Accessibility Compliance

Council recognises documents created prior to 31 December 2015 as Legacy Documents with regard to compliance with the Web Content Accessibility Guidelines (WCAG) 2.0, also commonly referred to as AA Accessibility Guidelines.

Whilst every effort has been made to ensure Council's public documents are accessible and compliant with WCAG 2.0, some documents cannot be converted to completely adhere to these guidelines without undue burden. This may include documents that were not created by Council or directly supplied to Council in an electronic format, as well as any documents that are subject to frequent and substantial changes.

However, Council will upon request convert any Legacy Document to comply with WCAG 2.0 standards. In such cases, Council appreciates your patience, as this process can be lengthy depending on the complexity of the document, and may take some time.

To request conversion of a Legacy Document to comply with WCAG 2.0, you can:
- Email bawbaw@bawbawshire.vic.gov.au
- Send an online enquiry at www.bawbawshire.vic.gov.au/contact-us
- Call the Community Information and Service team on 5624 2411
- Visit a Customer Service Centre.

You will need to provide us with the full name and date (if known) of the Legacy Document.

Documents that were created from 1 January 2015 are currently being converted to comply with WCAG 2.0 and will be uploaded in due course.

Additionally, some pages on Council's website include hyperlinks to external/other sites. Council does not accept responsibility or liability for the contents of any information or documents provided by external sites through these links, nor does it assume any legal responsibility for degree of accessibility or the accuracy, completeness, and usefulness of the information in the links.

Baw Baw Shire Council
Relief & Recovery Plan

November 2014

Baw Baw Shire Council

Municipal Emergency Recovery Plan June 2010

REGISTER OF AMENDMENTS / UPDATES

Versions

Version	Release Date	Author	Changes
Version 3	28th June 2010		Authorised Version
Version 4	May 2011	R Duffy	Authorised Version
Version 5	9 August 2012	R Duffy	Authorised Version
Version 6	11 November 2013	R Duffy	• 8.3 changed wording "pre-identified" with "pre-determined" • Amended the numbering system of section 10 emergency community impacts • Changed order of the Community plan development with the implementation section • Removed heading Social, Community Development • Put communications as a separate section and made reference to the Baw Baw Shire Emergency Management Communications Plan; the EMCP document imbedded into the this plan SECTION 11 • Renumbered the sections following Media/Communications • Amended the index numbering details • Included reference to the Regional project Relief Centre SOPs • Section 8 formatting • Reflect changes to standards processes from Emergency Relief Handbook: A Planning Guide 2013 • Relief Coordination to include first aid and personal support • Rapid Impact Assessment to be amended to Initial Impact Assessment (VICPOL guidelines) • Review of where relief & recovery centre management falls eg directly under MECC (MRM) • Food and water amended to Food and Water .

Amendment Authorisations

Name	Position	Signature	Date
Robyn Duffy	MRM		11 November 2013

INTRODUCTION

1.   WHAT IS RELIEF AND RECOVERY?

"Relief is the immediate provision of essential and urgent assistance to individuals, families and communities during and in the immediate aftermath of an emergency" (Cross, 2013).

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

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

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

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

2.   WHAT IS RELIEF AND RECOVERY COORDINATION?

Relief coordination requires coordination between the community, government, not-for-profit and private sectors. (Cross, 2013). Relief coordination includes the provision of immediate shelter and accommodation needs, first aid and personal support.

Recovery Coordination refers to the arrangements that will be used in any situation where more than one department, agency or organisation is required to provide services to assist communities and individuals recover from the impact of an emergency.

Baw Baw Shire Council, as part of a Gippsland regional project has also adopted the Gippsland Emergency Relief Centre Standard Operating Procedures Version 9 December 2013 for the management of relief centres to ensure consistency across the municipalities.

Recovery coordination arrangements should provide for:

INTRODUCTION

- *Assessment of impacts*
- *Input of affected community into decision-making*
- *Coordination of service provision*
- *Communication strategies.*

Recovery coordination also refers to coordination activities within the five functional environments - Economic, Social, Natural, Agricultural and Built.

The Emergency Recovery Group will comprise of the Municipal Recovery Manager, the deputy Municipal Recovery Manager(s) and the group Leaders of the sub-groups.

Recovery components of MEMP's must detail local arrangements for:
- Impact and needs assessments
- Point of access into service system
- Cleanup activities
- Service coordination
- Volunteer coordination
- Community communication sub-plan
- Identification and support of vulnerable populations
- Provision of community development.

The recovery component of the MEMP identifies local resources that can be used to assist individuals and communities affected by emergencies. These resources include:

- Council owned or controlled assets.
- Council employed or contracted personnel.
- Local agencies that have agreed to participate in the formal emergency recovery arrangements.
- Local community agencies that have a capacity to assist people affected by emergencies.
- Private businesses with a capacity to provide emergency recovery services or activities.
- Council controlled budget

The Emergency Recovery Committee is responsible for;

- The collation and audit of the Emergency Relief and Recovery Plan
- Development of the Baw Baw Shire Council Recovery Plan (Internal)
- Strategic direction (including mission, vision, goals, objectives and strategies)
- Relief and Recovery planning, resilience and mitigation programs
- Training and development
- Selection of Group members and sub group managers.
- Establishing impact assessment teams and guidelines

INTRODUCTION

- Approving Emergency Recovery Standard Operating Procedures
- Overseeing the development of a Resource document
- Preparedness of an Emergency Recovery Operations Room
- Pre incident grant management
- Liaison with the MERC, MERO and MEMPC and other agencies

Committee Membership

The Recovery Group leaders are representatives on the Municipal Recovery Planning Committee and any other relevant committees held by other agencies in the region.

MUNICIPAL RECOVERY MANAGER

2.1   MUNICIPAL RECOVERY MANAGER (MRM) AND DEPUTY MRM

Municipal Recovery Manager (MRM): (1)

Deputy Municipal Recovery Manager (MRM): (3 - 1confirmed, 2 to be confirmed)

A Municipal Recovery Manager (MRM) is a person appointed with responsibility to:

- *Assess the impact of the emergency*

- *Seek input of the affected community into decision-making*

- *Bring together the responsible agencies to ensure that services (emergency specifics need to be assessed at time of emergency) and activities are provided in a coordinated manner*

- *Communicate with the affected community the range of activities that will be provided.*

- *Manage the recovery process within Council*

Refer to Section 2.3 for further details

Recovery coordinators do not have the authority to *direct* organisations to undertake a particular course of action. However, there is an expectation that through the recovery planning process, agencies will agree to provide services, and this agreement is documented as part of the planning process.

2.2   COORDINATION OF EMERGENCY RELIEF PROVISION

Councils have the responsibility for <u>coordinating</u> emergency relief at the local level.

The relief function roles and the nominated agencies responsible for food and water, emergency relief centres and material needs at the local level or detailed in the Municipal Emergency Management Plan.

Relief Function	Responsible Organisation
Food and water	Red Cross
Emergency Relief Centres – Management	Municipal Council
Material Needs	Salvation Army
Emergency Shelter	Municipal Council

MUNICIPAL RECOVERY MANAGER

2.3   MRM AND DEPUTY MRM RESPONSIBILITIES

The MRM and deputy MRM's determine group leaders for Social, Natural, Economic and Built Environments to assist in determining coordinators of the various key service provision areas. These positions form the Recovery Management Team.

The Recovery Management Team (RMT) must ensure members maintain their skills through simulation exercises, guest speakers, recruitment of enthusiastic team members and related training.

Municipal Recovery Manager (taken from Practice Note – Operation of a Municipal Emergency Coordination Centre August 2010 version 2.1)

The role and responsibilities of the MRM are recognised and authorised through Council.

The responsibilities and activities of the MRM may continue beyond the MECC role.

The MRM is a council appointed officer whose role within the MECC includes:
- Managing municipal and community resources for community support and recovery
- As part of EMCG, liaising with MERC and MERO on the best use of municipal resources
- Liaising with the regional recovery committee and Departments of Health and Human Services
- Establishing the Emergency Relief and Recovery Centres as required
- Liaising, consulting and negotiating with recovery agencies and council on behalf of the affected area and community recovery committees
- Establishing a public information and coordination centre at the municipal offices or a location more appropriate to the affected area(s)
- Coordinating the accurate dissemination of recovery information to council's senior management and the public
- Support the Initial impact assessment (IAA) process for the collation and evaluation of information
- Ensuring the effective management of the MECC for recovery
- Ensuring the monitoring and recording of Council's expenditure
- Managing the timely and planned withdrawal of recovery services
- Undertaking other specific recovery activities as determined.

In effectively carrying out their duties, MRMs should also consider:
- Keeping families/households together in any evacuation, temporary accommodation or resettlement process. This may also be important for isolated cultural groups maximising the flow of information throughout the affected community
- Making provision for programs that enable those affected to actively participate in their own and their community's recovery

MUNICIPAL RECOVERY MANAGER

- Maximising the use of local resources, groups and individuals. Local suppliers should be used wherever possible in the provision of material and physical resources
- Ensuring effective liaison between recovery teams, volunteer resources, and existing community organisations
- Encouraging practices that allow for self-determination and maximise community involvement in recovery planning
- Making use of existing structures, resources, and local formal and informal networks of care and support wherever possible
- Ensuring that all recovery workers are given support, debriefing/defusing relief and rest
- Planning for the withdrawal of external and internal recovery resources whilst ensuring continuity of the recovery process.

2.4 MRM OPERATIONAL PROCEDURES

The MRM may be activated by the MERO, Regional Recovery Coordinator, or by simply becoming aware of an emergency event. The level of response will depend on the nature and extent of the incident

It is essential that the MRM become involved in the emergency as soon as possible, the MRM will then:

- Determine the nature and extent of the emergency through discussions within the EMCG.
- Determine the potential recovery needs: human needs, infrastructure and environment restoration, and management requirements;
- Advise Regional Recovery Manager of event and personal contact details
- Contact council staff members as required and request that they attend the MECC for briefing and tasking.

As the event progresses and it becomes clear that there will be a need for extended recovery services:-

- Contact other recovery support agencies if required and advise them of event and possible requirements. Confirm their contact arrangements and provide MRM and MECC contacts details
- Coordinate a detailed assessment of likely short term needs (social, natural, built and economic environments) and initiate the assessment process
- Manage offers of assistance from the community
  - ➢ Financial donations
  - ➢ Volunteers
  - ➢ Material aid
  - ➢ Assessment of impacted residents to source appropriate funding opportunities
- Advise senior management within council of activities and likely developments.

MUNICIPAL RECOVERY MANAGER

- Provide information to all staff on developments
- Ensure that requests for assistance are being received, recorded and actioned
- In conjunction with EMCG, Media Liaison Officer and any relevant control agency, prepare information for distribution to the community. Council customer service area/ after hours emergency contact service or website can be used for this purpose
- In conjunction with MERO and Communications Officer, if necessary, establish a Community Call Centre with appropriate staff and provide information for dissemination to the community
- Ensure that regular contact is made with field staff (at least every 2 hours)
- Ensure that all emergency expenditure is authorised and recorded appropriately.
- Ensure that:

  ➢ appropriate staff are allocated to tasks
  ➢ staff food and water and rest breaks are planned (10mins/2 hr)
  ➢ change over staff are organised
  ➢ relief staff are briefed at handover
  ➢ staff going off duty are debriefed and defused about the operation and their experience

The Municipal Recovery Manager will work directly with the Relief and Recovery Centre Managers

Relief Centre Management

- Audit and log of all available centres and their facilities

- Take centre kits to centres on activation

- Oversee the operations of the centre

- Liaise with the MECC and/or MRM

Refer to the Emergency Management Victoria Part 4 State Emergency Relief and Recovery Plan

Adobe Acrobat
PDFXML Document

SOCIAL ENVIRONMENT GROUP

3.1 SOCIAL ENVIRONMENT GROUP

Group Leader (1)   Deputy (1)

The social environment coordinates the social, health and community impacts that an emergency may have on individuals and the community. This functional area includes individual and community needs including but not limited to:

Accommodation
- Develop and maintain list of local accommodation services (liaising with environmental health officers to determine appropriate facilities).
- Liaise with neighbouring councils to have access to their accommodation services
- Provide assistance and information in the provision of accommodation services.

Administration/Food and water/Material Assistance
- Develop and maintain list of agencies that provide material aid and food and water services locally and at regional, state level (red cross, salvation army, etc)
- Engage agencies and inform of demands for provision of immediate need items Directing donations to appropriate agencies
- Provide administration services when required.

Personal support
- Develop and maintain list of local counselling services, attendant care services, etc Arrangement of personal support services Practical assistance e.g. occasional child care, carer respite services
- Activate outreach teams for home visits
- Initial case management- advocacy and support for ongoing case management; advocacy for ongoing case management services post event
- Enabling of general and family counselling services initially and development of the ongoing services with local service providers (WGHG)

Community development
- Detail arrangements for agencies (and individuals) with the capacity, capability and expertise to auspice a community development program
- Monitoring community needs and agency expectation and formulation of an ongoing plan of engagement and support for community building.

Health & Medical
- Environmental health assessment and advice
- Health assessment and advice
- Health promotion advice and activities
- Information on health issues.

Volunteer Management
- Key message around no spontaneous volunteerism in event of emergency – sign up now

SOCIAL ENVIRONMENT GROUP

- Training and recruitment – Council has a direct role to build capacity. Assist with resources to train agency volunteers
- Media – community news, web, etc
- Advocate to Council/DPCD to invest more heavily in Volunteer Management – potentially use DHS Community development money to support this short term
- Refer to Baw Baw Shire Council's Spontaneous Unaffiliated Volunteer Plan

3.2 GROUP LEADER RESPONSIBILITIES

The Social Environment Group Leader will

- Identify Council staff to undertake roles in relation to provision of accommodation, food and water, health & medical, financial assistance, personal support, material aid, community development.
- Identify any training requirements for committee members and encourage agency participation. Any needs or shortfalls should be addressed through the MRM and the Municipal Recovery Planning Committee.
- Assist committee position holders to identify deputies for each key service provision area, where applicable
- Provide the MRM with detailed and up to date impact assessments
- Identify and assemble appropriate agencies and stakeholders in the Social Environment
- Coordinate planning and delivery of the social environment recovery activities
- Participate in committees as directed by the MRM
- Liaise on a regular basis with the MRM

3.3 LOSS ASSESSMENT: IMMEDIATELY AFTER THE EMERGENCY

Following an emergency, information needs to be quickly gathered on losses on primary residences; those impacted households may be entitled to a range of assistance measures including financial grants.

Loss & Damage Assessment

Responsibilities

The responsibility for the conduct of any Loss & Damage assessment work to assess the impact of a disaster will be determined primarily by the nature and location of the emergency. The following lists the responsibilities for those who are involved in the various areas of Loss and Damage coordination:

- Municipal Councils - Where the impact is within an Urban or Industrial area.

SOCIAL ENVIRONMENT GROUP

Department of Environment and Primary Industries (DEPI) – Where the impact is upon rural and farming enterprises as well as impacts on public land.

- Other first call agencies such as the SES for flood, fire and wind damage are to provide Initial impact assessment (IAA)s to the Council and MECC.

Support Agencies to be considered

- Department of Human Services (DHS) – will need the reports in relation to the loss of primary residence.

- Department of Health (DH) will need information in relation to losses and damage of health care facilities, aged care and hospitals

- State Emergency Services – lead agency for flood and storms, has a unique position to also provide report of any loss and damage in the effected area.

- Country Fire Authority

- Other Agencies/Organisations – as dictated by the nature of the emergency.

Responsibilities according to the Act

The Emergency Management Manual of Victoria Part 7 lists several agencies with responsibilities for the conduct of Loss and Damage assessment

Adobe Acrobat
PDFXML Document   Specific agency responsibilities are listed as follows:

- DEPI – Assess losses of agricultural and livestock, and the needs of affected persons and communities.

- Municipal Councils – Post impact assessment – gathering of information.

- DH and DHS– Coordinating personal support services and material aid; providing advice, information and assistance to affected individuals, communities and municipal councils.

Coordination

For small scale events the responsibility for the coordination of the Loss & Damage assessment should be undertaken via the agencies attending the small scale event (e.g. building surveyor, CFA, SES and other as required for the event in question; from this report will be collated as to what needs to be provided for immediate resolution of issues e.g. short term housing, emergency grant, material goods) (i.e. simple response in a well defined area).

During a large scale event, agreed arrangements and boundaries will need to be determined by all agencies involved. Such arrangements should be determined and

SOCIAL ENVIRONMENT GROUP

planned from within the MECC, lines of communication will also take place from within the ICC.

3.4   LOSS & DAMAGE ASSESSMENT PLANNING

The planning process for Loss & Damage assessment should be managed primarily by the Municipal Emergency Management Planning Committee with some elements of the planning being considered and developed within the Recovery Planning Committee. The two committees will need to work collaboratively as the process of carrying out loss and damage assessment will begin at impact and carry through to recovery.

The two committees should consider planning issues from an all hazards approach for the following areas:

- Agreed duties of each group, the following are some examples:

  o Personal support – advice provided by agreed coordinating agency (e.g. Gippsland Lifeline, , Red Cross).

  o SES – to collect data during storms and floods.

  o DEPI – to collect information on the total amount of land burnt and the extent /location of Control line rehabilitation required, water replenishment ; to collect Stock losses, feed losses, fencing and farm forestry

  o Parks Victoria - Park facilities, parks roads & bridges and cultural & indigenous assets.

  o LGA - to collect and or collate data during and after the impact of an emergency incident.

  o CFA – collect house and outbuildings damage report in association with assessments submitted from Council building surveyor and environmental health officers and DEPI to obtain a full damage assessment

- Boundaries of operation should be broadly agreed upon by all agencies, detailed boundaries can be determined during the incident e.g. the LGA will deal with Loss & Damage assessment in the urban and industrial boundaries while DEPI deal within the rural boundaries.

- Agreed lines of communication between the ICC and the MECC including additional external support agencies (this includes the appointment of an agency liaison officer).

SOCIAL ENVIRONMENT GROUP

- Identification of a suitable database for recording all loss and damage needs and activities. This may depend on the scale and nature of the incident as DEPI run their own database (INCMAN).

The way in which Loss & Damage assessment is conducted and the team compositions employed will vary according to the nature of the incident. Loss and damage assessment maybe carried out by individuals from the controlling authority or be supported by a small team tailored to any immediate needs. The following should be considered:

- Is there a need for immediate Personal support and can this be provided by the individual conducting the assessment or is additional support required?

- Does the area need to be deemed safe during the process of conducting the assessment i.e. the team is supported by experts such as arborists or structural engineers?

- Will the team be limited by the type of transport needed to enter the area (ie helicopter, boats or four wheel drive vehicles).

- Will support equipment/stores be delivered by the team, such as generators and or food packs etc?

- Training in the form of practical exercises should be conducted to determine any shortfall in staff knowledge and data collection forms (CFA minimum skills). Training should also ensure the accuracy of collecting data such as GPS locations map reading.

Detailed planning relating to agreed boundaries is important to ensure that each agency understands their area of responsibility. However, further detailed planning will need to be carried out during the incident to ensure that any grey areas are appropriately dealt with and allocated during the response phase.

3.5   LOSS AND DAMAGE DATA COLLECTION

(INITIAL IMPACT ASSESSMENT (IAA))
While the team composition is variable to the incident, so too will be the type of data collected; however, there is a need for a standard data collection form regardless of the in incident.

The following details the two areas relating to data collection:

Individual

- Loss of life.

- Injury

- Personal details, contact numbers for future follow up.

SOCIAL ENVIRONMENT GROUP

- Loss of primary place of residence, location details – house number, rural numbering, CFA map reference, and GPS.

- Determine the extent of personal impact and provide immediate support, identify any other individual needs.

  - Personal support

  - Medical

  - Child care

  - Transportation

  - Financial

  - Food supplies

  - Accommodation

Broad Community Impact

- Economic loss

  - Industrial, buildings and enterprises/businesses.

  - Rural, general impact on farms – fencing, pasture, stock and fodder.

  - Loss of infrastructure, mobile phone base stations, loss of water/electricity supply.

- Road closures – damaged bridges, tree falls, floodways.

- Public Health concerns – smoke and water contamination.

- Impact on tourism – loss of natural resources/local attractions.

Data can be collected via paper copies or electronically via a PDA (if available – with either remote download or manual); however, it should be noted that electronic means may not be reliable due to loss of infrastructure (telecommunications by land line or radio maybe destroyed thus effecting coverage)

The early identification of relief and recovery services/case management requirements
is critical for the provision of relief and recovery services following an emergency. If there is a need to supplement existing arrangements consultation with the Regional Recovery Coordinator would need to occur within a very short time frame of the emergency impacting on the community.

SOCIAL ENVIRONMENT GROUP

Immediately following an incident affecting an area and/or community there is a need to ascertain the impact of the disruptions and damages to help determine the extent of the emergency incident and to broadly identify the assistance required.

This information can be obtained through the State's Initial impact assessment (IAA) process, this data can also be supplemented by obtaining information from individuals attending relief/recovery centres (need assessment forms) as well as reports received from response agencies leading up to the Transition Agreement process (from response to recovery).

Initial impact assessment (IAA)

State government in association with the Office of the Emergency Services Commissioner has developed the Initial Impact Assessment (IAA) framework to assist agencies with providing recovery services to affected communities during the initial stages of an emergency.

The Initial Impact Assessment Life Cycle

Data about the impact of an emergency is gathered and verified during the first 48 hours of an emergency. This data includes information on people, residential property, environment and community infrastructure affected by the emergency event.

An Initial impact assessment (IAA) provides a standard process for collecting, collating, analysing and distributing information for all agencies involved with emergency response and recovery.

Arrangements for Activation

Control agencies can initiate the IAA when the size and scale of the emergency requires additional resources for assessment of impact of an emergency.

The Incident Controller can request this through the Emergency Management Victoria Duty Officer. An Initial impact assessment (IAA) Coordinator will be deployed to the location specified by the Incident Management Team.

IIA provides information on people, residential property, environment and community infrastructure affected by the emergency event.

The Victorian Initial impact assessment (IAA) framework is a standard process for collecting, confirming and distributing impact intelligence within 24-48 hours of an emergency.

Initial impact assessment (IAA) aims to assist with:

• Identification of the impact on the community

• Government and agency understanding of the extent of an emergency

SOCIAL ENVIRONMENT GROUP

• Response and recovery strategiesIncreasing public confidence in the gency response

The Initial impact assessment (IAA) process provides an initial indication as to the scope or likely extent of an emergency incident, and forms the basis for establishing more detailed assessments to qualify losses/impacts. The Control Agency is responsible for the compilation of initial data at the Incident Control Centre (ICC) and provides a data report to the Municipal Emergency Coordination Centre (MECC). An initial impact assessment is undertaken by the LGA and support agencies through MECC structures/resources as soon as possible following the incident – usually within 24-48 hours (subject to the response agency providing impact data). ..\RIAC USB contents for Field Kit\Initial impact assessment (IAA) Blank Sheet.xls
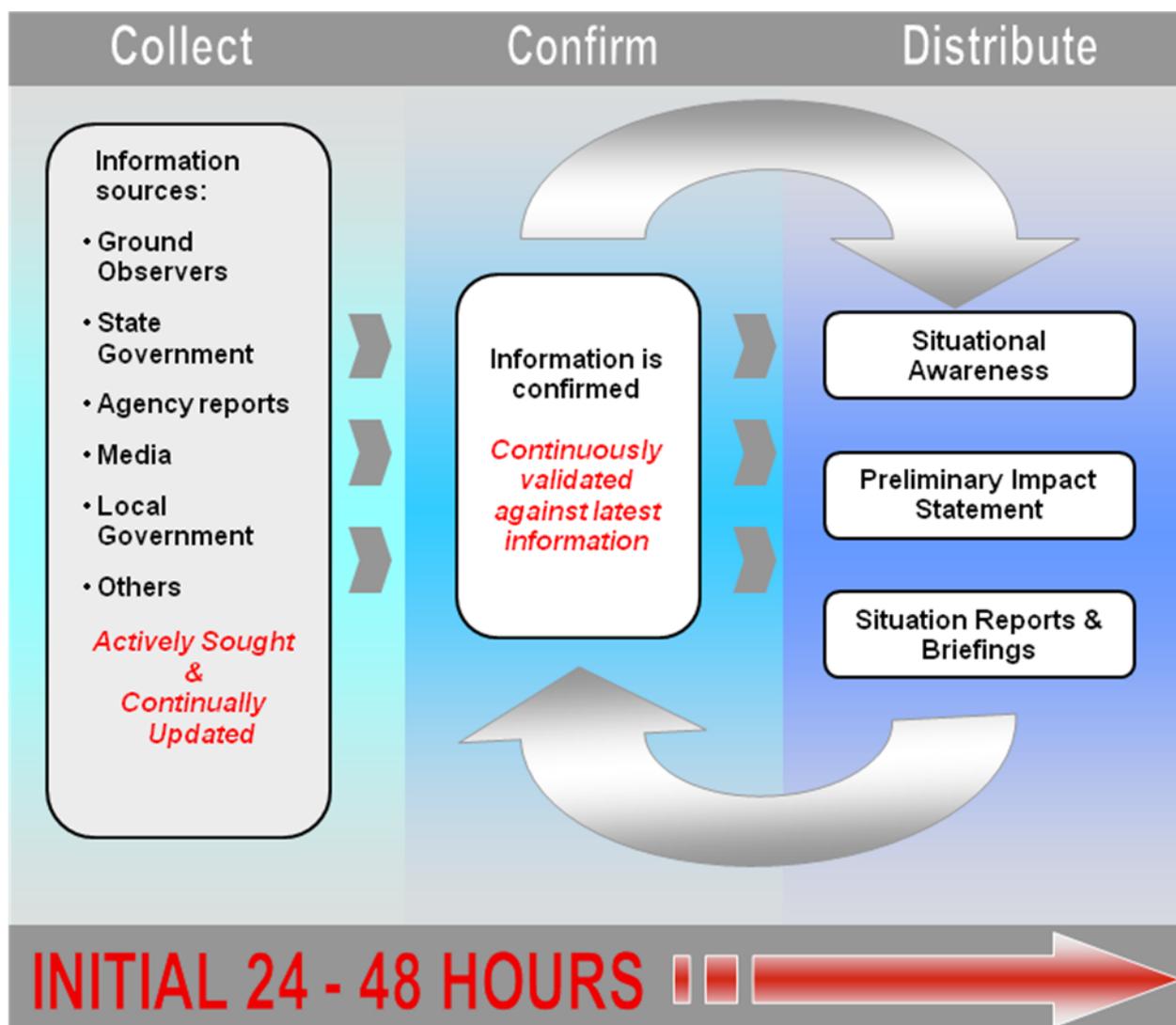
SOCIAL ENVIRONMENT GROUP

3.6 LOSS & DAMAGE ASSESSMENT ROLES AND DEFINITIONS

The operational phase of collecting Loss & Damage information will be coordinated primarily from within the Municipal Emergency Coordination Centre with strong communication links to the ICC (if operational) for the collection of information by the controlling authority.

The primary roles during the incident for the conduct of Loss & Damage assessment are as follows:

- Collection of relevant information.

- Central recording and storing of information.

- Provision of specific reports.

- Providing Situation reports to relevant agencies.

Note – it should be considered whether the process of collecting Loss & Damage information is the responsibility of the MECC or the ICC. A great deal of information will be collected by the controlling agency during the impact of the emergency event; however, resources will be coordinated via the MECC so this is the most likely location.

Operational Steps

1. From within the MECC the boundaries of Urban/Industrial vs Rural must be defined and detailed. Maps should be used and obvious features used to define the boundaries such as roads and rivers. Once the boundaries have been agreed upon those allocated to sectors and boundaries can commence planning for the collection of data.

2. Determine the team composition relevant to the incident

3. Assessment teams should be briefed on the current situation including any potential risk and be given a detailed area of responsibility with well-defined boundaries. Teams should be briefed on the agreed reporting standards such as where GPS reading will be taken (i.e. at the house itself or at the front gate)

4. Determine the primary means of communications, taking into account any loss of infrastructure that would normally provide coverage in the area of operation.

5. Detail the "actions on": (SOPs should determine the "actions on" refer to planning)

- Deceased or injured persons, (VICPOL procedures will assist in this area).

- Injured Stock and wildlife.

- General safety risks to the public.

SOCIAL ENVIRONMENT GROUP

6. Collate data in a timely manner as reports enter the MECC, take steps to ensure data is not duplicated.

7. Provide Loss & Damage reports to those organisations preparing situation reports and planning for recovery operations.

8. Ensure teams are debriefed appropriately as needed.

TEMPORARY ACCOMMODATION

4 TEMPORARY ACCOMMODATION

To provide emergency shelter for persons affected by an emergency who have either evacuated their homes, or whose homes have become uninhabitable.

To provide emergency accommodation as above for groups with special needs e.g. elderly, unattended, people with disabilities, unattended children, accompanying pets, etc.

Principles

It is essential family units remain intact, and that evacuees be accommodated with their own relatives and friends, if at all possible. Billeting, and accommodation in community halls and other public facilities, are to be considered only extremely short term.

Procedure

The Lead Agency will keep a register of the contact numbers of all facilities that are able to be used as emergency or substitute accommodation, and at short notice: halls, hotels, motels, caravans, billets, etc. Such a register will include 24 hours contact persons and location of keys All offers of accommodation that are received during the emergency will also be recorded and assessed.

Lead Agency: Baw Baw Shire Council

4.1 TEMPORARY ACCOMMODATION PROCESS

The provision of Temporary Accommodation following an emergency is a recovery service which provides a person/household with somewhere to live if their primary residence is uninhabitable and they have nowhere else to go. This assistance is usually required for 1 – 3 days until they can get their personal arrangements in order.

The cost of this service will be covered by emergency financial grants on offer, depending on their circumstances.

Longer term accommodation will normally be funded by the householder's insurance cover on their house. For those on low incomes with no insurance, rental assistance is available (for those that meet the means test criteria).

TEMPORARY ACCOMMODATION

4.2   COORDINATOR'S RESPONSIBILITIES

The Temporary Accommodation Coordinator has the following responsibilities:

- Recruit a deputy coordinator to cover them during their absence or if they leave the organisation

- To develop and maintain a municipal accommodation register

- Identify and develop a relationship with agencies that are able to provide emergency accommodation

- Respond to any requests for temporary accommodation in a timely manner.

- A representative on the Municipal Recovery Planning Committee

4.2.1   Develop an Accommodation Register

It is important to maintain a register of accommodation available in the vicinity of the resident's home because, should someone lose their home to an emergency, it will generally be their preference to have their temporary residence as near as possible to their original home site for the following reasons:-

- This will allow affected residents access to the existing support networks, so remaining within it will assist their emotional recovery process

- Will allow them to continue with remaining farm duties, pets or gardens on their property that will need regular attention, and it would be easier to look after them if they are living nearby.

- They will want to visit the property regularly to clean up and keep an eye on things.

The main planning activity needed is to develop an accommodation register, which includes the following information:

- Motels/B&Bs and other paid lodgings

- Caravan parks (particularly those with cabins that have self-contained facilities including linen)

- Real Estate Agents: for longer-term rental properties

TEMPORARY ACCOMMODATION

4.2.2 Identifying Support Agencies

There are potentially a range of community service agencies that may be able to assist with the provision of temporary accommodation. Availability and access will depend on what is present within the vicinity of the affected community.

Single Incidents Only: Red Cross can assist with providing a household with a couple of day's accommodation in the case of the loss or severe damage to their primary residence. Contact the local Emergency Service Liaison Officer (ESLO) for support or read their brochure for more information. Alternatively Council may assist with the provision of temporary accommodation by placing the affected persons in local hotels/motel accommodation.

Special Needs: There are always individuals or families who don't have insurance, own their home or have an income sufficient to support them. These families/individuals will need longer-term assistance with low-cost housing if their home is lost to an emergency.

Assistance may be available from organisations who are funded to provide such a service and these typically include Uniting Care, Community Health Centres and the Salvation Army. You must identify your local emergency accommodation providers and establish a relationship with them so you know who to speak to should such a situation presents it.

When do you need to provide Temporary Accommodation Operations?

Temporary accommodation will need to be provided for people who have their primary residence rendered uninhabitable or made inaccessible by an emergency. They may need this assistance for a few days until they sort out an alternative arrangement.

Many people may be able to stay with family or friends in the short term and won't need your help, but not everyone is in that situation. It is these less fortunate householders who will need assistance.

Accommodation Provision Process

This process can be scaled to address all needs:

- A single incident

- Several households

- Large numbers of homeless

Upon receiving a request for assistance, identify the following:

- Confirmation that their primary residence has been made uninhabitable or inaccessible by an emergency. (e.g. CFA or Loss & Damage reports)

TEMPORARY ACCOMMODATION

- What their accommodation needs are (e.g. how many adults and children, special needs, preferred location, duration) - refer to the MESSAGE/REQUEST FORM (MECC Kit standards)

- Check with the Personal Support Coordinator to determine whether they have an assigned case a manager that the recovery services are linked and are not being duplicated.

Depending on their needs, arrange accommodation using:

- Red Cross (single incident only) or;

- Your Accommodation Register or;

- Support agencies

Remember, the cost of their accommodation (if it incurs a charge) should be partially, or fully covered by the Emergency Grant provided by Department of Human Services.

Keep clear records of what you have provided so everything is accountable. You can be sure there will be an audit once the emergency event is over.

FOOD AND WATER

5 FOOD AND WATER

To ensure feeding in the event of an emergency, in both the Response and Recovery phases, for evacuees, homeless, casualties, and support personnel.

Food and water services may be required for:

- response personnel in the field

- evacuees and staff in relief centres

- staff in Emergency Coordination centres and community meetings

Generally the Australian Red Cross is responsible for the provision and co-ordination for the provision of food and water.

5.1 Standard operating procedures

As detailed in the Baw Baw Emergency Management Plan, are to be followed:

Local agencies/organisations will provide food and water in the immediate response phase: Australian Red Cross is to be alerted when:

- More than one substantial meal for combatants or other affected persons is required, or likely to be required;

- Reimbursement for incurred costs is likely to be claimed by local providers;

- Goods are required to be purchased by authorised Red Cross purchasing officers.

- Red Cross Regional Food and water Coordinator/Emergency Services Liaison Officer (ESLO) will, in conjunction with the local food and water providers, ascertain the level of involvement necessary by Red Cross, ensuring local resources are fully utilised.

- Red Cross Regional Food and Water Coordinator/ESLO will contact the Municipal Recovery Manager following activation to inform of the nature of the emergency.

- Contact the State Office to lodge the request for Red Cross services.

FOOD AND WATER

5.2   LEAD AGENCY

Australian Red Cross

SUPPORT AGENCY

In the event that the Red Cross requires assistance in providing food and waterfood and water the Lions Club volunteers provide food and water support under the direction of the Red Cross at relief (and recovery) centres and during the response activities.

PERSONAL SUPPORT

6   MATERIAL AID

Emergencies, such as wild fires, can take away everything that people own, except for the clothes on their back. Floods can ruin their belongings leaving people with little to go on with.

Emergency relief can come in the form of material aid such as clothing, personal items, food and furniture. This form of assistance enables affected citizens to manage until their affairs are sorted out.

The Salvation Army has the state and regional responsibility for coordinating the provision of material aid, but local arrangements may include other welfare organisations as well. Municipal planning reflect the local arrangements.

The provision of material aid to people who have been impacted by an emergency generally occurs during the initial phase of an emergency recovery operation. These are people who have lost their essential belongings and need assistance until they can get their immediate living arrangements and insurance claims in order. This aid can take the form of:

- Clothing

- Personal requirements (toiletries etc)

- Furniture

- Kitchen utensils/appliances (e.g. fridge)

- Bedding

- Food

1   Council's Coordinator's Responsibilities

- Recruit a deputy coordinator to cover them during their Identify and develop a relationship with agencies that are able to provide   material aid within the local area

- Respond to any requests for material aid in a timely manner.

2   Develop a Municipal Material Aid Register

It is important to know what material aid is available within the municipality. Some communities have a cooperative arrangement where several aid organisations offer assistance in a coordinated approach.

Potential Material Aid providers within the municipality include:

- Single Incidents Only: Red Cross are able to assist a household's immediate needs in the case of the loss or severe damage to their primary residence.

PERSONAL SUPPORT

Contact the local Emergency Service Liaison Officer (ESLO) for support or read their Red Cross brochure for more information

- Salvation Army

- Uniting Care

- Vic Relief Food Bank

- St Vincent de Paul
  Smith Family
  Anglicare

  CWA
  State level aid organisations such as: Foodbank Victoria

Once the planning tasks outlined above have been completed, the Coordinator now needs to plan the recovery process (i.e. how the provision of material aid will be implemented).

Material Aid has close links with other recovery services, such as Personal Support Financial Assistance and Temporary Accommodation. There is a coordinator for each of these recovery services on the Municipal Recovery Planning Committee. Working relationships need to be established with these coordinators so an effective recovery process can be developed.

Foodbank Victoria exists to support emergency relief agencies and community organizations, no matter what size, to provide a more comprehensive range of essential aid to their clients currently experiencing financial hardship or other forms f social distress.

Foodbank Victoria is a major participant in the Victorian Government's Disaster Response and Recovery Plan, providing state-wide assistance to Victorian's who have become displaced as a result of bushfires, floods or drought.

If the scale of the emergency is significantly large and would exceed the capacity of local resources contact can be made to Foodbank Victoria.

Foodbank Victoria acts as a central resource and provider of food and material aid. The organisation is an active contributor to the wider emergency relief sector. Through partnerships with other service organisations they initiate and facilitate emergency relief programs and projects where they are needed most.

Foodbank Victoria emergency relief services currently comprise:

Food

PERSONAL SUPPORT

The aim of Foodbank Victoria food program is to ensure that no Victorian goes hungry no matter what their personal circumstances. They are able to distribute food and grocery products efficiently across the State, to any welfare agency requiring food resources, and is a fundamental to their role as a provider of emergency relief.

The operating effectiveness of this program is largely dependent on the generous donation of food producers and companies.   Foodbank Victoria sources food which is unsaleable, but still palatable, the subject of wrong labelling, close to use by date, or a similar reason.

Although they maintain a comprehensive range of food products they are constantly looking at new ways to source a broader selection of staple food items to supply to those agencies and organizations where there is a high demand.

Location and Operation hours for accessing food resources:

Only welfare agencies registered with Foodbank Victoria can access its services.

<u>Agency registration form</u>

To find out more on the food resources contact:

Warehouse Manager
Phone: (03) 9362 8300
Fax: 9362 8301

Home wares and Bedding

The provision of home wares and bedding has been at the foundation of Foodbank Victoria's support to the community since the establishment of Victorian Relief in 1930. They respond to requests for bedding (mattresses, pillows, blankets and sheets) as well as dinner and kitchenware products.

Only welfare agencies registered with Foodbank Victoria can access its services.

Contact: Warehouse Manager, Phone: (03) 9362 8300, Fax: 9362 8301

For home wares and bedding resources

3   Donations Coordination Agency

Lead Agency: Salvation Army

Support Agency: St Vincent de Paul

PERSONAL SUPPORT

In the aftermath of an emergency, it is common for the public to offer donations to the affected citizens. This can appear in the form of money, goods or services. If this generosity is not planned for in advance, and managed carefully in the aftermath, it can become a big problem for responding authorities.

This program provides a process for managing

- Public Appeals

- Donation of goods & services

3.1 Purpose

The purpose of Donations Coordination is to develop a 'Donations Management Plan', which has the following goals:

- To develop a public appeals process which effectively manages the collection of donations and distributes them in a transparent in a equitable manner.

- To educate the public on how they can best provide assistance to those affected in an emergency.

3.2 Responsibilities

Donations Coordination Principles:

There are several general principles for the management of donated goods and services that should be taken into account in the planning phase. These include:

I. Encouragement of monetary donations to a recognised emergency relief fund. If no such relief fund exists (e.g. at a State level), then planning needs to be undertaken to operate a local or Mayoral appeal. The Red Cross may take on the appeal coordination responsibility for your municipality. Note in Gippsland donations should be directed to Gippsland Emergency Relief Funds for monetary donations.

II. The management and distribution of funds will be a transparent process.

III. Offers of unsolicited donated goods and services are logged, and responded to, on the basis of need.

IV. Spontaneous volunteers are referred to the Volunteers Coordinator.

Acknowledgement:

The key reference for this Recovery Service guide is the NZ Donated Goods Management Planning Guide (PDF 920k).

4 Developing the Donations Management Plan

PERSONAL SUPPORT

A plan such as this will provide guidelines for the coordination of public information, acceptance, staging and disposal of donated goods and monies received by an affected municipality following an emergency event.

The plan should outline the processes for managing:

- **Monetary Donations**

The optimum and preferred situation in any emergency recovery situation is to have all individuals and organisations to make monetary donations. This will eliminate the logistics involved in managing goods and services. The funds can be used to purchase what people need which meets their individual preferences and circumstances. Monetary gifts are also the least labour intensive.

The following recommendations should be considered in your planning:

1. Direct donations to the Gippsland Emergency Relief Fund

2. Where possible, recruit a non-profit, tax exempt organisation with donation management experience (e.g. Australian Red Cross) to manage the appeals process.

- **Goods and Services Donations**

Unsolicited goods and services donations can cause many problems, largely related to logistics and administration overheads needed to manage them. Also, only a small percentage of them end up being useful. The introduction of large quantities of commodities into an affected area can hurt the local economy if it is already vulnerable. The provision of financial relief over donated goods also results in additional funding being spent within the region there assisting in business recovery and retention of jobs.

The following recommendations on goods and services management should be considered in your planning:

- The municipality should direct any donations to existing community organisations in the area such as St Vincent de Paul, Salvation Army as these organisations have existing processes that can be used to assess the donated goods and distribute them to affected residents. Donors who attempt to donate unsolicited or unsuitable goods, such as clothing, should be directed to community agencies who manage these products. Donors could also be encouraged to sell these goods and donate the cash.

- The municipality should refuse offers of donated goods that are unsuitable, will cause resource problems for distribution or will disadvantage local suppliers and business.

- An alternative approach could be to record (or log) offers of goods and services with a return contact number. Should the need arise, the donor will

PERSONAL SUPPORT

then be contacted. For large scale events Department of Human Services may assist in the distribution of material aid.

- All donations (when solicited) should become resources to be used in the recovery process where best needed and not subject to conditions by the donor or returned.

- The Gippsland Emergency Relief Fund provides funding to those living and working within Gippsland region. Assessments are completed by LGA staff and referrals are submitted to GERF via the MRM to determine possible funding and the size of the grant provided.

- Corporate donors will be subject to the same guidelines as individuals, but where their offers are accepted, the following should be considered:

  ➢ All goods should be labeled and provide an inventory list when shipped

  ➢ All corporate goods must be tracked to their end-point, for transparency and auditing purposes (they are tax deductible for the company)

  ➢ Those donated goods not distributed can be sold and added to the appeal total

  ➢ Recognition of the corporate donors should be considered, so liaise with the Communications Coordinator about positive comments to the media.

Determine Resource and Distribution Requirements

Planning needs to consider the following requirements:

- Staffing: How many will you need and where can they be sourced from? What support agencies can you recruit?

- Communications: What sort of relationship do you need to develop with the Communications Team?

- Warehousing: If you decide to accept donation of goods (even if designated items), where will you store them?

- Transport: Who will be responsible for pick up and delivery?

- Criteria for distribution: How will you establish proof of need and will the monies and goods be distributed through an external organisation?

- Disposal of excess donated goods: Will excess goods be sold, donated to charitable organisations or dumped? What arrangements have you negotiated?

PERSONAL SUPPORT

5   Links with Other Recovery Services

Donations Coordination has close links with other recovery services represented on the Municipal Recovery Planning Committee. These services may include:

- Personal Support (particularly the case manager if utilised)

- Financial Assistance

- Communications

- Volunteers Coordination

There is a coordinator for each of these recovery services. A working relationship needs to be established with the relevant coordinators so an integrated recovery process can be delivered. The nominated service coordinators can be found in the Municipal Relief and Recovery Plan.

Ultimately, there comes a time when all affected people are well down the recovery path and the donated funds and goods have been distributed or disposed of. When this point is reached the following should occur:

- Letters of thank you should be sent where required.

- All members of the DMT participate in a debrief and the lessons identified for the future

- A report needs to be written summarising what has been donated and distributed as well as the outcomes of the debrief.

PERSONAL SUPPORT

7   PERSONAL SUPPORT

To provide services directed towards mitigating the impact and trauma of an emergency, through the provision of information and advice, personal counselling, child care, and the personal supports necessary to minimise the effects of the stress, confusion, loss and family and community disruption associated with an emergency.

The provision of practical personal support is an essential component of social recovery. People impacted by an emergency may find themselves in a heightened   state of awareness or shock and unable to undertake practical tasks or make rational decisions. Support staff from recovery agencies, (such as community health service providers, Gippsland Lifeline, Victorian Council of Churches, Red Cross etc), coordinated by local government, are able to provide this service to the impacted community in the   following forms:

- Practical assistance at community meetings, relief and recovery centres

- Case management of families and individuals

- Outreach initiatives

Counselling

The case management of individuals covers the immediate, short and long-term phases of recovery to monitor their progress. Referral to agencies that provide clinical support may be required if additional assistance is required

Roles and Definitions:

The nominated coordinating agency for a local government is not the sole provider of personal support and counseling services, it coordinates their provision across a range of providers based on need. The services required may include:

- General personal support

- Case management

- Outreach

- Counseling

There is a role for support agencies, local government and DHS to be played in the provision of personal support and counseling.

Backup Agency

The Coordinating Agency needs to consult closely with local government to identify a deputy/support agency which can provide additional resources when required and take over the coordinating role if circumstances make this necessary. The reasons for this could include:

- already at full capacity

PERSONAL SUPPORT

- key staff are absent

- agency staff have been directly impacted by the emergency

The Coordinating agency needs to plan with the backup agency to

- determine how they will work together

- identify their training requirements

- agree on the escalation process

The Coordinating Agency is the Personal Support representative on the Municipal Recovery Planning Committee.

The Coordinating agency needs to plan with the backup agency to

- determine how they will work together

- identify their training requirements

- agree on the escalation process

Procedure

The Lead Agency will facilitate the provision of personal and family support services including counselling, interpreters, child care, legal information, insurance advice and financial assistance. The Lead Agency will also establish protocols with local churches and other professionals to make available counselling and support to assist with the psychological, emotional and spiritual needs of affected persons.

Vulnerable Persons

A number of organisations with clients residing within the Baw Baw Shire Council that are assessed as being vulnerable are record these individuals on the Crisisworks Vulnerable People Register. Council maintains a layer on GIS and Crisisworks which highlights the location of those identified s vulnerable, as well as facilities with clients that may be classed as more vulnerable - such as aged care facilities, hospitals, schools and child care centres. A contact list is maintained for these facilities.

Victoria Police, as the agency responsible for facilitating evacuations, may make reference to this information when required during an emergency event.

The process used to determine vulnerable people within the community is located in ..\Vulnerable People\Vulnerable People Flow chart 24.12.2010 v3.JPG and ..\Vulnerable People\Vulnerable persons registration process - Flow chart Dec 2010.JPG

PERSONAL SUPPORT

7.1 LEAD AGENCY

Baw Baw Shire Council

Key Support Agency   Gippsland Lifeline

Gippsland Regional Drought Counsellors Contact details www.drought.org.au

Lifeline service finder

Gippsland Crisis Line (24 hours)   1800 629 572

Red Cross

RELIEF AND RECOVERY

8   RELIEF AND RECOVERY CENTRES

1   Definition of a Relief Centre

A Relief Centre is a building or place established to provide life support and essential needs to persons affected by (including evacuees), or involved in the management of, 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.

Relief Centres are pre-determined facilities suitable for the safe evacuation of members within the community during an emergency. Evacuees are registered by Red Cross (on behalf of VICPOL) and relief aid is provided in the form of food,personal needs and information relating to the emergency at hand. All evacuees who have left the area and who have not notified authorities are urged to make contact as soon as possible so they can be matched with names on the Victorian Police Missing Persons List. Local government is responsible for the selection, resourcing and management of these facilities.

Adobe Acrobat
PDFXML Document   This document provides information on relief and recovery centre requirements and how they operate.

2   Definition of a Recovery Centre

A Recovery Centre is a building in which a coordinated process of support to affected communities in the restoration of their emotional, social, economic and physical well-being is provided. This support will include provision of psychological (e.g. counselling), infrastructural (e.g. temporary accommodation), environmental (.e.g. public health), and economic (e.g. financial assistance) services. As a "One-Stop-Shop" the Recovery Centre will ensure that all agencies and stakeholders are properly integrated into the recovery process, at a single point of entry. Recovery Centres are a local government facility designed to provide recovery services to the impacted community following an emergency.

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 the municipal council will continue to assume the responsibility for the management of these centres. Coordination responsibility will pass from the Response Coordinator (Victoria Police) to the Municipal Recovery Manager.

Baw Baw Shire Council will evaluate the appropriateness of potential   sites   for relief and/or recovery centres, taking into account the possibility   that the venue may be requested for recovery purposes committed for some considerable   period   after   the response to the emergency has ended.

RELIEF AND RECOVERY

3   Relief and Recovery Centre Coordination

Relief and Recovery Centres are determined in conjunction with the Emergency Management Team (MERC, MERO, MRM) and are activated by Councils following a significant emergency within their local government area to coordinate services to the affected community. These centres are established when the demand for information and recovery services exceeds the capacity of council reception staff and the recovery team to manage.

Relief Centres are set up by Councils in response to an emergency that impact on individuals or groups within their local government area.

A Relief Centre Manager will coordinate this service area, and their responsibilities will include:

- Monitoring and reviewing information relating to these centres (e.g. location, adequate facilities, etc) and

- Activating the teams in an emergency

A Relief and/or Recovery Centre Manager will coordinate this service area, and their responsibilities will include:

- Meet with deputy RCC

- Monitoring and reviewing information relating to these centres (e.g. location, adequate facilities, etc) and

- Activating the team to open and manage the centre when required.

4   Relief and Recovery Centre Activations

Relief centres may be impacted if sufficient numbers of people require immediate emergency support, for example through provision of short term shelter, while an emergency is occurring.

Following an emergency, the impact assessment of the emergency will determine the extent and severity of the effect on the four recovery environments. If the social environment and/or economic environment/s have been significantly impacted, it may be necessary for the municipality to open a **Recovery Centre**.

The MRM will decide whethera Recovery Centre must be established. Refer to the.

The centre will be a 'one-stop-shop' for information and other recovery services. Requests should be logged on request form. The Centre Manager operates the centre and has a number of administrative tasks to complete..

RELIEF AND RECOVERY

The Recovery Centre should operate for as long as the demand for information and services requires a dedicated person to coordinate them. The centre does not have to be open every day, or for the full duration of business hours. The service is driven by need.

It is important that the process is fully understood by all parties involved and works in conjunction with other recovery services also being provided. The coordination of all recovery services is the responsibility of the MRM and the Municipal (Incident) Recovery Committee (should it be necessary to convene and again the decision is made by the MRM).

Staff welfare is an important consideration. We need to consider be mindful of the effect this type of event may have on the staff who are providing the various relief and recovery services. People affected by emergencies can often be in a state of shock and behave irrationally. The guidelines for personnel in relief and recovery centres document is a useful reference on this subject.

\

RELIEF AND RECOVERY

5   Centre Manager Responsibilities

To set up the Centre including signage

Liaise with the MECC and provide information to affected people including
- Updates on incident
- Duration
- Safe to return notices
- Community meetings

Organise the housing of pets

Provide activities/entertainment for children e.g. DVD, books, games

Ensure agencies providing services are supported e.g. resources, access to communications, security

Managing fatigue and stress amongst staff

Coordination of emergency sleeping facilities
The Relief Centre Manager is to liaise with the MRM at the MECC with regards to private accommodation provides and/or Salvation Army

Provision of basic material needs
Manager to liaise with the MRM at the MECC with regards to the Salvation Army

In the Relief Centre
- The Red Cross or personal support lead agency shall initiate personal support for affected people. Personal support may also be provided by agencies such as Gippsland Lifeline, Chaplaincy Committee and Church Committees
- The Red Cross will provide food and water coordination
- The Red Cross or St John Ambulance will provide first aid
- The Red Cross will conduct registration (REGISTER.FIND.REUNITE) on behalf of VicPol
- VicPol will provide security when needed and coordinate REGISTER.FIND.REUNITE enquiries
- Red Cross will coordinate local enquiries for REGISTER.FIND.REUNITE

RELIEF AND RECOVERY

As part of providing services in this area, it is worthwhile to keep in mind the following:

- It is important that Council has identified and audited sites that can be used as relief centres, so that they can promptly respond to community needs during an emergency.

- A Relief Centre is generally established during the response phase of an emergency. Its purpose is to provide shelter, support, and information for evacuees, including food, first aid and registration.

- A Relief Centre is usually located away from an area impacted by an emergency to ensure the safety of those who are likely to attend the centre.

- Relief centres are usually managed by Council staff that have received training in Relief Centre Management.

Representatives from other agencies and organisations (e.g. VicPol, Red Cross etc) will often also need to attend a relief centre, and there is a need for close liaison with these groups.

Children and young people

Refer to Save the Children in relation to the setting up of relief and recovery centres,

Adobe Acrobat
PDFXML Document

particularly where there are unaccompanied children present in the venue.

Special consideration should be given to management of children when setting up a venue in relation to the following

1.   Staff and Volunteers recruited that will have contact with children

•   Pre - Screening – police check and current working with children checks

•   Accountability lines established (clear who they report to)

•   Able to be identified

•   Aware how to raise/report a concern about the safety or wellbeing of a child/young person

   2. Child Friendly Spaces – evacuation/recovery centres

•   All staff and volunteers working in child friendly spaces or centres to be screened and sign Code of Conduct for working with children and wear identification

•   All staff and volunteers formally appointed to work in CFS or centres – not allow people to turn up and offer to volunteer unsolicited

RELIEF AND RECOVERY

• Child Safe & Friendly staff leader be appointed and easily identifiable – main contact point for children, young people, parents and staff and volunteers to contact if they have a concern about the safety or wellbeing of a child or young person

• Reporting mechanisms for concerns about a child/young person or an adult be made clear to everyone in CFS or centres (include local statutory reporting mechanisms)

• Adequate child/adult ratios for supervision of children and young people

• Supervision of staff and volunteers by Relief and Recovery Centre Manager (or delegated Team Leader)

During small scale emergencies Council will seek assistance for the supervision of Council staff, particularly those working in Family and Children Services Unit as they have the necessary working with children qualifications required.

For larger emergencies a request for assisting with the management of children and teenagers can be provided through a request to Save the Children for provision of the service.

Refer to Emergency management planning for children and young people Planning guide for local government for further details in managing children.

Refer to the Gippsland Emergency Relief Centre Standard Operating Procedures 2014

Adobe Acrobat
PDFXML Document

6   Establishing the Centre Management Team

Note: The responsibility of selecting, setting up and operating a relief centre is the responsibility of local government.

Initially, the Relief Centre Manager will convene planning meetings with the various stakeholders to determine who is able to undertake the following tasks:

- Manage the centres during an emergency.

- Establish and maintain relief centre resource kits.

- Conduct exercises to enhance readiness, test communications and build greater understanding of roles and responsibilities of participating agencies.

- Provide personal support at the centres

RELIEF AND RECOVERY

- Provide security if required.

Once team members have been recruited, the following information needs to be determined:

- Is the Red Cross able to provide a registration and food and water team in the relief centre?

- Do the Police have up-to-date registration kits and are they able to provide security?

- When was the last time a centre was activated for an emergency or an exercise?

- When was the last time the centres were audited?

- What additional resources are required to operate either type of centre?

Relief Centre Managers will have close links with accommodation, material aid and personal support service providers should evacuees present at a relief centre requires such assistance.

There is a coordinator for each of these recovery services on the Relief and Recovery Planning Committee. Working relationships need to be established with these coordinators so an effective case management process can be developed.

7   Emergency Centre Activation (Relief and/or Recovery)

During an emergency, impacted citizens may be required to evacuate their home or workplace and receive emergency relief. The Police coordinator (MERC), in consultation with the municipality (MERO and/MRM), will select an appropriate relief centre/s from the Municipal EM plan to be opened to provide that relief.

The RRCC, once notified by the MERC, will then follow the steps to open up the relief centre. The main task of the relief centre is to provide shelter, food and comfort for citizens and emergency personnel who are in real need, until the threat of the emergency has passed.

NOTE: Requests for assistance or resources must be conveyed through the Municipal Emergency Coordination Centre (MECC). All requests are logged in the MECC and allocated to the responsible agency to action.

8   Implementing the Centre Process

It is important that these processes are fully understood by all parties involved and works in conjunction with other recovery services also being provided. The coordination of all relief and recovery services is the responsibility of the MRM and the Municipal (Incident) Recovery Committee (should it be necessary to convene and again the decision is made by the MRM).

RELIEF AND RECOVERY

Staff welfare is an important consideration too. There are a host of problems facing relief workers. We should be mindful of the effect this type of event may have on the staff that are providing the various relief and recovery services. People affected by emergencies can often be in a state of shock and behave irrationally.

9 Relief and Recovery Centre Closure

Closure of the centre and integration of follow-up services into the every-day scheme of things will be a call made by the MRM and/or the municipal recovery committee. This is something that should be planned for from the moment they are opened.

All staff should be debriefed to identify issues with staff welfare, as well as what worked well and what didn't. Future planning can address those issues

10 Registration and Enquiry (Relief and Recovery Centres)

Lead Agency: Victoria Police, through Red Cross

RED CROSS EMERGENCY PAGER (24HRS) 0394 115 100 to speak with the nominated ESLO officer

- To provide a detailed record of each person evacuated, and to record all details and movements subsequent to departure from the threat area.

- Victoria Police are responsible for the registration of emergency affected people but have delegated the physical task of registration to the Australian Red Cross.

- National Registration & Enquiry System (REGISTER.FIND.REUNITE) will be conducted for all emergencies that are co-ordinated at municipal level.

11 REGISTER.FIND.REUNITE registration

Upon call-out by Victoria Police, Red Cross will dispatch Registration Teams to Emergency Relief Centres, or Assembly Areas, to ensure all persons in attendance are registered in accordance with REGISTER.FIND.REUNITE principles and procedures.

12 Recovery Centre

- Is a one-stop shop from which information and support can be provided to impacted people after an emergency has passed

- This timeframe may vary, depending on how long an emergency is likely to last, as impacted groups or individuals will start seeking recovery information and services almost immediately.

RELIEF AND RECOVERY

- A Recovery Centre is often located as close to an impacted area as possible, although this may change according to the disaster (e.g. in the event of widespread flood, it's likely to be at a local centre that can be accessed readily by impacted people.

- A Recovery Centre may end up operating over many months, once again, depending on the needs of the impacted community.

Local government is responsibile for selecting, setting up and operating relief and recovery centres.

The MRM and MERO will organise regular reviews of facilities that may be used for either recovery or relief centres throughout the municipality. Copies of assessments will be stored in central registry to ensure all details are kept current.

The Relief and Recovery Centre Manager will

- Manage of the centre following an emergency.

- Establish and ensure maintenance of resource kits.

- Conduct exercises to enhance readiness, test communications and build greater understanding of roles and responsibilities of participating agencies.

- Provide personal support at the centres

- What additional resources are required to operate this type of centre?

Relief and Recovery Centre Managers will be required to have close links with the full range of recovery services including accommodation, material aid, personal support, financial   assistance as well as fencing, and practical advice.

RELIEF AND RECOVERY

Recovery Services Card

Date_____ Time_____am/pm

Applicant Name _____

Applicant takes this card with them, as a personal record, when leaving the Centre.

APPLICANT AND FAMILY INFORMATION

Applicants Full Name	
Date of Birth:	
Telephone Home:	
Telephone Work:	
Telephone Mobile:	
Principle Place of Residence: (usually address)	
Postal Address:	
Contact Address:	

OTHER HOUSEHOLD MEMBERS

Surname	Given Names	Date Of Birth	Relationship

Brief Description of Loss:

VOLUNTEER COORDINATION

9   VOLUNTEER COORDINATION
Lead Agency: Baw Baw Shire Council

A volunteer is defined as 'someone whose work is willingly done, without reward, for the common good'.

A volunteer is usually affiliated with a recognised group or organisation (e.g. CFA, SES, Red Cross etc), trained to some degree in the tasks they offer to undertake, are accountable through their own organisation, and a known quantity

Following an emergency, unaffiliated people will come forward and offer assistance as well, whether they are needed or not. These people are often described as spontaneous or emergent volunteers. While you may not wish to use some or all of these people, it is wise to have a pre-arranged plan about how these people will be communicated with. Refer to Spontaneous Unaffiliated Volunteer EM Plan

9.1   THE COORDINATOR ROLE

- In essence, the Volunteer Coordinator is in a management position to deal with:

- (Possibly) large numbers of people

- Trained volunteer staff

- Spontaneous volunteers

- (Possibly) facilities

It will assist the Volunteer Coordinator if they have knowledge of:

- Emergency Recovery procedures and processes

- Local knowledge

- Personnel management and good people skills

- Office and reporting procedures

- Legal obligations

Which Volunteers to Use?

In addition to the trained and involved volunteers who play an essential part in our Emergency Management structure, many organisations expect, in an emergency recovery situation, to use spontaneous volunteers. These are people who have the desire to help in emergencies even though they may not have had actual experience, or training.

VOLUNTEER COORDINATION

A Volunteer is:

- Affiliated to a recognised group and a known quantity

- Trained to some degree in EM skills

- Accountable and responsible to their organisation

A Spontaneous Volunteer is:

- Unaffiliated and an unknown quantity

- Not necessarily trained and no accountable to any organisation

The first decision the Volunteer Coordinator needs to make is whether their organisation will expect to use spontaneous volunteers, and whether they would prefer not to use them.

This decision will depend on the existing plans and resource levels. There are certain risks and considerations that need to be taken into account when planning for there use of spontaneous volunteers.

Decision No

While you may not wish to use Spontaneous Volunteers in your Emergency Recovery Operations, you need to take into consideration that people will present themselves regardless. It is wise to have a pre-arranged agreement about how people who present will be communicated with.

Simply telling people they are not wanted and sending them away can lead to a very bad feeling in the community when people perceive (rightly or wrongly) a need. General principles to follow include:

- Encourage emergent individuals to affiliate themselves with a responding voluntary agency, or an organised group of their choice.

- Unaffiliated volunteers be discouraged from going directly to an emergency site as their efforts may hamper the recovery efforts.

- A range of pre-determined messages be developed for the public to manage their expectations and perceptions.

Decision Yes

- Document a list of key tasks that your spontaneous volunteers might be involved in.

- Determine the necessary resources for those tasks and document where they can be found or how they can be procured.

VOLUNTEER COORDINATION

Backup Agency

Arrangements for a backup or support agency for the management of spontaneous volunteers. Council has arranged that local groups of the Rotary Australia will assist in the management of spontaneous unaffiliated volunteers.

Agencies with experience in managing spontaneous volunteers include:

- Australian Red Cross

- Salvation Army

Other agencies may be specific to towns or geographic areas and can include:

- Community Health Centres

- Neighborhood Support

- Lions

- Rotary

- Apex

NOTE: Agreements with a coordinating agency should be documented in your plans and include details on costs and responsibilities.

Refer to Baw Baw Shire Council's Spontaneous Unaffiliated Volunteer Plan for detail.

For additional reference - NZ Spontaneous Volunteer Management Planning Guide (PDF 1.09MB).

SOCIAL, COMMUNITY DEVELOPMENT, PLANNING PROCESS

10   SOCIAL, COMMUNITY DEVELOPMENT, PLANNING PROCESS

1   Emergency Community Impacts

An emergency can have a range of impacts on a community which may cause social networks to be disrupted or completely break down. These emergencies can range from single incidents (such as a house fire) to catastrophic events (such as a flood or a major bushfire). These impacts may cause losses of:

- Primary residences essential services (transport, utilities, local store or service station)

- Community assets (community hall or sporting facilities)

- Volunteer support(due to them being directly impacted or overworked) community and sporting networks

- income (through drop in business activity) or permanent or temporary loss of employment.

One or a combination of these may cause people to 'disconnect' from the community support networks. There are a range of recovery activities that can be undertaken to assist with a return to normality.

2   Community Development

A community can be affected by the impact of an emergency in different ways, but a common outcome is the 'tearing' of the community fabric. People become disconnected from the pre-existing social support structures (such as sporting groups, parishes and social networks) as they deal with the shock experienced from the event and having to focus on the necessary rebuilding consequences. Experience has shown that communities can rebuild their social networks, although not necessarily as they were pre-emergency, if pro-active community development action is taken.

2.1   Employment of a Community Development Officer (CDO)

A CDO is employed to draw up the Community Recovery plan, coordinate the various recovery activities and ensure the community is consulted from beginning to the end. Experience has shown that the sooner a CDO is in place, the quicker the community will recover.

- Identify potential candidates within the organisation or within the community who already does something similar and could be seconded or backfilled for 12 months

- Prepare a position description in advance which only needs modifying to reflect the impact of an event

SOCIAL, COMMUNITY DEVELOPMENT, PLANNING PROCESS

- Have a sample of a Emergency Recovery CD plan to draw upon (see sample CD Plan)

- Refer to examples of Community Development/Recovery activities conducted in previous recovery operations (see sample CD activities)

2.2 Purpose of a Community Development Officer

The purpose of Community Development Officer is to ensure that a community impacted by an emergency is able to socially recover and rebuild as quickly as possible.

2.3 CDO Responsibilities

The Community Development Officer needs to:

- Recruit and appoint a deputy who can cover their absence or if they leave the service.

- Develop a 'Community Development Recovery Plan' which considers potential impacts and arising needs, and identifies recovery services that will address them.

- Liaise with the other recovery service coordinators who will assist in this recovery process.

3 Community Recovery Plan

3.1 Developing the Community Recovery Plan

A plan such as this will consider the key community strengths and vulnerabilities of the municipality when identifying the potential community needs that would be addressed following an emergency.

The plan should outline the processes for managing:

- Media / communications requirements (including pre-event awareness information)

- Preparation of recovery funding submissions

- Employment of a Community Development Officer (CDO)

- Implementation of a community development program

SOCIAL, COMMUNITY DEVELOPMENT, PLANNING PROCESS

- Refer to any community plans that have been developed by the local affected community.

3.2 Implementation of the Community Recovery Plan

The needs of the community will change as time progresses from day 1. The 5 phases of the recovery process outline the milestones and these are outlined in the operational section of the Municipal Recovery Plan. A range of recovery activities from the various recovery service providers will address the community's immediate needs. The Community Recovery Plan (prepared in conjunction with the CDO and the affected community members) needs to integrate the CD activities in with the immediate and short-term recovery services so people are assisted in moving forward with their recovery in a coordinated way.

4 Building Knowledge and Capacity

Once the Community Recovery Plan has been developed, it needs to be endorsed by the Municipal Recovery Planning Committee. This is important because if this recovery service (when activated) is not well thought through or supported by the Recovery Committee and senior management, areas of conflict may arise within the organisation and out in the community. All the key players in the CD process therefore, will need to be trained or informed on how things will work.

5 Links with Other Recovery Services

CD Coordination has close links with other recovery services represented on the Municipal Recovery Planning Committee. These services may include:

- Personal Support (particularly the case manager if utilised)

- Communications

- Volunteers Coordination

- Environment

There is a coordinator for each of these recovery services. A working relationship needs to be established with the relevant coordinators so an integrated recovery process can be delivered. The nominated service coordinators can be found in the Municipal Recovery Plan.

6 Preparation of Recovery Funding Submissions

Following an emergency, if the impact on the community is significant, Local Government will be invited by the State Government to submit applications for funds to facilitate emergency recovery activities. These requests usually come in the first week after the event at the height of the needs assessment activity, although others such as business or farm recovery can take months if not years after the event.

SOCIAL, COMMUNITY DEVELOPMENT, PLANNING PROCESS

Preparation for this task will greatly assist with getting the submission right and in on time.

Typical funding considerations include:

- Employment of a Community Development Officer (see generic CDO Position Description)

- A non-discretionary pool of funds to facilitate community development activities

- Rebuilding of significant community assets that have been lost

- Funding of Community Health Centres for provision of personal support and case-management services

Refer to Australian Government Attorney General's Department Australian Emergency Management Institute Community Recovery Handbook 2 (2011) www.em.gov.au

Adobe Acrobat
PDFXML Document

HEALTH & MEDICAL

11   MEDIA/COMMUNICATIONS

The Communications Coordinator is a key player when implementing the MEMP and sub-plans. Baw Baw Shire Council's Emergency Management Communications Plan, supports the community through provision of key messages to the community leading up to key seasons (ie heatwave in summer, floods in winter), and then during and following an emergency.

11.1 Pre-Emergency Awareness

A range of awareness activities can be conducted to prepare a community for an emergency. The CFA run very effective fire-awareness and preparedness programs before every fire season. These programs are limited, however, because they focus only on fire preparedness and what to do during the emergency.

Typical activities include:

- Newspaper / newsletter articles featuring the keys aspect of emergency recovery services

- Flyers for letterbox drops or to be placed in public locations

- Community awareness workshops

- Council meeting presentations

- Council web site presence

- Media releases that may get radio/TV attention

11.2 Communications during an emergency

The lead agency involved with the emergency event issues the key community messages to assist the community to prepare for and respond to an emergency. Council's Communication Unit will assist in the transmission of key messages during the initial phases of an emergency. The Communications Unit will also review information being released through social media outlets to evaluate whether information being received by the affected community members is accurate, or needs further detail.

11.3 Communications following the immediate emergency

The ability of Council to assist affected communities in the days, weeks and months following an emergency relies heavily on ensuring community members are kept updated on recovery programs.

Refer: to **Baw Baw Shire Emergency Management Communications Plan** for more detail. This plan also provides some key community contacts through Council's small town rural community network, which can be used to establish community recovery committees following an emergency.

HEALTH & MEDICAL

12   HEALTH AND MEDICAL

Baw Baw Shire Council Public Health Emergency Management sub-Plan (Public Health sub-Plan).

In any emergency event, public health risks or incidents can add to the hazards confronting the community and emergency personnel. The Baw Baw Shire Council Public Health Emergency Management sub-Plan (Public Health sub-Plan) is a component of the Baw Baw Shire Council Municipal Emergency Management Plan (MEMPlan). It exists and operates within the context of Commonwealth, State and municipal emergency management arrangements.

The Public Health sub-Plan records local public health emergency management arrangements. This includes notification, identification of available resources and specific instructions as to how resources should be used. The purpose of the Public Health sub-Plan is to provide for the development and implementation of public health emergency management arrangements. It outlines the municipality's arrangements for the operational management of public health duties.

Public Health Officers and other personnel with roles and responsibilities in emergency management have been authorised by Council through their appointment and delegation of legislated functions and powers of Council.

The Public Health Sub-Plan describes local arrangements for public health emergency management and addresses the following risk areas:

- Food safety (including donated food)
- Safe and adequate water supply
- Infectious disease control
- Emergency shelter and accommodation
- Siting and layout of campsites
- Waste collection and disposal
- Wastewater management
- Emergency toilets and ablution facilities
- Vermin and vector control
- Disposal of dead stock and other animals
- Pollution of water, land and air.

Municipal officers delegated with this authority include officers holding any of the following positions (or equivalent):

- Coordinator Environmental Health (1)

- Environmental Health Officer   (2)

HEALTH & MEDICAL

-

NATURAL ENVIRONMENT

13 ENVIRONMENT   Response Agency Council, DEPI

GROUP LEADER: (1)
Deputies: (2)
Biodiversity and Ecosystems: (1)
Fodder co-ordinator: (1)
Fencing co-ordinator: (1)
Water co-ordinator: (1)

13.1   NATURAL ENVIRONMENT

The natural environment is comprised of three distinct elements:

- Biodiversity and Ecosystems

- Natural Resources

- Amenity Values

13.1.1 Coordinator's Responsibilities:

- To develop and maintain a municipal register of significant amenities.

- Identify and develop a relationship with agencies that are able to provide recovery services to support the 3 environmental elements.

- Respond to any requests for environmental recovery services in a timely manner.

13.1.2 Natural Resources

Natural disasters may alter the landscape, infrastructure and transport routes to such an extent as to restrict access to resources that form part of the economic and social 'lifeblood' of the area. Whole areas of productive land may be rendered useless for farming, forestry or tourism by flood, fire or disease. Loss of tourist trade, a mine or water-source for an industry may result in economic downturn and unemployment, with long-term social consequences.

Amenity value describes aspects of our physical environment that have some form of recreational, cultural or social importance. In local government terms, amenities may include physical structures such as libraries, community centre's, swimming pools and sports fields. Other amenities may include things like scenic lookouts, riverside walkways; identification of the importance of such amenities to people's social and emotional recovery will help prioritise recovery activities.

NATURAL ENVIRONMENT

Pre-identification of the importance of such amenities to peoples' social and emotional recovery, will help prioritise recovery activities. So prepare a register of these to include:

- Physical structures important to the community

- Scenic walkways and conservation areas

- Cultural sites

- Identify key natural resources in your municipality (water, forest, tourism etc)

- Establish a contact list with each organisation responsible for them.

- Identify specialist agencies and the environmental partnerships which would play a role in a recovery operation. These could include:

  ➢ DSE/Parks Victoria

  ➢ EPA

  ➢ DEPI

  ➢ Landcare

  ➢ Native Animal Rescue Groups

  ➢ Catchment Management Authorities

- Develop a contact list for each department, authority and organisation.

- If possible, make yourself known and explain your recovery role leaving your contact details.

Wildlife

Determine those groups best placed to manage injured wildlife in the local area. DSE are currently in the planning stage to better manage the process of coordinating the effort to managing injured wildlife. It is planned that DSE will be the controlling agency during the incident (from the ICC) and then hand over to a nominated wildlife protection group during the recovery phase.

Also refer to '*Working with fire agencies at bushfires Protocols for Volunteers involved in Wildlife Rescue Operations* ' CFA and DSE document and the Victorian Emergency Animal Welfare Plan DEPI

Implementing the Recovery Activities:

Once the funding/resources have been secured, the main task is to implement the relief and recovery plan. Ensure all relevant stakeholders are part of the task force and that you do the following:

NATURAL ENVIRONMENT

- Meet regularly to keep everyone informed and supplied with necessary support and resources

- Coordinate the various activities so they complement each other

- Supply the Communications Coordinator with regular reports so the broader community and other recovery coordinators are kept up to date on your progress

- Attend Municipal recovery committee meetings to report on your progress and stay in touch with other recovery task force activities

NATURAL ENVIRONMENT

14. AGRICULTURE

Response agency **- DEPI** been identified where

After the impact of a disaster event the following areas have individual coordination will be required:

- Management of Fodder, Agistment

- Repair of fences

- Supply of emergency water

The appointed coordinator or group will need to ensure that deputy coordinators are in place to deal with a disaster in the event that the coordinator is impacted and can not carry out their allocated role.
The coordinating body will need to plan with deputies to:

- Determine how they work together

- Identify any training requirements or recourses

- Work in with Government Agencies such as DEPI

Links with Other Recovery Services

Those involved in the coordination of animal welfare should not work in isolation during the recovery effort. It is important to understand what other arrangements are in place with other recovery service coordinators, all designed to assist the effected land holder. Working relationships will need to be established to ensure services are delivered effectively. The following are some examples of who may also be supporting effected landholders:

- DEPI case management staff.

- Fencing Task Force.

- Personal support providers

- Rural Finance – providing reduced interest loans.

- Rural Counsellors – providing budget and financial planning support.

- Centrelink.

Initial Contact with those Affected

a

The DEPI takes on the role and responsibility to visit all rural properties impacted by natural disaster to assess loss and identify immediate needs of stock and landholders. Data collected is collated and forwarded to Local Government for referral to relief agencies.

NATURAL ENVIRONMENT

The Baw Baw Shire council will provide dedicated 1800 phone numbers. Requests for assistance will be taken and forwarded each day to the Environment and Agriculture Management Recovery team.

Data provided by DEPI and the hotline requests is recorded and forwarded to relief agencies to ensure assistance is provided as soon as possible.

Agricultural Taskforce

While there maybe a local volunteer group which is identified to provide initial support and coordination, the extent of the disaster maybe so great that an Agricultural Task Force is formed. In this case DEPI will most likely chair the committee. Representatives from the community and local organisations including local government representatives will be active members of the task force.

Planning within each area should consider the following issues:

- Boundaries of operation - dependant upon geographical location, population, farming enterprises and other local indicators.

- An appropriate coordination centre, (accessible, internet and telephone access).

- Determine who is available to assist and provide advice in time of need ie. a list of veterinarian, DEPI animal welfare officers and other interested parties.

- Liaise with stock and station agents, and rural industry representatives to ensure they are aware of any arrangements made and to seek their input.

- Gain the support of any other volunteer groups who maybe able to provide support.

- Identification of a suitable database for recording all animal welfare needs and activities.

- Prepare and disseminate contact lists.

Animal Management & Welfare

Animal and stock welfare is an important part of recovery as it will often be the result of breeding bloodlines over many years. Stocks which have been badly injured will need to be destroyed while stocks which have survived will need to be carefully monitored for signs of stress. Other stock may need to be placed in stock containment areas or sent off farm on agistment. The Department of Primary Industries has a program to inspect all rural properties affected in an emergency.

Stock Destruction

NATURAL ENVIRONMENT

Responsibilities according to the Act

The Emergency Management Manual of Victoria (September 2013) lists several agencies with responsibilities as a result of an agricultural emergency.

Specific agency responsibilities include:

- Municipal Councils: coordination of clean up activities, including disposal of dead animals (domestic, native & feral); *refer to Health & Medical subplan for details on disposal methods*

- Department of Primary Industries: provision of advice about the disposal of dead or maimed stock; and

- Environment Protection Authority: ensuring that appropriate disposal methods are adopted for wastes resulting from response.

Where it is determined that stock destruction is to be carried out, landholders should consult DEPI animal health staff or a veterinarian for advice.

Carcasses which are left around are visually unsightly, produce, offensive odours' and may create a disease hazard.

- Understand the requirements of sighting disposal pits liaise with DEPI and the LGA.

- Compile a list of contractors for the construction of stock pits when needed.

- Determine who can carry out the destruction of stock with consideration to:

  ➢ Appropriate fire arms and ammunition for task.

  ➢ Storage and control of ammunition and firearms.

  ➢ Identification of those who hold firearms.

  ➢ Understanding that some stock owners may not be able to destroy their own stock

- Administrative arrangements – recording of stock numbers, location and stock owners effected.

NATURAL ENVIRONMENT

Stock Containment

A stock containment area is a carefully selected part of the property which is set up to hold, feed and water for farm-stock during adverse weather periods. It should be considered as part of the property management plan and once established should be maintained and be available for use during emergencies. Funding may be available for construction of stock containment areas.

Stock Agistment

Generally property owners working with local stock agents and cartage contractors will arrange short term transport of stock, out of the affected area.

- Volunteer agencies including VFF, Lions will have a list of offers of agistment

- A record of all needs and actions will be kept.

Supply of Emergency Fodder

Baw Baw Shire has significant grazing industries, especially dairying and beef cattle. Also, a large number of rural residential properties with considerable numbers of non-commercial and hobby farmers with companion animals including horses, alpacas, sheep, coats and beef cattle.

The supply of fodder for this diverse range of needs is a challenging task. In Baw Baw Shire, with assistance from VFF and Lions, a structure has been developed to assist with supply of emergency fodder. It is critical that the lead agencies understand who has what role, the capacity of each organisation and who the key people are. An annual meeting is to be held to ensure that all organisations have details of the contacts and that processes are in place.

See flow chart attached – Provision of Fodder

See Document Link – Environment\Flow Chart Fodder Relief Centre Roles & Relationships.ppt

Stock Water

Lists are to be kept of local water cartage contractors, suppliers of tanks troughs etc.

- Determine location of water points – land holders needing to cart water to stock

Replacement of Water taken for Fire Fighting Purposes

Where water has been taken by CFA or DSE for the purpose of fighting the fire and replacement is necessary, there is a process for replacement.

For more information go to: Replacement of Essential Water Used For Fire Fighting Operations

NATURAL ENVIRONMENT

Pets - Horses

- Determine locations for suitable housing of pets (pound, animal shelters, Sale yards, Pony Club grounds etc)

- Ensure public safety.

12.4 FENCING

The effectiveness of the Agricultural Recovery effort after an emergency is directly determined by arrangements put in place to support those who have been impacted. One of the highest priorities for recovery after a fire or flood for rural land holders will be the erection of boundary fences for the control of stock and pasture management.

Establish the Fencing Task Force:

The provision of support for landholders who have lost fencing is a complex undertaking. The following issues are components of any system of supporting replacement of farm fencing and effectively using the large volunteer response that becomes available –

- Provision of organised fencing recovery should be limited to replacement of boundary fencing

- Do landholders have their fencing insured?

- Are the boundary lines definable and do neighbours agree to their location

- Are there services located in the vicinity, especially along roadsides – power, telephone, water, gas?

- The location of the property when road signs and property numbers may be missing

- What clean-up is required – fallen trees, burnt wire, half burnt posts etc?

- Is the site safe – fallen trees etc?

- Volunteers bring a range of skills and must be matched to the tasks at hand and include at least one person with the appropriate skills to supervise and manage the job

- Safety equipment must be provided for volunteers – work gloves, safety glasses, dust masks, ear-plugs would be the minimum

- A well defined system of recording jobs, job status and progress is essential

- The job description must be clearly outlined

NATURAL ENVIRONMENT

- All volunteers must be registered for attendance on a daily basis with the Recovery Centre – this ensures that volunteers are covered by insurance

- VFF and Lions club provide insurance for volunteers, but only if conditions of job assessment and registration are met

- Other organisation including – Rotary Clubs, Church groups, 4WD Recovery teams etc will also offer assistance and may have their own registration procedures and insurance.

Fencing Coordination

Responsibilities: A Fencing Coordinator will be appointed

The fencing coordinator maybe a single person or be appointed from, and supported by the identified organisation, i.e. the Victorian Farmers Federation. It should be noted, that while the nominated coordinating agency will report to local government it may not be the sole provider for the coordination of fencing operations. The identified individual/body will coordinate the provision across a range of providers/volunteer groups based on need.

The following lists the responsibilities of the fencing coordinator:

- Visit affected land holders to determine priority of work.

- Determine Boundaries and zones within the affected area.

- Allocate mangers to zones

- Allocation of fencing crews to zone managers

- To coordinate fencing support teams in order to rebuild fences in the effected area.

- Gather fact sheets and useful information to support the recovery process.

- Manage fencing zone managers during the operational phase.

- Attend the Municipal Recovery Planning Committee meeting to report on fencing preparedness activities, needs and issues.

- Skills and expertise available within each work group. See volunteer Coordination

- Duration and availability of commitment.

- Number of personnel within each group.

- Accommodation needs.

- Meals and refreshments (i.e. are volunteer groups self sufficient).

NATURAL ENVIRONMENT

- Fencing tools (can the group bring and transport they're own materials).

Once determined the fencing coordinator will convene a planning meeting with local stake holders and identified volunteer organisations or individuals who would be responsible for the following areas:

Agreed duties of each group, the following are some examples:

- The provision of fencing materials (i.e. any donated materials or location to purchase from).

- Location of central controlled equipment.

- Point of contact for volunteer groups.

- Arrange a central depot for the pickup of donated fencing supplies

- Arrange for suitable drop off point for old and damaged fencing material (this can be recycling i.e. scrap metal)

- Boundaries of operation - dependant upon geographical location, population, farming enterprises and other local indicators.

- An appropriate coordination centre, (accessible, internet and telephone access)

- Determine a list of fencing contractors who would be prepared to work in the area (for insured properties).

- Liaise with stock and station agents, and rural industry representative to ensure they are aware of any arrangements made and to seek their input.

- Gain the support of any other volunteer groups who maybe able to provide support.

- Identification of a suitable database for recording all fencing needs and activities.

- Prepare and disseminate contact lists

Ideally the fencing coordinator would operate from the Recovery Centre and be supported by "Case Managers" operating in the field. Supporting field officers will need to provide support to those effected utilizing a case management approach and have a customer service focus.

See Document Link – Environment\Flow Chart Fencing Relief Centre. Roles & Relationships.ppt

Procedures to Establish and Manage a Farm Fencing Recovery Program

Fencing Process diagram

NATURAL ENVIRONMENT

- Provide water points for the purpose of land holders needing to cart water.

- Dissemination of material.

Pasture Recovery

Where pasture has been lost, information and assistance will need to be provided to farmers to enable timely and effective re-sowing of damaged pastures.

- A field day will be held with agronomists, DEPI representatives and contractors to inform farmers of pasture re-establishment techniques.

Erosion

In steep country where soil is bare, heavy rain events may result in erosion of soil, contamination of waterways, loss of infrastructure.

- Council's Road Network Coordinator together with road maintenance contractors will survey the affected areas and put plans in place to maintain drains and culverts and build erosion control structures in high risk areas.

- Where private property may be impacted by erosion, a field day will be held with DEPI support to inform landowners of methods of treatment of erosion areas

Weed control

The risk of weed invasion and their impact on farms and the environment dramatically increases, after an emergency such as fire and flood. With the introduction of fodder from other areas and pressing needs of recovery, invasion of weeds may be overlooked. To assist landowners with weed management and reduce the risk of invasion, council will –

- Provide a service where landholders can have unknown plants identified

- As part of a field day, include identification and treatment of noxious weeds

- Ensure that noxious weeds on roadsides are inspected for weed invasion and a control program put in place.

For additional information - See Note – Weed Warning – Drought, Fire and Flood

Clean up (to be further developed) <mark>Who is doing? Building will need input..</mark>

What are the arrangement for the general clean up and rubbish removal?

Environmental management

NATURAL ENVIRONMENT

What details are there for restoration what sort of public land in town or parks or property buildings? of public lands under council control?

What assistance can we provide for residential land? Business land?

What arrangements are there for managing air and water quality issues?

What arrangements are there for managing contaminated land?

Stock Containment Areas

Confining stock into small fenced areas helps protect the farm from overgrazing, compaction and soil erosion during difficult times.

Stock containment areas are like small feed lots, where up to 500 head of sheep or 100 head of cattle are confined on a carefully located site. Sites are usually about an acre in size, are located on well drained areas away from waterways, have shade, secure fencing, feed and water troughs and an ample supply of fresh water.

Establishing stock containment areas provides numerous benefits to landholders. They provide an easy and efficient way of feeding, watering and monitoring stock. They allow pastures to recover, protect the soil from wind and water erosion and make the monitoring of weeds simple and effective. During periods of drought, stock containment areas are useful in minimising energy lost by stock searching for food and in preventing damage to soils and pasture.

A sample completed stock containment area consisted of 4 yards over an area of about 1 hectare, capable of holding approximately 3,000 sheep, safely confined, fed and watered for an extended period of time.

Subsidies for stock containment area can be used to purchase fencing materials, feed and water troughs, pipes, tanks, pumps and other items associated with establishment of these areas. To be eligible for assistance, stock containment areas must be located and constructed according to The Department of Primary Industries guidelines. Materials used in the construction must be in new condition, be durable and suitable for the purpose.

For information on stock containment areas or other grants associated with such a disaster event should contact their local DEPI office.

13.5   DEPARTMENT OF PRIMARY INDUSTRIES (DEPI) FIRE RECOVERY ROLES

The Department of Primary Industries (DEPI) is keen to liaise with local councils to clarify its objectives and recovery responsibilities in the event of a fire, flood, storm, hail or frost event. So far they are:

13.5.1 Animal Welfare Needs

NATURAL ENVIRONMENT

- Assess and assist with urgent animal welfare (livestock and companion animals) needs of commercial primary producers and rural land managers

- Coordinate all animal welfare activities with the Royal Society for the Protection and Care of Animals, Australian Veterinary Association, Department of Sustainability and Environment (wildlife) and local government across the emergency to ensure a coordinated approach.

13.5.2 Urgent Personal Needs

- Identify needs of affected persons and communities when carrying out animal welfare assessments and/or loss and damage assessments

- Refer any urgent personal needs to relevant agency as a priority.

13.5.3 Loss and Damage Assessments

- Assess damage to and loss of agricultural and aquaculture, crops and livestock of commercial primary producers and rural land managers

- Refer any non-urgent personal needs to relevant agencies

- Refer any technical referrals to appropriate businesses within DEPI.

13.5.4 Provide Information

- Advise individuals, communities and government agencies on the re-establishment of rural enterprises or alternative strategies for economic recovery.

Following future emergencies DEPI plan to visit all affected properties within the Farming Zone, Rural Activity Zone, Rural Conservation Zone and Green Wedges where it will target affected properties with animals, as a priority, and those involved in income or non income generating primary production. Local governments would be expected to undertake loss and damage assessment in the Rural Living zone and any remaining zones.

NATURAL ENVIRONMENT

14   ECONOMIC ENVIRONMENT (ECONOMIC DEVELOPMENT)

GROUP LEADER: (1)

The group Leader coordinates the recovery of businesses and communities form the economic impact of the emergency. The economic impact of an emergency is often hidden and may need a detailed assessment to ascertain both immediate and long-term effects.

The objective of this functional area is to ensure that economic wellbeing is re-established and that financial hardships for the affected communities are minimised.

Areas to be considered:

- Business – business continuity planning, assessment of needs, economic and regeneration support, supporting links to the business community including the identification of businesses needing support, funding advice, advice on property availability, links to local Chambers of Commerce, Business Links, Regional Development Agencies, legal advice, engaging local business in prevention/mitigation and planning

- Financial assistance – linked with the Social subgroup in assistance with personal hardship grants, income support, insurance advice, financial advice, consumer affairs advice

- Appeals and donations

- Primary producers

- Tourism

Economic Development

Support for businesses affected by the impact of an emergency can take the form of practical financial advice, business planning and market development.

Support may be provided by Business Development Officers (BDOs), business financial planners, local government business development officers, consultants, State Government staff or by tourism marketing advisers. Funds to assist with the implementation of a market development strategy have traditionally come from the responsible State Ministers Departments.

Purpose:

The purpose of Economic Development Coordination is to ensure that a community impacted by an emergency is able to recover economically as quickly as possible.

NATURAL ENVIRONMENT

14.1 COORDINATOR'S RESPONSIBILITIES

- Develop an 'Economic Development Recovery Plan' which considers potential impacts and arising needs, and identifies recovery services that will address them.

- Liaise with the other recovery service coordinators who will assist in this recovery process.

- Maintain a register of know business and business operators.

- Monitor funding opportunities e.g. (RDV, GERF)

- Lobby for business assistance programs where deemed necessary.

- Collect and collate data on Impacts of the event.

The Economic Group Leader will appoint a Financial Assistance Coordinator depending on the scale and impact of emergency. In this event the FCA will undertake these duties;

- Identify and develop a relationship with agencies that are able to provide financial aid within the local area.

- Develop and maintain a register of sources for financial aid.

- Develop and maintain a record of people requesting financial assistance for recovery purposes.

- Develop and maintain a register of businesses requesting financial assistance for recovery purposes.

- Identify and develop a relationship with agencies that are able to assistance.

- Facilitate any requests for financial aid in a timely manner.

14.2 OPERATIONS

Emergency Community Impacts:

An emergency can have a range of impacts on the business community which may cause economic activity to be disrupted or completely break down. These emergencies can range from single incidents (such as a property fire) to catastrophic events (such as a flood, major bushfire pandemic or other natural event). These impacts may cause losses of:

- Building and production infrastructure

- Customer base (negative impact on tourism or customer numbers, the ability for existing customers to pay outstanding accounts, or long-term reduced sales due to reduced available cash in the region). Note in many of these

NATURAL ENVIRONMENT

cases the impact can, and often is, fell in businesses outside the directly impacted area.

- Supply chain

- Jobs or employees

- A reduction in demand for goods and services.

One or a combination of these may cause a negative impact on economic activity and the community. There are a range of recovery activities that can be undertaken to assist with a return to normality.

The Economic Development Recovery Management Plan (EDRMP):

This plan considers the key business community strengths and vulnerabilities of the municipality when identifying the potential business needs need to be addressed following an emergency.

The plan should outline the processes for managing:

- Media/communications requirements (including pre-event awareness information)

- Business profile of the municipality

- Preparation of recovery funding submissions

- Employment of a Business Development Officer (BDO)

- Development and implementation of an Economic Development Recovery Plan.

- BD activities for consideration

- Links with other recovery services

Preparation of Recovery Funding Submissions

Following an emergency, if the impact on the business community is significant, Local Government will be invited by the State Government to submit applications for funds to facilitate emergency recovery activities. These requests usually come in the first week after the event at the height of the needs assessment activity however business recovery programs can also be developed by the State Government over a considerable amount of time. Preparation for this task will greatly assist with getting the submission right and in on time.

Typical funding considerations include:

- Employment of a Business Development Officer

NATURAL ENVIRONMENT

- Development and funding of a municipal marketing plan (particularly if tourism plays a major role in business activity)

- A non-discretionary pool of funds to facilitate economic development activities

- Rebuilding of significant tourist/ infrastructure assets that have been lost

- Business planning and marketing programs.

Development and Implementation of the Economic Development Recovery Plan

Plan Development:
The needs of the business community will change as time progresses from day 1. The 5 phases of the recovery process identify key recovery milestones. A range of recovery activities from the various recovery service providers will address the business community's immediate needs. The Business Recovery Plan needs to integrate the Business Development activities with the immediate and short-term recovery services so people are assisted in moving forward with their recovery in a coordinated way.

Municipality's Town Business Profiles

A valuable consideration when developing the Emergency Business Development Plan is to look at each of the town's community profile. These provide an insight into their strengths and weaknesses and help with decisions on where to start and what activities to conduct.

Links with Other Recovery Services

Economic Development Coordination has close links with other recovery services represented on the Municipal Recovery Planning Committee. These services may include:

- Personal Support Coordinator

- Community Development Coordinator

- Communications

- Financial Assistance

- Volunteers Coordination

- Environment

Evaluation & Reporting

The Emergency ED Plan needs to include evaluation measures which will commence with implementation. This data collection will assist with writing the

NATURAL ENVIRONMENT

project report in the closing phase of the project. Government funding will make this a requirement and success indicators need to be substantiated in some way.

14.3 FINANCIAL ASSISTANCE

Depending on the nature of the event there will be varying levels and forms of request for financial assistance. There will also be varying levels of assistance available from relief organisations, charitable groups and government agencies.

Financial assistance can also take the form of practical professional advice and can be in the form of;

- Personal financial payments

- Business financial payments

- Grants

- Low interest loans

- Council rate concessions or deferrals

The main areas to be dealt with to assist recovery during and after an emergency event include

- To co-ordinate and manage the receipt and disbursement of grants and income received through statutory authorities, State Government, community agencies, and public donations.

- To liaise with Department of Health and Centrelink to ensure the efficient and effective provision of personal hardship grants and other income support.

- To liaise with the Gippsland Emergency Relief Fund (GERF) to assist with the coordination of public appeal funding and the appropriate and equitable allocations of funding to affected Gippsland municipalities

Financial processes will need to be identified by Baw Baw Shire Council Finance personnel in conjunction with the Economic and Social Group Leaders

14.4 FINANCIAL ASSISTANCE PLANNING PROCESS

Establish the Financial Assistance Team:

There are organisations who have a standing offer for those who lose their primary residence and others respond specifically to a disaster.

NATURAL ENVIRONMENT

A useful fact sheet titled: 'Dealing with financial matters after an emergency DHS website)' outlines a range of possible assistance options.

The key financial grant providers are listed below:

- DH emergency grant hardship grant (primary residence only means tested)

- Salvation Army emergency grant (primary residence only)

- Centrelink disaster recovery payment (primary residence only)

- Red cross emergency grant (primary residence only)

- CWA hardship grant rural drought assistance

- Rural finance low interest loans rural finance information

For more information on Natural Disaster Relief and Recovery Arrangements: Emergency Management in Australia and Australian Government Disaster Recovery Payment

How does a person qualify for an Australian Government Disaster Recovery Payment (AGDRP)?

You can only get the Australian Government Disaster Recovery Payment (AGDRP) if the Minister for the Department of Families, Housing, Community Services and Indigenous Affairs has declared, by notice, that a disaster is a major disaster for the purposes of the Social Security Act 1991.

AGDRP is payable if, because of the disaster, a person is adversely affected.

The Minister will specify in the declaration how 'adversely affected' is to be determined.

In the past, "adversely affected" has included situations where:

- A person was present at the location of the disaster, or at a place where medical or similar assistance was given to victims of the disaster, and the person suffered either a serious physical injury, a serious psychological injury, or psychological trauma

- The disaster caused the death of an immediate family member

- The person's principle place of residence was rendered uninhabitable for a specified period or was destroyed

- The disaster occurred outside Australia, and the person incurred necessary personal expenditure, which was not covered by insurance or other compensation. This includes the replacement of clothing or similar personal items.

NATURAL ENVIRONMENT

Once the Financial Assistance Grants have been amended the following must be considered:

(1) Set up a contact list and keep it current

(2) Ensure the information on grant amounts is kept up to date

(3) Develop a document management system that will track distribution of grants (a spreadsheet)

(4) Store all your information in a folder and give one to your deputy

(5) Maintain relationships with your providers

Links with Other Recovery Services

Financial Assistance provision has close links with other recovery services represented on the Municipal Recovery Planning Committee. These services may include:

- Personal Support (particularly through the case manager, if utilised)

- Temporary Accommodation

- Material Aid

- Donations

- Communications

14.5 PROVISION OF GRANTS AND INFORMATION

It should be noted that a number of grants will become available in the event of an emergency. Information on these grants must be communicated to the affected community.

Emergency Financial Grants Process

The steps to follow:

- Compile a list of affected households, businesses and farms and determine their financial assistance entitlement. – *Refer to Crisiworks Database for affected people*

- Arrange a meeting with the eligible financial assistance providers to establish a coordinated process and what information they will require for lodgment of applications.

- Make an appointment to meet with the case managers to discuss the affected household/s/people if possible via referral and case management system.

NATURAL ENVIRONMENT

- At this meeting, gather the necessary information to meet the paperwork requirements of all grant providers via the case management officers. Ensure the DH Emergency grant and the available Red Cross assistance is provided so their immediate needs are met.

- Care Managers of the affected individuals may make application to the agency for funding.

Provision of Grants and Information (2 – 6 weeks):

There are other forms of financial assistance that may be made available to the affected community, which are generally offered after people have been provided with shelter and comfort.
These include:

- Re-establishment or Hardship Grants (DH sponsored and are means-tested)

- Subsidised loans. (Rural Finance Corporation of Vic – subject to State Government approval)

Provision of Grants and Information (6 weeks onwards):

If a community appeal has been conducted, funds may become available to the affected community members at a later stage in the recovery process.

Department of Primary Industries

(DEPI may make payment of excess on insurance to cover fencing and other State Government initiatives)

Gippsland Emergency Relief Fund

The GERF (Gippsland Emergency Relief Fund) is a registered charitable organisation (Registered number A0020241A) making all donations tax deductible. All donations are returned to the community and no costs are deducted.

Donations can be made at any branch of the National Australia Bank in Australia (BSB: 083 932 Account Number 04829 9080) or via post (PO Box 508 Traralgon 3844).

Access to possible grants through GERF are made through the Municipal Recovery Manager (or deputies); GERF will determine which 'emergency events' will receive financial assistance.

GERF Committee membership includes representatives from each Gippsland Shire.

NATURAL ENVIRONMENT

Emergency Relief Payment Responsibilities

The responsibility for payment of emergency relief is detailed below. Agencies requesting emergency relief should be familiar with these arrangements.

Municipal Councils are responsible for the cost of emergency relief measures provided to emergency-affected persons.

If emergency relief is requested by an agency for its own personnel, that agency will be responsible for costs incurred.

When a control agency requests emergency relief (for example, food and water) on behalf of a number of supporting agencies, the control agency will be responsible for costs incurred.

These arrangements will apply regardless of the level of coordination of emergency relief.

BUILT ENVIRONMENT

15 BUILT ENVIRONMENT

GROUP LEADER: (1)   DEPUTIES: (3)

The built environment group coordinates the recovery of a community from the effects of an emergency may have upon physical infrastructure after an emergency. The objective of this functional area is to ensure assets of the community damaged or destroyed during an emergency are re-established or replaced as soon as possible after the emergency.

Infrastructure assists individuals and communities in the management of their daily lives, but also forms an important part of community identify. Some public buildings have an important role, and their loss can have a severe negative impact on community morale.

It is essential that the lead agency engage with the affected community to understand the community's restoration priorities, and to keep the community informed of recovery processes.

15.1 AREAS OF RESPONSIBILITY

The built environment includes (but is not limited to):-

- Reconstruction (provision of building assessments and advice; architectural advisory services; planning advisory services)

- Engineering and demolition; debris removal

- Restoration of essential services (hospitals, schools)

- Restoration of lifelines and utilities

This group should seek input from the municipal building surveyor, planning and strategic planning officers, amongst other units within Council.

Infrastructure

This recovery service is made up of 5 areas:

- Residential housing

- Commercial/Industrial property

- Public buildings and assets

- Lifeline utilities

- Roadways, bridges and signage

The restoration and repair of these essential elements of infrastructure underpins the return of people to normal life.

BUILT ENVIRONMENT

Clean Up

Cleaning up is one of the first tasks undertaken following an emergency. The aftermath of a storm, flood or fire will leave a degree of devastation that requires a coordinated clean up effort.

This recovery activity involves the affected citizens working in partnership with the local municipality and relevant State Government authorities.

Refer to database for contractors used for the provision of such services i.e. reconstruction, clean up, repairs.

Locations for the disposal of materials for damaged infrastructure are to be identified.

It is important to consider possible contamination issues (i.e. asbestos) when locating possible disposal sites. The EPA to give approval for the disposal of materials in large scale events, such as Black Saturday February 2009, State Government organised a contractor to conduct the clean up across the fire affected areas.

Volunteers:

Offers of assistance must be lodged and recorded - many organisations will offer their assistance shortly after the disaster. Offers of assistance may need to be spread over a manageable time line for coordination reasons and to allow time for managers to prioritise and plan recovery activities. Offers of assistance can be expected from far and wide and will be from many and varied volunteer groups, e.g. four wheel drive clubs, retired farmers, local groups, friends and families. Other more structured working groups may be available from organisations such as the VFF, Local Prisons, Church Groups and work for the dole programs (refer to *Spontaneous Volunteer Management Plan*).

Refer to database for contractors used for the provision of such services i.e. reconstruction, clean up, repairs

ABBREVIATIONS

16.   ABBREVIATIONS

ARC	Australian Red Cross
AV	Ambulance Victoria
BBEMG	Baw Baw Emergency Management Group
BBSC	Baw Baw Shire Council
BOM	Bureau of Meteorology
CAA	Civil Aviation Authority
CFA	Country Fire Authority
CWA	Country Women's Association
DEECD	Department of Education & Early Childhood Development
DEPI	Department of Environment and Primary Industries
DHS	Department of Human Services Victoria
DH	Department of Health
ECC	Emergency Co-ordination Centre
EHO	Environmental Health Officer
EMA	Emergency Management Australia
EPA	Environmental Protection Authority
EMLO	Emergency Management Liaison Officer
GIS	Geographic Information System
GPS	Global Positioning System
HASD	Health and Safety Division (Victoria WorkCover Authority)

ABBREVIATIONS

MECC	Municipal Emergency Coordination Centre
MEMPlan	Municipal Emergency Management Plan
MEMPC	Municipal Emergency Management Planning Committee
MERC	Municipal Emergency Response Co-ordinator
MERO	Municipal Emergency Resource Officer
MFB	Metropolitan Fire Brigade
MRM	Municipal Recovery Manager
RFU	Register.Find.ReUnite
OIC	Officer in Charge
PTC	Public Transport Corporation
RERC	Regional Emergency Co-ordinator
RPC	Regional Principal Consultant
RSPCA	Royal Society for the Prevention of Cruelty to Animals
RWC	Rural Water Corporation
SES	Victoria State Emergency Service
SITREP	Situation Report
SOP	Standard Operating Procedure
VICPOL	Victoria Police
WICEN	Wireless Institute Civil Emergency Network

APPENDIX A

APPENDIX A

RELIEF CENTRE KITS Checklist

Relief Centre Manager's handbook (details of role and checklists for "to do" items)	
Emergency contacts	
Copies of information sheets/pamphlets	
Personal hardship grant forms	
Pro forma, e.g. Offers of & requests for assistance	
Signs	
Business cards	
Name stickers	
Name card holders	
HYGIENE	
Soap	
Tissues	
Toilet paper	
Toothbrush & toothpaste (disposable)	
Sunscreen	
FOOD (check use by dates every 12 mths)	
Teaspoons (pkt of 20)	
Sugar cubes	
Coffee (50g)	
Tea bags (pkt 25)	
Longlife milk	
Water (1.5 Lt)	
Lifesavers	
Jelly beans	
Biscuits – muesli bars	
STATIONERY	
Drawing pins	
Safety pins	
Fold-back clips	
Sticky tape	
Exercise book – small & large	
Telephone message book (with carbon)	
Highlighter	
Glue stick	
White-board marker	
Permanent markers	
Pens (pkt 10)	
Post-it notes	
Writing pads	
Scissors	

APPENDIX A

Stapler	
Plastic pockets	
White envelopes – small & large	
Sticky tape	
Blue-tac	
Lead pencils	
Coloured textas	
Packing tape	
Coloured pencils	
EQUIPMENT	
Mobile phone recharger	
Power board (and duct tape)	
Extension cord	
CHILDREN'S ACTIVITIES	
Packs of cards	
Snakes & ladders	
Videos/DVDs	
Balloons	
Books for a range of ages	
OTHER	
Torch & batteries/spare batteries	
Garbage bags	
Disposable plastic bags	
Gloves (disposable, silicon)	
Dishcloth	
Ties	
Matches	
Plastic/polystyrene cups	
Sewing kit – small	
Transistor Radio with batteries	
First aid kits - check use by dates every 12 months	
Baby Bottles & Teats	

APPENDIX B

APPENDIX B

Relief Centre Activation Checklist

When notified of an incident, advise the nominated centre manager to be prepared and ready to open a relief centre.
When a call is received from the MERC/MECC
  o Contact the facility (or their responsible coordinator) to notify them of your imminent arrival
  o Allocate at least two staff
  o Collect relief centre kit
  o Collect keys for centre

Notify:
  o Red Cross
  o Community Health
  o Department of Human Services

Open up the Centre

  o Put out signage. Signs should have fluoro writing that can be seen in dull light
  o Determine best location for:
    o Main Entry (restrict access via other doors)
    o Red Cross Registration (refer to suggested layout guide)
    o Child care area
    o First Aid
    o Staff withdrawal area
    o Food and water future needs

Check phone/s are available and working. If not, source phone/mobile through MRM

Contact MECC & advise that the relief centre is now operational
[If the Centre has a normal functional role a decision must be made as to whether it should be closed. Keeping the Centre functional may be an advantage, for example, if the Centre is a Leisure Centre then the residents can take advantage of the facilities, but being mindful that the two groups may need to be kept separate.

Start thinking about future needs:
  o Staff change over (8hr shifts)
  o Bedding
  o Childcare/toys/DVDs
  o Animal needs
  o Process of returning people to their homes or alternate accommodation

Personnel
  o Hold briefing sessions for all organisations at beginning and end of each shift (approx. 1 hour) and set up regular briefing times during each shift
  o Ensure workers are supported and have an opportunity to debrief/take a break.

APPENDIX B

Continually liaise with MRM at MECC regarding needs and updates.

APPENDIX C

APPENDIX C

Suggested Administration Tasks in Recovery Centre

Date of activation of the centre: _____

Cost code for Centre is: _____

- o Organise petty cash for Centre.

- o Arrange to display the signage for the Centre so that the community know that this is a facility organised and managed by Council

- o Set up answering machine.

- o Organise all necessary stationery.

- o Set up a log, either manual or electronic, to track all requests for assistance.

- o Maintain a register of equipment.

- o Ensure volunteers in Centre use a "sign on/ sign off" sheet.

- o Arrange for secure disposal of confidential papers.

- o Maintain a register of "thank you's" at conclusion of event.

- o Prepare a scrapbook of the event (newspaper clippings, photos, etc.).

APPENDIX C

Community Relief and Recovery Centres

Details of preferred relief & recovery centres are located in
Q:\Emergency Management\Emergency Management Plans\Relief Centre details

Community Recovery Centre

If needed, a Community Recovery Centre may be established for the provision of the
human needs of emergency affected persons including:

- Information
- Financial aid
- Material aid
- Counselling
- Advice on pertinent issues
- Other activities identified as necessary

Council's Recovery Activities may include:

❖ **Gathering and processing information:**
   Through post impact assessment – determine needs and priorities.

❖ **Providing, Coordinating and Managing Municipal Resources:**
   Including personnel, logistical support, office space, equipment.

❖ **Provision of Material needs:**

❖ **Environmental Health:**
   Food, water, and sanitation

❖ **Volunteer Helpers:**

❖ **Public Appeals:**

❖ **Personal support Services:**
   Counselling, advocacy, financial aid, health needs

❖ **Emergency Accommodation:**

❖ **Providing Information and Advice:**
   Establish an emergency information call centre

❖ **Develop and distribute community information:**

❖ **Informing other Agencies:**

APPENDIX C

- ❖ **Organising clean-up and restoration activities:**
  Removing debris, clearing hazards, providing heavy equipment and transport.

- ❖ **Disposal of dead, maimed or diseased livestock:**

- ❖ **Repairing/restoring infrastructure such as roads bridges, and public amenities:**

- ❖ **Supporting and monitoring rebuilding and redevelopment:**

Location Set-up

The following generic floor plan is provided as a guide for setting up a Community Recovery Centre. This is just a suggestion and careful consideration needs to be taken into account to the privacy and needs of attendees and adopted into the available centre.