Baw Baw Shire Council

Municipal Emergency Management Plan
2017-2020

Prepared by: Baw Baw Shire Council (Emergency Management Team)

In consultation with Baw Baw Municipal Emergency Management Planning Committee, sub-committees and working groups.

Special thanks to Gippsland Shire Council and the Department of Health and Human Services for assisting in the development of this plan.

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Foreword

The community environment (economic, social, natural and built) can be impacted by emergencies. They have the potential to cause loss of life and extensive damage to property, infrastructure and the environment. They also can have significant adverse consequences for the community.

Baw Baw Shire has been subjected to emergencies that have resulted in damage to property and disruption to the community.

Hazards exist within all communities whether they are recognised or not. Coping with their associated risks and the subsequent consequences of those risks should they be realised is the purpose of emergency planning.

What is paramount following an emergency is the provision of timely support to the affected community to ensure the social, economic, built and natural environment consequences are minimised.

To ensure the community has appropriate management strategies in all emergencies, the MEMPC has prepared this Municipal Emergency Management Plan (MEMP) in accordance with the requirements of Section 20(1) of the *Emergency Management Act 1986.*

This MEMP has undergone significant review since the previous 2014 audit and continues to be updated regularly by the MEMPC.

PART ONE – INTRODUCTION

1.1. ENDORSEMENT AND MUNICIPAL COUNCIL ADOPTION

This plan has been produced by and with the authority of the Baw Baw Shire Council pursuant to Section 20(2) of the *Emergency Management Act 1986*.

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

The plan is a result of the co-operative efforts of the Baw Baw Municipal Emergency Management Planning Committee (MEMPC) and has been endorsed.

Signature:

Name: Ann-Marie Stevens

Position: Chair, Baw Baw Municipal Emergency Management Planning Committee

Date: 16th May 2017

The plan has been adopted by Baw Baw Shire Council and has been signed off by the Chief Executive Officer.

Signature:

Name: Phil Cantillon

Position: Interim Chief Executive Officer – Baw Baw Shire Council

Date: 17th May 2017

1.2. AUDIT REPORT

Under the (*S21) Emergency Management Act 1986*, the Municipal Emergency Management Plan (MEMP) is to be audited by the Director, Victoria State Emergency Service every three years.

The audit process is intended to ensure a high quality Municipal Emergency Management Plan (MEMP) consistent with the guidelines provided by the Emergency Management Manual of Victoria (EMMV). The audit report will indicate if the plan complies with the guidelines and if there are opportunities to improve the plan or the planning process.

The Baw Baw MEMP was audited on 25th May 2017 and was compliant with the guidelines.

1.3. AIM

The aim of the Municipal Emergency Management Plan (MEMP) is to detail the agreed arrangements for the prevention of, the response to, and the recovery from, emergencies that could occur in the municipality of Baw Baw.

1.4. OBJECTIVES

The objectives of the Municipal Emergency Management Plan (MEMP) are to:

a) Implement measures to prevent or reduce the causes or effects of emergencies;

b) Outline management arrangements for the utilisation and implementation of municipal resources in response to emergencies;

c) Outline the support arrangements that may be provided to or from adjoining municipalities;

d) Describe the supportive arrangements to assist the affected community to recover following an emergency;

e) Work in accordance with and complement other local, regional and state planning arrangements.

PART TWO – BACKGROUND

2.1. MUNICIPALITY PROFILE

Baw Baw has an estimated population of almost 46,000 people. The municipality is experiencing rapid residential growth with a 2.89 per cent annual growth rate between 2006 and 2011, or an increase of 5,806 people. 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 (REMPLAN17).

2.2. COUNCILLORS AND WARDS

Baw Baw Shire is now divided into three wards these are, West Ward, Central Ward, and East Ward. There are three Councillors elected in each ward, making a total of nine Councillors.

Figure 1: Baw Baw Shire Wards 2016.

Councillors are elected to lead and represent the whole community. As local elected representatives, they advocate on behalf of residents and work to assist them. As members of Council, individual Councillors have responsibilities to other Councillors and the community. Councillors also participate on the Municipal Emergency Management Planning Committee (MEMPC).

During emergencies Councillors assist operational Council staff by:

- Assisting the Mayor as requested;

- "Flying the flag" to boost morale and provide comfort to residents affected by an emergency event;

- Advocating to council, and more broadly as required, on behalf of their constituents;

- Facilitating communication between council and the community (MAV, 2016).

2.3. AREA CHARACTERISTICS

2.3.1. TOPOGRAPHY

Baw Baw Shire is in West Gippsland, approximately 120 km east of Melbourne and 50 km north of the Latrobe Valley. The shire is made up of over 100 localities spread over 4031 square kilometres of rolling green hills, towns, mountains and top agricultural land.

Baw Baw Shire includes the towns of Warragul, Drouin, Trafalgar, and Yarragon. It also includes Mt Baw Baw Alpine Resort and the Walhalla / Rawson Townships. A full list of towns in the municipality is included in Appendix A – Township Listing.

2.3.2. KEY FEATURES

Baw Baw Shire is in 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 experiences '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 two major towns in the shire are Warragul and Drouin. Warragul is the largest town with a population of over 11,500 people and Drouin is the second largest town with a population of approximately 7,000 people.

The Baw Baw municipality has seen steady and strong growth in population and employment numbers over the last five years whilst maintaining a low level of unemployment.

Mt Baw Baw Alpine Village is located to the north of the municipality approximately 1.5 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 Poaspp. Unlike many alpine areas which are treeless, snow gums grow to the summits of the mountains.

2.3.3. LOCAL INDUSTRY

The Baw Baw municipality is a major centre for agricultural production, containing highly productive soils and a high rainfall climate. Agribusiness is the major employment sector in the shire (11.5%), followed by Health Care & Social Assistance (10.53%), Retail (10.31%), Construction (9.65%) and Manufacturing (9.59%).

Production within the municipality includes dairy and beef cattle, pome fruits (apples), vegetables, potatoes, cool climate grapes, maize, soft fruits (berries and currants), fresh flowers, hydroponic tomatoes and timber.

2.3.4. CLIMATE

The climate is typically seasonal with high average rainfall. Temperature and rainfall averages are below (Bureau of Meteorology, 2017):

- Average minimum temperature 11.3^0C;

- Average maximum temperature 21.6^0C;

- Temperature extremes typically vary from -2^0C to $+40^0$C;

- Average rainfall 1078.2 mm.

2.3.5. ROAD TRANSPORT

Milk tankers, timber logging trucks, trucks carrying dangerous/hazardous goods, i.e. super phosphate, diesel, LPG, petrol, chemicals, and school and tourist buses traverse rural roads as well as the Princes Freeway/Highway.

The main transport route through the municipality is the Princes Freeway. This eastern section of the highway (also known as Princes Freeway East) links Melbourne to Traralgon. There is an average annual daily traffic movement (which includes the number of commercial vehicles) of 10,000 vehicles through this section (VicRoads, 2017).

2.3.6. AIRPORTS – FLIGHT PATHS

Fixed Wing

There are no licensed aerodromes within the municipality. Unlicensed aerodromes are located at Longwarry and the Gippsland Field Days site.

Helicopter Landing Sites

There are a number of helicopter landing sites across the municipality. These are listed in the table below.

Location	UTM Grid Reference (Zone 55)	
	Easting	Northing
Mount Tanjil (DELWP Fire tower)	433792	5790266
Mt Baw Baw Alpine Village (Neulynes Mill Site)	433074	5810312
Neerim District Soldiers Memorial Hospital	408127	5791237
Neerim Junction (Neerim North Rd & Neerim North – Noojee Rd)	411045	5802562
Neerim South Recreation Reserve	408520	5791896
Noojee (DELWP - Gippsland Region Office) 12 McCarthy Spur Road Noojee	411691	5805974
Rawson (DELWP – Gippsland Region Office) 3264 Moe-Rawson Road Rawson	446251	5799168
Walhalla (Adjacent to rest stop 3)	451730	5800221

Location	UTM Grid Reference (Zone 55)	
	Easting	**Northing**
West Gippsland Healthcare Group Hospital	405957	5774347

Table 1: Helicopter landing sites

Flight Paths

Military, domestic and international sized commercial aircraft traverse the Melbourne –Latrobe Valley air corridor which is located just to the north of the townships of Drouin, Warragul, Yarragon and Trafalgar and over the township of Willow Grove.

2.3.7. RAIL TRANSPORT

Regular passenger rail services operate between Melbourne and Traralgon. This is augmented by a Melbourne – Gippsland bus service.

Many freight trains also operate on this dual rail line. There is also a tourist railway that operates out of Walhalla during holidays and weekends.

2.3.8. TOURISM

The tourism industry generates significant income within the municipality. Day visitors, alpine tourists, campers and holidaymakers travel from Melbourne, interstate and overseas to see the picturesque scenery and use tourist facilities. This adds significantly to vehicular travel along the Princes Freeway during holidays and weekends.

Mt Baw Baw alpine resort, the Tarago and Thomson Rivers, Blue Rock Dam, Toorongo Falls Reserve, Glen Nayook, the Ada Tree, Mount Worth, Moondarra and Tarago Reservoirs are just some of the tourist attractions in the municipality.

Very popular camping areas are located throughout the Baw Baw region and numerous other locations are utilised in isolated areas. This adds significant vehicular traffic along unsealed roads and tracks.

Increasing large scale events (markets, festivals) draws large numbers of tourists to the area.

2.3.9. MANUFACTURING

A large dairy processing plant is located at Darnum. Many articulated milk tankers are used to collect milk and transport milk and milk products to Darnum and other processing centres in Melbourne, Leongatha, Maffra and Traralgon. An organic food processing plant operates from Drouin.

2.3.10. FORESTRY

A substantial forestry industry operates within the municipality and includes both plantation and crown land production of hard wood and soft wood timbers which are used for both milling and paper production. Many articulated timber trucks convey timber to various sawmills within the municipality and beyond to Maryvale and Melbourne. Articulated vehicles include 'B Double' combinations.

2.3.11. WATER STORAGE FACILITIES

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

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

2.3.12. ELECTRICITY TRANSMISSION

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

High voltage sub stations are in Warragul and Drouin. These distribute electricity over a large area of West Gippsland.

2.3.13. GAS AND OIL TRANSMISSION

Approximately 60% of Australia's crude oil is transmitted from off-shore platforms via steel pipes through the municipality to Hastings. Pumping stations are located at Westbury and Tanjil South.

At present, most Victoria's natural gas is similarly transmitted from off shore to Melbourne for distribution throughout Melbourne and regional Victoria.

2.3.14. RIVERS/WATERWAYS

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

2.4. DEMOGRAPHY

2.4.1. POPULATION PROFILE

The estimated residential population for Baw Baw in 2015 was 46,638 people. This represents an 8.8% increase from the 42,863 people that were usually resident in Baw Baw on Census Night 2011 (REMPLAN17). Population growth over the last 10 years has been above average and strong growth is forecast to 2022. Population distribution across age groups is largely in line with the rest of the state although the 25-44 age brackets are underrepresented and the 45+ age bracket overrepresented. Age in years compared to percentage of population is shown below.
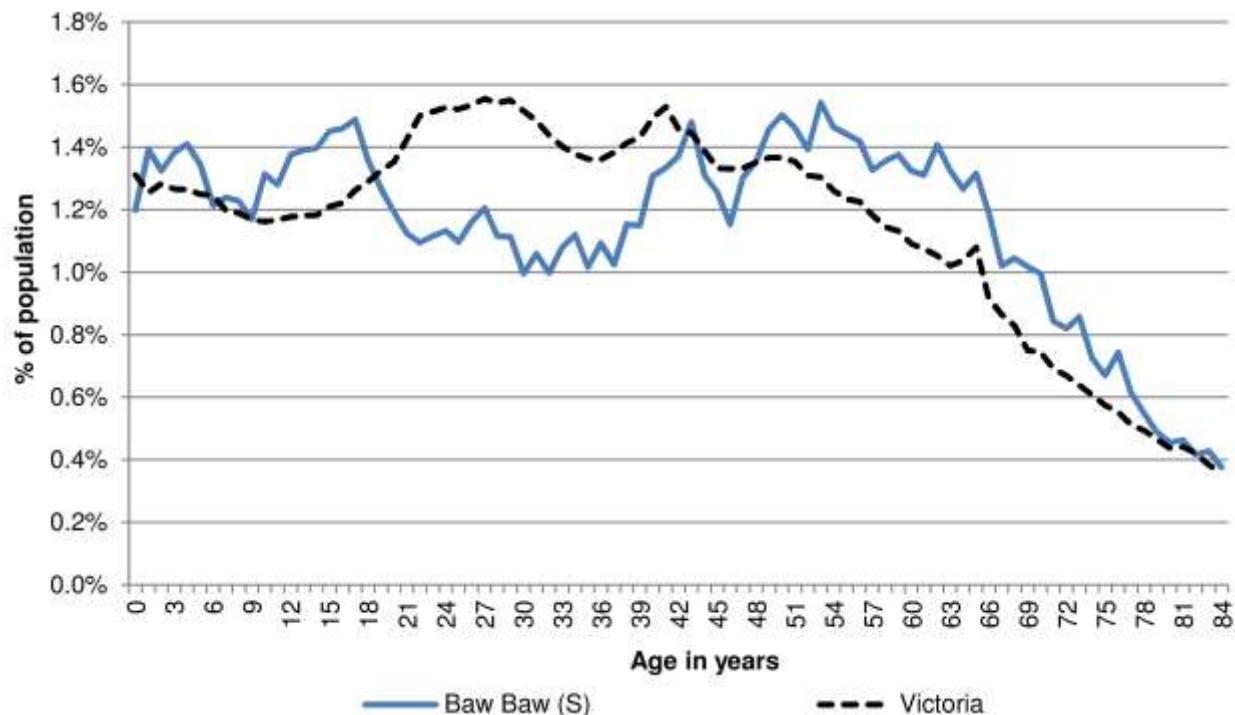
Figure 2: 2012 population profile ABS.

Population and household projections to 2051 are shown in the table below.

Local Government Area	Total population					Total households					% Aged under 20 years		% Aged 65 years or older	
	2011	2021	2031	Annual % change 2011-21	Annual % change 2021-31	2011	2021	2031	Annual % change 2011-21	Annual % change 2021-31	2011	2031	2011	2031
Baw Baw (S)	43,400	54,300	67,700	2.3	2.2	17,400	22,500	28,400	2.6	2.4	27.1	24.5	16.4	23.1

Table 2: Baw Baw shire population and household projections to 2051 (Victoria in the Future – DELWP 2016).

2.5. CALD COMMUNITY AND HEALTH

The Aboriginal and Torres Strait Islander population is slightly larger than the Victorian average, but otherwise cultural diversity is well below average, with only 3.4% speaking a language other than English at home. Rates of volunteering and citizen engagement are above average. Rental stress is above average, although rental affordability is relatively high.

Residents of Baw Baw are around average on most health status indicators, although the percentages reporting high blood pressure and arthritis are above average. There are higher than average rates of disability support and aged pension recipients, low birth weight babies, unintentional injuries treated in hospital and avoidable deaths. The current rate of inpatient separations is below average, emergency department presentations are above average and GP attendances are around average.

2.6. VULNERABLE PERSONS IN EMERGENCIES

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

The Department of Health & Human Services has produced the Vulnerable People in Emergencies Policy (DHHS, 2015). In this policy, a ***vulnerable person*** is defined as someone living in the community who is:

- frail, and/or physically or cognitively impaired; and

- unable to comprehend warnings and directions and/or respond in an emergency.

A *vulnerable person* may be identified for inclusion on a Vulnerable Persons Register if they **additionally** cannot identify personal or community support networks to help them in an emergency.
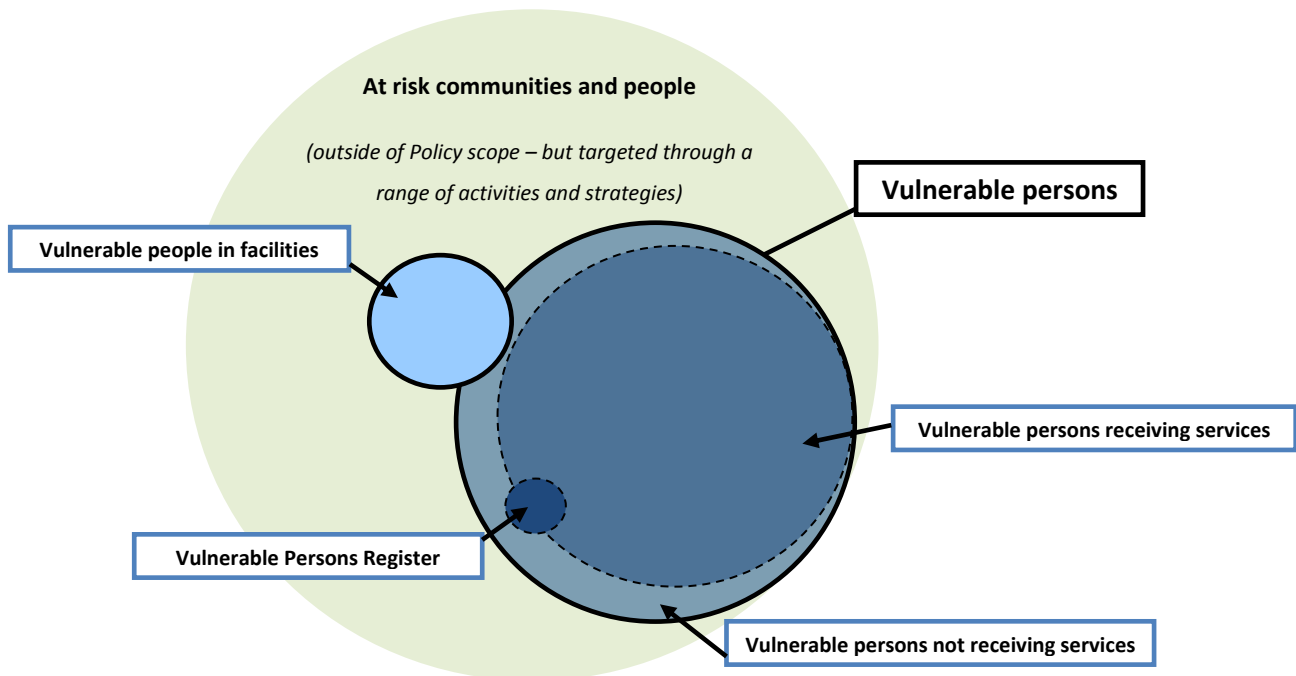
Figure 3: Vulnerable People in Emergencies Policy Scope (DHHS, 2015).

2.6.1. COUNCILS ROLE WITH VULNERABLE PERSONS

Key activities for Baw Baw Shire Council are to:

- Coordinate local implementation of Vulnerable Persons Registers to securely track vulnerable individuals;

- Develop and maintain a list of local facilities where vulnerable people are likely to be;

- Manage vulnerable client records;

- Coordinates local processes for identifying vulnerable people not receiving services for planning support and for screening for the Vulnerable Persons Register, and to coordinate processes for ongoing maintenance of this information.

2.6.2. VULNERABLE PERSON'S REGISTER

Baw Baw Shire Council manages the Vulnerable Persons Register. Victoria Police will obtain the details of vulnerable individuals directly from the register for emergency planning and response purposes. The register is located on Crisisworks.

There may be residents in the municipality who don't meet the eligibility for inclusion in the Vulnerable Persons Register but may require additional assistance in an emergency. The following agencies provide further assistance to the community:

- Baw Baw Shire Council – Home & Community Care - Service Provider

- Baw Baw Shire Council – Family Children Services - Service Provider

- Baw Baw Shire Council – Aged & Disability Assessment- Service Provider

- Baw Baw Shire Council – Maternal Child Health – Service Provider

- Education - Government Schools - Facilities

- Preschools - Facilities

- Child Care Centres - Facilities

- Salvation Army - Service Provider

- Uniting Care Gippsland - Service Provider

- Latrobe Community Health Service – Service Provider

- West Gippsland Healthcare Group - Service Provider/Facility

- Salvation Army - Service Provider

- Anglicare - Service Provider

- Yooralla - Service Provider

- Auscare - Service Provider

- Ramahyuck (Gippsland Family Practice) - Service Provider

- Fairview Village - Service Provider

- Headway Gippsland - Service Provider

For full details of 24/7 contact details for agencies providing service to vulnerable clients refer to Crisisworks.

2.6.3. VULNERABLE PERSONS FACILITIES

This list identifies buildings where vulnerable people are likely to be situated, including aged care facilities, hospitals, schools, disability group homes and child care centres. Victoria Police use the list for emergency planning and response purposes and it includes;

- Facilities funded or regulated by the Department of Health and Human Services and Department of Education and Training;

- Commonwealth funded and other residential aged care facilities; and

- Other locally identified facilities likely to have vulnerable people situated in them.

Note - The Baw Baw Vulnerable Facilities List is held within Crisisworks.

2.7. MUNICIPAL LOCATIONS MAP
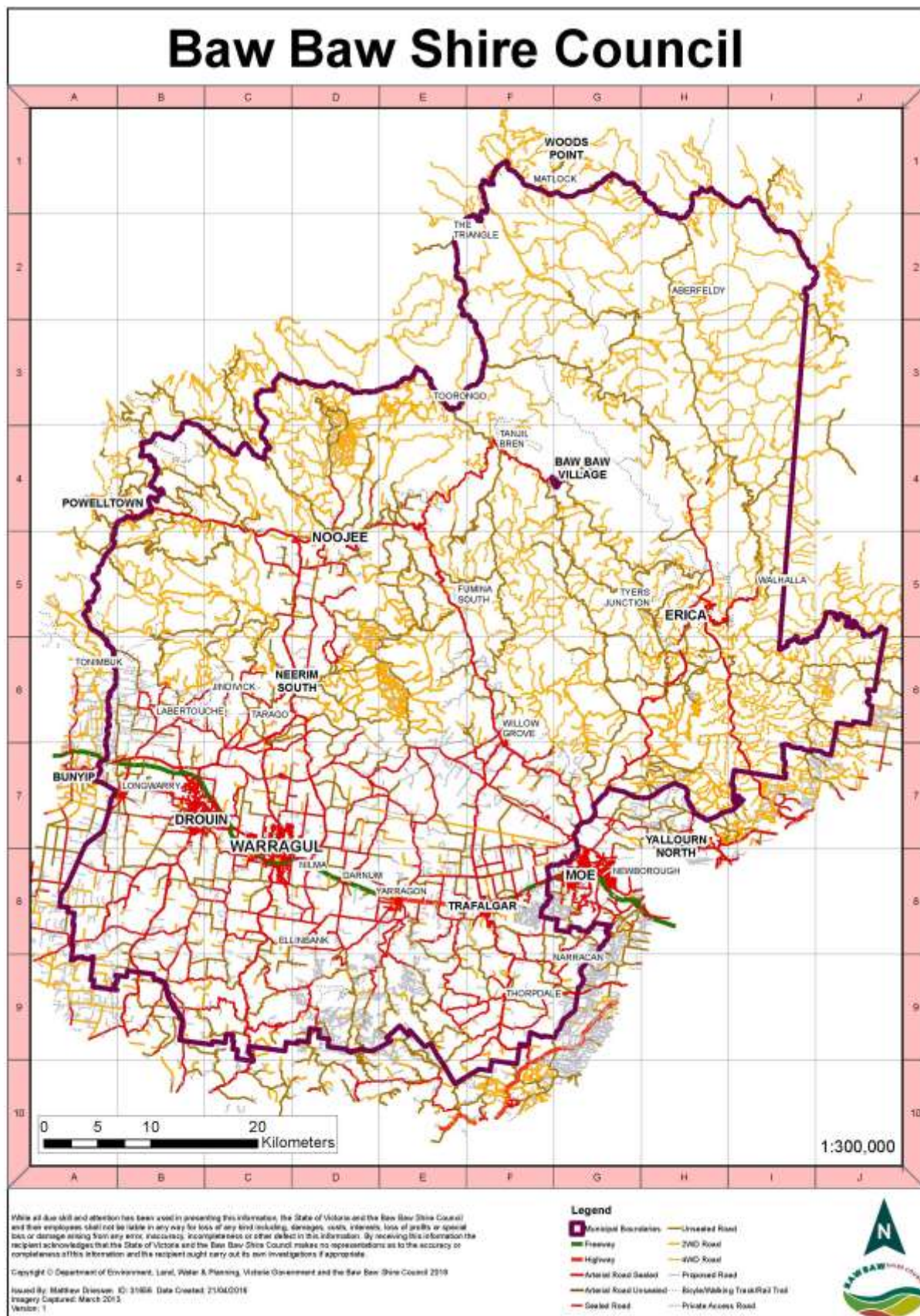
Figure 4: Baw Baw Municipality.

2.8. HISTORY OF EMERGENCIES

The varied land use, topography and population densities in the municipality contribute to the potential for emergency situations to occur.

In the past ten years, there have been many emergencies, these are listed below;

Year	Event
2006	Major bushfires
2007	• Storm damage across municipality • Flooding (Walhalla) • Major bushfires
2008	• Storm damage across municipality • Potato cyst Nematode outbreak (Thorpdale)
2009	• Major bushfires – Black Saturday • Storm damage and flooding (Warragul and surrounding areas)
2010	• Storm damage (Trafalgar) • Hailstorms (Warragul)
2011	Storm and flash flooding (Longwarry, Drouin, Warragul, Yarragon and Trafalgar)
2011/2012	Major series of landslips (Strzelecki Ranges and Vesper)
2012	• Storm damage and flash flooding (Longwarry, Drouin, Warragul, Yarragon, Trafalgar, Neerim South, Noojee and Willow Grove) • Earthquake – 5.6 magnitude (Thorpdale/Childers)

Year	Event
2013	• Bushfire (Aberfeldy) • Storm damage across municipality • HAZMAT (Longwarry and Cloverlea)
2014	• Bushfire (Westbury, Drouin West and Neerim East) • Bushfire (Herne's Oak, Morwell) – support to Latrobe City • Storm damage across municipality
2015	Storm damage and flooding across municipality
2016	• HAZMAT – Oil Spill (Drouin) and Iodine Spill (Warragul) • Storm damage and flooding across municipality
2017	HAZMAT – Stockfeeds (Trafalgar) Thorpdale Travellers Rest Hotel Structure Fire

Table 3: Municipal significant emergency events history 2006 – 2017.

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PART THREE – PLANNING ARRANGEMENTS

The *Emergency Management Act 1986 s4A* defines emergency response as the 'combating of emergencies and the provision of rescue and immediate relief services'. Emergency response provides the mechanism for the build-up of appropriate resources to cope with emergencies throughout the State. It provides the mechanism to request physical assistance from the Commonwealth when State resources have been exhausted.

3.1. PLANNING STRUCTURES AND RESPONSIBILITIES

The *Emergency Management Act 1986* and the *Local Government Act 1989*, identify councils as playing a critical role in Victoria's emergency management arrangements and systems. Councils have emergency management responsibilities as they are the closest level of government to their communities and have access to specialised local knowledge about the environmental and demographic features of their municipalities.

3.2. MUNICIPAL EMERGENCY MANAGEMENT PLANNING COMMITTEE (MEMPC)

The Municipal Emergency Management Planning Committee (MEMPC) is formed pursuant to Section 21(3) and (4) of the Emergency Management Act 1986. Council facilitates emergency management planning through the establishment of the MEMPC. Municipal emergency management planning is shared between agencies, organisations and community and covers all aspects of prevention, responding to and the recovering from emergencies within the Baw Baw municipality.

3.2.1. ROLE OF THE MEMPC

The role of the Municipal Emergency Management Planning Committee (MEMPC) is to:

- develop and maintain the draft MEMP for consideration by the municipal Council;

- assist in analysing and evaluating emergency related risks;

- determining the need for a Municipal Fire Management Planning Committee in accordance with Part 6A, EMMV;

- help produce risk treatment strategies; and

- prepare risk specific response and recovery plans for the municipal district.

More information on the MEMPC can be found in [Appendix E – MEMPC and Sub-Committees Terms of Reference](#).

3.2.2. MEMBERSHIP

The MEMPC will consist of officers holding key emergency management positions from the following organisations:

- Ambulance Victoria (AV);

- Baw Baw Shire Council (BBSC);

- Country Fire Authority (CFA);

- Department of Economic Development , Jobs, Transport & Resources (DEDJTR);

- Department of Education and Training (DET);

- Department of Environment, Land, Water & Planning (DELWP);

- Department of Health and Human Services (DHHS);

- Parks Victoria (PV);

- VicRoads;

- Victoria Police (VicPol);

- Victoria State Emergency Service (VicSES);

- Local community groups involved in emergency management.

Membership of the MEMPC is reviewed on an annual basis by the members of the MEMPC. This review process will ensure the committee is well represented by the relevant key agencies, organisations and the community.

In addition to the membership, other agencies and organisations are welcome to attend meetings, a list of these agencies/organisations is in [Appendix E – MEMPC and Sub-Committees Terms of Reference](#).

3.2.3. MEETINGS

The Municipal Emergency Management Planning Committee (MEMPC) agendas include (but not are not limited to):

- MEMP updates and reviewing important contact details;

- Strategic issues management;

- Recommendations for amendments;

- Sub-Committee/Working Groups reports on sub-plan updates and reviews as needed;

- General business.

Minutes of each meeting are taken and a copy forwarded to the MEMPC members.

3.2.4. MUNICIPAL EMERGENCY MANAGEMENT SUB-COMMITTEES

Several Municipal Emergency Management Planning sub-committees have been formed to assist in the development and maintenance of the Municipal Emergency Management Plan and sub-plans. These sub-committees also provide subject matter expertise to the MEMPC. The sub-committees are listed below:

- Municipal Storm and Flood Emergency Planning sub-Committee (MSFEPC);

- Municipal Fire Management Planning sub-Committee (MFMPC);

- Municipal Relief and Recovery Planning sub-Committee (MRRPC).

Figure 5: Structure of Baw Baw Emergency Management Planning Committees.

3.2.5. MUNICIPAL EMERGENCY MANAGEMENT WORKING GROUPS

The MEMPC will form working groups as required. Relevant agencies will be called together on an as needs basis to address a specific issue, complete a task, or if a new risk has been identified and requires a mitigation strategy to be developed.

3.2.6. FREQUENCY OF MEETINGS

The frequency of the meetings will be determined by the MEMPC, but should ideally meet three or four times a year, and each time an organisational change or emergency occurs (EMMV, Part 6 – Section 6.4).

Currently, the MEMPC, Fire Management and Relief and Recovery Planning Committees meet quarterly. Any working groups established meet as required.

MEMPC members recognise that there may be a requirement for an out of session meeting either during or following an incident. If an extraordinary meeting is required, then the Chair of the MEMPC may convene this meeting.

Note - If there is a requirement to call an out of session meeting the MEMPC can agree if necessary, to hold a teleconference to eliminate the need for all members to travel.

The MEMPC may agree to handle or endorse documentation (including the MEMP or sub-plans) or issues through e-mail. This decision will be noted in the minutes of the MEMPC and responses will be recorded.

3.3. MAINTENANCE OF THE PLAN

3.3.1. PLAN REVIEW

The MEMP and each sub-plan will be reviewed annually or after a significant emergency with a major review every 3 years, this will be undertaken by the MEMPC. The Baw Baw Shire Council, Fire & Emergency Management Coordinator will ensure that the plans are updated as required.

Organisations with responsibilities within this plan are required to notify the Baw Baw Shire Council, Fire & Emergency Management Coordinator of any changes of detail (e.g. contact information), as they occur. Review of the plan will specifically focus on the hazards/risks in the Baw Baw municipality and the contact directory of the plan.

Amendments to the plan are placed on the MEMPC agenda. Following approval, the amendments are included in the updated MEMP and are distributed to the MEMPC membership. The updated and endorsed MEMP is located on Crisisworks.

3.3.2. EXERCISING OF THE MEMP AND SUB-PLANS

The MEMP and sub-plans will be exercised annually (mindful of all stages preparedness, response, relief and recovery) by using an exercise format and post incident reviews to ensure the currency of the plan.

The MEMPC will determine the style and theme of the exercise and the relevant agencies participation. Improvements, modifications and amendments which are identified during these exercises will be included in the MEMP continuous review cycle.

Council emergency management staff or relevant control agency personnel are responsible for overseeing the conduct of and debrief from an exercise as well as maintaining a record of outcomes. Where applicable the MERO/MRM will ensure debrief outcomes are reflected in amendments to this plan and sub-plans.

3.3.3. SCHEDULE OF EXERCISES

Plan	Date
Municipal Emergency Management Plan	2017 – after amendments to plan
Municipal Storm and Flood Emergency sub-Plan	2018 – after amendments to plan
Municipal Fire Management sub-Plan	2018

Table 4: Municipal Emergency Management plans and sub-plans schedule of exercises.

Additionally, the plan should be exercised after any major amendments to the plan.

3.4. COUNCIL EMERGENCY MANAGEMENT POSITIONS - ROLES AND RESPONSIBILITIES

The *Emergency Management Act 1986*, *County Fire Authority Act 1958* and the Emergency Management Manual Victoria (EMMV) legislate and guide Council in the required and desired emergency management roles Council needs to fulfil its emergency management responsibilities.

Part 3 of this Plan, identifies the key emergency management roles required by legislation and the EMMV, and Baw Baw Shire Council's capacity to delegate roles to officers within its organisational structure. Other roles activated during emergency response, relief and recovery activities are described in their relevant part or sub-plan to the MEMP.

3.4.1. COUNCILS EMERGENCY MANAGEMENT FUNCTIONS

Baw Baw Shire Council accepts responsibility for management of municipal resources and the facilitation of community support and involvement to mitigate the consequences of an emergency during both the response to and recovery from emergencies.

This includes:

- The provision of supplementary supply (resources) to incident control and relief agencies during response and recovery;

- Municipal assistance to agencies during the response to and recovery from emergencies;

- The provision of emergency relief to combatants where they have exhausted their capacity and affected persons during the response phase;

- The secondary and post emergency needs assessment of the community following the emergency;

- Recovery activities within the municipality, in consultation with the Department of Health and Human Services;

To carry out these management functions, Baw Baw Shire Council has appointed staff to undertake various roles, these are listed in the following sections.

3.4.2. MUNICIPAL EMERGENCY RESOURCE OFFICER (MERO)

The Baw Baw Shire Council has appointed an officer to fulfil the function of Municipal Emergency Resource Officer pursuant to Section 21(1) of the *Emergency Management Act 1986*. Council has also appointed two Deputy MEROs.

Role/Responsibilities:

The MERO's response roles are to:

- Co-ordinate municipal resources in responding to emergencies;

- Provide council resources when requested by emergency services or police during response activities;

- Establish and maintain an effective infrastructure of personnel whereby Municipal resources can be accessed on a 24-hour basis;

- Establish and maintain effective liaison with emergency agencies within or servicing the Municipal district and the Municipal Recovery Manager (MRM);

- Keep the municipal coordination centre(s) MCC's prepared to ensure prompt activation if needed;

- Organise a debrief if requested by the Municipal Emergency Response Coordinator (MERC), an appointee of Victoria Police;

- Ensure procedures and systems are in place to monitor and record all expenditure by the Municipality in relation to emergencies;

- Ensure that procedures and systems are in place to record the sequence of events and actions during an emergency;

- Ensure that the MEMP is up-to-date and accurate and is reviewed on at least an annual basis.

Contact details for MERO and Deputy MERO is in Crisisworks and Appendix A – Contact Directory.

3.4.3. MUNICIPAL RECOVERY MANAGER (MRM)

The Baw Baw Shire Council has appointed an officer to fulfil the function of Municipal Recovery Manager. Council has also appointed a Deputy MRM.

Role/Responsibilities:

- Co-ordinate municipal and community resources within the municipality during recovery;

- Immediately following an emergency, assist with:

  o The collation and evaluation of information gathered in the post impact needs assessment; and

  o The establishment of priorities for the restoration of community services and needs.

- The MRM is to liaise with the appointed MERO for the best use of municipal resources to enable the recovery by individuals or the community from the effects of an emergency;

- Co-ordinate council support for the affected community;

- Establish a recovery co-ordination centre (if required);

- Liaise, consult and negotiate on behalf of the affected area with the Department of Health & Human Services, recovery agencies and the municipality;

- Liaise with the Gippsland Regional Relief and Recovery Working Group;

- Establish relief and recovery centres (if required);

- Undertake specific recovery activities as determined by the municipality;

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

Descriptions of the recovery management arrangements can be found in Part 6 – Relief and Recovery Arrangements.

3.4.4. MUNICIPAL FIRE PREVENTION OFFICER (MFPO)

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

Role/Responsibilities:

- Undertake and regularly review Council's fire prevention planning and plans, together with the Municipal Fire Management Planning Committee (MFMPC);

- Liaise with fire services, brigades, other authorities and councils regarding fire prevention planning and implementation;

- Advise and assist the Municipal Emergency Management Planning Committee (MEMPC) and MFMPC on fire prevention and related matters;

- Ensure the MEMP contains reference to the Municipal Fire Management Plan;

- Report to Council on fire prevention and related matters;

- Carry out statutory tasks related to fire prevention notices and infringement notices;

- Investigate and act on complaints regarding potential fire hazards;

- Advise, assist and make recommendations to the public on fire prevention and related matters;

- Issue permits to burn (under Section 38 of the CFA Act);

- Facilitate community fire safety education programs and support Community groups in fire prone areas;

- Support fire services in the delivery of community fire safety education programs.

Contact details for MFPO is in Crisisworks and Appendix A – Contact Directory.

3.4.5. COUNCIL EMERGENCY SUPPORT TEAM (EST)

Baw Baw Shire Council's has established an Emergency Support Team (EST). This team is made up of over 30 trained Council staff drawn from across Council. They support Council and the community in responding to an emergency. Due to the skill sets some of them have been appointed to emergency management roles and functions including:

- Group leader in one of the recovery environments;

- Relief centre managers or assisting in emergency relief centres;

- Municipal Secondary Impact Assessment officers (MSIA);

- MCC staff as required.

Members of the Emergency Support Team are trained to fulfil emergency management roles, this includes (but is not limited to):

- Introduction to Emergency Management;
- AIIMS;
- Crisisworks;
- Maintain safety at an incident scene (field positions);
- Emergency Management Liaison Officer.

3.5. OTHER AGENCY ROLES AND RESPONSIBILITIES

There are several other emergency management roles that assist in responding to and recovering from emergencies in the Baw Baw municipality these are described in the following sections.

3.5.1. MUNICIPAL EMERGENCY RESPONSE COORDINATOR (MERC)

The role of Municipal Emergency Response Coordinator (MERC) is identified in the *Emergency Management Act 1986 s13 (1)* and the *Emergency Management Act 2013 s56(1),* where the Chief Commissioner of Police appoints a MERC for each municipal district.

The appointed MERC for Baw Baw Shire Council is located at Warragul Police Station. The MERC is a member of the Municipal Emergency Management Planning Committee (MEMPC).

Role/Responsibilities:

- ensure that the appropriate control and support agencies are in attendance - or have been notified by the controller and are responding to an emergency;

- in the event of uncertainty, determine which agency is to perform its statutory response role in accordance with the requirements of EMMV Part 7 – Emergency Management Agency Roles, where more than one agency is empowered to perform that role;

- ensure the incident controller has formed and is chairing an Incident EMT or, if the incident controller is unable to attend or there are several disparate emergencies within the municipality, form and chair an Incident EMT;

- ensure timely warnings and information are provided to the community and support agencies by the control agency;

- arrange for the provision of response resources requested by control and support agencies and escalate unfulfilled requests to the RERC;

- ensure the incident controller has developed and issued an incident action plan (including objectives and strategies for managing the incident);

- ensure the Municipal Recovery Manager has been notified by the incident controller of the emergency, to ensure relief and recovery measures are in place;

- consider the provision of relief to affected communities where necessary and advise the Municipal Recovery Manager of requirements;

- consider registration of persons affected by the emergency;

- ensure the Municipal Emergency Resource Officer (MERO) is advised of the emergency, is available to provide access to council owned or controlled resources if required and is receiving information as appropriate;

- consider the need for declaration of an emergency area;

- provide the RERC with information or advice on issues relating the control, command and coordination of the emergency response, including issues relating to consequence management, the provision of relief and the transition to recovery;

- ensure the control agency for the emergency has organised an operational debrief with participating agencies as soon as practicable after cessation of response activities (EMMV, 2016).

3.5.2. REGIONAL EMERGENCY RESPONSE COORDINATOR (RERC)

The member of Victoria Police appointed by the Chief Commissioner of Police as an emergency response coordinator for each Victorian Government region is known as a Regional Emergency Response Coordinator (RERC). The RERC may from time to time appoint deputies.

The RERC is responsible for bringing together agencies and resources within a region to support the response to emergencies.

The RERC communicates with the Emergency Management Commissioner through the Senior Police Liaison Officer (SPLO).

The full description of the role and responsibilities of the RERC can be found in the EMMV Part 3-32.

3.5.3. REGIONAL RECOVERY COORDINATOR (RRC)

The Regional Recovery Coordinator is an employee of the Department of Health and Human Services (DHHS).

The Regional Recovery Coordinator is an authorised officer of DHHS, who is responsible for preparing and maintaining the Gippsland Emergency Relief and Recovery Plan.

The Regional Recovery Coordinator also provides guidance on local relief and recovery planning.

 Role/Responsibilities:

- providing guidance on local relief and recovery planning;
- producing incident-specific regional relief plans and incident-specific recovery plans when required;
- coordinating across relief and recovery agencies, including state / federal departments, local government, non-government organisations and agencies;
- coordinating recovery activities across the four environments in the Gippsland Region;
- chairing regional emergency relief and recovery planning committees and regional post-incident recovery committees;
- liaising, coordinating and planning with local and state recovery coordinators;
- requesting relief and recovery resources at the state level to address gaps in local and regional capacity.

3.6. CRISISWORKS

Crisisworks is an incident management software program which combines incident request tracking with agency logs, workspaces, geographical mapping, strong security and workflow, resource cost tracking and a recovery database to assist in helping affected people and property.

The system is primarily focused on providing a common operating picture, plus a complete record of Council's response to the incident. Its key strength is in its ease of use. It allows for direct agency involvement, and being cloud-based, allows for remote operation, along with easy and secure information sharing. Being cloud-based, the data is safe and secure away from the incident.

Crisisworks is the emergency management software program that Baw Baw Shire Council uses during an emergency to record its response, relief and recovery activities, decisions and information.

3.7. AUDIT REQUIREMENTS AND PROCESS

Pursuant to the *Emergency Management Act 1986 s21A*, Baw Baw Shire Council shall submit the Municipal Emergency Management Plan to the Victoria State Emergency Service for audit. This audit will assess whether the MEMP complies with guidelines issued by the Minister for Emergency Services and the Inspector General Emergency Management.

PART FOUR – PREVENTION/MITIGATION ARRANGEMENTS

4.1. BACKGROUND/INTRODUCTION

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

4.2. PREPAREDNESS

Any information released to the public on behalf of Baw Baw Shire Council will be to educate and assist the community to prepare for emergencies. The Baw Baw Municipal Emergency Management Planning Committee should approve this information.

Part 5 – Response Arrangements of this plan identifies the roles and responsibilities of the various organisations and agencies that exist in the municipality. Each agency's ability to cope with the identified threats was considered during this process.

4.3. COMMUNITY AWARENESS

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

Council and the MEMPC will investigate and facilitate where necessary community groups that have the desire and capacity to undertake community led emergency planning. As these community plans are developed, the MEMPC will consider how and where they integrate into the broader municipal emergency management planning environment.

Council and the MEMPC will support and promote appropriate prevention and awareness programs within the municipality, including media releases, advertisements, newsletters, Council's website, social media, community events, and through service networks.

Guides currently developed to improve community awareness of risks within the Baw Baw municipality are below;

- Local FloodSafe Guides (VicSES) for:

    o   Moe River Flats Local Flood Guide; and

    o   Warragul Local Flood Guide.

- Bushfire Community Information Guides (CFA) for:

    o   Noojee; and

    o   Tanjil Bren; and

    o   Erica/Rawson.

- Community Emergency Guides;

    o   Jindivick; and

    o   Labertouche; and

    o   Drouin West; and

    o   Longwarry.

- Other community led initiatives.

4.4. RISK MANAGEMENT

Baw Baw Shire Council utilises the methodology from the *ISO 31000:2009 Risk Management - Principles and Guidelines* standard for the identification, assessment and treatment of risks. This process has been applied to the Community Emergency Risk Assessment (CERA) process.

Figure 6: ISO Standard Risk Management 31000:2009.

Council has a responsibility under the *Emergency Management Act 1986* and the *Local Government Act 1989* to protect the safety of its community and visitors to the municipality. Furthermore, Council is committed to engaging the community in the development of strategies which enhance public safety, through effective service delivery and asset management.

To minimise or eliminate risks within the municipality, the MEMPC is responsible for carrying out an assessment and subsequent reviews to identify existing and potential risks and to develop treatment management plans.

4.5. COMMUNITY EMERGENCY RISK ASSESSMENT (CERA)

The Community Emergency Risk Assessment (CERA) provides the Municipal Emergency Management Planning Committee (MEMPC) with a framework for considering and improving the safety and resilience of their community from hazards and emergencies.

The CERA approach aims to understand the likely impacts of a range of emergency scenarios upon community 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.

4.5.1. PROCESS

Consultation:	Communication and consultation were considered important components of the risk management process.
Hazard Identification:	The specific hazards that were to be further reviewed were identified by the MEMPC, as well as relevant assets etc.
Risk Evaluation:	In addition to utilising the expertise of the MEMPC members, various specialists may be used to provide a more detailed and targeted approach to individual risks. An in-depth evaluation of all aspects associated with each of the identified risks will lead to the identification of appropriate treatment plans.
Risk Review:	The risks shall be reviewed on an annual basis and after any significant event by the MEMPC.

Table 4: Risk management process

It is recognised that some risks, by their nature, cannot be completely controlled and, further, that Council has limited resources to deal with emergency prevention and management.

4.5.2. IDENTIFIED EMERGENCY RISKS

The risks relevant to Baw Baw municipality which have been identified through the CERA process are shown below in Table 4.

Baw Baw Shire Council 19 May 2015			
Code	Risk	Ratings Confidence	Residual Risk Rating
BF-L	Bushfire - large, regional	High	High
LS	Landslip	High	Medium
N-O1	Severe Weather Event (Storm/Rain/	High	Medium
FL2	Flood - Major	High	Medium
T-AC	Transport Incident - Aircraft	High	Low
T-O1	Transport Incident - Car/Truck/Rail	High	Medium
HE	Human Epidemic / Pandemic	High	Medium
Te-O3	Fire Structural	High	Low
Te-O1	Hazardous Material Incident	High	Medium
PE	Plant Epidemic	Med	Medium
AE	Exotic Animal Disease	High	Medium
CO	Food / Water Supply Contamination	High	Medium

Table 5: Municipal CERA Summary.

4.5.3. MITIGATION

Treatment plans have been developed to address the identified hazards or sources of risk and are listed below:

- Baw Baw Municipal Emergency Animal Welfare sub-Plan;

- Baw Baw Municipal Fire Management sub-Plan;

- Baw Baw Municipal Flood Emergency sub-Plan;

- Baw Baw Municipal Heatwave Response and Action sub-Plan;

- Baw Baw Municipal Pandemic sub-Plan;

- Municipal Public Health Emergency Management sub-Plan;

- Baw Baw Shire Council Emergency Management Communications Plan (internal plan).

4.5.4. DEVELOPMENT OF SUB-PLANS

Through the CERA process an overall 'risk rating' ranging from low to high and an overall 'risk confidence' level of high to medium has been produced.

Any risk which receives a rating of high or above will have a sub-plan developed. This ensures a range of mitigation strategies are considered to reduce the overall residual risk.

The process for the development of new sub-plans is through the annual and three yearly risk assessments by a risk assessment working group drawn from the membership of the MEMPC. If it is determined that a sub-plan is required to effectively respond to the risk, then a brief is given to the MEMPC. The committee will then establish either a sub-committee or working group. This will depend on the magnitude of the risk and the work required to develop the sub-plan.

4.5.5. MONITORING AND REVIEW

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

This process will be administered by the Baw Baw Shire Council, Fire & Emergency Management Coordinator and, if required, an updated draft plan will be developed and approved by the relevant sub-committee and presented to the MEMPC for endorsement.

PART FIVE – RESPONSE ARRANGEMENTS

5.1. INTRODUCTION

Emergency response is 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 livelihoods and wellbeing, property and the environment and to meet basic human needs. The State has endorsed a set of emergency management priorities to underpin and guide all decisions made during emergencies in Victoria these are detailed in the (EMMV, 2016).

Emergency relief and recovery activities should be integrated with emergency response activities and commence as soon as the effect and consequences of the emergency are anticipated (EMMV, 2016).

5.2. COORDINATION, CONTROL, COMMAND

The *State Emergency Response Plan* identifies command, control, and coordination as being critical in ensuring there is an effective response to an emergency.

Coordination:	Coordination or the bringing together of the agencies and resources required to resolve an incident. The Incident Controller, together with the Municipal Emergency Response Coordinator, and agency commanders supervising the resources of each support agency in attendance, who, collectively form the Emergency Management Team (EMT) for the incident, should work together to ensure that all agencies and resources required to resolve an incident are made available.
Control:	Control or the overall management of an incident. Control is vested in a nominated Control Agency, which is required to appoint an Incident Controller. The Incident Controller is responsible for managing the incident and tasking all agencies that attend the incident.
Command:	Command or the direction of resources engaged at an incident. Responsibility for command is vested in each agency, and is undertaken by personnel appointed to command and supervisory roles in individual agencies.

Table 6: Coordination, control and command definitions from the State Emergency Response Plan (SERP) (EMMV 2016).
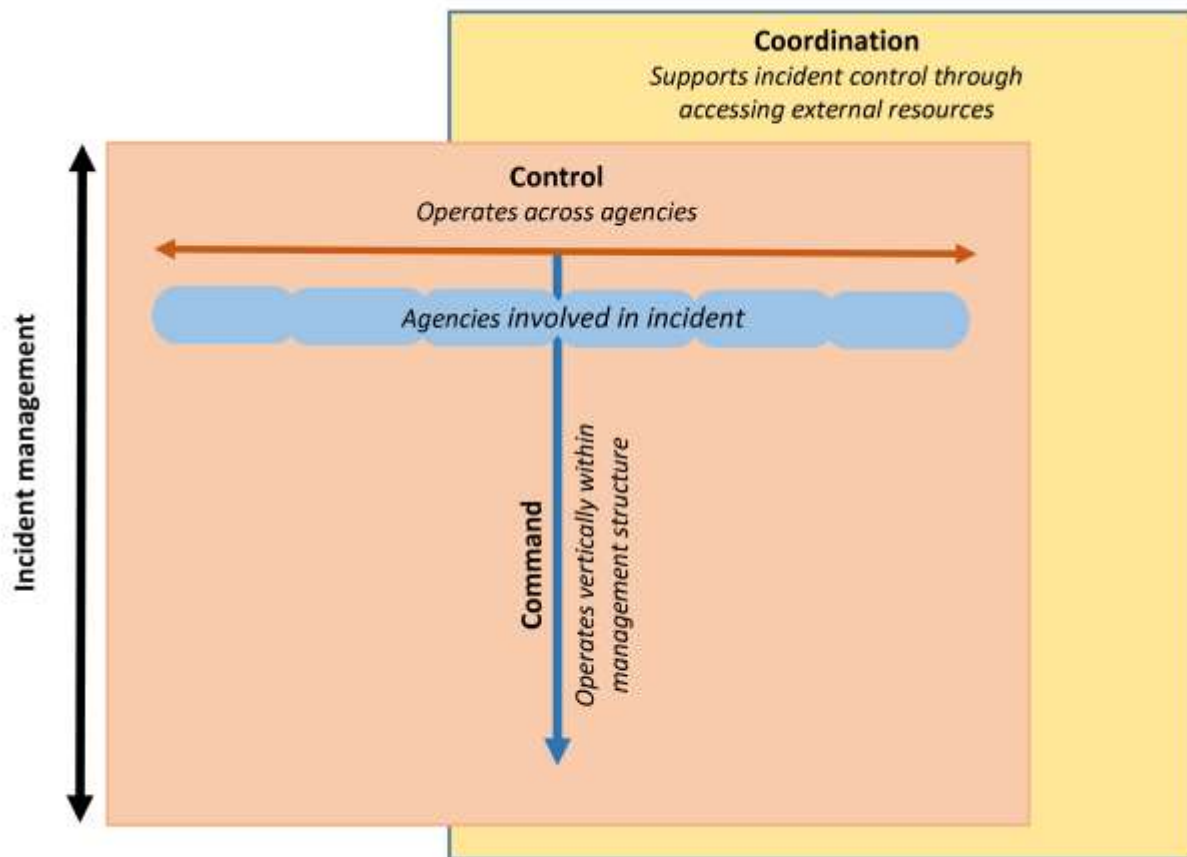
Figure 7: Conceptual depiction of the relationship between control, command and coordination in emergency response (shown at the incident tier) (AFAC, 2013)*.*

5.3. OPERATIONAL TIERS

Emergency response operations are managed through the following three operational tiers:

- state tier;

- regional tier;

- incident tier.

Not all tiers will be active for every emergency. The state and regional tiers are active only for major emergencies or where major emergencies are anticipated to occur. Non-major emergencies are managed only at the incident tier.

The people and agencies with roles and responsibilities for responding to emergencies work together in teams at each tier to ensure a collaborative and coordinated whole of government approach (EMMV, 2016).

5.4. EMERGENCY MANAGEMENT TEAM (EMT)

The function of the Emergency Management Team (EMT) at incident and regional level, is to support the Incident Controller in determining and implementing appropriate Incident Management strategies for the emergency.

If an emergency requires a response by more than one agency, the Incident Controller is responsible for forming the EMT.

The EMMV, Part 3 State Emergency Response Plan also provides details on the role and function of EMT's.

The EMMV emphasises the requirement to have Council engaged and connected to both incident and regional level EMT's. It is important there is a strong connection and relationship maintained between all levels.

Council's role in an EMT is to:

- Support the control agency through application of local knowledge and expertise;

- Provide municipal resources needed by the community and response agencies;

- Provide facilities for emergency services' staging areas;

- Facilitate the delivery of warnings to the community provision of information to public and media;

- Coordinate the provision and operation of emergency relief (includes catering, emergency relief centres, emergency shelters and material needs);

- Clear blocked drains and local roads, including tree removal;

- Provide support to VicRoads for partial/full road closures and determine alternative routes;

- Coordinate relief and recovery services at municipal level;

- Facilitate stakeholder management e.g. tourism, business, resident, industry.

Note: There is a roads contractor who manages emergency response activities (inspections, clearing debris and trees) to municipal roads after hours and on weekends. Contact can be made directly to the contractor via Baw Baw Shire Council's 24 hour number on 5624 2411 or via the MERO.

5.4.1. EMERGENCY MANAGEMENT LIAISON OFFICER (EMLO)

Support agencies may provide or may be requested by an Emergency Response Coordinator or controller to provide an Emergency Management Liaison Officer(s) (EMLO) to the, Regional Control Centre or Incident Control Centre.

Role/Responsibilities:

- represents the agency/organisation in the relevant control centre;

- may represent an agency/organisation at the Incident EMT or Regional EMT;

- should be empowered to commit, or to arrange to commit, the resources of the agency/organisation to respond to an emergency;

- provides advice in relation to the role and activities of the agency/organisation;

- should maintain ongoing communications with their respective agency/organisation.

Where an EMLO cannot be deployed to a location, the EMLO may perform the role from a remote location, for example through a teleconference or video conferencing link (EMMV, 2016).

5.5. LOCAL RESPONSE ARRANGEMENTS AND RESPONSIBLE AGENCIES

Most incidents can be managed and co-ordinated from Municipal resources. However, when local resources are exhausted and additional resources are needed the request can be escalated from the MERC to the RERC. Additional resources may come from neighbouring Municipalities (on a Regional basis) and then, secondly on a state-wide basis.

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

The municipal roads contractor (after hour's response for emergency) can also establish their own operations centre to manage requests and tasking operations. When activated a direct link to the MERO/MCC is established and maintained.

5.6. MUNICIPAL EMERGENCY COORDINATION CENTRE(S) (MCC)

The primary role of the MCC is to coordinate the provision of human and material resources within the municipality during emergencies. It will also maintain an overall view of the operational

activities within this Plan's area of responsibility, for record, planning and debrief purposes. The MCC may also become operational during support operations to a neighbouring municipality.

Administrative staff for the MCC will be drawn from the Baw Baw Emergency Support Team (Council employees), and in the event, that the scale of an emergency requires the MCC to be open for a protracted period, staff from other municipalities may be utilised and will be activated through the Gippsland resource sharing arrangements.

A Municipal Coordination Centre (MCC) Standard Operating Procedure is included in Appendix H.

In the event of a large-scale emergency the MERC may request activation of the MCC. The MCC can be activated at the request of the MERC in consultation with the MERO and the MRM as shown in the Figure 8.

Figure 8: Gippsland MCC & EMT Activation.

5.7. PHASES OF ACTIVATION

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

ALERT	Upon receipt of warning or information that an emergency may occur or affect the relevant area of responsibility, the Council EMT must be alerted to ensure its readiness to act if called upon. Some of the activities that should be considered in this phase are: • Warning for key Council officers. • Testing of communication arrangements. • Establish flow of information between Council and Control/Support Agencies.
STAND BY	As the threat, or the effects of the emergency, becomes imminent, Council officers are placed on standby, thus being ready to move immediately they are required. Some of the activities that should be considered in this phase are: • Ensure MECC is made ready; • Prepare equipment and personnel for immediate action; • Identify assembly areas.
ACTION	This is the operational phase of the emergency when controlling and support agencies are committed to contain or control the emergency. Some operations may necessitate moving to the "Action phase" immediately without the "Alert" and "Standby" phases being implemented. For this reason, Council maintains it is a state of preparedness at all times. Some of the activities that should be considered in this phase are: • Mobilise personnel/equipment as requested. • Produce situation reports on regular basis for higher authorities. • Deploy additional resources as required. • Ensure Volunteer Emergency Workers are registered.
STAND DOWN	Once "Alert", "Stand-by" or "Action" has been implemented, the MERO must declare a "Stand Down". After consultation with Control Agency and any other relevant agency, and the MERO is satisfied that the response to the emergency has been completed, the MERC will advise all participating agencies of 'Stand Down'.

Figure 9: Phases of activation.

5.8. ACTIVATION PROCEDURE

In the first instance, the control agency will contact the MERC requesting resources or assistance. The MERC will contact the MERO. At the municipal level, resources owned or under the control of Council may be used to supplement those of the control and support agencies.

The Baw Baw Shire Council 24-hour number is 5624 2411, this number provides access to the MERO and MRM who can activate the Municipal Emergency Management Plan as required.

The activation level is dependent upon the scale of the emergency and is determined by the EMCG (MERC, MERO & MRM).
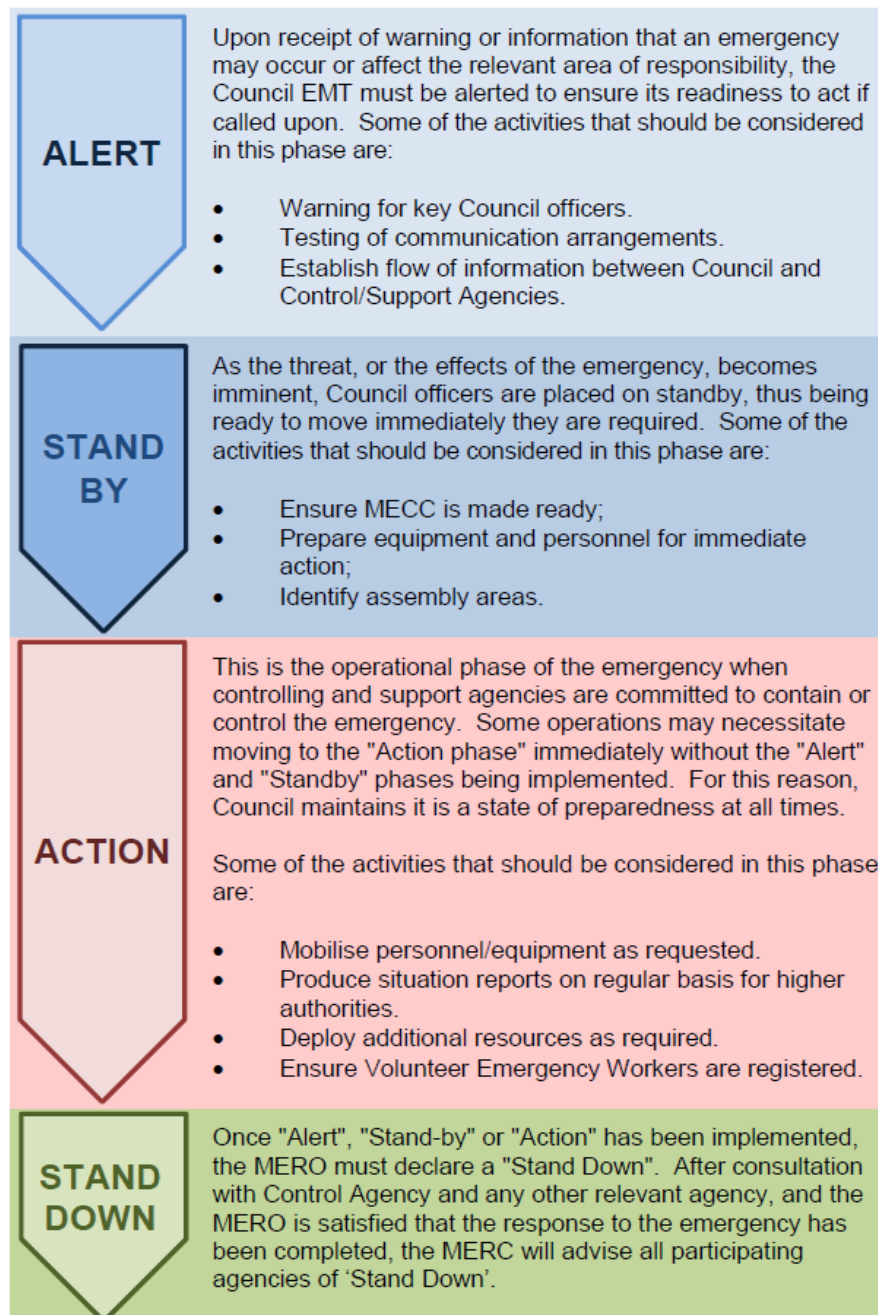
Small Scale Emergency (less than 24hrs impact)

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

Medium Scale Emergency

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

Large Scale Emergency

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

5.9. RESOURCE REQUESTS AND LIST

Council's resource lists are managed by Councils MERO and are in Crisisworks and Appendix B – Resource List.

Baw Baw Shire Council has an extensive list of contractors and suppliers. The MERO/Deputy MERO's are responsible for activating the response of all resources for an emergency when requested through the appropriate channels for prevention, response, relief and recovery within the Baw Baw municipality.

The MERO will follow the steps below when providing resource support (as requested by the MERC):

- Upon request by the MERC the Baw Baw MERO will contact the on-call depot officer or the relevant council manager to obtain the resources as required;

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

- Upon request of a resource, council owned or non-council owned the MERO will log this request in Crisisworks;

- The MERO will access the appropriate council resource to comply with this request;

- If council does not have the appropriate resources to assist with this request, then the MERO will access the contractor resource list to engage the appropriate contractor to assist in fulfilling this request.

The MERO needs to identify the following information for the contractor so that any request can be complied with:

- Resource requirement;

- Intended use of resource;

- Location of resource;

- Time resource is required to be on site or estimated time of arrival;

- Duration of use of resource;

- Person who will be responsible for direction of use or management of resource;

- Safety requirements;

- Responsible funding agency.

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

5.10. EVACUATION

Evacuation is the planned relocation of persons from dangerous or potentially dangerous areas to safer areas and their eventual return. The decision to evacuate rests with the control agency in conjunction with police and available expert advice, unless time constraints prevent this consultation. Evacuation may be undertaken by individuals, families and households on their own volition and independent of any advice, or it may be after an assessment of information provided by a Control agency.

Examples of events that may require immediate evacuation include fire, floods, hazardous materials accidents/incidents, air crash or earthquake. In some life-threatening circumstances, and to preserve life, this decision to evacuate may be made by any agency representative and in these circumstances, the Incident Controller must be notified of this decision as soon as possible.

5.10.1. EVACUATION MANAGER

When the possibility of an evacuation is being considered, Victoria Police will identify a member to take the role of Evacuation Manager (EMMV, 2013). The Evacuation Manager should be co-located with the Incident Controller at the Incident Control Centre (ICC), or if no ICC exists, at the location where control is exercised. This role will be responsible for managing the following functions:

- Assist Incident Controller with the urgent <u>decision</u> and <u>warning</u> stages if required;

- Manage the <u>withdrawal</u> stage of the evacuation in consultation with the Incident Controller and Health Commander;

- Coordinate the <u>shelter</u> stage of an evacuation in consultation with the Baw Baw Shire Council;

- Manage the <u>return</u> stage of the evacuation with the assistance of other agencies where required;

- Source and manage resources to facilitate evacuation in consultation with control and support agencies;

- Maintain ongoing liaison with Incident Controller for the duration of the evacuation;

- Coordinate establishment and maintenance of traffic management points;

- Registration of evacuees (assistance from Red Cross).

Once the decision to evacuate has been made the MERC and Council (MERO and MRM) should be contacted to assist.

The MERO will assist the MERC by:

- Establishing a suitable assembly area if the pre-determined locations are not appropriate;

- Transporting resources to the location which evacuees will be asked to attend (refer to Crisisworks);

- Establishing and activating emergency relief centres including selecting the most appropriate centre due to the circumstances;

- Managing traffic flow including provision of information regarding road availability, capacity and safety.

In Victoria, evacuation is largely voluntary. The Incident controller makes a recommendation to evacuate and it is the choice of individuals as to how they respond to this recommendation (EMMV, 2013).

5.11. PUBLIC INFORMATION AND WARNINGS

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

Warnings and the release of other information should be authorised by the Incident Controller as they are closest to the emergency and informed by local knowledge.

Where an extreme and imminent threat to life exists and authorisation from the Incident Controller is not practicable in the circumstances, warnings may be issued by any response agency personnel with notification to the Incident Controller as soon as possible.

5.11.1. RESPONSE PHASE

Information for release may be categorised under the following stages:

- *Pre-impact:* To enable the public to take reasonable measures to prevent, or lessen the potential effects of emergencies and to cope during the impact phase of an emergency;

- *During impact:* To produce suitable news releases through the media concerning the effects of the emergency and what action can be taken by the public;

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

5.11.2. INFORMATION DISSEMINATION

Immediate use of the media and the internet will be made to avoid phone congestion. The public should be advised to direct calls to appropriate agencies and centres with adequate facilities, staff and knowledge to answer questions or disseminate information.

5.11.3. METHODS OF DISSEMINATION

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

- VicEmergency website, app and hotline on 1800 226 226;

- Emergency Service organisation websites and social media pages;

- Bureau of Meteorology (BoM);

- Radio stations, both ABC Gippsland and local commercial;

- Television;

- Local telephone information lines;

- Council's web site;

- Newspapers;

- CALD community radio stations, newspapers and websites/social media;

- Community newsletters;

- Information/Recovery Centres ("One stop shops");

- Manual door knock of each residence;

- Community notice boards;

- TV displays at information centres.

More local communication arrangements can be found in the Baw Baw Shire Council Emergency Management Communications Plan on Crisisworks.

5.11.4. WARNINGS

Warnings should be used under specific circumstances where community action is necessary primarily to protect lives, and for the protection of property or the environment. The warning arrangements are set out in the Victorian Warning Protocol (EMMV, 2016).

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

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

5.11.5. DISSEMINATING WARNINGS

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

- VicEmergency website www.emergency.vic.gov.au;

- VicEmergency or relevant agency social media feeds;

- voice and SMS phone messaging using the Emergency Alert tool;

- relevant emergency information phone lines;

- emergency broadcasters, using the standard emergency warning signal [SEWS] where relevant;

- community alert sirens;

- face to face contacts such as door knocks, community meetings.

Agencies should as far as possible, inform the community regarding warning systems and procedures likely to be used during an emergency. Warnings will be most effective, and reach the

most people, when a combination of warning systems is used. This is crucial that people do not rely on only one information medium.

5.11.6. INFORMATION RESOURCES

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

- Electronic media – internet;

- Police media liaison;

- Literature/brochure information;

- Print media.

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

5.11.7. ACCESSIBILITY CONSIDERATIONS

Special consideration will be given to ensuring emergency information is accessible by all community members. Baw Baw Shire Council will do this by providing information in various formats and utilising specialist services.

<u>CALD Residents</u>

Baw Baw Shire Council works closely with Gippsland Multicultural Services (GMS) who assists in providing culturally targeted communication in an emergency.

In the case where information or communication is required with persons unable to speak English an interpreter service such as the Telephone Interpreter Service, National Contact Centre may be able to assist (131 450).

<u>Vision, Hearing or Speech Impairment</u>

Vision Australia provides support services to people who are blind or have low vision. Resources and information are available from Vision Australia (1300 84 74 66).

Vic Deaf (1300 010 877) provides support services for people who are deaf or hard of hearing including interpreting and case management. Detailed information is available from the Vic Deaf website.

Calls to deaf, hearing or speech impaired individuals can also be made via National Relay Service on 133 677.

5.12.   FINANCIAL CONSIDERATIONS

Financial accounting for Municipal resources utilised in emergencies must be authorised by the Municipal Emergency Resource Officer (MERO) or the Municipal Recovery Manager (MRM) and shall be in accordance with the normal financial arrangements of the Baw Baw Shire Council.

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

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

The Baw Baw Shire Council is accountable for any monies donated because of any emergency event and will implement systems to receive and account for all such donations.

5.13.   NEIGHBOURHOOD SAFER PLACES - BUSHFIRE PLACES OF LAST RESORT (NSP-BPLR)

NSP-BPLRs are not community fire refuges or emergency relief centres. NSPs are bushfire places of last resort during the passage of a bushfire, and are intended to be used by persons whose primary bushfire plans have failed. NSP-BPLRs are places of relative safety only. They do not guarantee the survival of those who assemble there. Furthermore, there may be serious risks to safety encountered in travelling, and seeking access, to NSP-BPLRs during bushfire events. Depending on the direction of a fire, it may not be a safer place to assemble than another place within the municipal district.

Council has developed a Municipal Neighbourhood Safer Places Plan for the purposes of legislation, which contains guidelines that have been developed by the Municipal Association of Victoria (MAV) to assist Council in:

- Identifying;

- Designating;

- Establishing;

- Maintaining; and

- Decommissioning places as NSP-BPLRs within the municipal district.

There are no designated Neighbourhood Safer Places – Bushfire place of last resort, within the Baw Baw municipality.

5.14. FIRE REFUGES

There are no fire refuges, within the Baw Baw municipality.

5.15. 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. 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. Baw Baw Shire Council actively participates in the Regional Emergency Management Planning Committee (REMPC).

5.16. RESOURCE SHARING PROTOCOLS

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

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

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

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

- A description of the emergency for which assistance is needed;

- The number and type of personnel, equipment and/or facilities (resources) required;

- An estimate of time as to how long the resources will be required; and

- The location and time for the staging of the resources and a point of contact at that location.

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

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

It is anticipated that a requesting council will initially seek assistance from surrounding councils. This will reduce travel times and expenses for assisting councils to respond and return. Detailed information is provided in the Inter-Council Emergency Management Resource Sharing Protocol on the MAV website http://www.mav.asn.au/policy-services/emergency-management/Pages/resource-sharing-protocol.aspx.

5.17. DEBRIEFING ARRANGEMENTS

A debriefing should take place as soon as practicable after an emergency. The MERC will convene the meeting and all agencies who participated should be represented with a view to assessing the

adequacy of the MEMP and to recommend any changes. These meetings should be chaired by the MEMPC Chairperson.

An additional debrief may be conducted for the Recovery Team to cover specific recovery issues. This will be an additional debrief conducted by the MEMPC. This will be convened and chaired by the MRM.

Debriefing of staff and volunteers assisting with the emergency will be conducted through the approval of the Organisational Development team at Council.

5.18.   RESPONSE/RECOVERY TRANSITION

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

To assist emergency management agencies involved in response and recovery to achieve a seamless transition of information, resources, management and coordination of activities, an agreement for transition of coordination arrangements from response to recovery has been developed by EMV and is located on EM COP http://files.em.vic.gov.au/RelRec/docs/Template-TransitionfromResponsetoRecovery.doc.

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

5.19.   TERMINATION OF RESPONSE AND HANDOVER OF FACILITIES & GOODS

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

In some circumstances, it may be appropriate for certain facilities and goods obtained under emergency management arrangements during response to be utilised in recovery activities. There

may be an actual handover to the Recovery Manager of response facilities and/or goods to be utilised in recovery activities. This handover will occur only after agreement has been reached, and after any necessary documentation has been completed to the mutual satisfaction of the Response and Recovery Coordinators.

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

It should be recognised that MCC functionality may continue for some time during the recovery phase dependant on the scale of the event.

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PART SIX – RELIEF AND RECOVERY ARRANGEMENTS

6.1. INTRODUCTION

This section outlines the arrangements and sets out Councils intent to planning for and delivering local relief and recovery services. These services will be needed due to the impacts of an emergency on our community or when providing support to neighbouring communities in other municipalities.

Baw Baw Shire Council, assisted by other organisations, and with the support of the Department of Health and Human Services (as the organisation responsible for relief coordination at the regional level), is responsible for implementing emergency relief measures and coordinating local recovery within the municipality following an emergency event.

Emergency relief and medium to long term recovery is a multi-agency responsibility that requires effective planning and structured management.

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

6.2. RELIEF AND RECOVERY DEFINITIONS

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

Emergency **Relief** is the provision of essential needs to people and communities during and in the immediate aftermath of an emergency. Essential needs relate to immediate shelter, life support and personal needs (EMMV, 2015).

Recovery is defined as *'assisting people and communities affected by an emergency to achieve an effective level of functioning'*. It is a coordinated process to support the community towards managing its own recovery (EMMV, 2015).

Both relief and recovery begin when an emergency occurs and many response, relief and recovery activities are undertaken concurrently. Typically, relief is provided during and in the immediate aftermath of an emergency. Recovery is generally a longer-term process for affected individuals and communities.
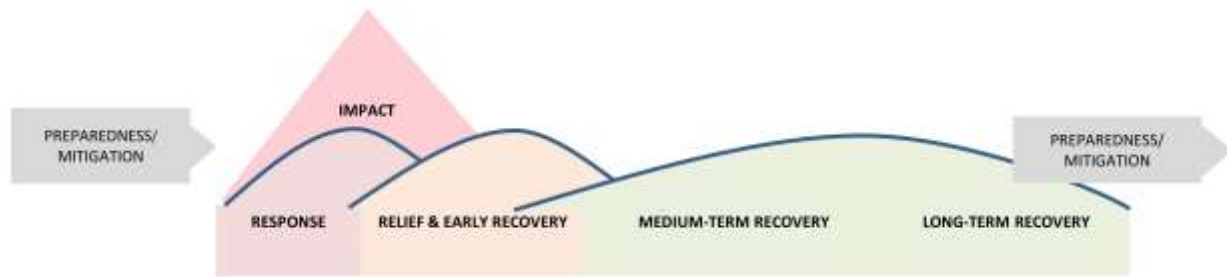
Figure 10: Emergency relief and recovery activities over time (EMMV, 2015).

The relief and recovery planning process is structured to address key services/activities across the four recovery environments as identified in the State Emergency Relief and Recovery Plan (from the Community Recovery Handbook).

6.3. RELIEF AND RECOVERY MANAGEMENT PRINCIPLES

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

- Management and service provision will be devolved as much as possible to the local level. State and regional recovery strategies, services and resources will supplement and complement municipal initiatives rather than replace local endeavours;

- The emergency relief and recovery function and roles along with the nominated agencies responsible at the local level will be designated in this plan;

- Emphasis will be given to supporting and maintaining the identity, dignity and autonomy of affected individuals, families and the community;

- Management of relief and recovery will occur in the context of clear and agreed arrangements and involve processes of consultation and co-operation through established communication channels;

- Where possible, the normal municipal management and administrative structures and practices will be used ensuring that these structures and practices will be responsive to the special needs and circumstances of the affected community;

- Relief and recovery information and services need to be readily accessible to affected individuals, families and communities and responsive to their needs and expectations;

- Relief and recovery from emergencies is best achieved where the process begins with the commencement of the impact of the emergency.

6.4. RELIEF AND RECOVERY MANAGEMENT ARRANGEMENTS

6.4.1. MUNICIPAL RECOVERY MANAGER

The Municipal Recovery Manager (MRM) is a selected staff member of Council.

The MRM coordinates relief and recovery operations at municipal level and activates municipal agencies and resources and is required to take an active role in emergency planning as an emergency continues. A full position description for the MRM is located on Crisisworks.

Contact details for the MRM and Deputy MRM are in Appendix A – Contact Directory and on Crisisworks.

6.4.2. EMERGENCY SUPPORT TEAM FOR RELIEF AND RECOVERY ROLES

Baw Baw Shire Councils Emergency Support Team Council will fill relevant relief and recovery positions to ensure that there is a timely response to the needs of the community. The types of positions filled and level of involvement with the relief and recovery process will depend on the scale of the emergency and relief and recovery requirements identified. Wherever possible, these roles will link with staff member's normal roles at Council i.e. Community Development, Environmental/Public Health, Economic Development and Community Compliance.

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

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

A list of Council staff appointed to specific relief and recovery roles is in Crisisworks and Appendix A – Contact Directory.

6.4.3. ROLE OF THE DEPARTMENT OF HEALTH & HUMAN SERVICES IN RELIEF AND RECOVERY

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

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

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

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

6.5. MUNICIPAL RELIEF AND RECOVERY OPERATIONS SUB-COMMITTEE (MRROC)

The Municipal Relief and Recovery Planning sub-Committee (MRRPC) will become the Municipal Relief and Recovery Operations sub-Committee (MRROC) when an emergency has impacted the community and local relief and recovery needs to be coordinated. The MRM will establish the committee who will be responsible for coordinating local relief and recovery activities, developing a Post Incident Recovery Plan and monitoring the progress of the relief and recovery effort.

The membership of the Municipal Relief and Recovery Operations sub-Committee (MRROC) will be dependent on the nature of the emergency and impacts on the community. The committee will be chaired by the MRM, with representation consisting of key relief and recovery agencies/organisations drawn from the Municipal Relief and Recovery Planning sub-Committee (MRRPC), this may include:

- Group leaders of the functional areas of recovery (Council staff);

- Relief and recovery service providers;

- Agencies and organisations;

- Community Recovery Committee chairs; and

- Local Businesses.

The MRROC will report to the MEMPC via the MRM. Once recovery operations conclude the MRROC will devolve back to the MRRPC.
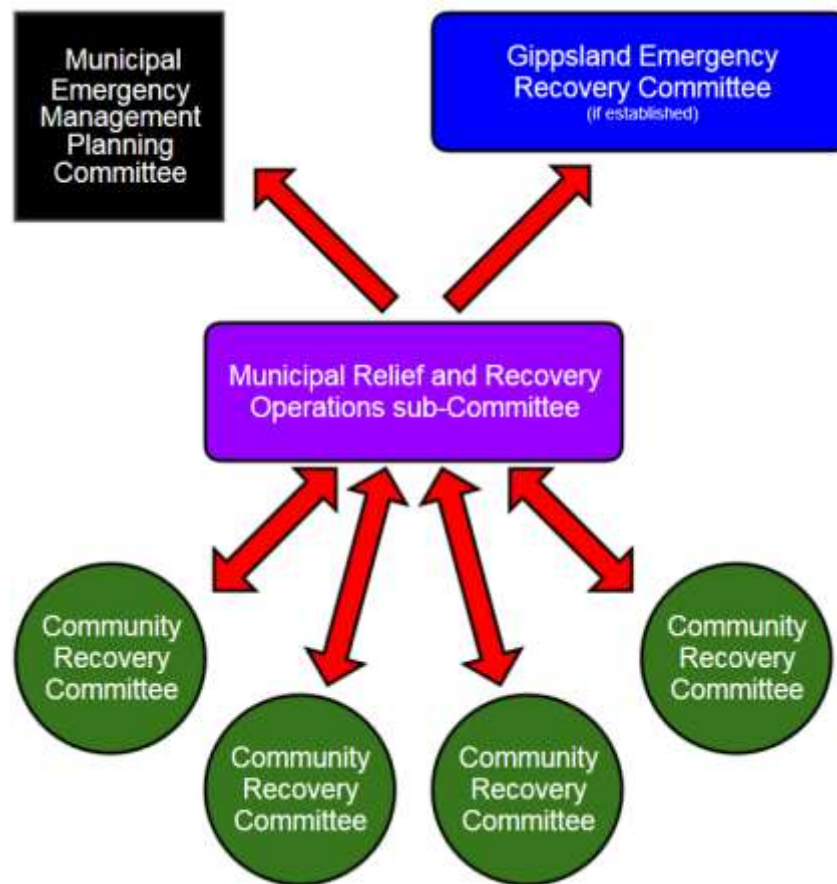

Figure 11: Reporting structure of Municipal Relief and Recovery Operations sub-Committee

6.5.1. MUNICIPAL RELIEF AND RECOVERY OPERATIONS SUB-COMMITTEE FUNCTION

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

The objectives of the Municipal Relief and Recovery Operations sub-Committee is to:

- Facilitate effective communication and positive stakeholder relationships;

- Undertake secondary impact assessment of impacts on the affected community;

- Fulfil the general principles for relief and recovery articulated in the Gippsland Emergency Relief and Recovery Plan and relevant guidelines issued by the State;

- Coordinate the develop a post incident recovery plan;

- Report on post incident relief and recovery operations, debriefs, reviews and evaluations to the MEMPC and Gippsland Emergency Recovery Committee;

- Consider the establishment Recovery Centre and Community Recovery Committees;

The Terms of Reference for the Municipal Relief and Recovery Operations sub-Committee (MRROC) is in Appendix E – MEMPC and sub-committees Terms of Reference and in Crisisworks.

6.6. ACTIVATION

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

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

On receiving advice of the potential need for relief and recovery services, the MRM will activate the Municipal Relief and Recovery Operations sub-Committee (MRROC) to ensure that services and activities are provided in a coordinated manner. Emergency Support Team members will be notified in the event of emergency and where possible put on standby if there is warning of a potential or imminent threat e.g. Code Red Day.

Council's 24-hour number 5624 2411 is a single point of notification for the relief and initial recovery process or until relief and recovery centres are established. Council's customer service representatives will be briefed on where calls and queries should be directed.

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

- the event has occurred outside the municipal district;

- the response to the event is small scale, but the potential impacts are large;

- there has been no need to activate local resources during the response to the event.

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

6.7. SINGLE INCIDENT NOTIFICATIONS

In the event of a single incident emergency which displaces a resident from their home, the Incident Controller is responsible for notifying the MRM via Councils 24/7 number 5624 2411 or directly to the MRM's mobile phone (available in Appendix A - Contact Directory). This may be due to a house fire, storm damage, flood damage or structural damage. It is the responsibility of each response agency to ensure this process is conveyed to all Incident Controllers.

6.8. IMPLEMENTATION

The organisations listed in the relief and recovery services and providers section of this document have agreed to provide services or coordinate a function in an area. Access to these services will be provided by the MRM based on available information.

Group leaders/coordinators of relief and recovery services maintain their own resource lists which can be used during an emergency. Council will maintain a contacts/resource directory of service providers of relief and recovery functions as detailed in Appendix H – Municipal Relief and Initial Recovery Service Providers.

During the response phase of an emergency, activities will reach a stage where a formal handover of the coordination of activities and resources from the MERC to the MRM will be required. To ensure efficient transition at this stage, the process will be conducted in accordance with 5.18 Response/Recovery Transition section of this plan.

6.8.1. RELIEF AND RECOVERY SERVICES AND PROVIDERS

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

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

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

6.8.2. IMMEDIATE RELIEF AND RECOVERY ARRANGEMENTS

The primary needs of people affected by an emergency are safety, shelter, clothing, food, medical attention and personal support. These basic needs must be provided with urgency and given a high priority. The MRM in conjunction with the Municipal Relief and Recovery Operations sub-Committee (MRROC) will implement and coordinate these arrangements.

Where possible, an external agency will be requested to deliver the services that have the required skills, processes and contacts. A list of these relief and initial recovery services providers is attached in Appendix H - Municipal Relief and Initial Recovery Service Providers.

6.9. RECOVERY ENVIRONMENTS

The municipal relief and recovery planning process is structured to address key services/activities within the four recovery environments as identified in the State Relief and Recovery Plan and Community Recovery Handbook 2. These include:

1) **Social environment** – The social environment considers the impact 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.

2) **Built environment** – The built environment considers the impacts that an event may have on essential physical infrastructure including essential services, commercial and industrial facilities, public buildings and assets and housing.

3) **Economic environment** – The economic environment considers the direct and indirect impacts that an event may have on business, primary producers and the broader economy.

4) **Natural environment** – The natural environment considers the impact that 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.

Figure 12: Four environments constitute community.

When working with communities in recovery each environment should be coordinated with all others. Recovery from emergencies is a developmental process to manage the re- establishment of those elements of society necessary for their wellbeing.

6.10. LOCAL CONTEXT OF RECOVERY ENVIRONMENTS

The local context of these environments is outlined with a range of recovery services as shown in the table below.

	Individuals	**The community**
Social	• Shelter (ERCs) or interim accommodation • Basic food, water & material needs • Companion animal welfare • Health and medical assistance • Information and briefings • Personal support – talking it over, emotional and spiritual care, counselling, advocacy & therapy • Psychological first aid • Reconnecting family and friends • Individual/household financial assistance • Legal support • Outreach and visitation • Survey and determine occupancy of damaged buildings	• Recovery Line • Recovery/Information Centres • Public meetings, newsletters, advertising and or information sessions • Support for Community Recovery Committees • Support and advice to aid schools and early childhood services • Psychosocial services for primary producers and animal owners • Community development • Community recovery programmes/events • Drinking water for households • Maintaining food supplies • Public appeals, donations
Built	• Impact assessments • Private property rebuilding • Removing burnt debris, household clean up assistance • Building advice and information to residents • Supervising and inspecting rebuilding	• Recovery and rehabilitation of essential services: water, wastewater, gas, electricity, telecommunications, etc. • Restoration of infrastructure e.g. roads, bridges, transport, schools, hospitals • Replacement of essential water used in bushfire fighting • Inspection of rebuilding/redevelopment • Planning for rebuilding in the longer term • Rehabilitation of public

	Individuals	The community
		• buildings/assets • Sporting facilities and public amenities
Natural	• Advice & information on: • Decontamination • Land rehabilitation, stabilisation & restoration • Replanting • Weed & feral animal control • Wildlife rescue & welfare • Waste disposal	• Reopening/repairing of public walking tracks, recreation facilities and protection of cultural heritage • Clearing and rehabilitation of public land and assets • Erosions control – public land • Monitoring of air quality • Water quality and supply • Surveying and protection of threatened flora and fauna • Wildlife welfare • Waste pollution management
Economic	• Information and support for financial assistance, subsidies or low interest loans, rate or tax breaks • Urgent animal welfare • Emergency and donated fodder • Disposing of dead, maimed, or diseased animals (domestic and livestock), native and feral) • Assistance with material goods replacement • Farm water supplies • Assist farmers repair and restore fences damaged by fire suppression activities • Soils, pasture, fire damaged crops advice; rehabilitation of productive land	• Loss and damage assessment • Revitalising rural enterprises & the economy of rural communities • Small business support, mentoring & counselling • Recovery programs, advice to primary producers and rural land managers • Supporting the wellbeing of rural communities • Tourism support • Advice on govt funding opportunities for volunteers

Table 7: Commonly provided services in the four key recovery environments

6.11. CO-ORDINATION AND MANAGEMENT OF CLEAN UP AND REPAIR ACTIVITIES

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

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

6.12. RECOVERY ARRANGEMENTS

Recovery assists individuals and communities affected by emergencies to achieve an effective level of functioning. Council is responsible for coordinating recovery at the local level together with assistance from other support agencies and organisations.

The Municipal Recovery Manager leads the local level recovery coordination effort at Council. They work with nominated recovery functional area group leaders who manage service teams within council to deliver recovery services.
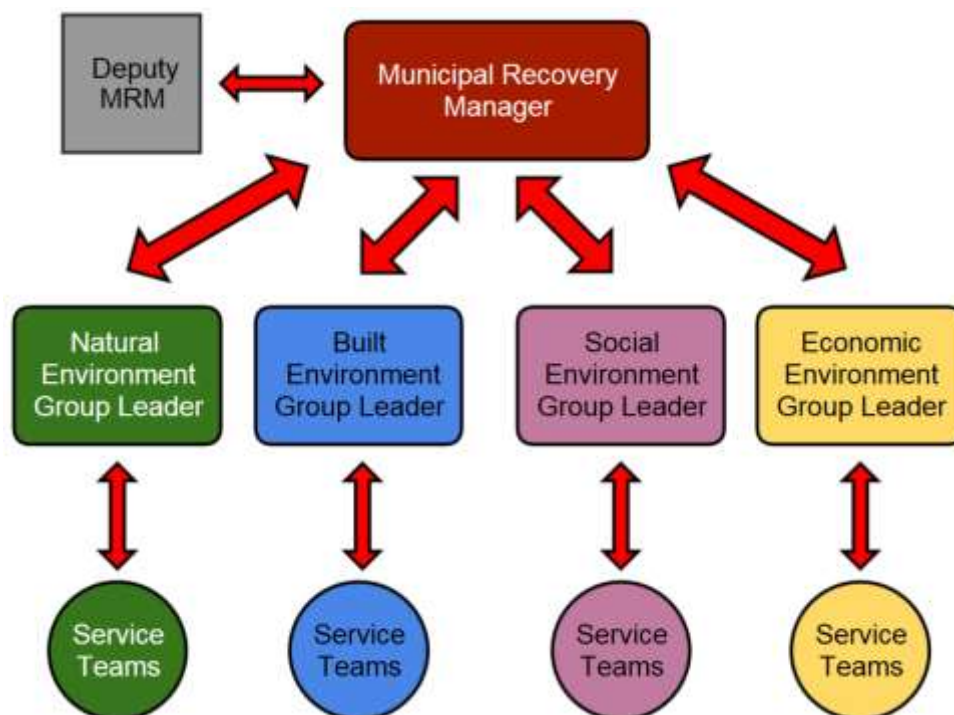

Figure 13: Four community recovery environments with allocated group leaders.

A detailed breakdown of the each functional area with service teams is listed below:

Recovery Environments	Group Leader of Functional Area & Service Team	Baw Baw Shire Council Strategies/ Resources	Support Agencies/ Organisations
Social Environment (Health and medical, community development, family and personal support and temporary accommodation)	BBSC Community Services Business Unit: • Community Development • Aged and Disability • Family and Children Services	• Baw Baw 2050 Community Vision • Community Plans • Community Services Strategy • Municipal Public Health and Wellbeing Plan • Recreation Strategy Plan • Open Space Strategy • Town Strategies • Rural Land Use Review • Baw Baw Settlement Strategy • Domestic Animal Management Plan	Victorian Council of Churches (VCC EM) Salvation Army Uniting Care Gippsland Gippsland service clubs West Gippsland Healthcare Group Baw Baw towns and District Associations Department of Health & Human Services (DHHS) Red Cross RSPCA St Vincent de Paul Society
Economic environment (local businesses and commerce and tourism)	BBSC Business and Economic Development Team	• Economic Development and Tourism Strategy • Nature Based Tourism Development Strategy	Department of Economic Development, Jobs, Transport & Resource (DEDJTR) Chamber of Commerce

Recovery Environments	Group Leader of Functional Area & Service Team	Baw Baw Shire Council Strategies/ Resources	Support Agencies/ Organisations
Built environment (clean-up and equipment provision, infrastructure and transport)	BBSC Engineering Services Directorate: • Operations • Property • Engineering and Assets • Environmental Health	• Asset Management Strategy • Road Management Plan • Road Strategy Plan • Paths and Trails Strategy • Integrated Transport Plan • Long Term Infrastructure Plan • Waste Management Plan 2020	Department of Economic Development, Jobs, Transport & Resource (DEJTR) VicRoads Utilities for own assets i.e. AusNet Services
Natural environment (vegetation assessments, erosion control, replanting etc.)	Department of Environment, Land, Water and Planning (DELWP) BBSC Environment Sustainability Unit	• Roadside Conservation Management plan • Environment Sustainability Strategy • Environment and Climate Change Strategy • Weed Management Strategy	Department of Environment, Land, Water and Planning (DELWP) Parks Vic Landcare EPA Native Animal Rescue Groups Victorian Federation Farmers (VFF) Catchment Management Authorities

Table 8: Council group leaders and service teams listed under each functional area of recovery.

6.13.   RELIEF AND RECOVERY CENTRES

6.13.1. RELIEF CENTRES

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

The Gippsland Emergency Relief Centre Standard Operating Procedures have been developed by the six municipals councils (Gippsland MEMEG). The aim is to provide a standard approach to setting up and operating emergency relief centre/s across the Gippsland region. Key fundamentals of establishing ERCs are:

- Opening of an ERC is a decision made by the Victoria Police, fulfilling the role of MERC, in consultation with the Incident Controller, MERO and MRM to accommodate residents relocating in response to a direct emergency;

- Activation of an ERC can also be directed by a MERC operating out of another MCC in a neighbouring municipality;

- Activation of an ERC is determined once the location of the emergency is known and is typically located well away from any threat to ensure public safety;

- Council <u>may</u> activate ERCs in the instance where a situation is of genuine emergency;

- An activated ERC is only able to provide basic support services such as food, first aid and emergency shelter.

Baw Baw Shire has assessed buildings to be potentially suitable as ERCs for use in times of an emergency. A list of designated relief centres is in the Gippsland Emergency Relief Centre Standard Operating Procedure which is located on Crisisworks.

6.13.2. RECOVERY CENTRES

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

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

6.14. RELIEF RE-SUPPLY THROUGH INCIDENT CONTROL CENTRES (ICC)

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

- the site of an emergency;

- places of community gathering or isolated communities;

- transit sites;

- the safe locations, as appropriate.

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

6.15. COMMUNITY RECOVERY COMMITTEE

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

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

CRCs are formed as soon as is deemed necessary by the MRROC and affected community, they close down when the need is no longer apparent. In some circumstances, CRCs, have been known to operate for years, rather than weeks or months. They are a community led committee focusing on the recovery planning, needs and activities at a local level. In the early stages of the recovery the Municipal Recovery Manager may chair the committee until a community member can be elected.

6.16. COMMUNITY RECOVERY COMMITTEE MEMBERSHIP

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

- Municipal Recovery Manager – (Initially chair person);

- Recovery functional area group leaders (social, built, economic and natural - as required);

- Nominated councillor;

- Community leaders;

- Community groups;

- Impacted residents;

- Affected persons;

- Local businesses.

Contact details for community groups are available in Council's Community Directory on Council's website http://www.bawbawshire.vic.gov.au/Local-Directory. Councillor contact details are also available on Council's website http://www.bawbawshire.vic.gov.au/About-Council/Our-Councillors/Mayor-and-Councillors.

6.16.1. COMMITTEE RECOVERY COMMITTEE FUNCTIONS

The functions of this committee consist of the following:

- Represent community needs after an event;

- Assist in the development and implementation of a local Community Recovery Plan;

- Monitor the overall progress of the recovery process at a community level;

- Identify community needs and report back to the MRROC via the MRM;

- Undertake local recovery activities where appropriate e.g. memorial services and community events;

- Liaise, consult and negotiate, on behalf of affected communities, with relief and recovery agencies, Council and government departments.

The CRC will work closely with the Municipal Relief and Recovery Operations Committee (MRROC). The MRM will be responsible for reporting on the progress of the CRC to the MEMPC.

A generic Community Recovery Committee Terms of Reference (ToR) Template is in [Crisisworks](#)**.**

6.17. IMPACT ASSESSMENT

Impact assessment is conducted in the aftermath of an emergency event to assess the impact to the community and inform government of immediate and longer-term recovery needs.

Impact assessment must be community focused to ensure the data/information will assist decision making on how to best support impacted communities.

In Victoria, there is a three-stage process to gather and analyse information following an emergency event (EMV, 2015). The term impact assessment encompasses all three stages, these are:

- Initial impact assessment (IIA);

- Municipal Secondary impact assessment (MSIA);

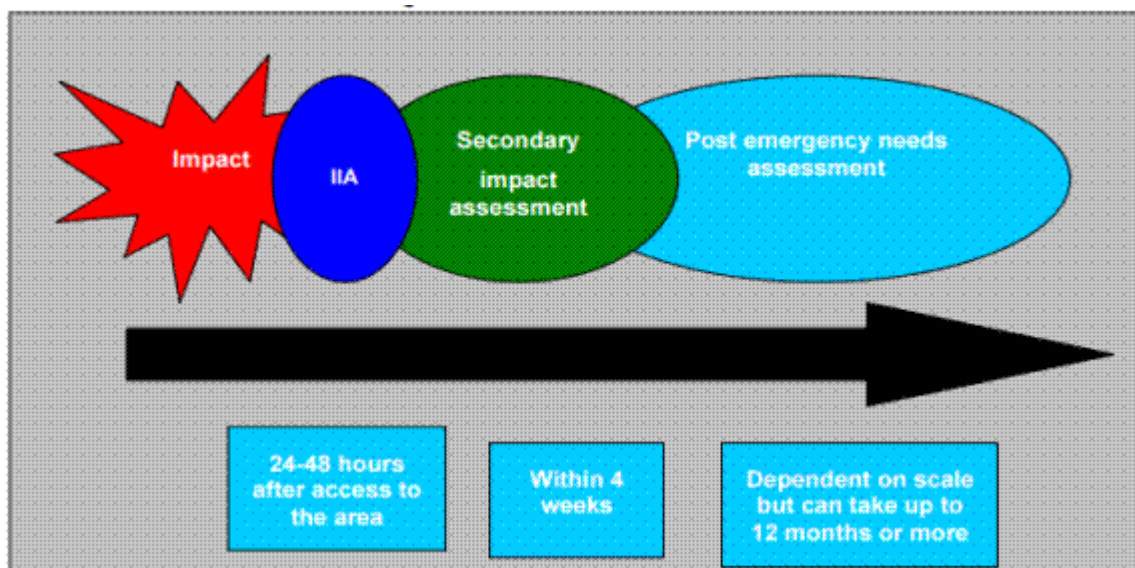- Post emergency needs assessment (PENA).

Figure 14: Diagram of the impact assessment process.

6.18. INITIAL IMPACT ASSESSMENT (24 – 48 HOURS)

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

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

6.19. MUNICIPAL SECONDARY IMPACT ASSESSMENT (MSIA) (WITHIN 4 WEEKS)

Municipal Secondary Impact Assessment (MSIA) is the process for determining the impact of an emergency on the built, natural, social and economic environments of the affected community. This assessment can commence whilst the response phase in still in place, however, fieldwork is conducted when it is safe enough for personnel to enter the affected area.

A detailed assessment of the damage to the affected area is essential so that the municipal recovery team can:

- determine what needs to occur to ensure safety to life and property;

- identify what relief and recovery requirements are needed;

- provide advice to relevant Government Departments, agencies and the community;

- effectively commence their recovery operation.

Municipal Secondary Impact Assessments are conducted by specialised field teams. These teams usually comprise of a Municipal Building Surveyor, Environmental Health Officers and personal support workers.

Data collection is related to the impact of an emergency on private property and municipal infrastructure, this includes assessments on:

- Private property - specific to homes and industry and/or businesses in urban and rural living zones (excluding rural zones allocated to DEDTJR);

- Municipal infrastructure - local roads, bridges, buildings, sporting facilities, environmental and community assets within the municipal boundaries.

Data gathered will be linked in with Council's rates database for validation and input in to the Crisisworks - People & Places software system for management and reporting.

Strategies for recovery are developed from the Municipal Secondary Impact Assessment report and then implemented by the range of available agencies within the local government boundary and/or region.

The MRM will be responsible for ensuring the monitoring and reporting of needs and assessments to the MRROC, MEMPC and Gippsland Emergency Recovery Committee. The DHHS is responsible for coordinating loss and damage reporting for recovery at the regional and state level.

More information on MSIA can be found in the Municipal Secondary Impact Assessment Guidelines (North West Metropolitan Region) on the EMV website at http://files.em.vic.gov.au/IMT-Toolbox/Inc/IIA-Municipal-SIA-Guidelines.pdf.

6.20. POST EMERGENCY NEEDS ASSESSMENT (PENA) (UP TO 12 MONTHS)

Post Emergency Needs Assessment (PENA) estimates the longer term psychosocial impacts of a community, displacement of people, cost of destroyed assets, the changes in the 'flows' of an affected economy caused by the destruction of assets and interruption of business. Such assessments inform the medium to longer-term recovery process, and build the knowledge base of the total cost of emergencies that informs risk assessment and management.

Post emergency needs assessment can take months or even years, depending on the nature and scale of the emergency event.

6.21. POST INCIDENT RECOVERY PLANS

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

- The recovery needs of affected communities;

- What is already known about the community, its demographics, community narrative, networks, local issues, strengths, weaknesses, local and/or emerging leaders;

- The transition from relief to recovery including dates;

- Recovery strategies for:

    o the social, economic, natural and built environments;

    o specific groups such as children and young people;

    o identifying key partners to support current and future recovery needs;

    o linkages to established networks;

    o establishment of recovery committees - municipal and community;

- o community engagement;

- o volunteer coordination.

- Communication strategies to ensure people are receiving timely, concise and accurate guidance on recovery.

A recovery plan template can be found in the Disaster Recovery Toolkit for Local Government on http://files.em.vic.gov.au/EMV-web/Disaster-Recovery-Toolkit-for-Local-Government-08.pdf.

6.22.   EMERGENCY RECOVERY OPERATIONS PROCESS

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

During the incident (usually the response phase)

- Formation of the Municipal Relief and Recovery Operations Committee (MRROC), this will come from the membership of the Municipal Relief and Recovery Planning sub-Committee;

- Initiate initial impact and post emergency needs assessment;

- If required, plan for the opening of a Relief Centre based on data collected;

- Implementation of communications strategy.

Immediately after the incident (1 - 7 days)

- Convene with the MRROC to coordinate and conduct Municipal Secondary Impact Assessments (MSIA);

- MRROC develop and endorse an initial Post Incident Recovery Plan;

- Confirm required recovery services and identify/activate the agencies/service providers that need to be involved.

Short Term (weeks 2 - 4)

- Ensure the affected community have access to personal support, accommodation, material aid and any other assessed service requirements. Where appropriate initiate a case coordination/ management process;

- If required, open a Recovery Centre to coordinate information flow (both ways) to the community;

- On-going review of the Post Incident Recovery Plan;

- Support the community in establishing a Community Recovery Committee (if required).

Medium Term (months 2 - 3)

- Continued recovery coordination/management of the affected community;

- Conduct the Post Emergency Needs Assessment (PENA);

- Capture learnings and see how recovery services and staff are coping;

- On-going review of the Post Incident Recovery Plan.

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

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

6.23. COMMUNICATING WITH THE AFFECTED COMMUNITY

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

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

- Depending on the scale of the emergency, a separate call centre may be established by Council to provide information about recovery services to those affected;

- Council's web page will contain information about recovery services available and how to access them. The website address is http://www.bawbawshire.vic.gov.au;

- Lifeline Crisis Support is a 365 day 24/7 service to provide personal support to people affected by emergencies in Gippsland. Lifeline Crisis Support is staffed by Lifeline telephone counsellors. Lifeline can be contacted on 13 11 14 or chat to them online;

- VicEmergency provides all hazards warnings and advice, and relief and recovery information. The VicEmergency hotline provides all hazards warnings and advice, and relief and recovery information. The hotline number is 1800 226 226.

More local communication arrangements can be found in the Baw Baw Shire Council Emergency Management Communications Plan on Crisisworks.

6.24. MUNICIPAL COMMUNCATION ARRANGEMENTS

Municipal councils lead the provision of local public information to affected individuals in relief and recovery. Council has a Media Policy which defines Council's approach to communication and engagement with the community. This policy is located on the Council's website at http://www.bawbawshire.vic.gov.au/Home.

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

1. **Relevant-** do not overwhelm people, explain what is happening, what support is available and what   to do if people have concerns or complaints;

2. **Clear-** Short sharp amounts of relevant information with a clear call to action;

3. **Targeted** - methods of communication need to fit the audience, so understand your audience and know how to reach them.

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

- Community Meetings;

- Face-to-face discussions;

- Brochures, fact sheets, posters and flyers;

- Newsletters;

- Radio and television news updates;

- Email - using Council's community, tourism, youth, art and business email networks;

- Noticeboards and signage;

- Newspapers;

- SMS;

- Website;

- Social Media – Facebook;

- Video – YouTube.

The MRM will liaise with Council's Executive Manager Community Information and Advocacy, concerning all external communication.

6.25. ESCALATION

Relief and recovery management is undertaken at a municipal level. The DHHS can assume the role of coordinating agency for relief and recovery at the regional level if an emergency exceeds the capacity of Local Government due to the:

- Scale;

- Complexity;

- Geographic area;

- Level of human impact;

- Dispersion of the affected population.

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

Where an emergency has a significant community-wide impact, the Victorian Government may establish an event specific relief or recovery coordination structure, to oversee a whole of sector response. Interactions between different levels of government to deliver relief and recovery support are shown in figure 16.
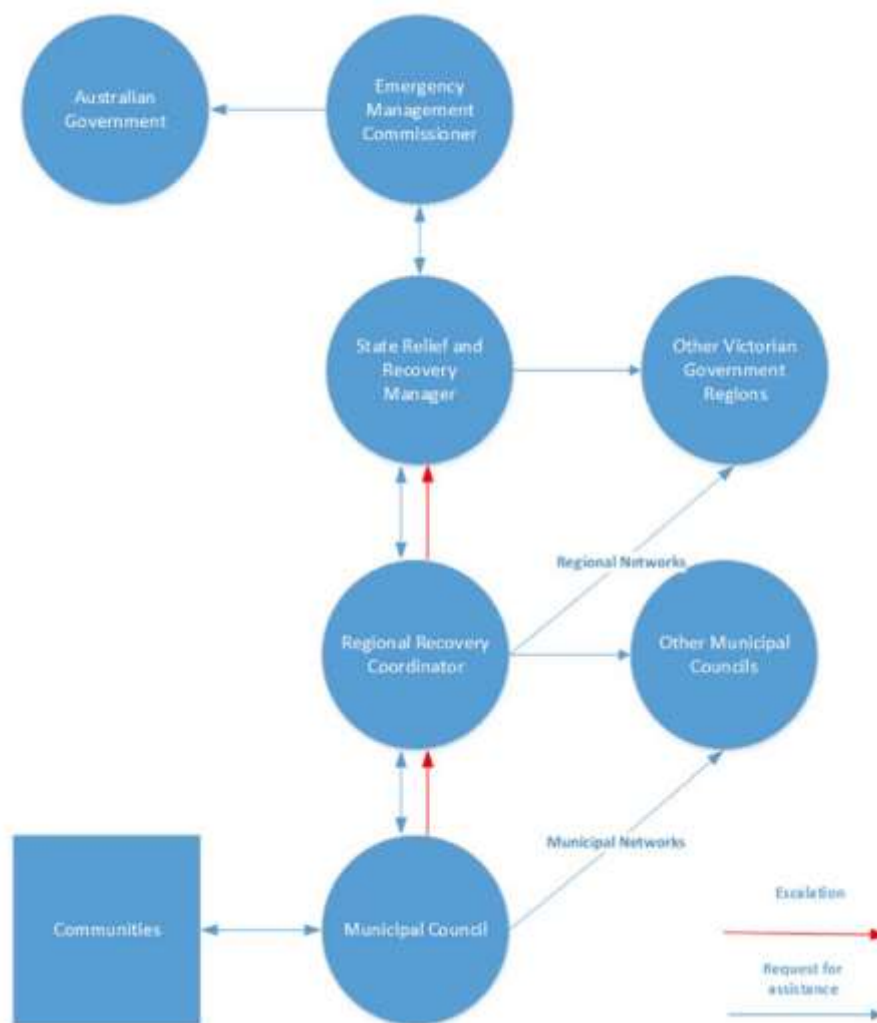
Figure 15: Interactions between different government departments to deliver emergency relief and recovery support (EMMV, 2015).

6.26. GOVERNMENT FINANCIAL ASSISTANCE ARRANGEMENTS

6.26.1. NATURAL DISASTER RELIEF AND RECOVERY ARRANGEMENTS (NDRRA)

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

6.26.2. NATURAL DISASTER FINANCIAL ASSISTANCE (NDFA)

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

ACRONYMS AND ABBREVIATIONS

Summary of emergency management acronyms, abbreviations and glossary taken from Part 8, EMMV.

AV	Ambulance Victoria
AIIMS	Australasian Inter-service Incident Management System
BBSC	Baw Baw Shire Council
BoM	Bureau of Meteorology
CEO	Chief Executive Officer
CERA	Community Emergency Risk Assessment
CFA	Country Fire Authority
CRC	Community Recovery Committee
DEDJTR	Department of Economic Development, Jobs, Transport & Resources
DET	Department of Education and Training
DELWP	Department of Environment, Land, Water & Planning
DHHS	Department of Health and Human Services
EMCG	Emergency Management Coordination Group
EMLO	Emergency Management Liaison Officer
EMMV	Emergency Management Manual Victoria
EMV	Emergency Management Victoria
EMT	Emergency Management Team
HAZMAT	Hazardous Materials
ICC	Incident Control Centre
IIA	Initial Impact Assessment
MAV	Municipal Association of Victoria
MCC	Municipal Emergency Co-ordination Centre
MEMP	Municipal Emergency Management Plan (also MEMPlan)
MEMPC	Municipal Emergency Management Planning Committee
MERC	Municipal Emergency Response Coordinator
MERO	Municipal Emergency Resources Officer

MFMPC	Municipal Fire Management Planning Committee
MFPO	Municipal Fire Prevention Officer
MRM	Municipal Recovery Manager
MRROC	Municipal Relief and Recovery Operations sub-Committee
MRRPC	Municipal Relief and Recovery Planning sub-Committee
MSIA	Municipal Secondary Impact Assessment
NDDRA	National Disaster Relief and Recovery Arrangements
NSP-BPLR	Neighbourhood Safer Places - Bushfire Places of Last Resort
PV	Parks Victoria
PENA	Post Emergency Needs Assessment
RCC	Regional Control Centre
Red Cross	Australian Red Cross Victoria
REOC	Regional Emergency Operations Centre
REMPC	Regional Emergency Management Planning Committee
RERC	Regional Emergency Response Coordinator
RSPCA	Royal Society for the Prevention of Cruelty to Animals
SEWS	Standard Emergency Warning Signal
SMS	Short Message Service
SPLO	Senior Police Liaison Officer
ToR	Terms of Reference
VCC EM	Victorian Council of Churches Emergency Ministry
VFRR	Victorian Fire Risk Register
VicPol	Victoria Police
VicSES	Victoria State Emergency Service
VPR	Vulnerable Persons Register
WGCMA	West Gippsland Catchment Management Authority

REFERENCES

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Victoria, Community Emergency Risk Assessment [CERA], (VicSES), 2012

Emergency Management Act 1986

Emergency Management Act 2013

Gippsland Regional Emergency Relief and Recovery Plan – Gippsland (2016)

Gippsland Emergency Relief Centre Standard Operation Procedures 2013

Gippsland Regional Emergency Response Plan 2014-15

The Emergency Relief Handbook 2013

Emergency Management Victoria - Disaster Recovery Toolkit for Local Government

Australian Red Cross 'Communicating in Recovery' guide

Municipal Secondary Impact Assessment Guidelines – North West Collaboration

APPENDICES

APPENDIX A – ADMINISTRATION

AMENDMENT HISTORY

No.	Version	Date	Amendment details and section affected	By Whom
1	5	28 June 2010	Authorised Version	Robyn Duffy - MRM
2	6	11 Nov 2011	Authorised Version	Glen Tarrant - MERO
3	7	14 Nov 2012	Authorised Version	Glen Tarrant – MERO
4	8	11 Dec 2013	Authorised Version	Glen Tarrant - MERO
5	9	17 April 2014	Authorised Version	Glen Tarrant - MERO
6	9.1	17 Jul 2015	Draft Changes	Glen Tarrant – MERO
7	9.2	13 Nov 2015	Authorised Version	Glen Tarrant – MERO
8	9.3	5 May 2016	Draft Changes	Glen Tarrant – MERO
9	9.4	1 March 2017	Amended document structure to match to EMMV guidelines (Part 1 to 6 and new appendices sections) Significant changes to all parts, specific areas listed below; PART ONE – Rewrite and layout changes PART TWO – Additional and updated demographics data from ABS/REMPLAN and added VPR section PART THREE – Amended roles and responsibilities of EM roles PART FOUR – Updated with CERA 2015 and added ISO 31000:2009	Tony Pinelli – Emergency Management Coordinator

No.	Version	Date	Amendment details and section affected	By Whom
			references	
			PART FIVE – Re-write of municipal response arrangements and added clear processes of activation and resource requests	
			PART SIX – New and updated Relief and Recovery Arrangements	
			Numerous grammatical, spelling and layout amendments throughout document	
10	9.5	29 March 2017	Recommendations from MEMP Working Group – PART FOUR amendments including; • Grammatical and spelling amendments • Additional emergency information dissemination added. DHHS amendments including; • Municipality profile • VPR amendments in accordance with VP policy • DHHS role/organisation amendments • Clarifying PART SIX arrangements with municipal recovery committee and MRRPC • Updating community information access to include VicEmergency Hotline. Added MEMPC and sub-committee ToRs Added Municipal Maps Added Councillor and ward section in PART ONE	Tony Pinelli – Emergency Management Coordinator
11	9.6	11 April 2017	PART FIVE amended after MEMP working group with key agencies	Tony Pinelli – Emergency

No.	Version	Date	Amendment details and section affected	By Whom
				Management Coordinator
12	9.7	19 April 2017	PART SIX general amendments and relocation of Municipal Relief and Initial Recovery Service Providers to appendix Added section on Local Context of Recovery Environments Changes recommended by Municipal Relief and Recovery Planning/Operations sub-Committee Amended MRRPC/MRROC ToR (membership of committee) Amended Appendix H - Municipal Relief and Initial Recovery Service Providers Version sent to MEMPC for feedback/review	Tony Pinelli – Emergency Management Coordinator
13	9.8	27 April 2017	Feedback from West Gippsland Healthcare Group (contact name and org details Feedback from MEMPC	Tony Pinelli – Emergency Management Coordinator
14	9.9	9 May 2017	Feedback from VicSES (Pre-audit) - Added section on Appendix A – Contact Directory (Council after hours contact arrangements) - Moved MEMP distribution list to EM Policy Procedures Manual - Added new heading – Vulnerable persons register - Added reference to roads contractor and the use of their own operations centre - Removed reference to levels in escalation process - Added 2017 emergencies to history of emergencies	Tony Pinelli – Emergency Management Coordinator

No.	Version	Date	Amendment details and section affected	By Whom
			Feedback from MEMPC • Added additional service provision from St Vincent de Paul Society	
15	9.9	15 May 2017	Feedback from DHHS • Reworded forward • Changed information on Mt Baw Baw Alpine Resort • Amended Vulnerable Persons section • Amended MEMPC section • Amended MRM role/responsibilities • Strengthened reference to Gippsland Emergency Relief and Recovery Plan • Amended CRC role, establishment and chair arrangements • Amended DHHS role in escalation **Version sent to MEMPC for endorsement**	Tony Pinelli – Emergency Management Coordinator
16	10.0	16 May 2017	Endorsement by Baw Baw Municipal Emergency Management Planning Committee	MEMPC Chair
17	10.0	23 May 2017	Adopted and signed off by Baw Baw Shire Council Interim Chief Executive Officer	Tony Pinelli – Emergency Management Coordinator

APPENDIX A – ADMINISTRATION (NOT FOR PUBLIC RELEASE)

DISTRIBUTION LIST

The Baw Baw MEMP is available electronically via <u>Crisisworks</u>. It has also been distributed to all MEMPC members and relevant agencies/organisations.

APPENDIX A – ADMINISTRATION (NOT FOR PUBLIC RELEASE)

CONTACT DIRECTORY

The contact directory for the Municipal Emergency Planning Committee (MEMPC) is restricted and not for public release. If contact details need to be accessed, this can be requested through Baw Baw Shire Council's 24-hour number on 5624 2411. The MERO and MRM can be contacted to activate the Municipal Emergency Management Plan as required.

APPENDIX A – ADMINISTRATION

LOCALITY LISTING (UTM)

LOCALITY NAME	EASTINGS	NORTHINGS	PLACE ID
ABERFELDY	445199	5827057	100106
ADA	398777	5811232	100108
ALLAMBEE	414746	5763337	100125
ALLAMBEE RESERVE	416232	5760360	100126
ALLAMBEE SOUTH	422972	5755216	100128
AMOR	447413	5800672	100146
ATHLONE	393740	5766475	100192
BAW BAW	438480	5811967	100288
BAW BAW VILLAGE	434665	5811505	100289
BONA VISTA	409373	5770742	100413
BOOLA	452847	5788395	100423
BRANDY CREEK	404886	5782205	100462
BRAVINGTON	40554	5784484	100465
BULN BULN	408427	5783384	100545
BULN BULN EAST	413540	5785728	100546
CARINGAL	442472	5799897	100659
CHILDERS	421554	5760504	100726
CLOVERLEA	412413	5767153	100758
COALVILLE	435788	5767048	100765
COOPERS CREEK	450270	5795426	100817
CROSSOVER	409704	5787319	100872
DARNUM	414411	5773609	100917

LOCALITY NAME	EASTINGS	NORTHINGS	PLACE ID
DELBURN	432507	5758744	100934
DROUIN	398711	5778728	101000
DROUIN EAST	402911	5780129	101001
DROUIN SOUTH	396974	5772551	101002
DROUIN WEST	400519	5784200	101003
ELLINBANK	406347	5765590	101082
ERICA	445463	5796636	101109
FERNDALE	407354	5759417	101148
FUMINA	419933	5803391	101196
FUMINA SOUTH	423121	5797707	101197
GAINSBOROUGH	410405	5768634	101200
GENTLE ANNIE	397764	5799379	101222
GLENGARRY NORTH	457785	5786584	101270
HALLORA	398379	5765459	101393
HALLSTON	414181	5757402	101396
HEATH HILL	388565	5767863	101430
HERNES OAK	437083	5768622	101448
HILL END	425283	5792542	101466
ICY CREEK	420755	5806369	101506
JACOB CREEK	447818	5793733	101539
JERICHO	433590	5830724	101555
JINDIVICK	402368	5790740	101559
LABERTOUCHE	394457	5790533	101727
LARDNER	401324	5769139	101788

LOCALITY NAME	EASTINGS	NORTHINGS	PLACE ID
LILLICO	409310	5779970	101824
LOCH VALLEY	412724	5815156	101854
LONGWARRY	393177	5780266	101870
LONGWARRY NORTH	393556	5784566	101872
MIRBOO NORTH	423669	5754635	102058
MODELLA	389098	5773451	102073
MOE	433652	5775314	102076
MOE SOUTH	432038	5768847	102078
MOONDARRA	443472	5789045	102107
MOUNTAIN VIEW	400916	5759925	102193
NARRACAN	433184	5763835	102276
NAYOOK	406287	5803268	102295
NEERIM	409004	5798489	102298
NEERIM EAST	417371	5794759	102299
NEERIM JUNCTION	409539	5802158	102300
NEERIM NORTH	414349	5802301	102301
NEERIM SOUTH	410594	5791646	102302
NILMA	410047	5774806	102335
NILMA NORTH	412662	5779748	102336
NOOJEE	407997	5810889	102348
NYORA	390011	5763500	102393
PIEDMONT	407270	5805300	102480
POOWONG EAST	398027	5760155	102516
POOWONG NORTH	391032	5763882	102518

LOCALITY NAME	EASTINGS	NORTHINGS	PLACE ID
RAWSON	447841	5798267	102571
RIPPLEBROOK	391624	5771069	102612
ROKEBY	406090	5786035	102629
SEAVIEW	408278	5762631	102700
SHADY CREEK	419531	5782598	102714
STRZELECKI	404119	5757544	102854
TANJIL	432654	5800451	102916
TANJIL BREN	426599	5810408	102917
TANJIL SOUTH	435105	5783801	102918
TETOORA ROAD	403077	5762818	102980
THALLOO	439402	5784623	102982
THOMSON	442536	5820175	102993
THORPDALE	427955	5760589	102997
THORPDALE SOUTH	424375	5756646	102999
TOOMBON	451251	5825462	103038
TOONGABBIE	458896	5793024	103039
TOORONGO	419331	5815362	103049
TORWOOD	401607	5764952	103055
TRAFALGAR	424120	5775183	103067
TRAFALGAR EAST	429095	5774664	103068
TRAFALGAR SOUTH	426321	5766742	103069
TRIDA	410733	5759177	103086
VESPER	418372	5807678	103146
WALHALLA	451849	5801673	103168

LOCALITY NAME	EASTINGS	NORTHINGS	PLACE ID
WARRAGUL	405998	5777072	103220
WARRAGUL SOUTH	404854	5769910	103221
WARRAGUL WEST	402142	5774645	103222
WESTBURY	432068	5777979	103290
WILLOW GROVE	426491	5785274	103327
YALLOURN NORTH	445545	5781871	103441
YARRAGON	418974	5773151	103463
YARRAGON SOUTH	418850	5765881	103464

For a detailed map showing shire boundaries and locality names, visit VICNAMES*.*

APPENDIX B – RESOURCE LIST (NOT FOR PUBLIC RELEASE)

COUNCIL OWNED RESOURCE LIST

APPENDIX B – RESOURCE LIST (NOT FOR PUBLIC RELEASE)

APPENDIX C – SPECIAL PLANS AND ARRANGEMENTS

Municipal

- Baw Baw Municipal Fire Management sub-Plan

- Baw Baw Shire Flood Emergency sub-Plan

- Baw Baw Municipal Public Health Emergency Management sub-Plan

- Baw Baw Municipal Pandemic sub-Plan

- Baw Baw Municipal Heatwave Response and Action sub-Plan

- Baw Baw Municipal Emergency Animal Welfare sub-Plan

- Baw Baw Shire Council Emergency Management Communications plan

- Neighbourhood Safer Places – Places of Last Resort (NSP-PLR) Plan

- Municipal Emergency Coordination Centre Standard Operating Procedure

- Community Emergency Guides – Jindivick, Labertouche, Drouin West, Longwarry

Internal

- Baw Baw Shire Council Plan

- Community Recovery Plans

- Baw Baw Shire Council Risk Management action plan

- Baw Baw Shire Council Business Continuity Plan

- Municipal Building Control Plan

- MAV Protocol for Inter-Council Emergency Management Resource Sharing

Regional

- Gippsland Council Municipal Emergency Management Plans

- Gippsland Emergency Relief and Recovery Plan

- Gippsland Regional Flood Emergency Plan

- Gippsland Regional Fire Management Plan

- Gippsland Regional Emergency Response Plan

- Gippsland Emergency Response & Recovery Standard Operating Procedures

- Gippsland Emergency Relief Centre Standard Operating Procedure

- Municipal Secondary Impact Guidelines (North West Metro Region)

Other

- Mt Baw Baw Alpine Resort Management Board Emergency Management Plan, which is held at the Mt Baw Baw Alpine Resort

- Walhalla Goldfields Railway Emergency Procedure Plan, which is held by the Tourist Railway at Walhalla

- Tarago Water Treatment Plant Emergency Management Plan

- Hazel & Spring Creek Flood Risk Strategy

- Other plans and standard operating procedures.

APPENDIX D – MUNICIPAL MAPS

LOCALITIES
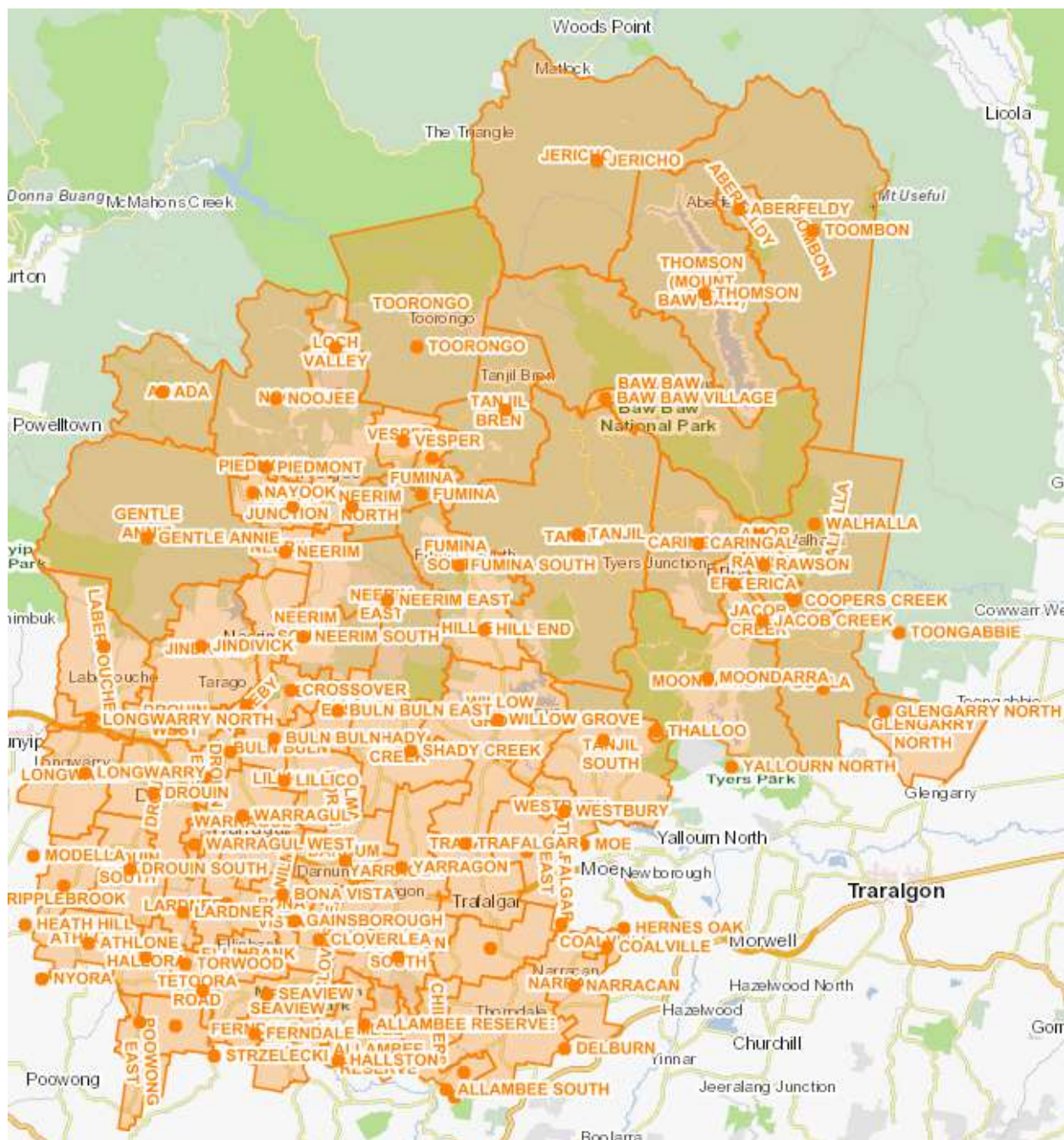
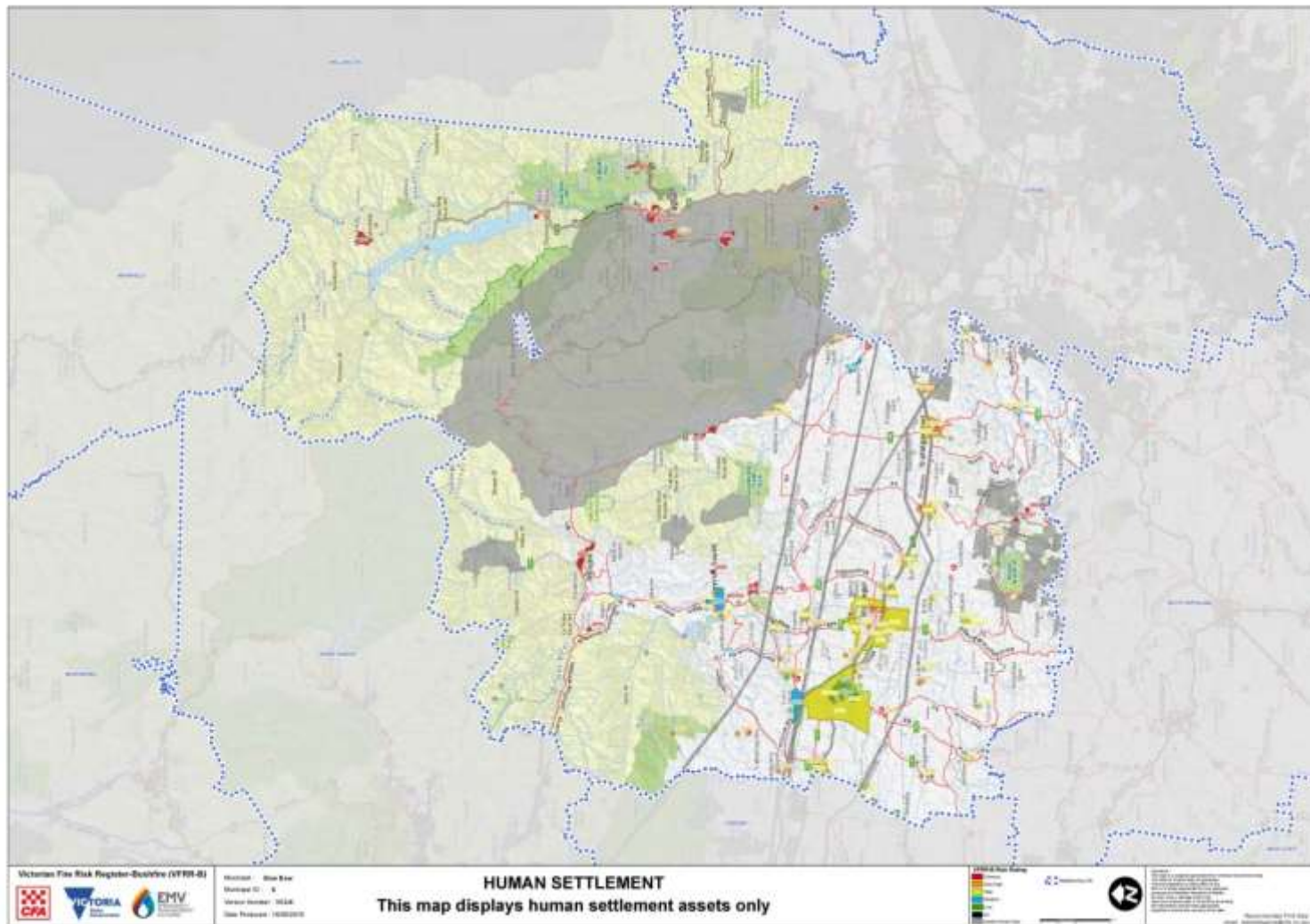*More information and mapping options can be found at* <u>VICNAMES</u>*.*

APPENDIX D – MUNICIPAL MAPS

VICTORIAN FIRE RISK REGISTER – B (HUMAN SETTLEMENT ASSETS)

Note: *A larger map can be found on EM-COP (VFRR layer) or on* Crisisworks.

APPENDIX E – MEMPC AND SUB-COMMITTEES TERMS OF REFERENCE

BAW BAW MUNICIPAL EMERGENCY MANAGEMENT PLANNING COMMITTEE

Terms of Reference

Purpose

The purpose of the Baw Baw Municipal Emergency Management Planning Committee (MEMPC) is to establish a multiagency committee to coordinate, develop and implement plans to reduce the impact of emergencies to the community when responding and recovering from emergencies.

Role

- Identify and evaluate risk, prioritise, implement and evaluate treatments;

- Develop, monitor and review the Municipal Emergency Management Plan;

- Develop and coordinate regular exercising of plans to ensure they are effective, aligned to state and region plans and the municipal arrangements are clear and understood;

- Provide authorisation and support for the preparation of specific sub-plans through appropriate sub-committees or working groups;

- To support and coordinate relevant and timely community engagement and promote community resilience to emergencies;

- Ensure that the committee is meeting its legislative requirements under the Emergency Management Act.

Membership

The MEMPC will consist of officers holding key emergency management positions from the following organisations:

- Ambulance Victoria (AV)
- Baw Baw Shire Council (BBSC)
- Country Fire Authority (CFA)
- Department of Economic Development , Jobs, Transport & Resources (DEDJTR)
- Department of Education and Training (DET)
- Department of Environment, Land, Water & Planning (DELWP)
- Department of Health and Human Services (DHHS)
- Parks Victoria (PV)
- VicRoads
- Victoria Police (VicPol)
- Victoria State Emergency Service (VICSES)
- Local community groups involved in emergency management.

In addition to this standing membership the Committee welcomes attendance of the following

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organisations and agencies at meetings:

- Critical Infrastructure and service providers in the municipality (e.g. AusNet Services, Melbourne Water, Telstra etc.);
- Mt Baw Baw Alpine Resort (Southern Alpine Board);
- Red Cross;
- Salvation Army;
- West Gippsland Healthcare Group (WGHG);
- West Gippsland Catchment Management Authority (WGCMA);
- Victorian Farmers Federation (VFF);
- Victorian Council of Churches Emergency Ministry (VCCEM);
- Community group representatives.

For the purposes of quorum, elections and voting, each of the above listed agencies will be considered as being one representative member of the committee. A quorum will require more than 50 percent member organisations being present for the commencement of the meeting.

The committee can elect new members onto the committee and can elect to have other persons attend particular meetings should it be required.

If a committee member is unavailable, a proxy should be delegated to attend where possible.

Structure

The agencies/organisations listed above will provide representation at the appropriate level to enable decisions and commitment to be made on behalf of their agencies/organisations. The Committee may appoint or opt-in external people, as required.

The MEMPC will seek guidance and direction from the Gippsland Regional Emergency Management Planning Committee (REMPC).

The MEMPC will provide support and direction to sub-committees.

The MEMPC may convene sub-committees and/or working groups as required.

Chair and Deputy Chair

The chair of the Baw Baw MEMPC is the Municipal Emergency Response Coordinator (MERC – Victoria Police).

The Baw Baw MEMPC will elect a Deputy Chair from its membership, which will fulfil the role of the chair in the event of a casual absence. The Deputy Chair will be elected subject to the guidelines contained in the Emergency Management Manual Victoria.

The term of office for the Chair and Deputy Chair will be for a period of 3 years (or as deemed appropriate by the committee).

Frequency of meetings

As determined by the MEMPC, with at least four meetings to occur within each calendar year (February, May, August and November).

Reporting

Agencies may submit an agency report to the committee for incorporation into the minutes.

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The MEMPC Executive Officer will submit quarterly activity reports to the Gippsland Region Emergency Management Committee (REMPC).

Administration/Minutes

The Baw Baw Shire Council MERO will perform the role of Executive Officer to the committee and will provide administrative support.

All agenda items should be forwarded to the Executive Officer of the MEMPC, 10 working days prior to the scheduled meeting. The agenda with attached meeting papers will be made available to the Committee members at least 5 working days prior to the scheduled meeting. The meeting minutes will be made available within 14 working days of the meeting.

Changes to contact details or agency committee representation should be provided to Executive Officer as they occur.

Authority

Be established and undertake planning in line with the *Emergency Management Act 1986, Part 4, Section 21(3)*.

Review of Terms of Reference

These Terms of Reference is valid for 3 years unless reviewed by the MEMPC with recommendations being made to Baw Baw Shire Council for endorsement.

BAW BAW MUNICIPAL FIRE MANAGEMENT PLANNING COMMITTEE

Terms of Reference

Purpose

The purpose of the Baw Baw Municipal Fire Management Planning Committee (MFMPC) is to coordinate, develop and implement through its membership plans to reduce the impact of fire, establish plans and actions to respond and recover from fire and to enable effective communication strategies for community engagement.

Role

- Identify strategies that will facilitate fire response and management and/or reduce the impact of fire to the community.

- Establish priorities for strategies that have been identified.

- Coordinate the implementation of the actions and strategies in accordance with the approved fire management plan.

- Report annually to the Municipal Emergency Management Planning Committee (MEMPC) on the effectiveness of achieving the aims and objectives of the Municipal Fire Management Plan.

- Provide fire management planning advice to the MEMPC.

- Obtain support for the integration of fire management principles across all relevant agencies.

- Contribute to the Victorian Fire Risk Register process. Manage and validate the currency of this data.

Membership

The MFMPC will consist of representation from the following organisations:

- AusNet Services
- Baw Baw Shire Council
- Country Fire Authority
- Forest Fire Management (Department of Environment, Land, Water & Planning)
- HVP (Hancock Victorian Plantations)
- Melbourne Water
- Parks Victoria
- VicRoads
- Victoria Police

- Gippsland Water
- Mt Baw Baw Alpine Resort
- Guests as required

For the purposes of quorum, elections and voting, each of the above listed agencies will be considered as being one representative member of the committee. A quorum will require more than 50 percent member organisations being present for the commencement of the meeting.

The committee can elect new members onto the committee and can elect to have other persons attend particular meetings should it be required.

If a committee member is unavailable, a proxy should be delegated to attend where possible.

Structure

The MFMPC is a sub-committee of the Baw Baw Municipal Emergency Management Planning Committee (MEMPC).

The MFMPC will receive support and direction from the MEMPC.

The MFMPC may convene sub-committees and/or working groups as required.

Chair and Deputy Chair

The MFMPC will elect a Chair from its membership subject to guidelines contained in the Emergency Management Manual Victoria. The chair of the MFMPC is Tony Pinelli, MFPO, Baw Baw Shire Council.

The MFMPC will elect a Deputy Chair from its membership, which will fulfil the role of the chair in the event of a casual absence. The Deputy Chair will be elected subject to the guidelines contained in the Emergency Management Manual Victoria. The Deputy Chair for the MFMPC is David Chugg, Operations Officer, CFA.

The term of office for the Chair and Deputy Chair will be for a period of 12 months.

Schedule of meetings

As determined by the MFMPC, with at least 4 meetings within every 12 months.

Reporting

The MFMPC will submit verbal quarterly activity reports and a written annual audit report to the MEMPC; as defined in the monitoring and improvement plan for the *Baw Baw Municipal Fire Management Plan.*

A nominated delegate of the MFMPC will report to the Regional Strategic Fire Management Planning Committee in accordance with its meeting schedule.

Administration/Minutes

Administrative support, including taking and distributing the minutes, will be provided by Baw BawShire Council.

Authority

Be established and undertake planning in line with the *Emergency Management Act 1986*, *Emergency Management Act 2013* and the *Country Fire Authority Act 1958*.

Review of Terms of Reference

These Terms of Reference is valid for 3 years and will be reviewed as required by the MFMPC with recommendations being made to the MEMPC for approval.

BAW BAW MUNICIPAL STORM AND FLOOD EMERGENCY PLANNING COMMITTEE

Terms of Reference

Purpose

The purpose of the Baw Baw Shire Municipal Storm and Flood Emergency Planning Committee (MSFEPC) is to coordinate, develop and implement emergency management plans to reduce the impact of floods and storms.

Role

- Identify strategies that will facilitate flood/storm response and management and reduce the impact of flooding and storm damage to the community.
- Establish priorities for the strategies that have been identified by;
  - Coordinating the development of a 3 year plan to implement the strategies and submit it to Council for consideration and approval.
  - Coordinating the implementation of the flood and storm strategies in accordance with the approved plan.
  - Monitoring and reviewing the performance of the documented flood and storm management strategies.
- Provide support and guidance and report to the Municipal Emergency Management Planning Committee (MEMPC).

Membership

The MSFEPC will consist of representation from the following organisations:

- Baw Baw Shire Council
- Department of Environment, Land, Water and Planning
- Parks Victoria
- Victoria Police
- Victoria State Emergency Service – East Region ROEM
- Victoria State Emergency Service – Warragul Unit Controller (or delegate)
- Victoria State Emergency Service – Rawson Unit Controller (or delegate)
- Victoria State Emergency Service – Moe Unit Controller (or delegate)
- VicRoads
- Melbourne Water
- West Gippsland Catchment Management Authority
- Guests as required

For the purposes of quorum, elections and voting, each of the above listed agencies will be considered as being one representative member of the committee. A quorum will require a minimum of (3) member organisations being present for the commencement of the meeting.

The MSFEPC can elect new members onto the committee and can elect to have other persons attend particular meetings should it be required.

If a MSFEPC member is unavailable, a proxy should be delegated to attend where possible.

Structure

The MSFEPC is a sub-committee of the Baw Baw Municipal Emergency Management Planning Committee (MEMPC).

The MSFEPC will receive support and direction from the MEMPC as required.

The MSFEPC may convene sub-committees or working groups as required.

Chair

The chair of the Baw Baw MSFEPC is the Regional Emergency Management Officer (Gippsland Region – VICSES).

The Baw Baw MSFEPC will elect a Deputy Chair from its membership, which will fulfil the role of the chair in the event of a casual absence. The Deputy Chair will be elected subject to the guidelines contained in the Emergency Management Manual Victoria.

The term of office for the Chair and Deputy Chair will be for a period of 3 years (or as deemed appropriate by the committee).

Schedule of meetings

As determined by the MSFEPC, with at least 2 meetings within every 12 months.

Reporting

The Baw Baw MSFEPC will report quarterly to the MEMPC.

Administration/Minutes

Administrative support to the MSFEPC will be provided by Baw Baw Shire Council.

Minutes for the committee will be taken and distributed by the Victoria State Emergency Service.

Authority

Be established and undertake planning in line with the *Emergency Management Act* 1986.

Review of Terms of Reference

These Terms of Reference is valid for 3 years and will be reviewed as required by the MSFEPC with recommendations being made to the MEMPC for endorsement.

BAW BAW MUNICIPAL RELIEF AND RECOVERY PLANNING/OPERATIONS COMMITTEE

Terms of Reference

Purpose

The Baw Baw Municipal Relief and Recovery Planning/Operations Committee (MRRPC/MRROC) is a sub-Committee of the Municipal Emergency Management Planning Committee (MEMPC).

The purpose of the Baw Baw Municipal Relief and Recovery Planning/Operations Committee (MRRPC/MRROC) is to coordinate, develop and implement municipal relief and recovery arrangements to support the community before, during and after emergencies.

The Baw Baw Municipal Relief and Recovery Planning Committee (MRRPC) plans for and develops municipal relief and recovery arrangements in preparation for an emergency event. This committee operates during non-operational times when an emergency is not affecting the community.

The MRRPC will become the Baw Baw Municipal Relief and Recovery Operations Committee (MRROC) when an emergency event occurs that affects the community and where relief and recovery services are required (as directed by the Municipal Recovery Manager). In other locations across Victoria this committee is referred to as the Municipal Recovery Committee (EMMV 2015).

The Baw Baw Municipal Relief and Recovery Operations Committee (MRROC) may also have Community Recovery Committee's reporting to it when they are established.

Role

- The committee will develop, maintain, review and amend the relief and recovery sections of the Baw Baw Municipal Emergency Management Plan and make recommendations to the Baw Baw MEMPC;

- Develop an understanding and knowledge of the relief and recovery roles, functions and capacity of agencies and organisations within the municipality and Gippsland region;

- Confirm committee membership agencies and organisations own relief and recovery plans and arrangements to ensure they are current and integrate with municipal arrangements;

- Adopt well designed processes and procedures for the delivery of relief and recovery services to affected people and communities;

- During and after an emergency deliver relief and recovery activities and services that meet the needs of the community;

- Support and strengthen community resilience through well-coordinated relief and recovery activities and services at the local level.

Membership

Baw Baw Municipal Relief And Recovery Planning/Operations Committee

During non-operational times the MRRPC membership will be drawn from the membership of the Baw Baw MEMPC and local relief and recovery service providers.

The MRRPC will consist of the following organisations and agencies:

- Ambulance Victoria (AV);
- Baw Baw Shire Council (BBSC) – including Group Leaders of the four environments;
- Department of Environment, Land, Water and Planning (DELWP);
- Department of Economics, Development, Jobs, Transport and Resources (DEDJTR);
- Department of Health and Human Services (DHHS);
- Red Cross;
- Victorian Council of Churches Emergency Ministry (VCC EM);
- Lions;
- Salvation Army;
- West Gippsland Healthcare Group (WGHG).

When the MRROC is activated for an emergency event the membership can be supplemented with other agencies and organisations and local businesses. The membership of the committee will be specific to the needs of the emergency and may include (but are not limited to):

- Community Recovery Committee - Chairs (if required).
- Food Bank Victoria;
- Lifeline;
- Latrobe Community Health Service;
- Quantum Support Services;
- VFF;
- Rotary;
- St Vincent de Paul Society;
- Uniting Care Gippsland;

For the purposes of quorum, elections and voting, each of the above listed agencies will be considered as being one representative member of the committee. A quorum will require more than 50 percent member organisations being present for the commencement of the meeting.

The committee can elect new members onto the committee and can elect to have other persons attend particular meetings should it be required.

If a committee member is unavailable, a proxy should be delegated to attend where possible.

Structure

The agencies, organisations and businesses listed above will provide representation at the appropriate level to enable decisions and commitment to be made on behalf of their agencies, organisations and businesses.

Baw Baw Municipal Relief And Recovery Planning/Operations Committee

The MRRPC will seek guidance and support from the Gippsland Regional Relief and Recovery Working Group.

Chair and Deputy Chair

The chair of the Baw Baw MRRPC/MRROC is the Municipal Recovery Manager (Baw Baw Shire Council).

The Baw Baw MRRPC/MRROC will elect a Deputy Chair from its membership, which will fulfil the role of the chair in the event of a casual absence. The Deputy Chair will be elected subject to the guidelines contained in the Emergency Management Manual Victoria.

The term of office for the Chair and Deputy Chair will be for a period of 3 years (or as deemed appropriate by the committee).

Frequency of meetings

The MRRPC will meet twice per year (as determined by the MRM).

The MRROC will meet once activated by the Municipal Recovery Manager during or after an emergency event. The need to meet will be determined by the MRM.

Reporting

Agencies may submit an agency report to the committee for incorporation into the minutes.

The MRRPC will provide verbal reports to the MEMPC and one written annual report.

The MRROC will provide timely updates to the MEMPC when activated. The MRROC may also report to the Regional Recovery Committee (if required).

Administration/Minutes

Baw Baw Shire Council will provide administrative support for the committee.

All agenda items should be forwarded to Municipal Recovery Manager, 10 working days prior to the scheduled meeting. The agenda with attached meeting papers will be made available to the Committee members at least 5 working days prior to the scheduled meeting. The meeting minutes will be made available within 14 working days of the meeting.

Changes to contact details or agency committee representation should be provided the Municipal Recovery Manager.

Authority

Be established and undertake planning in line with the *Emergency Management Act 1986, Part 4, Section 21(3)*.
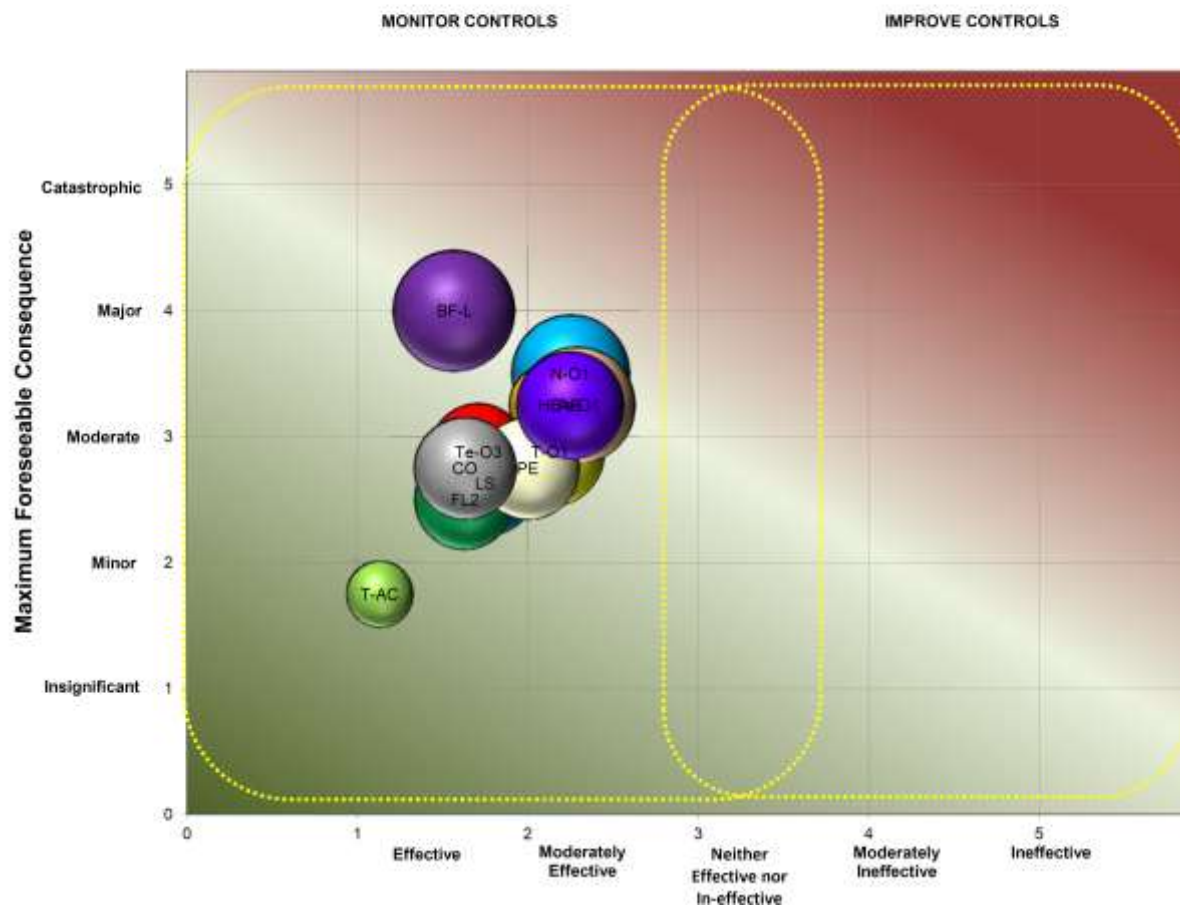
Review of Terms of Reference

These Terms of Reference is valid for 3 years unless reviewed by the MRRPC with recommendations being made to MEMPC for endorsement.

APPENDIX F – COMMUNITY EMERGENCY RISK ASSESSMENT HEAT MAP

APPENDIX G – MUNICIPAL EMERGENCY COORDINATION CENTRE (MCC) STANDARD OPERATING PROCEDURE

	PRIMARY MCC	**ALTERNATE MCC**
Address:	Baw Baw Civic Centre 33 Young Street, Drouin.	Council Depot Normandy St, Warragul.
Telephone:	5624 2411	5624 2411
Map Reference:	SVSE Map Book 8517 (001785) [F11]	SVSE Map Book 8596 (073765) [J7]

ROLE OF MCC

Under the supervision of the MERC the role of the MCC is:

- Administer the provision of resources from within the municipality;

- During emergencies within the area;

- From supporting neighbouring municipalities;

- During support to a neighbouring municipality;

- Registration of volunteer emergency workers;

- Administration of Emergency Relief and Resource Supplementation accounting.

TRIGGER FOR ACTIVATION OF MCC

Direction from Victoria Police.

The MCC can be activated at the request of the Municipal Emergency Response Coordinator (MERC), Municipal Emergency Resource Officer, (MERO), or Municipal Recovery Manager (MRM). This may be on the advice of:

- Regional Emergency Response Coordinator (RERC);

- Field Coordinator;

- Incident Controller or Control Agency;

- MERO;

- MRM.

ACTIVATION PROCEDURE

Building Access:

- If needed, clear area to be used (should be done by office staff);

- Call in appropriate support staff;

- Set up tables and chairs;

- Provide necessary stationery;

- Establish and test MCC communications;

- Install visual display boards and maps.

STAFFING OF MCC

Staffing of the MCC should be made up of the following:

- Municipal Emergency Response Coordinator or Deputy MERC;

- MERO or Deputy MERO;

- MCC Manager (Responsible for management and administration of MCC);

- Administration personnel (Keyboard operators, log keepers etc. from the Emergency Support Team);

- Representatives responsible for recovery functional areas within council;

- Other representatives (liaison officers) if required;

- Emergency Management Liaison Officers (EMLO).

COMMUNICATIONS

All communications in and out of the MCC must be logged and actioned accordingly. This applies to all radio, telephone, and other messages. In some cases this may only require logging and filing.

The use of Crisisworks should be used as the primarily location for logging of actions and messages to be used within the MCC.

If Crisisworks is unavailable Standard Message Forms are available to supplement and located in the MCC.

GENERAL

The MCC must be secure to prevent unauthorised people from gaining access. This can be achieved by use of security staff.

An area must be identified as a media liaison area for briefings along with handling requests for information and advice from the public.

The MCC Manager is responsible for organising staff relief, catering, security, parking, registration and rosters to ensure ongoing staffing of the MCC.

APPENDIX H – MUNICIPAL RELIEF AND INITIAL RECOVERY SERVICE PROVIDERS

Current as 17 April 2017

Service	Primary /Supporting Provider	Details
Community information	Control Agency	Coordinate and provide accurate information to the public and media during and after an emergency.
	Communications Team (Local information via MCC) (Baw Baw Shire Council)	
Reconnecting families and friends (registration)	Victoria Police	Register. Find. Reunite.
	Red Cross	
Psychosocial / Personal support	Victorian Council of Churches (VCC EM)	Coordinate provision of initial personal support and outreach services.
	Red Cross	
	Lifeline	
Emergency financial assistance	Department of Health & Human Services	Coordinate the distribution of financial assistance (relief and re-establishment).
	Gippsland Emergency Relief Fund (GERF)	
Sanitation and hygiene	Environmental Health Officer (Baw Baw Shire Council)	Assess, provide advice and minimize emergency public health impact of an on the community.
Emergency shelter	Municipal Recovery Manager (Baw Baw Shire Council)	To provide emergency shelter for persons affected by an emergency who have either evacuated their homes, or whose homes have become uninhabitable.
	Department of Health and Human Services (supporting)	
	Red Cross (single incident only)	
	Quantum Support Services and SalvoCare Social Housing	

Service	Primary /Supporting Provider	Details
First aid / Health care	Ambulance Victoria	As per the SHERP.
	St John Ambulance (supporting)	
Food & water	Red Cross	Coordinate the basic food and water requirements to an affected community and people at relief centers (not to agency personnel).
	Lions Club (under support/direction of Red Cross)	
	Food Bank Victoria	
	St Vincent de Paul Society	
Animal welfare	Department of Environment, Land, Water and Planning (DELWP)	
	Community Compliance (Baw Baw Shire Council)	
	RSPCA	
Disbursement of material needs (non - food items)	Salvation Army	Coordinate the provision for material aid.
	Red Cross (single incident)	
	St Vincent de Paul Society	
Spontaneous volunteers	Volunteering Australia	Management of spontaneous volunteers.