

Municipal Emergency Management Planning

East Gippsland



Municipal Emergency Management Plan

Disclaimer:

No reader should act on the basis of any matter contained in this publication without appreciating that it may be the subject of amendment or revocation from time to time without notice.

Contents

PART ONE – INTRODUCTION	6
1.1 ACKNOWLEDGEMENT OF COUNTRY	6
1.2 AUTHORITY	6
1.3 PLAN ASSURANCE AND APPROVAL	6
1.4 PLAN REVIEW.....	6
1.5 PLANNING CONTEXT	7
1.6 PLAN AIM AND OBJECTIVES.....	8
1.7 SHARED RESPONSIBILITY	9
1.7.1 Before.....	9
1.7.2 During.....	9
1.7.3 After.....	10
PART TWO – MUNICIPAL PROFILE.....	11
2.1 FOREWORD.....	11
2.2 TOPOGRAPHY.....	11
2.2.1 Characteristics.....	11
2.2.2 Boundaries	12
2.2.3 Main Rivers	12
2.2.4 Lakes.....	12
2.3 INFRASTRUCTURE.....	12
2.3.1 Main Roads	13
2.3.2 Airports/Aerodromes and or Private Air Fields.....	13
2.3.3 Flight Paths	14
2.4 OTHER FEATURES.....	14
2.5 CLIMATE	14
2.5.1 Climate Change.....	14
2.5.2 Rainfall	14
2.5.3 Municipal Locations Map.....	15
2.5.4 Shire Boundary and Major Locations – East Gippsland	15
2.6 KNOWLEDGE OF LOCAL AREA	16
2.7 DEMOGRAPHY	16
2.8 HISTORY OF EMERGENCIES EAST GIPPSLAND.....	18
2.8.1 Bushfire	18
2.8.2 Flood	19
2.8.3 Storm.....	19
2.8.4 Covid-19 / Pandemic.....	19
2.8.5 Hazmat/Chemical Spills	19
2.8.6 Search and Rescue.....	20
2.8.7 Serious Collisions.....	20
2.8.8 Pestilence / Plague.....	20
2.8.9 Drought.....	20
2.8.10 Police Operation.....	20
2.8.11 Terrorism.....	20

2.8.12	Risk Treatment Strategy Documents	20
PART THREE – PLANNING ARRANGEMENTS	22	
3.1	THIS PLAN WITHIN VICTORIA'S EMERGENCY MANAGEMENT PLANNING FRAMEWORK.....	22
	<i>Figure 1. EMV planning framework hierarchy.</i>	22
3.2	THE MEMPC, ITS SUB-COMMITTEES AND WORKING GROUPS	23
	<i>Figure 2. East Gippsland emergency management planning structure.</i>	24
3.2.1.	Sub-committees Advisory Committees	25
3.2.2	Relief and Recovery Sub Committee	25
3.2.2.1	Social and Community Working Group.....	25
3.2.3	East Gippsland Fire Advisory Group (EGFAG).....	26
3.2.4	All Hazards Working Group.....	27
3.2.5	Risk and Planning Working Group (The Risk Committee).....	27
3.2.6	Health and Medical Working Group	27
3.2.8	Sub-Plans and complementary plans	28
PART FOUR – MITIGATION ARRANGEMENTS.....	29	
4.1	INTRODUCTION	29
4.1.1	Hazards	29
4.1.2	Event	30
4.1.3	Impacts	30
4.1.4	Exposure	30
4.1.5	Vulnerability.....	30
4.1.6	Resilience	30
4.1.7	Local Incident Management Plans / Community Emergency Management Plans	31
	<i>Figure 1. Local Incident Management Plans</i>	31
4.2	RISK ASSESSMENT	32
4.2.1	Summary of Risk Assessment Process and Results	32
4.2.2	Risk Assessment Results.....	33
4.2.3	Risk Treatments Plans	34
4.2.4	Monitoring and Review Process.....	34
PART FIVE – RESPONSE ARRANGEMENTS (including Relief)	35	
5.1	INTRODUCTION	35
5.2	OVERVIEW OF STATE RESPONSE PLANS.....	35
5.3	MUNICIPAL EMERGENCY RESPONSE ARRANGEMENTS	36
5.4	OPERATIONAL ROLES AND RESPONSIBILITIES	36
5.4.1	Roles	36
5.4.2	Functions of Coordination, Control, and Command.....	37
	<i>Figure 2. Command, Control and Coordination.....</i>	37
5.4.3	Functional responsibilities as defined by class of emergencies	38
5.5	CONSEQUENCE MANAGEMENT	42
5.6	COMMUNICATIONS	42
5.7	COLLABORATION	43
5.8	EMERGENCY COORDINATION LOCATIONS	48
5.9	DECLARATION OF EMERGENCY AREA	48
5.10	STATE OF DISASTER	48
5.11	RELOCATION AND EVACUATION.....	48
5.12	RESTRICTED PUBLIC MOVEMENT.....	50

5.13	NEIGHBOURHOOD SAFER PLACES - PLACES OF LAST RESORT (BUSHFIRE ONLY)	51
5.14	INFORMATION	51
5.15	CAPABILITY AND CAPACITY	51
5.16	SOURCING RESOURCES.....	52
5.17	FINANCIAL CONSIDERATIONS	53
5.18	TRANSITION FROM RESPONSE TO RECOVERY GIPPSLAND	55
5.19	DEBRIEFS	55
PART SIX – RECOVERY ARRANGEMENTS	57	
6.1	INTRODUCTION	57
6.2	PURPOSE OF RELIEF AND RECOVERY	58
6.2.1	<i>Consequence Management Relief and Recovery</i>	58
6.2.2	<i>Shared responsibilities</i>	58
6.3	RELIEF AND RECOVERY AIMS, OBJECTIVES AND PRINCIPLES	59
6.3.1	<i>Relief and Recovery governance and coordination</i>	60
6.3.2	<i>Relief and recovery capacity and coordination</i>	60
6.4	NON-GOVERNMENT ORGANISATIONS (NGO)	60
6.5	REGIONAL RESPONSIBILITIES.....	60
6.6	CROSS BORDER OPERATIONS.....	61
6.7	ESCALATION FROM LOCAL TO REGION TO STATE	61
6.7	FUNDING RELIEF AND RECOVERY	62
6.7.1	<i>Disaster Recovery Funding Arrangements (DRFA)</i>	62
6.7.2	<i>Disaster Recovery Payment (DRP)</i>	63
6.7.3	<i>Australian Government Disaster Assist</i>	63
6.8	RELIEF AND RECOVERY MANAGEMENT ARRANGEMENTS	63
6.8.1	<i>Municipal Recovery Manager</i>	63
6.8.2	<i>Allocation of Staff Resources for Relief and Recovery</i>	63
6.8.3	<i>Relief Assistance</i>	64
6.8.4	<i>Relief Arrangements</i>	64
6.8.5	<i>Emergency Relief Centres</i>	64
6.8.6	<i>Management of evacuated animals at Emergency Relief Centres</i>	65
6.8.7	<i>Recovery Arrangements</i>	66
6.8.8	<i>Recovery Centres</i>	67
6.8.9	<i>Role of the Department of Families, Fairness and Housing and Bushfire Recovery Victoria in relief and recovery</i>	68
6.8.10	<i>Municipal incident specific relief and recovery planning</i>	68
6.9	ACTIVATION.....	69
6.10	SINGLE INCIDENT NOTIFICATIONS	70
6.11	IMPLEMENTATION.....	70
6.11.1	<i>Transition from Relief to recovery and Post Recovery</i>	70
6.11.2	<i>Recovery Transition</i>	71
6.12	FUNCTIONAL AREAS OF RECOVERY/ RECOVERY ENVIRONMENT.....	71
6.13	RELIEF AND RECOVERY SERVICES AND PROVIDERS	72
6.14	SHARING OF PERSONAL INFORMATION.....	72
6.15	IMMEDIATE RELIEF AND RECOVERY ARRANGEMENTS	72
6.15.1	<i>Co-ordination and Management of Clean Up and Repair Activities</i>	72
6.15.2	<i>Relief Re-supply through Incident Control Centres (ICC)</i>	73
6.16	COMMUNITY RECOVERY	73

6.16.1	Community Recovery Planning Committee	73
6.16.2	Community Recovery Planning Committee Membership	74
6.16.3	Community Recovery Planning Committee Functions.....	74
6.16.4	Communicating with the Affected Community	74
6.17	INITIAL IMPACT AND NEEDS ASSESSMENT	75
6.18	EMERGENCY RECOVERY OPERATIONS PROCESS.....	75
6.19	ESCALATION.....	76
	<i>Figure 3. State and Regional Responsibilities</i>	<i>76</i>
6.20	VULNERABLE COMMUNITY MEMBERS.....	77
6.20.1	Gender	77
6.20.2	Cultural Diversity	78
6.21.3	Municipal Recovery Line	78
6.21.4	Public Information Services.....	78
6.21.5	Local level media arrangements	79
6.21.6	Regional level media arrangements.....	79
6.22	DONATIONS AND SPONTANEOUS VOLUNTEERS	79
6.22.1	Donations	79
6.22.2	Spontaneous Volunteers.....	79
	OTHER REFERENCES:.....	80

PART SEVEN – ROLES AND RESPONSIBILITIES 82

7.1	INTRODUCTION	82
7.2	ROLES AND RESPONSIBILITIES.....	82

PART EIGHT - APPENDICES 83

APPENDIX A – STATEMENT OF ASSURANCE	84
APPENDIX B - SERVICE PROVIDERS PROVIDING CARE TO VULNERABLE PERSONS IN EAST GIPPSLAND	1
APPENDIX C -THE ORGANISATIONS AND SUPPORT AGENCIES FOR RECOVERY AT A MUNICIPAL LEVEL	2
APPENDIX D – ORGANISATIONS LISTED IN THE RELIEF AND RECOVERY SERVICES AND PROVIDERS SECTION	4
APPENDIX E - COMMUNITY EMERGENCY RISK ASSESSMENT TOOLS.....	5
APPENDIX F - RISK REGISTER	9
APPENDIX G - ROLE STATEMENTS REGIONAL AND MUNICIPAL LEVELS	10
<i>Other Key Municipal Emergency Management Roles</i>	<i>16</i>
APPENDIX H - EMERGENCY CONTACT DIRECTORY	19
APPENDIX I - MUNICIPAL ASSOCIATION OF VICTORIA NEIGHBOURHOOD SAFER PLACE MUNICIPAL COUNCILS PLAN- LINK TO FULL DOCUMENT	20
APPENDIX J - SPECIAL PLANS	21
APPENDIX K - MUNICIPAL EMERGENCY MANAGEMENT PLANNING COMMITTEE DETAILS	22
APPENDIX L - RELIEF AND RECOVERY TERMS OF REFERENCE (ToR).....	23
APPENDIX M - VULNERABLE PERSONS IN EMERGENCIES	25
APPENDIX N – RELIEF AND INITIAL RECOVERY SERVICES AND PROVIDERS.....	27
APPENDIX O - AGENCIES PROVIDING SERVICES TO VULNERABLE CLIENTS	28
APPENDIX P – EAST GIPPSLAND FIRE ADVISORY GROUP TERMS OF REFERENCE	33
APPENDIX Q - AMENDMENT HISTORY	37

PART ONE – INTRODUCTION

1.1 Acknowledgement of Country

East Gippsland acknowledges the Gunaikurnai, Monero and the Bidawel people as the Traditional Custodians of the land that encompasses East Gippsland Shire. We pay our respects to all Aboriginal and Torres Strait Islander people living in East Gippsland, their Elders past and present.

1.2 Authority

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

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

1.3 Plan Assurance and Approval

Assurance

A Statement of Assurance (SoA), including a checklist and certificate has been prepared by the East Gippsland MEMPC and submitted to the REMPC pursuant to the Emergency Management Act 2013 (s60AG). A copy of this assurance is contained in **Appendix A**.

Approval

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

1.4 Plan Review

To ensure the plan provides for a current integrated, coordinated and comprehensive approach to emergency management and is effective, it will be reviewed at least every three years. This Plan will be reviewed not later than November 2024.

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

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

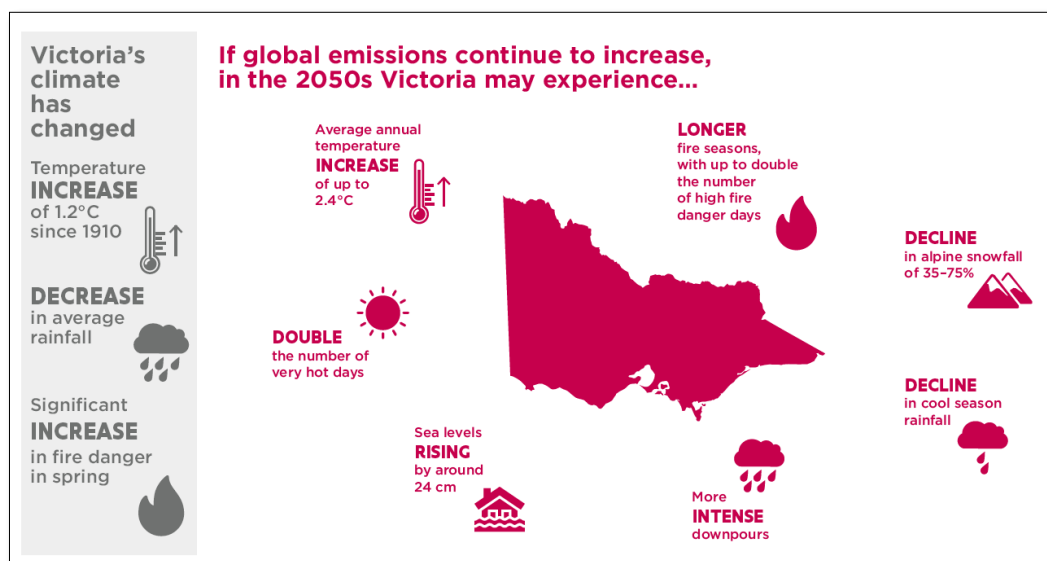
1.5 Planning Context

An emergency is defined in the Emergency Management Act 2013 as the actual or imminent occurrence of an event which in any way endangers or threatens to endanger the safety or health of any person in Victoria or which destroys or damages, or threatens to destroy or damage, any property in Victoria or endangers or threatens to endanger the environment or an element of the environment in Victoria including, flood, storm or other natural event, fire, explosion, road accident, epidemic or contamination act of terrorism, siege riot or disruption to an essential service.

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

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

Climate change modelling indicates that as Victoria becomes drier and warmer, weather-related hazards are likely to occur more often and potentially be more severe. Examples of



such hazards include heatwaves, severe winds, storms, maximum temperature thresholds and concurrent and/or compounding events.

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

The MEMP outlines the arrangements for managing emergencies which may occur within East Gippsland. The Plan addresses and capitalises on opportunities that exist to enhance emergency management planning outcomes and sustain or improve capability and capacity within East Gippsland.

Community Emergency Management Plans are an integral part of emergency planning within East Gippsland. These plans, called Local Incident Management Plans (LIMPS) have been in existence since 2010. The first plan was created by the Cann River community to meet that community's needs in an emergency and has since been activated on 4 such occasions. There are 40 such plans now in existence across the municipality.

1.6 Plan Aim and Objectives

The aim of the East Gippsland MEMP is to:

- reduce the likelihood of emergencies, their effect on and consequences for communities
- ensure a comprehensive, integrated approach to Emergency Management in East Gippsland
- promote community resilience in relation to emergencies
- support communities to develop and lead their own recovery planning processes, decide what their priorities are and develop their own plans
- promote interoperability and integration of EM systems

The MEMP is prepared within the context of the objectives of the EM Act 2013 and for the East Gippsland planning footprint to:

- foster a sustainable and efficient emergency management system that minimises the likelihood, effect and consequences of emergencies
- establish efficient governance arrangements that
 - clarify the roles and responsibilities of agencies
 - facilitate cooperation between agencies
- implement an “all communities—all emergencies” approach to emergency management

- establish integrated arrangements for emergency management planning in East Gippsland

1.7 Shared Responsibility

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

Shared responsibility supports more resilient communities that are engaged, informed and involved. Resilient communities recover more quickly and are better-placed to respond to and recover from subsequent emergencies. By sharing responsibility, we can minimise the impacts of emergencies and build safer communities. Victoria's shared responsibility approach recognises that communities:

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

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

1.7.1 Before

- Find out about and stay aware of potential risks in their environment
- Prepare your property – clear vegetation, burn off grass stubble, weeds, undergrowth and other vegetation outside the Fire Danger Period
- Take protective measures including taking out insurance
- Develop personal/family emergency plans to improve their safety and wellbeing during emergencies, maintain their currency to ensure they are ready to implement immediately

1.7.2 During

- In the event of an emergency, be as self-reliant as possible: in the first instance, agencies will prioritise the most-vulnerable

- Act on emergency information and warnings and implement their plans as required to protect themselves, their families, neighbours and their local community, in particular protecting people who are most vulnerable

1.7.3 After

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

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

PART TWO – MUNICIPAL PROFILE

2.1 Foreword

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

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

The East Gippsland Shire Council will ensure that this Plan is accessible to the community.

The Municipality contains some of Victoria's greatest natural beauty, anything is possible in East Gippsland. You can fish a mountain stream, attend the Mountain Cattleman's annual get together, water-ski on the pristine lakes, hike or bike ride the rail trail or just enjoy one of the many local restaurants and cafes.

Areas of current and potential development include forestry, mining, farming, primary industries, services industries, and tourism. Special factors for consideration include heavily timbered areas including State Forests, National Parks, and privately-owned plantations.

Location: 320 kilometres east of Melbourne; Area: 21,000 square kilometres; Population Density (2016) of 2.1 persons per square kilometres; Major Centres: Bairnsdale, Lakes Entrance, Omeo, Orbost, Cann River and Mallacoota.

2.2 Topography

2.2.1 *Characteristics*

The East Gippsland has the following characteristics:

- Located 320km from Melbourne;
- Second largest Victorian Municipality in area – 10% of the State (21,000 square kilometres);
- Diverse climate, landform and vegetation types, ranging from alpine areas to coastal areas; and
- 280 kilometres of coastline and extensive areas of lakes, including the internationally significant Gippsland Lakes, National Parks and Natural attractions.

2.2.2 Boundaries

The East Gippsland has the Shires of Wellington and Alpine to the west and Towong and New South Wales to the north with Bass Strait forming the southern boundary.

2.2.3 Main Rivers

East Gippsland's main rivers are:

- Bemm;
- Brodribb;
- Buchan;
- Cann;
- Genoa;
- Mitchell;
- Mitta Mitta;
- Nicholson;
- Snowy;
- Tambo; and
- Wentworth.



The Tambo River - Tambo Crossing

2.2.4 Lakes

East Gippsland contains 400 square kilometre Gippsland Lakes system with the major Lakes being:

- Lake King; and
- Lake Victoria

Other significant Lakes in East Gippsland are:

- Lake Tyers
- Mallacoota Inlet
- Marlo Inlet
- Sydenham Inlet
- Tamboon Inlet
- Wingan Inlet

2.3 Infrastructure

East Gippsland's non-road infrastructure is as follows:

- Passenger train services to Bairnsdale
- Passenger Bus Services
- Extensive provision of reticulated water and sewerage services across the Shire

- Access to reticulated natural gas and the Gas Pipe Line
- Extensive recreational and commercial boating infrastructure
- Key retail centres providing a wide range of retail, industrial and service businesses
- Businesses supporting the agriculture, fishing and forestry industries.

2.3.1 Main Roads

Located on major arterial routes the Princes Highway, Monaro Highway and Omeo Highway and the Great Alpine Road.

- **Princes Highway** – runs east/west through the Shire passing through Bairnsdale, Lakes Entrance, Orbost, Cann River, and Genoa to the New South Wales border and on to Eden and beyond.
- **Great Alpine Road** – runs north from Bairnsdale passing through Bruthen, Swifts Creek, Omeo to Dinner Plain, and the Alpine Shire.
- **Monaro Highway** – formerly known as the Cann Valley Highway runs north from Cann River to the New South Wales border and on to Bombala.
- **Bonang Road** – runs north from Orbost to Goongerah, Bonang to the New South Wales border then onto Delegate and Bombala.
- **The Buchan Road** – runs generally north/east from the Bruthen - Nowa Nowa Road through Buchan, Gelantipy to McKillops Road to Bonang.
- **Omeo Highway** – runs between Omeo and Tallangatta through Glen Valley and Mitta Mitta.
- **Bairnsdale / Dargo Road** - links through Wellington Shire to Alpine Shire.
- A road link exists between Omeo and Corryong passing through Benambra.

There are few road links through East Gippsland with the Princes Highway the main eastern transport link through the Shire to NSW and the Great Alpine Highway providing a link through to the high country.

2.3.2 Airports/Aerodromes and or Private Air Fields

Public Airports are located at the following locations:

- Bairnsdale - Pilot Activated Lighting (PAL) installed.
- Marlo - Pilot Activated Lighting (PAL) installed.
- Mallacoota - Pilot Activated Lighting (PAL) installed.

Private Airports are located at the following locations:

- Lakes Entrance x 2
- Benambra
- Gelantipy
- Noorinbee (Cann River)
- Other small private airfields do exist, dotted over the Shire

2.3.3 Flight Paths

The Melbourne to New Zealand flight path runs east/west across the Shire over the general area of Mallacoota, Lakes Entrance and Bairnsdale.

The RAAF has a large training base near Sale with regular training and operational military aircraft flights over the Shire.

2.4 Other features

The East Gippsland also has the following features:

- Healthy Environments
- Healthy rivers and river catchments
- Clean air
- Clean and green environment for primary production

2.5 Climate

The temperature varies across the Shire with minus 10°C to 38°C in the north with a minus 2°C to 40°C in the south. The coastal area is usually cooled by a sea breeze in the summer with a temperature range in the high twenties.

2.5.1 Climate Change

The Gippsland region has already become warmer and drier – a climate trend likely to continue. Climate change has potential to adversely affect our environment, community and economy. The document produced by the Victorian Government, link below, shows that East Gippsland is significantly exposed to climate extremes and natural hazards such as storm surges and coastal inundation, floods, bushfires and extreme temperatures. As a result of climate change these hazards are projected to increase in frequency and severity. Being climate-ready in the Gippsland region involves knowing the climate risks and impacts for the region and making changes so that we can take advantage of the opportunities and reduce the negative impacts. [Victorian Government Climate Change Gippsland](#)

2.5.2 Rainfall

The majority of the rain for the Shire is from the east, and heavy falls have been recorded from rain depressions in Bass Strait and off Gabo Island.

Average annual rainfall:

- | | |
|------------------|----------|
| ▪ Bairnsdale | 645.6 mm |
| ▪ Lakes Entrance | 710.2 mm |
| ▪ Omeo | 672.8 mm |
| ▪ Orbost | 846.1 mm |
| ▪ Mallacoota | 932.9 mm |

2.6 Knowledge of local area

Knowledge of the local area is used to assist with impact assessments. Council uses and supports response agencies, who conduct the initial impact assessment, with the following tools:

- **Civica Authority** which is used to identify points of contact, property ownership and built assets.
- **Crisisworks**, a web-based emergency management system for incident management and registration of people and property affected by emergencies to manage post impact and relief and recovery impacts to the built, natural, economic, and social environment.
- **Intramaps**, Council's Geographical Information System (GIS) an imagery map which shows the most recent aerial photography acquired and allows access to historical aerial photography, and aerial photography acquired immediately following significant emergency events. Intramaps allows production of PDF maps, which can then be printed to hard-copy. End-users, with appropriate authority, can view ratepayer data. The Emergency map also contains layers depicting location of fire plugs, earthquake risk areas, historical landslides, fire risk ratings, historical bushfire extents.

2.7 Demography

In the 2016 Census, the estimated residential population for East Gippsland was 45,037 people; Of these 16 % were youth (0-15) and 28 % were seniors (65+).

The remaining data below is from the 2016 Census.

Table 1. Summary of East Gippsland Demographics

Indicates higher than Victoria average		Indicates lower than Victoria average					
Population 2011							
	0-14 years	15-24 years	24-44 years	45-64 years	65-84 years	85+ years	Total
Number	7197	4114	8100	12,976	11309	1391	45037
Percentage	16 %	9 %	18 %	29 %	25 %	3 %	100 %
Most people in East Gippsland are between the ages of 45-64 years of age.							
Number of people who identify as ATSI			1288	Proportion of the population who identify as ATSI			2.9 %
Proportion of population born overseas			20.9%	Most common LOTE spoken at home: Italian, German, Vietnamese, Mandarin and Dutch.			
Percentage of families headed by one parent			14.5 %				
Housing							
Number of Households			17,561	Number of Dwellings			22,498
Proportion of the population living alone			30.8 %	Percentage of households with internet			74.7 %
Median weekly rent			\$220	Median monthly mortgage payment			\$1,213

Indicates higher than Victoria average	Indicates lower than Victoria average		
Percentage of households with rental costs >30%	8.4 %	Percentage of households with mortgage costs >30%	5.4 %
Need for Assistance			
Percentage of population <65 with core need for assistance 2.90%	Percentage of population 65+ with core need for assistance 2.74%	Number of residential aged care facilities 8	
Labour force			
Percentage of employed persons aged 15 years and over working full time	31.33%	Percentage of employed persons aged 15 years and over working part time	17.45%
Percentage of persons aged 15 years and over unemployed, looking for work	2.91%	Percentage of employed persons aged 15 years and over away from work	3.62%
Top 5 industries of employment	% of population employed by industry	Top 5 Job roles	% of population employed by occupation
1. Health care and social assistance	13.5%	Managers	17.21%
2. Retail trade	12.1%	Technicians and trades workers	16.66%
3. Construction	9.9%	Professionals	15.30%
4. Manufacturing	8.7%	Labourers	12.21%
5. Agriculture, forestry and fishing	8.2%	Clerical and administrative workers	10.86%
Transport			
Percentage of households with no vehicle			4.7 %

Table 2. Summary of East Gippsland Demographics continued

Tourism Demographics Year ending Sept 2017

International:

International visitors who stayed overnight	44,000
Number of annual visitors to East Gippsland	1.368 Million
Domestic daytrip visitors	546,000
Domestic overnight visitors	778,000
Contribution per visit daytrip	\$ 93.00
Contribution per visit overnight	\$ 119.00
Total visitor nights in East Gippsland per annum	2,281,000
Total day trip visitors to East Gippsland per annum	546,000
Value of tourism within Gippsland	\$ 1.7 billion per annum

2.8 History of Emergencies East Gippsland

A history of major emergencies is listed below. For a more detailed list, including single incidents refer to Crisisworks.

2.8.1 Bushfire

The threat of major bushfire on an annual basis throughout the Shire is significant and real, with a long history of fires of substantial scale within the Shire.

- 2019/20 Black Summer Fires
- 2018 Cann River Fires
- 2017 Buchan/Cabbage Tree Fires
- 2014 Goongerah/Club Terrace Complex fire and Glenaladale/ Mt Ray fire
- 2013 Harrietville fires and Aberfeldy fires (adjoining municipalities but assisted re relief centres, works etc).
- 2011 – Tostaree Fire
- 2006/2007 – Great Divide Fire commenced on 1 December 2006 and continued for 69 days to containment. Another Fire burnt in the Boulder Creek area near Orbost during the same period.
- 2003 – Alpine Fires, Bogong Complex South 7January to 26 March, on 26 January first impact on freehold land when fire entered township of Omeo. On 30 January again impacted on the township of Omeo and down to Bindi, Tongio and Swifts Creek.

2.8.2 Flood

There has been a long history of substantial flooding of East Gippsland Rivers.

- December 2021 – Major flooding for the Snowy Catchment and minor flooding for the Mitchell Catchments
- November 2021 – Moderate flooding for the Mitchell Catchment
- September 2021 – Widespread minor flooding for many East Gippsland Catchments
- July 2020 – Moderate flooding on the Bemm and Genoa River Catchments
- July 2016 – Widespread major flooding in many East Gippsland Catchments
- June 2014 – Major flooding in the Snowy Catchment.
- March & June 2012 – Widespread major flooding in all catchments.
- June 2007 – Flooding occurred in the Thomson, Avon, Latrobe, Macalister, Mitchell, Nicholson and Tambo Rivers resulting in significant impact on the Gippsland Lakes.

2.8.3 Storm

There is potential for storms to cause significant damage throughout the Shire, the area is subject to weather patterns that can cause severe rain, wind and hailstorms. The Municipal Emergency Operation Centre (MEOC) was established for a severe hailstorm causing substantial damage in Orbost in 1991. Damage caused by this event was valued in millions of dollars.

- March 2018 – Microburst storm event Fernbank
- September 2013 - Highway closure due to storm
- November 2007 – Severe rainstorm in Bairnsdale being 200ml of rain in a two-hour period, resulting in 34 houses flooding above floor level.

2.8.4 Covid-19 / Pandemic

The Covid-19 pandemic in Australia is part of the ongoing worldwide pandemic of the coronavirus disease 2019 (COVID-19) caused by severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2). The first confirmed case in Australia was identified on 25 January 2020, in Victoria, when a man who had returned from overseas.

Australian borders were closed to all non-residents on 20 March 2020 with restrictions in place to varying degrees, within Victoria, within Australia and more broadly to overseas residents and visitors. In addition to border closures, social distancing rules were imposed, 'non-essential' services were halted and face masked were mandated. Government restrictions were imposed to mandate vaccination and remain in place currently.

Covid-19 impacted everyone and information constantly changes. For further information please refer to <https://www.dhhs.vic.gov.au/coronavirus>

2.8.5 Hazmat/Chemical Spills

Several have occurred throughout the Shire including:

- 2021 Chemical spill at Lakes Entrance Aqua dome
- 2016 Mallacoota Chemical incident
- 2011 Chlorine Incident at Lakes Entrance Aqua dome
- 2010 May Asbestos incident Bairnsdale.

2.8.6 Search and Rescue

Occurs throughout the Shire on a regular basis.

2.8.7 Serious Collisions

Serious road accidents occur throughout East Gippsland on a regular basis and usually require the provision of Road Accident Rescue services, with fatalities and serious injury collisions occurring as follows:

Table 3. Summary of Serious Collisions and Fatalities East Gippsland

Fatalities		Serious Injury Collisions	
2015/2016	9	2015/2016	60
2016/2017	5	2016/2017	74
2017/2018	9	2017/2018	61
2018/2019	7	2018/2019	28
2019/2020	11	2019/2020	52

2.8.8 Pestilence / Plague

A locust plague severely impacted the Swifts Creek area from late 2005 to early 2006 and impacted north to Omeo and south to Ensay and Tambo Crossing.

2.8.9 Drought

There have been significant droughts throughout the Shire for many years with the last major occurrences preceding the 1998 and 2007 floods.

2.8.10 Police Operation

In 2017 a serious incident was recorded. A siege occurred at the Bellbird Hotel, Bellbird Creek. The siege lasted nearly 10 hours causing the main highway to be shut down. The siege ended in an arrest.

2.8.11 Terrorism

No known act of Terrorism in East Gippsland.

2.8.12 Risk Treatment Strategy Documents

The East Gippsland maintains the following risk treatment strategy documents and references:

- East Gippsland Shire Council Risk Management Policy and a Risk Management Strategy, held by the Corporate Directorate
- East Gippsland Health and Wellbeing Plan
- East Gippsland Shire Council Road Management Plan
- East Gippsland Shire Council Roadside Vegetation Strategy
- East Gippsland Flood Management Plan
- East Gippsland Fire Management Plan
- Influenza Pandemic Plan
- Disaster Waste Plan
- Animal Welfare Plan
- Heatwave Plan
- Local Incident Management Plans
- Neighbourhood Safer Places Plan
- East Gippsland Shire Council Electric Line Clearance Plan.



View from Bruthen towards Sarsfield December 2019

PART THREE – PLANNING ARRANGEMENTS

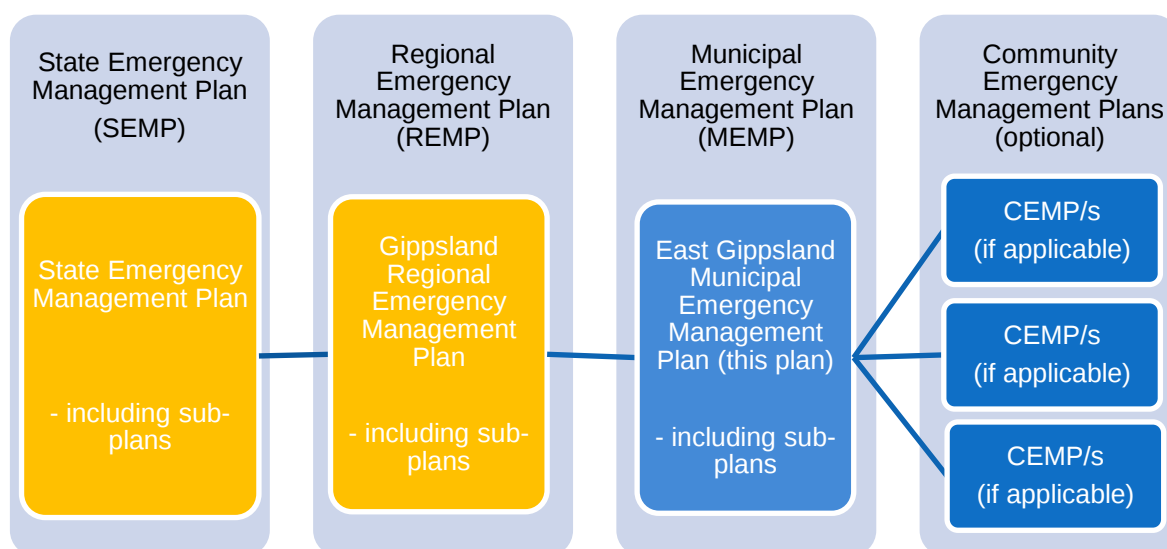
3.1 This plan within Victoria's Emergency Management Planning Framework

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

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

Figure 1. EMV planning framework hierarchy.

This Plan should be read in conjunction with SEMP and the Gippsland REMP.



Community Emergency Management Plans (CEMPs) are an integral part of emergency planning within East Gippsland. We have had these in existence since 2010, however named Local Incident Management Plans (LIMPS). There are 40 such plans now in existence across the municipality.

3.2 The MEMPC, its sub-committees and working groups

The Municipal Emergency Management Plan (MEMP) documents the outcomes of the planning process conducted by the Municipal Emergency Management Planning Committee (MEMP Committee). It is the overarching emergency management plan for the East Gippsland Shire and provides information to emergency services, other organisations, and the community on how risks will be assessed and dealt with, and the management arrangements for emergencies in mitigation, response relief and recovery. An integrated approach by Victorian Government agencies, organisations, and a shared responsibility with the community is required.

The aim of the East Gippsland Municipal Emergency Management Plan (MEMP) is to detail the agreed arrangements for the mitigation of, the response to and recovery from emergencies that could occur in the East Gippsland Shire in accordance with Part 4 of the *Emergency Management Act 1986* and to ensure community awareness and where possible, participation.

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

The priorities are:

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

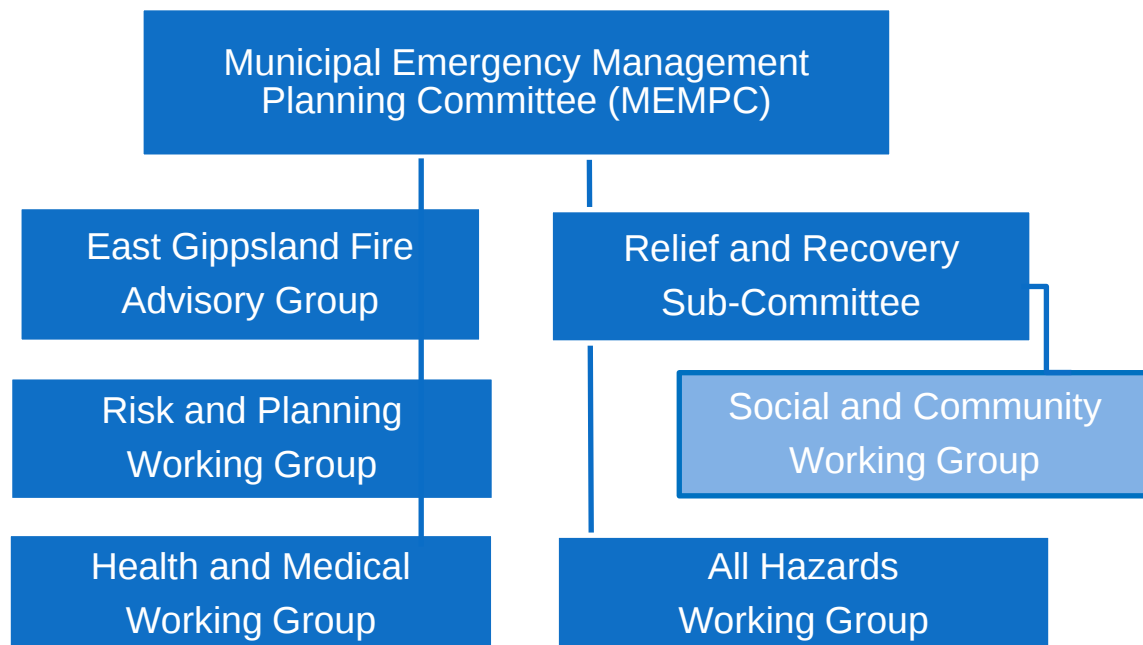
The broad objectives of this MEMP are to:

- Support a consistent approach to emergency management planning at municipal level;
- Assist the affected community to recover following an emergency;

- Implement measures to prevent or reduce the causes or effects of emergencies as identified through the risk assessment process;
- Provide arrangements for the utilisation and implementation of municipal (Council) resources in response to emergencies;
- Manage support that may be provided to or from adjoining municipalities; and
- Complement other local, regional, and state planning arrangements.

The East Gippsland MEMP Committee is committed to all aspects of emergency management planning and has structured processes in place that enable the effective maintenance of the MEMP, its sub committees and working groups and sub plans. MEMP sub plans are created as a result of the risk assessment process. Where the residual risk for a hazard¹ is deemed High or above, a specific sub plan relating to that hazard must be created.

Figure 2. East Gippsland emergency management planning structure.



Municipal Emergency Management Planning Committee (MEMPC) Sub Committees.

- Relief and Recovery Sub-Committee -
 - Social and Community Working Group
- East Gippsland Fire Advisory Group
- All Hazards Working Group
- Risk and Planning Working Group
- Health and Medical Working Group

¹ The definition of a 'hazard' and the risk assessment processes is contained in Part 4 MITIGATION ARRANGEMENTS

3.2.1. Sub-committees Advisory Committees

Sub-committees (the meaning of which will include working groups and advisory groups) are established to assist in the development and maintenance of the MEMP and its sub plans. All Sub-committees must develop a Terms of Reference, and membership may include specialist organisations from outside of the MEMPC membership.

Below is a summary of each Sub-committees purpose and role. Full Terms of Reference for each sub-committee is available on request.

3.2.2 Relief and Recovery Sub Committee

Purpose: To ensure the municipality is prepared to coordinate relief and recovery activities at the local level during and after an emergency.

Role:

- Undertake agreed actions to further develop the relief and recovery sections of the MEMP.
- Make recommendations to the MEMPC on matters of relief/recovery policy and planning
- Develop an understanding and knowledge of the relief and recovery roles, functions, and capacity of agencies/organisations within the municipality and Gippsland region
- Confirm working group membership agencies/organisations own relief and recovery plans are current and integrate with municipal plans
- Maintain a robust and current sections of relief and recovery in the MEMP and regularly review its effectiveness
- Support and strengthen community resilience through well-coordinated relief and recovery activities at the local level before, during and after an emergency.

In line with the changes to the Emergency Management arrangements, the role of Municipal Recovery Manager (MRM) was formalised. Under s59H of the EM Act 2013 Councils have to appoint one or more officers to this role.

3.2.2.1 Social and Community Working Group

Emergency Management is a key stakeholder and the chair of this East Gippsland Shire Committee and has utilised this opportunity to form robust connections with numerous community groups and agencies, which embed links to the Relief and Recovery Plan.

The Social and Community Working Group has been created to connect a broad group of stakeholders representing East Gippsland voluntary agencies. The Social and Community Working Group will operate as a sub-committee to the Relief and Recovery Committee and will at times be invited to join the Relief and Recovery Committee to work on strategic planning processes.

This working group will provide a forum to develop a strong network, clarity of roles and points of contact for our voluntary agencies before, during and after emergencies in East Gippsland.

Purpose: The aim is to improve the quality of life for all people who live, work, learn and play in East Gippsland, by ensuring health and wellbeing matters are prioritised across all areas of Council.

Role:

- Ensure the integration of Social and Community support into the emergency management arrangements to improve health and wellbeing outcomes for all communities
- Establish plans and standard operating procedures
- Share information / knowledge
- Advise and assist in the development of a health and wellbeing plan
- Demonstrate a commitment to and share information and knowledge on community health and wellbeing
- Work collaboratively with community groups and agencies
- Identify and address potential community issues related to health and wellbeing
- Inform the MEMPC of possible relief and recovery issues associated with health and wellbeing matters

Department of Families, Fairness and Housing has been recognized as the lead agency for the broader community.

3.2.3 East Gippsland Fire Advisory Group (EGFAG)

Purpose: To provide a municipal level forum to build and sustain organisational partnerships, generate a common understanding and shared purpose regarding fire management and ensure that the plans of individual agencies are linked and complement each other.

Role:

- Ensure the integration of existing municipal and agency plans
- Plan for fire management in a manner that coordinates fire management activities and recognises the importance of a mix of community safety and agency operational activities
- Monitor, review, and report on the delivery of the Fire Management Plan
- Advocate to the Regional Strategic Fire Management Planning Committee for municipal fire management needs
- Work with the MEMPC to align planning activities
- Share knowledge and create an environment of continuous improvement
- Liaise and engage with community groups in relation to fire management planning

Country Fire Authority (CFA) and Department of Environment, Land, Water and Planning (DELWP) are recognised as the appropriate agencies for fire and as a result will share this responsibility to chair this working group.

3.2.4 All Hazards Working Group

Purpose: Provide a municipal level forum to build and sustain organisational partnerships, generate a common understanding and shared purpose regarding an all hazard (including flood) approach to management and ensure that the plans of individual agencies are linked and complement each other.

Role:

- Ensure the integration of existing municipal and agency plans
- Plan for flood management in a manner that coordinates flood management activities and recognises the importance of a mix of community safety and agency operational activities
- Monitor, review, and report on the delivery of the East Gippsland Flood Emergency Plan
- Work with the MEMPC to align planning activities
- Share knowledge and create an environment of continuous improvement
- Liaise and engage with community groups in relation to flood management planning

Victorian State Emergency Service (VICSES) has been recognised as the lead agency for flood, storm, tsunami, earthquake and landslides in Victoria and will lead the All Hazards working group.

3.2.5 Risk and Planning Working Group (The Risk Committee)

Purpose: To review annually Emergency Response Arrangements of the MEMP including conducting a risk assessment that identifies and describes hazards within the municipality and assess impacts and consequences based upon the vulnerability or exposure of the community or its functions.

Role: The Risk committee will consider emergency risk within the following context:

- Whole of community perspective, its characteristics, strengths, and vulnerabilities
- Consideration of events which require multi agency responses
- Consideration and acknowledgement of existing risk management controls
- History of emergency events within the Municipality
- Consideration of emergency events which impact greater than 1% of the East Gippsland Shire population

Victorian State Emergency Service (VICSES) will lead the Risk and Planning working group.

3.2.6 Health and Medical Working Group

Emergency Management is a key stakeholder in this East Gippsland Shire Committee and has utilised this opportunity to form robust connections with numerous health agencies, particularly given the significant impacts Covid-19 has had, a broad range of health and medical organisations to support and embed links to the Relief and Recovery Plan.

Purpose: The aim is to improve the quality of life for all people who live, work, learn and play in East Gippsland, by ensuring health and wellbeing matters are prioritised across all areas of Council.

Role:

- Support the integration of health and medical support into the emergency management arrangements to improve outcomes and management of emergencies.
- Establish plans and standard operating procedures
- Establish mitigation plans to reduce the impact and occurrence of emergencies
- Keep the MEMPC informed of possible threats and the associated risks

Department of Health has been recognised as the lead agency for Health and the integration of all Health care providers.

3.2.8 Sub-Plans and complementary plans

Sub-plans

The MEMPC will determine if a sub-plan is required to detail more specific or complex arrangements that either enhance or contextualise this Plan. All sub-plans are multi-agency plans and may be hazard specific where the consequences are likely to be significant, for example a municipal flood response sub-plan.

All sub-plans to this Plan are subject to the same preparation, consultation, assurance, approval and publication requirements as this Plan, as outlined in Part 6A of the EM Act 2013.

Agencies with roles or responsibilities in a sub-plan must act in accordance with the plan (EM Act 2013 s60AK).

Complementary Plans

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

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

There are no complementary plans as a part of this Plan.

PART FOUR – MITIGATION ARRANGEMENTS

4.1 Introduction

The underlying guiding principle which drives risk mitigation² at all levels is the protection and preservation of life, property, and the environment. The process used is called emergency risk management. This process aims to reduce risks within the municipality. This can be done by identifying the risks that communities face, assessing their vulnerability to those risks and providing options to reduce or eliminate the risks.

The emergency response, relief and recovery agencies/organisations that operate within the Shire recognise they have a key role in risk management (mitigation) activities to reduce the risk or minimise the effects of emergencies that may occur within the Shire.

To complement the emergency risk management, process the MEMPC is tasked with carrying out risk assessment reviews to identify existing and potential risks. An “all hazards approach” is used to ensure all potential hazards are identified.

A municipal emergency risk assessment review based on Australian/New Zealand Standard ISO 31000:2009 *Risk Management – Principles and Guidelines* is undertaken with input requested of all the MEMPC membership annually via the East Gippsland’s Emergency Risk and Planning Sub-committee. The review addresses context, community profile and vulnerability, hazard and consequence identification, analysis, and rating; culminating in a range of treatment/control options for each hazard. The process is documented, and the recommended control options presented to responsible agencies for consideration/action.

The outcome of this process, the development of risk reduction strategies that enhance personal safety and security within the Shire, form part of this plan and can be found in the section titled ‘Risk Assessment Results’.

The National Emergency Risk Assessment Guidelines (NERAG) have also been considered when the Risk Assessments are conducted. NERAG refers to ISO 31000:2009 as their methodology. [Australian Disaster Resilience National Emergency Risk Assessment Guidelines \(NERAG\)](#).

4.1.1 Hazards

In Emergency Management, a hazard is referred to as the potential for disaster to occur.

² Mitigation was previously referred to as mitigation and preparedness

4.1.2 Event

An event can be either naturally occurring, such as earthquakes, heatwaves, or floods, or they can be the result of human activity, such as fires or transport accidents. In addition, events can be sudden as in the case of an earthquake, or they can occur over time as in the case for most environmental incidents such as drought and flood.

4.1.3 Impacts

The impact of an event depends on the elements at risk, such as; people, economy, environment, agriculture or infrastructure and their associated vulnerability to damage or change because of the event.

4.1.4 Exposure

Exposure refers to what is in an area in which events may occur. Hence, if people and infrastructure were not located in (exposed to) potentially hazardous settings, no risk of impact would exist.

While the literature and common usage often mistakenly combine exposure and vulnerability, they are distinct. Exposure is a necessary, but not a sufficient determinant of risk. It is possible to be exposed but not vulnerable (for example by living in a floodplain but having sufficient means to modify building structure and behaviour to mitigate potential loss). However, to be vulnerable to an event, it is necessary to also be exposed.

4.1.5 Vulnerability

Vulnerability refers to the tendency of exposed elements such as people, their livelihoods, and assets to suffer adverse effects when impacted by an incident. Vulnerability is related to predisposition, susceptibilities, fragilities, weaknesses, deficiencies, or lack of capacities that favour adverse impact(s) on the exposed elements.

Vulnerability is situation-specific, interacting with a hazard to generate risk. Vulnerability to financial crisis, for example, does not infer vulnerability to climate change or natural hazards.

It is important to note that exposure and vulnerability change over time. It is therefore critical to periodically revisit these assumptions in any emergency risk management review.

4.1.6 Resilience

Resilience is the ability of an individual, system, community or society exposed to an event to resist, absorb, accommodate, and recover from the effects of an event in a timely and efficient manner, including through the preservation and restoration of its essential basic services, structures and functions.

The resilience of a community in respect to potential events is determined by the degree to which the community has the necessary resources and can organise itself both prior to and during times of need:

- capacity to absorb stress or destructive forces through resistance or adaptation;
- capacity to manage, or maintain certain basic functions and structures, during disastrous events; and
- capacity to recover after an event.

The ability of a community to respond to an emergency and in turn recover from the effects of an emergency will depend on the attitude of the people affected. Obtaining the preferred response from people during emergencies will require community education and awareness programs to be implemented for this purpose.

Governments both state and local, and the various government agencies, support and promote appropriate mitigation and awareness programs within the municipality including media releases, advertisements, newsletters, websites, and community meetings and through service networks to enhance resilience.

4.1.7 Local Incident Management Plans / Community Emergency Management Plans

In East Gippsland, we work with communities to build on and improve existing resilience. The Local Incident Management Plans is a document that helps to direct community actions in an emergency. The Figure below shows a current map of completed Local Incident Management Plans. Also, there is a link to these plans on the East Gippsland Shire Council website.



Figure 1. Local Incident Management Plans

<https://www.eastgippsland.vic.gov.au/community/emergency-management-plans>

4.2 Risk Assessment

4.2.1 *Summary of Risk Assessment Process and Results*

The process adopted by the MEMPC for assessing municipal hazards and risk mitigation is the software program known as the Community Emergency Risk Assessment³ (CERA), developed by Victoria State Emergency Service (VICSES). CERA provides the MEMPC with a framework for considering and improving the safety and resilience of the East Gippsland Shire community from hazards and emergencies.

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

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

The CERA process is used when developing Local Incident Management Plans. We utilise KP1 technology that allows all community members involved an opportunity to identify and vote on Risks that they think their community will face. Consequence assessment is also attended once the Risks have been identified.

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

The MEMPC has delegated the risk assessment process to the Risk and Planning Working Group (The Risk Committee). The Risk Committee is a broad risk assessment group which includes representatives from the relevant response, relief, and recovery agencies together with specialist agencies as required. The role of the Risk Committee is outlined in section 2.5. The Risk Committee then reports back to the MEMPC which endorses the CERA assessment and the consolidated treatment plan. **Appendix E** Community Emergency Risk Assessment (CERA)

³ [Risk assessment CERA — Victoria State Emergency Service](#)

The CERA tool provides a robust framework to identify and prioritise the risks that are likely to create consequences and the most disruption to communities.

The assessment helps to identify and describe hazards and assess impacts and consequences based upon the vulnerability or exposure of community or its functions. The following CERA tools are contained in Appendix E - Community Emergency Risk Assessment Tools:

- Consequence Rating table
- Consequence Category Definitions
- Controls/Mitigation Activity Rating Criteria
- Likelihood Rating Criteria

4.2.2 Risk Assessment Results

The Risk Committee annually considers its municipal risk assessment using the CERA process. Below in the Risk Summary Table are the most likely hazards to cause emergencies that:

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

The Risk Summary Table lists alphabetically (within their residual risk rating) those municipality hazards with a residual risk of High (H) or Medium (M). Hazards with a residual risk of Low are generally not included in the MEMP as these would be dealt with as “normal business” within agency roles. However, where residual risk for a hazard is “reassessed” in an annual review due to new information being available and the new assessment is reduced to “Low”, that Hazard/Treatment Plan will remain in the MEMP for one year to enable the public to be aware of the change. **Appendix F** displays the Risk Register Emergency Management East Gippsland Shire.

Table 4. Risk Summary Table

Risk no.	East Gippsland Shire Top Identified Risks	Residual Risk
1	Bushfire- large regional	H

2	Bushfire-small, isolated	H
3	Flood	H
4	Heat Health	M
5	Road Transport Incident- Large Commercial Vehicle	M
6	Service Disruption - Electricity	M

4.2.3 Risk Treatments Plans

Emergency risks generally have one or more treatments/controls in place. These controls are intended to modify the risk by reducing the likelihood of the scenario consequences. However, not all controls are equally effective in reducing risk; some controls are more important than others. The purpose of determining the level of control is to demonstrate the controls that are responsible for controlling the risk, the conditions under which they are overwhelmed and their expediency to implement.

Controls rarely reduce risk or consequence completely and there will usually be a 'residual' risk. Hence, once existing controls have been identified and where the residual risk is deemed unacceptable potential opportunities to improve controls are considered. The CERA tool provides an initial listing of improvement opportunities that can guide future discussions with communities on risk evaluation and treatment.

The responsibility for control of risks is shared by all emergency management agencies and organisations. Control of specific risks for the municipality is not the sole responsibility of Council or an agency. Many controls will be carried out in the context of state wide programs or policies. Actions are allocated to accountable agencies and organisations. In some cases, it may be determined that additional, in-depth analysis is required before an adequate assessment can be made and actions defined.

4.2.4 Monitoring and Review Process

The emergency risk process CERA is used to review municipal risk and treatment plans annually by the Risk Committee each April or when a significant new risk has emerged and reports at the next available MEMPC meeting.

The progress of implemented treatment/control options is monitored by the MEMPC through reports provided by various Sub-committee Chairs and responsible agencies.

The existing risks contained with the East Gippsland Risk Register have been reviewed by members of the Risk Committee and remain relevant and active. The Risk Committee have a CERA review process scheduled for 27th January 2022, where identified risks for the East Gippsland Shire will be assessed and where practicable they will be aligned with the Gippsland Regional Risk Assessment (to be conducted).

PART FIVE – RESPONSE ARRANGEMENTS (including Relief)

5.1 Introduction

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

These municipal emergency response arrangements are written to align with the new State Emergency Management Plan (SEMP) which came into effect on 30 September 2020. The SEMP is a public document and can be found on the Emergency Management Victoria Website⁴

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

5.2 Overview of State Response Plans

The SEMP⁵ is the primary document for emergency response in Victoria; and replaces Parts 3, 4, 7 & 8 of the Emergency Management Manual of Victoria (EMMV).

SEMP subordinate plans (SEMP sub plans) outline arrangements for managing specific emergencies where the arrangements for managing these emergencies require greater detail, such as where complex arrangements apply. Approved SEMP sub-plans are published on the Emergency Management Victoria website⁵.

Under section s60AK of the *Emergency Management Act 2013* there is the legal requirement for agencies with a role or responsibility in emergency response to comply with the arrangements in the SEMP. Agency emergency response roles are listed in the SEMP.

The SEMP should be read in conjunction with the following hazard specific regional plans:

- DELWP - Dam Safety Emergency Plan
- VICSES - Gippsland (East) Region Flood Emergency Plan
- RSFMP - Gippsland Risk and Consequence Plan Bush Fire and Heat
- DJPR - Marine Safety Victoria Gippsland Region Marine Pollution Contingency Plan

⁴ <https://www.emv.vic.gov.au/>

⁵ [State Emergency Plans | Emergency Management Victoria](#)

5.3 Municipal Emergency Response Arrangements

The overall aim of emergency response is to minimise the effect and consequences of emergencies on people, their livelihoods and wellbeing, property, the environment, and to meet basic human needs.

Most incidents are of local (municipal) concern and can be coordinated from local resources. However, when local resources near exhaustion, emergency response planning, provides for further resources to be drawn from other Gippsland municipalities and then on a State-wide basis and finally the Commonwealth.

With many emergencies relief and recovery activities may start during the response phase and therefore relief and recovery should be integrated with response activities and commence as soon as the effect and consequences of the emergency are anticipated. Refer also to PART 6 RECOVERY ARRANGEMENT of this MEMP.

5.4 Operational Roles and Responsibilities

All operational roles and responsibilities summarised in brief below can be found in detail in the SEMP.

5.4.1 Roles

Agency Roles: Individual agencies performing specific tasks in response to emergencies according to their legislated role, obligations, and administrative arrangements. These agencies are listed in the SEMP – Roles and Responsibilities.

Control Agencies: The SEMP nominates the primary control agency responsible for responding to each specific form of emergency.

Support Agencies: The SEMP also nominates key support agencies for the response to each emergency. However, all agencies may be support agencies during major emergencies. This may be in relation to the agency performing a specific response, relief, or recovery function, or to ensuring the continuity of its normal services during a major emergency, as part of consequence management.

Emergency Response Coordinators (RERC and MERC): Regional Emergency Response Coordinators and Municipal Emergency Response Coordinators are appointed members of Victoria Police and are responsible for coordinating agencies and resources to support the response to emergencies affecting the Gippsland Region or municipal district, in this context East Gippsland Shire.

Controllers: There are three levels of controllers' State, Regional and Incident. For State and Regional controllers' roles and responsibilities refer to the SEMP. Incident Controllers are appointed to manage the response to the specific emergency dependent on the 'Class' of emergency and are outlined in the SEMP.

Regional and municipal roles and responsibilities, including Emergency Response Coordinators (RERC/MERC/IERC) are detailed in **Appendix G - Role Statements Regional and Municipal Levels**

Municipal emergency contact directory is detailed in **Appendix H - Emergency Contact Directory**

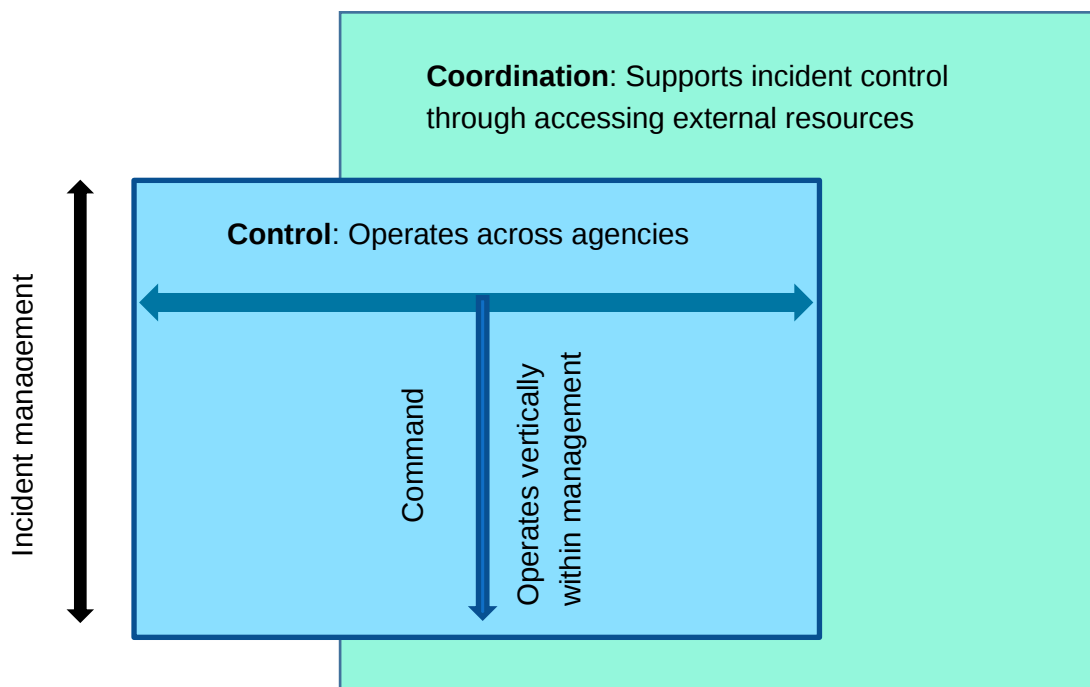
5.4.2 Functions of Coordination, Control, and Command

Emergency response management is based on the functions of coordination, control, command, together with consequence management and communications. Broadly:

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

Figure 2. Command, Control and Coordination

Conceptual depiction of the relationship between control, command, and coordination in emergency response (shown at the incident tier)⁶



⁶ Source: The Australasian Inter-Service Incident Management System (AIIMS), Australasian Fire and Emergency Service Authorities Council, 4th edition 2013.

Additionally, those performing coordination, control and command functions need to ensure the consequences of the emergency are managed and there is communication that meets the information needs of communities, stakeholders, and government.

For a detailed explanation of the coordination, control and command functions refer to Chapter 3 of the SEMP.

5.4.3 Functional responsibilities as defined by class of emergencies

Full definitions of the classes of emergencies are contained in the SEMP however they are briefly summarised below:

Class 1 emergencies

- a major fire; or
- any other major emergency for which the Country Fire Authority or the Victoria State Emergency Service is the control agency under the State Emergency Response Plan.

Class 2 emergencies

A major emergency which is not:

- a Class 1 emergency; or
- a warlike act or act of terrorism; or
- a hi-jack, siege or riot

(Examples of class 2 emergencies include human pandemic and animal pandemic; the focus of these emergencies is often on consequence management)

Class 3 emergencies

A warlike act or act of terrorism, or a hi-jack, siege, or riot.

Class 3 emergencies may also be referred to as security emergencies.

Non-major emergencies

Small events that meet the definition of ‘emergency’ where an agency formally responds to an emergency and the arrangements for managing a major emergency are not yet in place or are not required, such as where the emergency can be resolved using local resources and significant consequences to the community are not anticipated.

Chapter 3 of the SEMP explains in detail the roles and responsibilities for the different classes of emergencies however they are briefly described in the tables below

Table 5. Roles and responsibilities for Class 1 emergencies.

	Response coordination	Control	Command	Consequence management	Communication
State	Emergency Management Commissioner (liaises with RERCs and MERCs through the SPLO ⁷)	State Response Controller	Agency chain of command	Emergency Management Commissioner (State Consequence Manager) All agencies	Emergency Management Commissioner (supported by the line of control)
Region	RERC	Regional Controller		All agencies	
Incident	MERC/IERC	Incident Controller		All agencies	

⁷ Senior Police Liaison Officer

Table 6. Roles and responsibilities for Class 2 emergencies

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

Table 7. Roles and responsibilities for Class 3 emergencies

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

Table 8. Roles and responsibilities for non-major emergencies (formal response)

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

5.5 Consequence Management

Consequence management is a relatively new concept. Consequence management should inform and be a precursor to relief and recovery planning and activities.

Consequence management involves the coordination of activities of agencies with a role in delivering services to communities, with the aim of minimising adverse consequences of emergencies on communities. The Emergency Management Commissioner (EMC) is responsible for consequence management for major emergencies. In Gippsland, the lead for consequence management is the Regional Emergency Management Planning Committee (REMPC) via its Sub-committee the Gippsland Regional Risk Working Group (GRRWG). The GRRWG has developed a Consequence Matrix for Gippsland. This has been endorsed by the REMPC and uploaded to EM COP, the matrix can support consequence management at the municipal level. The 2021 Regional Risk Assessment is to be completed.

During a major emergency, all agencies including critical infrastructure providers may need to activate their business continuity arrangements to manage the adverse consequences of the emergency on their area of responsibility.

5.6 Communications

Communications relates to communicating to the public, reporting to government, and communicating with stakeholder agencies during emergencies.

As set out in the SEMP communications responsibilities vary depending on the class of emergency:

The Emergency Management Commissioner is responsible for public, stakeholder and government communications for Class 1 and Class 2 emergencies and is supported by control the appropriate control agency. Agency commanders keep their agency chain of command appraised of their situation. Agencies and East Gippsland Shire Council will also assist with the relaying of public information via their social media applications.

The Chief Commissioner of Police is responsible for public, stakeholder and government communications for Class 3 emergencies. This includes all warnings and public information. Agency commanders keep their agency chain of command appraised of their situation. East Gippsland Shire Council will assist with the relaying of public information via their social media applications.

The incident controller is responsible for public, stakeholder and government communications. Agency commanders keep their agency chain of command appraised of their situation. Agencies and East Gippsland Shire Council will assist with the relaying of public information via their social media applications with relief and recovery issues.

5.7 Collaboration

The Gippsland region has a long history of agencies with roles and responsibilities for responding to emergencies who work well together in teams at regional and municipal level to ensure their activities have a collaborative and coordinated approach.

Control agencies such as CFA, DELWP and VICSES regularly support and share resources during the response phase of emergencies as do support agencies in accordance with predetermined capability and capacity.

The most important collaboration in response to an emergency is the team structure of the Emergency Management Team (EMT). EMT arrangements for all emergencies are set out in the [Incident Management - Emergency Management Team Arrangements 2014](#).

The EMT structure at each tier - State, Regional, Incident (major or non-major) - may vary for the specific emergency or emergencies, but generally include the primary functions of:

- relevant response coordinator
- controllers, responsible for leading the response to specific emergencies
- agency commanders, responsible for supervising their agency personnel
- local government representatives, as the primary source of information on the local community
- relief and recovery coordinators/managers, to ensure relief and recovery activities are integrated with response activities
- representatives of government departments and service providers, who work to maintain the continuity of services to communities, as part of consequence management.

Within the SEMP, under the Roles and Responsibilities section it explains in detail the different tier team structures. However, Tables 9 to 12 below show in summary the teams at the regional and municipal tiers.

Table 9. Team structure regional and municipal tiers

	Primary function supported by the team			
	Control	Response coordination		Relief and recovery coordination
		Communications	Consequence management	
Regional tier	Regional Control Team (RCT)	Regional Emergency Management Team (REMT)		Regional Recovery Planning

			Committee or equivalent*
Incident tier	Incident Management Team (major emergencies)	Incident Emergency Management Team (major emergencies)	East Gippsland Shire Council
	Incident Emergency Management Team (non-major emergencies)		

* Established as required

The membership list of the Gippsland RCT/REMT is maintained by the CFA Regional Operations Coordinator who is located at the Gippsland Regional Control Centre, Traralgon. A copy of the Gippsland RCT/REMT list can be found on EM-COP (none public access section).

Table 10. Regional tier team

Team	Primary function supported by the team	Members
Regional Control Team (RCT)	Control To support regional controllers, perform the regional control function.	Chair: - Regional controller, where only one is appointed - A regional controller or the RERC where more than one regional controller is appointed. Members: - Regional controllers - RERC (VicPol) - Regional Recovery Coordinator (DFFH) - Commanders of the key support agencies

Regional Emergency Management Team (REMT)	Coordination To support the RERC and regional controllers (where appointed) to: • raise awareness of the emergency across the whole of government • identify and manage strategic risks and consequences • develop a regional strategic plan outlining high level actions of all agencies.	Chair: • Regional controller, where only one is appointed • A regional controller or the RERC where more than one regional controller is appointed • The RERC where no regional controller is appointed Members: • The people at the regional tier responsible for performing the coordination, control, consequence management, recovery and communication functions for major emergencies that are anticipated or occurring. • Regional tier functional representatives of a wide range of agencies responsible for delivering public services • Representation from East Gippsland Shire Council Emergency Management Team • Individual agencies or representatives of business/industry/community groups, as appropriate, for specific emergencies.
---	---	--

More information can be found at:

https://www.emv.vic.gov.au/publications?publicationfilter=incident+management&field_publication_type_target_id=All&items_per_page=10&=Update

The team structure applies regardless of the number and class of emergencies being managed, although the chair and membership of each team may vary.

The RCT/REMT activates in response to a major emergency, where one is anticipated or to ensure readiness for major emergencies. Historically in Gippsland major emergencies have regularly occurred for bushfire and flood.

Table 11. Municipal tier team (major emergencies)

Team	Primary function supported by the team	Members
Incident Management Team (IMT)	Control To support an incident controller (IC) to perform their control function. The IC will establish an IMT where they require assistance to perform their control function. The IMT is usually part of the AIIMS incident management system adopted by the agency for the specific class of emergency and which should be based on: - flexibility - management by objectives - functional management - unity of effort - span of control	Chair: Incident controller (IC) Members: Members of the control and support agencies providing the incident controller with support in functions that could include: - planning - intelligence - public information - operations - investigation - logistics - finance
Incident Emergency Management Team (IEMT)	Coordination The IEMT (not part of the AIIMS doctrine). Their focus is on managing the effect and consequences of the emergency.	Chair: - IC, where only one is appointed - MERC or IERC, where there are several classes of emergency, with several incident controllers appointed, or where there is no incident controller appointed. Members:

	An IEMT for a major emergency will meet formally and should locate in an incident control centre (ICC). Some representatives may need to attend by teleconference.	• IC • MERC or IERC • Agency commanders • Health commander (AV) • East Gippsland Shire Council EMLO • Agency/community/business representatives as appropriate
--	--	---

More information on the roles and responsibilities of the IEMT refer to the Emergency Management Team Arrangements, which are found at:

https://www.emv.vic.gov.au/publications?publicationfilter=incident+management&field_publication_type_target_id=All&items_per_page=10&=Update

For a major emergency, an IMT and an IEMT support the IC. The IEMT for a major emergency has a wider membership and a broader focus on consequence management than an IEMT established for a non-major emergency.

Table 12. Municipal tier team (no-major emergencies)

Team	Primary function supported by the team	Members
		The Chair and membership will vary according to the Class and specific form of emergency
Incident Emergency Management Team (IEMT)	Control and coordination To plan and coordinate the actions of the agencies responding to the emergency. For non-major emergencies, the IEMT will usually locate near the incident scene.	Chair: • Incident Controller (IC) • The IERC, where there is no incident controller appointed. Members: • Incident Controller • IERC • agency commanders

Many non-major emergencies are managed through the normal or business continuity arrangements of industry, agencies or Council and more formal arrangements are not implemented.

5.8 Emergency coordination locations

Level 3 Incident Control Centres – multi-agency

ICC Bairnsdale: DELWP Office
ICC Orbost: DELWP Office
ICC Swifts Creek: DELWP Office
ICC Cann River: DELWP Office
ICC Bendoc: DELWP Office

Regional Control Centres – multi-agency

GIP Regional Control Centre: 181 Franklin Street, Traralgon

Incident Police Operations Centre (IPOC)

Bairnsdale Police Station: Main Street, Bairnsdale
Alternate facility: Address not for public viewing

Coordination of Council activities (MEOC)

East Gippsland Shire Council Offices: 273 Main Street Bairnsdale

East Gippsland's neighbouring North East Level 3 Incident Control Centres – multi-agency

ICC Wodonga: DELWP Office
ICC Tallangatta: DELWP Office
ICC Ovens: DELWP Office
ICC Mansfield: DELWP Office

5.9 Declaration of emergency area

Victoria Police declares, Section 36A of the EM Act 1986, refer to the SEMP.

5.10 State of Disaster

Refer to the [SEMP](#)

5.11 Relocation and evacuation

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

In line with State Emergency Management Priorities, as with all emergency activities, the main priority when deciding to undertake an evacuation is the protection of life.

A decision not to evacuate is just as important as a decision to evacuate.

Victoria Police is responsible for coordinating an evacuation in an emergency. When the possibility of an evacuation is being considered, Victoria Police must identify a member to take the role of Evacuation Manager and they should be co-located with the Incident Controller to facilitate liaison.

In Victoria, evacuation⁸ is largely voluntary and individuals can choose how they respond to the recommendation to evacuate. In some circumstances, legislation provides some agency personnel with authority to remove people from areas or restrict public movement.

Based on warnings or other information received, members of the public may voluntarily choose to remove themselves from the area that has the possibility to be affected by the emergency and to relocate to a safer area. Under some level of warnings people will be advised to travel to the home of family or friends that is away from the warning area. Other options are to relocate townships where public and commercial spaces are available.

A dedicated community facility, assembly area or emergency relief centre may be opened where there is a need to support the community. The decision and timing to open an Emergency Relief Centre⁹ is made by the incident controller in discussion with Victoria Police and East Gippsland Shire Council. It should be noted that an Emergency Relief Centre might not be open at the time of a warning being issued.

Evacuations should be conducted in accordance with the Evacuation Guidelines, which can be found in the <https://www.emv.vic.gov.au/> These guidelines include considerations for evacuating persons on the East Gippsland Shire Vulnerable Persons Registers and in vulnerable facilities and who may need tailored advice of a recommendation to evacuate.

During an emergency or imminent threat of an emergency, special consideration must be given to evacuation of vulnerable people in the community.

Vulnerable people and those who care for them, including facilities such as hospitals, aged care facilities, educational facilities and prisons, are likely to need more time, resources, support and assistance to evacuate safely.

⁸ [Victoria Police – Community Evacuation Information - Media](#)

⁹ For further information on East Gippsland Shire Emergency Relief Centres refer to Part 5 of this MEMP

These facilities should have existing evacuation plans in place to appropriately plan for and undertake an evacuation when this is recommended. However, such plans cannot rely on the availability of emergency service personnel to undertake the evacuation.

Some people living in the community may be unable to activate their own evacuation plan without support and a small number who do not have a personal support network will require assistance to safely evacuate.

Victoria Police, as the agency responsible for managing the withdrawal stage of an evacuation, will be dependent on Municipal Emergency Management Plans to have a list of facilities where vulnerable people are situated. **Appendix B**

Service providers providing care to vulnerable persons in East Gippsland is in **Appendix B**

5.12 Restricted public movement

Public movement in and around an emergency area may need restricting to protect the safety of people e.g. dangerous trees or to preserve the emergency scene for investigation e.g. police or coroner's investigations.

Traffic Management Points (TMPs) are established to regulate the flow of road traffic into an area where an emergency has occurred, is presently occurring, or has the potential to occur.

The establishment of a TMP is an important risk management tool that can be used whilst managing in emergency. Whilst TMPs are an effective risk management tool they are also a potential source of conflict and frustration for the community. For this reason, the public's need for timely and accurate information as to the location and access levels at TMPs will be an ongoing priority for the Incident Controller and IMT/ EMT. In order to reduce any potential conflict all agencies should attempt to enhance community understanding of TMPs especially with regards to their ability to enter a given location once a TMP has been established.

The Incident Controller is responsible for developing, implementing, and monitoring a traffic management plan, which may include establishing Traffic Management Points (TMP) to restrict access. Victoria Police coordinates the implementation of the plan.

TMPs are temporary road closures and emergency services will continually review the need for the road closures and the appropriate access levels. There are different levels of access applying at TMPs depending on the level of safety at the time and whether access is required by emergency services, residents, business owners, recovery services, media, etc. For further information on TMPs refer to the Victoria Police website [Victoria Police – TMP Information Sheet - Media](#) and [Victoria Police – TMP FAQs - Media](#)

5.13 Neighbourhood Safer Places - Places of Last Resort (bushfire only)

Neighbourhood Safer Places – Places of Last Resort are not part of shelter in place or evacuation strategies; they are places of last resort; (where other plans have failed or cannot be followed) where a person's prospects of survival may be better than other places but cannot be guaranteed.

East Gippsland Shire has 12 bushfire NSP-PLR's.

- **Bemm River** - Bemm River Hotel, 3-5 Sydenham Inlet Road
- **Benambra Oval** - Tip Road, Benambra
- **Bendoc Hall Car Park** - Dowling Street, Bendoc
- **Bonang Hall Surrounds** - Orbost Bonang Road, Bonang
- **Buchan Oval** - Buchan Orbost Road, Buchan
- **Cann River** - Cann River P-12 College, 18 Tamboon Road, Cann River
- **Mallacoota** - Mallacoota Foreshore between Captains Point and Coull's Point
- **Omeo Oval** - Cnr Day Avenue and Park Street, Omeo
- **Orbost** - Orbost Cricket Club Oval, Gladstone Street, Orbost
- **Paynesville** - A.J. Freeman Reserve Oval 1, Main Road, between King and Ashley Streets Paynesville
- **Raymond Island** - Raymond Island Community Centre, Corner of Fifth Parade and Sixth Avenue, Raymond Island (43/47 Sixth Avenue)
- **Swan Reach Oval** - Duffy Street, Swan Reach

East Gippsland Shire information page Neighbourhood Safer Places- [East Gippsland Shire Neighbourhood Safer Places](#)

Locations of state wide NSP-PLR during a bushfire can be found on the CFA Website – [Search for Details for Neighbourhood Safer Places - Places of last resort here.](#)

Appendix I is a document produced by the Municipal Association of Victoria and goes into detail on how East Gippsland Shire Manages the Neighbourhood Safer Place locations, including how these locations are reviewed.

5.14 Information

Emergency Management Victoria hosts an emergency management portal to store shared emergency response information and documentation for all agencies with a role or responsibility in emergency response. The portal, called Emergency Management Common Operating Picture (EM-COP), is used by emergency management practitioners to coordinate their activities.

5.15 Capability and Capacity

Each agency is expected to maintain the capability and capacity to fulfil its emergency response role and responsibilities and must notify the Incident Controller or MEMPC of

situations that may affect its capability and capacity to respond to Class 1 or 2 emergencies, for example:

- the potential shortage of emergency resources, especially of specialist resources;
- the need to source supplementary emergency resources from other Gippsland municipalities or from outside the Gippsland region.

Dependant on the Emergency the Shire may activate its Inter Council Resource Sharing Protocol, detailed below.

5.16 Sourcing Resources

Control and support agencies respond to emergencies according to the plans and arrangements for managing the specific emergency. These plans and arrangements may include:

- response/control agency resources directly sourced through the control agency commanders or as explained in the relevant SEMP sub plan;
- response agency resources directly sourced from another response agency through predetermined local arrangements e.g. CFA / DELWP / SES;
- seek other and or Council resources, other than those of the responding agencies, through the (Victoria Police) Incident Controller or Municipal Emergency Resource Coordinator (MERC)
- seek relief or recovery resources through the Municipal Recovery Manager, through the (Victoria Police) Incident Controller or Municipal Emergency Resource Coordinator (MERC)

Regarding requests through the MERC:

- requests **must** include the name and position of the person requesting the resources, details of the task (i.e. number and type of plant, personnel, equipment and/or facilities) and authority for the requesting agency to meet costs for these resources where applicable;
- agencies requesting resources are responsible for arranging the delivery of supplementary resources, once sourced;
- agencies requesting resources are responsible for the supervision and meeting legislated OH&S requirements as appropriate;
- private resources may be supplied - supervision and meeting legislated OH&S requirements as appropriate also apply.

Financial arrangements for paying for resources are detailed in the.

Following a resource request:

- the IC or the MERC will seek resources within the local area and the MERC will escalate unfulfilled resource requests to the Gippsland Regional Emergency Response Coordinator RERC;
- RERCs will seek resources within their region and escalate unfulfilled resource requests to the Emergency Management Commissioner through the Senior Police Liaison Officer;
- the Emergency Management Commissioner will seek resources from across the state, interstate or internationally, where necessary and practicable.

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

5.17 Financial Considerations

Financial accounting for East Gippsland Shire Council resources utilised in emergencies must be authorised by Councils MEMO, MRM or MEM and shall be in accordance with the normal financial arrangements of East Gippsland Shire Council.

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

Depending on the magnitude of the emergency some government financial assistance may be available for mitigation, response, and recovery activities. Under the guidelines for Municipal Emergency Management Planning the Victorian Government provides financial assistance to councils for specified types of emergency management expenses, consistent with the Disaster Recovery Funding Arrangements¹⁰ and the National Disaster Financial Assistance¹¹. Eligible events are bushfires, cyclones, earthquakes, floods, storms (including hail) and land slippages caused by any of the above defined natural disasters.

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

¹⁰ [Disaster Recovery Funding Arrangements - Disaster Assist https://www.disasterassist.gov.au/Pages/related-links/Natural-Disaster-Relief-and-Recovery-Arrangements.aspx](https://www.disasterassist.gov.au/Pages/related-links/Natural-Disaster-Relief-and-Recovery-Arrangements.aspx)

¹¹ [Natural disaster financial assistance http://www.dtf.vic.gov.au/Victorias-Economy/Natural-disaster-financial-assistance](http://www.dtf.vic.gov.au/Victorias-Economy/Natural-disaster-financial-assistance)

In these situations, there would be an actual hand over of such facilities and goods. This hand over will occur only after agreement has been reached between response and recovery coordinating agencies. Payment for goods and services used in the recovery process is the responsibility of the MRM through the MEMP arrangements.

Exert from the above policy details deviation from the policy in Emergency situations.

Exemptions from thresholds

Emergency Situations

Purchases can be made without the need to initially follow policy but only in emergency or exceptional circumstances. The use of the emergency provision is limited to situations where a real emergency exists and immediate action is required and approved by the Chief Executive Officer.

Situations where this might occur include;

- during the period where a natural disaster has been declared such as flooding, bushfire or epidemic which may require the immediate procurement of goods, services or works to provide relief;
- the occurrence of an event such as flooding or fire at a Council property which may require the immediate procurement of goods, services or works to ensure business continuity;
- the unforeseen cessation of trading of a core service provider to Council resulting in a need to appoint a replacement service provider on the grounds of public safety;
- an unforeseen event which impacts heavily and unsustainably on Council's level of service to the community; or
- any other situation which may constitute a risk to health, life or property.

When a situation is declared to be no longer an emergency then the use of this power ceases. Contracts entered into under the emergency provisions must be limited in scope to that which is necessary to deal with the emergency. The emergency provision cannot be relied upon for extended works and services after the need for an emergency response has passed.

Where a purchase is made under this clause, the following will apply;

- expenditure must be within the delegated financial authority;
- expenditure should be limited to that required to address the immediate emergency situation only; and
- following the declared event, Council officers must ensure that appropriate methods of purchase are resumed as soon as practicable.

5.18 Transition from Response to Recovery Gippsland

Recovery¹² activities can commence at the onset of an emergency while response activities are still in progress and should be integrated with response activities.

The teams at incident and regional level should discuss and agree the timing of the transition from response coordination to recovery coordination. The recovery coordinators (DFFH / Council) at the relevant tier must be ready to assume responsibility and have the appropriate resources assembled prior to the transition. The community must receive continuous services during the transition. Incident controllers should consider the need to appoint a deputy Incident Controller for Recovery to ensure a seamless progression into recovery. The IEMT can assist the incident controller in this decision.

Considerations regarding the timing of the transition should include:

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

The MERC or the RERC will advise all agencies and East Gippsland Shire Council of the termination of the emergency response.

A schedule of transition actions is included in the document 'An Agreement for the Transition of Coordination Arrangements from Response to Recovery'. Emergency Management practitioners can obtain this document from EM-COP under the State Relief and Recovery, documents, templates tab.

5.19 Debriefs

A hot debrief refers to participants during or directly after an incident meeting to discuss issues related to the event. It may be undertaken at the end of a shift or at the immediate end of the incident. A hot debrief may identify issues that need to be dealt with immediately or that might otherwise be forgotten as time passes.

Following an emergency response, the emergency management sector reviews the effectiveness of the coordination, control, consequence management and communications functions to share aspects that worked well and identify areas for improvement.

¹² Refer to Part 6 of this MEMP for local relief and recovery arrangements

For non-major emergencies, the control agency is responsible for debriefing participating agencies. The scale of the debriefing should be in proportion to the complexity of the emergency.

For major emergencies, where many agencies were involved in both the response and in consequence management, debriefing is conducted after a period of activation as follows:

- The Emergency Management Commissioner (Class 1 and 2 emergencies) and the Chief Commissioner of Police (Class 3 emergencies) are responsible for ensuring the debriefing of state tier teams, where necessary, after a period of activation
- RERCs are responsible for ensuring the RCT and REMT conduct an operational debrief where necessary after a period of activation
- MERCs are responsible for ensuring the control agency has organised an operational debrief with participating agencies and teams as soon as practicable.

Representatives of relevant community, business, or industry groups may be invited to participate in debriefs. The need to conduct a post incident community forum may be considered.

It may also be appropriate to conduct a separate recovery debrief to address recovery issues. This may be convened either at regional or municipal level depending on the scale or complexity of the event.

PART SIX – RECOVERY ARRANGEMENTS

6.1 Introduction

Relief is defined as the provision of essential needs to individuals, families, and communities during and in the immediate aftermath of an emergency. Recovery is defined as the assisting of persons and communities affected by emergencies to achieve an effective level of functioning. Relief and recovery are complex social and developmental processes. They depend on strong partnerships requiring collaboration and coordination shared between all East Gippsland Shire Council individuals and communities, non-government organisations, businesses and all levels of government and agencies.

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

Relief and recovery arrangements are complex and wide-ranging. While relief usually occupies a shorter timeframe, the recovery process can run into months and in some cases years. Emergency recovery is the coordinated process of supporting communities affected by disaster in the reconstruction of physical infrastructure and the restoration of emotional, social, economic and physical and mental wellbeing. Recovery is more than the replacement of what was destroyed and the rehabilitation of individuals. It is a complex process and is best achieved when the affected community exercises a high degree of self-determination. Recovery is developmental, rather than remedial, so the way the physical and social aspects of the process are undertaken will have a critical impact. Activities which are conducted without consultation with the affected community(s) and recognition of needs and priorities will disrupt and hinder the process (“Australian Emergency Manual: Disaster Recovery”). This in turn will delay the Recovery process.

Table 13. Stage and timeframe of relief and recovery

Stage	Time frame	Main Task
Emergency Response	Lasts until contained: Hours, days, weeks	1. Provision of emergency relief 2. Preparation for recovery 3. Initial impact assessment (response agencies)
Transition: relief to recovery	Hours, days	1. Formal written handover of event 2. Transfer of responsibility for coordination.
Early Recovery	Hours, days	1. Meet urgent needs 2. Secondary impact assessment 3. Commence recovery strategies
Short term recovery	Days – weeks	1. Provide basic support

		2. Begin to develop strategies and establish coordination structures. 3. Assess impacts & identify actions
Medium term recovery	Weeks - months	1. Service delivery 2. Community development 3. Repair & rehabilitation
Long term recovery	Months - years	1. Community Development 2. Emergency management coordination structures move to community-based structures.

6.2 Purpose of Relief and Recovery

6.2.1 Consequence Management Relief and Recovery

Consequence management drives the approach to emergency management including relief and recovery, which typically starts in the relief phase, and is managed through to recovery. Decision makers rely on clear, relevant, timely and accurate information about the needs of affected individuals (including companion animals) and communities (including livestock and other agricultural businesses); and must look beyond the immediate impacts to medium and long-term needs. This is achieved through more formalised process of impact assessment.

6.2.2 Shared responsibilities

Relief and recovery are responsibilities that require collaboration and coordination shared between individuals and communities, non-government organisations (NGOs), businesses, governments at all levels and partner agencies.

- **The role of East Gippsland Shire Council (Council) and the Victorian Government (State):** To ensure relief and recovery services are effective and well-coordinated. Council takes the lead in delivering 'on the ground' relief and recovery services because they are closest to an affected community. The State supports Council to fulfil these local responsibilities and is responsible for establishing state and regional relief and recovery arrangements and for coordinating state and regional level activities.
- **The role of individuals and households:** Individuals should seek out information to make informed decisions and having a plan on how to prepare for emergencies and for meeting their own relief and recovery needs where possible e.g. through insurance. During and immediately following an emergency, individuals, and households (including companion animals) should be as self-reliant as possible, because in the first instance, agencies will offer emergency support to the most vulnerable community members.
- **The role of the business community:** Business can play an important role in emergencies and can provide local resources, expertise and essential services to

support emergency relief and recovery. It is essential that businesses have good business continuity plans in place for, relief to and recovery from emergencies. This is particularly important for the continuity of essential services and critical infrastructure. Adequate insurance also enhances recovery for businesses.

- **The role of non-government organisations and partner agencies:** Non-government organisations and partner agencies play vital roles in supporting affected communities, building on their pre-established community connections to deliver enhanced services during and following an emergency. Through their large volunteer base, they coordinate and deliver services in many locations – often simultaneously for example religious organisations, neighbourhood houses, Lions Club, Rotary Club etc.

6.3 Relief and recovery aims, objectives and principles

The aim of relief and recovery is to support communities to successfully deal with the impacts of an emergency on the social, built, economic and natural environments helping to build cohesion and resilience to better cope with emergencies.

The key objectives for emergency recovery at municipal level are to:

- provide people, businesses and others affected by emergencies with the information, support and services needed to pursue their recovery
- plan for the delivery of recovery supports in a manner consistent with the National Principles for Disaster Recovery 5;
 - understanding the **context**
 - recognising **complexity**
 - using **community-led** approaches
 - ensuring **coordination** of all activities
 - employing effective **communication**
 - acknowledging and building **capacity** (CDSMAC 2009).
- support recovery at the local level
- inform recovery at regional and state level
- mitigate known and potential risks resulting from an emergency
- plan and deliver a coordinated range of recovery services.

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

- empower and engage individuals and communities to promote self-sufficiency and, where possible, meet their own relief and recovery needs
- be coordinated and collaborative, jointly owned by affected individuals and communities – as well as NGOs, businesses and government agencies that support them

- be adaptive and scalable, recognising the unique, complex, and dynamic nature of emergencies and communities
- focus on consequence management, where everyone involved appreciates the potential consequence of their decisions and actions
- can support the delivery of concurrent community relief and recovery activities.

6.3.1 Relief and Recovery governance and coordination

Government at local and state levels coordinate relief and recovery services for affected individuals and communities. This involves bringing agencies and resources together to ensure the effective delivery of all relief and recovery objectives and responsibilities. Relief is functionally coordinated with recovery coordination. Details of the timing for relief and recovery coordination is outlined in Table 13.

6.3.2 Relief and recovery capacity and coordination

Agencies involved in emergency relief and recovery should document their own internal processes, procedures, and capability to meet their role and responsibilities.

East Gippsland Shire Council takes the lead in coordinating 'on the ground' relief and recovery at the local level. However, Council works closely with local and regional agencies and NGOs to ensure local arrangements provide communities with appropriate but effective services. Due to the large number of emergencies that occur within the East Gippsland Municipality the Relief and Recovery Committee is a standing Committee. East Gippsland Shires capacity to provide extended and or large relief and or recovery activities, in this case we would utilise the [Municipal inter council Emergency Management Resource Sharing Protocol](#).

6.4 Non-government organisations (NGO)

NGOs play vital roles in supporting affected communities, building on their pre-established community connections to deliver enhanced services during and following an emergency. Through their large volunteer base, they coordinate and deliver services in many locations – often simultaneously. The relief and recovery responsibilities of some of Victoria's NGOs are also specified in the SEMP.

6.5 Regional responsibilities

Often in Gippsland major emergencies like bushfire and flood impact across the landscape and involve more than one municipality. In this scenario Bushfire Recovery Victoria (BRV) and Department of Families, Fairness and Housing (DFFH) will oversee and coordinate the recovery process.

For further details of the regional relief and recovery responsibilities refer to the Gippsland Region Emergency Relief and Recovery Plan.

6.6 Cross Border Operations

Emergency events often cross state and municipal boundaries, requiring response and recovery activities from multiple councils.

Planning across municipal boundaries takes place with all agencies maintaining strong relationships with their cross border partners, they come together numerous times of the year for conferences or other meetings including:

- Cross Border Commissioner meetings
- Cross Border Relief meetings (Police, Resilience NSW and Councils)
- Cross Border – Governance for Resilience and Capability Building in the South East Region

The cross border agencies are regularly engaged during emergencies and other critical incidents to support response, relief and recovery efforts.

Council is committed to building its emergency management capacity and capability both internally and with other neighbouring municipal councils.

Every opportunity is taken to collaborate with bordering municipalities in emergency management planning including collaborating with partners and agencies from the Snowy-Monaro Shire, Alpine Shire and Bega Valley Shire through the emergency management committees.

Clear linkages to existing organisational cross boundary agreements and Memorandums of Understanding between agencies dealing with PPRR activities and resource allocation arrangements are vital.

A dedicated Cross Border Commissioner has been appointed to provide an authorizing environment for collaboration, to identify and resolve cross border issues that impede emergency arrangements and assist in facilitating information sharing and networking opportunities between government agencies.

6.7 Escalation from local to region to State

Relief and recovery coordination commences at the local (municipal) level. As required, it can escalate from local to regional to state level on request because capability is exceeded and there is significant community-wide impact or multiple municipalities in one region are affected.

Historically most emergencies are small, and relief and recovery are managed locally by Council and its partner agencies and NGOs. However, regional recovery staff can provide support and advice to assist; DFFH provides relief services such as financial assistance through the Personal Hardship Assistance Program (PHAP). Therefore, DFFH may still be

involved in local emergencies which are coordinated by Council's appointed Municipal Recovery Manager (MRM).

Where an emergency is likely to exceed the capacity of Council to coordinate relief or recovery, Council may request the Regional Recovery Coordinator to undertake coordination at the regional level. Where this occurs, the DFFH (supported by Red Cross for relief) assumes responsibility for coordination across the region.

Where capacity has been completely exhausted within both the recovery coordination agency and across other agencies at the regional level, a request for recovery coordination assistance from the State will be made.

On January 6, 2020 BRV was established as a permanent and dedicated agency and is responsible for coordinating recovery. BRV supports the establishment and effective running of community led recovery processes. BRV works collaboratively with Council to ensure communities are fully supported in recovery.

6.7 Funding relief and recovery

Individuals and communities can strengthen their resilience through self-reliance which includes the ability to fund their own relief needs where possible. Individuals, and businesses are expected to maintain adequate insurance to protect their interests.

The Victoria State Government (State) – Emergency Management Victoria (EMV) depending on the scale and impact of a disaster, provide Natural Disaster Financial Assistance (NDFA) for local councils to assist in the recovery process and to alleviate some of the financial burden that may be experienced following a natural disaster or terrorist act, in accordance with the Disaster Recovery Funding Arrangements (DRFA).

EMV also administers, on behalf of the Commonwealth, Disaster Recovery Funding Arrangements (DRFA). The DRFA is summarised below.

6.7.1 Disaster Recovery Funding Arrangements (DRFA)

DRFA defines an *eligible disaster or terrorist act* as one where a coordinated multi-agency relief was required, and state expenditure exceeds the *small disaster criterion*. A *natural disaster* is one, or a combination of the following: bushfire, earthquake, flood, storm, storm surge, tornado, cyclone, landslide, tsunami, or meteorite strike.

There are four categories of assistance measures under the DRFA.

<https://www.emv.vic.gov.au/natural-disaster-financial-assistance>

Council and assessing agencies (Regional Roads, DFFH) must be aware of their roles and responsibilities under the DRFA and be familiar with the claims process and requests for advance payments., automatic claims process, roles and responsibilities – DTF, Council, VicRoads and DFFH, eligibility of natural disaster expenditure and allowable time periods.

6.7.2 Disaster Recovery Payment (DRP)

When a major disaster has had such a significant impact on individuals and families that assistance over and above the DRFA is needed, the Australian Government may provide the Disaster Recovery Payment which is a one-off recovery payment, Link: <https://www.vic.gov.au/recovery-support-individuals-and-families>

6.7.3 Australian Government Disaster Assist

The Australian Federal Government provides information on assistance for current and past disasters which have affected Australia. <https://www.disasterassist.gov.au/>

6.7.4 Disaster Recovery Allowance (DRA)

The Australian Government Disaster Recovery Allowance (AGDRA) provides short-term (up to 13 weeks) financial assistance for people that are adversely impacted by a declared major or widespread disaster. A declared major or widespread disaster can be a natural or man-made disaster that occurs either in Australia or offshore.

6.8 Relief and Recovery Management Arrangements

6.8.1 Municipal Recovery Manager

The Municipal Recovery Manager (MRM) is a delegated position within council. The MRM coordinates relief and recovery operations at municipal level and activates municipal agencies and resources and is required to take an active role in emergency planning as an emergency continues. The MRM may delegate duties to provide for effective management of recovery functions.

6.8.2 Allocation of Staff Resources for Relief and Recovery

Council will arrange for staff to fill relevant relief and recovery positions to ensure that there is a timely relief to the needs of the community. The types of positions filled and level of involvement with the relief and recovery process will depend on the scale of the emergency and relief and recovery requirements identified.

As a minimum Council is required to appoint and/or nominate the staff resources to adequately meet the relief and recovery arrangements. In addition, the nominated staff will be required to undertake, as the basic minimum training, an Introduction to Emergency Management Course. Further, more specific training is recommended in the operations and management of relief and recovery centres to provide the necessary skills, qualifications and expertise to

undertake the roles, functions and responsibilities required to provide best practice, compliant, effective and efficient service standards.

It is an expectation that all nominated relief and recovery staff will be available to work shift work out of normal business hours i.e. establishment of Emergency Relief Centres, etc. Appointment, recognition and remuneration of Council staff to emergency management positions and responsibilities are a matter for internal Council policy development and do not form a part of this plan.

6.8.3 Relief Assistance

Relief is the provision of assistance to meet the essential needs of individuals/families (including advice and support with companion animals), and communities during and in the immediate aftermath of an emergency. Council is assisted in this task by other organisations and with the support of the Department of Families, Fairness and Housing (DFFH) as the agency responsible for regional relief coordination.

6.8.4 Relief Arrangements

The primary needs of communities affected by an emergency are safety, shelter, clothing, food and water, medical attention, and personal support. These basic needs must be provided with urgency and given a high priority.

The responsibilities for the provision of relief assistance at municipal level are summaries in the Table on the next page.

6.8.5 Emergency Relief Centres

Emergency Relief Centres are coordinated and staffed by Council staff together with other support agencies. The Gippsland Emergency Relief Centre (ERC) Standard Operating Procedures¹³ sets out a standard approach to setting up and operating relief centres across Gippsland including roles and responsibilities and has an overriding COVID overlay. This Centre will be established on a temporary basis to cope with the immediate needs of those affected during the initial relief to the emergency and will be opened once the nature, extent and the location of an emergency event are known.

During the Black Summer fires 2019/20 many communities in East Gippsland were isolated for due to road closures for extended periods. Council staff were unable to access these impacted communities in need of Emergency Relief Centres, the communities were forced to open and operate their own ERC's without Council resourcing.

The EGSC Emergency Management Team are currently delivering a program to build community resilience through ERC community training and logistical support to enable communities to operate an ERC for the first few days until council resources can arrive.

6.8.6 Management of evacuated animals at Emergency Relief Centres

Residents should include in their personal emergency plans, where ever possible alternative and preferable short-term accommodation options for their companion animals e.g. friends or family outside of the affected area or a boarding facility.

However, there will always be a need for some residents to bring their animals with them when evacuating to an Emergency Relief Centre.

East Gippsland Shire council is responsible for the coordination, provision and operation of Emergency Relief Centres (ERC) and by doing so is also responsible for the coordination and provision of safe refuges for affected animals and the management of animal welfare at the ERC's.

Where time allows residents presenting at ERC with animals should bring their animal/s:

- Registration and vaccination details
- Appropriate methods of restraint e.g. cage, crate, lead
- Food
- Food/water dishes
- Medications
- Bedding, toys

Animal owner / carer responsibilities:

- All animals are held at the owner's risk
- Owners are required to feed their animals, water will be provided for the animals
- Animals must be confined or on a leash at all times. Animals must not be moved from their designated crate/ pen without notification to the person in charge of the temporary animal shelter
- Animals with special needs will need to be managed by the owner to ensure they do not cause harm or discomfort to other animals or people
- Housing is only short term
- Animals left at the shelter unattended may be processed as unowned animals

Table 14. Municipal relief services

Relief service	Local Lead Agency	Regional Escalation
Animal Welfare	East Gippsland Shire Council	Department of Jobs, Precincts and Regions (DJPR)

Relief service	Local Lead Agency	Regional Escalation
Emergency shelter	East Gippsland Shire Council	Department of Families, Fairness and Housing (DFFH)
Emergency Relief Centre/s	East Gippsland Shire Council	Department of Families, Fairness and Housing (DFFH)
Food and water	Australian Red Cross	Australian Red Cross
Reconnecting families and friends	Australian Red Cross (on behalf of Victoria Police)	Victoria Police
Disbursement of non-food items (material aids)	The Salvation Army	The Salvation Army
Emergency financial assistance	DFFH and Gippsland Emergency Relief Fund (GERF)	DFFH and Gippsland Emergency Relief Fund (GERF)
Potable water for households	East Gippsland Water	Department of Environment, Land, Water, and Planning (DELWP)
Food supply (private sector) continuity	DJPR	DJPR
First aid	Ambulance Victoria supported by St John's Ambulance	Ambulance Victoria
Community information	Control Agency and East Gippsland Shire Council	Control Agency, DFFH, East Gippsland Shire Council
Personal Support	Victorian Council of Churches – Emergency Ministry (VCC-EM), Australian Red Cross	VCC-EM Australian Red Cross
Psychosocial support	VCC – EM Primary Care Partnerships	DFFH
Telephone support, psychological first aid	Lifeline Gippsland Crisis Helpline	Lifeline Gippsland 1800629572
Translating & Interpreting	TIS 24/7 Phone No.13 1450	TIS 24/7 Phone No.13 1450
Children and children's activities	East Gippsland Shire Council	Save the Children Australia

6.8.7 Recovery Arrangements

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

The organisations and support agencies for recovery at a municipal level are shown in **Appendix C**.

6.8.8 Recovery Centres

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

Recovery Centres are coordinated and staffed by Council staff together with other support agencies and organisations.

A Recovery Centre is the primary point of contact for individuals, families, and businesses. The Recovery Centre may need to operate for many months and their location and telephone number will be made known to all those that may have been affected.

In some situations, a Recovery Centre may not be established; the onus is upon Council to ensure that individuals, families, and communities requiring assistance can access local services in a timely manner.

Table 15. Municipal Relief and Recovery Services

Recovery Environment	Lead Responsibility	Coordination	Support agencies
Social environment	Department of Families, Fairness and Housing to coordinate: a. Personal support b. Financial assistance c. Material assistance d. Community development e. Public health		a. Anglicare, Red Cross, VCC-EM b. DHS Commonwealth, Centrelink c. The Salvation Army d. Local Government
Economic environment (includes Agriculture)	- East Gippsland Shire Council – economic development and tourism - Victorian Farmers Federation – fodder (28 Days) - Department of Jobs, Precincts and Regions		Destination Gippsland East Gippsland Regional Tourism Industry networks/groups Lions Clubs
Built environment	East Gippsland Shire Council – Council assets, clean-up, and reconstruction		

	• VicRoads and utilities for own assets	
Natural environmental	• East Gippsland Shire Council – Council parks and reserves • Department of Environment, Land, Water and Planning and Parks Victoria • Department of Economic, Development, Jobs, Transport & Resources	Landcare groups

6.8.9 Role of the Department of Families, Fairness and Housing and Bushfire Recovery Victoria in relief and recovery

Under the State Emergency Relief and Recovery Plan, SEMP at both State and regional level, the Department of Families, Fairness and Housing (DFFH) and Bushfire Recovery Victoria (BRV) will share responsible for facilitating and coordinating the overall planning and coordination management of recovery activities.

Their roles as facilitator and coordinator does not extend to assuming responsibility for or exercising authority over other agencies or municipal authorities in the way recovery functions are carried out.

During recovery, reference should be made to the BRV / DFFH Regional Recovery Plan - Gippsland Region for regional level processes to be followed. This plan sets out the roles and responsibilities of BRV / DFFH - Gippsland Region and other regional authorities and organisations involved in the provision of regional emergency recovery services and suggested activity timelines.

6.8.10 Municipal incident specific relief and recovery planning

In the event of an emergency that is to create a prolonged relief or recovery phase, the Municipal Recovery Manager (MRM) in conjunction with the Relief and Recovery Committee will develop a municipal incident specific relief or recovery plan or both as required. Incident specific relief plans need to be developed quickly to facilitate rapid implementation of relief services. Incident specific recovery plans will take longer to develop as they rely on more detailed information about the medium and long-term impacts of the emergency – in this instance support is usually provided by the Regional Recovery Coordinator.

Emergencies impact on communities in various ways and it is essential to consider the potential consequences of emergencies when planning for relief and recovery.

In conjunction with an Incident Controller planning around relief centres including staffing, catering and accommodation will be conducted under the AIIMS structure and be including in the Daily Incident action plan where appropriate.

The following are the key potential consequences from an emergency event for the community:

- destruction of property
- detrimental impact on public safety
- economic disruption
- evacuation/relocation/isolation of communities
- impact on agriculture
- impact on critical infrastructure/services (power, gas, fuel, water, sewage, transport, telecommunications)
- impact on childcare and education services
- impact on food supplies
- impact on health system
- loss of income
- loss of life and injuries to animals
- loss of life and personal injuries
- psychosocial impacts

Understanding these key consequences can support relief and recovery planning by helping to identify:

- relief and recovery partners
- relief and recovery services that may be required
- options for relief and recovery funding

In the event of an emergency that surpasses local capacity and is expected to create a prolonged relief or recovery phase, the Regional Recovery Coordinator or State Recovery Coordinator may decide a regional incident specific relief or recovery plan, or both is required.

6.9 Activation

The Incident Controller has the primary responsibility for determining the need to activate Emergency Relief Centres (ERC's) and will notify the Municipal Emergency Resource Coordinator (MERC). The MERC will then instruct the Municipal Emergency Management Officer (MEMO) and or the Municipal Recovery Manager (MRM) to proceed with opening the ERC.

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

Key Council relief and recovery staff will be notified in the event of an emergency and where possible put on standby if there is advance warning of a potential or imminent threat.

Council's number 5153 9500 is a single point of notification for the relief and initial recovery process or until relief and recovery centres are established. Council's customer service representatives and after-hours officers will also be briefed on where calls and queries should be directed.

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

- the event has occurred outside the municipal district the relief to the event is small scale, but the potential impacts are large there has been no need to activate local resources during the relief to the event.

The relief and recovery plan may be implemented in support of events where no relief activities were required, i.e. an overseas emergency, etc.

6.10 Single Incident Notifications

In the event of a single incident emergency which displaces a resident from their home, the Incident Controller is responsible for notifying the MRM via Council's phone number 5153 9500 (24/7). For example; house fire, storm damage, flood damage and structural damage. It is the responsibility of each relief agency to ensure this process is conveyed to all Incident Controllers and complied with.

6.11 Implementation

The organisations listed in the Relief and Recovery Services and Providers section of this document (refer **Appendix D**) have agreed to provide services or coordinate a function in an area. Access to these services will be provided by the MRM based on available information. Coordinators of relief and recovery services shall maintain their own resource list which can be used during an emergency. Council shall maintain a contacts of service providers of relief and recovery functions as detailed in this plan.

6.11.1 Transition from Relief to recovery and Post Recovery

The Incident Controller, Municipal Emergency Resource Coordinator and the Recovery Coordinator should start planning for a transition from relief to recovery as soon as possible following the initial impact of an emergency. Many considerations impact the timing of coordination from relief to recovery, including:

- remaining urgent and immediate community needs
- the nature of the emergency and whether a recurring threat is likely

- the extent of the impact on communities, as this may determine the length of the transition period
- the level of loss / damage and the extent to which this has been validated
- the extent to which the community needs emergency relief
- the resources required for the activation of recovery arrangements

A transition agreement will be developed and signed by the Incident Controller, Municipal Emergency Resource Coordinator and Municipal Recovery Manager (Local), Regional Controller, Regional Emergency Relief Coordinator and Department of Families, Fairness and Housing (Regional) and Control Agency and Victoria Police to transition coordination arrangements from Relief to Recovery. Transition must involve consultation and agreement between the Incident Controller, Municipal Emergency Resource Coordinator and Municipal Recovery Manager.

6.11.2 Recovery Transition

Transitioning from incident specific recovery services to mainstream (business as usual) services is an important consideration when planning and implementing recovery programs. Recovery coordinators should consult with communities and agencies on the timing of this transition. Post recovery activities involve longer term community development and preparedness.

6.12 Functional Areas of Recovery/ Recovery Environment

The Municipal relief and recovery planning process is structured to address key services/activities within the four recovery environments as identified in the State Emergency Management Plan, State Emergency Relief and Recovery Plan. The four environments, which align with the Community Recovery Handbook are:

- **Social environment** – the social environment considers the impact an event may have on the health and wellbeing of individuals, families and communities. This environment is primarily concerned with safety, security and shelter, health and psychosocial wellbeing.
- **Economic environment** – this environment considers the direct and indirect impacts that an event may have on business, primary producers and the broader economy.
- **Built environment** – this environment considers the impacts that an event may have on essential physical infrastructure including essential services, commercial and industrial facilities, public buildings and assets and housing.
- **Natural environment** – this environment considers the impact that an event may have on a healthy and functioning environment, which underpins the economy and society.

Components of the natural environment include air and water quality; land degradation and contamination; plant and wildlife damage / loss; national parks, state forests, aboriginal culture and healing.

Each of these areas overlaps considerably and requires coordination and collaboration to address issues arising from an emergency. Recovery from emergencies is a developmental process to manage the re-establishment of those elements of society necessary for their wellbeing.

6.13 Relief and Recovery Services and Providers

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

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

The process for review of these arrangements is through after event debriefs, discussions at MEMPC and Relief and recovery Sub-committee meetings, regular review of the standard operating procedures and exercises.

6.14 Sharing of Personal Information

The Commissioner for Privacy and Data Protection has issued an Information Sheet titled Emergencies and Privacy which states 'Information privacy law is not a barrier to appropriate information sharing in emergencies.

A copy of the current Information Sheet is located here [Emergencies and Privacy](#)

6.15 Immediate Relief and Recovery Arrangements

The primary needs of people affected by an emergency are safety, shelter, clothing, food, medical attention and personal support. These basic needs must be provided with urgency and given a high priority. The MRM in conjunction with the MEMPC Relief and Recovery Sub-committee coordinate these arrangements.

The details of relief and initial recovery services and providers is included in **Appendix N**.

6.15.1 Co-ordination and Management of Clean Up and Repair Activities

The MRM in conjunction with the MEMPC and Relief and Recovery Sub-committee will coordinate the services and programs required to implement clean up and repair activities following the cessation of the Response stage. Development of arrangements requiring the

utilisation of resources to support this activity will be developed in conjunction with the MERC and MEMO prior to transition from relief to recovery.

Clean up and repair activities will include the disposal of deceased, maimed or distressed animals (including livestock), native and feral. Processes for undertaking this function are detailed in the [East Gippsland Shire Animal Welfare Plan](#) and [East Gippsland Disaster Waste Plan](#).

6.15.2 Relief Re-supply through Incident Control Centres (ICC)

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

- the impacted community
- places of community gathering or isolated communities
- transit sites
- safe locations, as appropriate

Council will coordinate re-supply through the ICC.

6.16 Community Recovery

Here is the link to the [Emergency Recovery Resource Portal](#)

6.16.1 Community Recovery Planning Committee

Bushfire Recovery Victoria (BRV) and local government support communities to develop their own recovery governance and planning processes. This may include the establishment of Community Recovery Planning Committees (CRCs) to lead the community's recovery journey.

CRPCs reflect the diversity of the community they represent. They give a voice to the broad views and aspirations of the community, are a conduit between communities and local and state government, and identify the community's recovery priorities – including but not limited to priorities which would benefit from government or other support.

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

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

CRPCs are formed as soon as is deemed necessary by the MEMPC Relief & Recovery Sub-Committee and disband when the need is no longer apparent. In some circumstances CRPCs have been known to operate for years, rather than weeks or months. They are a community led committee focusing on the recovery planning, needs and activities at a local level.

6.16.2 Community Recovery Planning Committee Membership

The composition of the committee will vary depending on the affected area. The membership of the committee should include community leaders and representatives ensuring that the four functional areas of recovery (Social, Economic, Built and Natural) are considered and include the following;

- Municipal Recovery Manager - Chair
- East Gippsland Recovery Facilitators - as required
- Nominated Councillor
- Community Leaders
- Community Groups
- Impacted Residents
- Affected Persons
- Local Businesses
- Local Tourism Operators

6.16.3 Community Recovery Planning Committee Functions

The functions of this committee consist of the following:

- Represent community needs after to an event.
- Assist in the development and implementation of a local Community Recovery Plan.
- Monitor the overall progress of the recovery process at a community level.
- Identify community needs and report back to the MEMPC Relief & Recovery Sub-Committee via the MRM.
- Undertake local recovery activities where appropriate e.g. memorial services and community events.
- Liaise, consult and negotiate, on behalf of affected communities, with relief and recovery agencies, Council and government departments.

The CRPC will work closely with the MEMPC Relief & Recovery Sub-Committee. The MRM will be responsible for reporting on the progress of the CRPC to the MEMPC committee.

6.16.4 Communicating with the Affected Community

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

- A range of telephone information and advice services may be set up during and immediately following the emergency to provide information and referral to people affected by the emergency and to the general community.
- These services may include: Council's web page will contain information about recovery services available and how to access them.

The VicEmergency Hotline 1800 226 226, website www.emergency.vic.gov.au, IOS and Android Apps, Facebook, facebook.com/VicEmergency and Twitter, twitter.com/VicEmergency provide information on warnings relief and recovery services for all significant emergencies across Victoria.

6.17 Initial Impact and Needs Assessment

One of the critical factors in the management of an effective recovery program following an emergency is to gain early accurate information about the impact of the event upon individuals, the community and physical infrastructure. This information can be gathered as part of the Initial Impact Assessment process which will identify a range of impacts across the four functional areas of recovery.

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

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

Council will coordinate the local relief and recovery impact and needs assessments (secondary assessment), sharing information with Victorian Government agencies as requested. Data gathered will be linked in with Council's rates database for validation and input in to the Crisisworks software system for management and reporting. Council will arrange for the impact/needs assessment teams (Outreach Teams) to enter impacted areas when the emergency is under control and it is safe to do so. The MRM will be responsible for ensuring the monitoring and reporting of needs and assessments to the MEMPC Relief & Recovery Sub-Committee, MEMP and Regional Recovery Committees.

The BRV / DFFH are responsible for coordinating loss and damage reporting for recovery at the regional and EMV at the state level.

6.18 Emergency Recovery Operations Process

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

6.19 Escalation

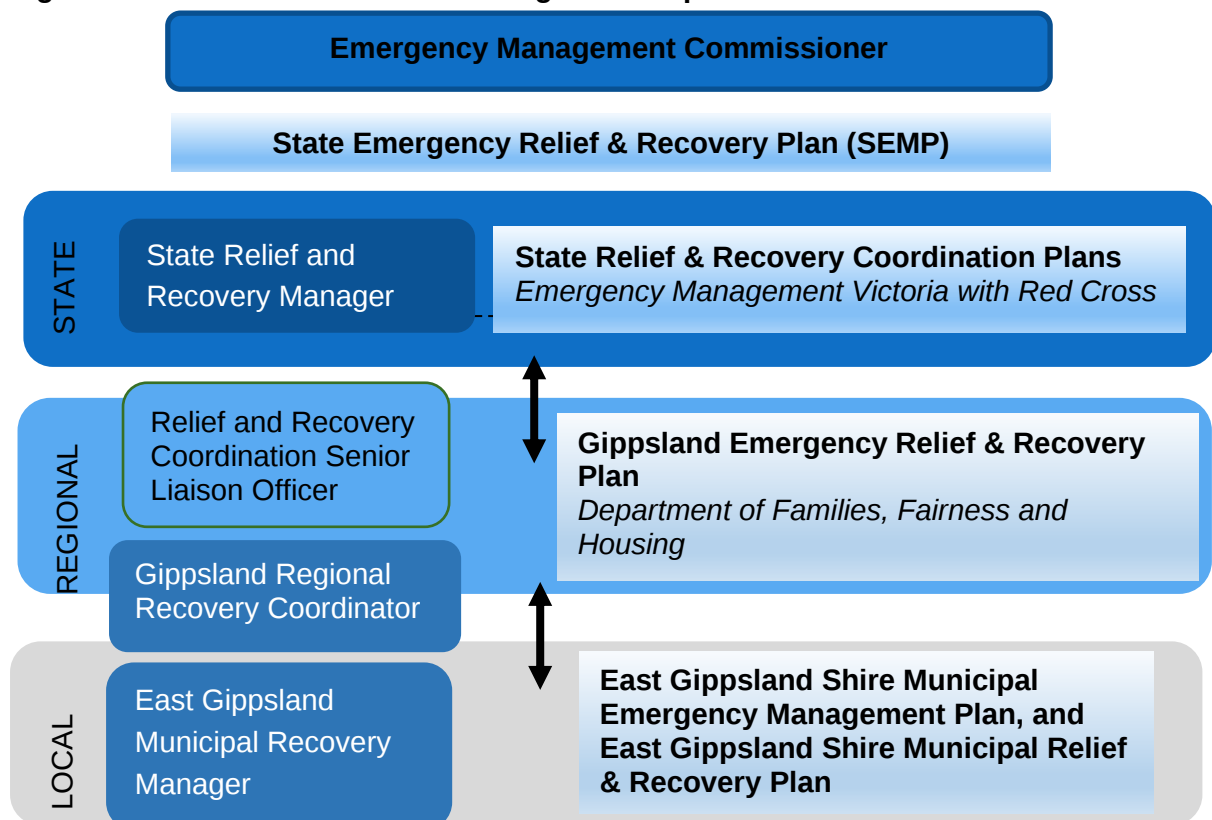
Initial relief and recovery management is undertaken at a municipal level. DFFH can be requested to assume the role of coordinating agency for relief and recovery at the regional level and EMV at the state level if an emergency exceeds the capacity of Local Government due to the:

- scale
- complexity
- geographic area
- level of human impact
- dispersion of the affected population

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

Where an emergency has a significant community-wide impact, the Victorian Government may establish an event specific relief or recovery coordination structure, to oversee a whole of sector response.

Figure 3. State and Regional Responsibilities



6.20 Vulnerable Community Members

At all times care will be taken to identify those in the community impacted by the emergency that require additional assistance to manage i.e. elderly, disabled, poor. In different types of emergency the community members most vulnerable to the emergency can change, i.e. business or farming.

Many of these vulnerable community members can be identified by accessing the Vulnerable Persons Register (VPR), local community health services or may be located in vulnerable facilities.

Appendix M provides further information for Vulnerable Persons in Emergencies.

The agencies providing service to vulnerable clients or places identified where vulnerable people may be located are listed at MEMP **Appendix O**.

Each government department with responsibility for identified vulnerable population groups and have a responsibility to ensure services have been communicated and evacuation plans in place for residents during emergencies.

6.20.1 Gender

Women and men experience emergencies differently, including how they recover from emergencies. Gender will often shape how people perceive what is a risk, who will make the decisions and how and what support is obtained and or accessed in an emergency. It is known that incidences of family violence increase when a disaster occurs, including in recovering from emergencies.

It is important to address gender issues in emergency management as it will result in more resilient and equitable communities. The integration of gender considerations into emergency management decision making, policy development and service deliveries will contribute to:

- Improved resource allocation
- Community understanding of support services
- Aim to reduce incidents of family violence
- Reduce risk taking activities during and after emergencies
- Improve community resilience
- Improve community health and wellbeing.

Gender consideration will be given in planning and management arrangements, communication, relief and recovery plans and training of staff and volunteers.

6.20.2 Cultural Diversity

Persons who identify as being from a Culturally and linguistic diverse (CALD) background can be vulnerable during emergencies as they may face numerous known barriers that can impinge on their ability to understand and respond to emergency information.

Culturally sensitive emergency management planning should take into account the potential characteristic of CALD community members:

- Socio economic challenges
- Education levels
- Literacy
- Language barriers
- Cultural barriers
- Distrust of authority
- Lack of preparation
- Understanding of appropriate relief to emergency

These people may also be more susceptible to hazards or risks in environments that are not familiar, particularly if they are from non-English speaking backgrounds.

Inclusive relief and recovery planning may require special consideration for CALD community members in aspects including but not limited to communication, food, religious needs, personal support and sleeping arrangements.

6.21 3 Municipal Recovery Line

East Gippsland Shire Council operates a municipal (East Gippsland) Recovery Line - 1800 100 298. The Recovery Line is set up as early as possible during an emergency. Initially it may be as part of the Municipal Emergency Operations Centre (MEOC). Once the MEOC is stood down the Recovery Line will be transferred to the Emergency Management team area within Councils Bairnsdale office if Council can effectively manage the recovery needs of individuals/community. Where the recovery needs of communities require greater coordination and the participation of other recovery agencies and partners it is usual that a separate Recovery Centre is set up, and where possible, close to the affected community/s.

6.21.4 Public Information Services

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

- The VicEmergency website managed by Emergency Management Victoria provides information on Relief and Recovery for all significant emergencies.
- The VicEmergency Hotline 1800 226 226 is the one number for the Victorian Bushfire Information Line, the Victorian Emergency Relief Information Line and the VICSES Flood and Storm Information Line

- A Municipal Recovery Line - 1800 100 298 - will be established as soon as possible by East Gippsland Shire Council to provide information about recovery services to those affected. Council's web page will also contain information about recovery services available and how to access them.
- Lifeline Gippsland – 13 11 14 - is a 365 day 24/7 service to provide personal support to people affected by emergencies in Gippsland.

6.21.5 Local level media arrangements

The MRM will liaise with Council's Coordinator Media and Public Relations concerning all communications external to Council.

6.21.6 Regional level media arrangements

To assist in the implementation of communications and community engagement in the regional level, a Regional Recovery Communications Officer (DFFH) can be appointed to work directly with Council and other agencies. Should an Officer be appointed, they will be responsible for coordinating whole-of-Victorian Government recovery communication and engagement in the region, including:

- identifying public and stakeholder communication needs
- developing targeted communications to meet these needs
- liaising directly with municipalities and stakeholders working in recovery.

It is the responsibility of other government departments and service delivery agencies to keep the DFFH of relevant relief and recovery-related communications.

6.22 Donations and Spontaneous Volunteers

6.22.1 Donations

The National guidelines for managing donated goods states monetary donations are preferred over donated goods. Money is the most useful donation because it provides flexibility and choice to meet immediate needs. It also circulates in the affected community, stimulating faster recovery for the local economy.

In Gippsland, it is preferred that people give monetary donations to the Gippsland Emergency Relief Fund (GERF).

6.22.2 Spontaneous Volunteers

Spontaneous volunteers are not permitted to work or enter an Emergency Relief Centre or Recovery Centre and will be strongly discouraged from going directly to any affected community.

Eligible organisations involved in emergency management can:

Register as volunteer in an emergency, [link to Volunteering Victoria](#)

- Receive tailored information and support to help prepare for emergency volunteering
- Submit requests for volunteers to assist with specific tasks before, during or after an emergency

Individuals who wish to volunteer in an emergency can also register directly with Volunteering Victorian Emergency volunteering - Volunteering Victoria. People who wish to train as a Manager of Spontaneous Emergency Volunteers should refer the Volunteering Victoria webpage Managers of Spontaneous Emergency Volunteers - Volunteering Victoria

State laws require emergency assistance volunteers to be registered to protect the safety and security of the people and property affected by an emergency event, as well as ensure that those providing assistance are qualified to do so and covered by the participating agencies liability plan.

Recovery and rebuilding are most effective when coordinated through local and experienced volunteer and community organisations such as Blazeaid and Growcon, responding to requests for help from impacted individuals and communities and with knowledge of Council.

Other References:

Phoenix The Disaster Mental Health Hub: <https://www.phoenixaustralia.org/>

Australian Government Disaster Assist website at: www.disasterassist.gov.au

Australian Taxation Office: Guide to dealing with disasters: www.ato.gov.au

Community Recovery Handbook- <https://knowledge.aidr.org.au/handbook-2-community-recovery/>

Communicating in Recovery Guide- www.redcross.org.au/communicating-in-recovery.aspx

Department of Families Fairness and Housing website at: www.dffhs.vic.gov.au/emergencies

Donating Food to Emergency Services refer to Department of Health website at: www.health.vic.gov.au

Emergency Management Planning for Children and Young People: Planning guide for local government is available at: [Emergency management planning for children and young people - Department of Human Services, Victoria, Australia](http://www.DFFH.vic.gov.au/about-the-department/plans,-programs-and-projects/plans-and-strategies/emergency-management/emergency-management-planning-for-children-and-young-people) or <http://www.DFFH.vic.gov.au/about-the-department/plans,-programs-and-projects/plans-and-strategies/emergency-management/emergency-management-planning-for-children-and-young-people>

People wishing to volunteer should register using the Victorian Government's volunteering portal at: www.volunteer.vic.gov.au

Privacy, Office of Victorian Privacy Commissioner: <https://ovic.vic.gov.au>.

Psychosocial Support: A Framework for Emergencies: <https://providers.dffh.vic.gov.au/psychosocial-support-framework-emergencies-pdf>

Public health fact sheets - the Department of Health has developed fact sheets in English and other community languages on a range of health issues:

- www.betterhealth.vic.gov.au
- www.health.vic.gov.au

Register.Find.Reunite. service at www.redcross.org.au

Sphere handbook: Humanitarian Charter and Minimum Standards in Humanitarian Relief
www.sphereproject.org.

Spontaneous Volunteer Management Resource Kit, on the Red Cross website at:
www.redcross.org.au

Victorian Relief and Recovery website: www.recovery.vic.gov.au

Victorian Emergency Animal Welfare <https://agriculture.vic.gov.au/livestock-and-animals/animal-welfare-victoria>

PART SEVEN – ROLES AND RESPONSIBILITIES

7.1 Introduction

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

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

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

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

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

7.2 Roles and responsibilities

Throughout the SEMP there are various links to the [Roles and Responsibilities](#) website that provide detailed information on agency roles and responsibilities, and demonstrate Victoria's emergency management capability through the alignment of agency roles and responsibilities to the [Victorian Preparedness Framework](#) core capabilities and critical tasks.

PART EIGHT - APPENDICES

Appendix A -	Statement of Assurance (SoA)
Appendix B -	Service providers providing care to vulnerable persons in East Gippsland
Appendix C -	The organisations and support agencies for recovery at a Municipal level
Appendix D -	Organisations listed in the Relief and Recovery Services and Providers section
Appendix E -	Appendix E - Community Emergency Risk Assessment Tools
Appendix F -	Risk Register Emergency Management East Gippsland Shire
Appendix G -	Role Statements Regional and Municipal Levels
Appendix H -	Emergency contact directory
Appendix I -	Municipal Association of Victoria outlining East Gippsland Shire management and review of Neighbourhood Safer Place locations
Appendix J -	East Gippsland Shire Council list of special plans
Appendix K -	Municipal Emergency Management Planning Committee details
Appendix L -	Terms of Reference (TOR) template
Appendix M -	Information for Vulnerable Persons in Emergencies
Appendix N -	Relief and initial recovery services and providers
Appendix O -	Agencies providing service to vulnerable clients
Appendix P -	Amendment history

Appendix A – Statement of Assurance

Part 1: Checklist

For sub-plans: As a sub-plan forms a part of the principal MEMP, the assurance checklist may refer to where the principal MEMP addresses a certain requirement to acquit the sub-plan of that requirement.

Num ber	Checklist Requirement (Act section and/or <u>Guidelines section</u>)	Self- assess ment	Evidence (include MEMP or MEMP sub-plan page number/s)
Plan has been prepared in accordance with the following legislative requirements under the Emergency Management Act 2013 (the Act):			
1.	The MEMP or sub-plan has been prepared by the municipal emergency management planning committee (MEMPC) ¹⁴ (Sections 59D(a) and 60ADB(1))	✓	MEMPC formed and consultation completed. MEMPC Terms of Reference (ToR) completed Consultation by the membership of the MEMPC was completed and input collated.
2.	In the case of an updated MEMP or sub-plan, the plan has been reviewed within three years or sooner as required (Section 60AN, <u>section 6.1</u>)	✓	The review started in May 2021, then four weather events since September impacted finalising the document which resulted in a one extension.
3.	To the extent possible, the MEMP or sub-plan does not conflict with or duplicate other plans in relation to emergency management that are currently in force within Australia (Section 60AC(c), <u>section 4</u>)	✓	Correct, the MEMP sits within the Emergency Management arrangements for Victoria as outlined within the State Emergency Management Plan (SEMP) as such East Gippsland MEMP contains no conflicts.
4.	The MEMP or sub-plan is consistent with the <u>State Emergency Management Plan</u> and the relevant <u>regional emergency management plan</u> (Section 59D(b))	✓	As above, SEMP is consistently referenced throughout the Plan

¹⁴ In the case of a sub-plan, it may be that a MEMPC member agency has prepared a sub-plan on behalf of the MEMPC.

Number	Checklist Requirement (Act section and/or <u>Guidelines section</u>)	Self-assessment	Evidence (include MEMP or MEMP sub-plan page number/s)
5.	The MEMP or sub-plan is consistent with the principles underlying the preparation of emergency management plans. Principles require that the plan is: • prepared in a collaborative manner, • prepared efficiently and effectively, • prepared in a manner that acknowledges and reflects the importance of community emergency management planning (Section 60AA(1), <u>sections 3.1 and 4.1</u>)	✓	The MEMP is consistent with section 60AA (1) ensuring collaborative approach to planning across all hazards. The representation across multiple agencies ensures not only the shared responsibility but also the lead agencies are driving desired outcomes. Community emergency management planning has been undertaken within East Gippsland for in excess of 10 years. We created these and called them Local Incident Management Plans that are created by the community and currently have approximately 40 in existence.
6.	The MEMP or sub-plan is consistent with the principles underlying the contents of emergency management plans. Principles require that the plan: • aims to reduce the likelihood of emergencies and the effect and consequences they have on communities; • ensures a comprehensive and integrated approach to emergency management; • promote community resilience in relation to emergencies; • and promote appropriate interoperability and integration of emergency management systems (Section 60AA(2), Section 60ADB(1), <u>section 3.6.3</u>)	✓	The MEMP is consistent with section 60AA (2) we the aims and objectives reflect the EM principles Whilst the MEMPC aim to foster the overarching interoperability and integration between agencies, the working groups will drive their focus and tasks to mitigate risks. All agency preparedness days and activities within the community occur in support resilience building. Training and conversation in the community continues in an effect to build on community resilience.
7.	The MEMP or sub-plan contains provisions for the mitigation of emergencies (Section 60AE(a), <u>section 3.2</u>)	✓	In addition to above, all agencies work together to promote mitigation activities such as education and awareness.

Number	Checklist Requirement (Act section and/or Guidelines section)	Self-assessment	Evidence (include MEMP or MEMP sub-plan page number/s)
8.	The MEMP or sub-plan contains provisions for the response to emergencies (Section 60AE(b), sections 3.3, 3.6.2 and 3.6.3)	✓	Evidence of Activation (Section 6.9) and Escalations from the MERC to RERC (Section 6.19) is articulated in the MEMP. Transition from Response to Recovery can be located at part 5.18
9.	The MEMP or sub-plan contains provisions for the recovery from emergencies (Section 60AE(c), section 3.4)	✓	Part 6 of the MEMP outlines the recovery arrangements.
10.	The MEMP or sub-plan specifies the roles and responsibilities of agencies in relation to emergency management (Section 60AE(d), sections 3.3 and 3.5)	✓	Operational Roles and Responsibilities is outlined in section 5.4 and Part 7 provides an overview of the roles and responsibilities
11.	The MEMPC consists of membership from required agencies (Section 59A)	✓	The Terms of Reference (ToR) and MEMP outline the membership of East Gippsland MEMP.
12.	In the case of a MEMPC that has collaborated with other MEMPCs in preparing its own MEMP or sub-plan, the MEMPC has separately ensured that its own MEMP or sub-plan has been prepared in accordance with the Act and relevant guidelines issued under section 77 of the Act (Section 60ADB)	☐	Not applicable

Number	Checklist Requirement (Act section and/or <u>Guidelines section</u>)	Self-assessment	Evidence (include MEMP or MEMP sub-plan page number/s)
13.	In developing the MEMP or sub-plan, the following have been consulted and engaged: - any sector of the community the MEMPC considers appropriate - had regard to any relevant Community Emergency Management Plan - Any body, Department or other agency the MEMPC considers appropriate (Section 60AFB(1), <u>sections 4.2 and 4.2.3</u>)	✓	Community consultation occurs regularly, and communities have had input into their own plans for many years. This year alone saw an increase of local plans and we continue work with communities who previously never engaged. Community Recovery Committees and Neighbourhood House representatives have referenced the MEMP in both conversations and plans. MEMPC membership and Council staff are community members and consultation occurs across multiple disciplines whereby feedback is provided.
Plan has been prepared with regard to the following guidance in Ministerial guidelines issued under section 77 of the Act (<u>Guidelines for Preparing State, Regional and Municipal Emergency Management Plans</u>):			
14.	The MEMP or sub-plan provides a brief municipal level overview and environmental scan that explains the hazard profile and key considerations for emergency management arrangements across the key areas of mitigation, response and recovery. (Section 3.6.2 and 3.6.3)	✓	Part two provides the overview of the municipality. It details the unique characteristics and local knowledge including the history of emergencies.
15.	The MEMP or sub-plan identifies and plan for cross-agency/cross boundary/cross-border opportunities (Section 3.6.2 and 3.6.3)	✓	Cross Border operations is an important focus when planning. Section 6 outlines our current arrangements.
16.	An appropriate risk management process (consistent with Australian / New Zealand ISO 31000, such as the Community Emergency Risk Assessment) has been conducted by the MEMPC during the development of the MEMP or sub-plan. (Sections 3.2 and 4 (step 1))	✓	The risks for East Gippsland remain and have been articulated in the Plan. As a result, the detailed CERA process is scheduled and will be updated. Risk Assessment located in the Plan in section 4.2

Number	Checklist Requirement (Act section and/or <u>Guidelines section</u>)	Self-assessment	Evidence (include MEMP or MEMP sub-plan page number/s)
17.	The MEMP or sub-plan assesses existing and future capability and capacity requirements for the municipality utilising the Victorian Preparedness Framework. Through this process the MEMP or sub-plan considers where emergency management capability would be drawn from that cannot be met from within the municipality and mechanisms to escalate requests for emergency management capacity. (Section 3.5)	✓	Capability and Capacity is a key responsibility for each agency and is outlined in section 5.15 In addition, it is further referenced throughout the Plan including the resource sharing protocols that are in place.
18.	Exercises have been undertaken during the planning life cycle to test the MEMP or sub-plan (Section 4 (step 5))	✓	Real emergency events have provided opportunity to test the planning processes. Including the opportunity to debrief on each event to improve processes.
The MEMPC may provide the following optional evidence, for consideration by the REMPC as part of the approval process:			
19.	Provide examples where the MEMP or sub-plan presents any innovative approaches to emergency management that could be shared across other MEMPCs and strengthen their capabilities.	✓	Local Incident Management Plans (or Community Emergency Management Plans as outlined in the SEMP have previously stated been in existence for a long time. A community resilience program being delivered to community members, encourages self-reliant in operating an Emergency Relief Centre, as communities can be isolated. As a result, we have commenced sharing this advice at Gippsland Municipal Emergency Management Enhancement Group (MEMEG) and neighbouring Councils have attended as a learning opportunity.
20.	Any additional comments for the REMPC relating to the MEMP	<i>At the MEMPCs discretion</i>	

Appendix B - Service Providers Providing Care to Vulnerable Persons in East Gippsland

Service Providers
Gelantipy District Bush Nursing Centre
Bairnsdale Regional Health Service
Buchan Bush Nursing Association Inc
Calvary Care
Cann Valley Bush Nursing Centre
Ensay Bush Nursing Centre Inc.
The Tipping Foundation
Gippsland Lakes Community Health
Headway Gippsland
Motor Neurone Disease Association Victoria
Omeo District Health
Orbost Regional Health
Quantum Support Services Inc
Within Australia
Uniting Agewell
Noweyung Ltd
Yooralla

Appendix C -The organisations and support agencies for recovery at a Municipal level

Recovery Environment	Activity	Recovery Coordinating Agency
Social	Housing and accommodation	DFFH
	Individual and household financial assistance	DFFH
	Psychosocial support	DFFH
	Health and medical assistance	DH
Economic	Local economies	DJPR
	Businesses	DJPR
	Agriculture	DJPR
Built	Energy services	DELWP
	Public telecommunications	DJPR
	Reticulated water and wastewater services	DELWP
	Transport	DoT
	Buildings and assets	Activity leads
Natural	Natural environment, public land and waterways	DELWP
	Threatened ecosystems and species	DELWP
Service	Recovery lead agencies	Recovery support agencies
Community information	BRV	EMV Municipal councils
Public health advice	DH	Municipal councils
Formation, leadership and support of municipal recovery committees	Municipal councils	BRV
Provision and staffing for recovery/ information centres	Municipal councils	ARC
Provision and management of community recovery services	Municipal councils	BRV

Organisation of state-led public appeals	DPC	ARC
Coordination of spontaneous volunteers [3]	BRV (strategic [4]) EMV (strategic [5]) (for relief)	ARC Volunteering Victoria
Management of donated goods	BRV EMV (for relief)	Salvation Army

Appendix D – Organisations listed in the Relief and Recovery Services and Providers section

Relief service	Local Lead Agency	Regional Escalation
Animal Welfare	East Gippsland Shire Council	Department of Economic Development, Jobs, Transport, and Resource (DJPR)
Emergency shelter	East Gippsland Shire Council	Department of Families, Fairness and Housing (DFFH)
Emergency Relief Centre/s	East Gippsland Shire Council	Other Gippsland councils
Food and water	Australian Red Cross	Australian Red Cross
Reconnecting families and friends	Australian Red Cross (on behalf of Victoria Police)	Victoria Police
Disbursement of non-food items (material aids)	The Salvation Army	The Salvation Army
Emergency financial assistance	DFFH and Gippsland Emergency Relief Fund (GERF)	DFFH and Gippsland Emergency Relief Fund (GERF)
Potable water for households	East Gippsland Water	Department of Environment, Land, Water, and Planning (DELWP)
Food supply (private sector) continuity	DJPR	DJPR
First aid	Ambulance Victoria supported by St John's Ambulance	Ambulance Victoria
Community information	Control Agency and East Gippsland Shire Council	Control Agency, DFFH, East Gippsland Shire Council
Personal Support	Victorian Council of Churches – Emergency Ministry (VCC-EM), Australian Red Cross	VCC-EM Australian Red Cross
Psychosocial support	VCC – EM Primary Care Partnerships	DH
Telephone support, psychological first aid	Lifeline Gippsland Crisis Helpline	Lifeline Gippsland 1800629572
Translating & Interpreting	TIS 24/7 Phone No.13 1450	TIS 24/7 Phone No.13 1450
Children and children's activities	East Gippsland Shire Council	Save the Children Australia

Appendix E - Community Emergency Risk Assessment Tools

Consequence Rating Table

Rating	People	Environment	Economy	Public Administration	Social Setting	Infrastructure
1 Insignificant	☐ Near misses or minor injuries, no reliance on health system.	☐ Near misses or incidents without environmental damage, no recovery efforts required	☐ Financial loss < 0.1% of the jurisdiction's revenues ¹ , to be managed within standard financial provisions. ☐ Inconsequential disruptions at business level.	☐ Governing body manages the event within normal parameters. ☐ Public administration functions without disturbances. ☐ Public confidence in governance, no media attention.	☐ Inconsequential short-term reduction of services. ☐ No damages to objects of cultural significance. ☐ No adverse emotional and psychological impacts.	☐ Inconsequential short-term failure of infrastructure and service delivery. ☐ No disruption to the public services.
2 Minor	☐ Isolated cases of serious injuries. ☐ Health system operating within normal parameters. ☐ Displacement of people within jurisdictional capacity to cope. ☐ Personal support needs being met.	☐ Isolated cases of environmental damage. ☐ One-off recovery efforts required to supplement self-repair. ☐ Damage localised in extent. ☐ Short term impairment of ecosystem functions up to one year.	☐ Financial loss, 0.1-0.3% of the jurisdiction's revenues ¹ , requiring activation of reserves to cover loss. ☐ Disruptions at business level leading to isolated cases of loss of employment.	☐ Governing body manages the emergency event under emergency regime. ☐ Public administration functions with some disturbances. ☐ Isolated expressions of public concern. ☐ Jurisdiction perceived as able to pursue business as usual despite disruptions.	☐ Isolated and temporary cases of reduced services within community. ☐ Repairable damage to objects of cultural/heritage significance. ☐ Localised disruption to community wellbeing and social networks over a small area for a period of weeks.	☐ Infrastructure/systems failure impacts on part of community's functioning over a small area for a short period (a few weeks). ☐ Localised inconvenience.
3 Moderate	☐ Isolated cases of lives lost and/or some cases of serious injuries. ☐ Health system operating at maximum surge capacity. ☐ Displacement of people within capacity of the jurisdiction to cope for periods of less than 24 hours. ☐ Elements of jurisdictional personal support system operating at maximum capacity.	☐ Isolated but significant cases of impairment or loss of ecosystem function(s) at locality within jurisdiction. ☐ Some remedial efforts required for recovery. ☐ Medium term impairment up to two years.	☐ Financial loss, 0.3-1% of the jurisdiction's revenues ¹ , requiring adjustments to business strategy to cover loss. ☐ Disruptions to selected industry sectors leading to isolated cases of business failure and multiple loss of employment.	☐ Governing body manages the emergency event with considerable diversion from policy. ☐ Public administration functions limited by focus on critical services. ☐ Instances of public protests with emergent alarm. ☐ Significant diversion from State policy goal(s) or program(s).	☐ Ongoing reduced services within community. ☐ Permanent damage to objects of cultural/heritage significance. ☐ Major disruption to community wellbeing and social networks over a locality for a period of months.	☐ Infrastructure/ systems failure puts severe pressure on part of community's functioning over a medium to large area for a medium period (up to three months). ☐ Widespread inconveniences but no external support required.

	Rating	People	Environment	Economy	Public Administration	Social Setting	Infrastructure
4	Major	☐ Multiple loss of life (mortality in the order of 0.001% of the jurisdictional population). ☐ Health system operating at maximum capacity, under severe pressure. ☐ Isolated cases of displacement of people for periods in the order of a day. ☐ Jurisdictional personal support system operating at maximum capacity. ☐ Normal health care and living standards difficult to maintain.	☐ Severe impairment or loss of ecosystem functions affecting one or more species or regional landscapes. ☐ Progressive environmental damage. ☐ Extensive recovery effort required. ☐ Serious long term impairment or loss of ecosystem function(s) up to five years.	☐ Financial loss, 1-3% of the jurisdiction's revenues¹, requiring major changes in business strategy to (partly) cover loss. ☐ Significant disruptions across industry sectors leading to multiple business failures and loss of employment.	☐ Governing body absorbed with managing the emergency event. ☐ Public administration struggles to provide critical services. ☐ Loss of public confidence in governance, with serious widespread public outcry and some alarm. ☐ State policy goal(s) or program(s) abandoned.	☐ Reduced quality of life within community. ☐ Significant loss or damage to objects of cultural/heritage significance. ☐ Severe disruption to community wellbeing and social networks over a wide area for up to two years.	☐ Medium to long term (three to six months) failure of significant infrastructure and service delivery affecting large parts of the community. ☐ Initial external support required.
5	Catastrophic	☐ Widespread multiple loss of life (mortality in the order of 0.01% of the jurisdictional population). ☐ Health system over-stressed. ☐ Large numbers of displaced people for periods of days or more. ☐ Aid sourced from outside the jurisdiction, people leave the jurisdiction to seek help. ☐ Normal health care and living standards abandoned.	☐ Widespread severe impairment or loss of ecosystem function(s) across many species and multiple or large regional landscapes. ☐ Irrecoverable environmental damage. ☐ Permanent loss of ecosystem in its pre-existing form. ☐ Limited ecosystem recovery over more than five years.	☐ Unrecoverable financial loss > 3% of the jurisdiction's revenues¹. ☐ Asset destruction across industry sectors leading to widespread business failures and loss of employment	☐ Governing body unable to manage the emergency event. ☐ Disordered public administration without effective functioning. ☐ Public alarm and unrest, civil order requires inter-jurisdictional reinforcement. ☐ Government resigns or alternative governance necessary for some period.	☐ Community ability to support itself severely impaired. ☐ Widespread loss of objects of cultural/heritage significance. ☐ Severe disruption to community wellbeing and social networks over the whole area or a large part of it for a period of many years.	☐ Long term failure (over six months) of significant infrastructure and service delivery affecting most of the community. ☐ Ongoing external support at a large scale required

Consequence Category Definitions

People	The health system, i.e. doctors, hospitals, ambulances at local/regional levels. Local/regionally-based resources and systems to assist people who are displaced from their homes for a length of time. This includes temporary accommodation. Local/regionally-based resources for supporting affected/displaced people with e.g. material aid, food, financial assistance, personal support services.
Environment	The continued normal functioning of significant ecosystems.
Economy	The economy of the local area, considering: • Value of overall damage and consequential losses incurred • Disruption to particular sectors of industry • Need for extraordinary government financial provisions for recovery.
Public Administration	Relates to the impacts of the emergency on the governing body's ability to govern.
Social Setting	The ability of the community to maintain normal functioning, its resilience, its social fabric and cultural values and heritage.
Infrastructure	The functionality and continued supply, via the critical infrastructure systems, of the essentials of contemporary society, e.g. fuel, water, telecommunications, transport, food supply, money.

Controls/mitigation activities rating criteria

	Rating	Criteria
1	Effective	Controls in place are effective. There may be no need to change the controls but they should be reviewed for appropriateness.
2	Moderately effective	Although current controls are effective, some improvement opportunities may be/have been identified. Further review and analysis suggested.
3	Moderately ineffective	Controls are in place but may be insufficient to reduce risk consequence and/or likelihood to an acceptable level. Review of controls is highly desirable with potential need for update/remediation.
4	Very ineffective	Controls are in place but are likely insufficient to reduce risk consequence and/or likelihood to an acceptable level. Review and remediation of controls is required.
5	Completely ineffective or non-existent	Few if any controls are in place. Urgent review and remediation of controls is required.

Likelihood Rating Criteria

	Likelihood category	Estimated average recurrence interval	Description
1	Very Rare	>1,000 years	No recorded events or any indicative evidence No recent events in comparable jurisdictions Minuscule opportunity, reason or means to occur
2	Rare	101 – 1,000 years	Few recorded events or little indicative evidence Some similar events in comparable jurisdictions Little opportunity, reason or means to occur
3	Unlikely	11 – 100 years	Some recorded events Some events in comparable jurisdictions Some opportunity, reason, or means to occur
4	Possible/ Likely	1 – 10 years	Many recorded events Some events in comparable jurisdictions Great opportunity, reason, or means to occur
5	Almost Certain	More than once a year	Expected to occur in most circumstances; with strong anecdotal evidence and history of recorded incidents

Appendix F - Risk Register

Reviewed by Risk Committee annually reviewed

Ratified at MEMPC 2018

No.	Treatment Plans for Top Risks	Residual Risk	Sub Plans
1	Bushfire Large	H	Municipal Fire Management Plan
2	Bushfire Small	H	Municipal Fire Management Plan
3	Flood Moderate	H	East Gippsland Shire Flood Plan
4	Heatwave	M	Heatwave Plan
5	Road Transport Incident- large commercial vehicle	M	
6	Service Disruption- Electricity	M	
7			

The full assessment can be viewed by following the link below.

[Community Emergency Risk Assessment](#)

Appendix G - Role Statements Regional and Municipal Levels

Statutory appointments

Regional Emergency Response Coordinator (RERC) VicPol

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

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

- coordinate resources or services within the emergency response region, having regard to the provisions of section 56 (2) of the EM Act 2013
- monitor control arrangements for emergencies across the region to ensure they are effective
- in the event of uncertainty, determine which agency is to perform its statutory response role within a region, in accordance with the requirements of the SEMP Part 7 – Emergency Management Agency Roles, where more than one agency is empowered to perform that role
- where necessary, ensure the Regional Controller has formed and is chairing the REMT or, where there are multiple disparate emergencies in the Region, form and chair the REMT
- monitor the provision of information and warnings to affected communities
- source resources and services requested by the MERC and escalate requests unable to be fulfilled by the region to the Emergency Management Commissioner through the Senior Police Liaison Officer (SPLO)
- ensure the Regional Controller/s develop a regional strategic plan for the management of the emergencies within the region
- ensure the Regional Recovery Coordinator (DFFH) has been notified of the emergency to ensure relief and recovery measures are in place
- monitor the provision of relief across the region, in collaboration with the Regional Recovery Coordinator
- consider registration of persons affected by the emergency
- monitor the need to declare an emergency area
- provide the SPLO with information or advice on issues relating the control, command, and coordination of the emergency response, including issues relating to consequence management, the provision of relief and the transition to recovery
- ensure the Regional Control Team and REMT conduct an operational debrief, where necessary, after a period of activation.

Municipal Emergency Response Coordinator (MERC) VicPol

The member of Victoria Police appointed as an emergency response coordinator for each municipal district is known as a MERC.

The MERC is responsible for bringing together agencies and resources within a municipal district to support the response to emergencies.

The MERC communicates with the Emergency Management Commissioner through the RERC. The role of the MERC is to:

- ensure that the appropriate control and support agencies are in attendance - or have been notified by the controller and are responding to an emergency
- in the event of uncertainty, determine which agency is to perform its statutory response role in accordance with the requirements of SEMP – Emergency Management Agency Roles, where more than one agency is empowered to perform that role
- ensure the incident controller has formed and is chairing an IEMT or, if the incident controller is unable to attend or there are several disparate emergencies within the municipality, form and chair an IEMT
- ensure timely warnings and information are provided to the community and support agencies by the control agency
- arrange for the provision of response resources requested by control and support agencies and escalate unfulfilled requests to the RERC
- ensure the incident controller has developed and issued an incident action plan (including objectives and strategies for managing the incident)
- ensure the Municipal Recovery Manager has been notified by the incident controller of the emergency, to ensure relief and recovery measures are in place
- consider the provision of relief to affected communities where necessary and advise the Municipal Recovery Manager (MRM) of requirements
- consider registration of persons affected by the emergency
- ensure the Municipal Emergency Management Officer (MEMO) is advised of the emergency, is available to provide access to council owned or controlled resources (refer also to Part 1 of this MEMP) if required and is receiving information as appropriate
- consider the need for declaration of an emergency area
- provide the RERC with information or advice on issues relating the control, command, and coordination of the emergency response, including issues relating to consequence management, the provision of relief and the transition to recovery
- ensure the control agency for the emergency has organised an operational debrief with participating agencies as soon as practicable after cessation of response activities.

Incident Controller IC

An incident controller must consider and apply the State emergency management priorities (refer SERP).

The incident controller's responsibilities are to:

- carry out the directions of the regional controller, where appointed, or the State Response Controller or Class 2 state controller, where appointed
- take charge and provide leadership for the resolution of the incident, including tasking support agency commanders
- establish a control structure to suit the circumstances and monitor its performance
- ensure the timely issue of warnings and information to the community or refer these to the regional controller, where appointed, or where the regional controller has not been appointed, the State Response Controller or Class 2 state controller
- identify current and emerging risks, or threats in relation to the incident and implement proactive response strategies
- activate relief arrangements through the Municipal Recovery Manager
- lead multi agency planning and develop and implement an incident action plan (including objectives and strategies to manage the incident)
- establish and manage the IMT, if required
- establish the IEMT, if required
- oversee the operational functioning of the incident control centre, if operating
- ensure the timely flow of information to the:
 - regional controller (if appointed) or the State Response Controller or Class 2 state controller
 - control and support agencies
 - MERC (VicPol)
 - IEMT
 - Municipal Recovery Manager (Council)/Regional Recovery Coordinator (DFFH)
 - other stakeholder agencies
- continually assess the performance of the emergency response against the incident action plan
- request appropriate resources for subordinates to achieve tasks, or adapt tasks according to available resources
- initiate initial impact assessment where necessary
- apply the Emergency Management Commissioner operational standards and incident management procedures, where appropriate.

Agencies

The roles and responsibilities of specific agencies are listed in the SEMP – Emergency Management Agency Roles.

Control Agency

A control agency is responsible for:

- Planning to deliver their responsibilities as listed in the SEMP – Emergency Management Agency Roles, in accordance with the agency's legislative and administrative responsibilities and the arrangements in this SERP. This includes:
 - planning to resource these responsibilities through agency resources, support agency resources or contract or supply arrangements with private industry
 - where the arrangements for managing, an emergency vary from the arrangements in this SERP, preparing a SERP sub-plan for the emergency in accordance with the SERP Sub-Plan Guidelines
- Confirming the arrangements for the appointment of controllers for the specific form of emergency for which the agency is the control agency.
- Responding to the form of emergency for which the agency is the control agency in accordance with the arrangements in this SERP or the relevant SERP Sub-plan.
- Having systems and processes in place for controllers to notify the agency of significant events or the potential for an emergency to become a major emergency.
- Organising an operational debrief with participating agencies as soon as practicable after the cessation of emergency response activities and in proportion to the scale of the emergency.
- Notifying the Emergency Management Commissioner of major emergencies or situations that may affect the capability of the agency to perform its role or responsibilities.
- Paying the costs of the emergency response that are the responsibility of the control agency, as outlined in the SEMP, except where other specific cost sharing or cost recovery arrangements are in place.

Support Agency

All agencies listed in the SEMP – Roles and Responsibilities. This may relate to a specific response, relief, or recovery function, or to ensuring the agency continues to deliver its normal services during an emergency, as part of consequence management.

A support agency is responsible for:

- Planning to deliver their responsibilities in accordance with the agency's legislative and administrative responsibilities, the arrangements in this SERP and in relevant SERP sub-plans.
- Responding to emergencies in accordance with the arrangements in this SERP or the relevant
- SERP sub-plans.
- Participating in relevant operational debriefs.
- Notifying the Emergency Management Commissioner of situations that may affect the capability of the agency to perform its role or responsibilities.
- Paying the costs of the emergency response that are the responsibility of a support agency, as outlined in the SEMP, except where other specific cost sharing or cost recovery arrangements are in place.

Agency or functional commander

The role of an agency or functional commander at each tier of emergency response for a Class 1, 2 or 3 emergency is to:

- support the directions of the controller at that tier
- establish an agency or functional command structure to suit the circumstances
- take charge and provide leadership of agency or functional resources ensuring they are focused on supporting the controller to resolve the incident
- participate in and contribute to team meetings at the respective tier, as required
- ensure the timely flow of information, at the relevant tier, to the:
 - controller
 - emergency response coordinator
 - recovery coordinator / manager
 - work within the control structure for the emergency.

Emergency Management Liaison Officer

Support agencies may provide or may be requested by an emergency response coordinator or controller to provide an emergency management liaison officer(s) (EMLO) to the Regional

Control Centre or Incident Control Centre.

An EMLO:

- represents the agency in the relevant control centre
- may represent the agency at the IEMT or REMT, if the relevant agency commander is unable to attend
- should be empowered to commit, or to arrange to commit, the resources of the agency to respond to an emergency
- provides advice in relation to the role and activities of the agency
- should maintain ongoing communications with the agency.

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

The process for appointing and deploying controllers

Regional and Incident Controllers

Preparation of a list of endorsed regional and incident controllers

The Emergency Management Commissioner will annually request the Chief Officer of each of the responder agencies to prepare a list of people with relevant expertise in managing hazards relevant to Class 1 emergencies and who are suitable to undertake the role of controller. The list will specify the people who are suitable to be regional controllers for Class 1 emergencies and the people who are suitable to be incident controllers for Class 1 emergencies.

The Emergency Management Commissioner may endorse persons as regional controllers for Class 1 emergencies and may endorse persons as incident controllers for Class 1 emergencies.

The Emergency Management Commissioner will maintain a list of people who are endorsed as regional controllers for Class 1 emergencies and a list of people who are endorsed as incident controllers for Class 1 emergencies.

Appointment and deployment of regional controllers

The State Response Controller may appoint controllers for Class 1 emergencies to the regional tier. A person appointed as the controller for a Class 1 emergency at the regional tier shall be called a regional controller. A regional controller for a Class 1 emergency must be named in the list of endorsed regional controllers.

A regional controller for a Class 1 emergency is responsible for managing and leading the response to the Class 1 emergency within the specified region.

During extended periods when Class 1 emergencies are likely, the State Response Controller will direct the regional agency commanders of the responder agencies to:

- prepare a written roster for the regional controller role for each region, comprising people named in the list of endorsed regional controllers, for approval by the State Response Controller.
- the approved roster will include a direction from the State Response Controller for regional controllers, once appointed, to deploy incident controllers.

Through approving this roster in writing, the State Response Controller gives effect to:

- the appointment of each person to the regional controller role for the period specified on the roster
- the direction to an appointed regional controller to appoint and deploy incident controllers in accordance with the arrangements below.

Where a Class 1 emergency is anticipated to occur, or is occurring and there is no regional controller roster activated in the relevant region, the State Response Controller will:

- deploy a regional controller from the list of endorsed regional controllers
- will direct this regional controller to appoint and deploy incident controllers in accordance with the arrangements below
- record the deployment of the regional controller and the direction to appoint and deploy incident controllers, in writing within 24 hours of the deployment.

Appointment and deployment of incident controllers

Where directed by the State Response Controller, a regional controller for Class 1 emergencies may appoint and / or deploy controllers for Class 1 emergencies to the incident tier. A person deployed as the controller for a Class 1 emergency at the incident tier shall be called an incident controller. An incident controller for a Class 1 emergency must be named in the list of endorsed incident controllers. An incident controller for a Class 1 emergency is responsible for managing and leading the response to a specified incident or incidents.

When Class 1 emergencies are anticipated to occur, the regional controller will deploy incident controllers from the list of endorsed incident controllers and will locate them in incident control centres ready to manage Class 1 emergencies or situations with the potential to become Class 1 emergencies. When deciding the number of incident controllers to be deployed and their location, the regional controller will consider the state and regional risk profile and the need for sustainable deployment of available resources. The regional controller will record these deployments in writing, within the system designated for this purpose, within 24 hours of the deployment.

Where a Class 1 emergency is occurring and additional incident controllers to those placed in readiness are required, the relevant regional controller will deploy incident controllers from the list of endorsed incident controllers. The regional controller will record these deployments in writing, within the system designated for this purpose, within 24 hours of the deployment.

Where a Class 1 emergency is occurring and no incident controllers have been placed in readiness, the regional controller, or State Response Controller, if the regional controller is not appointed, will deploy incident controllers from the list of endorsed incident controllers and will record these deployments in writing, within the system designated for this purpose, within 24 hours of the deployment.

Other Key Municipal Emergency Management Roles

Municipal Emergency Management Officer (MEMO)

The East Gippsland Shire Council appoints a suitable Officer to fulfil the function of Municipal Emergency Management Officer (MEMO) pursuant to Section 21(1) of the *Emergency Management Act 1986* Council has appointed the additional Officers to the Deputy Municipal Emergency Management Officers positions.

A MEMO is appointed by Council's CEO on advice from the Municipal Emergency Manager. The role of the MEMO is to:

- coordinate municipal resources in emergency response;
- provide council resources when requested by emergency services or police during response activities;
- maintain effective liaison with emergency agencies within or servicing the municipal district;
- maintain an effective contact base so municipal resources can be accessed on a twenty-four-hour basis;
- keep the Municipal Emergency Operation Centre(s) prepared to ensure prompt activation if needed;
- liaise with the MEM and the MRM on the best use of municipal resources;
- organise a response debrief if requested by the Municipal Emergency Response Coordinator (MERC), an appointee of Victoria Police;
- ensure procedures and systems are in place to monitor and record expenditure by the council in relation to emergencies; and

- perform other duties as determined.

Municipal Emergency Manager (MEM)

The Manager Place Services has been appointed as the East Gippsland Shire Council's Municipal Emergency Manager by the CEO. The MEM is responsible for the effective management of the council's emergency management activities as outlined in the SEMP.

The Manager Place Services can delegate to another East Gippsland Shire Council General Manager to act as MEM proxy in all matters pertaining to emergency management for East Gippsland Shire Council. The roles and responsibilities for the MEM are:

- chair the Risk Management Group;
- coordinate a range of risk reduction activities to ensure maximum efficiency and synergy is obtained;
- liaise with the community on all safety matters and support staff and groups designated to deal with specific risks;
- track the progress of risk treatment programs;
- chair the MEMPC;
- ensure the MEMP is effective and current;
- ensure that municipal resources are utilised effectively in a community emergency, for response and recovery activities;
- coordinate the emergency management activities of, and liaise closely with the MEMO, MRM and MFPO;
- ensure that an MCC can be activated at short notice in event of an emergency;
- arrange meetings of the MEMPC or the Municipal Emergency Coordination Group as appropriate during an emergency;
- maintain effective liaison with all regional, state or Commonwealth emergency related agencies servicing the municipal district;
- ensure that an effective contact base is maintained so that municipal resources can be accessed on a 24-hour basis;
- ensure that contractual arrangements with contractors to provide response or recovery support during an emergency are agreed to and documented in advance of such events;
- ensure that appropriate operating procedures and processes are developed, documented, and tested by those required to use them during an emergency, and that suitable training takes place;
- ensure that appropriate procedures, processes and systems are in place to record and monitor any council expenditure specifically applicable to an emergency;
- ensure that applications for expenditures eligible for assistance from State sources are submitted to appropriate agencies;
- ensure that debriefing sessions are held for any response and recovery operation after an emergency to examine effectiveness of the MEMP, and upgrade it as necessary; and
- keep the Council and Chief Executive informed on emergency management activities, including the presentation of an annual report on activities that includes expenditure incurred by the council during the previous 12 months.

Municipal Recovery Manager (MRM)

The MRM should be a senior responsibility, as the recovery process can involve many aspects of Council's activities over a considerable period. The East Gippsland Shire Council has appointed a suitable Officer to fulfil the function of Municipal Recovery Manager pursuant to Section 20 (1) of the Emergency Management Act. The role of the MRM to:

- plan for the recovery including the development of an incident specific recovery plan;
- Chair the incident relief and recovery working group;
- coordinate relief and recovery;
- assist with collating and evaluate information gathered in the post-impact assessment;
- establish priorities for the restoration of community services and needs;
- liaise with the MEM and MEMO on the best use of municipal resources;
- establish a recovery centre and the recovery telephone line at the municipal offices or a location more appropriate to the affected area;
- liaise, consult, and negotiate with recovery agencies and council on behalf of the affected area and community recovery committees;
- liaise with the regional recovery committee and Department of Families, Fairness and Housing; and
- undertake other specific recovery activities as determined.

Emergency Relief Centre Manager (ERCM)

The ERCM is located at an Emergency Relief Centre (ERC) and has responsibility for overseeing daily operations at an activated ERC to ensure the provision of support and essential needs in a safe, appropriate environment for people relocating and seeking shelter in the event on an emergency. The ERCM duty Statement is contained in the Gippsland Emergency Relief Centre Standard Operating Procedures.

Deputy MERC, MEMO, and MRM

In the event the MERC, MEMO and MRM are required to undertake other functions such as planning, meetings, or briefing sessions; the Deputy MERC, MEMO and MRM are required to undertake the roles of MERC, MEMO, and MRM this also includes taking on the role during extended leave periods. The Deputy MEMO and/or MRM may also be required to fulfil other functions, for example, community information sessions, assist operational officers or undertake inspections of the ERCs.

Appendix H - Emergency Contact Directory

The Emergency Contact Directory is a large dynamic file and is kept in electronic format. Copies of the Directory are restricted to the MEMPC membership and response, relief, and recovery agencies/organisations. Copies are distributed regularly to the MEMPC. Copies are also held on the East Gippsland Shire Council R: Drive.

Currency of the Emergency Contact Directory which includes MEMPC membership contact details as well as contact details in the event of an emergency is the responsibility of the MEMPC membership.

Municipal Emergency Personnel Contact Details –

In an Emergency call 000. Following this you may wish to call 51539500 and ask for the MEMO. Your details will be passed on to the first available emergency officer who will contact you directly.

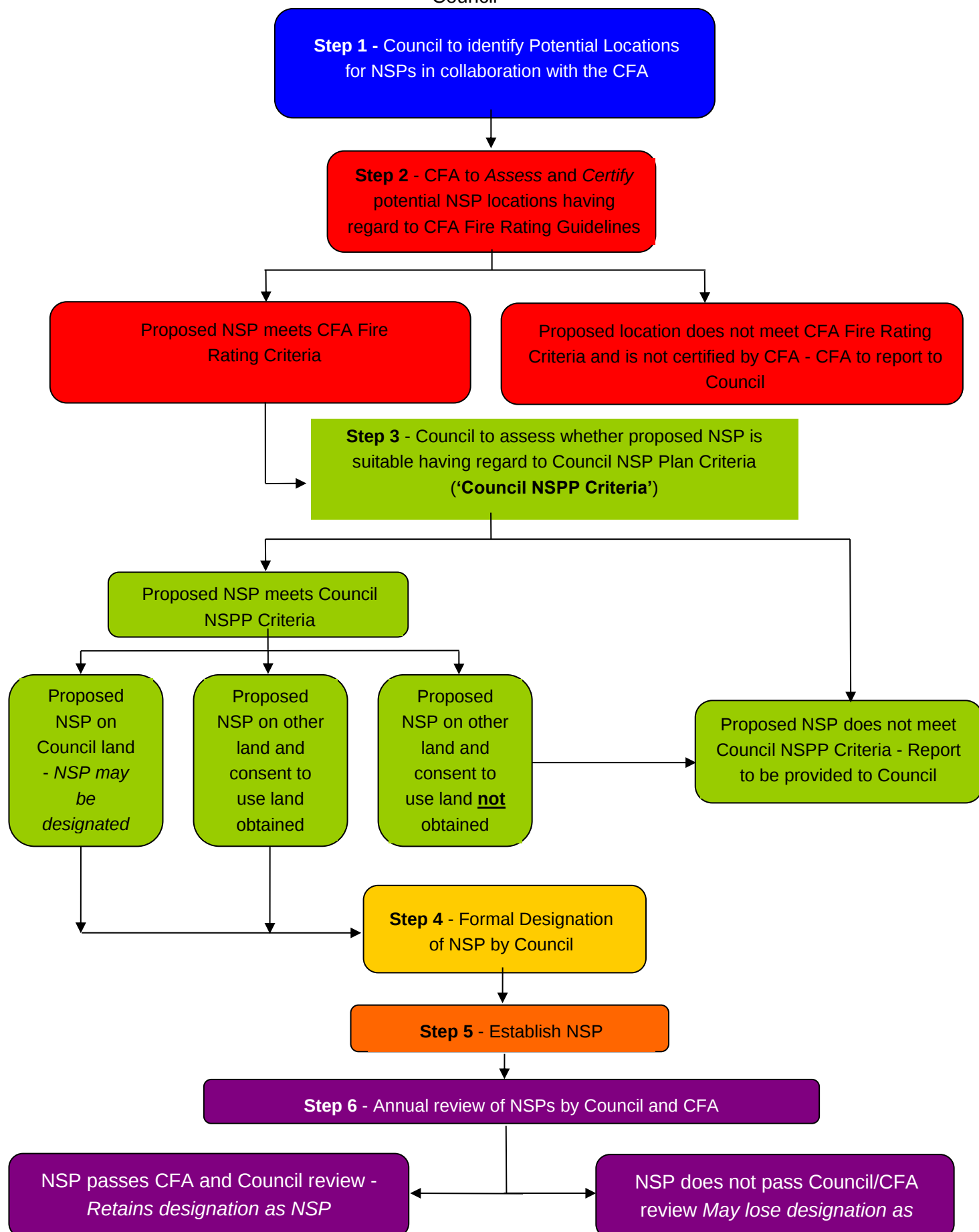
All emergency emails should be sent to and also include
MERC:

Cc:

Name	Role	Contact Details
	Municipal Emergency Management Officer	Phone BH: 51539500 Mobile: Email:
	Deputy MEMO	Phone BH: 51539500 Mobile: Email:
	Municipal Recovery Manager	Phone BH: 51539500 Mobile: Email:
	Municipal Emergency Coordinator	Phone BH: 51539500 Mobile: Email:
	Deputy Municipal Emergency Manager	Phone BH: 51539500 Mobile: Email:
	Municipal Fire Prevention Officer	Phone BH: 03 51539500 Mobile: Email:

Appendix I - Municipal Association of Victoria Neighbourhood Safer Place Municipal Councils Plan- [Link to full document](#)

Overview of the process for establishing and maintaining NSPs after adoption of this Plan by Council



APPENDIX J - Special Plans

Summary of Other Special Plans, Policy, Practice Notes, Guidelines, etc

Municipal Emergency Management Plans:

- East Gippsland Flood Emergency Plan
- East Gippsland Municipal Fire Management Plan
- East Gippsland Municipal Heat Wave Plan
- East Gippsland Municipal Influenza Pandemic Plan
- East Gippsland Shire Health and Wellbeing Plan
- East Gippsland Disaster Waste Plan
- East Gippsland Animal Welfare Plan

Building in Bushfire Prone Area - [Building in a Bushfire Prone Area](#)

Bushfire Management Overlay - : [Bushfire Management Overlay](#)

Mapping – Council has extensive mapping of its assets, planning zones and overlays, etc.
Public access is restricted to maps available in the relevant section of Councils website.

Native Vegetation Removal (Bushfire) - Link to Councils website: [East Gippsland Shire Council Native Vegetation Removal](#)

East Gippsland Shire Business Continuity Plan

East Gippsland Neighbourhood Safer Places – [Places of Last Resort Plan During Bushfire](#)

East Gippsland Planning Scheme - Link to Councils website: [East Gippsland Shire Council Planning Scheme Amendments](#)

East Gippsland Shire Council - After Hours Emergency Contact List

East Gippsland [Procurement Policy](#)

Appendix K - Municipal Emergency Management Planning Committee details

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

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

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

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

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

Chair:

- The Chief Executive Officer of the municipal council or a member of the municipal council staff

Committee:

Representatives of:

- Municipal Council
- Victoria Police
- Fire Rescue Victoria (If Applicable),
- Country Fire Authority (If Applicable)
- Ambulance Victoria,
- Victoria State Emergency Service,
- The Australian Red Cross Society And
- The Department of Families, Fairness And Housing

Appendix L - Relief and Recovery Terms of Reference (ToR)

East Gippsland Municipal Emergency Management Planning Committee

Relief & Recovery Sub-Committee

TERMS OF REFERENCE

Purpose

Provide a committee that focuses on local community resilience in relation to the effectiveness of relief and recovery programs and is able to be called upon to provide insight on the impacts of the consequences (both physical, durational and emotional) of an emergency event.

Membership

Membership is open to all agencies, organisations and community groups that may be involved in community relief and recovery.

Role of the Committee

- Focus on the effects of relief and recovery programs on improving community resilience
- Promote, facilitate and advocate for continuous improvement in the planning and delivery of emergency relief and recovery
- Identify and involve the community in planning and implementation of the recovery process
- Provide opportunities for discussion, development and information sharing on emergency management relief and recovery
- Review, update and amend the Relief and Recovery Arrangements of the Municipal Emergency Management Plan
- Provide a forum for emergency management relief and recovery agencies / organisations to meet and consult with local government

Structure

- The Municipal Emergency Relief & Recovery Committee is a sub-committee of the Municipal Emergency Management Planning Committee
- The committee will be chaired by East Gippsland Shire Council
- The committee may appoint new members or establish expert working groups as required

Report

- The Municipal Emergency Relief & Recovery Committee will report and raise issues to the Municipal Emergency Management Planning Committee
- Reports to the Municipal Emergency Relief & Recovery Committee can be provided as a written report or attend committee meetings

Schedule of Meetings

- The Municipal Emergency Relief & Recovery Committee will meet quarterly as a minimum.
- May be required to stand up as a Relief and Recovery Committee during or after an event to inform Municipal and/or Regional Recovery Planning.

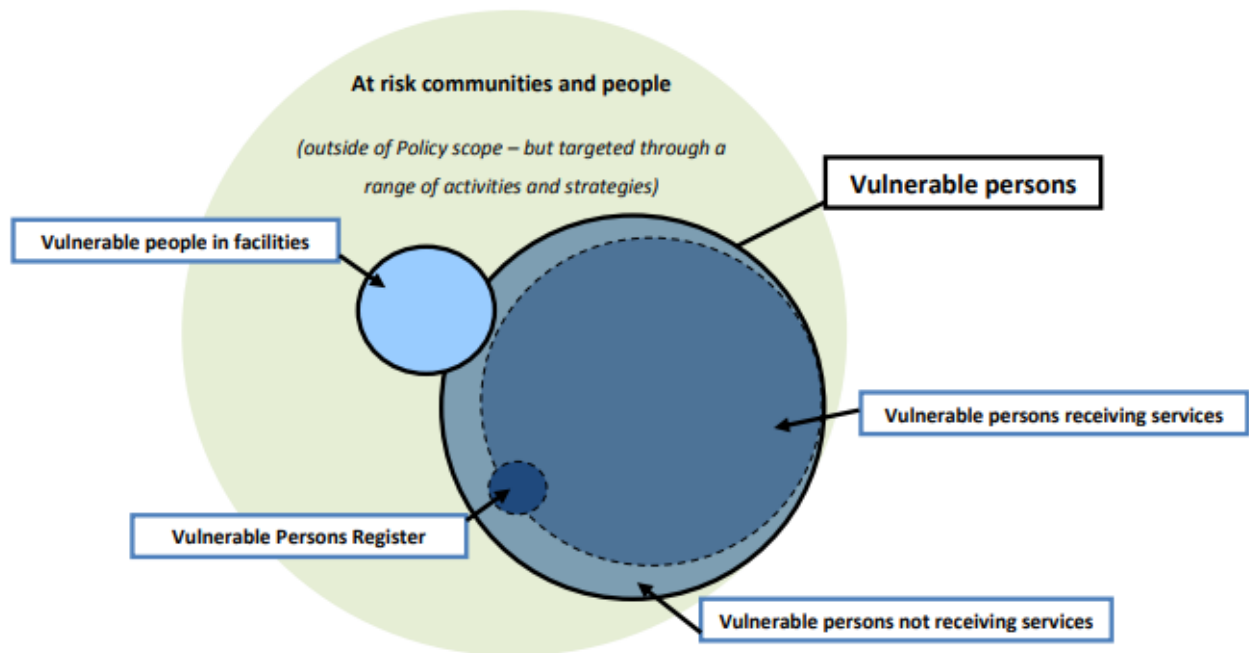
Appendix M - Vulnerable Persons In Emergencies

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

The Department of Families, Fairness and Housing has produced the Vulnerable People in Emergencies Policy (DFFH, 2015). In this policy, a vulnerable person is defined as someone living in the community who is:

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

A *vulnerable* person may be identified for inclusion on a Vulnerable Persons Register if they **additionally** cannot identify personal or community support networks to help them in an emergency.



Vulnerable People in Emergencies Policy Scope (DFFH, 2015).

COUNCILS ROLE WITH VULNERABLE PERSONS

Key activities for East Gippsland Shire Council are to:

- Coordinate local implementation of Vulnerable Persons Registers to securely track vulnerable individuals;
- Develop and maintain a list of local facilities where vulnerable people are likely to be;
- Manage vulnerable client records;
- Coordinates local processes for identifying vulnerable people not receiving services for planning support and for screening for the Vulnerable Persons Register, and to coordinate processes for ongoing maintenance of this information.

VULNERABLE PERSON'S REGISTER

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

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

- Education - Government Schools – Facilities
- Preschools – Facilities
- Child Care Centres – Facilities
- Bairnsdale Regional Health Service – Service Provider
- Buchan Bush Nursing Association
- Gippsland Lakes Community Health
- Salvation Army - Service Provider
- Uniting Care Gippsland - Service Provider
- Latrobe Community Health Service – Service Provider
- Salvation Army - Service Provider
- Yooralla - Service Provider
- Headway Gippsland - Service Provider

Other public resources and information:

[Arrangements for Flood Warning Services in Victoria \(February 2001\) - Data Collection Networks - Monitoring Roles & Responsibilities](#)

[Water Data Online: Water Information: Bureau of Meteorology](#)

[Arrangements for Flood Warning Services in Victoria \(February 2001\) - Flood Warning Categories & Warning Definitions](#)

[Seasonal Streamflow Forecasts: Water Information: Bureau of Meteorology](#)

Appendix N – Relief and initial recovery services and providers

Relief Activities	Relief coordinating agency
Animal Welfare	DJPR , DELWP
Community information	Control Agency, Tier coordinator
Disbursement of material aid (non-food items)	Salvation Army
Drinking water for households in non-reticulated areas	DELWP
Emergency financial assistance	DFFH
Emergency shelter	DFFH
Food and grocery supply continuity	DJPR
Food and water	ARC
Health and Medical assistance and first aid	AV
Psychosocial support	DFFH
Reconnecting family and friends	ARC , VicPol

Appendix O - Agencies Providing Services to Vulnerable Clients

Agency	Office Location	Service Provided	Phone	Locations
Baptcare		Aged Care		Bairnsdale Lakes Entrance Metung Paynesville
Benetas Community Care	347A Esplanade Lakes Entrance	Aged Care	5155 6000	Lakes Entrance Marlo Lindenow Orbost
Department of Families, Fairness and Housing	7 Service Street Bairnsdale	Disability Care	5150 4500 5177 2500	Bairnsdale Traralgon
Latrobe Community Health Services	36 Bailey Street Bairnsdale	Aged and Disability Care	1800 242 696	Bairnsdale
Noweyung	84 Goold Street Bairnsdale	Disability Care	5153 0111	Bairnsdale
Noweyung	Merindah Forest Road Orbost	Disability Care	5154 1879	Orbost
Gippsland Lakes Community Heath	28 Main Street Bairnsdale	Aged and disability care	5152 0052	Bairnsdale Lakes Entrance Nowa Nowa Bruthen
Ross Street Adult Day Care (Bairnsdale Regional Health)		Aged and disability care	5152 0277	Bairnsdale Lakes Entrance Nowa Nowa Bruthen
Psychiatric Service (Community		Mental Illness Case Management		Bairnsdale

Mental Health)				
SNAP	265 Main Street Bairnsdale	Psychiatric disability support service	5153 1823	Bairnsdale
Cann Valley Bush Nursing Centre	27 Monaro Highway Cann River	Health care aged and other	5158 6274	Cann River
Mallacoota District Health		Aged and disability care		Mallacoota
Orbost Regional Health	104 Boundary Road Orbost	Aged and disability care	5154 6666	Orbost
Orbost Mental Health		Mental Illness – Far East Gippsland	5154 6721 5173 8000 Latrobe Regional Hospital	Orbost
Omeo District Health Service		Aged and disability care		Omeo
Bruthen Day Care	Mechanics Hall Main Street Bruthen	Aged and disability care		Bruthen
Paynesville Day Care Centre	Community Centre Paynesville	Aged and disability care		Paynesville

Lindenow Day Care Centre	Mechanics Hall 152 Main Road Lindenow	Aged and disability care	5157 1585 H	Lindenow
Bairnsdale Regional Health Service District Nursing	Day Street Bairnsdale	Aged and disability care	5153 1120	East Gippsland
Department of Veteran Affairs	68A McLeod Street Bairnsdale	Aged and disability care	5153 1120	East Gippsland
UnitingCare -Gippsland	49 McCulloch Street Bairnsdale	Aged and disability care	5152 9600	East Gippsland
Villa Maria		Aged and disability care	5143 6000	Sale
Salvation Army	62 Goold Street Bairnsdale	Aged and disability care	5152 4201 5153 0144	East Gippsland
Yooralla	68A McLeod Street Bairnsdale	Disability care	5153 0831 185 Balfours Rd Lucknow	Bairnsdale Bruthen Lakes Entrance Marlo Orbost
Buchan Adult Day Centre	Buchan Hall Main Road Buchan			Buchan
Metung Adult Day Care Centre	St Johns Anglican Church Stirling Road Metung		5156 2270	Metung

Residential Facilities

Name	Office Location	Service Provided	Phone	Locations
Department of Families, Fairness and Housing	10 Gordon Street Orbost	Community Residential Units	5154 2344	Orbost
Department of Families, Fairness and Housing	7 Service Street Bairnsdale	Community Residential Units	5150 4500	Bairnsdale
E W Tipping Foundation	20 Ligar Street Bairnsdale	Community Residential Units	5152 2795 0488 250 017	Bairnsdale Lakes Entrance
Yooralla	185 Balfours Road Lucknow	Community Residential Units	5153 0831	Bairnsdale
Eagle Manor	37 School Road Eagle Point	Supported Residential Units	5156 7766	Eagle Point
Kooralbyn Lodge	8 Rupert Street Bairnsdale	Supported Residential Units	5152 4677	Bairnsdale
Domain Harnham Drive		Aged care residential home	5152 3744	Bairnsdale
Domain Lake View Lakes Entrance		Aged care residential home		Lakes Entrance
Domain Paynesville		Aged care residential home	5156 7634	Paynesville
Lakes Entrance Age Care facility	23 Alexander Parade Lakes Entrance	Aged care residential home	5155 2054	Lakes Entrance

Lochiel House Hostel	115 Stanley Street Orbost	Aged care residential home	5154 6613	Orbost
Omeo District Health	12 Easton Street, Omeo	Aged care residential home	5159 0100	Omeo
Maddock Gardens and Sutherland Lodge	125 McKean Street Bairnsdale	Aged care residential home	5150 3380	Bairnsdale
Waratah Lodge Croajingalong Village Orbost & District	5186 Boundary Road Orbost	Aged care residential home	5154 3188	Orbost

Appendix P – East Gippsland Fire Advisory Group Terms of Reference

EAST GIPPSLAND FIRE ADVISORY GROUP TERMS OF REFERENCE

Purpose and Role

The East Gippsland Fire Advisory Group (EGFAG) purpose, of which the development of a municipal fire

management plan is part, is to provide a municipal-level forum to build and sustain organisational partnerships, generate a common understanding and shared purpose with, regard to fire management and

ensure that the plans of individual agencies are linked and complement each other.

The Group will provide subject matter expert advice to the Municipal Emergency Management Planning Committee (MEMPC) and manage legislated fire mitigation activities by:

- sharing knowledge that supports the integration of fire management principles across all agencies and plans;
- establishing coordinated fire management strategies that recognise the importance of community engagement, preparedness and operational activities;
- advocating municipal needs and reporting local concerns to relevant Regional and State level bodies;
- facilitating biennial reviews of the Victorian Fire Risk Register – Bushfire (VFRR-B);
- discussing seasonal preparedness activities prior to the declared Fire Danger Period;
- liaising and engaging with community groups on fire management;
- reviewing annual FARSS nominations and prioritising a preferred bid based on its potential contribution to overall fire mitigation efforts (*final decision FARSS project selection remains with East Gippsland Shire Council*);
- maintaining a tenure blind Municipal Fire Management Plan to highlight relevant activities;
- providing relevant advice and recommendations to the MEMPC.

Legislative endorsement of plans or actions developed by the EGFAG remains the purview of the MEMPC.

Structure

The EG FAG:

- is a speciality sub group of East Gippsland's MEMPC;
- may receive support or guidance from the Gippsland Regional Strategic Fire Management Working Group;
- may convene for meetings or workshops.

Membership

Core membership to include:

- Country Fire Authority (CFA)
- Forest Fire Management Victoria (FFMV)
- Parks Victoria
- Regional Roads Victoria
- Victoria Police
- East Gippsland Shire Council

Member agencies should specify a nominated representative(s) to ensure consistent representation and ease of communication. Should the nominated representative be absent, the agency should send a proxy delegate to represent their interests.

Recognising CFA's unique membership structure, representation will be open to both a District 11 staff member and a volunteer delegate. Reports or decisions from CFA as an "agency" will be via the District 11 staff member as the official agency representative.

Other agencies or participants may be invited to individual meetings or workshops as appropriate to draw on expertise in a specific subject.

Quorum

As a Working Group, there is no formal quorum requirement, however meetings/workshops should aim for a minimum of 5 participants to be of value. Where meeting invitation responses suggest low attendance, an alternate meeting date should be arranged.

Facilitator

The elected chair shall run all meetings and workshops. Should the Chair be absent, the deputy chair or a representative of any other member agency may facilitate that meeting or workshop

Agenda

The facilitator will prepare an agenda to guide discussions at each meeting. Members can request agenda items through the facilitator at least one (1) week prior to scheduled meeting date.

Record keeping

While formal minutes are not required, general notes will be taken during meetings. The note taker can be any delegate or other staff of a member agency. Formal review and endorsement of these notes at the next meeting is not required.

Task log

A task log will be used to record any actions tasked to a specific delegate or agency and the expected timeframe for completion.

Meeting schedule

The EGFAG will convene at least four times yearly (February, May, August, October). This shall occur on the 1ST Thursday at 1300hrs. Sessions may take the form of meetings or workshops. Additional meetings or workshops may be called as needed.

Reporting

The EGFAG will report quarterly to both the MEMPC and the Regional Strategic Fire Management Working Group. Written reports will be prepared and submitted by the facilitator.

Administrative Support

The Chair will provide the meeting venue and IT support, allowing for blended meetings in person and via MS Teams.

Note taking during meetings, including management of the task log, will be by a nominated member agency (other than EGSC).

Administrative support for the Municipal Fire Management Plan will be provided by East Gippsland Shire Council, through the Municipal Fire Prevention Officer.

Planning processes will be managed and supported with technical expertise by relevant fire agencies.

Review of Terms of Reference

The EGFAG will review these Terms of Reference annually with any change recommendations sent to the MEMPC for approval.

EGFAG Membership list

ORGANISATION	DELEGATE
Country Fire Authority (CFA)	District 11 Commander or ACFO
	DPC Representative
	District Vegetation Management Officer (VMO)
Forest Fire Management Victoria (FFMV)	Team Leader Risk and Evaluation
	Snowy District Emergency Preparedness Officer
	Tambo District Emergency Preparedness Officer
	Snowy District Senior Fuel Management Planner
	Tambo District Senior Fuel Management Planner
Parks Victoria	Central Gippsland Ranger in Charge Fire & Emergency Operations
Regional Roads Victoria	Emergency Management Coordinator
Victoria Police	Municipal Emergency Resource Coordinator (MERC)
East Gippsland Shire Council	Municipal Fire Prevention Officer (MFPO)
	Officer
Invitations may also be extended to the following partner organisations for individual or ongoing meetings as required: • V/Line • State Emergency Service (SES) • Ausnet Services • Any other agency, private company or community group	

Appendix Q - Amendment History

Version Control

Version	Date	Author	Section Changes
Live Version	29/01/2016		5.3 Recovery Definition - minor update details
Live Version	29/01/2016		5.6.1 Termination from Response to Recovery, included text relating to transition document.
Live Version	29/01/2016		5.7 Municipal Co-ordination & Management Arrangements - update include removal of DEPI replace with DELWP
Live Version	29/01/2016		5.8 & 5.8.5 Functional Areas of Recovery - update from 4 -5 add agriculture
Live Version	29/01/2016		5.18 Emergency Management Agency Roles in Recovery - update Government Department Details
Live Version	29/01/2016		5.19.2 Australian Red Cross - remove reference to catering & replace with food & water
Live Version	29/01/2016		5.19.7 DH&HS - remove provision of water replacement program
Live Version	29/01/2016		5.19.8 - DEPI to DELWP
Live Version	29/01/2016		5.19.10 5.19.10 Fisheries Victoria (DEPI) to Department of Economic Development, Jobs, Transport and Resources (DJPR)
Live Version	29/01/2016		6.10.3 Escalation - change VICSES to Department of Families, Fairness and Housing
Live Version	29/01/2016		Medical - Delete 'Further information is available in the Regional Health and Medical Emergency Plan, Department of Families, Fairness and Housing, Gippsland Region'.
Live Version	29/01/2016		8.1 List of Appendices add appendix 30 -East Gippsland Recovery Plan
Live Version	29/01/2016		Appendix K – Municipal Emergency Management Planning Committee Contact Details - update list
Live Version	29/01/2016		Appendix J – East Gippsland Shire Council Community Risk Register - update with CERA details
Live Version	29/01/2016		5.3 Recovery Definition - minor update details
Live Version	29/01/2016		5.6.1 Termination from Response to Recovery, included text relating to transition document.

Version	Date	Author	Section Changes
Live Version	29/01/2016		5.7 Municipal Co-ordination & Management Arrangements - update include removal of DEPI replace with DELWP
Live Version	29/01/2016		5.8 & 5.8.5 Functional Areas of Recovery - update from 4 -5 add agriculture
Live Version	29/01/2016		5.18 Emergency Management Agency Roles in Recovery - update Government Department Details
Live Version	29/01/2016		5.19.2 Australian Red Cross - remove reference to catering & replace with food & water
Live Version	29/01/2016		5.19.7 DH&HS - remove provision of water replacement program
Following a full review of the existing MEMP it was decided that a full rewrite required- using the previous version as a base.			
NV1:2018 MEMP1	5 May 2018		Development of New MEMP
NV2:2018 MEMP2	18 May 2018		Appendix R Request change from EGCMA - change attended.
NV3:2018 MEMP3	28/05/2018		Appendix changes within Section 5.
NV3:2018 MEMP3	28/05/2018		Minor Change to Service providers acronym name- VCC to VCC EM
NV4:2018 MEMP4	19/06/2018		Update to Appendixes
NV5:2018 MEMP5	21/06/2018		Feedback received changes to formatting
Live Version	21/06/2019		5.8.6 Management of Animals in Emergency Relief Centre
Live Version	25/11/2021		Development of New MEMP
Live Version	31/01/2023		East Gippsland Fire Advisory Group (EGFAG) Name update
Live Version	31/01/2023		EGFAG Terms of Reference added to appendices – Appendix P
Live Version	31/01/2023		3.2.2.1 Social and Community Working Group reflected as a sub committee of the Relief and Recovery Sub Committee

If you do have any feedback regarding this document, please call East Gippsland Shire Emergency Management Team 03 51539500