



Municipal Emergency Management Planning

Baw Baw Shire

Municipal Emergency Management Plan

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Management Planning
Baw Baw Shire**

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1 Introduction

1.1 Acknowledgement of Country

The Baw Baw Emergency Management Planning Committee acknowledges the Bunurong and Gunaikurnai people as the Traditional Custodians of the land that encompasses the Baw Baw region. We pay our respects to all the Aboriginal and Torres Strait Islander people living in Baw Baw and their Elders, past and present.

1.2 Authority

In 2020, the [Emergency Management Legislation Amendment Act 2018](#) amended the [Emergency Management Act 2013 \(EM Act 2013\)](#) “the EM Act 2013” to provide for new integrated arrangements for emergency management planning in Victoria at the State, regional and municipal levels; and create an obligation for a Municipal Emergency Management Planning Committee (MEMPC) to be established in each of the municipal districts of Victoria, including the alpine resorts which, for the purposes of the act, are taken to be a municipal district. Each MEMPC is a multi-agency collaboration group whose members bring organisation, industry or personal expertise to the task of emergency management planning for the municipal district.

This plan has been prepared in accordance with and complies with the requirements of [the EM Act 2013](#) including having regard to the guidelines issued under s77, [Guidelines for Preparing State, Regional and Municipal Emergency Management Plans](#).

1.3 Objective

This plan documents the agreed emergency management arrangements for mitigation, response and recovery; and defines the responsibilities of stakeholders at the Municipal level. It supports efficiency and effectiveness on a platform of shared responsibility and interoperability to deliver community centred outcomes.

1.4 Scope

This plan supports holistic and coordinated emergency management arrangements within the municipality. It is consistent with and contextualises the State Emergency Management Plan (SEMP) and Regional Emergency Management Plan (REMP). The MEMPC is a subordinate plan to the REMPC. In addition to the SEMP and the REMPC this Plan considers other municipal emergency management plans (MEMPCs).

1.5 Plan Assurance and Approval

A Statement of Assurance (including a checklist and certificate) has been prepared by the Baw Baw MEMPC and submitted to the REMPC pursuant to the [the EM Act 2013](#) (s60AG).

This Plan is approved by the Gippsland Regional Emergency Management Planning Committee. This Plan comes into effect when it is published and remains in effect until superseded by an approved and published update.

1.6 Plan Review

To ensure the plan provides for a current integrated, coordinated and comprehensive approach to emergency management and is effective, it will be reviewed at least every three years. This Plan will be reviewed not later than July 2026.

An urgent update of this Plan is permitted if there is significant risk that life or property will be endangered if the plan is not updated ([the EM Act 2013 s60AM](#)). Urgent updates come into effect when published on the municipal council website and remain in force for a maximum period of three months.

This Plan is current at the time of publication and remains in effect until modified, superseded or withdrawn.

1.7 Maintenance of the MEMPC

The custodian of this MEMPC is the Baw Baw MEMPC, and the MEMPC Chair will facilitate and action alterations and changes as identified/required. Committee members and organisations delegated with responsibilities in this MEMPC are required to notify the Chair of any changes of detail relating to their organisation contained within the MEMPC (e.g. contact information, capacity and capability) as they occur.

Specific elements of the Plan that will be reviewed annually are:

- Legislative references (and links)
- MEMPC membership contact directory
- MEMPC member capacity and capability information
- Vulnerable Facilities Register

Amendments will be made and recorded in the amendment history section of this document and distributed as required. See Appendix B – Plan Administration for the MEMPC amendments and distribution list.

1.8 Exercises

To ensure continuous improvement this plan will be exercised during the MEMPC's three-year lifecycle. This will be completed in a form determined by the MEMPC and should describe the type of exercise and lessons learnt. Exercises should be designed to test areas of interoperability and integration of emergency management systems.

If lessons learnt from exercises have noted improvement opportunities for the plan these will be listed in the Amendment History section.

Planned exercises will be shared with the Regional Emergency Management Planning committee (REMPC) and Gippsland MEMEG members, along with any outcomes and learnings that are relevant to other agencies and municipalities.

1.9 Planning Context

An emergency is defined in [the EM Act 2013](#) as:

‘the actual or imminent occurrence of an event which in any way endangers or threatens to endanger the safety or health of any person in Victoria or which destroys or damages, or threatens to destroy or damage, any property in Victoria or endangers or threatens to endanger the environment or an element of the environment in Victoria including flood, storm or other natural event, fire, explosion, road accident, epidemic or contamination act of terrorism, siege riot or disruption to an essential service’.

Most emergencies in Baw Baw (such as house fires and traffic accidents) are routinely controlled at the incident level with local resources and without broader consequences or communications needs.

Some emergencies, however, have implications beyond the incident level that require specific actions: they need more resources, have greater consequences and recovery needs or need messages sent to broader groups of people. In these cases, regional, state or area of operation emergency management arrangements may be enacted to support the incident as well as elements of this plan.

Climate change modelling indicates that as Victoria becomes drier and warmer, weather-related hazards are likely to occur more often and potentially be more severe. Examples of such hazards include heatwaves, severe winds, storms, maximum temperature thresholds and concurrent and/or compounding events.

This plan supports holistic and coordinated emergency management arrangements within Baw Baw and is informed by local and municipal risks and considers municipal emergency management planning arrangements (mitigation, response and recovery) within Baw Baw Shire and Shire-specific issues and opportunities (including cross border emergencies and consequences) that exist.

The MEMP outlines the arrangements for managing emergencies which may occur within Baw Baw. The Plan addresses and capitalises on opportunities that exist to enhance emergency management planning outcomes and sustain or improve capability and capacity within the Baw Baw Shire. It also considers any Community Emergency Management Plans that may be in place.

1.10 Shared Responsibility

A commitment to shared responsibility recognises that no single person or agency can be responsible for emergency mitigation, preparedness, response or recovery. Individuals, communities, businesses, all levels of government and the not-for-profit sector have a role to play.

Shared responsibility supports more resilient communities that are engaged, informed and involved. Resilient communities recover more quickly and are better placed to respond to and recover from subsequent emergencies.

By sharing responsibility, we can minimise the impacts of emergencies and build safer communities. Victoria's shared responsibility approach recognises that communities:

- are best placed to understand and manage their own risks and drive preparedness, response and recovery, including through their fundamentally important volunteer contribution
- should be empowered with the information, capabilities and opportunities to make decisions and work with agencies for better Emergency Management outcomes
- have networks and relationships that help agencies and communities identify the risks that a community faces, assess the vulnerability of the community to those risks and identify options to protect the values of most importance to them.

At an individual and household level residents and visitors should seek to mitigate emergency risk to themselves and others, support response activities by the emergency management sector, and meet their own relief and recovery needs where possible. Shared responsibility works best in practice when individuals and households

Before

- Find out about and stay aware of potential risks in their environment
- Take protective measures including the taking out of appropriate insurance
- Develop personal/family emergency plans to improve their safety and wellbeing during emergencies and keeping them current and ready to implement immediately

During

- In the event of an emergency, be as self-reliant as possible: in the first instance, agencies will prioritise the most-vulnerable
- Act on emergency information and warnings and implement their plans as required to protect themselves, their families, neighbours and their local community, in particular protecting people who are most vulnerable

After

- Meet their own recovery needs wherever possible
- Review and improve personal/family emergency plans

The MEMPC agencies will support the community to be more resilient through education and engagement activities that help people to better understand potential risks in their environment and how to plan for and recover from their impacts.

2 Municipal District Characteristics

2.1 Municipal overview

Current statistics about the Baw Baw Shire demography are available at the following locations:

- [Baw Baw Shire's REMPLAN page](#)
- [Baw Baw Shire's 2021 Census page](#)
- [Baw Baw Shire's Population Summary](#)

The latest estimated resident population in Baw Baw is 57,626. Baw Baw has a rich natural environment and beautiful landscapes, green hills and distant mountains, rich brown soils, plentiful water and clean fresh air. Baw Baw has managed significant population growth without threatening these natural advantages. Towns and villages are compact settlements surrounded by green, productive landscapes. Urban areas are compact settlements with higher density development that respects the value of surrounding landscapes.

2.2 Social

People and population:

- The official population of Baw Baw is 57,626 (ABS estimated resident population 2021)
- 2041 population forecast is 87,281
- Median age is 41
- Our five most populous towns are Warragul (19,898), Drouin (15,450), Trafalgar (8,861), Yarragon-Darnum-Nilma (3,013) and Longwarry (2,996)
- 29% of the population are aged 24 and under, 29.5% are aged between 25 and 49, 31.7% are aged between 50 and 74 and 9.2% are aged 75 and over.

Education:

- The percentage of children attending Preschool, Primary School and Secondary School is higher than the Victorian average.

Cultural Diversity:

- Country of birth (other than Australia) England, New Zealand, Netherlands, India and Scotland
- Languages used at home English 89%, Mandarin 0.5%, Italian 0.3%, Punjabi 0.3% and German 0.2%
- 6.7% of the population speak a language other than English at home

Income and work

- Participation in the labour force (people aged 15 years and over) 59.3%, not in the labour force 35% and not stated 5.8%
- Industry of employment, top responses Hospitals 4.4%, Primary Education 2.8%, Other social assistance services 2.6%, Dairy cattle farming 2.6% and Aged care residential services 2.6%

Health

- The top 5 long term health conditions are arthritis 11.2%, mental health condition 11.1%, Asthma 9.7%, other 9.1% and diabetes 5.2%

Families

- 43.5% of households are 'couples without children'
- 40.4% of households are 'couples with children'
- 22.9% of couple families with children are both not working

Housing

- 25.5% are lone person households
- 2.5 people (on average) per household

Aboriginal and/or Torres Strait Islander peoples

- 724 people (1.3% of total pop)

2.3 Natural

Baw Baw Shire is almost wholly classed as a Bushfire Prone Area with only small areas within townships along the highway that are not. The total area of Baw Baw Shire that is a BPA is 325,540ha, which is approximately 80% of the total area of the shire.

For potential flood impactation, the areas potentially subject to inundation is around 19,000ha or 4.6%

2.3.1 Climate

The climate in Baw Baw is temperate and seasonal, where annual rainfall can be around 1070mm during a period of high rainfall. Mean maximum temperatures in lower altitude areas range from 24°C in January to 15°C in July. In the highlands of the Baw Baw Plateau, maximum temperatures range from 18°C to 8°C. However in winter, the minima in these areas can be as low as -4°C leading to snowfall between June and November.

2.3.2 Key features

Baw Baw Shire is undulating countryside between the Baw Baw Plateau and the Strzelecki Ranges which experiences frequent seismological activity, typically in the minor to moderate range. The Strzelecki Ranges also experience 'earth slip' events. Severe storms involving wind, hail and flood are not uncommon. Significant forest fire events are common in the Baw Baw Plateau.

The highest population base extends from Longwarry to Trafalgar along the Princes Highway and includes the most densely populated towns of Warragul and Drouin. Smaller towns are scattered over the countryside mostly to the north of the Princes Highway.

Mt Baw Baw Alpine Village is located to the north of the municipality approximately one and a half hours drive north of Warragul and is a popular tourist destination.

The Mt Baw Baw Plateau is about 20km long, extending from Mt Erica (1524m) at the southern end to Mt Whitelaw (1486m). The characteristic vegetation of the plateau is the sub alpine woodland dominated by the snow gum, euc pauciflora. This gives a park-like appearance to the area with a ground cover of snow grass *Poa* spp. Unlike many alpine areas which are treeless, snow gums grow to the summits of the mountains.

Major rivers within the municipality are the Thomson, Tarago, Latrobe and Moe. There are also numerous other creeks and water courses. These rivers and creek systems contribute to the flooding risk within the municipality.

2.4 Built

2.4.1 Significant Infrastructure

Baw Baw's significant infrastructure includes the following:

- Water Storage facilities
- Extensive provision of reticulated water and sewerage services across the Shire
- Gas and oil transmission
- National Broadband Network
- Mobile Telephone Network
- Passenger Rail and Bus Services- Daily V/Line rail services to and from Melbourne and greater Gippsland;
- Electrical Transmission and Power Supply (AusNet Services)
- West Gippsland Hospital

Contact details for significant infrastructure can be found in the MEMP Contacts list.

2.4.2 Airports

Baw Baw Shire has no major airports and no licensed aerodromes in the municipality.

2.4.3 Main Arterial Roads

The main roads that run through the Shire are:

- Princes Highway [M1] – is the main route running through the Shire. It is used to travel to Melbourne or through Gippsland into New South Wales by-passing a number of towns but running directly through Yarragon and Trafalgar.
- Princes Way [C102] – runs from Longwarry Nth and Nilma.
- Main South Rd [C432] – runs from Drouin to Poowong in South Gippsland.
- Korumburra – Warragul Rd [C425] – runs from Warragul to Korumburra in South Gippsland.

- Main Neerim Rd [C426] – runs from Warragul to Piedmont where it becomes Mt Baw Baw Tourist Rd [C426] and continues to Mt Baw Baw Village.
- Willow Grove Rd [C465] – runs from Trafalgar to Icy Creek

2.4.4 Water Storage Facilities

There are two water storage areas located within the municipality. These include the Tarago Reservoir and the Thompson Dam. The Thompson Dam is currently used for water harvesting operations for metropolitan Melbourne. Local water supply catchment areas include the Blue Rock Dam and the Moondarra Dam.

The Tarago Reservoir opened as a water supply for Melbourne in June 2009. A large-scale treatment plant was established to ensure water meets drinking water standards.

2.4.5 Electricity Supply

Approximately 80% of Victoria’s base load electricity is transmitted via high-tension transmission towers throughout the municipality from the Latrobe Valley to Melbourne for distribution through the remainder of Victoria. The very high voltage transmission lines are vulnerable to bushfire and severe storms.

A high voltage sub-station in Warragul distributes electricity over a large area of West Gippsland.

2.4.6 Gas and Oil Transmission

Approximately 60% of Australia’s crude oil is transmitted from offshore platforms via steel pipes through the municipality to Hastings. Pumping stations are located at Westbury and Tanjil South. At present most of Victoria’s natural gas is similarly transmitted from offshore to Melbourne for distribution throughout Melbourne and regional Victoria.

2.5 Economic

Gross Regional Product (GRP)	\$6.3 billion
Largest Industry (by employment)	Health care and social assistance (3,435 jobs)
Largest Industry (by revenue)	Construction (\$1.2 billion)
Local Businesses	5,858
No. of people who work in Baw Baw	20,670

Baw Baw Shire represents 15.32% of Gippsland Region’s Gross Regional Product of \$41.0 billion.

The construction industry sector makes the greatest contribution to economic output in the region, which at \$1.2B accounts for 19.17% of total output.

Baw Baw Shire has a low unemployment rate compared to the rest of Australia and is averaging 3.3% over recent years.

Baw Baw Shire is known for innovation in manufacturing, design and agribusiness. Baw Baw Shire is also home to a major dairy sector, some of Australia's leading hydroponics and agribusiness companies, and innovative food processing companies. Our equipment and food manufacturing companies export across the globe and are at the forefront of technology development in their fields. Industry sectors which contribute significantly to Baw Baw Shires output include Manufacturing, Construction and Agriculture. The Health Care and Social Assistance, Agriculture and Education and Training industry sectors are the largest employers in the Shire.

- [Baw Baw Shire Economic Profile](#)

2.5.1 Public Events That May Affect Emergency Management

Baw Baw Shire hosts numerous events throughout the year involving one or more outdoor activities. These events typically attract between 50 and 5000 people as participants and spectators. Examples of these events include:

- Music events
- Community events
- Sporting events

Lardner Park is one of the most diverse destinations in Victoria for showcasing unique and professional events and functions. The 300 acre property caters for small gatherings through to international music festivals, world jousting championships, outdoor ballet, 4wd shows, school functions, sport and physical challenge events, markets, conferences, drone flying activities and more.

2.6 Vulnerable Persons (Community Organisations and Facilities)

During an emergency, or imminent threat of an emergency special consideration needs to be given to the safety of vulnerable people in the community. Some people living in the community may be unable to activate their own evacuation plan and a small number who do not have a personal support network will require assistance to safely evacuate. These include people visiting or travelling through Baw Baw who should be considered in response communications.

The Evacuation Manager (Victoria Police) will be required to identify (where records are available) vulnerable persons in the community and in addition, facilities that house vulnerable people. The Vulnerable Persons Register (VPR) contain lists of consenting people living in the community who have been assessed as vulnerable to an emergency because they are:

- frail and/or physically or cognitively impaired
- unable to comprehend warnings and directions and/or respond in an emergency situation

- unable to identify personal or community support networks to help them in an emergency.

To access the list of vulnerable persons in the community, the Evacuation Manager will be required to access the web-based VPR. The VPR is accessible and assists in preparation for emergencies and in emergencies when an evacuation has been deemed necessary. It provides information on the location of the vulnerable person as well as any special requirements.

Baw Baw Shire Council is responsible for:

- Coordinating local implementation of Vulnerable Persons Registers.
- Developing and maintaining a list of local facilities where vulnerable people are likely to be.

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

- Facilities funded or regulated by Department of Families, Fairness and Housing and Department of Education;
- Commonwealth funded residential aged care facilities; and
- Other locally identified facilities likely to have vulnerable people situated in them.

This information is held in Crisisworks and can only be accessed by Victoria Police.

2.7 Municipal Location Map



2.8 History of Emergencies

Year	Event
2009	<ul style="list-style-type: none"> • Major bushfires – Black Saturday • Storm damage and flooding (Warragul and surrounding areas)
2010	<ul style="list-style-type: none"> • Storm damage (Trafalgar) • Hailstorms (Warragul)
2011	<ul style="list-style-type: none"> • Storms and flash flooding (Longwarry, Drouin, Warragul, Yarragon and Trafalgar)
2011/2012	<ul style="list-style-type: none"> • Major series of landslips (Strzelecki Ranges and Vesper)
2012	<ul style="list-style-type: none"> • Storm damage and flash flooding (Longwarry, Drouin, Warragul, Yarragon, Trafalgar, Neerim South, Noojee and Willow Grove) • Earthquake – 5.6 magnitude (Thorpdale/Childers)
2013	<ul style="list-style-type: none"> • Bushfire (Aberfeldy) • Storm damage across municipality • HAZMAT (Longwarry and Cloverlea)
2014	<ul style="list-style-type: none"> • Bushfire (Westbury, Drouin West and Neerim East) • Bushfire (Herne’s Oak, Morwell) – support to Latrobe City • Storm damage across municipality
2015	<ul style="list-style-type: none"> • Storm damage and flooding across municipality
2016	<ul style="list-style-type: none"> • HAZMAT – oil Spill (Drouin) and Iodine spill (Warragul) • Storm damage and flooding across municipality
2017	<ul style="list-style-type: none"> • HAZMAT – Stockfeeds (Trafalgar) • Thorpdale Travellers Rest Hotel Structure Fire
2018	<ul style="list-style-type: none"> • Bushfire (McDonalds Track)
2019	<ul style="list-style-type: none"> • Bushfire (Thomson-Jordan Divide, Stoney Creek-Walhalla, Moondarra, Bunyip Complex) • Storm damage and flooding across municipality
2021	<ul style="list-style-type: none"> • June storm and flood event across municipality including extended essential service disruption
2022	<ul style="list-style-type: none"> • Riverine flooding across low lying areas of municipality

3 Planning Arrangements

3.1 Victoria’s emergency management planning framework

This plan supports holistic and coordinated emergency management arrangements within the Gippsland Region. It is consistent with and contextualises the State Emergency Management Plan (SEMP) and Gippsland Regional Emergency Management Plan (REMP). The REMP is a subordinate plan to the SEMP and the MEMP is a subordinate plan to the REMP.

To the extent possible, this Plan does not conflict with or duplicate other in-force emergency management plans that exist.

There are currently no Community Emergency Management Plans active in the Baw Baw Shire.

Figure 1 outlines this Plan’s hierarchy. This Plan should be read in conjunction with the SEMP and the Gippsland REMP.

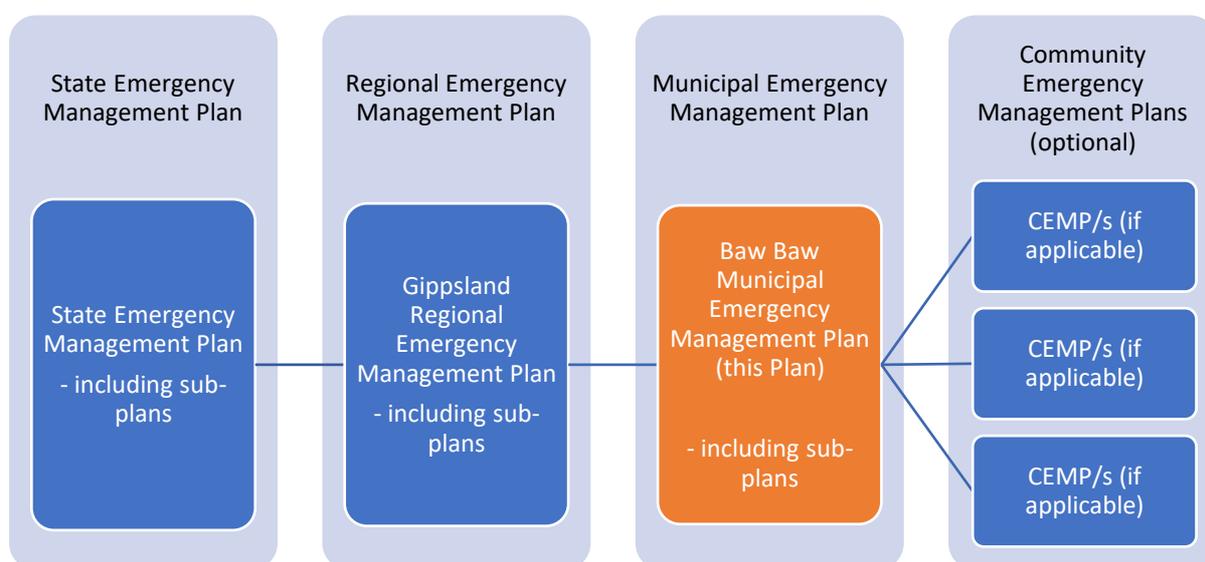


Figure 1: Plan hierarchy

3.2 The MEMPC, Sub-Committees and Working Groups

3.2.1 MEMPC

The Baw Baw MEMPC is a multi-agency collaboration group whose members bring organisation, industry or personal expertise to the task of developing a comprehensive emergency management plan for the municipality. The MEMPC operates strategically to ensure comprehensive, collaborative and integrated planning occurs at all levels. The MEMPC has a focus on preparedness and resilience, municipal planning and applies risk-based analysis to mitigate or reduce the consequences of emergencies on the built, economic, social and natural environments and improve community outcomes.

Planning considerations include the full spectrum of prevention, preparedness, response and recovery and apply to all hazards and all communities.

The MEMPC maintains an awareness of existing municipal capability and capacity to support the effective conduct of mitigation, response and recovery activities. Where appropriate the committee may facilitate or assist with activities that support capability and capacity uplift. This may include, but is not limited to, community engagement activities or multi-agency exercises and training that provide for continuous learning and improvement.

The SEMP recognises the function of the MEMPC as mitigation and planning; in particular:

- Be responsible for the preparation and review of their MEMP
- Consider community EM plans if they have been developed
- Ensure the MEMP is consistent with the SEMP and with the relevant REMP
- Provide reports and recommendations to the region's REMPC in relation to any matter that affects or may affect EM planning in their municipal district
- Share information with the region's REMPC and with other MEMPCs to assist effective EM planning in accordance with Parts 6 and 6A of [the EM Act 2013](#)
- Collaborate with any other MEMPC that the MEMPC considers appropriate in relation to EM planning including preparing MEMPs

3.2.2 MEMPC Membership

Voting members

The EMLA Act sets out a legislated core membership for MEMPCs. Section 59A of [the EM Act 2013](#) specifies the minimum membership requirements of the MEMPC.

- Baw Baw Shire Council
- Victoria Police
- Country Fire Authority
- Fire Rescue Victoria
- Ambulance Victoria
- Victoria State Emergency Service
- Australian Red Cross
- Department of Families, Fairness and Housing

The EMLA Act also requires a MEMPC to invite at least one additional member for each of the following three categories: at least one community representative, at least one recovery representative, at least one other representative (such as an industry, business or additional agency). The following agencies have been invited to join the MEMPC as core voting members to fulfil this responsibility.

- community representative – Baw Baw Shire Council Councillor
- recovery representatives – Victorian Council of Churches Emergency Ministries

- other representatives – Ausnet Services, Parks Victoria, Regional Roads Victoria, AgVic, and Forest Fire Management (DEECA).

Non-voting members

To support a robust planning process, the committee has also invited additional agencies with important skills or knowledge to join the MEMPC, who do not have voting rights. The membership list at Appendix C – Contact information includes details of members and reflects voting status.

Membership Review

The committee will review its membership on a yearly basis, or more frequently if needed. When deciding whether to invite new members to the MEMPC, consideration is given to the reason for the invitation.

3.2.3 Meeting frequency

To align with seasonal requirements and operational tempo, the MEMPC will meet four times a year on the 3rd Tuesday in January, April, July and October, noting that the REMPC meets a minimum of four times a year in February, May, August and November. The MEMPC chair may schedule additional meetings as required.

A Gippsland regional calendar of all scheduled meetings is maintained in EM-COP. Members can access dates of the Baw Baw MEMPC meetings through the Emergency Management Common Operating Picture [EM-COP]. Registered user access is required.

3.3 Sub-Committees and Working Groups

The MEMPC may establish ongoing sub-committees or working groups to investigate or address specific issues or undertake key tasks such as reviewing or developing subplans. These groups will also promote interoperability and integration of emergency management systems between agencies where possible. It is recognised that the outcomes of the Community Emergency Risk Assessment (CERA) process may identify the need for additional planning to be undertaken by a specific working group or sub-committee where a hazard identified through this process retains a high/very high/extreme residual risk rating and the MEMPC believe further work is appropriate.

[The EM Act 2013](#) and SEMP identifies the primary agency responsible for responding to specific forms of emergency. Additional planning work, sub-committee or working groups required at a municipal level will be led by the primary responsible control agency recognised in the SEMP or agencies identified with a regional coordination role. Members of sub-committees or working groups do not have voting rights unless they are also members of the MEMPC.

3.4 Sub-Plans and Complementary Plans*

3.4.1 Sub-plans

To meet the operational needs, the MEMP may have a greater number of individual sub-plans and complementary plans appended or identified, to manage the consequences of specific emergencies within the district. The MEMP will not duplicate these plans but will clearly identify the coordination arrangements that will be applied when the sub-plan or complementary plan is implemented, and a multi-agency response is required.

The MEMPC will determine if a sub-plan is required to detail more specific or complex arrangements that either enhance or contextualise this Plan. All sub-plans are multi-agency plans and may be hazard specific where the consequences are likely to be significant, for example a Severe Weather Response sub-plan. All sub-plans to this Plan are subject to the same preparation, consultation, assurance, approval and publication requirements as this Plan, as outlined in [the EM Act 2013](#) Part 6A. Agencies with roles or responsibilities in a sub-plan must act in accordance with the plan ([the EM Act 2013](#) s60AK).

This MEMP currently has no Sub Plans.

3.4.2 Complementary Plans

Complementary plans are prepared by industry/sectors or agencies for emergencies that do not fall within [the EM Act 2013](#) Part 6A. They are often prepared under other legislation, governance or statutory requirements for a specific purpose.

Complementary plans do not form part of this Plan and are not subject to approval, consultation and other requirements under [the EM Act 2013](#).

A list of complementary plans and arrangements that have significance to the comprehensive, coordinated and integrated emergency management arrangements in the municipal district are included (refer Appendix D – Special Plans and Arrangements).

4 Mitigation Arrangements

4.1 Introduction

Mitigation is the action taken to eliminate or reduce the incidence or severity of emergencies and minimise their effects. Both within and outside the Emergency Management sector, agencies contribute to the mitigation of emergencies as part of their business-as-usual functions. For example, by:

- formulating and implementing policy and regulation (such as land-use planning and building regulations, and floodplain management)
- building, operating and maintaining infrastructure
- community engagement to build resilience to and awareness of risks and promote protective actions.

All agencies involved with mitigation planning must consider their communities to ensure local contexts inform mitigation activities. Mitigation actions should seek to build effective partnerships and mitigation strategies must be built to address known and emerging risks from a consequence management perspective.

MEMPs include or refer to the mitigation activities and coordination arrangements that are intended to eliminate or reduce the incidence or severity of emergencies and minimise their effects on and consequences for communities.

The MEMPC undertakes a regular and comprehensive emergency risk assessment to better understand and manage the risk profile based on likelihood and consequences.

4.2 Risk assessment process and results

The process adopted by the MEMPC for assessing municipal hazards and risk mitigation is known as the Community Emergency Risk Assessment (CERA), developed by Victoria State Emergency Services (SES). CERA provides the MEMPC with a framework for considering and improving the safety and resilience of the Baw Baw community from hazards and emergencies. The use of CERA is widely accepted in Victoria as leading practice and provides a mechanism to review risks through a consequence lens.

The CERA process aims to understand the likely impacts of a range of emergency scenarios upon communities, assets, values and functions. As such, CERA provides an opportunity for multiple community impacts and consequences to be considered enabling collaborative risk treatment plans and emergency preparedness measures to be described.

CERA provides for the identification and prioritisation of those emergency risks that are likely to create the most disruption. The CERA assessment helps to identify and describe hazards and assess impacts and consequences based on the vulnerability or exposure of community or its functions. At the end of the process the MEMPC will have a list of the hazards that pose the most significant threat to the normal functioning of community and an understanding of the factors that contribute to the vulnerability and exposure of social, economic and environmental functions. The risk assessment process will highlight opportunities for improvement and collaboration in the emergency management arrangements described within the MEMP.

The outputs of the assessment process are used to inform emergency management planning, introduce treatment plans, and ensure that communities are aware of and better informed about hazards and the associated emergency risks that may affect them.

Below in the Risk Summary Table are the most likely hazards to cause emergencies that:

- Are disruptive to individuals and communities
- Are not part of day-to-day experience and are outside normal life expectations
- Are unpredictable in occurrence and effects
- Require a response for which normal local resources may be inadequate
- Have a wide range of effects and impacts on the human, built and natural environments
- Are complex to deal with
- Can be of sudden onset
- Are destructive of human, animal and/or plant life, health, property, and/or the environment;
- Overwhelm normal prudent protective measures

Risk Summary Table

Hazard Category	Emergency Hazard	Ratings Confidence	Residual Risk Rating	Date Reviewed
1.	Fire – Structural/Residential	High	High	20/06/23
2.	Landslide	High	High	20/06/23
3.	Emergency Animal Disease	High	High	20/06/23
4.	Flood	High	High	20/06/23
5.	Essential Services Disruption	Medium	High	20/06/23
6.	Human Disease - Pandemic	Medium	High	20/06/23
7.	Bushfire/Grassfire	High	High	20/06/23
8.	Storm	High	High	20/06/23
9.	Extreme Temperatures (heat and cold)	Medium	High	20/06/23
10.	Transport Accident - Road	High	Medium	20/06/23

4.3 Risk Treatment plan

The Risk Treatment Plan identifies actions that support the Baw Baw MEMPC to review and improve controls or monitor and validate the effectiveness of current controls for the hazards identified.

The Treatment Plan provides a plan for the work of the MEMPC over the MEMP planning lifecycle. It provides opportunity for further work to be completed to improve understanding of the impacts of all risks.

The work in the Treatment Plan provides direction on MEMPC reporting and supports ongoing discussion in relation to capacity and capability of MEMPC members.

Preparedness & the Victorian Preparedness Framework

Preparedness includes the overarching activities of EM sector agencies to prepare for and reduce the effects of emergencies by having plans, capability and capacity for response and recovery.

Baw Baw MEMPC preparedness has been considered across the core capabilities of the framework and will be discussed when the MEMPC meet and throughout the life of the MEMP. Where appropriate the committee may facilitate or assist with activities that support capability and capacity uplift. This may include, but is not limited to, community engagement activities or multi-agency exercises and training that provide for continuous learning and improvement.

Core capability	Description	Baw Baw MEMPC
People	All personnel involved in undertaking emergency management activities from community, government, agencies and business. Includes people with appropriate knowledge and skills with a focus on leadership skills, technical skills and a culture of working as one	<p>1/4 MEMPC meetings to share information and build relationships.</p> <p>Integrated training activities and exercising activities that promote interoperability and integration of emergency management systems.</p> <p>Annual MEMPC member capability and capacity discussion & completion of Capacity and Capability Assessment Template</p>
Resources	The physical equipment and assets needed to undertake emergency management activities. For example, infrastructure, fleet, IT equipment, radios, communications equipment,	Regular review of physical equipment and assets to undertake response/relief and recovery activities.

	consumables and personal protective clothing and equipment.	
Governance	The enabling factors that emergency management operates within including legislation, funding, authorising environment, emergency management arrangements, doctrine and policy.	<p>Annual review of MEMP & MEMPC Terms of Reference to ensure alignment with legislation.</p> <p>Regular review MEMPC membership to ensure each representative has appropriate level of authority and engagement.</p> <p>Multi-agency working groups established on an as-needs basis to undertake priority work in a timely manner.</p>
Systems	The systems, including data, that are used to deliver emergency management outcomes such as learning and development, information technology, financial, infrastructure and assets management, workforce management, workplace health and safety, quality control and the Australasian Inter-service Incident Management System (AIIMS).	<p>Maintain a calendar of local high-risk events to feed in to regional events calendar (EM-COP).</p> <p>Update MEMPC exercises on regional calendar (EM-COP).</p>
Processes	Documented or undocumented ways of delivering emergency management such as capacity planning, risk management, continuous improvement, information flow and planning.	Regular review of MEMPC shared processes, gap analysis, development and implementation of an improvement actions.

4.4 Financial considerations

Agencies are responsible for the costs of mitigation activities they carry out to fulfil their own responsibilities. Funding may be available through Commonwealth and State Government for managing local and regional risks and building resilience. The relevant agency/ies should consider their respective budget processes and use the outcomes of the CERA process to further inform decision making. Mitigation activities should complement existing programs or contribute to new initiatives and may include, but are not limited to:

- Planning and regulation, such as formulation and implementation of policy and procedures
- Infrastructure projects, such as building and/ or maintenance of structural works and infrastructure
- Education and awareness, including the delivery of related programs such as training, engagement and other activities to build community preparedness and resilience.

4.5 Monitoring and review

The CERA process will be discussed at each meeting of the MEMPC. The MEMPC, will routinely review the status of risk treatments through reporting at MEMPC meetings.

The Core legislated MEMPC members will review the CERA process annually with input from identified Subject Matter Experts. If a new risk has been identified through an MEMPC meeting or a risk status has changed, the MEMPC will detail these changes and make amendments to the CERA Action Plan and MEMP as appropriate.

The MEMPC will seek opportunities to collaborate with other municipalities and/or state agencies in enhancing preparedness, response and recovery capabilities across key risk scenarios.

5 Response (including Relief)

5.1 Introduction

The MEMP is always active and does not require formal activation.

These municipal emergency response arrangements are written to align with the State Emergency Management Plan (SEMP). The SEMP is a public document and can be found on the Emergency Management Victoria website.

It is not intended that these municipal (local) emergency response arrangements duplicate those in the SEMP, the State Emergency Management Team Arrangements or Gippsland regional plans unless for convenience or as MEMP audit requirements. Nor do they include information about the response to specific forms of emergencies as this information is included in agency plans. These arrangements provide the mechanism for the identification of appropriate coordination of response and provision of resources to cope with emergencies that may arise in the Baw Baw Shire.

The Victorian [State Emergency Management Plan](#) describes emergency response as

“the action taken immediately before, during and in the first period after an emergency to reduce the effect and consequences of emergencies on people, their livelihood and wellbeing, property and the environment and to meet basic human needs”

[The EM Act 2013](#) contains specific definitions for emergencies.

A Class 1 emergency is either:

- a major fire or
- any other major emergency for which the control agency is the VicPol, FRV, CFA or Victoria State Emergency Services (VICSES).

A Class 2 emergency is a major emergency that is not:

- a Class 1 emergency or
- a warlike act or act of terrorism, whether directed at Victoria or at any other state or territory of the Commonwealth or
- a hi-jack, siege or riot

Class 3 emergency (also known as security emergencies) as:

- a warlike act or act of terrorism, where directed at Victoria or at any other state or Territory of the Commonwealth or
- a hi-jack, siege or riot

The [Fundamentals of Emergency Management](#) outlines the principles underpinning the EM activities of responder agencies and EMV.

Response arrangements are largely hazard-based, and control agencies (CAs) are responsible for developing and maintaining hazard-specific response plans. These Plans include arrangements for readiness, the establishment of control, incident management, relief,

escalation and de-escalation. They also include arrangements for communications, coordination, consequence management and community connections.

5.2 Emergency Management Priorities

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

- Protection and preservation of life and relief of suffering is paramount. This includes:
 - Safety of emergency response personnel
 - 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.

These concepts apply to the response to an emergency, regardless of the size of the emergency and regardless of how many agencies are involved in the response.

The response phase includes the actions taken immediately before (readiness), during and in the first period after an emergency (which incorporates both relief and early recovery). This includes activities to combat the emergency, the delivery of rescue services, and the provision of immediate relief to support the essential needs of persons directly affected by an emergency.

5.3 Tiers of emergency response management

Victorian emergency response management operates at the following 3 tiers

- Incident
- Region
- State

Baw Baw Shire is part of the Gippsland Region. Region and State tier arrangements are activated where a major emergency has occurred or is anticipated to occur – such as where there is a forecast of extreme weather or intelligence of an anticipated major emergency impacting on life or property.

5.4 Incident Management

Emergency incident classification is based on the size, scale and risks of the incident, and the resources needed to manage it. This classification allows the control agency to communicate the complexity of the incident and scale the response to suit the incident. Escalation through incident levels usually generates greater oversight by the region and state that may include guidance on the event classification. The information below shows typical features of a three-level classification system commonly used by incident management systems.

Level 1 Incident– Typical features

- the response is day-to-day business and the incident is managed by a control agency's incident management team
- the response is in the incident area only
- the response duration is less than or a single shift
- there is little to no potential for escalation.

Local level coordination:

- there is a single or limited multi-agency response
- resources can be sourced from one local government district
- Recovery coordination at local level: there is little or no impact on the community and infrastructure.

Level 2 Incident – Typical features

- The region and/or state tiers are activated for control:
- the incident is of medium complexity
- the response duration is multiple shifts
- there are one or two incident areas
- the incident could potentially become an emergency
- the incident involves multiple hazards

The region and/or state tiers are activated for coordination:

- a limited multi-agency response is required
- the resources of more than one agency must be coordinated
- there is a medium-term impact on critical infrastructure
- resources are sourced from the district or state levels
- there is a medium impact on the community

Level 3 Incident – Typical features

The region and/or state tiers are activated for control:

- the incident is of high complexity
- the response duration is protracted
- there are multiple incident areas
- the incident could likely become a state of emergency or lead to the declaration of a state of disaster

The region and/or state tiers are activated for coordination:

- there is significant impact on critical infrastructure
- there is actual or potential loss of life or multiple, serious injuries
- there is major impact on the routine functioning of the community, which needs the establishment of relief services.

This MEMP can support activities across these 3 incident levels.

5.5 Command, Control, Coordination, Consequence, Communication and Community Connection

Victoria bases its emergency management response arrangements on the management functions of command, control and coordination. The purpose of command, control and coordination arrangements in the response phase is to ensure sufficient resources are deployed, coordinated and responding to an emergency, and that consequences are being managed.

5.5.1 Command, control and coordination

Command - Command of operational personnel of the various authorities and organisations involved is vested in the command structure of that particular authority or organisation and will remain exclusively with that body.

Control - Control of emergency operations will at all times remain the responsibility of the emergency management agency, or organisation directly responsible for controlling the particular type of emergency. The controlling authority is to appoint an Incident Controller who will control the operation.

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

The Emergency Management Commissioner is responsible for coordination at a State Level with Victoria Police being responsible for the coordination function through the Regional

Emergency Response Coordinator (RERC) at Regional level and Municipal Emergency Management Officer at the municipal level.

5.5.2 Consequence, Communication and Community Connection

A modern approach to emergency management that is inclusive and community focused includes consideration of Consequence, Communication and Community Connection into a well-established and tested emergency management system. It provides better focus on the community being central to everything we do in emergency management and supports community resilience.

Consequences - Consequence management occurs through the consideration of the wider ramifications of an emergency event. This approach moves the focus from a specific hazard, such as a fire or flood, to broader consequences affecting a community, regardless of hazard source. While the management of an individual hazard may differ, the consequence for the community requires a coordinated response across agencies, regardless of the event causing the disruption. In Baw Baw some consequences may include impacts on tourism and isolation of community and visitors.

Communication –The engagement and provision of information across agencies and proactively with the community to prepare for, respond to and recover from emergencies. The community needs information to make informed choices about their safety and to take responsibility for their own recovery.

The Incident Controller must authorise the provision of public information and warnings. However, if there is an imminent threat to life and property and warnings must be issued urgently, any CA personnel can issue them to a community under threat, but they must notify the relevant controller as soon as possible after they do so. Relief and recovery messaging should be integrated with response messaging, and it should inform the community among other things about relief centres, impacts on critical infrastructure and how to get assistance.

Community Connection - The understanding of and connecting with trusted networks, trusted leaders and all communities to support resilience and decision making. Understanding the impact of an emergency, the consequences of the impact and how we reach in and acknowledge the community connections before during and after an emergency is vital to building a sustainable emergency management system and one that recognises the central tenets of wellbeing, liveability, sustainability and viability for communities.

5.6 Incident Control and the Incident Control Centre (ICC)

According to the incident type and location the SEMP nominates a control agency to control the response activities. The Control Agency will generally be the agency with a role or responsibility that is most closely aligned to the emergency.

The Control Agency may change as the emergency progresses or is clarified. The Control Agency is based on the major effect of the incident/event rather than the cause, and control can be transferred when the major effect of the incident/event reduces and another effect becomes more important. It is the responsibility of the Control Agency to formulate action plans for a given emergency in consultation with Support Agencies. Other Support Agencies provide services, personnel or materials to support the control agencies or community.

5.6.1 Incident Controller

An Incident Controller or IC will be appointed, normally by the control agency, to lead and manage incident-tier response control including:

- controlling the operational elements of the response
- providing operational leadership during the incident at a static location or a dynamic incident, including the tactical resolution

When required incident management and control will be set up and activated by the controlling agency at a pre-determined Incident Control Centre (ICC).

5.6.2 Incident Control Centre (ICC)

An ICC is the location where the IC and management teams manage response activities. An ICC will be in a pre-defined location that supports communication with incidents within its 'footprint'.

To enable agencies to 'work as one,' the ICC operates under the Australasian Inter-service Incident Management System (AIIMS). The AIIMS principles of flexibility, management by objectives, unity of effort, functional management and span of control ensure that each individual contributing to an EM effort understands their role.

During the response phase, the ICC commonly applies AIIMS, which can be modified to suit the incident, operations or consequence area. Primary functional areas within AIIMS include control, planning, intelligence, public information, operations and logistics.

The nearest ICC (level three) for the Baw Baw municipality is located in Warragul at CFA District 9 Headquarters, Queen St Warragul. Further details can be found in the Contacts list. **The ICC is not open to the public.** Additionally, a number of Level 2 facilities are located throughout Baw Baw Shire hosted by both CFA & Forest Fire Management Victoria (FFMVic) to support Local Command and Control arrangements.

5.6.3 Incident Emergency Management Team (IEMT)

Where multiple agencies respond to an incident, the IC forms an IEMT to assist in determining and implementing appropriate incident management strategies. The IEMT's function is response and recovery coordination and they are set up to support the IC to manage the effects and consequences of the emergency.

The composition will vary according to the class and form of emergency. Members will include functional representatives of agencies delivering services to the public, representatives of Baw Baw Shire Council, Agencies, community and/or business representatives appropriate for the emergency (roads, power etc) which may include MEMPC members acting as Emergency Management Liaison Officers (EMLO). An IEMT for a major emergency will meet formally and should be located in an incident control centre. Some representatives may need to attend by teleconference.

5.7 Local response arrangements and responsible agencies

To ensure that roles and responsibilities are agreed, accurate and understood, consultation during the development of this MEMPC has been conducted with agencies to provide clarity and reduce the potential for conflict when the plan is operational.

Specific functional roles and responsibilities for agencies are included in the SEMP. Agencies are recognised generally as being

- Control agency: has primary responsibility for responding to a specific form of emergency. Applies to response related activity only.
- Coordination agency: has primary responsibility for bringing together resources to support the mitigation of, response to and recovery from emergencies. Municipal emergency response coordinators (MERCs) are appointed to undertake a coordination function at the municipal level.
- Support agency: contributes capability and/ or capacity to an emergency management activity in conjunction with the control and/or coordination agency (Across mitigation, response and recovery activities).
- Relief lead agency: Provides direct relief assistance to individuals, families and communities and/or indirect assistance by resupplying essential goods or services to isolated communities.
- Recovery lead agency: leads the provision of services, personnel or material during the recovery phase.

MEMPC members roles in response, relief and recovery have been included in Section 7.2 if they are not outlined in the SEMP.

5.8 Municipal Emergency Coordination

Where an emergency is expected to have implications beyond the incident level that require more resources, have greater consequences and recovery needs or need messages sent to broader groups of people, regional, state or local emergency management arrangements may be enacted to support the incident.

5.8.1 Activation of the MEMP

Coordination of Emergencies at the Regional and Municipal Levels is led by Victoria Police and support by other agencies including Council and private contractors. Activation of aspects of the MEMP will normally occur at the request of Victoria Police or another responsible authority as the response to an emergency situation develops. The MEMO or MRM can also activate the relief and/or recovery components of the MEMP. It is recognised that:

- The responsibility for responding to an emergency lies with the responsible agency as identified in State Emergency Response Plan and identified as the control agency in the SEMP
- Control agencies will have response plans and standard operating procedures which underpin this Plan; these will contain resource and contact lists that will enable control agencies to carry out their mandated role in time of emergency.
- Any agency requiring additional support outside their capabilities (including when agency resources are exhausted) should request it through the MERC in line with JSOP 3.09: Resource Request Process, who, in consultation with Council's Municipal Emergency Management Officer [MEMO], can then determine whether the request can be met locally, and also determine if there is a requirement to activate an internal Municipal Coordination

Centre [MCC] function to manage resource requests. A Municipal Operations Centre [MOC] may also be established for council operational purposes.

- Local Knowledge can be provided to the IC through the MEMP and through MEMPC members. The MEMP and membership provide a trusted source of local knowledge in the community and link into the community who can provide local information. Specialist resources may also be available through the MEMP membership and resource and capacity and capability planning.
- When all locally available resources have been fully committed and there is a requirement for additional resources, the MERC may pass on requests to the Regional Emergency Response Coordinator [RERC] for action.

Where ICCs are established, the resources function under AIIMS is responsible for the processing and fulfilling of resource requests to support CAs and Response Support Agencies (RSA), with the support of the logistics function. The most appropriate resources for the task should be deployed irrespective of agency, land tenure or operational boundaries.

5.8.2 Staging Areas

A staging area is a location established to support the incident when preparing personnel and equipment for deployment. Staging areas are identified by response agencies and identified through the municipal emergency management planning process. A request to support a Staging Area may activate aspects of this plan.

Consideration for appropriate siting needs to be given as to association to the impact location.

5.8.3 Evacuation

Evacuation is a risk management strategy that may be used to reduce the loss of life or lessen the effects of an emergency on a community, prior to the onset of, or during, an emergency. It involves the movement of people threatened by a hazard to a safer location and, typically, their eventual safe and timely return. For an evacuation to be effective, it should be appropriately planned and implemented.

In line with the State Emergency Management Priorities, as with all emergency activities, the main priority when deciding to undertake an evacuation is the protection of life. Evacuation is a scalable activity in that it may be applied to individuals, a house, a street, a large facility (i.e. school or hospital), a suburb, a town or a large area of the State. Evacuation is conducted in line with the EMV SOP J3.12 Evacuation, and the Evacuation Guidelines.

A request to support evacuation may activate aspects of this plan. Consideration must be given to the area which is to be evacuated, the route to be followed, the means of transport and the location to which evacuees will be asked to attend.

Once the decision to evacuate has been made the MERC, MEMO and MRM should be contacted to assist in the implementation of the evacuation and to consider the requirement to establish Emergency Relief Centres. This includes further considerations for vulnerable people. Evacuation mapping for high risk townships can be accessed via the MERC and MEMO if required.

5.9 Neighbourhood Safer Places (Places of Last Resort) and Community Fire Refuges

NSP – PLR's are not part of any shelter in place or evacuation strategies. They are places of last resort; (where other plans have failed or cannot be followed) where a person's prospects of survival may be better than other places, but cannot be guaranteed.

NSP – PLR's are identified buildings or spaces within the community that may afford some protection from radiant heat, the biggest killer during bushfire. They are designated and signposted by Council and meet guidelines issued by the Country Fire Authority and the criteria of the Baw Baw Shire Municipal Neighbourhood Safer Places Plan.

There are currently no Neighbourhood Safer Places (Places of Last Resort) in the Baw Baw Shire.

5.9.1 Community Fire Refuges

There are no designated fire refuges in Baw Baw Shire.

5.10 Initial Impact Assessment

Early identification and management of the impacts of an emergency significantly improves overall community recovery outcomes. In the initial 48 hours of an emergency the IC is responsible for the collection of information on the impact of the emergency and may task resources from all agencies to collect information so that relief and recovery activities can commence.

Triggers to determine the requirement for Initial Impact Assessment (IIA) should be considered in accordance with the state emergency management priorities. Some practical examples include:

- impacts to human life
- residential damage indicating displaced people
- damage to essential infrastructure (road, rail, power supply, water etc.)
- damage to facilities of community significance e.g. schools and hospitals
- identification of primary production impact and animal welfare requirements.

IIA data will be shared across the IEMT and nominated recovery roles to ensure a seamless approach for the requirements of secondary impact assessment. There are a number of systems and resources that support the collection information across the agencies including specific teams, ground observers and incident personnel. Initial Impact Assessment Guidelines for relevant agencies can be accessed by agencies through EM COP.

5.11 Relief Arrangements

The SEMP identifies relief as the provision of assistance to meet the essential needs of individuals, families and communities during and in the immediate aftermath of an emergency.

The principles for the coordination and delivery of relief 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 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; and
- Relief services are integrated into EM arrangements

The Incident Controller, who is appointed by the control agency to take responsibility for managing all activities and personnel deployed to resolve the incident, and the Incident Emergency Management Team (IEMT) have a responsibility to ensure relief is in the development of the incident strategy.

It is the Incident Controller's responsibility to ensure that relief agencies are appropriately represented on the IEMT. Incident Controllers should ensure that relief information is available and communicated to the affected communities. Public information and warning messages should include emergency relief information.

The provision of emergency relief services by affected municipal councils (incident level) can be activated by the Municipal Emergency Response Coordinator (MERC), Municipal Emergency Management Officer (MEMO) or Municipal Recovery Manager (MRM). Council plays a key role in the coordination of relief by partnering with agencies and organisations to develop and support community leadership in all relief and recovery activities. Community-led activities can generate ownership of decisions and result in more sustainable, higher quality outcomes and innovative solutions.

5.11.1 Relief providers and emergency relief provision

The primary needs of people affected by an emergency are safety, shelter, clothing, food, medical attention and personal support. These basic needs must be provided with urgency and given a high priority. The MRM coordinates these arrangements at a local level.

Appendix F – Relief and Recovery Lead & Support Agencies provides details of relief lead agencies (SEMP) and relief support agencies (MEMP) that have agreed to support the Baw Baw community through the Municipal Emergency Management planning process.

Emergency relief assistance may be provided in a variety of emergency relief settings including:

- at an emergency site
- directly to communities that have been isolated or cut off by an emergency
- in an established relief setting, such as an emergency relief centre
- where people are (for example, community meetings, homes, schools, businesses, airports, train stations)

- through the media such as radio, TV, newspapers, internet and established phonline services
- through a 'virtual relief centre' where relief is provided online and or by phone or through outreach activities

An important part of relief is helping people make informed decisions and understand what assistance is available. Letting the public know about emergency relief locations through a range of methods is crucial.

5.11.2 Emergency Relief Centres

An emergency relief centre is a place (such as a sports hall or community facility) a municipal council establishes to provide immediate and basic services to people affected by an emergency. The Centre provides services including as required shelter, food and water, non-food items (such as bedding and clothing) reconnecting friends and families services and health services including psychological first aid.

A Centre would normally be established on a temporary basis to cope with the immediate needs of those affected during the initial response to the emergency and will be opened once the nature, extent and the location of an emergency event are known.

The Gippsland Emergency Relief Centre Standard Operating Procedures have been developed by the six municipals councils that constitute the Gippsland Regional Municipal Emergency Management Enhancement Group (Gippsland MEMEG). This procedure provides a standard approach to setting up and operating emergency relief centre/s in Baw Baw and across the Gippsland region. A list of nominated Emergency Relief Centres is located in Appendix E – Emergency Relief Centres (ERC).

5.11.3 Relief escalation

Developing an understanding of local and regional capacity is critical as it enables relief coordinators to request assistance before being overwhelmed and being unable to deliver the required services. A range of factors such as the number of available volunteers activated or the amount of goods dispersed and amount left to provide to impact community members may be considered an appropriate measure of capacity for each relief service. Regular review of capacity and capability at the local level and ongoing communication with providers during an event will identify the need for escalation.

Relief coordination is escalated from local to regional or state level:

- when requested, because capacity is or will be exceeded, or
- where an emergency has affected multiple municipalities within the region, or multiple regions within the state.

Escalation builds on existing local arrangements, rather than replacing them.

The decision to deactivate relief will be made following discussion between the MERC, Incident Controller, MEMO, MRM and regional and level representatives (if appropriate).

Relief will be deactivated when it is determined there is a reduced demand and need for such services, supporting the services to be transitioned or removed.

5.12 Financial considerations

In response and recovery, agencies' emergency financial responsibilities include:

- where an agency's expenditure is in order to fulfil its own responsibilities, that agency is responsible for the costs including services and resources sourced from others
- an agency cannot transfer its responsibility for the cost of undertaking its roles and responsibilities if the activity is in compliance with the direction or request of a response controller from another agency: this includes directions and requests from the EMC
- when a controlling agency requests services and supplies (for example, catering) on behalf of a number of supporting agencies, the controlling agency will be responsible for costs incurred.

Legislation may empower agencies to recover some costs from property owners. For example, the fire services may recover additional costs incurred in attending hazardous materials incidents.

5.13 Planning for cross boundary events

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

At a local level, communication of identified risks across municipal boundaries take place through provision of MEMP plans to municipalities that border Baw Baw Shire. Every opportunity is taken to include bordering shires with MEMP exercises and to contact those municipalities if new risks are identified that may impact them.

Regular updates are provided to the REMPC on the work of the MEMPC and in addition Council works with other Municipalities through the Gippsland Municipal Emergency Management Enhancement Group (MEMG) to share information and plan how to work together in the event of significant emergency events.

5.14 Resource sharing protocols

Baw Baw Shire Council is a signatory to the Inter-Council Emergency Management Resource Sharing Protocol. The purpose of this protocol is to provide the best possible outcomes for emergency management by enhancing the capability of councils and supporting the escalation arrangements consistent with the [State Emergency Management Plan](#) (p33). This includes:

- Establishing an agreed position between Councils for the provision of inter-Council assistance for response, relief and recovery activities during an emergency
- Facilitating a process for the timely mustering of resources ready to discharge municipal functions
- Clear Protocols and processes for:
 - Initiating and completing requests to acquire, manage and cover costs for people and resources from another Council

- The identification and management of associated operational and administrative requirements.

This protocol applies to requests from a Council to other Councils for human resources, equipment and/or facilities in relation to response, relief or recovery activities associated with an emergency.

The application of this protocol is expected to enhance the capability of Councils to provide the best possible outcomes for emergency management and to support the step-up arrangements as detailed in the SEMP.

The co-ordination of responding agencies involves the systematic acquisition and application of resources (personnel, equipment and facilities) in accordance with the requirements of the emergency. This protocol will facilitate appropriate timely mustering of resources ready to discharge municipal functions.

Control Agencies recognised in the SEMP will request additional resources in line with [JSOP 3.09: Resource Request Process](#).

5.15 Debriefing arrangements

Learning from the emergency management experience helps State, Regional and Local response to improve emergency management practices and community outcomes. Reviews and evaluations will vary in scope according to the size, complexities and outcomes of an emergency. An After-action Review should follow all emergencies. This local debriefing process allows learnings to be identified as soon as possible, leading to improved performance, communication and outcomes.

Where Victoria Police is the lead or support agency, they will undertake a local debrief process following all emergencies and identify learnings, improved performance and any other factor that impacted on the response. Through this process relevant learnings will be actioned as soon as practical and shared with other internal and external stakeholders.

5.16 Transition to recovery

During the response phase, a plan will be developed to transition the coordination process from the RERC to the Regional Recovery Coordinator (RRC) and from the MERC to the Municipal Recovery Manager (MRM).

The IC should be involved in planning for and decision-making about the transition, as it marks the end of the response phase which the IC leads and manages. The transition plan, which mainly includes short-term activities, should:

- ensure the continuity of relief activities into the recovery phase, if required
- set out communications arrangements for affected communities about the impacts of the emergency, relief assistance available and recovery services
- use data from initial impact assessments to identify where to focus early recovery activities (such as secondary impact assessments)

- identify resources needed to support immediate recovery needs including public health, wellbeing and safety needs
- coordinate essential clean-up operations, as required
- set out governance arrangements (authorisation, coordination and monitoring) for the transition
- ensure all personnel with recovery roles are notified and briefed about and supported during the transition
- specify data- and information-sharing protocols, so information gathered during response and early recovery is disseminated during the transition to relevant agencies.

EMV's 'An Agreement for Transition of Coordination Arrangements from Response to Recovery' includes a schedule of transition arrangements.

The CA and response controllers maintain response control and coordination for as long as an emergency continues to threaten a community, but this should not delay ongoing relief and recovery activities. If a phased transition is appropriate, teams at relevant tiers should agree on the timing and phasing of the transition, the activities required and who is responsible. The full transition from response to recovery occurs after response activities have ceased.

6 Recovery Arrangements

6.1 Introduction

Recovery means the assisting of persons and communities affected by emergencies to achieve a proper and effective level of functioning. There are a wide range of recovery activities that look to:

- reduce the effects and consequences of emergencies
- support community resilience
- enable community-led approaches to recovery
- restore essential services, infrastructure and lifelines that communities need to function
- enable communities to adapt to the interruption
- provide tailored services that adapt when communities need them most
- bring together people, resources, skills and capability.

Victoria's recovery arrangements align with the following National Principles for Disaster Recovery.

- **Understand the context** - Successful recovery is based on an understanding of the specific communities affected by recovery activities: each community has its own history, values and dynamics.
- **Recognise complexity** - Successful recovery recognises and responds to the complex, dynamic nature of emergencies and communities.
- **Use community-led approaches** - Successful recovery is community-led and community-centred, responsive and flexible, engaging with communities and supporting them to move forward. It is managed locally, closest to the community, and can be scaled up to deal with more widespread, complex issues and support needs. This recognises the key role of non-government organisations, community groups, businesses and others.
- **Coordinate all activities** - Successful recovery requires a planned, coordinated and adaptive approach between community and partner agencies, based on continuing assessment of impacts and needs.
- **Communicate effectively** - Successful recovery is built on effective communication between the affected community and other partners.
- **Recognise and build capacity** - Successful recovery recognises, supports and builds on individual, community and organisational capacity and resilience.

These principles align recovery efforts across jurisdictions, and they can also guide recovery planning and activities that are flexible and locally driven and delivered. Engagement with the many groups that make up Victoria's communities, including Traditional Owners, is necessary to ensure the recovery process is effective and culturally appropriate.

People and communities must be engaged and supported to lead their own recovery. With time, community recovery activities should transition into regular mainstream services and activities that shift the focus from recovery to community development, renewal and future

mitigation and planning. A focus on community development is an important component of recovery, and it should be carefully considered and planned. Recovery agencies should consult communities, existing networks and service providers about the transition of services, to ensure adequate support for the most vulnerable.

6.2 Objectives of Recovery

Recovery cannot be measured by how long it takes or by a definition of what a successful recovery looks like. Recovery for each individual and community is different. It is impossible to return to a pre-disaster state, and people may often never fully recover from an emergency. The Victorian Government's recovery outcomes, which guide recovery planning, programs and continued improvements to the recovery system, are:

- Victorians are safe, resilient and healthy
- Victorians are connected to people, places and culture
- Government responses and services are people-centred, adaptable and sustainable
- Victoria has thriving regions and a healthy environment.

The link between emergency recovery outcomes and broader Victorian Government outcomes highlights how recovery connects to other priorities of government and key partners in the sector. It also recognises how improved recovery approaches can contribute to the broader resilience of Victorians.

6.2.1 Resilient recovery

Victoria's [Resilient Recovery Strategy](#) aims to support community resilience, streamline recovery services and allow individuals and communities to lead and act to shape their future after an emergency. The strategy includes actions to:

- deliver people- and community-centred recovery, so governments and recovery agencies partner with communities and allow people to play a greater role in their recovery
- bring communities into the planning process before, during and after an emergency and enable community involvement, so recovery activities better reflect community strengths, needs and values
- improve operating processes and provide more-timely resourcing for recovery, so recovery services and supports are more-coordinated and effective
- support the recovery workforce by better connecting and enhancing existing support and wellbeing programs across the EM sector.

Planning for recovery is integral to emergency preparation, and mitigation actions may often be initiated as part of recovery. Recovery should provide an opportunity to improve beyond previous conditions, contributing to a more resilient community.

6.3 Recovery activation and escalation

6.3.1 Activation

Recovery commences at the same time as response, becoming the primary focus as immediate threats to life and property subside. The decision to activate recovery will be made following discussion between the Incident Controller, Emergency Recovery Victoria, MEMO and MRM.

6.3.2 Escalation

The MRM or RRC, in consultation with the relevant tiers, can escalate specific relief and recovery activities within recovery functional areas or relief and recovery coordination to meet the objectives of the recovery effort for reasons including:

- to activate more resources and specialist skills for recovery
- to overcome exhaustion or loss of capacity of resources
- to ensure the recovery effort is sustainable.

Escalation could be driven by:

- an increasing scale or changing nature of the recovery effort
- indirect effects being felt more broadly than in the directly affected area(s)
- the need to involve more municipalities and/or supplement the capacities and capabilities of those already involved
- an increasing impact on critical infrastructure and services
- escalating recovery costs and funding opportunities
- uncertainty about the cost of recovery and how recovery will be funded
- agency coordination becoming increasingly complex
- the need for support from more or a broader range of agencies
- the need for better access to and understanding of resourcing and resource-sharing arrangements
- increasing requirements for reporting or analysis of impact data.

Escalation provides additional support to the incident level, but it does not minimise local or regional roles or responsibilities in recovery.

6.4 Management structure

Municipal councils and the Victorian Government both have a role in ensuring relief and recovery services are effective and well-coordinated. Municipal councils take the lead in delivering 'on the ground' relief and recovery services because they are closest to an affected community. The Victorian Government supports councils to fulfil these local responsibilities and is responsible for establishing state and regional relief and recovery arrangements and for coordinating state and regional level activities.

When an emergency occurs, recovery roles should be considered at the first available opportunity, as decisions made during response will affect recovery outcomes. These recovery roles will then continue when relief ceases.

Municipal councils are responsible for recovery coordination at the local level, while Emergency Recovery Victoria is responsible for recovery coordination at the regional level at the state level. The Municipal Recovery Manager (MRM) liaises with the Regional Recovery Manager, whom then reports to the Regional Recovery Coordinator and Director of Recovery.

More information on recovery concepts and arrangements can be found in the SEMP.

6.4.1 Recovery environments

Recovery environments provide a framework within which recovery can be planned, reported, monitored and evaluated. Each environment contains one or more functional areas that bring together related recovery roles that address specific community needs.

The Four environments into which recovery assistance is arranged, and the corresponding roles and responsibilities table that shows the coordination, lead and support agency for each functional area and recovery role.

Social - the direct and indirect effects an event may have on the health and wellbeing of individuals, families and communities. This environment is primarily concerned with safety, security and shelter, health and psychosocial wellbeing.

Economic - the direct and indirect effects an event may have on businesses, primary producers and the broader economy.

Built - the effects an event may have on essential physical infrastructure including essential services, commercial and industrial facilities, public buildings and assets and housing.

Natural - the effects an event may have on a healthy and functioning environment, which underpins the economy and society. Components of the natural environment include air and water quality; land degradation and contamination; plant and wildlife damage/loss; and national parks, cultural and heritage sites.

6.4.2 Recovery Agencies

Lead Agencies and Support Agencies for recovery at a municipal level are listed in the table in Appendix F – Relief and Recovery Lead & Support Agencies. Support Agencies / Organisations are engaged with on a regular basis to ensure capacity and capability of these providers is understood.

Recovery service providers shall maintain their own resource list which can be used during an emergency. Council will maintain a contacts/resource directory of service providers of relief and recovery functions which is located in Appendix C – Contact information.

6.5 Impact and Needs Assessments (Secondary Impact Assessment)

As response transitions to early recovery, secondary impact assessments (SIA) and post-emergency needs assessments (PENA) support planning, decision-making and recovery priorities. Assessments must be shared between the Victorian Government and Council, to ensure people and communities are given the information they need to support their own recovery.

Good decisions about relief and recovery programs require timely, accurate and progressively more comprehensive information about the impact of an emergency on affected communities. Such information is vital to plan and provide an appropriate, adaptive and evidence-based relief and recovery program.

For Secondary Impact Assessment (SIA) to commence, the IC needs to be satisfied the impacted area is safe for non-responder personnel to operate in. The IC is required to facilitate the transition from IIA to SIA.

Collecting secondary impact assessment (SIA) data will:

- Build a more accurate and comprehensive picture on top of IIA data, about the impact of an emergency on affected communities.
- Assist Council to develop evidence-based post incident recovery plans in partnership with relevant relief and recovery partners.
- Assist agencies, partners, charities, personal support groups and other organisations with their activities during relief and recovery.

Baw Baw Shire Council will complete impact assessments in line with the MEMEG and EMV Secondary Impact Assessment Framework 2019. Through this framework various information sources and methodologies are used to collect SIA data. This includes:

- multi-disciplinary field assessment teams
- phone calls to affected communities
- information collected at relief and recovery centres
- existing databases (contextual information)
- reports via media/social media

Baw Baw Shire Council are the lead agency for co-ordination of post emergency needs assessment to determine long term recovery needs (Post Emergency Needs Assessment). PENA is a longer term, more thorough estimate of the effects and consequences of the emergency on the health and wellbeing of the community, property, the economy and the environment.

Emergency Management Victoria is responsible for coordinating loss and damage reporting for recovery at the regional and at the state level.

6.6 Incident Specific Recovery Plans

Baw Baw Shire Council will use the Regional Relief and Recovery Plan as a guide to determine recovery planning at a Municipal Level. Baw Baw Shire Council will lead the development of Incident Specific Recovery Plans following a significant emergency if deemed necessary. The plan will consider The Resilient Recovery Strategy actions (above 6.2.1) and may include:

- a description of the emergency
- an assessment of the impacts on the affected regions and communities
- a description of the risks and consequences
- planned recovery activities
- the governance and reporting arrangements
- evaluation of the recovery
- funding for recovery

Depending on the extent of the recovery requirements the MRM may set up a Municipal Recovery Committee or Working Group that will report to the MEMPC and regional and state tiers if they are activated. Member composition will vary according to the class and form of emergency and will consist of representative of members of the MEMPC and agencies responsible for the management and coordination of relief and recovery functional areas.

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

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

This planning process will feed in to Regional and State level planning processes.

6.6.1 Recovery Centres

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

In large or prolonged emergencies, a relief centre may evolve into a recovery centre when the emergency response has concluded. This transition must be seamless, and Council will continue to assume the responsibility for the management of these centres. Where a significant number of locations have been impacted across the municipality pop up Recovery Hubs might be established for shorter lengths of time across a number of locations.

6.7 Government Assistance Measures

Some reimbursement for relief and recovery activities is available. Extraordinary expenditure incurred (for example, for overtime, the hire of equipment used in emergency works, reconstruction of essential public assets or relief provided to emergency-affected individuals) may qualify for reimbursement by EMV.

The emergency response coordinator or municipal council may be an intermediary in sourcing private resources for agencies. Natural Disaster Financial Assistance (NDFA) Victoria's Natural Disaster Financial Assistance (NDFA) scheme is available to eligible undertakings including municipal councils to relieve some of the financial burden that may be experienced following an eligible disaster (such as a bushfire or flood) or terrorist act, in accordance with the Australian Government's Disaster Recovery Funding Arrangements (DRFA).

The DRFA is a standing, cost-sharing arrangement between the Commonwealth and states and territories for various pre-agreed relief and recovery measures, subject to the state meeting particular financial thresholds. The arrangements help to support relief and recovery efforts undertaken immediately before, during and after an eligible disaster. The arrangements are intended to complement other strategies including insurance and are only available to eligible undertakings including municipal councils.

Further information can be found on the [DRFA website](#)

7 Roles and responsibilities

7.1 Introduction

An agency that has a role or responsibility under this plan must act in accordance with the plan.

The SEMP and REMP outline agreed agency roles and responsibilities, noting that existing duties, functions, power, responsibility or obligation conferred on an agency by law, licence, agreement or arrangement prevail to the extent of its inconsistency with this plan ([the EM Act 2013](#) s60AK).

The roles and responsibilities outlined in this plan are specific to the region and are in addition to, or variations on, what is outlined in the SEMP and REMP. In the case of municipal-specific modifications, these are clearly identified as modifications.

All agencies with responsibilities under the MEMP should provide written confirmation of their capability and commitment to meet their obligations. This can be evidenced by their endorsement of the draft MEMP, including revisions, before it is presented to the REMPC for consideration.

This Plan details emergency management agency roles and responsibilities for: Mitigation, Response, Relief and Recovery. It also maps agency roles for core capabilities and critical tasks under the [Victorian Preparedness Framework \(VPF\)](#) for the management of major emergencies.

7.2 Role and responsibilities of MEMPC Agencies

MEMPC Agencies

Organisation	Mitigation	Response	Recovery	Critical task alignment / activity source
Baw Baw Shire Council	SEMP - Municipal Councils			
Victoria Police	SEMP - Victoria Police (VicPol)			
Country Fire Authority	SEMP - Country Fire Authority (CFA)			
Ambulance Victoria	SEMP - Ambulance Victoria (AV)			
Victoria State Emergency Service	SEMP - Victoria State Emergency Service (VICSES)			
Australian Red Cross	SEMP - Australian Red Cross (ARC)			
Department of Families, Fairness and Housing (DFFH)	SEMP - Department of Families, Fairness and Housing (DFFH)			
BBSC - Councillor	SEMP - Municipal Councils			
Victorian Council of Churches	SEMP - Victorian Council of Churches - Emergencies Ministry (VCC EM)			
Parks Victoria	SEMP - Parks Victoria (PV)			
Regional Roads Victoria	SEMP - Department of Transport and Planning (including Head, Transport for Victoria) (DoT)			

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Organisation	Mitigation	Response	Recovery	Critical task alignment / activity source
DJPR (Ag Vic)	SEMP - Department of Jobs, Skills, Industry and Regions (DJSIR)			
Department of Education	SEMP - Department of Education			
Department of Health	SEMP - Department of Health			
DEECA - FFMVic	SEMP - Department of Energy, Environment and Climate Action (DEECA)			
Fire Rescue Victoria	SEMP – Fire Rescue Victoria			
AusNet Services	AusNet Services own and operate the Victorian electricity transmission network, one of five electricity distribution networks, and one of three gas distribution networks in Victoria.			
	System redundancy Maintenance inspections Load management	Assets reinstatement and return to reliable supply critical spares and temporary equipment emergency response and recovery plans Comms & Engagement	Electricity services assets reinstatement and return to reliable supply	SEMP Energy Sub Plan

8 Appendices

Appendix A – Acronyms & Definitions

Capability

Our collective ability to reduce the likelihood and consequences of an emergency before, during and after.

Capacity

The extent to which the core elements of capability can be sustained, before, during and after an emergency

Department of Health & Department of Families, Fairness and Housing (DFFH)

As of 1 February 2021, the Department of Health and Human Services (DHHS) has been separated into two new departments: The Department of Health (DH) and the Department of Families, Fairness and Housing (DFFH). Work is underway to make changes across the State Emergency Management Plan to reflect this change.

Regional Emergency Response Coordinator (RERC)

The VICPOL Regional Emergency Response Coordinator (RERC) for the Gippsland region is responsible for emergency response coordination at the regional level. The RERC's primary function is to bring together agencies and resources within a region to support the response to emergencies. Refer to the SEMP for more details on the RERC's role.

Municipal Emergency Response Coordinator (MERC)

The VICPOL Municipal Emergency Response Coordinator (MERC) for Baw Baw is responsible for emergency response coordination at the municipal level. The MERC's primary function is to bring together agencies and resources within a municipal district to support the response to emergencies. Refer to the SEMP for more details on the MERC's role.

Municipal Emergency Management Officer (MEMO)

The Baw Baw Shire Council Municipal Emergency Management Officer (MEMO) function is response and recovery coordination. The MEMO will liaise with agencies about EM activities for their municipal district and help coordinate EM activities for the council. The role will maintain effective liaison with control and support agencies within or servicing the municipal district, liaise with the MRM about the best use of municipal resources, organise a response debrief if the MERC requests and will ensure there are procedures and systems to monitor and record council expenditures in relation to emergencies.

Municipal Recovery Manager (MRM)

The Baw Baw Shire Council Municipal Recovery Manager (MRM) function is the coordination of council and community resources to support recovery activities. The MRM will

- Coordinate municipal and community resources for recovery
- Help collate and evaluate information gathered in the post-impact assessment
- Establish priorities for restoring community services

- Liaise with the MEMO about the best use of municipal resources
- Establish an information and coordination centre at the municipal offices or at a location more appropriate to the affected area
- Liaise, consult and negotiate with recovery agencies and the council on behalf of the affected area and community recovery committees
- Liaise with the RRC and relevant Victorian Government agencies, asking for support on recovery coordination, if required

Emergency Management Liaison Officer (EMLO)

Support agencies, as they decide or at the request of a controller, appoint an EMLO to the State Control Centre, Regional Control Centre or ICC. Their function is to support response and recovery coordination. Their role is to

- Represent the agency in the relevant control centre
- Represent the agency at the IEMT or Regional Emergency Management Team if the relevant agency commander cannot attend, but not at the State Emergency Management Team, which a senior agency representative must attend
- Commit or to arrange to commit the resources of the agency to respond to an emergency
- Provide advice about the agency's roles and activities
- Maintain ongoing communications with the agency

Where the EMLO cannot be deployed to a particular control centre, they can perform their role from a remote location (such as by teleconference or video link).

Appendix B – Plan Administration

Restricted Information

A short summary of the restricted information is included here, including who the contact point is should the user of this plan seek access to this information.

Summary of the restricted information (including location within the MEMP, e.g. page or section number)	Reason for restriction	Agency/ies that hold this information in full	Contact point/s
Contact Information	Personal Information Information related to critical infrastructure	MEMPC members Version on EM COP	MEMO
Vulnerable Facilities Register	Personal Information	Council	MEMO/MRM
Staging Areas and Emergency Relief Centres (ERC)	To remove potential community confusion	Council	MEMO/MRM

Amendment History

Version	Author	Update Details	MEMPC Approval Date
1.0	MEMPC	Development of new MEMP	

MEMP Exercises and Outcomes

Plan or Arrangement	Date & Description	Outcome
MEMP general & evacuation wording and Emergency Relief Centre SOP	Exercise Venus 2022	Updates to ERC SOP presented to Gippsland MEMEG which have resulted in an updated document.

Distribution

The most up to date amended versions of this Plan will be distributed by the MEMP Executive Officer by:

- Loading on to the Council web site
- Storing in the Council document management system
- Distributing electronically by email with link to the web site
- Legal Deposit with the Victorian State Library in electronic format
- Storing in the Emergency Management Victoria document library
- Sending by Australia Post when requested
- Loading into EM COP.

MEMPC Terms of Reference

The current MEMPC Terms of Reference can be located [here](#)

MEMPC CERA Process 2023

The current MEMPC CERA Process can be located here

Appendix C – Contact information

MEMPC Members

Organisation	Name	Role	Email Address	Contact No.
VOTING MEMBERS				
Municipal Council (Chair)	David Lane	Coordinator Emergency Management	david.lane@bawbawshire.vic.gov.au	5624 2527
Victoria Police	Glenn Parke	Senior Sergeant	glenn.parke@police.vic.gov.au	0431 970 143
Country Fire Authority	Trevor Roberts	Assistant Chief Fire Officer	t.roberts@cfa.vic.gov.au	0429 446 065
Fire Rescue Victoria	Shayne Mynard	Commander	Shane.mynard@frv.vic.gov.au	0408 037 399
Ambulance Victoria	Ross Breden	Senior MICA Team Manager	bawbaw.stm@ambulance.vic.gov.au	0417 561 456
Victoria State Emergency Service	David Bartley	Operations Officer	david.bartley@ses.vic.gov.au	9256 9463
Parks Vic	Andy Gilham	Ranger in Charge Fire and Emergency Operations	Andy.gilham@parks.vic.gov.au	0428 333 464
DEECA FFM	Peter McKewan	District Manager	Peter.g.mcewan@delwp.vic.gov.au	0429 809 339
AgVic	Jane Neale		Jane.neale@agriculture.vic.gov.au	0408 675 277
Department of Health	Shane Danvers	Senior Operations Officer	Shane.danvers@health.vic.gov.au	0419 719 237

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Organisation	Name	Role	Email Address	Contact No.
Australian Red Cross	Sheryl English	Divisional Operations Officer	sjenglish23@gmail.com	0408 534 018
Department of Family, Fairness and Housing	Sarah Vickers	Senior Emergency Management Coordinator	Sarah.vickers@dffh.vic.gov.au	0417 015 002
Mt Baw Baw Alpine Resort	Andrew Tingate	General Manager	Andrew.tingate@mtbawbaw.com.au	0417 287 542
Department of Education	Glen Tarrant		Glen.tarrant@education.vic.gov.au	0438 018 269
Regional Roads Victoria	Sarah Collins	Emergency Management Lead	Sarah.collins@roads.vic.gov.au	0409 346 286
Ausnet Services	Danny Mynard		Daniel.mynard@ausnetservices.com.au	0437 751 647
VCCEM	Mark Kelly	Baw Baw Area Coordinator	mkelly@mscw.vic.edu.au	0427 748 646
Community representative/s	Cr. Keith Cook	Councillor, Baw Baw Shire Council	Keith.cook@bawbawshire.vic.gov.au	0456 950 349
Other persons as nominated				

Appendix D – Special Plans and Arrangements

Plan or Arrangement	Description
Neighbourhood Safer Places (places of last resort)	Information from CFA regarding neighbourhood safer places
Gippsland Emergency Relief Centre Standard Operating Procedure	Emergency Relief Centre SOP and associated documents held by Baw Baw Shire Council.
Baw Baw Fire Management Arrangements	The Fire Management Arrangements has a focus on actions to be taken before a fire to help minimise the occurrence and impact of fire in Baw Baw.
Baw Baw Shire Council Flood Guide	The Severe Weather Arrangements is a complimentary plan owned by SES and details how to plan, respond and recover from severe storm, wind and flood incidents. Link
Baw Baw Shire Emergency Management Plans	All current Emergency Management Plans, including Heat Health, Pandemic etc

Appendix E – Emergency Relief Centres (ERC)

Identified Emergency Relief Centres – Contact MEMO for details

Emergency Relief Centres (ERC) do not open for every event. If you are relocating during an emergency, you are encouraged to go to family and friends in a location well away from the emergency area. In the event an ERC is established the location will be announced via Vic Emergency and Emergency Broadcasters.

Location	ERC Location
Warragul	Warragul Leisure Centre – 21 Burke St, Warragul
Drouin	Bellbird Park Recreation Reserve – 271 Settlement Rd, Drouin
Neerim South	Neerim South Recreation Reserve – Main Neerim East Rd, Neerim South

Appendix F – Relief and Recovery Lead & Support Agencies

Emergency Relief Agencies

Agencies with lead relief responsibilities are outlined in the below table and detailed in the State Emergency Management Plan

Relief services and co-ordinating agency	Activity	Incident Tier	
		Relief lead agencies	Relief support agencies
Emergency shelter	Arrange emergency shelter and accommodation for displaced households. This may include the establishment of an Emergency Relief Centre (ERC).	DFFH	Baw Baw Shire Council
Food and water	At regional and state levels, ARC co-ordinates food and water including support from agencies, and provides support at the local level when requested	Australian Red Cross	
Reconnecting family and friends	Operate Register-Find-Reunite in relief centres, enquiry centres or online	VicPol	Australian Red Cross
Disbursement of material aid	Provide essential material aid (non- food items) to emergency affected persons	Salvation Army	
Emergency financial assistance	Administer relief payments through the DFFH Personal Hardship Assistance Program	DFFH	Gippsland Emergency Relief Fund (GERF) via MRM referral (if activated) Services Australia
Psychosocial needs	Providing psychosocial support through information, practical assistance, emotional support, assessment of	Victorian Council of Churches	

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Relief services and co-ordinating agency	Activity	Incident Tier	
		Relief lead agencies	Relief support agencies
	immediate needs and referrals to other support agencies and services	Emergency Ministries Australian Red Cross	
Animal welfare	DJPR is the primary agency for animal welfare (other than wildlife) support services	DJPR (AG Vic)	Baw Baw Shire Council RSPCA VFF
	Municipal councils are responsible for housing of displaced and lost/stray companion animals	Baw Baw Shire Council	RSPCA VFF
Drinking water for households in non-reticulated areas	Provide relief drinking water to eligible households	DEECA	DH (advice) Baw Baw Shire Council
Health and Medical assistance and first aid	Provide prehospital care to people affected by emergencies. Establish field primary care clinics. Provide other health and medical relief assistance measures	AV	Department of Health
Community information (Relief co-ordinating agency)	Provide relief and recovery information to assist communities to make informed decisions about their safety	Lead agency	Baw Baw Shire Council

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Relief services and co-ordinating agency	Activity	Incident Tier	
		Relief lead agencies	Relief support agencies
Insurance and claims advice and support during an emergency	Insurance and claims management advice and support for the community.	Insurance Council of Australia	Disaster Legal Help
Goodwill including donated goods and services & spontaneous volunteer management.	Coordination of goodwill including donated goods and services and management of spontaneous volunteers.		GIVIT & Volunteering Victoria

Emergency Recovery Agencies

Municipal councils are responsible for recovery coordination at the local level, while Emergency Recovery Victoria is responsible for recovery coordination at the regional level and at the state level.

Recovery Environment (Key Functional Area)	Lead Organisation	Support Agencies / Organisations
Social environment - Ensure people have access to the support, services and resources they need to address the impacts of the disaster, prevent the escalation of needs and minimise any long-term negative impacts on health and wellbeing.	<p>Regional</p> <ul style="list-style-type: none"> • Department of Families, Fairness & Housing (DFFH) • Department of Health (DH) <p>Local</p> <ul style="list-style-type: none"> • Baw Baw Shire Council 	<ul style="list-style-type: none"> • Victorian Council of Churches Emergency Ministry (VCC EM) • Red Cross • Salvation Army • Gippsland Primary Health Network • St Vincent De Paul • Community Houses • Baw Baw service clubs • Baw Baw community organisations

Recovery Environment (Key Functional Area)	Lead Organisation	Support Agencies / Organisations
<p>Economic environment - address the economic impact of an emergency, including impacts on individuals and households, small and large businesses, industries, primary producers, tourism and the broader economy.</p>	<p>Regional</p> <ul style="list-style-type: none"> • Department of Jobs, Precincts and Regions (DJPR) • Department of Treasury and Finance (DTF) <p>Local</p> <ul style="list-style-type: none"> • Baw Baw Shire Council 	<ul style="list-style-type: none"> • Regional Development Victoria • Rural Finance Corporation • Victorian Farmers Federation • Rural Financial Counselling Service • Insurance Council of Australia • Invest Gippsland • Dairy Industry Recovery Group • Agriculture Victoria • BlazeAid • Need for Feed
<p>Built environment - prioritise the needs of the community in relation to essential physical infrastructure, including essential services, commercial and industrial facilities, public buildings and assets and housing.</p>	<p>Regional</p> <ul style="list-style-type: none"> • Department of Jobs, Precincts and Regions (DJPR) • Department of Transport (DOT) <p>Local</p> <ul style="list-style-type: none"> • Baw Baw Shire Council 	<ul style="list-style-type: none"> • Regional Roads Victoria • Department of Education • AusNet Services • Gippsland Water • Melbourne Water • Southern Rural Water • Parks Victoria • Environment Protection Authority • Communication operators – e.g. Telstra and Optus • Victorian Building Authority • Department of Energy, Environment and Climate Action (DEECA)

Recovery Environment (Key Functional Area)	Lead Organisation	Support Agencies / Organisations
<p>Natural environment - considers the impact that an event may have on a healthy and functioning environment, which underpins the economy and society.</p>	<p>Regional</p> <ul style="list-style-type: none"> • Department of Energy, Environment and Climate Action (DEECA) <p>Local</p> <ul style="list-style-type: none"> • Baw Baw Shire Council 	<ul style="list-style-type: none"> • Parks Vic • WGCMA • Regional Roads Victoria • Melbourne Water • Gippsland Water • Environment Protection Authority • Aboriginal Affairs Victoria (Cultural heritage sites) • Landcare and similar environment groups and wildlife rescue groups • Response agencies – CFA & SES