

Wangaratta Municipal
Emergency Management
Planning Committee

Wangaratta Municipal Emergency Management Plan

2021 - 2024

VERSION 6.0 - 8 DECEMBER 2021

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Version Control Table

Version / Number	Date of amendment	Extent of review	Authorised
1	September 2014	Major revision and formatting changes. Amendments undertaken in accordance with requirements of EMMV part 6 – Municipal Emergency Management Planning Requirements. Plan was adopted by Council at its meeting on the 22 December 2014.	EMC
2	May 2015	Revision incorporating changes required or suggested from Audit (December 2014). Machinery of government changes and updated contact list.	EMC
3	November 2015	Contact list updated	EMC
4	October 2017	Major revision in preparation for scheduled Audit. Plan also underwent exhibition for public consultation period. Amendments included updates to demographic information (derived from 2016 census), Inclusion of major tourists and other events, and revised risk assessment (CERA).	EMC
5.0	October 2018	Completion revision of document, using the <i>'Suggested Structure and Content of a Municipal Emergency Management Plan'</i> - template to form the basis of updated plan. Plan submitted on 27 Sep 2018 seeking review and comment by the MEMPC. Post-review amendments finalised on 11 October 2018. MEMPC endorsement attained on 18 October 2018. SES audit attained 24 December 2018	EMC
5.1	19 Dec 2019	Contact list updated	EMC
6.0	8 Dec 2021	Following the commencement of the new Wangaratta MEMPC, this document was completely re-written to reflect recent legislative amendments, whilst also addressing need to prepare document for scheduled self-assurance by MEMPC, before endorsement by REMPC.	MEMPC

Glossary of Abbreviations

AEMO	AUSTRALIAN ENERGY MARKET OPERATOR
AGVIC	AGRICULTURE VICTORIA
AV	AMBULANCE VICTORIA
BRV	BUSHFIRE RECOVERY VICTORIA
CEO	CHIEF EXECUTIVE OFFICER
CERA	COMMUNITY EMERGENCY RISK ASSESSMENT
CFA	COUNTRY FIRE AUTHORITY
DJPR	DEPARTMENT of JOBS, PRECINCTS and REGIONS
DELWP	DEPARTMENT of ENVIRONMENT, LAND, WATER and PLANNING
DET	DEPARTMENT OF EDUCATION and TRAINING
DFFH	DEPARTMENT of FAMILIES, FAIRNESS and HOUSING
DoH	DEPARTMENT of HEALTH
DoT	DEPARTMENT of TRANSPORT
EM Act 13	<i>Emergency Management Act 2013</i>
EM Act 18	<i>Emergency Management Legislation Amendment Act 2018</i>
EMC	EMERGENCY MANAGEMENT COORDINATOR
EMLO	EMERGENCY MANAGEMENT LIAISON OFFICER
ESV	ENERGY SAFE VICTORIA
EPA	ENVIRONMENT PROTECTION AUTHORITY
FRV	FIRE RESCUE VICTORIA
IERC	INCIDENT EMERGENCY RESPONSE COORDINATOR
IC	INCIDENT CONTROLLER
ICC	INCIDENT CONTROL CENTRE
IIA	INITIAL IMPACT ASSESSMENT
IMT	INCIDENT MANAGEMENT TEAM
MEMPC	MUNICIPAL EMERGENCY MANAGEMENT PLANNING COMMITTEE
MEMP	MUNICIPAL EMERGENCY MANAGEMENT PLAN
MERC	MUNICIPAL EMERGENCY RESPONSE COORDINATOR
MEMO	MUNICIPAL EMERGENCY MANAGEMENT OFFICER
MFMP	MUNICIPAL FIRE MANAGEMENT PLAN
MFPO	MUNICIPAL FIRE PREVENTION OFFICER
MRM	MUNICIPAL RECOVERY MANAGER
NEW	NORTH EAST WATER
NSP	NEIGHBOURHOOD SAFER PLACE
PENA	POST EMERGENCY NEEDS ASSESSMENT
PV	PARKS VICTORIA
RCoW	RURAL CITY of WANGARATTA
RERC	REGIONAL EMERGENCY RESPONSE COORDINATOR
RRV	REGIONAL ROADS VICTORIA (formerly known as VicRoads)
RSPCA	ROYAL SOCIETY for the PROTECTION of CRUELTY to ANIMALS

SEMP	STATE EMERGENCY MANAGEMENT PLAN
SIA	SECONDARY IMPACT ASSESSMENT
TFB	TOTAL FIRE BAN
VICPOL	VICTORIA POLICE
VICSES	VICTORIA STATE EMERGENCY SERVICE
VCCEM	VICTORIAN COUNCIL OF CHURCHES EMERGENCIES MINISTRY

Evidence of Assurance

Wangaratta Municipal Emergency Management Planning Statement of Assurance



Part 2: Certificate of Assurance for the Wangaratta Municipal Emergency Management Plan

Plan Preparer: Wangaratta Municipal Emergency Management Planning Committee

I certify that the attached Municipal Emergency Management Plan complies with the requirements of the *Emergency Management Act 2013*, including having regard to any relevant guidelines issued under section 77 of that Act, to the extent outlined in the attached checklist.

The last review of the plan was conducted on 25/10/2018

(For MEMP and MEMP sub-plans)

**On behalf of the Municipal Emergency
Management Planning Committee:**

Insert signature here

Steven Tucker
Chair, Wangaratta Municipal Emergency
Management Planning Committee
8/12/2021

PART ONE - INTRODUCTION

1.1 Acknowledgement of Country

We acknowledge the traditional Aboriginal owners of country throughout the municipality of the Rural City of Wangaratta, and we pay our respects to their culture and their Elders past, present and emerging.

1.2 Authority

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

This Municipal Emergency Management Plan (**MEMPC**) has been prepared in accordance with the requirements of the EM Act 2013 including having regard to the guidelines issued under section 77, *Guidelines for Preparing State, Regional and Municipal Emergency Management Plans*.

1.3 Plan Assurance and Approval

Assurance

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

Approval

This MEMPC is approved by the Hume Regional Emergency Management Planning Committee (REMP).

This MEMPC 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 this MEMP provides for a current integrated, coordinated, and comprehensive approach to emergency management and is effective, it is to be reviewed at least every three years or as determined by the MEMPC.

Urgent update of this MEMP 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.

This MEMP will be reviewed not later than December 2024.

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

1.5 Planning Context

The reforms within the *Emergency Management Legislation Amendment Act 2018* amended the EM Act 2013 to bring consistency to state, regional and municipal plans. Each municipal district or alpine resort management board is required to have a MEMP that is consistent with the relevant Regional Emergency Management Plan (**REMP**) and the State Emergency Management Plan (**SEMP**). The MEMP should not replicate the Regional or State levels plans; rather, the MEMP should provide specific information tailored to the municipality's / alpine resort's context and risk.

Under the *Emergency Management Act 2013* it is the multi-agency MEMPC, not solely the municipal council or Alpine Resort Management Board, that must prepare and maintain a MEMP. Additionally, the responsibility to approve the MEMP now sits with the REMPC, not municipal council or Alpine Resort Management Board.

1.6 Plan Aims and Objectives

Aim

The aim of this MEMP is to outline the mitigation, response and recovery arrangements for managing emergencies which may occur within the Rural City of Wangaratta (**RCoW**).

The economic and social effects of emergencies including loss of life, destruction of property and dislocation of communities can be significant. However, good planning for the use of resources in preventative (risk management) activities, in the response to emergencies and towards the relief and recovery of affected communities and environments, along with a resilient community, can significantly lessen the harmful effects of emergencies.

Objectives

The key objectives of this MEMP are to:

- a)** Implement measures to prevent or reduce the causes or effects of emergencies
- b)** Manage arrangements for the utilisation and implementation of municipal resources in response to emergencies
- c)** Manage support that may be provided to or from adjoining municipalities
- d)** Assist the affected community to recover following an emergency, and
- e)** Complement other local, regional, and state planning arrangements.

PART TWO – MUNICIPAL DISTRICT CHARACTERISTICS

2.1 Topography

The Rural City of Wangaratta is located in the heart of North East Victoria (also referred to as Hume Region) in one of Victoria's most geographically diverse and scenic regions. The 2020 Estimated Residential Population of the municipal is 29,197 in an area of 3,645km² and is located around 230 kilometres from Melbourne. Approximately 40% of the municipality is forested public land and the terrain varies from flat grazing and cropping plains in the north to densely forested sub alpine areas in the south, and alpine country in the extreme south-eastern corner along the Great Dividing Range. Extensive valleys cover most of the southern half of the municipality along the tributaries to the Ovens and King Rivers.

The western boundary is defined by the Warby Ranges and the Lurg Hills south to Archerton. The eastern boundary by the Springhurst and Eldorado Hills through Everton Upper and the Murrumgee basin escarpment south to the Merriang Range and the divide between the Buffalo and Rose Rivers. The north boundary generally follows the Wilby Road to Peechelba, the Ovens River to Bundalong, and from there to the Murray Valley Highway, and other kissers roads to Springhurst. The southern boundary is a straight-line through Crown Land at the headwaters of the King River (West Branch) south east to the Great Dividing Range near Mt Howitt.

The Rural City of Wangaratta adjoins:

- Indigo Shire to the north east
- Alpine Shire (and a small portion of Wellington Shire) to the south east
- Mansfield Shire to the south west
- Benalla Rural City to the west
- Moira Shire to the north west.

See the included maps showing the location of the Rural City of Wangaratta within Hume Region and the municipal area itself.

2.2 Demography

Within the Rural City of Wangaratta population of 29,197, the age breakdown is:

Age Group	Percentage within population
0 - 4 years	5.39%
5 – 9 years	6.50%
10 - 19 years	11.89%
20 – 29 years	8.73%
30 – 39 years	10.02%
40 – 49 years	13.03%
50 – 59 years	14.87%
60 – 69 years	14.26%
70 – 79 years	9.36%
80 – 89 years	4.73%
90 – 99 years	1.17%
100 and over	0.04%

- 8.7% of the population were born overseas
- 1.3% are of Aboriginal or Torres Strait Islander descent
- 1 in 5 people identify as living with a disability
- The SEIFA (Socio-Economic Indexes for Areas) has scored the municipality an index of disadvantage of 983 (placing RCoW in the most disadvantaged 39% municipalities in the state).
- 12.9% of adults experience high / very high levels of psychological distress (lower than the Victorian average of 15.4%)
- 32.3% of people drink more than 2 standard drinks a day 3 – 4 days per week (higher than the Victorian average of 18.6%), and
- Family Violence is the top criminal offence committed in RCoW and has increased by 20% since 2019.

2.3 Industry

The principal industries supporting the economy across the municipality, are:

- Transport, Logistics and Manufacturing
- Health Services (Both Public and Private Hospitals)
- Education and Government agencies, and
- A nationally significant agricultural industry (cereal crops, viticulture and livestock)

There are 3,156 local businesses that contribute to an annual Gross Regional Product of \$1.41 billion.

2.4 Vulnerable persons (community organisations and facilities)

Understanding vulnerability in an emergency management context can help to shape the planning for, response to and recovery from emergencies.

Across RCoW, the following facilities may require specific consideration during an emergency

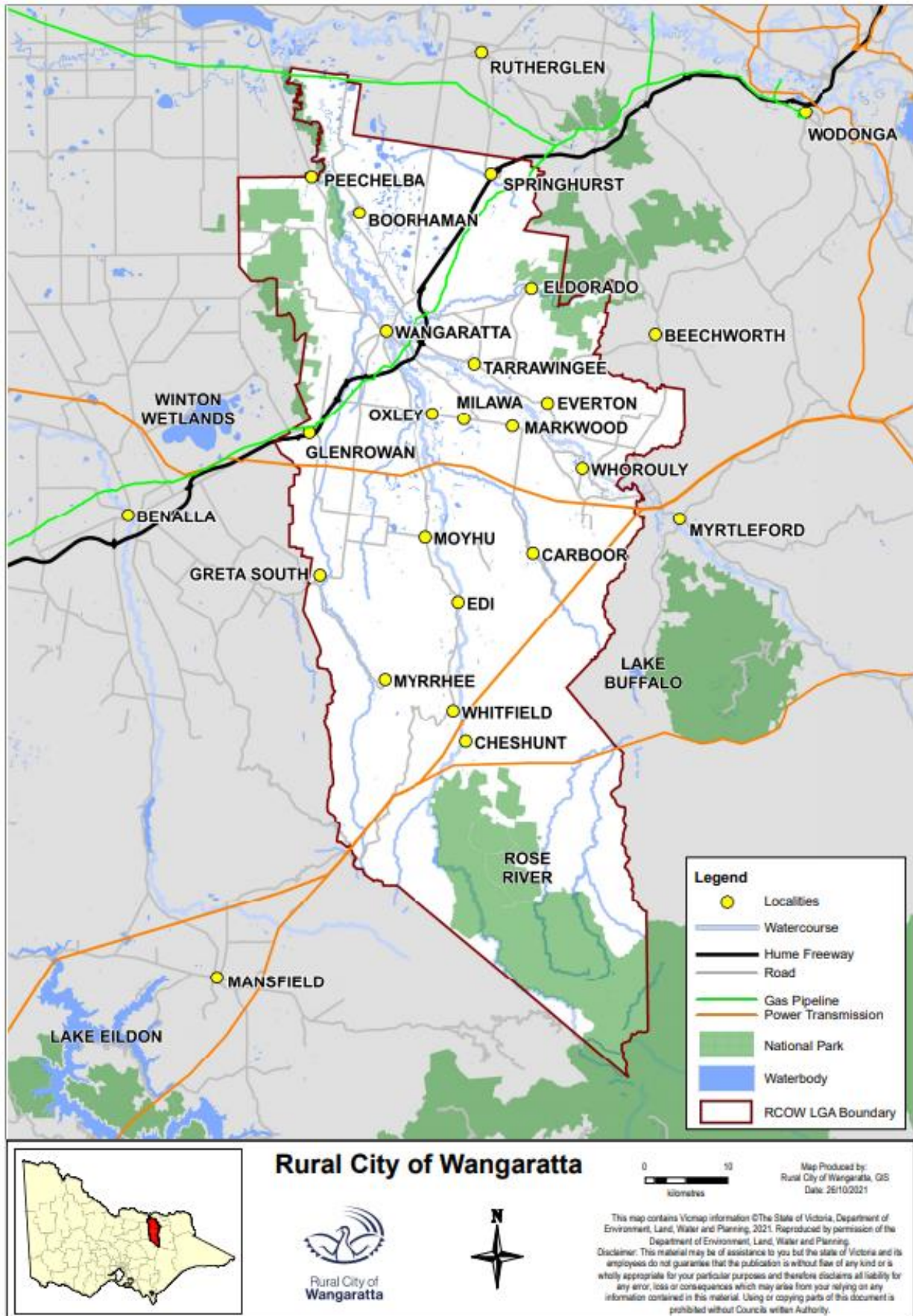
- 21 Primary Schools, 3 Secondary Schools, 2 Specialist Schools, and 9 Pre-schools / Kindergartens.
- Childcare centres
- Hospitals and health services
- Aged Care residential
- Disability group homes and employment centres
- Supported residential services

The Vulnerable Persons Register is a secure register managed by the Emergency Management Coordinator (of the Rural City of Wangaratta) and the Department of Families, Fairness and Housing. It identifies a small number of individuals within the municipality who have been assessed in accordance with the Vulnerable People in Emergencies Policy, as being particularly at risk who are

unable to make emergency plans and cannot identify any community supports who may be able to assist them during an emergency. This register undergoes a validation process twice a year.

During an emergency this register will be accessed by Victoria Police and RCoW to ascertain the safety of those individuals who may be at risk from the emergency.

2.5 Municipal locations map



2.6 History of emergencies

The history of emergencies within the municipal area is varied but mainly relates to floods, fires and vehicular accidents.

The hazard analysis contained in Part # of this plan indicates the potential of those emergencies listed, some of which have been rated on historical data and information. A list of recent, significant emergencies, and their impact on the municipality is outlined below.

Year	Emergency type / title	Setting / Location	Significance of impact
2020/21	COVID-19 (Coronavirus) Pandemic	Pandemic (global)	Major economic impacts caused throughout municipality.
January 2020	North East Vic Bushfires (encompassed within 2019/2020 'Black Summer') - nationwide	Carboor, Cheshunt, Rose River (and communities in between).	<p>Multiple evacuation orders were in place for local and regional residents.</p> <p>Loss of pasture, fencing and private forestry plantation.</p> <p>Regional Emergency Relief Centre managed by RCoW, servicing hundreds of evacuees.</p> <p>Reports of wide-ranging smoke taint impacts to grapes from the Regions' Vingerons, as well as economic loss through decreased tourism across North East Victoria, and cancelled events due to poor air quality.</p>
Dec 2018	Overland flooding (through slow moving low-pressure weather event)	Northern half of Municipality (Boorhaman, Eldorado, Tarrawingee and Everton)	Agricultural and residential damage including fencing and pasture damage. Major local infrastructure damage to roads, culverts and bridges.
2016 – 2017	Community Trauma associated with local Homicide events	Impacts felt within and outside the municipality	Wide-ranging grief, Council initiated community support events.
2016	Protracted major flood event, incorporating evacuation of 'levee protected' community	Wangaratta, including Parfitt Road landholders. Whorouly was also greatly impacted.	Short-term inconvenience, including short-term presentation of evacuated people to an Emergency Relief Centre

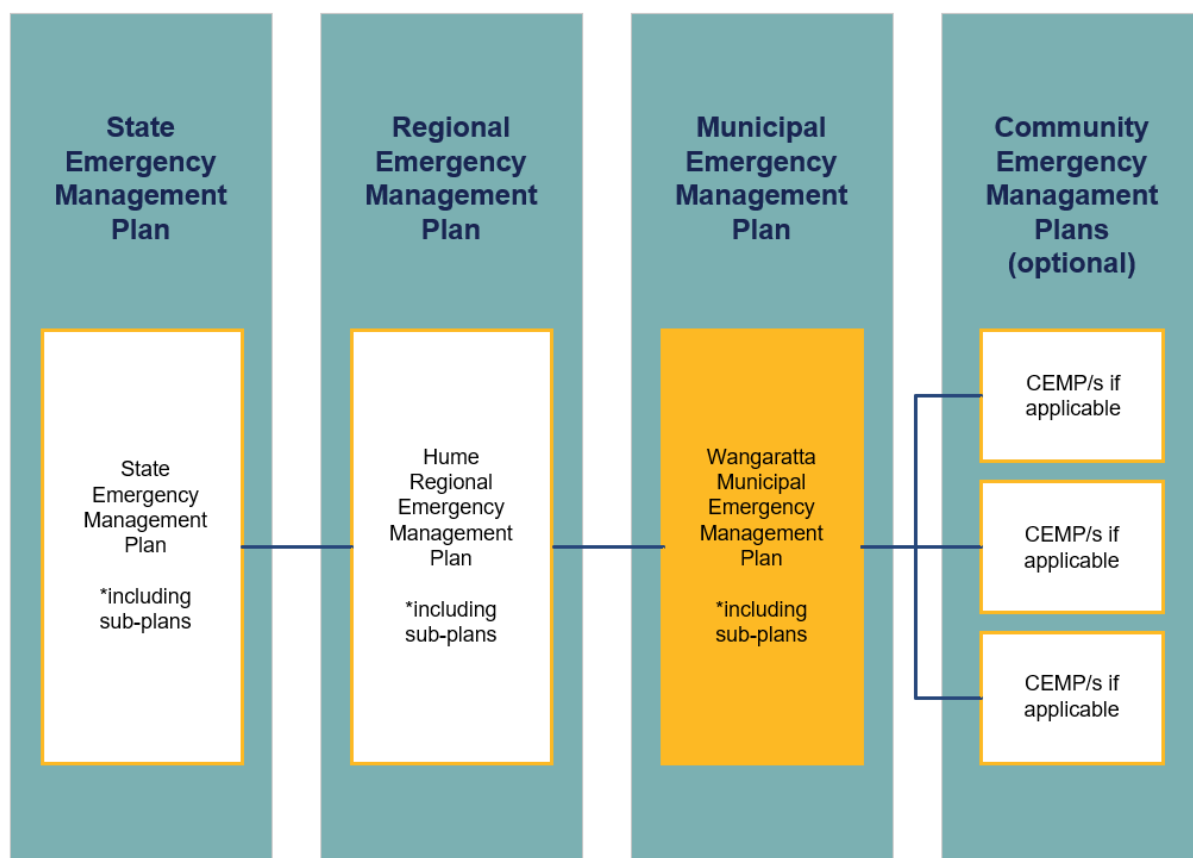
Year	Emergency type / title	Setting / Location	Significance of impact
2014	Stewarton – Lake Rowan Fire	Boweya and Warby Ranges	5700 ha of farmland and bushland burnt along with many km of fencing direct loss/destruction of thousands of livestock.
2010	Major Flooding event	Wangaratta, including Wilson Road landholders	Emergency Area Declaration by VicSES on Wilson Rd Levee protected Area
2009	Jan 2009, prolonged heatwave, which coincided with Black Saturday Bushfire Tragedy.	Statewide	374 additional deaths attributed to severe conditions during week of 26 Jan to 1 February 2009. Shortly followed by Black Saturday bushfire tragedy, which saw the local “Beechworth Complex” fire result in 2 local deaths.
2006/07	Great Divide complex bushfire	Upper King Valley and Rose River area	1,048,000 ha of public and private land impacted. Firefighting effort spanned across 59 days.
1993	Bus Crash	North Wangaratta	Nine (9) fatalities and 35 injured following accident involving semi-trailer truck and a tourist coach <i>en route</i> to Corowa.
1993	Protracted major flood event	Wangaratta (flooding of the Ovens & Kings Rivers, along with 15 Mile Creek)	Widely regarded as Wangaratta’s last ‘big flood’, peaked at 12.98m on the Wangaratta Ovens River flood gauge. 516 homes were affected by floodwater. Costs of damage to region were in the order of \$350 million.

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. To the extent possible, this plan does not conflict with or duplicate other in-force emergency management plans that exist. It is consistent with and contextualises the SEMP and REMP for the Hume Region. **This MEMPC should be read in conjunction with the SEMP and the Hume Region REMP.**

The diagram below outlines this plan’s hierarchy.



3.2 The MEMPC and its sub-committees and working groups

The *Emergency Management Legislation Amendment Act 2018* (EMLA Act) amended the *Emergency Management Act 2013* (EM Act 2013) and various other acts to establish a new integrated and co-ordinated framework for emergency management planning at state, regional and municipal levels.

At the municipal level, the EM Act 2013 as amended creates an obligation for a reformed Municipal Emergency Management Planning Committee (MEMPC) to be established in each of Victoria’s municipal districts, including Alpine Resort Management Boards which, for the purposes of the Act, are considered as municipal districts.

Each 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.

With a focus on preparedness and resilience, municipal planning 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 can facilitate or assist with activities that support capability and capacity uplift. This can include, but is not limited to, community engagement activities or multi-agency exercises and training that provide for continuous learning and improvement.

Under section 59F of the EM Act, the Rural City of Wangaratta establishes a MEMPC which transfers responsibility for municipal emergency management planning from the council to the multi-agency MEMPC. This shift of responsibility highlights the intent of the reform which supports emergency management planning as an integrated, multi-agency and collaborative effort. This means that all participating agencies are required to contribute their expertise and resource to municipal emergency management planning.

The MEMPC is the peak planning body for emergency management within the municipal district. It is the forum for government and non-government agencies to develop policies, procedures, strategies and frameworks to support co-ordinated emergency management planning for the municipality. In line with section 59D of the EM Act 2013 the functions of the MEMPC are to:

- a) Be responsible for the preparation and review of its MEMP;
- b) Ensure that its MEMP is consistent with the state emergency management plan and the relevant REMP;
- c) Provide reports of recommendation to its REMPC in relation to any matter that affects, or may affect, emergency management planning in the municipality;
- d) Share information with the REMPC and other MEMPCs to assist effective emergency management planning;
- e) Collaborate (having regard to the Guidelines) with any other MEMPC that the MEMPC considers appropriate in relation to emergency management planning, including preparing MEMPs;
- f) Determine the need for and participate in functional sub-committees and working groups to plan for specific emergencies, address issues and develop and implement sub plans & projects; and
- g) Perform any other function conferred on the MEMPC by the EM Act 2013, or any other act.

3.2.1 Membership of the MEMPC

The membership of the Wangaratta MEMPC comprises the following:

RCoW representatives:

- Emergency Management Coordinator (EMC - Chairperson)
- Municipal Emergency Management Officer (MEMO)
- Municipal Recovery Manager (MRM)

Local Emergency Services Representatives

- Victoria Police (VICPOL)
- Victoria State Emergency Service (VICSES)
- Country Fire Authority (CFA)
- Fire Rescue Victoria (FRV)
- Ambulance Victoria (AV)
- Red Cross Australia

Government Agency Representatives:

- Department of Environment, Land, Water and Planning (DELWP)
- Department of Jobs, Precincts and Regions (DJPR) – Agriculture Victoria
- Department of Families, Fairness and Housing (DFFH)

Essential Services Authority:

- North East Water (NEW)

Community representative:

- 1 X Community Member.

The MEMPC membership complies with the specific requirements defined under the EMLA Act.

Further information pertinent to the Wangaratta Municipal Emergency Management Planning Committee (**MEMPC**) are per the Terms of Reference contained in the Appendix of this plan.

3.3 Municipal Emergency Management Plan (MEMP)

Development of the MEMP

The MEMP has been prepared by the Wangaratta Municipal Management Planning Committee, which includes community representation (see previous section of this MEMP Part 3.2.1). During the CERA review (See Part 4.3 of this plan), MEMPC members are directed to perform the risk assessment with a 'community lens', not just in the sense of their substantive host agency / organisation.

Testing of the MEMP / Exercise History

This MEMP will be updated throughout the lifespan (of the Plan), ensuring that its contents are current and relevant. This will be done in a form determined by the MEMPC. Any procedural anomalies or shortfalls encountered during these exercises, or ensuing operations, will be addressed and rectified at the earliest opportunity.

During the lifecycle of the 2018 – 2021 MEMP, simulated exercises were staged, and emergency events occurred which tested the MEMP. These exercise details are summarised in the following table:

Date	Exercise	Description
March 2020	COVID-19 Pandemic	Involved review and preparation of new Pandemic Plan consistent with (developing) state and federal response guidelines.
January 2020	Black Summer bushfires	At request of the Regional Control Centre, activation of an Emergency Relief Centre to accommodate evacuees from multiple fire emergencies. At the peak of the operation, 3 separate ERC locations were operating in Wangaratta, servicing hundreds of evacuees, and their animals.
17 October 2019	Exercise ' <i>Summer Ready</i> '	<p>The simulated operation of an Emergency Relief Centre to:</p> <ul style="list-style-type: none"> • identify capability and capacity risks that may impact the ERC effectiveness and functionality • assess the communication and coordination arrangements within and between services that are operating in the ERC environment, • further understand the agency and RCoW relationships in the ERC and identify ways to strengthen, • allow new RCoW staff to observe a mock ERC in operation, and • assess whether the needs of the (mock) evacuees were being met by the ERC scenario?
December 2018	Overland Flooding	Activation of an Emergency Relief Centre to accommodate evacuees from North Wangaratta. Recovery focussed on the case management of impacted people and connecting them with appropriate / available support.

Incorporation of Community Emergency Management Plans and the wider community

While (at the time of preparing this MEMPC plan) there are no current formal Community Emergency Management Plans (CEMPs) in effect, there are existing community networks/arrangements in place that (with support) are likely to develop a CEMP.

Partner agencies (within the MEMPC), particularly CFA and VICSES have regional staff that specialise in community engagement. Through actions centred around capacity, collaboration and connection, Community education/resilience staff can work with the community to identify their own capacity and existing resources to mitigate, respond and recover from disasters.

Any new CEMPs along with feedback garnered by broader public consultation will be incorporated into future reviews of this Municipal Emergency Management Plan.

3.4 Sub-plans and complimentary 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. Planning for these risks should be led by the recognised control agency for that emergency. These risks are identified through the Community Emergency Risk Assessment (CERA) process (See Part 4.3 of this MEMPC).

The MEMPC (this plan) should not seek to duplicate plans or arrangements that are in effect. Instead, it will clearly identify the co-ordination arrangements that will be applied when the sub-plan or complimentary plan is implemented, and a multi-agency response is required.

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).

The following sub-plans have been identified for the Wangaratta Municipal Emergency Management Plan:

- Municipal Fire Management Plan
- Municipal Flood (and storm) Emergency Plan.

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, and include:

- Pandemic Plan
- Heatwave Plan
- Municipal Emergency Animal Welfare Plan

Complementary plans do not form part of this Plan and are not subject to approval, consultation, and other requirements under the EM Act 2013. A list of complementary plans that have significance to the comprehensive, coordinated and integrated emergency management arrangements in the municipal district can be obtained if necessary.

Again, the risks that form the backbone of these plans are through the CERA process (See Part 4.3 of this MEMP).

When required, sub-committees of the Wangaratta MEMPC will be formed to review existing and prepare new sub (and complimentary) plans. These sub-committees will be built around the knowledge holders of each specific risk. For example, on behalf of the Wangaratta MEMPC, Committee representatives from CFA, DELWP and FRV have been tasked with the preparation of a new Municipal Fire Management Plan. Each sub-committee may decide to form working groups utilising resources (personnel) outside of the MEMPC membership.

PART FOUR – MITIGATION ARRANGEMENTS

4.1 Introduction

The Wangaratta Municipal Emergency Management Planning Committee has a key role in the identification of hazards that present a risk to the municipality, along with the appropriate mitigation actions that reduce the risk, or minimise the effects, of emergencies that may occur within the municipality. Many business-as-usual functions and statutory responsibilities of the many agencies represented on the MEMPC go towards this identification and mitigation of risks. An important function of the MEMPC is the assessment of the residual risk once existing mitigation measures are applied, and the likelihood of the event occurring.

4.2 Hazard, Exposure, Vulnerability and Resilience

4.2.1 Hazard

A hazard can be defined as a dangerous phenomenon, substance, human activity or condition that may cause loss of life, injury or other health impacts, property damage, loss of livelihoods and services, social and economic disruption, or environmental damage.

The hazards of concern to disaster risk reduction are of natural origin and related environmental and technological hazards and risks. Such hazards arise from a variety of geological, meteorological, hydrological, oceanic, biological, and technological sources, sometimes acting in combination. In technical settings, hazards are described quantitatively by the likely frequency of occurrence of different intensities for different areas, as determined from historical data or scientific analysis.

This MEMP, informed by the Community Emergency Risk Assessment (CERA – see 4.3), includes identified hazards which would lead to sources of risks in the municipal area.

4.2.2 Exposure

Exposure refers to people, property, systems, or other elements present in hazard zones that are thereby subject to potential losses.

Whilst literature and common usage often mistakenly combine exposure and vulnerability, they are distinct. Exposure is a necessary, but not 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 extreme event, it is necessary to also be exposed.

4.2.3 Vulnerability

Vulnerability refers to the characteristics and circumstances of a community, system or asset that make it susceptible to the damaging effects of a hazard.

There are many aspects of vulnerability, arising from various physical, social, economic, and environmental factors. Examples may include poor design and construction of buildings, inadequate protection of assets, lack of public information and awareness, limited official recognition of risks and preparedness measures, and disregard for wise environmental management.

It is important to note that exposure to hazards and vulnerability change over time. It will therefore be critical to periodically revisit the assumptions that we have made about them.

4.2.4 Resilience

Resilience can be defined as the ability of a system, community or society exposed to hazards to resist, absorb, accommodate to and recover from the effects of a hazard in a timely and efficient manner, including through the preservation and restoration of its essential basic structures and functions.

Communities are becoming more aware of and wanting to participate in community-led planning. Evidence from previous emergencies elsewhere has shown that communities that plan and manage their own needs in the before, during and after stages of an emergency recover more quickly and suffer less long-term effects. This is resilience in action.

4.3 Risk assessment process and results

Community Emergency Risk Assessment (CERA) management is a process which aims to reduce risks within a community. This can be done by identifying the risks that a community faces, assessing the vulnerability of the community to those risks and providing options to reduce or eliminate the risks. Emergencies of some kind or another occur every day within a municipality. The aim of emergency risk management is to promote public safety and reduce the impact of these emergencies.

The CERA process was used in the preparation of this MEMP by the MEMPC. It provides a framework for considering and improving the safety and resilience of their community from hazards and emergencies that aligns with the ISO 31000:2009 Risk Management Standard.

The CERA approach aims to understand the likely impacts of a range of emergency scenarios upon community assets, values and functions. 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.

The CERA tool, developed by the Victoria State Emergency Service (SES) was used. It provides a robust framework for a community of interest to identify and prioritise those emergency risks that are likely to create most disruption to them. Two (2) CERA assessments utilising the MEMPC along with invited subject matter experts were held on Thursday 9th September and Thursday 14th October 2021.

The assessment tool assists in identifying and describing hazards and assesses impacts and consequences based upon the vulnerability or exposure of the community or its functions.

The outputs of the assessment process were used to inform the MEMP, introduce risk action plans and ensure communities are aware of and better informed about hazards and the associated emergency risks that might affect them.

Risk identification and analysis

The risk identification and analysis regime carried out (CERA) aligns with the ISO31000 standard. Risk Analysis = Consequence x Likelihood.

The ISO31000 standard emphasises the need to establish and manage the risk to the objectives set during the plan development process. During the preparation of this plan, a risk analysis was carried out to identify potential natural and manufactured hazards within the municipality.

The history of occurrence and the nature of each hazard, especially community vulnerability, have been considered during the analysis process. Due to ongoing changes of seasonal conditions, community development and public attitudes, the rating of the identified threats can change over time.

There is no one agency that can or does control all the risks associated with an emergency or disaster. It is the community that collectively owns the risks associated with its area. RCoW has taken a lead role in driving arrangements at the local level for the benefit of the community. This concept is the basis of CERA.

The Wangaratta MEMPC has developed its CERA upon the principles of risk management but founded upon the opinions of those people who live and work within the municipality. A hazard analysis and risk assessment of perceived threats to the municipality has also been conducted by the committee.

Count of hazard category

The following chart shows that **Nine (9) hazards** have been identified across **Four (4) hazard environments** (Biological, Natural Disasters, Technical and Infrastructure).



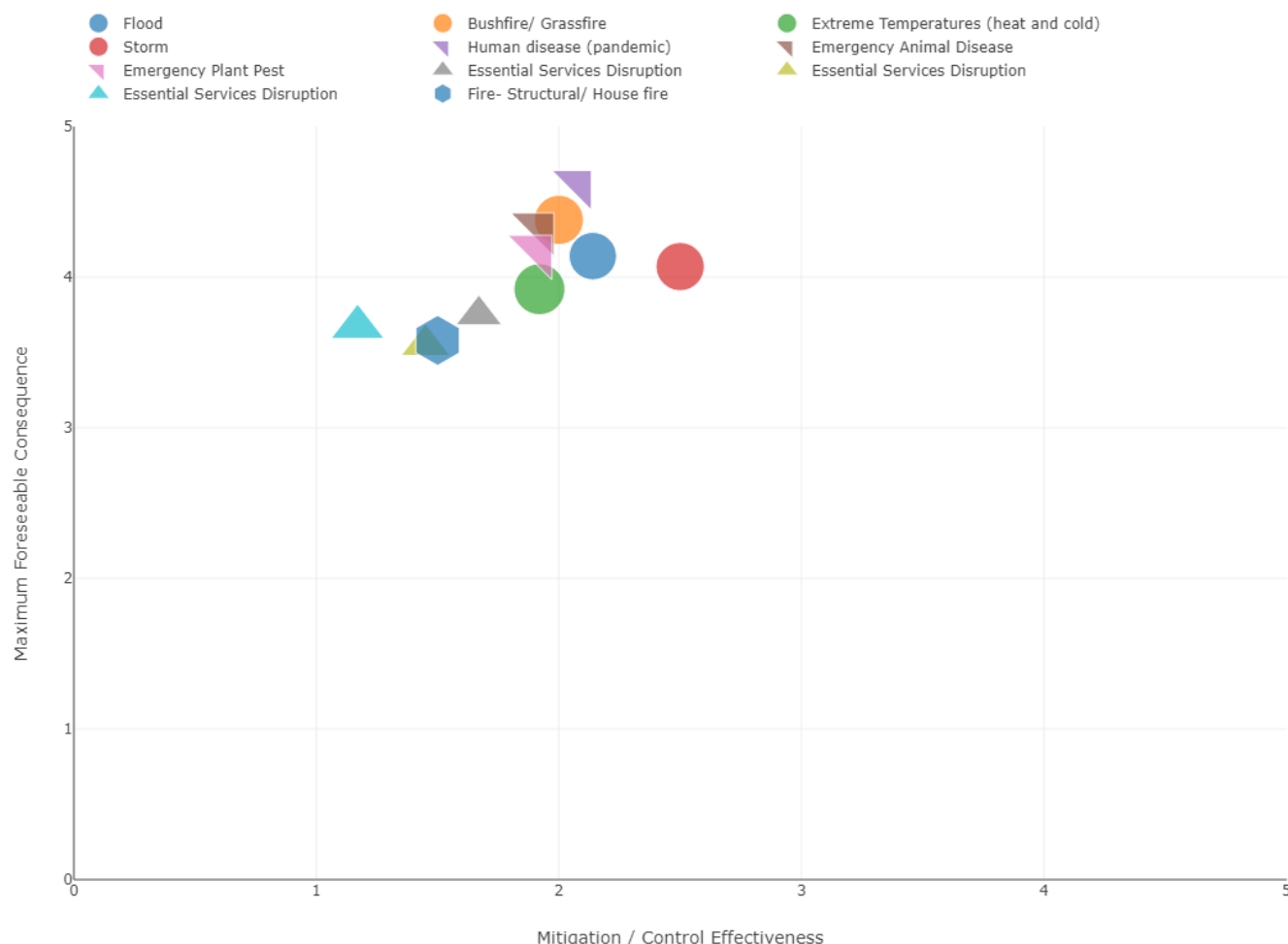
Current Risks

The CERA process has identified the following hazards accompanied by their risk rating.

Hazard	Date last updated	Risk rating
Fire- Structural/ House fire	2021-10-15 16:16:29	High
Emergency Plant Pest	2021-10-15 16:14:52	High
Emergency Animal Disease	2021-10-15 16:12:50	High
Essential Services Disruption (DRINKING WATER)	2021-10-15 16:11:17	High
Essential Services Disruption (WASTEWATER)	2021-10-15 16:08:42	Medium
Essential Services Disruption (ELECTRICAL SUPPLY)	2021-10-15 16:06:34	Medium
Extreme Temperatures (heat)	2021-10-15 16:01:17	High
Human disease (pandemic)	2021-10-15 15:59:47	High
Bushfire/ Grassfire	2021-10-15 15:58:38	High
Storm	2021-10-15 15:57:13	High
Flood	2021-10-14 16:52:40	High

Heat map

The resulting heat map shows that even with the application of available mitigation / control measures, that most hazards have the potential to meet the maximum foreseeable consequence.



4.4 Treatment plans

The information gathered within the CERA process provides a platform for broadly assessing each emergency risk and determining the priority, type and level of responsive action. It helps inform the level and type of action to be taken relative to each risk and influences the development of a treatment plan. The actions can be roughly grouped into two areas.

Improve controls – Generally speaking, if a risk has a high residual consequence rating and a high control effectiveness rating (current controls are assessed as being ineffective), then action should be taken to review and improve controls.

Monitor controls – Conversely, if a risk has a high residual consequence rating and a low control effectiveness (current controls are assessed as having good effect on the risk), then action should be taken to monitor and validate the effectiveness of current controls.

Based on the outcome of the CERA and evaluation, the MEMPC now has a platform to select and prioritise the risk treatment activities. Once existing controls have been identified, potential opportunities to improve controls can be discussed and documented. These opportunities will serve as a starting point in developing and accessing risk treatment options.

There is no template for the progression of treatment strategies as it is dependent upon the needs of the MEMPC. However, it is suggested the Risk Committee make recommendations to the MEMPC in relation to treatment strategies.

The responsibility for treatment of risks is shared by all agencies. Treatment of specific risks for the municipal district is not the responsibility of RCoW. Many risk treatments will be carried out in the context of statewide programs or policies.

Actions should be allocated to accountable individuals or groups and assigned a target date for completion. In some cases, the group might determine that additional, in-depth analysis is required before an adequate assessment can be made and actions defined.

The MEMPC should routinely review the status of risk treatments and collaborate with other municipalities and / or state agencies in enhancing preparedness, response and recovery capabilities across key risk scenarios, etc.

Some Treatment Plans exist in the form of Sub and Complimentary Plans (as outlined in the earlier Part 3.3 of the MEMP).

Hazards with a High Residual risk will be addressed via the MEMPC in the following existing or pending plans:

Hazard	Plan Owner	Status
Fire- Structural/ House fire	CFA / DELWP / FRV	2020 – 2022 Municipal Fire Management Plan (Existing Plan), but requires update
Bushfire/ Grassfire		
Emergency Plant Pest	AGVIC	New Plan required
Emergency Animal Disease	AGVIC	New Plan required
Essential Services Disruption (DRINKING WATER)	NEW (on behalf of DELWP)	DELWP Water and Wastewater Service Disruption Response Plan (2019)
Extreme Temperatures (heat)	RCoW	RCoW Extreme Heat Plan 2018
Human disease (pandemic)	RCoW	RCoW Pandemic Plan 2020 – 2023
Storm	VicSES	SES Flood and Storm Plan (2021)
Flood		

4.5 Monitoring and review

The emergency risk management process (CERA) is subject to minor reviews lead by VicSES and will undergo a major review at least once every three (3) years, between audits. The progress of implemented treatment options is monitored by the MEMPC through reports provided by the Committee and responsible agencies at MEMPC meetings and through the annual risk assessment process.

The cyclic review of the risk management process will result in a report provided to the MEMPC, identifying any adjustments required and will also be used by the committee to identify if any amendments or updates are required to the MEMP.

With a high number (9) of High Risks identified in the recent CERA process, a key task identified by Wangaratta's MEMPC will be to rationalise the number of risks to an acceptable level. Further discussion and identification of business-as-usual functions of member agencies, will further separate the 'risks' that require specific actions for this MEMP.

4.6 Class of Emergency

Under EM Act 2013 Section 3, Emergencies are defined (by) in Victoria, and addressed under the following classifications:

Class 1 emergency means -

- (a) (a) a major fire; or
- (b) (b) any other major emergency for which Fire Rescue Victoria, the Country Fire Authority or the Victoria State Emergency Service Authority is the control agency under the state emergency management plan;

Class 2 emergency means a major emergency which is not—

- (c) a Class 1 emergency;
- (d) or (b) a warlike act or act of terrorism, whether directed at Victoria or a part of Victoria or at any other State or Territory of the Commonwealth;
- (e) or (c) a hi-jack, siege or riot;

PART FIVE – RESPONSE AND RELIEF ARRANGEMENTS

5.1 Introduction

The Victorian State Emergency Management Plan describes emergency response as “the action taken immediately before, during and in the first period after an emergency to reduce the effect and consequences of emergencies on people, their livelihood and wellbeing, property and the environment and to meet basic human needs”.

Response arrangements are largely hazard-based, and control agencies are responsible for developing and maintaining hazard-specific response plans. These plans include arrangements for readiness, the establishment of control, incident management systems, control, relief, escalation and de-escalation. They also include arrangements for communications, co-ordination, consequence management and community connections.

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

The Rural City of Wangaratta plays a key role in the co-ordination of relief by partnering with agencies and organisations to develop and support community leadership in all relief and recovery activities. Community-led activities can generate ownership of decisions and result in more sustainable, higher quality outcomes and innovative solutions.

The emergency response concept provides the mechanism for the build-up of appropriate resources to cope with emergencies across the municipality. It also provides for requests for physical assistance from the Commonwealth when state resources have been exhausted.

Minor incidents are of local concern and will be responded to by council staff. The council’s operational (field) staff are available 24 hours a day to attend to minor or non-threatening incidents such as trees on roads, small grass fires, windstorm, and minor flood and in these cases, it is not necessary to contact the MEMO or to activate this MEMP.

For emergencies that are beyond local capabilities or when local resources are exhausted (which includes staff), the MEMP provides for further resources to be made available, firstly from neighbouring municipalities (through formal and regional agreements) and then, secondly on a state-wide basis.

Phases of activation

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

Alert

Upon receipt of warning or information that an emergency may occur or affect the relevant area of responsibility, the organisation must be alerted to ensure its readiness to act if called upon. Some of the activities that should be considered in this phase are:

- Warning for key personnel;
- Testing of communications arrangements; and,
- Establish flow of information between municipality and control / support agencies

Standby

As the threat or the effects of the emergency become imminent, members of the relevant organisations are placed on standby, thus being ready to move immediately if they are required. Some of the activities that should be considered in this phase are:

- Staff respective emergency centres;
- Prepare equipment and personnel for immediate action; and,
- Identify assembly areas.

Action

This is the operational phase of the emergency when controlling and support agencies are committed to contain or control the emergency. Some operations might necessitate moving to the “action phase” immediately without the “alert” and “standby” phases being implemented. For this reason, it is mandatory that all organisations that have a role in this plan be always in a state of preparedness. Some of the activities that should be considered in this phase are:

- Mobilise personnel/equipment as requested;
- Produce situation reports on regular basis for higher authorities;
- Deploy additional resources as required; and,
- Ensure casual emergency workers are registered.

Stand down

After consultation with the control authority and any other relevant agency, and the MERC is satisfied that the response to the emergency has been completed, they (IC or MERC) will advise all participating agencies of “stand down”

5.2 Command, Control, Coordination

The purpose of command, control and coordination arrangements in the response phase is to ensure sufficient resources are deployed, coordinated and responding to an emergency, and that consequences (of that event) are being managed.

Command

Command is the direction of response activities internally within an agency to use its people, resources, governance, systems and processes to discharge its responsibilities in line with relevant legislation. MEMPs are multi-agency plans and are not required to define command arrangements.

Control

Control is the direction of response activities across agencies, horizontally, including the coordination and tasking of other agencies.

Coordination

Coordination is the arrangement of people, resources, governance, systems and processes, to ensure effective response to, and relief and recovery from an emergency.

Coordination operates:

- Vertically within an agency as a function of command; and,
- Horizontally across agencies as a function of the authority to control.

Emergency Response coordination ensures:

- Effective control arrangements are established and maintained;
- Information is shared effectively; and,
- Resources required to support the response are utilised.

A modern approach to emergency management that is inclusive and community-focused includes consideration of Consequence, Communication and Community Connection into a well-established and tested emergency management system.

It provides better focus on the community being central to everything we do in emergency management and supports community resilience.

Consequences

The management of the effect of emergencies on individuals, the community, infrastructure and the environment.

Communication

The engagement and provision of information across agencies and proactively with the community to prepare for, respond to and recover from emergencies.

The community needs information to make informed choices about their safety and to take responsibility for their own recovery. The Incident Controller must authorise the provision of public

information and warnings by public information officers (if appointed) on behalf of the Incident Control and agencies.

However, if there is an imminent threat to life and property and warnings must be issued urgently, any control agency personnel can issue them to a community under threat but they must notify the relevant controller as soon as possible after they do so.

Relief and recovery messaging should be integrated with response messaging and it should inform the community among other things about relief centres, impacts on critical infrastructure and how to get assistance.

For some major emergencies, RCoW, working in conjunction with coordinating agencies, might hold community engagement meetings.

Community Connection

Community connection is the understanding of and connecting with trusted networks, trusted leaders and all communities to support resilience and decision-making.

Understanding the impact of an emergency, the consequences of the impact and how we reach in and acknowledge the community connections before, during and after an emergency, is vital to building a sustainable emergency management system and one that recognises the central tenets of wellbeing, liveability, sustainability and viability for communities.

As defined in the EM Act 2013, consequence management means “the co-ordination of agencies, including agencies who engage the skills and services of non-government organisations, which are responsible for managing or regulating services or infrastructure which is, or may be, affected by a major emergency”.

Consequence management occurs through the consideration of the wider ramifications of an emergency event. This approach moves the focus from a specific hazard, such as a fire or flood, to broader consequences affecting a community, regardless of hazard source.

For example, a fuel shortage resulting from a supply chain disruption might be caused by flood, windstorm, pandemic or fire. While the management of the individual hazard may differ, the consequence for the community requires a co-ordinated response across agencies to re-establish fuel supplies, regardless of the event causing the disruption.

5.3 Local response arrangements and responsible agencies

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

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

- **Control agency:** Primary responsible for responding to a specific form of emergency. Applies to response-related activity only.

- **Coordination agency:** Primarily responsible for bringing together resources to support the mitigation of, response to, and recovery from emergencies. Municipal Emergency Response Coordinator's (MERC's) are appointed to undertake a coordinated function at the Municipal level.
- **Support agency:** Contributes capability and / or capacity to emergency management activity in conjunction with the control and / or coordination agency (Across the mitigation, response, and recovery activities).
- **Relief lead agency:** Provides direct relief assistance to individuals, families, and communities and/ or indirect assistance by resupplying essential goods or services to isolated communities.
- **Recovery lead agency:** Leads the provision of services, personnel, or material during the recovery phase.

Information outlining the **Response** arrangements within the SEMP are covered table 9, with support agencies listed in table 10, see <https://www.emv.vic.gov.au/responsibilities/sempr/roles-and-responsibilities/response>.

Relief arrangements are found across table 12 of the SEMP, see <https://www.emv.vic.gov.au/responsibilities/sempr/roles-and-responsibilities/relief-services-and-coordination#table12>.

5.4 Municipal Emergency Coordination

One of the key responsibilities of RCoW during an emergency is the provision of equipment and resources and support the emergency operation. Resources will be required from the very early (response) phase of an emergency, right through to the completion of recovery, encompassing some of the following examples:

- Traffic management resources;
- Materials to absorb or contain spills or floods;
- Heavy Plant and Equipment for moving material and debris (such as fallen trees);
- Clearing of roads and drains; and,
- Safe refuge facilities for evacuees seeking emergency relief.

Where activities are contracted out, RCoW is still expected to be able to ensure a continuous emergency capacity is sustained. This expectation is built into relevant contracts. RCoW is also in an excellent position to source local supplies and equipment through its day-to-day contacts and pre-qualified contractors.

Most incidents are of local concern and can be coordinated from local municipal resources. However, when local resources are exhausted, the Emergency Response Plan provides for further resources to be made available, firstly from neighbouring municipalities and shires (on a regional basis) and then, secondly on a state-wide basis.

Relief is not the exclusive domain of any single agency. All agencies and organisations willing to participate have an important role to play. This recognises that relief must be a whole-of-government and a whole-of community process. The tables below are provided as a guide to

indicate the range and types of services, which can be needed in a recovery process and the principal sources of those services.

When local resources cannot be provided to meet support tasks needed, the request should be passed onto the Regional Emergency Response Co-ordinator via the Municipal Emergency Response Co-ordinator.

5.5 Financial considerations

Financial accounting for RCoW resources utilised in emergencies must be approved by the RCoW CEO, the MRM, or the MEMO, and shall be in accordance with the normal financial tracking systems of RCoW.

The MRM shall be responsible for tracking expenditure in an emergency management event.

As a general principle, municipal councils, government and non-government agencies and organisations are responsible for self-funding the services they provide for any emergency response.

Depending on the magnitude of the emergency some Government financial assistance may be available for mitigation, response and recovery activities. Confirmation of funding availability and/or application to receive funding will be undertaken by the MRM (with the assistance of the EMC).

The Australian Government's Disaster Recovery Funding Arrangement (DRFA) is a standing, cost-sharing arrangement between the Commonwealth and states and territories for various pre-agreed relief and recovery measures, subject to the state meeting particular financial thresholds. The arrangements help to support relief and recovery efforts undertaken immediately before, during and after an eligible disaster. The arrangements are intended to compliment other strategies including insurance and are only available to eligible parties including RCoW. See <https://www.disasterassist.gov.au/disaster-arrangements/disaster-recovery-funding-arrangements>

Different funding options are outlined below:

State Agencies

State agencies involved in emergency response and recovery activities as part of their normal activities will initially fund them from within their budgets including for supplies (such as catering) purchased from contractors or volunteer agencies.

For major emergencies, some funding supplementation may be required from the Department of Treasury and Finance. This would be the subject of a government decision at the time, in the context of the agency's budget position.

Non-Government Organisations (NGOs) and Volunteer Groups

NGOs and volunteer groups deliver response and recovery activities within the limit of their means. NGOs and volunteer groups may self-nominate and fund the provision of services to support a control agency in response or as part of recovery co-ordination.

Where an NGO or volunteer group expends extraordinary funds providing response or recovery activities to the extent that it seeks financial reimbursement, it should notify the agency to which it is providing services, at the earliest possible opportunity, preferably before deployment commences so funding sources can be determined.

Commonwealth agencies

Local resources including privately owned resources must be fully committed before Commonwealth assistance is sought. There is no charge for Australian Defence Force resources used to save human life, alleviate suffering or prevent the extensive loss of animals or property.

Private organisations

Private organisations that provide resources for emergency response or recovery activities would expect to be paid by the agency using the resources.

5.6 Emergency Relief

Emergency Relief / Recovery Centres

The following facilities have been assessed and found to be potentially suitable for use in times of emergency relief and / or recovery centres. Careful consideration must be given to the prevailing circumstances (such as the nature of the emergency event), the number of people requiring assistance and ability to readily staff the facility when selecting the most suitable option.

Note, the opening of an EMERGENCY RELIEF CENTRE is at the direction of the MERC or the IC.

Pre-emptive actions by the MRM to facilitate the rapid activation of an ERC can occur at any time.

Name of facility	Address
*Goulburn Ovens TAFE (GOTAFE), Docker Street Campus	27 Docker Street, Wangaratta
*GOTAFE / Rural Studies Centre, Tone Rd Campus	Entrance near termination of dual carriageway / formation of one road, (south of 271 Tone Road), Wangaratta
Wangaratta Livestock Exchange (primarily for Livestock and Horses)#	99 Shanley Street, South Wangaratta
Wangaratta Performing Arts and Convention Centre (WPACC)	33 – 37 Ford Street, Wangaratta
Wangaratta Showgrounds	Based on traffic management requirements, entry via Evans Street or Golf Links Lane
Whitfield Recreation Reserve Sports Pavilion	Mansfield – Whitfield Road, Whitfield.

**Memorandums of Understanding (MoU) are being drafted with Goulburn Ovens TAFE (GOTAFE) for the use of these facilities during an emergency relief event.*

#By agreement between, RCoW and RSPCA, evacuees at any 'activated' Emergency Relief Centre will be encouraged to have their small domestic animals/pets cared for at the RSPCA Wangaratta Shelter.

Local relief arrangements

The following table outlines the local arrangement for Emergency Relief across the Rural City of Wangaratta (contact details included in Appendix of unredacted version of this MEMP).

Relief services and coordinating agency	Activity	Relief lead agencies	Relief support agencies
Community information	Provide relief and recovery information to assist communities to make informed decisions about their safety	Lead Response Agency	RCoW
Emergency Shelter	Arrange emergency shelter and accommodation for displaced households	RCoW	Salvation Army (bedding) & DFFH
Food and water	Co-ordinate provision of food and water for community at emergency relief centres or other locations as required	Australian Red Cross	Rapid Relief Team
Reconnecting family and friends	Operate Register.Find.Reunite in relief centres or online, to reconnect people with family, friends and their communities.	VicPol	Australian Red Cross
Disbursement of material aid (non-food items)	Provide essential material aid (non-food items) to emergency affected persons including clothing, bedding and other personal requirements.	Salvation Army	
Psychosocial support	Personal support (psychological first aid and emotional – spiritual care) in relief and recovery centres and through community outreach	RCoW	VCCEM Australian Red Cross Gateway Health
Emergency financial assistance	Administer relief payments through the Personal Hardship Assistance Program (PHAP), to help families and individuals meet their essential and immediate needs	DFFH	

Relief services and coordinating agency	Activity	Relief lead agencies	Relief support agencies
Drinking water for households	Provide relief drinking water to eligible households	North East Water	DELWP DoH (advice only)
Health and medical assistance and first aid	Provide pre-hospital care to people affected by emergencies	AV	DoH St John Ambulance
	Provide other health and medical relief assistance measures	AV	DoH St John Ambulance
	Establish primary care clinics in field	AV	DoH
Animal welfare	Respond to animal welfare (other than wildlife) matters	DJPR - AgVic	RCoW Victorian Royal Society for the Protection of Cruelty to Animals (RSPCA) Victorian Farmers Federation (VFF)
	Respond to wildlife welfare matters	DELWP	
	Housing of displaced and lost / stray companion animals	RCoW	RSPCA
Food and grocery supply	Support food and grocery supply logistics, continuity planning and operations with the major food distribution operators	DJPR – both AgVic and Regional Development Victoria (RDV)	

5.7 Neighbourhood Safer Places

There are four (4) Neighbourhood Safer Places (NSP's) within the municipality. These can be used as a place of last resort when other plans have failed or cannot be followed. However, it must be stressed, that no place can be guaranteed as safe during a bushfire:

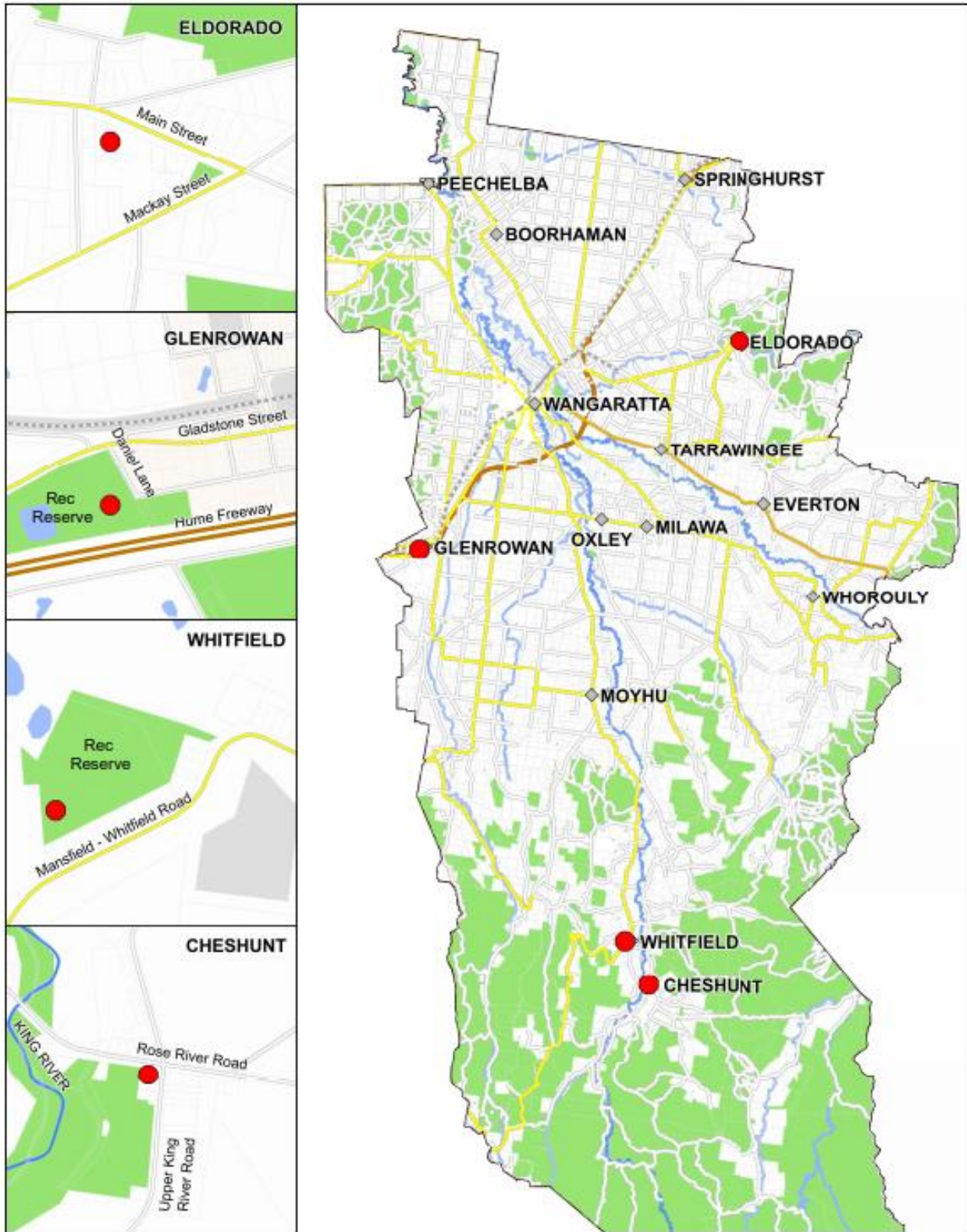
Name of facility	Address
Cheshunt Hall	Corner King Valley Road and Upper King Valley Road, Cheshunt 3678


Name of facility	Address
Eldorado Memorial Hall	Main Street (opposite McKoy Street), Eldorado 3746
Glenrowan Recreation Reserve Community Centre	Daniel Lane, Glenrowan 3675
Whitfield Recreation Reserve Sports Pavilion	Mansfield – Whitfield Road, Whitfield 3733

The above information is also publicly accessible at:


<https://www.wangaratta.vic.gov.au/Residents/Preparing-for-an-emergency/Fire>

The location of RCoW's four Neighbourhood Safer Places is represented via the following map.





**Neighbourhood Safer Places –
Rural City of Wangaratta**



Map Produced by:
Rural City of Wangaratta, GIS
Date: 17/11/2021

Legend

- Neighbourhood Safer Place Location
- ◆ Main Town Location

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5.8 Resource sharing protocol

The MAV Inter-Council Emergency Management Resource Sharing protocol is an agreed position between councils regarding the provision of resources to assist other municipalities with response and recovery tasks during and after emergencies.

This protocol can be found at:

<https://www.mav.asn.au/what-we-do/policy-advocacy/emergency-management/protocol-for-inter-council-resource-sharing>

The Rural City of Wangaratta has adopted the protocol. It is not intended to inhibit or diminish the effectiveness of any existing inter-council resource sharing arrangements that may be in effect.

This resource sharing protocol was enacted during the 2020 Black Summer North East Fires. Assistance was formerly requested and received from primarily rural municipalities to aid in our delivery of regional relief operations for self-sufficient evacuees (who opted to camp at one of our four ERC locations), along with associated livestock and domestic/companion animals.

5.9 Planning for cross boundary / regional events

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

A significant demonstration of regional response (in the provision of relief) was the January 2020 North East Fires that involved the establishment and provision of regional relief facilities across Wangaratta (and Wodonga).

At a local level, communication of identified risks across municipal boundaries take place through provision of MEMP plans to municipalities that border RCoW. As part of our commitment to the Hume Municipal Emergency Management Enhancement Group (MEMEG), RCoW takes every opportunity to include bordering LGA's with MEMP exercises and to share any identified risks that may also impact them.

5.10 Collaboration

The larger municipalities of RCoW and the City of Wodonga, have formed a collaboration with the smaller Alpine, Indigo and Towong Shire Councils, known as the North East Hume Regional Local Government Emergency Management Collaboration (*NE Collaboration* for short).

Formed through 'Safer Together' funding, this collaboration is primarily designed to enhance efficiencies of Alpine, Indigo and Towong Shire Councils. The aim is to plan and prepare together and share resources in a manner that ensures that local government Emergency Management responsibilities are executed, and best outcomes achieved for impacted communities.

5.11 Debriefing arrangements

The Municipal Emergency Response Co-ordinator (MERC) will ensure the Incident Controller organises an operational debrief with support agencies as soon as practicable after response activities finish.

Responsibilities:

- Take an active role in planning at a local level including representation on the MEMPC.
- In times of emergencies that require activation of the MECC or an ICC, attend at the MECC or the ICC as the MERC.
- Liaise with local control authorities and support agencies and ensure an effective control structure has been established by agencies in coping with an emergency at local level.
- Obtain and forward regular advice to the Regional Emergency Response Co-ordinator (RERC) of the potential of an emergency which is not under substantial control of the control agency.
- Maintain an awareness of local resources which can be used in an emergency.
- Convene post-emergency debriefing conferences as soon as practicable after a local emergency when required.

Any control agency requiring municipal support will request that support through the Municipal Emergency Response Co-ordinator who will pass on all requirements to the MEMO.

5.12 Transition to recovery

Decisions made during response will affect recovery outcomes. Recovery activities begin immediately and continue beyond the need for relief activities. Recovery should therefore be considered during response and at all stages of emergency management planning.

Transition to recovery should follow the template accessible from Page 28 of the SEMP (which directs the user to the document in EM-COP).

PART SIX – RECOVERY ARRANGEMENTS

6.1 Introduction

As outlined in the SEMP (p30), recovery means the assisting of persons and communities affected by emergencies to achieve a proper and effective level of functioning.

At the local level, the co-ordination and delivery of recovery services should be aligned with the following National Principles for Disaster Recovery.

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

Victoria’s Resilient Recovery Strategy <https://www.emv.vic.gov.au/how-we-help/resilient-recovery-strategy> aims to support community resilience, streamline recovery services and allow individuals and communities to lead and act to shape their future after an emergency. The strategy includes actions to:

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

Engagement with the many groups that make up Victoria’s communities, including Traditional Owners, is necessary to ensure the recovery process is effective and culturally appropriate.

6.2 Recovery Coordination – State, Regional, Local

The SEMP <https://www.emv.vic.gov.au/responsibilities/sempr/roles-and-responsibilities/recovery-co-ordination#table13> outlines the responsibility for recovery coordination as follows:

- State recovery coordination: Bushfire Recovery Victoria (BRV)
- Regional recovery coordination: Bushfire Recovery Victoria (BRV)
- Municipal recovery coordination: Rural City of Wangaratta (RCoW)
- For communities affected by the 2019/2020 Eastern Victoria Bushfires recovery coordination, and / or the June 2021 Storms and Floods, or as formerly delegated by the EMC: Bushfire Recovery Victoria (BRV).

6.3 Recovery functions and activities

Recovery activities and structures aim to:

- Reduce the effects and consequences of emergencies;
- Enable community-led approaches to recovery;
- Restore essential services, infrastructure and lifelines/networks that communities need to function;
- Enable communities to adapt to interruption;
- Provide customised services that adapt when community is most in need; and,
- Bring together people, resources, skills and capability.

Tables 15 – 18 of the SEMP <https://www.emv.vic.gov.au/responsibilities/sempr> outline the recovery roles and responsibilities of agencies at the state and regional level across the follow four (4) recovery environments:

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

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

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

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

The following table outlines the specific recovery arrangements across the Rural City of Wangaratta (*contact details included in Appendix A1 of the unredacted version of this MEMP*).

Recovery Environment	Recovery activity	State / regional coordination responsibility	Municipal Lead and Support responsibility	Municipal details
Social Environment	Functional Area – Housing and accommodation			
	Support securing interim accommodation	DFFH	Beyond Housing RCoW	<p>DFFH Ph. 1300 650 172 As per emergency housing policy if activated.</p> <p>For temporary accommodation seek assistance from Wangaratta Visitors Information centre for motel and caravan park lists.</p> <p>Beyond Housing Ph. 1800 825 955 www.beyondhousing.org.au Wangaratta office Ph (03) 5722 8000</p> <p>Beyond Housing can assist with crisis accommodation, immediate needs such as food, information and access to housing options and financial assistance to secure housing.</p>
	Building advice and information to residents	Victorian Building Authority	RCoW	Council will provide building and planning advice to individuals who have lost/destroyed/damaged homes, buildings or structures that require replacement or reconstruction. They can also put individuals in contact with other relevant authorities.
Survey and determination re: occupancy of damaged buildings	BRV	RCoW	<p>Council Building Inspectors can determine the occupancy of damaged buildings.</p> <p>Capacity – Council has limited capacity for larger scale events and will require support from surrounding LGAs to complete inspections in a timely manner.</p>	

Recovery Environment	Recovery activity	State / regional coordination responsibility	Municipal Lead and Support responsibility	Municipal details
	Transition to permanent housing	DFFH	Beyond Housing RCoW	Beyond Housing Ph. 1800 825 955 www.beyondhousing.org.au Wangaratta office Ph. (03) 5722 8000
	Functional Area – Individual and household financial assistance			
	Personal Hardship Assistance Program (PHAP payment)	DFFH	DFFH	<p>Payments available to assist a household during the first seven days of a single house fires or natural emergency event. Eligibility is based on alleviating hardship, for an individual or household affected by an emergency (occurring or likely to occur) to provide shelter, food, clothing, personal items or transport to leave an affected area.</p> <p>The amount is based on a pre-determined “set” amount per individual (adult or child), capped per household.</p> <p>Ph. 1300 650 172 EmergencyHardshipPayments@dffh.vic.gov.au</p>
Australian Government Disaster Recovery Financial Assistance	BRV (liaison on behalf of Victorian Government)	Services Australia	<p>Payments available to eligible applicants following the activation of this assistance measure by the Minister for Police and Emergency Services or the Premier.</p> <p>Eligibility is based on an applicant’s ‘principal’ place of residence being inhabitable or inaccessible for more than 7 days because of the natural emergency event.</p>	

Recovery Environment	Recovery activity	State / regional coordination responsibility	Municipal Lead and Support responsibility	Municipal details
				<p>Applicants must also meet an income test and expenses/losses not being covered by insurance.</p> <p>Payments can be used for alternative accommodation, removal of debris from residential properties, essential repairs to housing to restore it to a habitable condition and repair or replacement of essential household items.</p> <p>The application period closes 180 days after the natural event.</p>
	Insurance advice and information to customers	DTF Victorian Managed Insurance Authority	Insurance Council of Australia Victoria Legal Aid	RCoW will consider appropriate support strategies, including how individuals will access information, the coordination of services, and case support for a given emergency with the support of the Insurance Council of Australia.
	Functional Area – Psychosocial support			
Psychological first aid and emotional and spiritual care, in relief and recovery centres and through community outreach	BRV	Australian Red Cross VCCEM RCoW	<p>Australian Red Cross Ph. 1800 232 969 www.redcross.org.au</p> <p>Victorian Council of Churches Emergency Ministry (VCCEM) 24 hr Ph. (03) 9654 1736 www.vccem.org.au</p> <p>Trained teams for visitation and counselling (outreach) available for relief and recovery centres.</p>	

Recovery Environment	Recovery activity	State / regional coordination responsibility	Municipal Lead and Support responsibility	Municipal details
				Refer to contact list for details of local coordinators for both Australian Red Cross and VCCEM.
	Counselling	DFFH	Mental Health Services Private providers	Gateway Health - Wangaratta Ph. (03) 5723 2000 North East Child And Adolescent Mental Health Service (NECAMHS) – Wangaratta Ph. (03) 5723 8900 necamhs@awh.org.au
	Support for the bereaved	Victorian Coroners Court and Support agency	VCCEM	For information and support the Australian Centre for Grief and Bereavement can be found at: www.betterhealth.vic.gov.au/health/serviceprofiles/Australian-centre-for-grief-and-bereavement Victorian Council of Churches Emergency Ministry (VCCEM) 24 hr Ph. (03) 9654 1736 www.vccem.org.au Trained teams for visitation and counselling (outreach). Refer to contact list for local coordinator for VCCEM.
	Support in emergencies caused through criminal actions	Victims support agency	VCCEM	Victims of Crime Helpline Ph. 1800 819 817 Text No. 0427 767 891 VCCEM 24 hr Ph. (03) 9654 1736 www.vccem.org.au

Recovery Environment	Recovery activity	State / regional coordination responsibility	Municipal Lead and Support responsibility	Municipal details
				Trained teams for visitation and counselling (outreach). Refer to contact list for local coordinator for VCCEM.
	Specialist support for school and early childhood services	DET	DET	Local Schools will be supported by the Department of Education and Training. Refer to contact list.
	Referral assistance for primary producers and animal owners	DJPR BRV	RCoW	Refer to contact list for further details
	Functional Area – Health and Medical assistance			
	Public health advice	DoH	RCoW Gateway Health	RCoW – Environmental health officer to provide advice and information. Gateway Health have a health promotion function, who can provide primary health messages.
	Advice on wellbeing in recovery	DoH	Australian Red Cross RCoW VCCEM	NavSpace https://navspace.org.au/ NavSpace is an online guide to mental health and wellbeing support services in the North East region of Victoria. This website has been developed to support ongoing community recovery and service response particularly relating to local disasters and COVID-19.

Recovery Environment	Recovery activity	State / regional coordination responsibility	Municipal Lead and Support responsibility	Municipal details
	Functional Area – Community Development			
	Community information	EMV	RCoW	General information can be found in the relief and recovery section of the Vic Emergency website at: https://www.emergency.vic.gov.au/relief/#financial_assistance
	Formation, leadership and support of municipal / community recovery committees	BRV	RCoW	RCoW Municipal Recovery Manager (MRM) Refer to contact list for further details
	Provision and management of community development services	RCoW		
	Provision and staffing of recovery information centres		RCoW Australian Red Cross	RCoW will coordinate staffing for Recovery Information Centres. See RCoW's MRM Relief and Recovery Operating Guidelines.
	Organisation of state-wide public appeals	Department of Premier and Cabinet		RCoW will promote any state-wide appeals that are in place. Where no such appeal is in place, the MRM will arrange to divert any monetary donations to not-for-profit organisations associated with the emergency incident
	Strategic coordination of spontaneous volunteers and	BRV	RCoW MRM & Australian Red Cross	Refer to contact list for further details

Recovery Environment	Recovery activity	State / regional coordination responsibility	Municipal Lead and Support responsibility	Municipal details
	management of donated goods			
Built Environment	Functional Area – Telecommunications			
	Telecommunications assets reinstatement and return to reliable supply	DJPR	Telecommunications carriers	Further detail can be found on EM-COP or in the contact list Telstra Ph. 13 22 00 www.telstra.com.au Optus Ph. 13 39 37 www.optus.com.au NBN Ph. 1800 687 626
	Functional Area – Energy Services			
	Electricity services assets reinstatement and return to reliable supply	DELWP ESV AEMO	Electricity companies	Ausnet Services Ph. 13 24 61 www.ausnetservices.com.au Maintain electricity supply where safe to do so
	Gas services assets reinstatement and return to reliable supply	DELWP ESV AEMO	Gas companies	Elgas Wangaratta Ph. 03 5722 2325 LPG gas bottle supply
Restoration of liquid fuel supply	DELWP	Fuel companies	Everton <ul style="list-style-type: none"> Independent 	

Recovery Environment	Recovery activity	State / regional coordination responsibility	Municipal Lead and Support responsibility	Municipal details
				<p>Glenrowan (Hume Freeway)</p> <ul style="list-style-type: none"> • BP <p>Moyhu</p> <ul style="list-style-type: none"> • Independent <p>Oxley</p> <ul style="list-style-type: none"> • Independent <p>Wangaratta</p> <ul style="list-style-type: none"> • APCO • BP • Caltex (2 locations) • Shell (Coles Express)
	Functional Area – Reticulated water and wastewater			
	Recovery and rehabilitation of essential water supply for domestic use	DELWP	NEW	<p>North East Water Ph. 1300 361 644</p> <p>www.newwater.com.au</p> <p>Ensures reticulated water supply is safe. Provides potable water if supply is unsafe. For further details refer to Contact List</p>
Restoration of sewerage, sanitation systems and wastewater management	DELWP	NEW	<p>North East Water Ph. 1300 361 644</p> <p>www.newwater.com.au</p> <p>Maintenance and repair of sewer service. For further details refer to Contact List.</p>	

Recovery Environment	Recovery activity	State / regional coordination responsibility	Municipal Lead and Support responsibility	Municipal details
	Replacement of essential stock and domestic water used in bushfire fighting	DELWP	NEW RCoW	Water taken from household tanks or agricultural dams for firefighting will be replaced (up to the quantity taken) when requested by the landholder and water is needed for essential use. The aim is to ensure that landholders have sufficient water to sustain: the health of residents and pets, and the health and productivity of livestock and crops.
	Functional Area – Transport			
	Airports restoration to normal activity	DOT	RCoW	RCoW Aerodrome Officer Refer to contact list for further details
	Restoration of major arterial roads and bridges	DOT	Infrastructure owners/operators	<ul style="list-style-type: none"> • RRV (refer to contact list) • VicTrack (refer to contact list)
	Restoration of bus and rail services	PTV	Local bus companies	<ul style="list-style-type: none"> • V/Line (refer to contact list) • Wangaratta Coachlines Ph. (03) 5721 5866 • Fallons Wangaratta Ph. (03) 5722 9255 • Dyson Group Ph. (03) 5722 1843
	Assist with food supply logistics, interdependencies, contingencies and reconstruction	DJPR	Freight and warehouse operators Other businesses as required	Local freight and warehouse operators
	Functional Area – Buildings and Assets			

Recovery Environment	Recovery activity	State / regional coordination responsibility	Municipal Lead and Support responsibility	Municipal details
	State-led clean up of residential properties	BRV		Refer to contact list
	Coordination of clean-up		RCoW	<p>Council is responsible for the coordination and engagement of any contractors for clean-up.</p> <p>In larger scale events the state may coordinate a clean-up program which will include case management.</p>
	Restoration, clearing and rehabilitation of public buildings and assets managed within agencies' portfolios		Relevant asset owner or managing agency	<p>For council owned infrastructure the Municipal Building Surveyor will issue a direction for any building works. Other assets will have relevant inspections made and recommendations for restoration, rehabilitation or rebuild works to be carried out.</p> <p>Council will engage Project Managers to manage works to be carried out.</p> <p>Buildings owned by other agencies or Committees of Management are responsible for any restoration, clearing and rehabilitation works.</p> <p>Council will provide support with advice and assessments.</p>
	Oversight and inspection of rebuilding/redevelopment		RCoW	Council would engage a project manager to oversee any rebuilding or redevelopment works of council owned assets.

Recovery Environment	Recovery activity	State / regional coordination responsibility	Municipal Lead and Support responsibility	Municipal details
				The Municipal Building Surveyor will inspect and sign off completed works to ensure building compliance. This applies to Council buildings, as well as those of other agencies and Committees of Management.
	Provision of financial assistance to councils for the restoration of essential municipal assets	EMV		Funding will be provided if DRFA criteria is met. For further information on funding refer to: https://www.emv.vic.gov.au/drfa-ndfa-events-post-1-nov-2018/claims-journey-map
Economic Environment	Functional Area – Local economies			
	Implement available DRFA initiatives to assist voluntary non-profit groups, communities and economies	BRV		For further information on funding refer to: https://www.emv.vic.gov.au/drfa-ndfa-events-post-1-nov-2018/claims-journey-map
	Implement approved actions and projects to assist economic recovery	DJPR	RCoW	RCoW Municipal Recovery Manager (MRM) Refer to contact list for further details.
Encourage and bring forward the resumption of local trade and economic activity	Use Secondary Needs Assessment data to develop an economic recovery plan in conjunction with local chambers of commerce and business groups.			

Recovery Environment	Recovery activity	State / regional coordination responsibility	Municipal Lead and Support responsibility	Municipal details
	Monitor broad economic impacts and consequences			
	Functional Area – Businesses			
	Assist businesses to access available information and advice	DJPR	RCoW Chambers of Commerce and Business Associations	<ul style="list-style-type: none"> • Business Wangaratta (Wangaratta Chamber of Commerce) ph. 0434 542 428 president@businesswangaratta.org.au • Wines of the King Valley • Glenrowan Vignerons • Milawa Markwood Development Association Ph. (03) 5727 3220 • Moyhu Action Group moyhu@gmail.com • King Valley Tourist Association • Milawa Gourmet Region Association • Eldorado Tourism Business Group Secretary Ph. (03) 5725 1542 contact@eldorado.org.au

Recovery Environment	Recovery activity	State / regional coordination responsibility	Municipal Lead and Support responsibility	Municipal details
				<ul style="list-style-type: none"> Beechworth Vignerons
	Information and advice to small businesses to support decision making and encourage a return to business	BRV	DJPR Small Business Victoria	Invite to Recovery Committee for advice and updates
	Implement available DRFA initiatives to assist small business recovery	BRV	DJPR Rural Finance Corporation Victoria (RFCV)	<p>For information on DRFA funding information on funding refer to https://www.emv.vic.gov.au/drfa-ndfa-events-post-1-nov-2018/claims-journey-map</p> <p>RFCV - Concessional loans may be made available to small businesses which are in need of special assistance as a result of natural disasters and which cannot obtain finance on suitable terms from normal sources including insurance and which, in the opinion of the Corporation, have reasonable prospects of recovery. Generally, the corporation would expect to share the funding for such businesses with normal sources of institutional finance.</p>
	Implement approved actions to assist business recovery	DJPR	RCoW	
	Provide opportunities for the enhancement of	DJPR	RCoW	<ul style="list-style-type: none"> Business Wangaratta (Wangaratta Chamber of Commerce)

Recovery Environment	Recovery activity	State / regional coordination responsibility	Municipal Lead and Support responsibility	Municipal details
	knowledge and skills within small business		Chambers of Commerce and Business Associations	<p>ph. 0434 542 428 president@businesswangaratta.org.au</p> <ul style="list-style-type: none"> • Wines of the King Valley • Glenrowan Vignerons • Milawa Markwood Development Association Ph. (03) 5727 3220 • Moyhu Action Group moyhu@gmail.com • King Valley Tourist Association • Milawa Gourmet Region Association • Eldorado Tourism Business Group Secretary Ph. (03) 5725 1542 contact@eldorado.org.au • Beechworth Vignerons
	Coordinate the insurance industry response, information, advice and government liaison	Department of Treasury and Finance	Insurance Council of Australia	Invite to recovery committee for update and advice

Recovery Environment	Recovery activity	State / regional coordination responsibility	Municipal Lead and Support responsibility	Municipal details
	Functional Area – Agriculture			
	Implement available DRFA initiatives to assist primary producer’s recovery	DJPR (with support also from BRV)	Rural Finance Corporation of Victoria (RFCV)	<p>For information on DRFA funding information on funding refer to https://www.emv.vic.gov.au/drfa-ndfa-events-post-1-nov-2018/claims-journey-map</p> <p>RFCV - Concessional loans for carry on purposes (restocking, restoration etc) may be made available to full-time <i>bona fide</i> primary producers who have suffered natural disaster losses and, after insurance recovery, are unable to obtain requirements through normal commercial channels on suitable terms, and in the Corporation’s opinion have reasonable prospects of recovery.</p> <p>RFCV – Can provide clean-up grants to cover the cost of clean-up and reinstatement, not compensation for losses. These grants are aimed at providing a holistic approach to the recovery for regions or communities severely affected by a natural disaster. Grants are subject to Commonwealth Government approval, maximum grant \$10,000 up to \$25,000 in exceptional circumstances.</p>
	Delivery of recovery programs and advice to primary producers, rural land managers	DJPR - Ag Vic (with support also from BRV)	Victorian Farmers Federation (VFF) Industry Bodies	The Victorian Department of Agriculture (Ag Vic – within DJPR) can provide advice and programs to primary producers and rural land managers, including technical fact sheets, workshops and guidance. Further information can be found at:

Recovery Environment	Recovery activity	State / regional coordination responsibility	Municipal Lead and Support responsibility	Municipal details
			RCoW	https://agriculture.vic.gov.au/farm-management/emergency-management See Contact List for local Ag Vic MEMPC Contact.
				RCoW is responsible for the safe disposal of dead or maimed stock. Ag Vic provides advice on the disposal needs of dead or injured animals.
				Following fire or flood Ag Vic will liaise with VFF around the scale and coordination of fodder requirements, including donated supplies of fodder.
				RCoW will aid in the sharing of messaging and advocating for the needs of primary producers needs post EM event.
	Provision of technical advice to primary producers and rural landholders on re-establishment or alternative strategies.	DJPR - Ag Vic	VFF Industry bodies	Further information including fact sheets and technical advice can be found at: https://agriculture.vic.gov.au/farm-management/emergency-management See Contact List for local Ag Vic MEMPC Contact.
				Industry bodies such as the Royal Agricultural Society of Victoria, Wine Victoria, Meat and Livestock Association and other industry groups can provide technical advice, support and strategies.

Recovery Environment	Recovery activity	State / regional coordination responsibility	Municipal Lead and Support responsibility	Municipal details
	Assist farmers to reinstate fences damaged by emergency events	DELWP		Half the cost of materials paid to replace or repair fencing between private land and all national parks, state parks and state forests destroyed or damaged by bushfires.
			RCoW Local volunteer fencing programs	Blaze-aid admin@blazeaid.com.au Landmate Program – Via Beechworth Correctional Centre landmate@justice.vic.gov.au Ph. 1300 365 500
Natural Environment	Functional Area – Natural environment, encompassing public land and waterways			
	Undertake erosion and debris flow control on public land	DELWP CFA PV		Assistance is provided to landholders to rehabilitate fire control lines, established by fire agencies, during the suppression of bushfires. Rehab involves remedial earthworks to ‘pull back’ topsoil and undertake control measures to protect the land from soil erosion and protect water quality. Government may also provide seed for use by the landholder to mitigate erosion and prevent soil movement. Assistance with this rehabilitation does not include replanting of trees, re-establishment of pasture, or any other agricultural crop.
	Restoration, clearing and rehabilitation of public land and assets directly managed by DELWP, PV, or NECMA	DELWP PV	NECMA Landcare	Invite DELWP onto recovery committee for updates

Recovery Environment	Recovery activity	State / regional coordination responsibility	Municipal Lead and Support responsibility	Municipal details
	Provision of advice and information services to municipal councils and delegated public land managers and community groups	DELWP EPA	NECMA	Refer to contact list for further details.
	Surveying and protecting threatened bird, marsupial, aquatic and plant species	DELWP PV	Landcare	Invite DELWP onto recovery committee for updates/support. Work with Landcare.
	Develop and implement protection activities to support ecosystem recovery and regeneration	DELWP PV		Invite DELWP onto recovery committee for updates
	Monitoring the rehabilitation of injured wildlife	DELWP PV		Invite DELWP onto recovery committee for updates
	Waste pollution management strategies	DELWP EPA		RCoW's Environmental Health Officers to work with EPA to conduct impact assessments and identify and address issues.
	Protection and rehabilitation of cultural and heritage sites	DELWP PV		RCoW to support DELWP, PV, and indigenous groups to address environmental and cultural heritage damage.

6.4 Recovery Operations

In emergencies where the RCoW is the responsible coordinating agency, the MRM will co-ordinate and lead recovery operations. In situations where Bushfire Recovery Victoria (BRV) is delegated the recovery co-ordinator, BRV will determine, in consultation with the community, the operational requirements, pathways and activities for recovery. The Wangaratta MEMPC and RCoW MRM will work co-operatively with BRV.

An incident specific recovery plan will be developed to specifically guide recovery following an emergency. To assist in the preparation of the plan, the MRM will use the disaster recovery toolkit for local government published on the EMV website <https://www.emv.vic.gov.au/how-we-help/disaster-recovery-toolkit-for-local-government>.

6.4.1 Community Recovery Committee

When an emergency incident impacts one or more RCoW communities the MRM will establish a Community Recovery Committee (CRC) to support local recovery through a community-led approach.

This Community Recovery Committee will act as a single point of contact for the affected community. The role of the committee includes, but is not limited to the following:

- Provide and coordinate recovery support to the affected community.
- Identify community needs and resource requirements.
- Make recommendations to recovery agencies, Council, and recovery managers on strategies and plans regarding community preparedness, recovery and resilience.
- Liaise, consult, co-ordinate and negotiate where appropriate and on behalf of the community, with recovery agencies, government departments and the council to implement recovery programs and initiatives.
- Advocate and lobby where appropriate and in conjunction with the community, recovery agencies, government departments and the council to implement recovery programs and initiatives.
- Identify community issues and concerns, and where appropriate, advocate and lobby, in conjunction with the community, government departments, other agencies and the council to implement programs and initiatives to address these concerns.
- Determine and activate applicable sub-committees.

6.4.2 Recovery Communications

Impacted communities need consistent, repeated and co-ordinated information that encompasses immediate needs in line with the functions delivered by relief and recovery agencies.

Recovery communications require care and sensitivity in their approach and delivery, and can often be impeded by significant physical, logistical and psychosocial limitations.

Successful recovery is born from effective communication, and should:

- Recognise that communication with a community should be two-way, and that both input and feedback should be sought over an extended period;
- Ensure that information is accessible to audiences in diverse situations, addresses a variety of communication needs, and is provided through a range of media and channels;
- Establish mechanisms for co-ordinated and consistent communication with all organisations and individuals; and,
- Repeat key recovery messages because information is more likely to reach community members when they are receptive.

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 the 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 this draft MEMP, including revisions, before it is presented to the REMP 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.

Local arrangements are outlined in Part 7.2 of this Plan

7.2 Roles and Responsibilities of Agencies / organisations

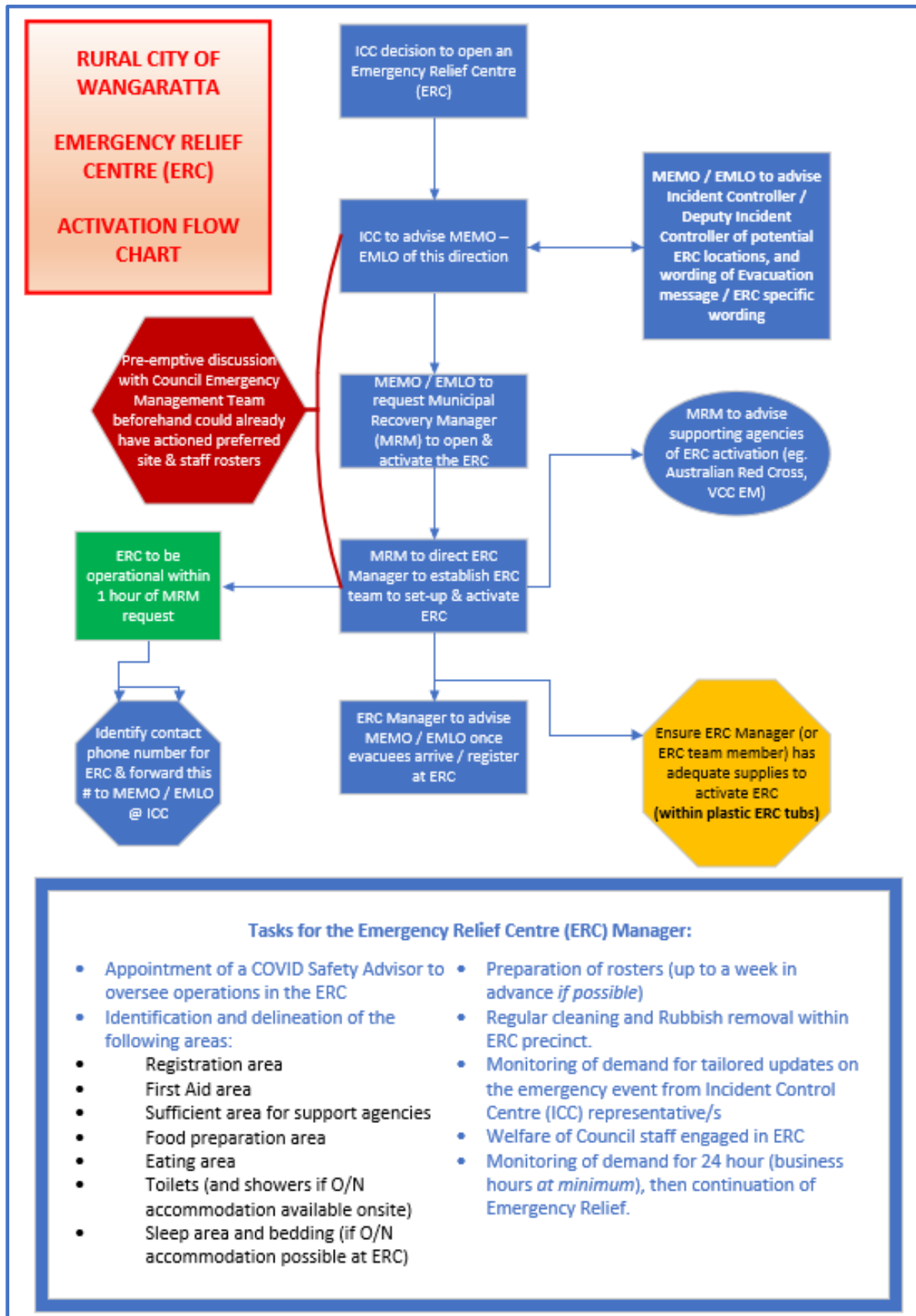
Responsibility Area	Activity
Mitigation	<p>The Emergency Management Coordinator for the Rural City of Wangaratta (RCOW) is responsible for aiding local emergency response agencies with their disaster response preparation and mitigation regimes/plans.</p> <p>The EMC is also Chair of the Wangaratta Municipal Emergency Management Planning Committee (MEMPC).</p> <p>The MEMPC are responsible for the identification of hazards that present a risk to the municipality, along with the appropriate mitigation actions that reduce the risk, or minimise the effects, of emergencies that may occur within the municipality.</p> <p>RCoW's application and enforcement of the Victorian Planning Scheme, building codes and regulations, along with the many other delegated statutory functions contributes to the mitigation of natural disasters/emergency events, should they occur.</p>
	<p>Victoria State Emergency Service (VICSES) is a volunteer-based organisation, providing emergency assistance to minimise the impact of emergencies and strengthen the community's capacity to plan,</p>

Responsibility Area	Activity
	<p>respond and recover, when emergencies occur. Their preparedness actions include various pre-season advice such as 'Flood Ready', '15 to float', etc. The Wangaratta Local Flood Guide provides advice to residents and businesses about what to do before, during and after floods, where to find flood warnings and areas that are at risk. See https://www.ses.vic.gov.au/plan-and-stay-safe/flood-guides/rural-city-of-wangaratta</p> <p>The Forest Fire Management Victoria (FFM Vic) arm of the Department of Environment, Land, Water and Planning (DELWP) is accountable to deliver emergency mitigation across all public land management in Victoria. The principal method is fuel reduction through planned burning and other forms of hazard treatment (eg. mulching). These activities are communicated via social media posts / explanatory videos, via the Planned Burn Notification System (PBNS) and through direct letter box drops and notifications.</p> <p>The Municipal Fire Prevention Officer (MFPO) for RCoW is responsible for the execution of their duties under S41 of the <i>Country Fire Authority Act 1958</i>, and S5A of the <i>Fire Rescue Victoria Act 1958</i>. The MFPO is responsible for inspection, issuing fire prevention notices and ensuring compliance on private property and council land throughout the municipality. Through strong connections, RCoW's community development capacity, ensures that the identity and key values of towns are captured in a way to enhance and assist communities in their resilience to, and recovery from disasters.</p> <p>The Country Fire Authority (CFA) operates across the state, with a largely volunteer service, reducing the occurrence and impact of fire and other emergencies.</p> <p>Agriculture Victoria (AGVIC) within the Department of Jobs, Precincts and Regions (DJPR) offers preparedness advice pre-emergencies to the agricultural sector, eg. in the design of emergency stock containment areas and techniques for the estimation of crop yields and crop loss.</p> <p>Fire Rescue Victoria (FRV) operates across 85 Stations throughout Metropolitan Melbourne and other major regional locations of the State, reducing the impact of fire and other emergencies.</p> <p>These above <i>fire agencies</i> also deliver annual awareness campaigns around the maintenance of smoke alarms, along with tailored engagement such as 'Community Fireguard'.</p>
Response (including Relief)	<p>RCoW can provide many of its varying resources during an emergency. This can be supporting the response with the provision of equipment or personnel. Council is also responsible for setting up, staffing and operating Emergency Relief Centre/s as part of Relief (see Part 7.3 of</p>

Responsibility Area	Activity
	<p>this MEMP). RCoW has the capacity to run an Emergency Relief Centre with trained and experienced staff for seven (7) continuous days before assistance is requested through formal channels (see Part 5.8 of this MEMP).</p> <p>DELWP has approximately 5000 permanent staff with an emergency role. This is supplemented by the Project Firefighter program with short-term contracted employees. Each district has heavy and light tankers and first-attack bulldozers. Helicopter and fixed wing aircraft are also available on an as-need basis. DELWP have full capability of the state-wide digital radio network.</p> <p>Across the Municipality, the CFA has 25 volunteer Brigades across 2 Groups (Wangaratta and Moyhu). There are 39 front line firefighting vehicles, 5 X command vehicles and 3 X Local Command facilities and 1 X Incident Control Centre. A total of 1789 volunteers with 1089 Operational Firefighters supported by a centralised dispatch and radio system.</p> <p>FRV is locally represented across the Wangaratta Township by Fire Station 74 (FS74), with support from Shepparton (FS75) and Wodonga (FS76), plus a network of Commanders rostered across the South East Region of Victoria.</p> <p>VICSES are the control agency for flood, storm, tsunami, earthquake and landslide throughout Victoria, and provide the largest Road Crash Rescue network in Australia, with specialist teams in 104 of our 150 units across the state. VICSES has 1 Unit within the municipality based at Wangaratta to provide response to the municipality and beyond.</p> <p>Following a disaster, eg. bushfire AGVIC performs on-ground impact assessment, such as stock welfare and provide treatment for injured stock. Post-fire they provide advice on the protection of stock (drinking) water, as well as advice on the burial of destroyed stock.</p> <p>Victoria Police (VicPol) has 1 permanent 24 hr police station at Wangaratta. One member stations (not staffed 24/7) are located at Glenrowan, Moyhu and Whitfield.</p>
Recovery	<p>RCoW is responsible for providing staff and resources as incidents move into a prolonged recovery phase, beginning with the coordination of impact assessments. Recovery may also require the use of council facilities.</p> <p>RCoW's MRM is responsible for the coordination of Recovery actions at the Municipal level.</p> <p>Bushfire Recovery Victoria (BRV) provides strategic leadership on whole-of-government recovery activities Including disaster impact, needs analysis and recovery planning and coordination following major emergencies. Community-led recovery is central to the role of BRV, as</p>

Responsibility Area	Activity
	<p>they engage with the impacted community/ies and the relevant lead and support agencies.</p>
	<p>To aid in the resilience of the community, DELWP's engagement sessions utilising the 'Fire Table' aid the community in their understanding of fire risk. This form of engagement is traditionally delivered through town shows and school visits, and in conjunction with DELWP's role on (local) Bushfire Recovery Committee's, further reaffirms their commitment to their local communities.</p>
	<p>AGVIC will be represented on any Recovery Committees established post event, and will lead workshops and provide guidance on, for example, (longer term) pasture management post-fire. AGVIC in conjunction with DELWP have joint responsibility for the Victorian Emergency Animal Welfare Plan.</p>
	<p>VICSES have (Regional) Community Resilience Coordinators that engage with the community across all phases of the emergency, including the long-term recovery phase. The background information, such as town profiles, etc collected by these CRC roles is used during the changing phases of an emergency.</p>

7.3 Role of the Municipal Recovery Manager



PART EIGHT – APPENDICES

A. Administration

A1. Restricted operational information

Section 60AI(2) of the EM Act 2013 allows the MEMPC and Emergency Management Victoria to exclude information from this plan that is related to critical infrastructure, personal information or information that is of a commercially sensitive nature.

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

Summary of the restricted information (including location within the MEMP, e.g. page or section number)	Reason for restriction	Agency/ies that hold this information in full	Contact point/s
MEMPC Terms of Reference (Part 3.2)	Confidential information not for the public	MEMPC	Steven Tucker EMC s.tucker@wangaratta.vic.gov.au
Local Relief Arrangements (Contact List) in Part 5 of this MEMP	Confidential information not for the public	MEMPC	Steven Tucker EMC s.tucker@wangaratta.vic.gov.au
Local Recovery Arrangements (Contact List) in Part 6 of this MEMP	Confidential information for the public	MEMPC	Steven Tucker EMC s.tucker@wangaratta.vic.gov.au

A2. Distribution list

To the Wangaratta MEMPC, along with Municipalities and Alpine Resorts within Hume Region.