information to better inform response processes, and relief and recovery planning and activities.”

## 5.27 Impact Assessments

Victoria uses a three-stage process impact assessment. Each phase is not exclusive to the next and dependant on the nature and scale of the event, the phases can merge. It is an accepted principle that the primary phase (and sometimes a partial merge with the secondary phase) belongs to responders who are not technical experts, whilst the secondary and post-impact phases belong to those who have an ability to provide detail, such as cost, damage evaluation etc.

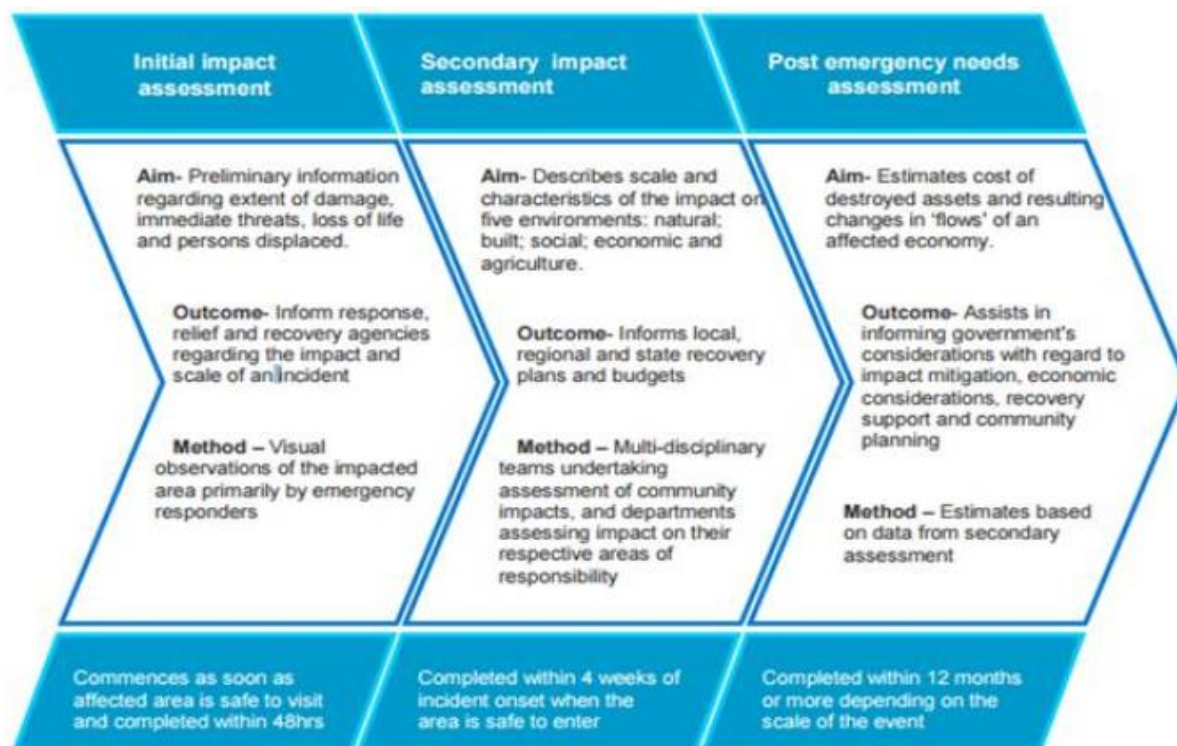


Figure 5.7 Description of Impact Assessments - EMMV

### 5.27.1 Initial Impact Assessments (IIA)

The IIA is coordinated by the control agency. IIA informs the incident controller about emerging risks and further potential hazards as well as informing resource allocation, provision of public information and to facilitate informed decision making. Information that the control agency gathers through the IIA process during the response to the emergency will be made available to the municipality.

The aim of IIA is to capture, during the initial 48 hours after being able to access the area affected by the emergency, the nature and scale of the impact of the emergency on people, community infrastructure, and the economic, natural and built environments, to prioritise the requirements of Secondary Impact Assessment and enable commencement of emergency relief and early recovery activities. It therefore informs response as well as relief and recovery.

The process aims to gather critical information to provide a snapshot of impact to the area. Information such as, roads damaged, streets impacted, services disrupted, and other collective data will be ascertained. It is not intended to be specific information on individual impacts, but community based. It may also inform decision makers of the need for continued response and requirements such as interstate/international assistance or specialised equipment.

Once activated and responding to an emergency the Municipal Emergency Management Group (EMG), shall as early as practicable, perform the following tasks:

- survey the extent of damage and provide an early estimate of anticipated financial and material aid required.
- 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.

### 5.27.2 Secondary Impact Assessment (SIA)

The information collected at this stage, in conjunction with any secondary assessment data, will form the Secondary Impact Assessment (SIA). The SIA captures identifiable impacts across the four key areas of social/people, economic, built and natural environment. It assists in Relief and Recovery planning and shall be a program of regular analysis, monitoring, and review.

A SIA will be conducted with Council facilitating the process through the Emergency Management Coordination Group. As early as practicable the following tasks will be performed:

- survey the extent of damage indicating evaluation of financial and material aid needed;
- cross check information against other council databases (i.e. Names and Address Register);
- provide a priority listing for restoration of community needs to assist agencies in performance of their functions; and,
- Monitor the acquisition and application of financial and material aid needed or made available in the restoration period.

The Emergency Management 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 municipality, the initial and secondary assessment may be merged with that of the other affected municipality(s). Information that the control agency gathers through the Initial and Secondary Assessment process during the response to the emergency will be made available to the municipality.

North West Metropolitan Region Secondary Impact Assessment (SIA) Guidelines is available from the MEMO or MRM on request.



## 5.28 Evacuation and Relocation

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. Evacuations are a risk management strategy to mitigate the impact of an incident on public safety. The Control Agency and Victoria Police (Evacuation Manager) are responsible for evacuations.

There are five stages in the evacuation process, focused on pre-warned evacuation and immediate evacuation:

1. Decision to evacuate.
2. Warning or recommendation to persons likely to be affected by an emergency.
3. Withdrawal of an affected community.
4. Sheltering of persons evacuated.
5. Return of affected persons.

A formal evacuation process does not prevent people in the community from making the decision to self-evacuate in the proper circumstances.

## 5.29 Recommendation to Evacuate and Evacuation Process

Where the Incident Controller decided to recommend that people should evacuate, the process is as follows:

**1. The Incident Controller is responsible for authorising and issuing evacuation messages to the community (either warning to affected people that they need to prepare to evacuate or a recommendation to evacuate immediately.)**

**2. Victoria Police is responsible for planning and managing the withdrawal and shelter and return of evacuated people with the assistance of other agencies where required.**

**3. Any request to assist the control agency or the Victoria Police with evacuation should go through the MERO.**

SOP J3.12 Evacuation for Major Emergencies, outlines the responsibilities, activities and forms that are required to be undertaken by the Incident Controller and Evacuation Managers. Special consideration must be given to the evacuation of vulnerable people in the community. See [SEMP Response](#) for further information.

### 5.30 Evacuation Council Support

MEMO should be contacted to help in the implementation of the evacuation once the decision to evacuate has been made. Wyndham City Council will give advice about the most suitable Emergency Relief Centre. The MEMO can arrange:

- Emergency Relief Centre
- An assembly area if required
- Transport

### 5.31 Relocation

Based on warnings or other information received, members of the public may voluntarily choose to remove themselves from the potential area of the emergency and to move to a safer area or a relief centre.

### 5.32 Vulnerable People

Wyndham City Council confirms its Vulnerable People Register (VPR) twice yearly unless a client notifies the proper agency earlier.

A list of Vulnerable People who meet the assessment guidelines as set out in the DHHS - Vulnerable People in Emergencies Policy, November 2012 can be found on the Vulnerable Persons Register at <https://vpr.crisisworks.com/vpr/user/login>

### 5.33 Vulnerable Facilities

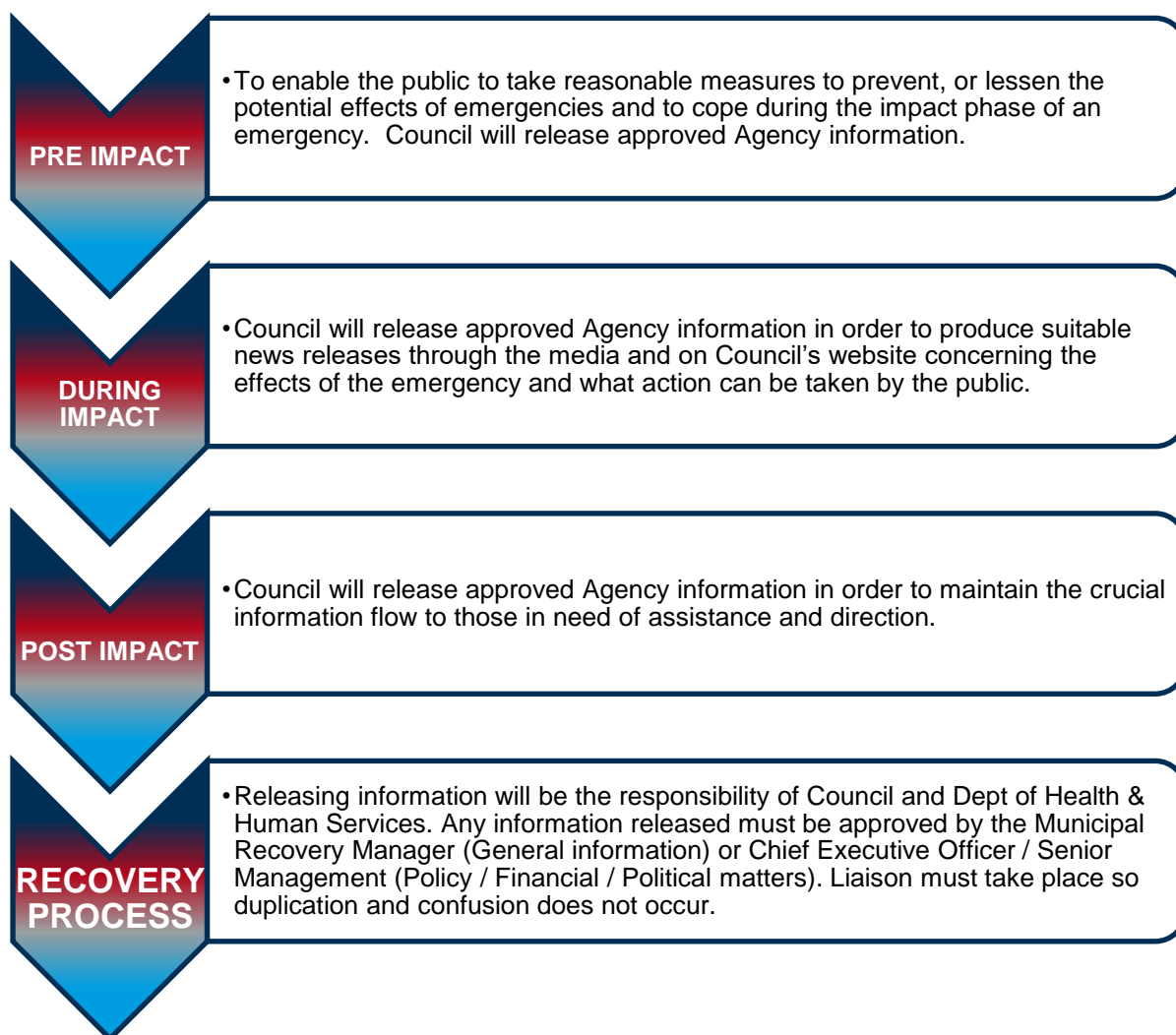
Wyndham City Council has compiled a Vulnerable Facilities Register that has the contact information for vulnerable facilities such as schools, hospitals, and childcare centre. This register is available on Objective A1326685.

### 5.34 Warning and Information

Emergency warnings and information help the community to make informed decisions about their safety. The localised arrangements for warnings and information has come from the SEMP.

The Control Agency is responsible for informing the public and warning them during an emergency. In practice, the Incident Controller is responsible for issuing warnings and community information. Councils information flow can be categorised under the below headings.

### 5.35 Warning and Information Hierarchy



### 5.36 Distribution of Warnings by Councils

Council may choose to distribute public information and warnings issued by the control agency via Council's social media outlets. The warnings must be repeated as issued by the control agency or a direct link to the original warning on the Vic Emergency website must be used. See <https://emergency.vic.gov.au/respond/>

Council's Strategic Communications and Marketing Coordinator in consultation with the Control Agency and Incident Controller may prepare information released to the community on behalf of Wyndham City Council.

### 5.37 Dissemination and Communications Strategy

An EM Communications Strategy has been prepared by Council and is available on request from the MRM. Immediate use of the media and Council's website should be made to avoid phone congestion. The public should be told to direct calls to appropriate agencies and centres with adequate facilities, staff and knowledge to answer questions or disseminate information.

### 5.38 Methods

All methods of issuing information should be considered including:

- Relaying information from Vic Emergency website [www.emergency.vic.gov.au](http://www.emergency.vic.gov.au)
- Relaying information from Vic Emergency or relevant agency social media feeds
- Relaying information from voice and SMS phone messaging using the Emergency Alert tool
- Referring residents to relevant emergency information phone lines
- Referring residents to emergency broadcasters, using the standard emergency warning signal [SEWS] where relevant
- face to face contacts such as door knocks, community meetings
- Radio Stations (Particularly ABC 774 AM and Community Radio 97.9)
- Internet – Council Website; Social Media (Council has the ability to activate Social Media accounts in response to an incident)
- Newspapers (particularly in extended response and recovery phases)
- Ethnic groups, radio stations, newspapers
- Community Newsletters
- Information Centres and/or Recovery Centres ("One Stop Shop")
- Public address system mounted on vehicle

### 5.39 Persons with Disabilities 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 needed 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 help.

All agencies representatives dealing with this situation should carry a language indicator card which is used to set up the language in question. Copies of this card are available from the Commonwealth Interpreter Services and the Councils offices. Special consideration must be given to the evacuation of vulnerable people in the community. (A list of vulnerable facilities is in the Municipal Relief and Recovery Plan in Appendix 9.7.1).

### 5.40 Information Centre and/or Recovery Centre

If needed, a Public and Media Information Centre will be set up. All public and media releases will come from this centre during recovery.

### 5.41 Recovery Information

During the response phase of an incident any information relating to Recovery is the responsibility of Local Government, the control agency and DHHS. During the recovery phase of an incident, any information relating to Recovery is the responsibility of Local Government and DHHS. Liaison is critical to preventing duplication and confusion. Any information released to the public in the name of the three councils must be approved by the Chief Executive Officer or Delegated Officer (Recovery Phase only).

For Guidance on the format and the delivery of communications see [http://www.redcross.org.au/files/Communicating\\_in\\_recovery\\_resource.pdf](http://www.redcross.org.au/files/Communicating_in_recovery_resource.pdf)

## 5.42 Link to State Emergency Management Priorities (SEMP)

Arrangements detailed within this Municipal Emergency Management Plan (MEMP) are linked to the State endorsed Emergency Management Priorities. As outlined in the State Emergency Management Plan (SEMP), the priorities focus on the primacy of life and issuing of community warnings and information to assist people to make informed decisions about their safety. For more details, refer to SEMP – State Emergency Management Plan.

### 5.42.1 State Emergency Management Priorities (SEMP)

The State Emergency Management Priorities underpin and guide all decisions during a response to any emergency.

The State Emergency Management Priorities are:

- Protection and preservation of life and relief of suffering is paramount. This includes:
  - Safety of emergency services personnel; and
  - Safety of community members including vulnerable community members and visitors/tourists
- Issuing of community information and community warnings detailing incident information that is timely, relevant and tailored to assist community members make informed decisions about their safety
- Protection of critical infrastructure and community assets that support community resilience
- Protection of residential property as a place of primary residence
- Protection of assets supporting individual livelihoods and economic production that supports individual and community financial sustainability
- Protection of environmental and conservation assets that considers the cultural, biodiversity and social values of the environment.

## 5.43 Neighbourhood Safe Places (Places of Last Resort)

Wyndham City Council has no Neighbourhood Safer Places (NSP). Melton City Council's Neighbourhood Safer Place is at Macpherson Park Oval no. 1, Coburns Road, Toolern Vale. NSPs are locations of last resort and are intended to provide sanctuary for people from the immediate life-threatening effects of a bushfire. They are places or buildings appointed and signposted by the municipal council, and that meet guidelines issued by the Country Fire Authority.

See Part 7 – Appendix 18: Neighbourhood Safer Places Risk assessment for details

## 5.44 Community Information Guides (FIRE)

Community Information Guides are a CFA produced document. They have important fire and emergency information to support residents before and during a fire. Wyndham City Council is located under the jurisdictions of the CFA and FRV and distributes the Community Information guides to community centres across the municipality. Council does provide information about the season on its social media in conjunction with state-wide from response to recovery.

See Part 7 Appendix 18: Community Information Guide – Little River Further information is available from: <http://www.cfa.vic.gov.au/plan-prepare/community-information-guides/>

### 5.45 Response to Recovery Transition

Response activities and relief and recovery need to be integrated. The early notification of recovery agencies involved in the emergency will ensure a smooth transition of ongoing activities from response to recovery.

Council's MRM must be ready to assume responsibility and have the proper resources assembled prior to the transition. The community must receive continuous services during the change, and a phased transition may be appropriate. Response agencies may be needed to continue working at the emergency following the transition, but as support resources for recovery managers and coordinators.

The Department of Health and Human Services coordinate this process by needing relevant agencies to complete and endorse *An Agreement for Transition of Coordination Arrangements from Response to Recovery*. The purpose of this document is to help emergency management agencies involved in response and recovery to achieve a seamless transition of information, resources, management, and coordination of activities.

The scope of the transition agreement includes:

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

Considerations about the timing of the transition should include:

- The extent to which any emergency risks remain.
- The extent to which the powers available to response agency personnel (which may be available only during an emergency response) are still needed.
- The extent to which the effect and consequences of the emergency are known.
- The extent to which the affected community continues to need relief services.
- The extent to which the recovery resources have assembled and are ready to manage their responsibilities.

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

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

- Victoria Police delegated Emergency Response Coordinator;
- Control Agency;
- Department of Health and Human Services Regional Recovery Coordinator;

### 5.45 Response to Recovery Transition

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- Affected municipalities.

This is pursuant to the roles and responsibilities detailed in the Emergency Management Act 2013 and State Emergency Management Plan.

### 5.46 Volunteer Compensation Agreements

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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'

## PART SIX: RELIEF AND RECOVERY ARRANGEMENTS

### 6.1 Introduction

This section details Wyndham City's relief and recovery arrangements. Wyndham City Council's recovery arrangements have been developed in accordance with the directions of the Emergency Management Act (2013), the North West Metropolitan Collaboration Group Recovery Guidelines and form part of Wyndham's Municipal Emergency Management Plan (MEMP). They have been developed to ensure adequate arrangements are in place to assist those individuals and communities who are affected by emergencies in the City of Wyndham.

Local Government is responsible for relief and recovery at the local level, the Department of Health and Human Services (DHHS) is the coordinating agency for emergency relief and recovery at the regional level and the Emergency Management Commissioner (EMC) is responsible for Relief and Recovery at the state level.

See Part 7 – Appendix 5: Municipal Relief and Recovery Plan for greater details about Wyndham's Relief and Recovery Arrangements

### 6.2 Emergency Relief

Emergency relief is "the provision of essential needs to individuals, families and communities in the immediate aftermath of an emergency".

Emergency relief includes:

- Immediate provision of emergency relief at the site of the emergency.
- Provision of relief services elsewhere, including:
  - Emergency relief centres
  - Places of gathering (such as community centres, parks and ovals, schools and shopping centres).
  - Airports, ports, train/bus stations and other transit sites.
  - To those remaining in homes, workplaces and schools or other areas rather than evacuating or relocating.

The provision of life support and essential needs to people affected by an emergency is the first stage of emergency recovery. In this respect, emergency relief functions are well integrated within early recovery activities.

### 6.3 Emergency Recovery

The Emergency Management Act 2013 states that recovery is "the assisting of persons and communities affected by emergencies to achieve a proper and effective level of functioning" (Sec.3).

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



### 6.3 Emergency Recovery

The process involves cooperation between all levels of government, non-government organisations, community agencies and the private sector in consideration of:

- The emotional, social, spiritual, financial, and physical wellbeing of individuals and communities.
- The restoration of essential and community infrastructure.
- The rehabilitation of the environment.
- The revitalisation of the economy of the community to ensure as far as possible that the wellbeing of a community is increased.

During recovery, governments and communities work together to assist affected individuals and communities to move towards a healthy, safe and functioning environment.

### 6.4 Overview

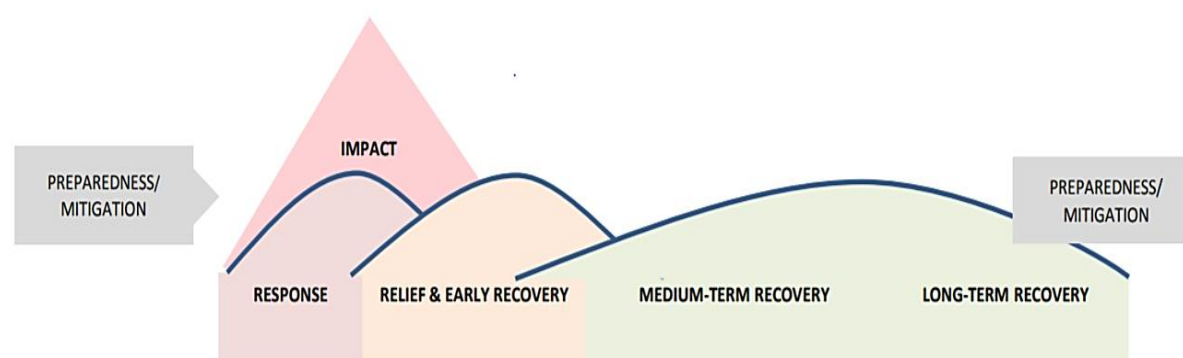
Relief and recovery is consequence driven. The aim of emergency relief and recovery is to achieve a collaborative approach that is jointly owned by all levels of government, together with the individuals and communities affected, as well as other agencies and organisations that support them. Wyndham uses the NWMR Municipal Emergency Recovery Guidelines (MERG) to support and facilitate community recovery at the local government level in Victoria.

Communication and coordination between agencies and service providers through the Municipal Recovery Manager(MRM) and Regional Recovery Coordinator (DHHS) is vital to achieve the best community outcomes. Wyndham’s Relief and Recovery Plan is enacted by the Municipal Recovery Manager or designated deputy.

### 6.5 Scale of Emergencies and Emergency Relief and Recovery Phases

Relief and recovery are integral aspects of emergency management which includes preparedness and response. Relief and recovery operations begin when an emergency occurs, and response, relief and recovery tasks should be undertaken concurrently.

Relief is provided during and immediately after the emergency and has a defined life span. Recovery may be a longer process for affected individuals and communities, as shown below.



## 6.5 Scale of Emergencies and Emergency Relief and Recovery Phases

As soon as response to an emergency has begun the relief and recovery phases need to be considered and/or mobilised. The scale of an emergency is critical to the scope and breadth of the consequences on the community and levels of resources need to provide relief and recovery.



## 6.6 Principles Underpinning Relief and Recovery

Management of relief and recovery will occur in the context of clear and agreed arrangements and involve processes of consultation and cooperation. In reading these arrangements, it is critical to acknowledge the assumptions and accepted understanding that underpin them.

### 6.6.1 Principles for Coordination and Delivery of Relief in Victoria

The principles for relief coordination and delivery of relief in Victoria are:

- Emergency-affected communities receive essential support to meet their basic and immediate needs.
- Relief assistance is delivered in a timely manner, in response to emergencies.
- Relief promotes community safety, and minimises further physical and psychological harm.
- Relief and response agencies communicate clear, relevant, timely and tailored information and advice to communities about their relief services, through multiple appropriate channels.
- Relief services recognise community diversity.
- Relief is adaptive, based on continuing assessment of needs.
- Relief supports community responsibility and resilience.
- Relief is well coordinated, with clearly defined roles and responsibilities.
- Relief services are integrated into emergency management arrangements.

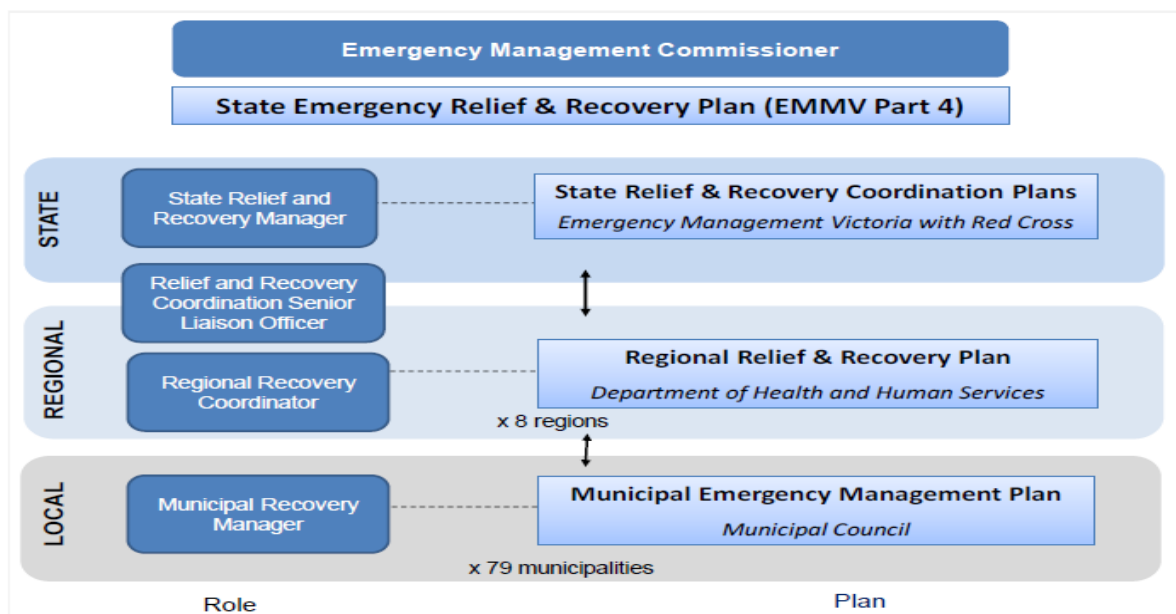
## 6.6.2 Principles for Coordination of Recovery in Victoria

- The principles for the coordination and delivery of recovery in Victoria are:
- Emergency recovery is a supporting and enabling process that allows individuals, families and communities to regain an effective level of functioning through the provision of information, specialist services and resources. Emphasis will be given to supporting and maintaining the integrity, dignity and autonomy of affected individuals, families and the community.
- The management of emergency recovery is best approached from a community development perspective and is most effective when conducted at a local level with the active participation of the affected communities and a maximum reliance on local capacities and expertise.
- Management and service provision will be provided as much as possible at Municipal level. State and Regional recovery strategies, services and resources will supplement and complement the municipality's initiatives rather than replace local endeavours.
- Effective recovery requires the establishment of planning and management arrangements that are understood and accepted by recovery agencies, control agencies and the community
- Recovery management arrangements are most effective with the recognition of the complex, dynamic and protracted nature of recovery processes and the changing needs of affected individuals, families and community groups over time
- Recovery management is most effective when human service agencies play a major role in all levels of key decision-making. Wherever possible the normal municipal management and administrative structures and practices will be used, ensuring that these structures and practices will be responsive to the special needs and circumstances of the affected community.
- Emergency recovery is best achieved where the recovery process begins immediately. Recovery information and recovery services need to be readily available to affected individuals, families and communities and responsive to their needs and expectations.
- Planning and management arrangements are more effective when training programs and exercises have prepared agencies and personnel for their roles; and
- Emergency recovery is most effective where management provides a comprehensive and integrated framework. Assistance measures should be provided in a timely, fair and equitable manner and be sufficiently flexible to respond to diverse community needs. Management of recovery will involve consultation and collaboration through established communication channels.

## 6.7 Recovery Management Structure

There are clear agreements, structures, and channels of communication and engagement for managing relief and recovery in Victoria.

### 6.7.1 Levels of Emergency Relief and Recovery



### 6.8 Consequence Management and Tiered Approach

Consequence management defined by the Emergency Management Act 2013 is: *‘the coordination of agencies, including agencies who engage the skills and services of non-government organisations, which are responsible for managing or regulating services or infrastructure which is, or may be, affected by a major emergency’.*

Consequence management drives the tiered approach to emergency relief and recovery. The tiered approach indicates the level at which coordination for emergency relief and recovery will be escalated at a point in time. It is also an indicator of the possible resource levels required.

The objective of consequence management is to minimise the adverse consequences to users of services or infrastructure caused by the interruption to the services or infrastructure because of an emergency.

	Tier 0	Tier 1	Tier 2	Tier 3	Tier 3+
Likely incidence	frequent	occasional	rare	very rare	extremely rare
Complexity	low-medium	medium	medium-high	high	extreme
Consequence	low-medium	medium	medium-high	high	extreme
Population effects	no significant disruptions	minor localised disruptions	moderate short-term disruptions	major medium-term disruptions	most or all usual activity disrupted
Activation	normal business procedures	MEMPlans	regional plans	state plans	state plans (possible Commonwealth involvement)
Coordination level	local	local	regional	state	state
Coordination point	None	Municipal Emergency Coordination Centre	Regional Emergency Operations Centre	Health & Human Services State Emergency Management Centre	Health & Human Services State Emergency Management Centre
Illustrative examples	house fire car accident	gas leak in a block of flats fire in an aged care facility	widespread hail storm significant bus crash	major bushfire prolonged flood situation	terrorist attack significant earthquake

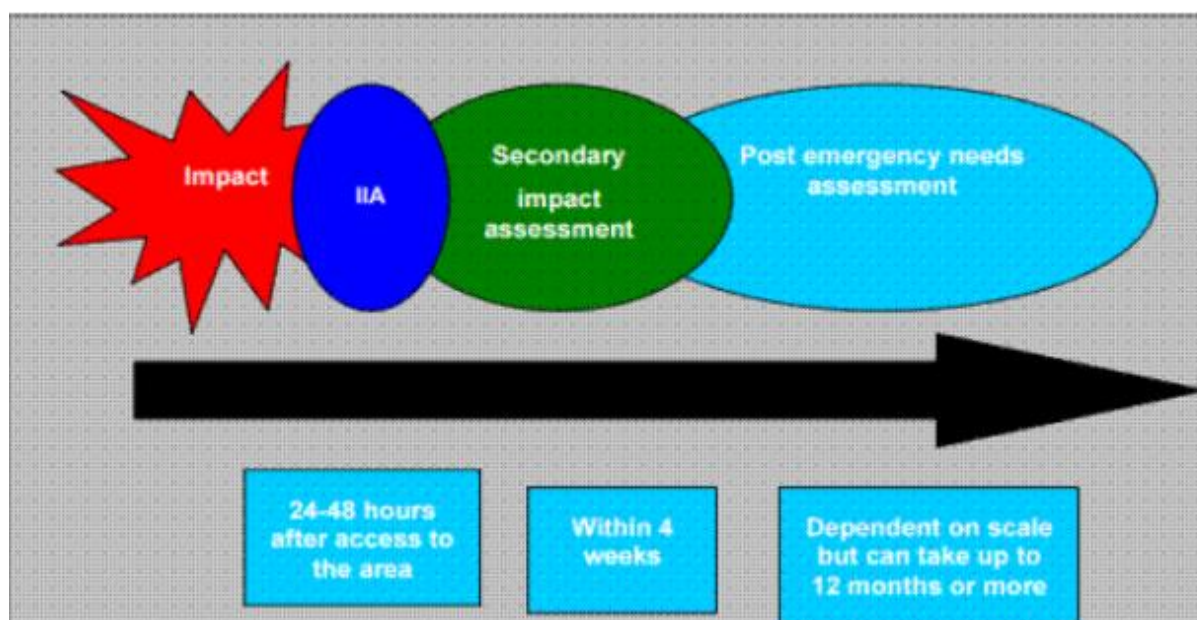
## 6.9 Consequence Management

Information is essential to determining the relief and recovery needs of a community and impact assessments are undertaken throughout the process. Impact assessments are critical to effective consequence management, which begins in response and continues through to recovery.

Clear, relevant, timely, and accurate information is needed about the affected individuals, families and communities so appropriate decisions about relief and recovery can be made to help their needs. Council's must provide any information that contributes to impact assessments throughout response, relief, and recovery stages. These assessments include:

- Initial Impact Assessment is done 24-48 hours after access to the area. IIAs are carried out by the response agencies to help inform relief activities.
- Secondary Impact Assessment (SIA) is done within four weeks. Those responsible for recovery at each tier are responsible for coordinating SIAs.
- Post Emergency Needs Assessment (PENA) can take up to twelve months or more depending on the scale of the event. Those responsible for recovery at each tier are responsible for coordinating.

PENA estimates the longer term psychosocial impacts on a community, displacement of people, the cost of destroyed assets, and the impact that the destruction of assets and business disruption has on how members of a community live and connect with one another. This assessment informs the medium to longer term recovery process, options for development, and builds the knowledge base of the total cost of emergencies that informs risk management.



## 6.10 Functional Areas of Recovery

Wyndham City Council's recovery management is based on the four community environments of recovery model and focus is on the various needs of the community within each environment



Recovery planning at municipal level, as well as at regional and state level, should address each of these functional areas. Effective recovery management is achieved by identifying all 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.

The four key function areas (or environments) that require the application of coordination and support arrangements as part of the recovery process and when assessing the impact of an emergency upon the community include:

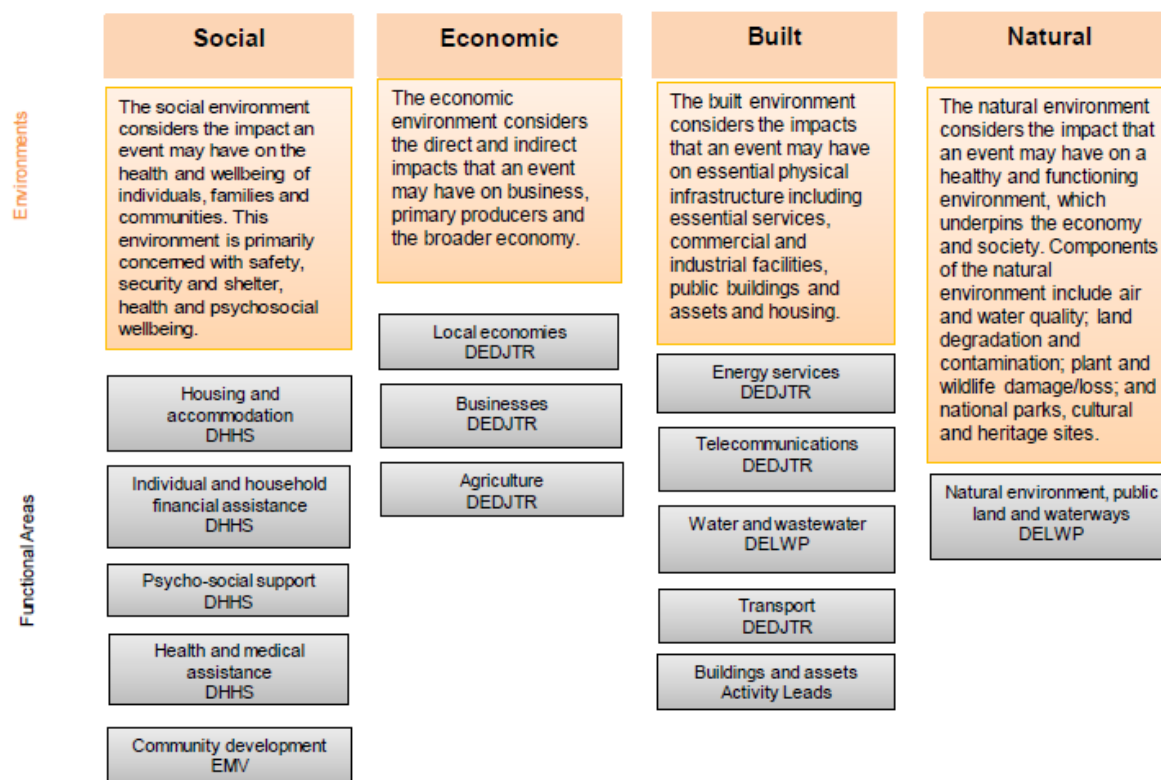
**Social Environment** - the impact that an emergency may have on the health and wellbeing of individuals and the community.

**Economic Environment** - 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.

**Natural Environment** - the natural environmental impacts that an emergency may have on a geographic area

**Built Environment** - 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.

### 6.11 PENA Recovery Environments and Functional Areas



### 6.12 Local Relief and Recovery Coordination Responsibilities and Arrangements

As stated in the SEMP relief co-ordination is the responsibility of municipal councils, activated by the relevant incident controller. Wyndham City Council’s municipal coordination and management arrangements are outlined in the Municipal Relief and Recovery Plan which is a sub-plan of the MEMP.

Wyndham’s Municipal Emergency Management Governance Committee has been established from members of the MEMPC who have a relief and recovery focus. This committee is responsible for the development and maintenance of a Municipal Relief and Recovery Plan encompassing all aspects relating to relief and recovery based on the four functional areas of recovery.

Responsibility of coordination rests with Wyndham City Council through the Municipal Recovery Manager (MRM) and their deputies. Emergency relief is managed by the MEMO 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 MEMO. Wyndham uses the NWMR Municipal Emergency Recovery Guidelines (MERG) to support and facilitate community recovery at the Local Government level in Victoria.

### 6.13 Municipal Recovery Manager (MRM)

As required under the Emergency Management Act 1986 and the Emergency Management Manual of Victoria, Wyndham City Council has appointed a senior officer as its Municipal Recovery Manager (MRM), including deputy MRMs who participate in an on-call roster.

### 6.14 Municipal Emergency Recovery Guide (MERG)

The Municipal Emergency Recovery Guide (MERG) was developed in conjunction with participating Councils in the North-West Metro Collaboration Group to assist MRMs with guidance for considerations relating to the recovery process using a 'quick reference' method and checklists for the level for the recovery required. This is all determined by the scale of the event, the areas of impact, and the number of affected community members (directly or indirectly).

See Part 7 – Appendix 5: Municipal Relief and Recovery Plan for greater detail about Wyndham's relief and recovery arrangements.

### 6.15 Activation of Relief and Recovery

The Relief and Recovery Plan is managed by the MRM and outlines Council's response within the Relief and Recovery phases of an emergency. Activation of Wyndham City's Relief and Recovery Plan can be initiated via the Municipal Emergency Management Officer (MEMO) or the Municipal Emergency Response Coordinator (MERC) to the on-call MRM. The MRM activates the Municipal Relief and Recovery Plan once the need to is confirmed. The Emergency Management Coordination Group (EMCG) together will assess the requirements, including staff, agencies, and support services required.

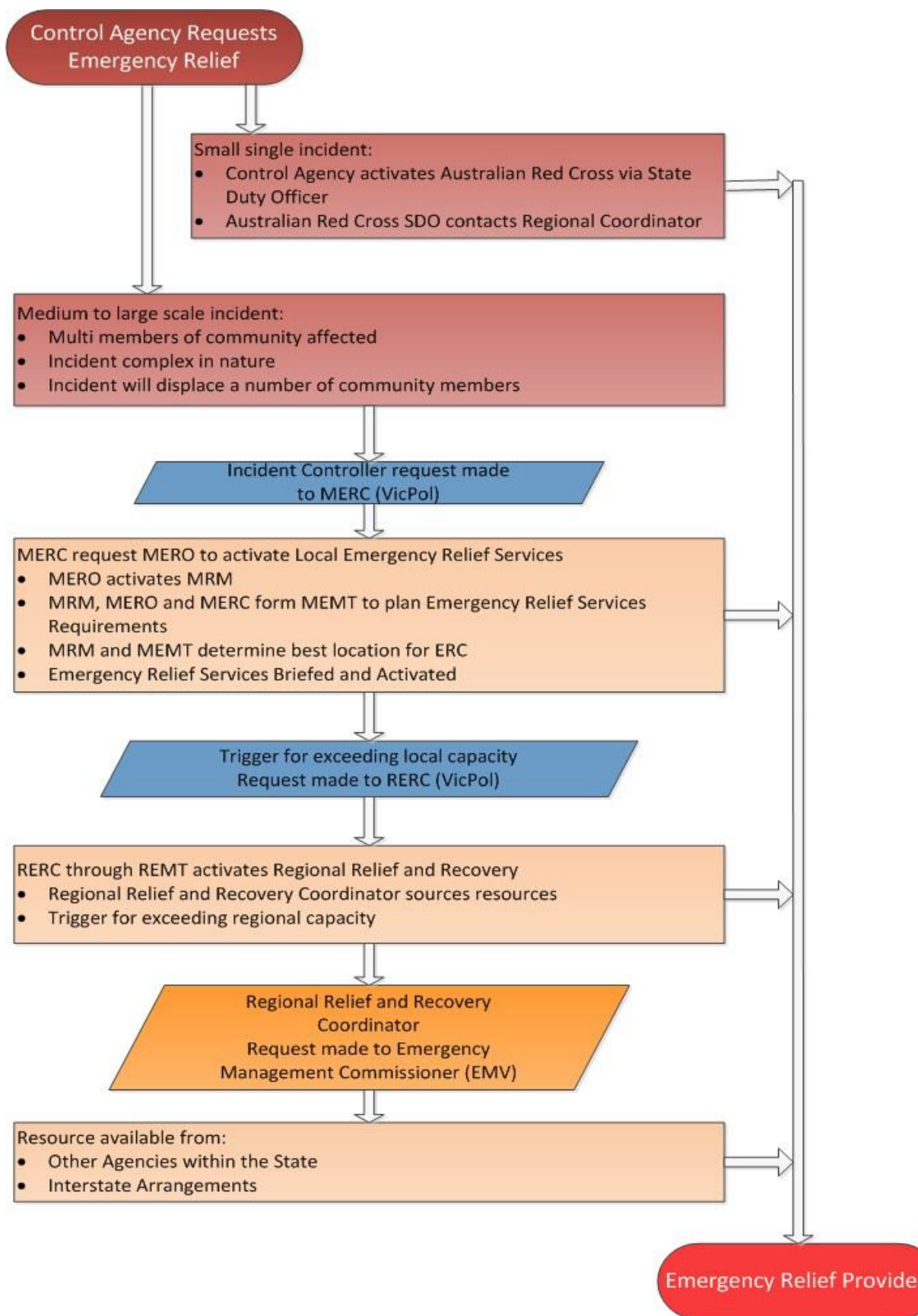
Wyndham City Council's emergency relief and recovery arrangements are based on a scalable system that could see Wyndham City's involvement at small to large events and activation. In the event any or all the functional services of emergency relief and recovery are required, the request must be authorised by the Incident Controller and the MERC through to the MEMO. The MEMO, Through the MRM, will activate the required function services requested or required. The functional services will operate and report to the MRM who will report to the MEMT and Council.

Figures 6.16 show the scaling of emergency relief and recovery functions from single incident through to local, regional, and state level arrangements.

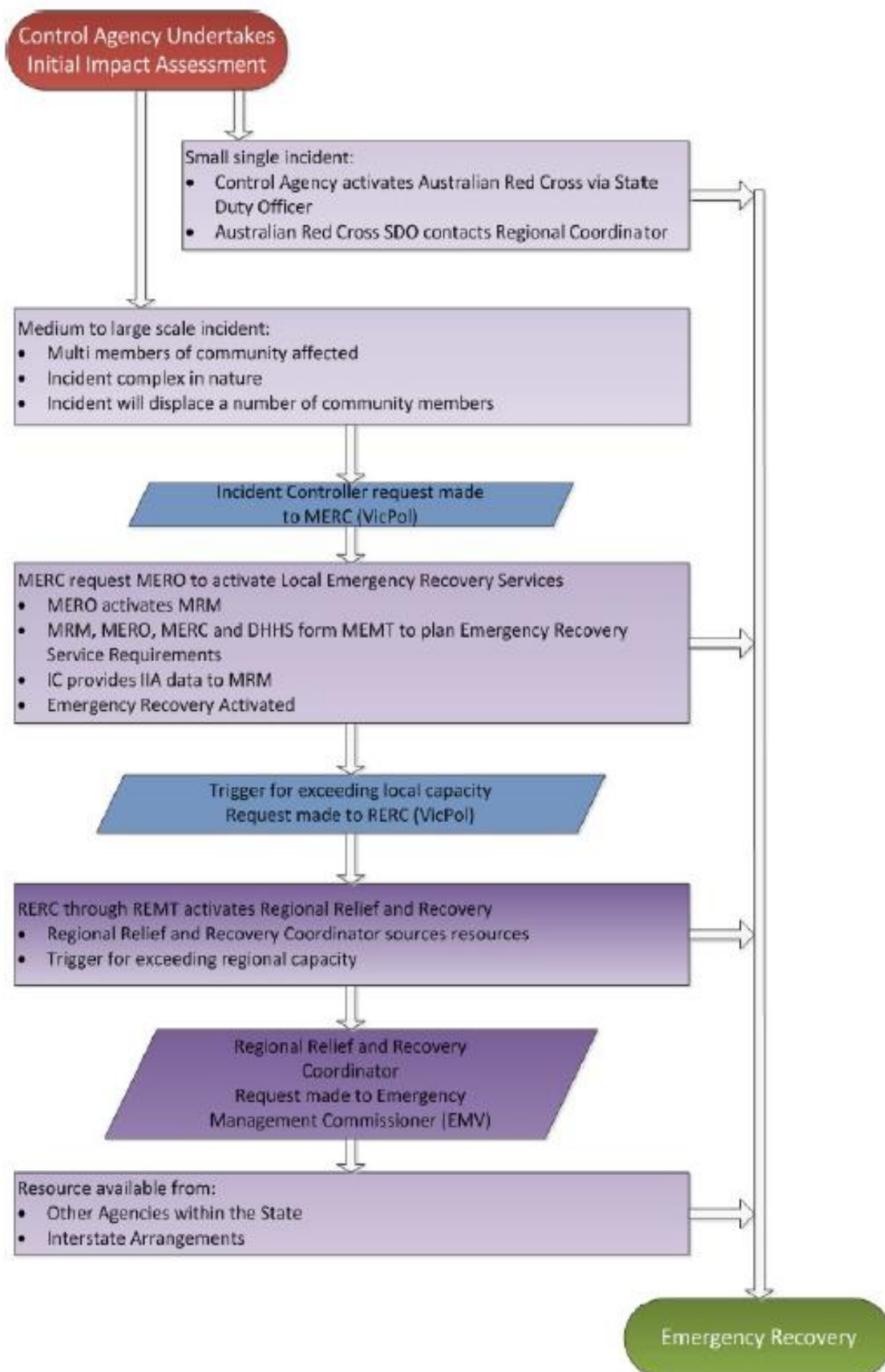
See Part 7 – Appendix 2: Contact Directory and One Number Contact



6.16 Scaling of Emergency Relief and Recovery



6.16 Scaling of Emergency Relief and Recovery

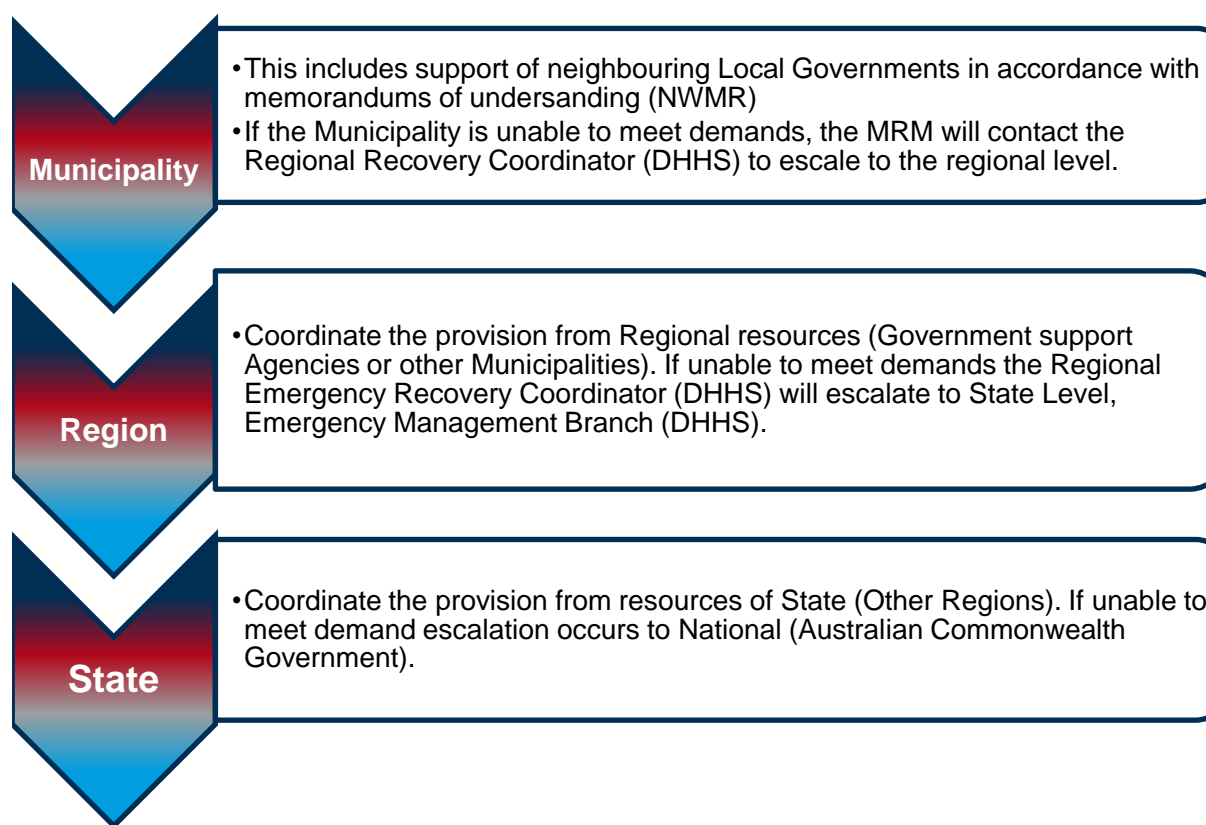


### 6.17 Relief and Recovery Escalation Criteria

Wyndham’s MEMPC and Council understands that emergencies are not confined to the boundaries of local municipalities and as such, align all relief activities to the North-West Metro Regional Relief Guidelines and the SEMP. 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.
- Where an emergency has a significant community-wide impact, in which case the Victorian Government may establish an event-specific relief or recovery coordination structure to oversee a whole-of sector response.

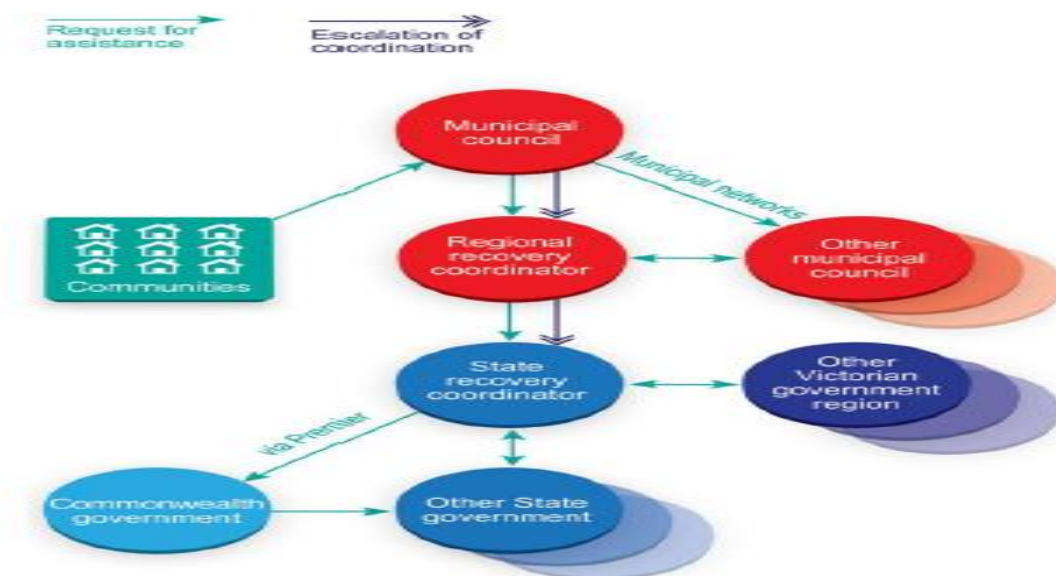
Escalation (from local to regional to state) builds on existing local arrangements, rather than replacing them. If assistance is required because capacity is exceeded, responsibility is retained but aided by additional support.



Wyndham City is a signatory to the NWMR EM Collaboration MOU (2020). No one council has capacity to conduct relief and recovery over an extended period. To ensure continuity of services and resourcing, Council has agreed to participate in the Collaboration ensuring consistency and capacity to deliver relief and recovery.

Figure 6.18 represents the relationship between levels of recovery and the level of emergency, showing the interactions between different levels of government to delivery emergency relief and recovery support.

### 6.18 Interactions Hierarchy SEMP



### 6.19 Relief and Recovery Transition Planning

Planning for recovery should occur during the response phase. When planning recovery operations, the following considerations should be examined:

- the nature of the hazard and whether there is a possibility of recurrence
- the size of the impact on the community
- the needs associated with the event
- the emergency relief required by communities
- the resources required

The transition from Relief to Recovery is a formal process instigated by the incident management team. The Wyndham Municipal Emergency Management Plan (MEMP), Part 5, Response Arrangements identifies the transition process from response and to recovery. The following diagram illustrates the overlapping between the two phases of

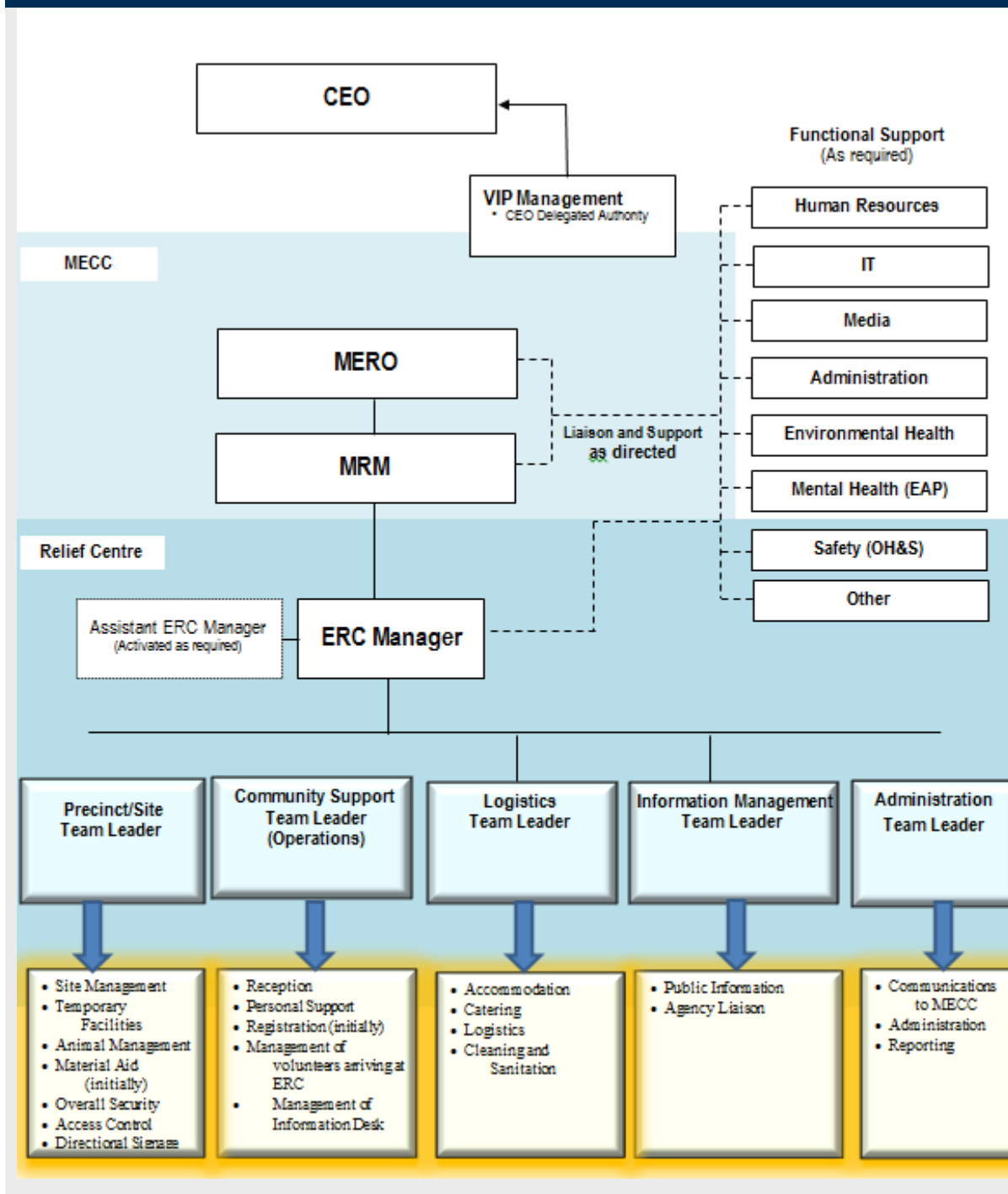


response to and the recovery from an emergency and the necessity to coordinate between them.

## 6.20 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.

### 6.20.1 NWMR CG Relief Management Structure



## 6.21 Emergency Relief Centres

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.

To ensure a regional approach, Wyndham City Council has adopted the NWMR Collaboration Groups 'Emergency Relief Centre Standard Operation Guidelines' for the running and management of emergency relief centres. This allows for neighbouring municipal personnel to assist the community and Wyndham City Council to provide services to those affected.

The provision of emergency relief in an ERC may include the following:

### Food & Water

Australian Red Cross is responsible for the provision of food & water to affected communities and individuals in relief centres. Council generally provides food & water at this level using local resources and/or the Salvation Army emergency catering.

### Material Needs

Salvation Army will be tasked with the provision of material needs to affected individuals and families

### Emergency accommodation

Most people choose to stay with friends or relatives; grants may be available for hotel accommodation and/or the ERC used as overnight accommodation.

### Personal and Psychosocial support

Victorian Council of Churches EM and Australian Red Cross are able to provide personal and psychosocial support to affected individuals and families.

### Registration

Victoria Police are the lead agency for Registration of people affected by emergencies. Australian Red Cross operates Register.Find.Reunite on behalf of Victoria Police.

## 6.22 Emergency Relief Centre Locations

Wyndham City Council has designated Emergency Relief Centres geographically based across the municipality which are detailed in the Municipal Relief Recovery Plan as follows:

### 1. Penrose Promenade Community Centre

<b>Venue Address:</b>	81-83 Penrose Promenade Tarniet Vic 3029 Melway Ref: 202 C3	Tier Rating T2 = Catering Only T3 = Information Only	T2
<b>Contact Details:</b>	(03) 8734 4500	<b>Anticipated Capacity</b>	160 - Catering 55 - Sleeping
<b>Audit Conducted by:</b>	Iskandar Zulkernain	<b>Audit Conducted On (Date)</b>	19/02/2019

**1. Penrose Promenade Community Centre**

		<b>Previous Audit (Date)</b>	New Facility
<b>Site Photographed?</b>	Yes	<b>Site Floor Plan Documented?</b>	Yes

**2. Wyndham Vale Community Learning Centre**

<b>Venue Address:</b>	85 Manor Lakes Blvd Wyndham Vale Vic 3030 Melway Ref: 204 G1	<b>Tier Rating</b> T2 = Catering Only T3 = Information Only	T2
<b>Contact Details:</b>	(03) 8734 8934	<b>Anticipated Capacity</b>	160 - Catering 55 - Sleeping
<b>Audit Conducted by:</b>	Iskandar Zulkernain	<b>Audit Conducted On (Date)</b>	July 2019
		<b>Previous Audit (Date)</b>	New Facility
<b>Site Photographed?</b>	Yes	<b>Site Floor Plan Documented?</b>	Yes

**3. Point Cook Community Learning Centre**

<b>Venue Address:</b>	1-21 Cheetham Street Point Cook Vic 3030 Melway Ref: 207 F3	<b>Tier Rating</b> T2 = Catering Only T3 = Information Only	T2
<b>Contact Details</b>	(03) 9395 6399	<b>Anticipated Capacity</b>	160 - Catering
<b>Audit Conducted By</b>	Iskandar Zulkernain	<b>Audit Conducted On (Date)</b>	12/02/2019
		<b>Previous Audit (Date)</b>	March 2018
<b>Site Photographed?</b>	Yes	<b>Site Floor Plan Documented?</b>	Yes

**4. Featherbrook Community Centre**

<b>Venue Address:</b>	33-35 Windorah Drive Point Cook Vic 3030 Melway ref 207 D7	<b>Tier Rating</b> T2 = Catering Only T3 = Information Only	T2
<b>Site Manager Details</b>	(03) 8353 4000	<b>Anticipated Capacity</b>	150 - Catering
<b>Audit Conducted By</b>	Iskandar Zulkernain	<b>Audit Conducted On (Date)</b>	02/09/2019
		<b>Previous Audit (Date)</b>	February 2018
<b>Site Photographed?</b>	Yes	<b>Site Floor Plan Documented?</b>	Yes

### 6.23 Emergency Relief Activities

See Part 7 - Appendix 5: Municipal Relief and Recovery Plan

### 6.24 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.

<b>MUNICIPAL RECOVERY MANAGER (MRM) and MEMT</b>			
<b>BUILT ENVIRONMENT</b> Director City Operations	<b>NATURAL ENVIRONMENT</b> Director City Economy, Innovation and Liveability	<b>SOCIAL ENVIRONMENT</b> Director City Life	<b>ECONOMIC ENVIRONMENT</b> Director City Economy, Innovation and Liveability
<b>Recovery Service Teams</b> <b>Relevant Managers</b> 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	<b>Recovery Service Teams</b> <b>Relevant Managers</b> Asset Management and Maintenance Business Services Sustainability & Environment Open Space Facilities and Recreation	<b>Recovery Service Teams</b> <b>Relevant Managers</b> Aged & Disability Buildings & Waste Business Services Early Years & Youth Library & Community Learning Social Development	<b>Recovery Service Teams</b> <b>Relevant Managers</b> 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
<b>RECOVERY SUPPORT</b> <b>Relevant Managers</b> Organisational Development, City Life, Corporate Affairs, Information Services			



## 6.25 Recovery Arrangements – Roles and Responsibilities

See Part 7 - Appendix 5: Municipal Relief and Recovery Plan

## 6.26 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 processes 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.

## 6.27 Recovery Centre Locations

See Part 7 - Appendix 3: Emergency Relief Centres

## 6.28 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 practical 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.

## 6.29 Engagement in Community 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:

- 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.

### 6.29 Engagement in Community Recovery

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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.

### 6.30 Community Recovery Committee

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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.

### 6.31 Community Recovery Committee Membership

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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
- Government agencies; (DHHS, DEECD, Services Australia, 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.

### 6.32 Community Recovery Committee Functions

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- Represent community needs after 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 regional/state 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.

### 6.33 Community Recovery Committee Activation

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If a Community Recovery Committee is required to assist managing 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