



Rural City of
Wangaratta

MUNICIPAL EMERGENCY MANAGEMENT PLAN

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DOCUMENT CONTROL

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PART ONE – INTRODUCTION

1.1 Agency and Municipal Council endorsement

Municipal Endorsement

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

The Rural City of Wangaratta and the member agencies of the Municipal Emergency Management Planning Committee (MEMPC) understand that they are the custodian of this Plan on behalf of the community of the Rural City of Wangaratta. Responsibility for prevention and preparedness, planning, response and recovery from an emergency lies with each member of the community and the organisations existing or working within the municipality.

This plan was endorsed by the Municipal Emergency Management Planning Committee at their meeting on 18 October 2018 and was presented to the Councillors and formally adopted on 20 November 2018.



.....
Brendan McGrath
Chief Executive Officer

Date



.....
Cr Harvey Benton
Chair Municipal Emergency Management Planning Committee

Date 25/10/2018



Certificate of Audit

THIS IS TO CERTIFY THAT THE
MUNICIPAL EMERGENCY MANAGEMENT PLAN OF

Rural City of Wangaratta

*Has been audited in accordance with the Guidelines issued by the
Minister and has been assessed as*

"Complying with the Guidelines"

A blue ink signature of Tim Wiebusch, written in a cursive style.

Tim Wiebusch
Chief Officer, Operations

24 December 2018

Date

1.3 Aim

The aim of this plan is to:

Ensure an effective and co-ordinated response for the purpose of minimising the effects of an emergency situation and to detail the agreed arrangements for the prevention of, response to, and recovery from emergencies that could occur in the municipality as identified in Part 4 of the *Emergency Management Act 1986* and *Emergency Management Manual Victoria (EMMV)*.

1.4 Objectives and strategies

The broad objectives of this plan are to:

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

To achieve our objectives the Rural City of Wangaratta MEMPC will implement the following strategies:

- Develop an accurate community profile and consult our community in the review of the MEMPlan
- Undertake the risk analysis and treatment process (CERA) and incorporate into the MEMPlan.
- Identify Council's resources to be used in emergency response and recovery.
- Implement, as required, our MEMPlan and sub plans.
- Conduct regular reviews of the MEMPlan and sub plans to ensure their currency and suitability to current arrangements and conditions.

This plan complements Municipal strategies and plans including the Council Plan 2017 – 2021 and Community Vision 2030. These strategic documents commit Council to '*We are established*' through the preparation and maintenance of a municipal emergency management plan and through the creation of a safe and accessible community.

PART TWO – BACKGROUND

2.1 Context

The Rural City of Wangaratta (RCoW) is one of Victoria's 78 Municipalities and was constituted in December 1994 as an outcome of the Victorian Local Government Board's North East Victoria Review.

The Rural City of Wangaratta was born through the merging of the former Shire of Oxley, Shire of Wangaratta and the City of Wangaratta.

2.2 Area Characteristics

2.2(a) Topography

The Rural City of Wangaratta is located at the heart of North East Victoria in one of the States most geographically diverse and scenic regions. The municipal area has a population of approximately 27,000 in an area of 3764 km² and is located around 230 kilometres from Melbourne.

Approximately 40% of the municipality is forested public land and the terrain varies from flat grazing 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 Murrumbidgee 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 lesser 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 east.
- Alpine Shire to the south east.
- Moira Shire which forms the northern boundary.
- Benalla Rural City which forms the western boundary.

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

2.2(a) i Transport (car, rail, airports and flight paths)

The main Melbourne-Sydney road transport corridor, the Hume Freeway traverses the municipality from Glenrowan to Springhurst. The Great Alpine Road, Wangaratta - Yarrawonga Road, Oxley Flats Road, Wangaratta - Whitfield Road and Greta Road all radiate from Wangaratta outwards from the

municipality. The Snow Road is a major thoroughfare from the Hume Freeway direct to the snow fields of Mt Hotham and Falls Creek and the tourist destinations of Bright and the King Valley.

The main Melbourne to Sydney railway is adjacent to the Hume Freeway for much of its length from Glenrowan to Springhurst.

The Wangaratta Aerodrome is located approximately 7 kilometres due south of Wangaratta and the flight path of the north south (main) runway passes over the urban area of Wangaratta.

2.2(a) ii Climate

Climate is temperate over most of the municipality, however the most southern area is in an alpine environment. Due to geographical location also impacted by strong wind storms from time to time.

Rainfall varies from 500mm per year (average) at the north, through 600mm per year (average) at Wangaratta, to 1500mm plus per year (average) at Whitlands.

The Ovens and King rivers meet in the centre of Wangaratta, which has caused flooding in the past when both rivers in peak flow arrive together.

2.2(a) iii Utility Assets

High voltage power lines and large diameter pressurised natural gas pipes traverse the municipality. In addition NBN Co infrastructure does, or will soon traverse the corridor between Melbourne and Sydney and important communications infrastructure including the main east coast fibre optic cable route.

2.2(a) iv Water Infrastructure and features.

There are two main water supply dams in the catchments of the Ovens and King Rivers that influence flooding and may have an impact to the municipality in the event of damage or failure. Lake Buffalo is in the Alpine Shire and is located on the Buffalo River which flows into the Ovens River near Myrtleford. Lake William Hovell is located on the King River above Cheshunt. Both of these water supply assets are managed by Goulburn Murray Water and plans are in place that addresses damage and failure.

Other water infrastructure includes large wastewater treatment facilities in Wangaratta and a number of smaller wastewater treatment facilities in smaller towns. These facilities are owned and managed by North East Water. Potable water treatment facilities are located in Wangaratta and across a number of smaller towns.

2.2(a) v Infrastructure managed by the Rural City of Wangaratta

Council manages a range of infrastructure with a value of nearly \$662 million: This includes:

- 691 km of sealed roads and 1,288 km of unsealed roads
- 195 bridges (including 150 road bridges and 45 foot bridges)
- 175 major culverts
- 240 km footpaths, bike and rail trail
- 259 km of kerb and channel

- 13922 street and park trees
- One library
- Sports fields, parks and streetscapes, including playgrounds, local parks and bush land parks.

Wangaratta Aerodrome is a facility of particular importance as a regional facility for aerial appliances (such as water bombing and fire spotting) during the summer season.

The aerodrome features a sealed runway of 1640 metres and grass runway of 530 metres.

Ambulance Victoria use the facility as their transport hub for patients.

Aviation fuel is available on a 24 hours basis.

A range of incidents have occurred at and around the aerodrome over the past 30 years including notifiable events.

2.2(a) vi Municipal Water Supply ('town water') and sewerage infrastructure

Depending upon their size and location, towns within the municipality are serviced by North East Water which supplies potable water and/or sewerage services. North East Water maintain emergency response plans for its range of individual facilities including potable water treatment plants, sewerage treatment plants and dams and storages.

Water supply is provided as 'town water' to a range of locations including Springhurst, Whitfield, Glenrowan and Moyhu.

Sewerage infrastructure is provided to Wangaratta Township and small towns.

Both water and sewerage services are at risk during emergency events and disruptions.

2.2(a) vii Telecommunications Infrastructure

Access to the internet and mobile phone infrastructure is essential for residents, business owners and visitors to the municipal area.

The Rural City of Wangaratta has mobile and internet coverage for most of the municipal area, including NBN (National Broadband Network). It is important however to note that coverage isn't consistent across all areas and it is important to understand where there are deficiencies including 'black' and 'grey' areas for mobile phone coverage in particular.

The Rural City of Wangaratta will benefit from implementation of the Federal Government Blackspot program which will see an increase in mobile phone towers across the area. Further information can be found at:

<https://www.communications.gov.au/what-we-do/phone/mobile-services-and-coverage/mobile-black-spot-program>

Information on the roll-out and constraints of the NBN is able to be found at:

<http://www2.nbnco.com.au/>

2.2(a) viii Flood management infrastructure including rain and river gauging network

The Rural City of Wangaratta is a member of the Northern Regional Water Monitoring Partnership. As part of this partnership Council contributes to the management and maintenance of a network of real time rainfall and river gauges in the catchments of the Ovens and King Rivers. These gauges are part of the Victoria wide streamflow gauging network which is used by Bureau of Meteorology in the issue of warnings to the community on the risk of flood.

The township of Wangaratta has a network of flood mitigation structures including levees and pumps to protect low lying areas of the township at risk of flooding. Flood mitigation structures which protect homes and business are found at Parfitt Road, Wilson Road and Sunshine Avenue. Flood mitigation that protects kindergarten and recreational facilities are located at Merriwa Park.

Further details on the Wangaratta township flood mitigation infrastructure is available on Crisisworks and by contacting Council.

Details on the location and type of gauges can be found at Flood Warning Data Collection in Crisisworks under 'Documents'. Note, this site is only available to registered users.

FloodZoom is a web based tool that is accessible to authorised users that provides a range of flood information in the one site. FloodZoom brings together flood forecasts, flood mapping, real-time river height gauges and property data to provide flood response agencies with improved knowledge of likely flood impacts.

<https://www.water.vic.gov.au/managing-floodplains/flood-warning-and-mapping>

2.2(b) Demography

The Rural City of Wangaratta has an estimated population of 28,310 living in 13,074 dwellings (ERP 2016). Wangaratta Township has a population of approximately 18,520 people, along with a number of small settlements. The largest hamlets and towns are Glenrowan, Moyhu, Whitfield, Oxley and Milawa.

There has been a small increase in population from the 2011 census to 2016 with the overall population rising by 1,498 people or an increase of 5.6%.

Population breakdowns within the Rural City of Wangaratta are:

Locality	Population
Springhurst/Eldorado	1,602
Glenrowan and district	2,707
Oxley/Milawa and Ovens Valley	2,900
Moyhu and King Valley	1,771
Wangaratta (incorporating Wangaratta West, South and East including Waldara & Peechelba)	18,520

The major differences between Wangaratta and regional Victoria generally that are significant for emergency management planning are that there are:

- A slightly larger percentage of seniors
- A slightly larger percentage of frail aged

The predominant employment field in the Rural City of Wangaratta is the *Health Care and Social Assistance* sector (17%), followed by *Retail Trade* (10.5%) and *Manufacturing* (10%).

By far the most common language spoken at home is English with only a very small proportion of the community speaking a language other than English at home. The next most common language spoken is Italian. Only a very small proportion of residents are not fluent in English (0.06%). The majority of residents of Italian background are in Whorouly and the King Valley.

The Rural City of Wangaratta is relatively disadvantaged within the SEIFA index (Socio Economic Indexes for Areas) ranking the Rural City as an area of disadvantage when compared to the rest of Victoria.

Of significance for consideration in managing emergency warnings and information is internet connection with 20% of all municipal households reporting they have no internet connection at the 2016 census.

Compiled by Profile.id – the population experts & REMPLAN 2017.

2.2(c) Vulnerable persons: community organisations and facilities

Individuals, including residents and visitors to the Rural City of Wangaratta can become ‘vulnerable’ for a variety of reasons, however since the 9 February 2009 bushfires and the subsequent Royal Commission there has been a stronger focus on recognising particular needs of members of the community who can be considered to be vulnerable. The Department of Health and Human Services (DHHS) provides guidance on determining those members of the community who are at greatest risk during a natural disaster or other disruption.

Understanding vulnerability in an emergency management planning context can help to shape the emergency management planning process. Vulnerable persons who are isolated due to their geographic locations, socioeconomic situation, and/or their mental and physical health, add another dimension of complexity to the development and implementation of prevention and preparedness activities.

A range of community groups and individuals are considered to be vulnerable. This includes, but is not limited to:

- Frail aged living alone, and the elderly in aged care facilities and retirement homes
- People with physical and/or mental impairment through age, illness or disability
- Residents living in areas prone to natural and/or other hazards.
- Children/Youth

Using the information provided by developing a profile of the community, and implementing the DHHS Vulnerable People in Emergencies Policy, The Rural City of Wangaratta:

- Develops and maintains a list of facilities where vulnerable people are likely to be situated;
- Coordinates, administers and has local oversight of the Vulnerable Persons Register (web based system for the monitoring and management of particularly at risk people);

- Works in partnership with Red Cross to support the inclusion of people not receiving services.

A number of special needs groups have been identified to highlight their vulnerability in times of emergency and which will require special consideration in each case.

The Rural City of Wangaratta generally has an aging population with a higher proportion of aged residents as compared to other areas of regional Victoria.

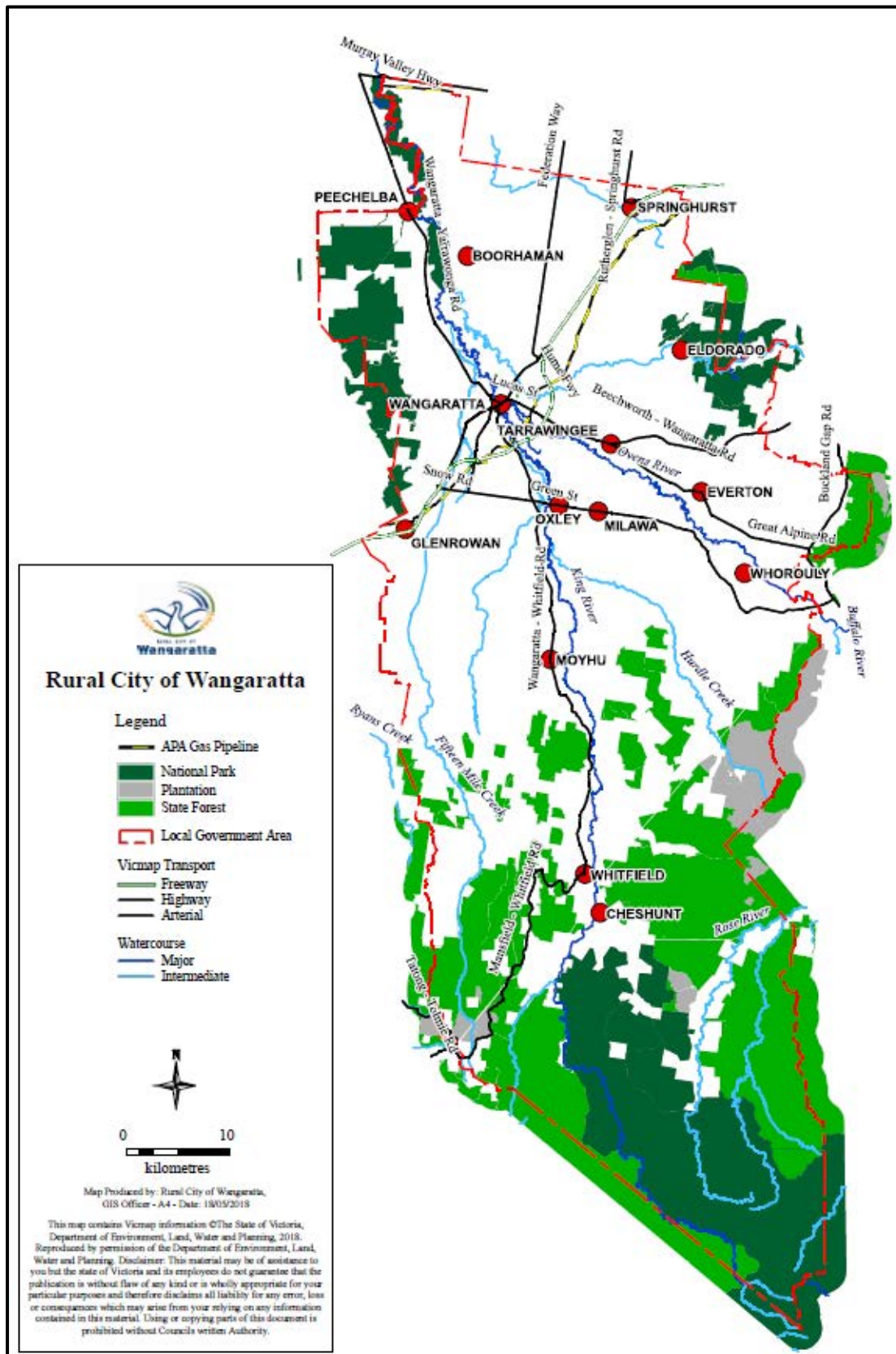
Over 1600 people or 5.7% of the population report needing assistance due to a disability.

More information on vulnerable persons in emergencies is available from DHHS at;
[http://www.dhs.vic.gov.au/facs/bdb/fmu/service-agreement/4.departmental-policiesprocedures-andinitiatives/ 4.18-vulnerable-people-in-emergencies](http://www.dhs.vic.gov.au/facs/bdb/fmu/service-agreement/4.departmental-policiesprocedures-andinitiatives/4.18-vulnerable-people-in-emergencies).

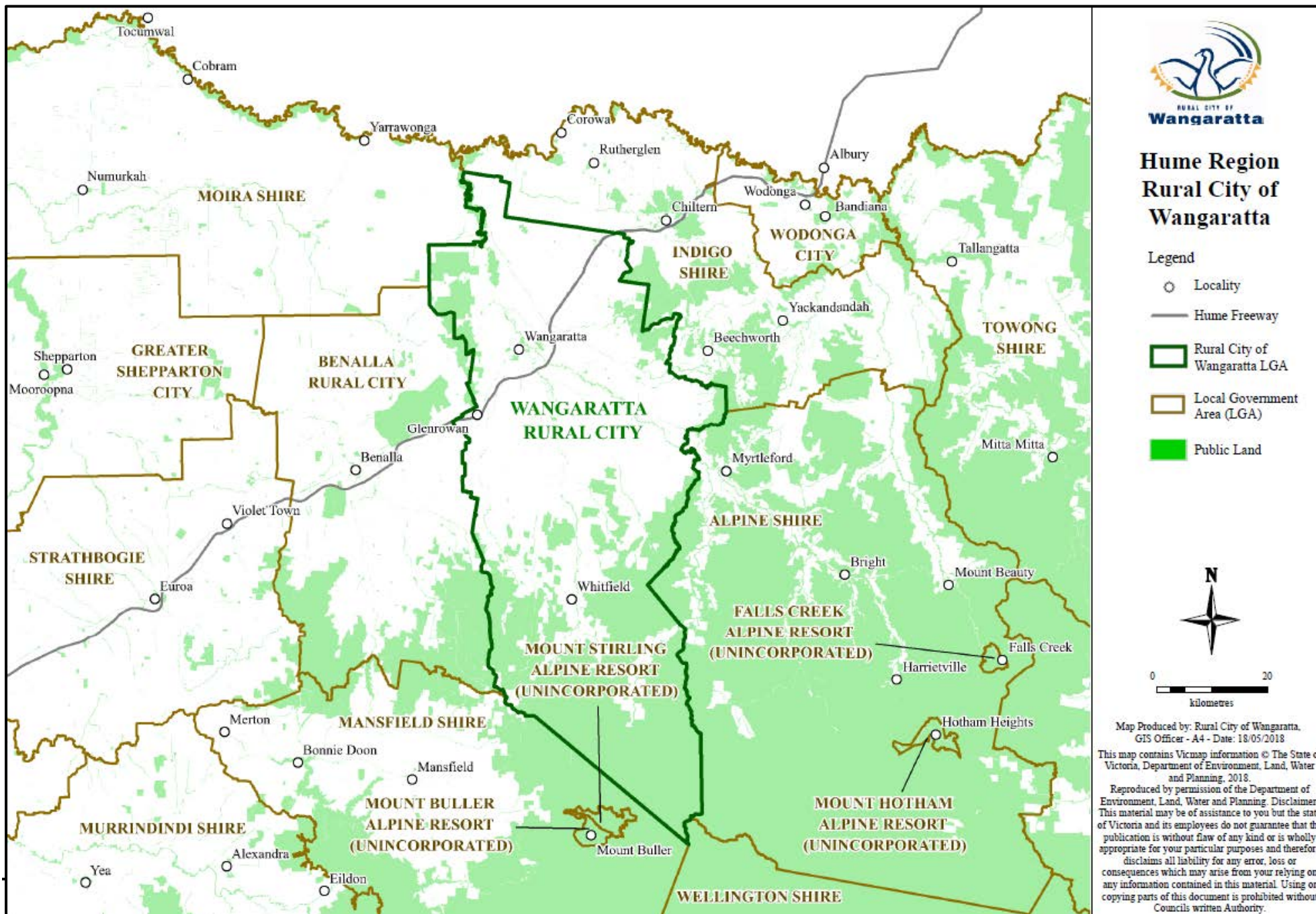
The list of facilities for vulnerable people is maintained within Crisisworks or can be obtained from the Municipal Recovery Manager. A contact directory for organisations that work with disabled and other vulnerable people is retained within Crisisworks also.

<https://wangaratta.crisisworks.com/public#>

2.2(d) Municipal location maps



Individual township maps across the municipality are located in **Appendix C** of the document in alphabetical order.



2.2(e) History of emergencies

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

The Rural City of Wangaratta has a record of floods impacting the town and surrounding areas, with the 1993 event being the most devastating in terms of impact. Fires, due to the nature of surrounding land-use and forested environments fringing large parts of the southern municipality occur every few years. Understandably, with the large volume of Traffic on the Hume Freeway, there are regular traffic accidents occurring through the Wangaratta section of this important national route.

The hazard analysis contained in Part 4 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
2018	Myrree – Boggy Creek Rd Fire (small, fast moving)	Myrree, along with upper King Valley	Potential for localised viticultural impacts from smoke taint. Nil detected
2017	Ovens River – Truck crash	Hume Freeway, southbound lane, upstream of Wangaratta	Foodstuff contamination of Ovens River involving many agencies. Nil long-term impacts sustained
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.
2014	Stewarton – Lake Rowan Fire	Boweya and Warby Range areas	5700 ha of farmland and bushland burnt along with many km of fencing and direct loss/destruction of thousands of livestock.

Year	Emergency type / title	Setting / Location	Significance of impact
Jan 2014	Major Heatwave event	SE Australia	Vic Chief Health Officer attributed an additional 167 excess deaths across Vic to this event. Numerous 'Heat Health alerts' were issued in association to this event, and was one of SE Aust most severe heatwaves ¹ .
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,	Statewide	Vic Chief Health Officer attributed an additional 374 deaths in Victoria for the week of 26 January to 1 February 2009 due to these severe conditions. ² This event coincided with the Black Saturday Bushfires.
2006/07	Great Divide (Complex) Fire	Upper King Valley & Rose River area	1,048,000 hectares of public and private land impacted across impact zone. Firefighting effort spanned across 59 days.
1993	Single tourist coach crash just north of Wangaratta	Incident occurred at the S-bends, before the completion of the Hume Freeway bypass of Wangaratta	Multiple fatalities occurred.
1993	Major flood event of Ovens & King River systems including 15 Mile Creek	Wangaratta and surrounding areas	The last 'big' flood in the eyes of most long-term locals. 180 homes, Businesses and public buildings were flooded or cut off. This

¹ Australian Energy Market Operator, <http://www.aemo.com.au/News-and-Events/News/2014-Media-Releases/Heatwave-13-to-17-January-2014>

² Victorian Government Department of Human Services, *January 2009 Heatwave in Victoria: an Assessment of Health Impacts*, 2009. 15. <http://www.health.vic.gov.au/chiefhealthofficer/publications/heatwave.htm>

Year	Emergency type / title	Setting / Location	Significance of impact
			was the largest recorded flood at 12.98 metres at the Wangaratta Gauge.

PART THREE – PLANNING ARRANGEMENTS

3.1 Planning structures and responsibilities

Planning for emergencies and disruptions

A community's ability to handle emergencies can be strongly influenced by the preparedness and involvement in emergency management of Council.

Emergency Management responsibilities of the Rural City of Wangaratta (RCoW) include:

- Pursue community safety as a corporate objective.
- Promote a risk based approach to community safety and emergency management.
- Utilise building and planning processes to promote community safety and emergency management objectives and priorities.
- Identify hazards, analyse and assess risks, evaluate and implement controls and manage residual risk.
- Prepare a Municipal Emergency Management Plan (MEMP).
- Ensure appropriate council resources (including contracted) are available for use in emergencies and are supported by operational and financial systems.
- Conduct testing of the MEMP and exercise emergency management arrangements, for example through running scenarios.
- Support emergency services, including with the provision of personnel and resources.
- Coordinate our community's recovery from emergencies.

This section details the planning arrangements for the management of emergencies which affect the community in the Rural City of Wangaratta.

It identifies specific emergency management roles and responsibilities. Many of the positions are requirements under the *Emergency Management Act 1986*; however the primary purpose of any position or arrangement is to meet the needs of emergency affected communities.

3.1.1 Municipal Emergency Management Planning Committee (MEMPC)

This Committee is formed pursuant to Section 21(3) & (4) of the *Emergency Management Act 1986*, to formulate a plan and is responsible for formulating, maintaining and testing this Municipal Emergency Management Plan.

The MEMPC consists of two groups;

The Municipal Emergency Management Planning Strategy group and the 'whole MEMPC'.

Decision making and strategic direction is undertaken by the Strategic group in accordance with Terms of Reference. The Terms of Reference (**see Appendix A4**) is maintained with Council's document management system and is also available on Crisisworks for authorised users.

Membership of the MEMPC is maintained by the Emergency Management Coordinator.

Membership of the MEMPC is drawn from:

- Members and employees of Council
- Response and recovery agencies
- Service providers and local community groups

A list of current Committee members and their contact details are in **Appendix A5**

3.1.2 Municipal Emergency Management Planning Strategy Group (“MEMPC Executive Group”)

A MEMPC Executive Group was adopted by Council in July 2014 and the Terms of Reference adopted. The MEMPC Executive Group was created to improve strategy and planning for the Municipality. The MEMPC Executive Group is the key decision making body and powers of the MEMPC are delegated to this group. The group meets at least quarterly and is comprised of members from the emergency services agencies, relief and recovery organisations and community representatives.

Generally, the role of the MEMPC is to:

- Develop and maintain the RCoW MEMPC for endorsement by the MEMPC and adopted by Council
- Determine the need for and participate in functional sub - committees and working groups to plan for specific emergencies, address issues and develop and implement projects
- Assist in identifying, analysing and evaluating existing and emerging emergency related hazards and risks
- Provide input into risk treatment strategies
- Prepare risk specific response and recovery plans for the Shire
- Contribute to the continuous improvement of the MEMPC through monitoring, review and development
- Contribute to testing the MEMPC through conducting and participating in emergency exercises.

The MEMPC and MEMPC Executive Group should operate as planning committees and not merely as a reporting tool.

3.1.3. Quorum

A quorum will be achieved with the attendance of the following representatives:

- Victoria Police – MERC or Deputy
- RCoW – MERO (or deputy) and MRM (or deputy)
- Response agencies: One (1) representative from at least two (2) different agencies (e.g. CFA and VicSES)
- Recovery agency – at least one (1) representative from one (1) different agency.

One representative from at least two different Community Groups involved in Emergency Management.

No resolutions can be made if a quorum is not reached but a meeting can be held; minutes taken and issued referred for resolution to the next meeting of the MEMPC at which a quorum is attained. This quorum is the required composition for both the MEMPC and Strategic Committee.

3.1.4. Role of the Chairperson

The Chairperson is responsible for making sure that each meeting is conducted according to the Terms of Reference and that matters are dealt with in an orderly, efficient manner. The Chairperson carries the authority to keep order and maintain progress in line with the agenda. The Chairperson must make the most of all his/her committee members and 'lead the team'. This also involves regularly reviewing the Committee's performance and identifying and managing the process for renewal of the Committee through recruitment of new members.

Another Councillor/Administrator or the MERO or Deputy MERO will fill the role of Chairperson in the event of a casual absence.

3.1.5. Meeting Frequency

The MEMP Committee should meet quarterly and each time there is a significant organisational change (affecting MEMP Committee) or emergency involving the Municipality. Extraordinary meetings may be called as required.

The MEMP Committee is not required to give public notice of their meetings, and meetings are not required to be open to the public.

RCoW will provide a suitable venue and catering for the MEMP Committee meetings. Agencies are expected to provide representatives that are authorised and empowered to deliver outcomes.

3.1.6. Minutes and Agendas

Agenda's and minutes for the MEMP Committee agenda will be circulated prior to the meetings. Members may provide a written report to the Executive Officer outlining any agency specific emergency management actions and issues of interest to the MEMP Committee prior to the meeting. Meeting minutes will be taken by the Executive Officer and circulated to the MEMP Committee membership following the meeting.

Reports to Council will be made where specific issues require a Council determination based on the recommendation of the MEMP Committee.

Responsibilities and actions will be identified and where appropriate, subject to time lines in the minutes.

Please see attached WIM link for past agendas and minutes of RCoW MEMP Committee meetings:

<http://HPRM-WEB-01/hprmwebclient/?q=uri:115164521>

3.1.7. SUB-COMMITTEES / WORKING GROUPS TO THE MEMPC

Sub-committees to the MEMPC are convened in accordance with their individual Terms of Reference or on request on of the MEMPC.

Municipal Fire Management Planning Committee

The role of the Rural City of Wangaratta Council Municipal Fire Management Planning Committee (MFMP) is to provide a municipal level forum to build and sustain organisational partnerships, generate a common understanding and share purpose with regard to fire management and ensure that the plans of individual agencies are linked and complement each other.

The MFMP also has two key deliverables as outlined in the Integrated Fire Management Planning Framework:

- Produce the Municipal Fire Management Plan (MFMP) for consideration by Council
- Monitor, review and report to Council and community through the MEMPC on issues in this area.

A copy of the Municipal Fire Management Plan is located on Crisisworks
<https://wangeratta.crisisworks.com/public#>,

And also on WIM at:

http://HPRM-WEB-01/FYB_API/record/115157318/File

Community Emergency Risk Assessment (CERA) Committee

As part of the Emergency Management Planning Process, Council is required, through the *Emergency Management Act 1986* and the *Emergency Management Manual Victoria*, to undertake a risk assessment of the major risks to the municipality. The process as required by SES Victoria is known as Community Emergency Risk Assessment (CERA).

The CERA process has been established by SES Victoria with the assistance of Emergency Management Victoria to identify and prioritise emergency risks within a local municipality. The output of the assessment process can be used to ensure communities are aware of and better informed about hazards and the associated emergency risks that may affect them. In accordance with the framework, this process is undertaken every three years, or if a new hazard is identified, by a working group consisting of hazard specific experts in the identified hazard areas and local emergency service personnel.

The MEMPC appoints a CERA Sub-Committee which may include representatives from SES, Victoria Police, CFA, DELWP, DETDJR, North East Health, Ambulance Victoria, Rural City of Wangaratta, North East Water and DHHS to complete the CERA process at set intervals.

Specialist/Technical Sub-Committees

The MEMPC recognises that specialist/technical sub-committees will only be formed if required to address a significant or change in risk or identified need to examine an issue in more detail then report back to the MEMPC.

An example of a sub-committee formed to address a particular risk is the municipality Flood Emergency Planning Committee, and Flood Intelligence and Resilience Project. Council will provide

Terms of References for the appropriate governance of the sub-committee, timeframe and outcomes.

3.1.7 Maintenance of the Municipal Emergency Management Plan

3.1.7.1 Preparation

When preparing the MEMP and associated sub plans, Council and the MEMPC build on, and refer to, existing arrangements in state and regional plans and add local arrangements and knowledge. The arrangements in the MEMP and sub plans are consistent with state and regional plans and through the MEMPC, departments and agency representatives are able to collaborate in the development of the plans.

To complement the emergency management process, Council enforces and reviews existing policies in land use, building codes and regulations, urban planning, community safety and health.

The MEMP links closely with the Acts, Regulations, plans, policies and other resources referenced in Appendix C.

Regional plans, policies and networks that Council has a stake in include:

- Hume Region Local Government Network
- Hume Region Municipal Emergency Management Enhancement Group
- Hume Region Emergency Management Planning Committee
- Hume Region Strategic Fire Management Planning Committee
- Municipal Association of Victoria's Protocol for Inter-Council Emergency Management Resource Sharing

The MEMP should be read in conjunction with the following local plans, policies and strategies that may be referenced during or post an emergency:

- Rural City of Wangaratta Council Plan 2017 – 2021:
 - **We are Thriving;** *Deliver a compliant Municipal Emergency Management Plan, and activate measures when required.*
 - **We are Sustainable;** *By working towards managing our risk for our community for flood, fire and other natural disasters and impacts.*
- Policy: Provision of RCoW Services on Fire Danger rated days (in prep)
- Victorian Planning Scheme
- Building Codes
- Road Management Plan
- Business Continuity Plans.

3.1.7.2 Plan review and continuous improvement

Content of this Plan is to be reviewed annually or after an emergency which has utilised part of this plan. Organisations delegated with responsibilities in this Plan are required to notify the MEMP Committee Executive Officer of any changes of detail (e.g. contact information), as they occur.

Review of the plan will specifically focus on the hazards in the Rural City of Wangaratta and the Contact Directory of the plan. Amendments are to be produced and distributed by the Alpine Shire

Council as required via email or post where email is unavailable. See **Appendix A2** for distribution list.

Standard reviews, amendments and updates to the Plan are to be signed off by the CEO where they fall outside a full update/review to be endorsed by Council. See **Appendix A1** for Amendment History.

The Council recognise the need for ongoing improvement based on its own learnings from situations as well as the learnings of others. For this reason the MEMPC provides a platform for co-ordinating the continuous improvement and updating of this plan.

3.1.7.3 Testing the Plan

This Plan will be tested on an annual basis unless there has been activation during the period. The MEMPC Committee will determine the style and theme of the test and the agencies to participate in the testing. In addition, assessment on the functionality of the plan will be considered during post incident after-action-reviews and debriefs.

Any procedural anomalies or short falls encountered during these exercises, or ensuing operations, will be addressed and rectified at the earliest opportunity. This will be done by the custodian of this MEMPC as listed above.

A record of MEMPC exercises is contained in **Appendix A6**.

3.2 Council Roles and Responsibilities

3.2.1 Emergency Management Coordination Group (EMCG)

Current arrangements are that an internal working group has been established to monitor the municipal emergency management arrangements and to deal with the day to day activities associated with the ongoing prevention and preparedness activities associated with emergency management. The EMCG consists of the appointed MERO's and MRM's. This group meets on a monthly basis during the summer fires season and is chaired by the Emergency Management Coordinator (EMC). Minutes of meetings, action records and activities of the committee are maintained by the EMC.

3.2.2 Emergency Management Coordinator (EMC)

The Rural City of Wangaratta has appointed an officer on a full-time, part-State government funded basis. The role oversees strategic planning for emergency management and ensures capacity and capability, and builds relationships with emergency services and other agencies.

The EMC role is to:

- Undertake Emergency Management Planning including management of the MEMPC
- Management of vulnerable people in emergencies including maintaining the VPR (Vulnerable Persons Register)
- Build partnerships and collaboration

- Coordinate response and recovery, including assist in the execution of MERO, MRM and MFPO duties
- Coordinate community engagement in Emergency Management
- Maintain and update the MEMP
- Contribute to the development of strategies, plans and policies to support municipal emergency management activities.

3.2.3 Municipal Emergency Resource Officer (MERO)

The Rural City of Wangaratta has appointed the Manager – Field Services to fulfil the function of MERO pursuant to Section 21(1) of the *Emergency Management Act 1986*. Council has also appointed deputy MEROs who support and assist the appointed MERO as required.

Role	Person	Business hours (customer service)	After Hours Phone/email
On-Call MERO		(03) 5722 0888	

The role of the MERO is to:

- Coordinate municipal resources in emergency response
- Provide council resources when requested by emergency services or police during response activities
- Maintain effective liaison emergency agencies within or servicing the municipal district
- Maintain and effective contact base so municipal resources can be access on a twenty four hour basis
- Liaison with the MEM and the MRM on the best use of municipal resources
- Organise and facilitate a response debrief if requested by the Municipal Emergency Response Coordinator (MERC)
- Ensure procedures and systems are in place to monitor and record expenditure by the Council in relation to emergencies.

Perform other duties as determined.

The Municipal Emergency Resource Officer is responsible for the co-ordination of municipal resources in responding to emergencies, and has full delegated powers to deploy and manage council's resources during emergencies.

A current list of Council owned resources suitable for deployment in an event (and their location) is maintained and is available on Crisisworks at <https://wangaratta.mecccentral.com/mecc>. Log in is required.

3.2.3.1 Activation of MERO

The MERO role is serviced by a 7 day roster across 5 members of RCoW staff. During pre-emptive occasions (such as heightened states of readiness) or during incidents, it is the understanding that the Wangaratta (Victoria Police) MERC will contact the nominated MERO via telephone seeking assistance from Council.

Once an emergency has been declared, the MERO should be contacted via the MERC for resourcing requests by the ICC, although it is anticipated that that will not always be the case, and that the ICC may direct such requests to the MERO or EMLO (stationed in the ICC) directly.

3.2.4 Municipal Recovery Manager (MRM)

The Rural City of Wangaratta has appointed the **Manager – Community and Recreation** to fulfil the function of Municipal Recovery Manager pursuant to Section 21(1) of the *Emergency Management Act 1986*. Council has also appointed Deputy MRM's.

Role	Person	Business/after hours	Email
MRM		(03) 5722 0888	
Duty MRM (during declared emergencies or recovery only)			

The role of the MRM is to:

- Coordinate municipal and community resources for recovery, for example opening a Relief / Recovery Centre
- Assist with collating and evaluating information gathered during initial impact assessment
- Establish priorities for the restoration of community services and needs
- Liaise with the MERO and EMC on the best use of municipal resources
- Establish an information and coordination centre at the municipal offices or other location more appropriate to the affected area
- Liaise, consult and negotiate with recovery agencies and council on behalf of the affected area and community recovery committees
- Liaise with the Hume Regional Recovery Committee and Department of Health and Human Services

Undertake other specific recovery activities as determined.

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

3.2.5 Municipal Fire Prevention Officer (MFPO)

The *Country Fire Authority Act 1958* s96A require Council to appoint a Municipal Fire Prevention Officer.

Council has appointed a Community Compliance Officer with the delegated function of Municipal Fire Prevention Officer (MFPO)

The role of the MFPO is to:

- Undertake and regularly review Council's fire prevention planning and plans (in consultation with the Municipal Fire Management Planning Committee)
- Liaise with fire services, brigades, other authorities and councils regarding fire prevention planning and implementation
- Advise and assist the MEMPC on fire prevention and related matters
- Ensure the Municipal Emergency Management Plan contains reference to the Municipal Fire Management Plan
- Report to Council on fire prevention and related matters
- Carry out statutory tasks related to fire prevention notices and infringement notices
- Investigate and act on complaints regarding potential fire hazards
- Advise, assist and make recommendations to the general public on fire prevention and related matters
- Issue permits to burn (under s38 of the *Country Fire Authority Act 1958*).

3.2.6 Municipal Emergency Response Coordinator (MERC)

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

The appointed MERC for the Rural City of Wangaratta is located at the Wangaratta Police Complex. The MERC is a member of the Municipal Emergency Management Planning Committee. The role of the MERC is to:

- Ensure the MERO is advised of the emergency, and available to provide access to municipal resources if required.
- Ensure the MERO is receiving information as appropriate.
- Attend or arrange a delegate to attend the MECC, if activated.
- Advise the Regional Emergency Response Coordinator (RERC) of emergencies that have the potential to require supplementary resources from outside the municipal district.
- Consider registration of persons evacuated or otherwise affected across the municipality.
- Consider the provision of relief to evacuees and agency personnel where necessary and advise the MRM of requirements.
- Ensure the MRM has been notified by the incident controller of the emergency.
- Provide the RERC with information or advice on issues relating to consequence management, the provision of relief and the transition to recovery.

3.2.6 Emergency Management Liaison Officer (EMLO)

The Rural City of Wangaratta identifies roles within the organisation suitable to assist in providing an EMLO at an Incident Control Centre or other area where coordination and control is being exercised. A Municipal EMLO will be activated by the MERO or Deputy MERO on request from an Incident Controller.

An EMLO:

- Represents Council at a control centre
- May represent Council at an IEMT or REMT
- Is empowered to commit or arrange to commit the resources of the agency to respond to an emergency
- Provides advice in relation to the role and activities of the agency
- Is responsible for maintaining ongoing communications between the Incident Control Centre and Council.

3.2.7 Municipal Building Surveyor

The Rural City of Wangaratta has appointed a Municipal Building Surveyor and forms part of council's emergency management framework. Emergency management functions relate to ensuring the appropriate actioning, and response to requests, during and after an emergency by:

- ensuring that the requirements of the *Building Act 1993* regarding the safety of buildings and persons are administered; and
- surveying and providing advice as required regarding buildings and structures.

The Municipal Building Surveyor has various instruments available to administer and enforce the safety and building standards, these include;

- Emergency orders:
The municipal building surveyor may make an emergency order if of the opinion that the order is necessary because of a danger to life or property arising out of the condition of a building
- Building notices:
The municipal building surveyor or a private building surveyor may cause a building notice to be served if of the opinion that;
 - the building or place is unfit for occupation or for use, or,
 - the building or land is a danger to the life, safety or health to the public or person using the building or land.
- Building orders—minor work:
The municipal building surveyor may make a building order requiring building work if of the opinion that the work required to be carried out is of a minor nature.

In the event of an emergency the Municipal Building Surveyor will:

- Determine the resources required to manage the administration and enforcement of safety and building standards in the municipality
- Determine the resources required to manage business continuity.

NOTE: Resources required are dependent upon the scope or scale of the emergency and may include contract Building Inspectors or Building Surveyors to support councils Building Surveyors.

- Inspect or cause to be inspected damaged buildings or buildings that have the potential to be damaged.
- Identify hazards and take appropriate action
- Document the inspection process and outcomes
- Provide advice as required regarding buildings and structures to the Municipal Emergency Resource Officer, Council, relevant authorities and the community.
- Assist with the expeditious processing and approval of applications for the reconstruction and replacement of residences and other buildings.

3.2.8 Environmental Health Officers

In accordance with Section 29 of the *Public Health and Wellbeing Act 2008*, the Rural City of Wangaratta has appointed Environmental Health Officers who form part of council's emergency management framework.

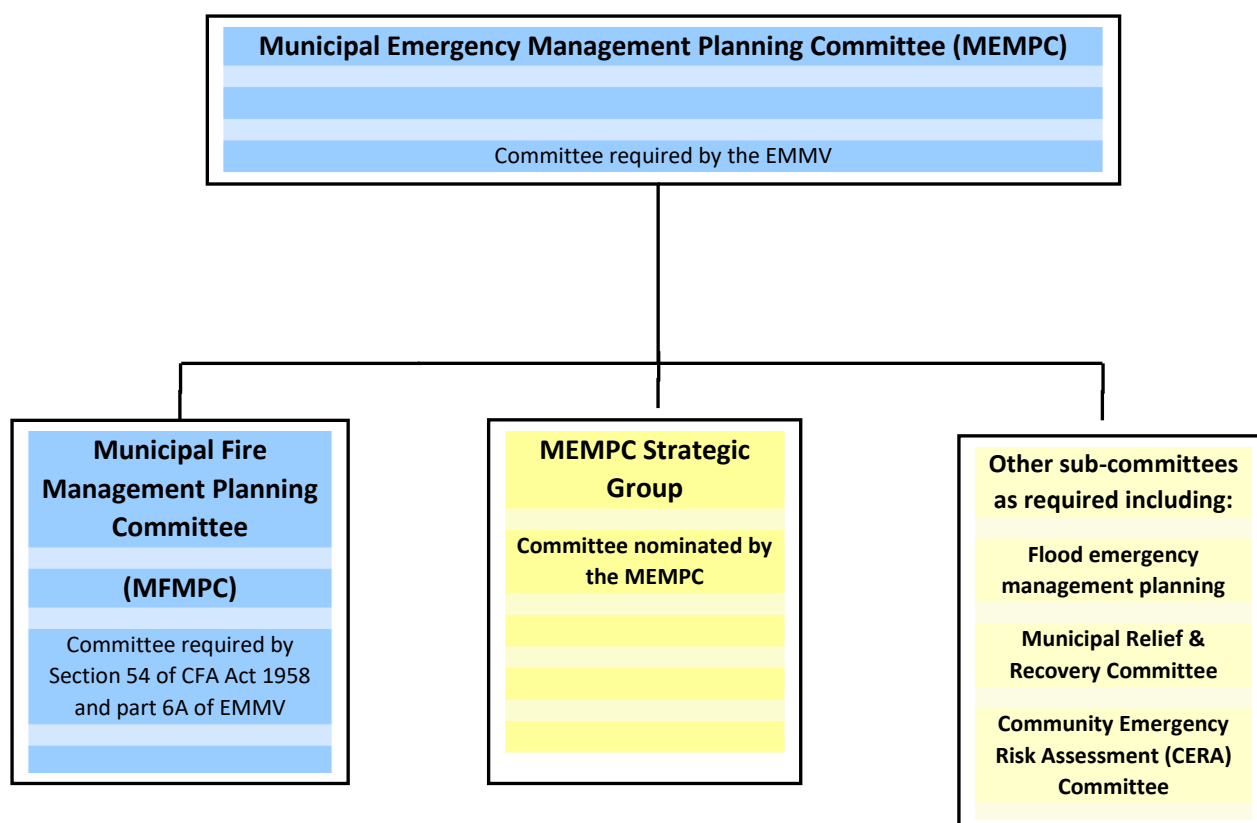
In relation to emergency management, an Environmental Health Officer may have a role in:

- Food surveillance
- Inspection of food handlers and food distribution outlets
- Food sabotage
- Infectious disease surveillance and investigation
- Disinfection (concurrent (immediate) or terminal (at end of isolation))
- Water (purity and quantities)
- Waste collection and disposal (putrescible, dry, indestructible, sullage and toilet waste)
- Vermin and vector control
- Sanitation (toilets, showers, washing facilities)
- Accommodation (adequate size, suitability)
- Disposal of dead stock and animals
- Zoonotic diseases (those transferred from animal to humans)
- Siting and layout of campsites
- Water, land and/or air pollution
- Collection and dissemination of information on public health issues
- Development of Public Health Notices
- Emergency management planning.

3.2.9 Communication throughout the Emergency

The Rural City of Wangaratta has prepared an Emergency Communications Plan that outlines the process and requirements of Council's public communication specific to the response, relief and recovery phases of an event.

This plan is found at **Appendix B7 – Emergency Communications Plan**.



3.3 Audit requirements and process

The Rural City of Wangaratta pursuant to Section 21A of the *Emergency Management Act 1986* shall submit the MEMP to the Victoria State Emergency Service for audit. This audit will assess whether the plan complies with guidelines issued by the Chief Officer, VICSES, and assists the MEMPC to develop and maintain a high quality MEMP.

The most recent version endorsed by the MEMP Committee and endorsed by the Council will be submitted for audit at least once every three years. Audit questions can be found in the Emergency Management manual Victoria EMMV Part 6, Appendix 2 <https://files-em.em.vic.gov.au/public/EMV-web/EMMV-Part-6.pdf>.

An audit report will be provided to the Council, indicating whether or not the MEMP complies with these guidelines and if there are opportunities to improve the plan or planning process. Councils must within three months of receiving an audit report forward a copy of its written response to the Chief Officer, VICSES.

A MEMP that does not comply with these guidelines will be audited again in 12 months.

MEMP sub-plans are not audited as part of the MEMP audit process. If a Municipal Fire Management Plan (that may be a sub-plan of the MEMP) has been developed in accordance with

the Integrated Fire Management Planning (IFMP) Framework, it will be audited in accordance with Section 55B of the *Country Fire Authority Act 1958* (see EMMV part 6A).

PART FOUR – PREVENTION / MITIGATION ARRANGEMENTS

4.1 Background/Introduction

The Rural City of Wangaratta recognises that it has a key role in prevention and mitigation activities to reduce the risk, or minimise the effects, of emergencies that may occur in the municipal area. Council's enforcement and continual reviewing of existing policies in land use, building codes and regulations, and urban planning, along with the various agencies responsible for prevention activities throughout the community, combine to ensure that all measures possible are addressed to reduce the likelihood of emergency.

In conjunction with the Municipal Emergency Management Planning Committee (MEMPC), Council plays a role in prevention by identifying potential hazard areas and actions to mitigate risk.

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. Vulnerability varies significantly within a community and over time.

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 incorporating the Community Emergency Risk Assessment (CERA)

The Community Emergency Risk Assessment (CERA) has been developed by the Victorian SES and provides MEMP Committees with a framework for improving community safety and resilience from hazards and emergencies. The CERA process is consistent with *ISO-31000 Risk Management*.

The results now form the planning over the next three years to develop, improve and test plans put in place to mitigate the impacts.

The following table outlines the six (6) top CERA risks and the appropriate control/response agency.

Table 4.1: Ranked risks matched to Control / Response Agency

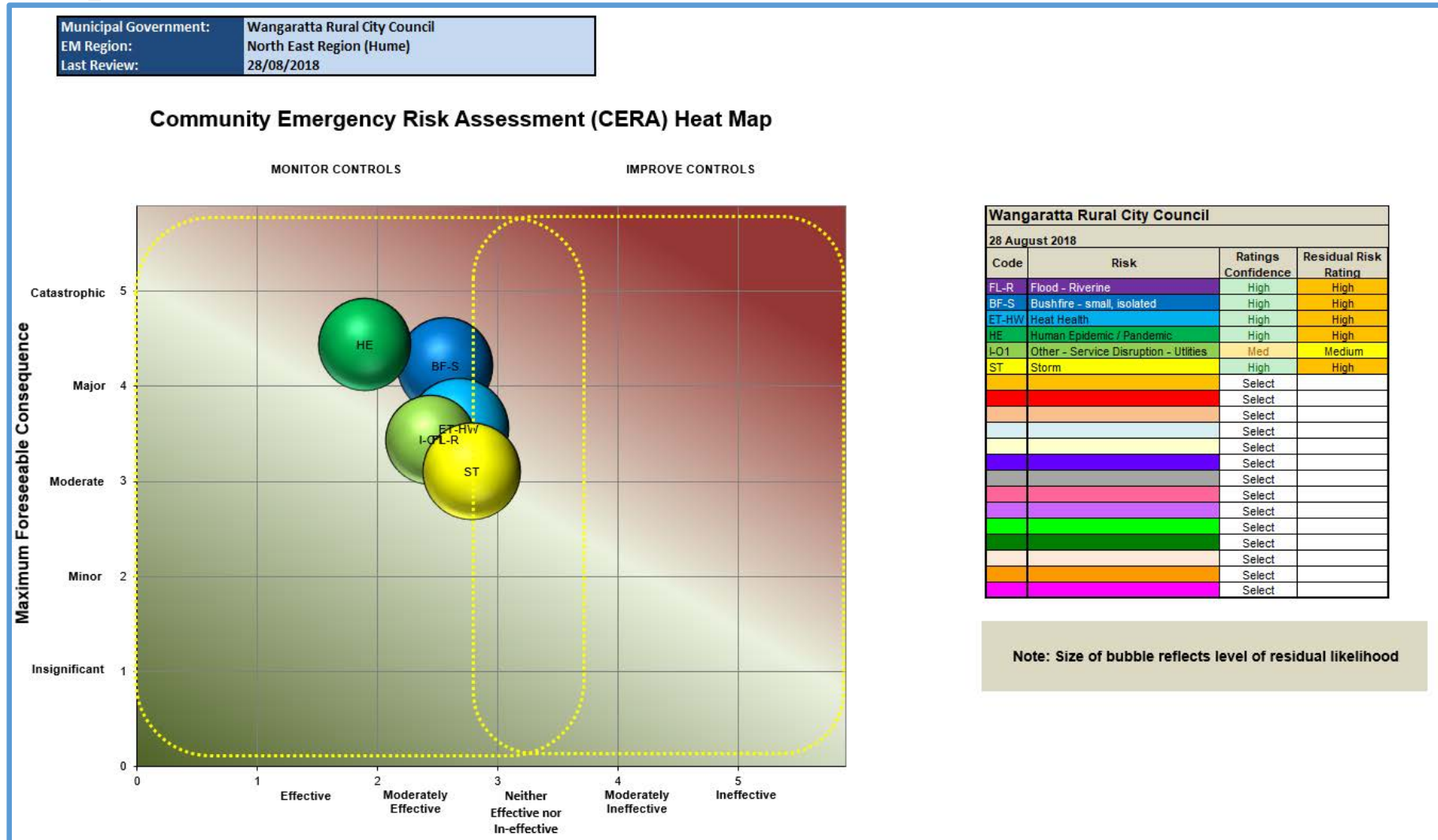
Ranked Order	Risk	Control or Response Agency
1	Flood (Riverine)	State Emergency Service – Victoria
2	Bushfire (Small / Isolated)	Country Fire Authority
3	Heat Health event	Emergency Management Commissioner (delegated to <i>DHHS</i> at the regional level, with Local Government identified as the key support agency at the local level)
4	Human Epidemic / Pandemic - Influenza	Department of Health and Human Services
5	Other – Service Disruption - Utilities	Department of Environment, Land, Water & Planning
6	Storm event	State Emergency Service - Victoria

The associated Heat Map for these identified risks is located on the following page:

The current CERA assessment performed for the RCoW is found at:

http://HPRM-WEB-01/FYB_API/record/115260180/File

Figure 4.1: Rural City of Wangaratta - Community Emergency Risk Assessment (CERA) generated heat map and risk table.



4.4 Treatment plans

The following is a list of sub-plans that responds to the risks inherent to the Municipality.

- RCoW Municipal Fire Management Plan
- RCoW Flood Emergency Plan (SES lead)
- RCoW Influenza Pandemic Plan 2018 (in prep)
- RCoW Heat Health Emergency Plan (in prep)

Details of, and links to these plans are included in Appendix B of this Document.

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 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.

PART FIVE: RESPONSE ARRANGEMENTS

5.1 Introduction

Emergency Response Planning provides the mechanism for the scheduled accumulation of appropriate resources to cope with emergencies throughout the Municipality. It also provides guidance for requests for physical assistance from the State and Commonwealth agencies when Municipal resources have been exhausted. This plan has been prepared in accordance with the principles of the State Emergency Response Plan, part 3 of the Emergency Management Manual of Victoria (1 August 2016 edition) and the Hume Region Readiness and Response Arrangements, see following link:

https://files-em.em.vic.gov.au/OpFac/HUM/Plans/Hume_Region_Readiness_and_Response_Arrangements.pdf?v=201805172132

Response management brings together the resources of many agencies and individuals who can take appropriate and timely action when required. Response management is based on three key management tasks – command, control and coordination.

Under the *Emergency Management Act 2013*, the Emergency Management Commissioner has legislated coordination and control responsibilities over all major emergencies in the State of Victoria. For detailed information in relation to roles and responsibilities [EMMV Part 3](#).

5.1.1 Emergency Management Priorities

As per EMMV (Part 3) Section 2.4 [EMMV Part 3](#), the State has endorsed a set of emergency management priorities to underpin and guide all decisions made during emergencies in Victoria. The priorities focus on the primacy of life and the issuing of community warnings and information, in order to assist people to make informed decisions about their safety.

The priorities are

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

The State emergency management priorities provide a framework for emergency managers to identify the priority roles and actions of agencies in an emergency response, especially where there are concurrent risks or competing priorities.

5.2. Command, Control, Coordination

Command

Command refers to the direction of personnel and resources of an agency in the performance of that organisation's role and tasks. Authority to command is established in legislation or by agreement within an agency. The term 'chain of command' refers to the organisational hierarchy of an agency and identifies people or positions with accountability.

Control

Control refers to the overall direction of response activities in an emergency. Authority for control is established in legislation or in an emergency response plan, and carries with it the responsibility for tasking other agencies in accordance with the needs of the situation.

Control relates to situations and operates horizontally across agencies. Control of emergency operations will at all times remain the responsibility of the control authority as responsible for controlling the particular type of emergency. The controlling authority is to appoint an Incident Controller (IC) who will control the operation. A comprehensive list of agencies and their roles can be found within Part 7 of the EMMV-Emergency Management Agency Roles.

Coordination

Coordination is the bringing together of agencies and resources to ensure effective response to and recovery from emergencies. In relation to response, coordination includes ensuring that effective control has been established.

The main function of the Emergency Response Coordinator is to coordinate the provision of resources as requested by the control and support agencies. *The Emergency Management Act 1986* identifies that Emergency Response Coordinators at regional, municipal and field level will be Victoria Police Members. Their role wherever possible should be separate from operational Police activities.

The Municipal Emergency Response Coordinator (MERC) is the primary emergency coordinator at a municipal level.

Refer to the [EMMV Part 3](#) - State Emergency Response Plan, for details of the role and responsibilities of Emergency Response Coordinators.

Control agencies are identified within the following table (across the following pages), to control the response activities addressing the specified emergency type.

A support agency is an agency which provides essential services, personnel, or material to support relevant control agency or affected persons.

Refer to Part 7 of the Emergency Management Manual Victorian EMMV for further information on agency roles, see [EMMV Part 7](#).

5.2.1 Emergency Classes and Control Agencies

Class 1 Emergency means–

- (a) a major fire; or
- (b) any other major emergency for which the Metropolitan Fire and Emergency Services Board, the Country Fire Authority or the Victoria State Emergency Service Authority is the control agency under the State Emergency Response Plan.
(*Emergency Management Act 2013* section 3)

Class 2 Emergency means a major emergency which is not -

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

*Class 3 Emergency*³-

For the purposes of the State Emergency Response Plan, a Class 3 emergency means a warlike or act of terrorism, whether directed at Victoria, or a part of Victoria or at any State or Territory, or a hi-jack, siege or riot.

Table 5.1: Emergency Types and Control agencies (EMMV part 7 Nov 2016)

Emergency (as per the Emergency Management Act)	Form of emergency	Control agency (agency with the primary responsibility for responding to the emergency)	Class of major emergency
An earthquake, flood, wind-	Earthquake	VICSES	1
	Flood	VICSES	1
	Heat	EMC	2
	Storm	VICSES	1

³ Although the term 'Class 3 emergency' is not recognised in legislation, Victoria Police has agreed for the term to be used to improve the readability and useability of the State Emergency Response Plan (SERP).

Emergency (as per the Emergency Management Act)	Form of emergency	Control agency (agency with the primary responsibility for responding to the emergency)	Class of major emergency
storm or other natural event	Tsunami	VICSES	1
	Landslide	VICSES	1
Fire and explosion	Aircraft	ARFF /CFA/MFESB	1 (2 if ARFF)
	Boilers and pressure vessels	CFA/MFESB	1
	Explosion	CFA/MFESB	1
	Explosive device	Victoria Police	3
	Fire	CFA/MFESB/DELWP	1
Road accident or any other accident	Aircraft	Victoria Police	2
	Biological materials (including leaks and spills)	DHHS	2
	Gas leakage	CFA/MFESB	1
	Hazardous materials, high consequence dangerous goods or dangerous goods (including leaks and spills)	CFA/MFESB/ARFF	1 (2 if ARFF)
	Lifts, cranes or scaffolding and amusement structures	CFA/MFESB	1
	Building collapse	CFA/MFESB/VICSES	1
	Marine (not including marine	Victoria Police	2
	Military aircraft and ships	Defence Force	2
	Radioactive materials (including leaks and spills)	DHHS	2
	Rail and tram	Victoria Police	2
	Road	Victoria Police	2
	Aircraft – inflight emergency	Airservices Australia	2
	Maritime casualty – non Search And Rescue (all vessels)	Commercial or Local Port Manager / TSV	2
	Maritime casualty – non SAR (all vessels in coastal waters) not in commercial and local port waters	TSV	2
Plague or an epidemic or contamination	Chemical contamination of livestock or agricultural produce (agricultural or veterinary)	DEDJTR	2
	Exotic animal disease (includes bees and aquaculture)	DEDJTR	2
	Plant pest or disease	DEDJTR	2

Emergency (as per the Emergency Management Act)	Form of emergency	Control agency (agency with the primary responsibility for responding to the emergency)	Class of major emergency
	Wildlife affected by marine pollution	DELWP	2
	Exotic marine pest incursion	DELWP	2
	Vertebrate pest/plagues	DEDJTR	2
	Pollution into inland waters	CFA/MFESB	1
	Pollution of inland waters	EPA	2
	Retail food contamination	DHHS	2
	Food/drinking water contamination	DHHS	2
	Human disease	DHHS	2
	Blue-green algae	DELWP	2
A warlike act or act of terrorism, hijack, siege	A warlike act or act of terrorism, hijack, siege or riot	Victoria Police	3
	Other threats against persons, property or environment	Victoria Police	3
A disruption to an essential service	Food supply, critical infrastructure damage or disruption	Victoria Police	2
	Electricity	DELWP	2
	Natural gas	DELWP	2
	Petroleum and liquid fuels	DELWP	2
	Public transport	PTV	2
	Roads/bridges/tunnels	VicRoads	2
	Water and sewerage	DELWP	2
Rescue <i>(note – not listed in the EM Act 2013 and potentially a support service)</i>	Building, structure	CFA/MFESB/VICSES	1
	Cave	Victoria Police	2
	Land	Victoria Police	2
	Lift, crane, scaffolding or amusement structure	CFA/MFESB	1
	Mine/quarry	Victoria Police	2
	Rail, aircraft and industrial	CFA/MFESB/VICSES	1
	Road	CFA/MFESB/VICSES	1
	Trench or tunnel	CFA/MFESB	1
	Water	Victoria Police	2
Search <i>(as above)</i>	Land	Victoria Police	2
	Water	Victoria Police / AMSA	2
	Overdue aircraft	AMSA	2

5.3. Local response arrangements and responsible agencies

Emergency management roles and functions in this plan are in accordance with the EMMV Part 7 - Emergency Management Agency Roles.

Rural City of Wangaratta – Municipal Resources

In an emergency, Council is responsible for supporting the response (control) agency via the provision and coordination of requests for municipal resources (equipment, personnel and services), as they can be used in the emergency at the direction of the control agency.

Council is also responsible for coordinating and providing relief services to the affected community and planning for and early coordination of recovery for the affected community.

Responsibility for the management of municipal resources (both council owned and contractors to council) rests with the MERO. The MEROs can operate from the ICC if and when it is operating.

The MERO maintains a list of plant and equipment held by the Council and preferred contractors utilised by the Council in an emergency, this list is available on Crisisworks for MEMPC members or emergency agency representatives, see <https://wangaratta.crisisworks.com/public#>.

Clearance of Blocked Drains/Roads, Road Closures, Fallen Trees and Alternative Routes

On roads managed by the Rural City of Wangaratta, Municipal road crews (including contractors) are able to clear blocked road drains or remove fallen trees from roads as required. In an emergency, the MERO directs all road crew activities.

Generally the MERO must be consulted before municipal roads are closed in an emergency. If this is not possible due to a threatening situation where lives are potentially at risk, the Incident Controller must notify the MERO as soon as practicable that a Council road has been closed. Wider dissemination of these road closures can be made available via the VicRoads VicTraffic website <https://traffic.vicroads.vic.gov.au/> (following VicRoads/NEMA staff being notified through existing channels).

As a road manager, Council must make certain roads it manages safe before being reopened after an emergency. Consultation with the MERO is required before re-opening any Council managed roads.

The MERO is also responsible for determining alternative routes on Council roads when and if required in an emergency. The MERO will work with the responsible unit and under the direction of the Incident Controller in the determination of these routes.

Transport and Engineering

The MERO is responsible for all transport and civil engineering matters. The plant, equipment and contractor list details available transport and engineering resources within the municipality, including specialist and technical advice available to Council. All requests for transport and engineering resources are to be directed to the MERC who will consult with the MERO.

Request Procedure for Support

An agency responding to an emergency should exhaust all resources owned or directly within their control prior to requesting assistance from elsewhere.

An agency responding to an emergency, and requiring supplementary resources, can request resources via the MERC at the municipal level. Requests for resources should be provided in a format as decided by the MERC, and include the name and position of the person requesting the resources and comprehensive details of the task to be undertaken. Private providers of resources are considered as possible sources of supply at the municipal level. The requesting agency is responsible for making appropriate arrangements for delivery of supplementary resources. Supplementary resources include anything the response agency needs to combat an emergency that it does not have at its immediate disposal.

As per the EMMV (refer to EMMV Part 8 – Appendix 1 – Financial Arrangements), when a control agency requests services and supplies (for example, catering) on behalf of a number of supporting agencies, the control agency will be responsible for costs incurred.

5.3.1 Evacuation

Evacuation is the planned relocation of persons from dangerous or potentially dangerous areas to safer areas and eventual return.

Evacuation may be undertaken by individuals, families and households on their own volition and independent of advice, or it may be after an assessment of information provided by a Control Agency.

Evacuations may be pre-warned or immediate depending on the circumstances. The decision to recommend 'to evacuate' is made by the Incident Controller/Control Agency. Victoria Police is responsible for the coordination of evacuation in consultation with the Control Agency. Consideration must be given to the area which is to be evacuated, the route to be followed, the means of transport and the location to which evacuees will be asked to attend.

Agencies and organisations with a role in the evacuation process include:

- The Incident Controller/Control Agency
 - Considers and recommends evacuation in consultation with Victoria Police and other agencies and experts as needed
- Victoria Police
 - Manages the withdrawal, shelter and return stages of the evacuation in consultation with the Incident Controller and others as needed
- Ambulance Victoria
- Victoria State Emergency Service
- Support Agencies
- The Rural City of Wangaratta
- VicRoads
- Country Fire Authority
- Australian Red Cross

- Department of Health and Human Services
- Department of Education.

Once the decision to evacuate has been made, the MERO and MRM should be contacted to assist. The MERO and/or MRM will provide advice regarding the most suitable Emergency Relief Centre, potential staging areas or assembly points and other resources that may be required (e.g. public health, emergency relief considerations or requirements and special needs groups).

Evacuation plans for specialised services in the municipality such as hospitals, schools, and shopping centres are the responsibility of the site managers. Facilities containing Vulnerable People (e.g. aged care facilities) form part of the Vulnerable People in Emergencies (VPE) Policy, contained in Part 2.3 of this Plan.

The Victorian Evacuation Guidelines are in the EMMV, Part 8 Appendix 9 – Evacuation Guidelines, see following link: [EMMV Part 8](#)

5.3.2 Role of the Rural City of Wangaratta in Assisting Evacuation

Council has the following roles and responsibilities in the evacuation process:

- Coordinate the provision of council resources as required
- Establish and manage relief centres as required
- Assist Victoria Police with management of traffic flow including provision of information regarding road availability, capacity and safety
- Assist VicRoads to maintain list of road closures (public information).

MEMPCs will also:

- Develop and maintain Municipal Emergency Management Plans
- Assist CFA with the development of Community Information Guides (CIGs) for bushfires
- Assist SES with development of Flood Emergency Plans
- Identify and document within Municipal Emergency Management Plans facilities where vulnerable people are likely to be located
- Maintain within Municipal Emergency Management Plans a list of those services/agencies with awareness of vulnerable people within the community.

5.3.3 Communication during Response

The Rural City of Wangaratta has prepared an Emergency Communications Plan that outlines the process and requirements of Council's public communication specific to the response, relief and recovery phases of an event.

This plan is found at **Appendix B7 – Emergency Communications Plan**.

5.4 Municipal Emergency Coordination Centre(s) (MECC)

From October 2016, there is no longer a requirement in the EMMV for Municipalities to run a MECC. However, the Rural City of Wangaratta will continue to run a MECC for the local coordination of relief and recovery. The MECC will generally only have Council staff in it. Other agencies, such as Victorian Council of Churches, DHHS and potentially Volunteering Victoria may also work from the MECC upon negotiation. The MRM and support staff will generally be located in the MECC.

MEROs (including in growing cases - EMLOs) are now required to have a presence in the ICC. Thus the coordination and provision of Council and community resources during an emergency for the response and recovery effort will occur in the ICC.

The primary MECC for the Rural City of Wangaratta is:

- Rural City of Wangaratta (Wangaratta Government Centre) 62 – 68 Ovens Street, Wangaratta.

Through the use of 'Crisisworks', a MECC in the sense of being tied to one physical location is not paramount. Crisisworks allows registered users the ability to undertake their work remotely, this will include:

- logging requests for resources, materials
- actioning items,
- undertaking impact assessment, etc.

5.5 Financial considerations

Expenditure for municipal resources utilised in emergencies must be authorised by either the MERO or the MRM and approved by the MERC. If not approved by the MERC, the Council will not be eligible for cost recovery from the Department of Treasury and Finance.

5.5.1 Payment for Requested Resources

Where requests are made by the relevant response agency which has exhausted their own resources, Council will be able to supply equipment and supplies through its MERO at the direction of the MERC. All requests are required to be submitted through the appropriate channels as identified in the EMMV. Associated costs of Council owned equipment being utilised by response agencies in the management of an emergency will be absorbed by Council during normal business hours (8am to 5pm). Resource requests for the use Council owned assets, staff and equipment outside of these times will be charged to the requesting agency. This includes response agency requested standby on week day evenings and any given public holiday or weekend.

Costs associated with sourcing external or privately owned supplementary emergency response resources for the relevant response agencies will be recovered from the requesting agencies. This includes costs for all equipment, hire, catering and any associated on-costs of that request.

Response agencies should be aware of their financial responsibilities before requesting anything from the Rural City of Wangaratta.

All resource requests will come to the municipality through the appropriate channel; the MERC as stipulated in the EMMV. Any requests made outside of these guidelines will be redirected to the MERC. Requests from response agencies are not to come from an incident control centre directly to the MERO or any other Council officer. If Council officers or the MERO receive requests from response agencies, they are to advise the agency to contact the MERC in the first instance.

5.5.2 Financial Arrangements for Response and Recovery

The following summarises financial responsibilities for expenditure on response and recovery activities. As a general rule, whichever agency originates the request for the resources will be responsible for all costs.

Emergency Payment Responsibilities

The following emergency payment responsibilities apply in The Rural City of Wangaratta:

- Where an agency's expenditure is in order to fulfil its own responsibilities, that agency is responsible for the cost
- Where one agency requests services and supplies in order to fulfil its own responsibilities as articulated in plans, that agency is responsible for costs incurred
- When a control agency requests services and supplies (for example, catering) on behalf of a number of supporting agencies, the control agency will be responsible for costs incurred
- Municipal councils are responsible for the cost of emergency relief measures provided to emergency-affected people.

Agency Support

Agencies are called upon to provide resources within the limit of their means. Where a volunteer agency expends extraordinary funds providing resources for emergency response and recovery to the extent that it seeks financial reimbursement, it should notify the control agency, or the agency to which it is providing services, at the earliest possible opportunity, preferably before deployment commences.

Municipal Council Resources

The Rural City of Wangaratta is expected to use its resources in an emergency situation within the municipality within reason. Where equipment and/or personnel are sourced from external providers, Council is responsible for providing those resources. However, Council will only cover costs for Council managed resources requested and used during normal business hours. Costs outside of this, including costs of sourcing private contractors, will be recovered from the relevant requesting agency.

Some further reimbursement may also be available. Extraordinary expenditure incurred, (e.g. for overtime, or equipment hire used in emergency protection works, restoration of publicly owned

assets or relief provided to emergency-affected people) may qualify for reimbursement by the Department of Treasury and Finance, refer to EMMV Part 8 – Appendix 1 – Financial Arrangements, see [EMMV Part 8](#).

State Agencies

State agencies involved in emergency response and recovery activities as part of their normal activities will initially fund them from their own budgets, including supplies (e.g. catering) purchased from contractors or volunteer agencies. For major emergencies some funding supplementation may be required. This would be the subject of a Government decision at the time, in the context of the agency's budget position.

Private Organisations

Private organisations meet their own expenses incurred in emergency activities.

Government Post-Emergency Assistance Measures in Recovery

A number of post-emergency assistance measures which may be made available to assist in various aspects of the recovery process can be found in EMMV Part 8 – Appendix 1 – Financial Arrangements. Most are provided by Victorian Government agencies; a few Commonwealth assistance measures are also listed.

Important factors to note are:

- Assistance measures are identified as being generally available at departmental discretion, or requiring a specific Government decision on each occasion
- The table is intended to list specific assistance in the form of financial or in-kind measures.
- Other recovery services are listed under Services and Agencies for Recovery in the EMMV Part 8 – Appendix 1 – Financial Arrangements

The assistance measures cover:

- Individual human need
- Residential and community reestablishment
- Community safety/health
- Economic recovery
- State Government assistance to municipal councils
- Commonwealth Government assistance to persons/municipal councils

Natural Disaster Financial Assistance

Natural Disaster Financial Assistance (NDFA) for local councils in Victoria is provided by the Victorian State Government to assist in the recovery process and alleviate some of the financial burden that may be experienced following a natural disaster, in accordance with Commonwealth-State Natural Disaster Relief and Recovery Arrangements (NDRRA).

The NDRRA defines eligible natural disasters as 'any one of, or a combination of, the following natural hazards: bushfire; earthquake; flood; storm; cyclone; storm surge; landslide; tsunami; meteorite strike; or tornado. These arrangements do not apply to disasters where human activity is a significant contributing cause (e.g. poor environmental planning, commercial development, personal intervention (other than arson) or accident.

Refer to Department of Treasury & Finance (DTF) for details and a range of publications providing guidance for financial assistance, see following link <https://www.dtf.vic.gov.au/funds-programs-and-policies/natural-disaster-financial-assistance>

5.6 Neighbourhood Safer Places (Places of Last Resort) and Fire Refuges

Neighbourhood Safer Places (NSPs) are a place of last resort and do not guarantee safety. They should only be used if a resident's Bushfire Plan fails and residents have no other place for shelter. Welfare facilities will not be made available and the place may not provide shelter from smoke and embers.

NSPs have been declared at the following areas in the Rural City of Wangaratta:

Table 5.2: NSP Locations

Township	Location	Address
Cheshunt	Cheshunt Hall	Corner King valley road and Upper King Valley Road Cheshunt 3678.
Eldorado	Eldorado Memorial Hall	Main Street (opposite McKoy Street) Eldorado 3746.
Glenrowan	Glenrowan Recreation Reserve Community Centre Hall	Daniel Lane Glenrowan 3675
Whitfield	Whitfield Recreation Reserve Sports Pavillion	Mansfield – Whitfield Road Whitfield 3733

The above list of NSPs was correct at the time of printing and is reviewed annually. Location of NSPs can also be found on the RCoW website or CFA Website:

Rural City of Wangaratta website:

- <https://www.wangaratta.vic.gov.au/emergency/fire-information#834333-neighbourhood-safer-places>

CFA Website:

- <http://www.saferplaces.cfa.vic.gov.au/cfa/search/default.htm>

The Rural City of Wangaratta does not have any designated Fire refuges.

5.7 Planning for cross boundary events

Emergency events may cross municipal boundaries, requiring response and recovery activities from two or more local governments. Victoria Police is the control agency for response and will request the MERO to contact neighbouring MEROs when resources are required from outside the municipality. DHHS is the coordinating agency for emergency recovery at the regional level and will work in collaboration with the Councils who have local responsibility.

At a municipal level communication of identified risks across municipally boundaries take place through provision of MEMP plans to municipalities that border the Rural City of Wangaratta.

Every opportunity is taken to include neighbouring shires with MEMP exercises and to contact those municipalities if new risks are identified that may impact them. The Rural City of Wangaratta is a member of the Hume Region Municipal Emergency Management Enhancement Group (MEMEG) and has representatives regularly attending regional committees for response and recovery.

5.8 Resource sharing protocols

The Rural City of Wangaratta is a signatory to the Protocol for Inter-Council Emergency Management Resource Sharing (see below link).

<http://www.mav.asn.au/policy-services/emergency-management/Pages/resource-sharing-protocol.aspx>

This protocol was developed by the Municipal Association of Victoria in association with the Municipal Emergency Management Enhancement Group. It provides an agreed position between Councils regarding the provision of resources to assist other municipalities (or *signatory* Alpine Resort Management Boards) with response and recovery tasks during and after emergencies.

The protocol is intended to clarify operational, insurance and reimbursement issues that may arise through municipal resource-sharing arrangements.

The protocol is consistent with the concepts and policy and guidelines articulated in the *Emergency Management Act 1986* and the EMMV.

5.9 Debriefing arrangements

A debrief should take place as soon as practicable after an emergency. The MERC will convene the meeting and all agencies who participated should be represented with a view to assessing the adequacy of the Plan and to recommend any changes. Such meetings should be chaired by the chairperson of the MEMPC.

It may also be appropriate to conduct a separate recovery debrief to address recovery issues. This should be convened and chaired by the MRM.

The Rural City of Wangaratta will also ensure representation any After Action Review's (AARs) convened by the controlling agency for any emergency events that have impacted the municipality.

5.10 Response / Recovery transition

It is essential to ensure a smooth transition from the response phase to the recovery phase, in any emergency at municipal level. While it is recognised that recovery activities will have commenced shortly after impact, at some point there will be a cessation of response activities and a hand over to recovery agencies. The early notification of recovery agencies involved in the emergency will ensure a smooth transition of ongoing activities from response to recovery.

When the response effort begins to transition to a solely recovery phase, a Transition from Response to Recovery Agreement (Transition Agreement) document will be required. The purpose of the document is to assist emergency management agencies involved in coordination of response, relief and recovery arrangements achieve a seamless transition from response to recovery phase following an emergency event.

The scope of the transition agreement includes:

- A description of the event
- Authorisation arrangements
- Coordination and management arrangements
- Transition activities and tasks to ensure continuity of essential community support
- Information and communication arrangements

The decisions relating to the timing of the transition of response to recovery coordination, and whether recovery coordination will be transitioned to local and/or state government), will be impacted by a number of key considerations. These include:

- The nature of the hazard/threat and whether there is a risk of a recurring threat
- The extent of impact on communities, as this may determine if a prolonged transition period needs to be implemented.
- The extent of and known level of loss and damage associated with the incident
- The considerations for the extent of emergency relief required by affected communities
- The considerations for the resources required to coordinate effective recovery arrangements

The Incident Controller, the Municipal Emergency Response Coordinator and Emergency Recovery Coordinator (State and/or Regional/Local Government – Municipal Emergency Resource Officer/Municipal Recovery Manager) will determine the transition structure and handover requirement to fully establish the Recovery Coordination arrangements. In a prolonged campaign incident, a transition period must be determined to allow sufficient time for briefing, resource planning and implementation of immediate recovery services.

The “Transition Agreement” involves specific activities of a short-term nature as recovery coordination requirements evolve and establish.

The key tasks under this agreement include:

- Continuity of emergency relief requirements, if required.
- Coordination of Initial Impact Assessments¹¹ in the affected communities.
- Identifying resources required to support immediate community recovery requirements including public health and safety.

- Coordination of essential clean-up operations.

Conclusion of Response implies the cessation of the responsibilities of Victoria Police as response co-ordinators. However, during the initial phase of recovery coordination, and on request of the Recovery Coordinator, the Victoria Police and other response agencies will continue to support recovery activities to affected communities.

Response and recovery agencies will work cooperatively during the period of transition and provide each other with appropriate support. Coordination responsibility is passed to the Department of Health and Human Services as the recovery co-ordination agency at the State and Regional level, while Local Government has management responsibility at the municipal level.

5.10.1 Termination of Response Activities and Handover of Goods / facilities

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

In some circumstances, it may be appropriate for certain facilities and goods obtained in accordance with the State Emergency Response Plan and the provisions of the MEMP during response, to be utilised in recovery activities. In these situations, there would be an actual hand over to the MRM of such facilities and goods. This hand over will occur only after agreement has been reached between the Incident Controller, MERC and MRM.

Payment for goods and services used in the recovery process is the responsibility of the MRM as outlined in the MEMP.

5.11 Impact Assessment

Under the *Emergency Management Act 2013*, the Emergency Management Commissioner is responsible for ensuring the coordination, collection, collation and reporting of information on the impact of the emergency.

Impact assessment is conducted in the aftermath of a Class 1 emergency event to assess the impact to the community and inform government of immediate and longer-term recovery needs.

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

Victoria uses a three stage process to gather and analyse information following an emergency event. The term impact assessment encompasses all three stages:

- Initial impact assessment (IIA)
- Secondary impact assessment (SIA)
- Post emergency needs assessment (PENA)

Despite three stages being described, impact assessment is not linear and some of the stages may be completed concurrently depending on the size and nature of the emergency event. The stages described must be an evolving continuum or a single process made up of stages which transition as seamlessly as possible.

5.11.1 Initial Impact Assessment - IIA

Initial Impact Assessment is used during the initial 48 hours of an emergency, to determine the nature and scale of the impact on people, critical and community infrastructure, economic, natural, built and agricultural environments. It is designed as a holistic approach to impact assessment. The initial assessment may not always be accurate or comprehensive, necessitating a post or secondary impact assessment.

The Control Agency has overall responsibility for the instigation and management of the IIA process and all organisations involved in the emergency may be tasked to collect, confirm and exchange relevant information to ensure the process is undertaken in a timely manner.

Information gathered during the IIA will be mapped using Council's GIS system and recorded on Crisisworks.

Further information on Impact Assessment will be covered in Part 6.

PART SIX – RELIEF and RECOVERY ARRANGEMENTS

6.1. Introduction

To ensure adequate arrangements are in place to assist those who are affected by emergencies, Relief and Recovery Arrangements for the Rural City of Wangaratta have been developed in accordance with State Emergency Relief and Recovery arrangements, the *Emergency Management Act 1986* and Municipal Emergency Management Planning arrangements contained in the EMMV Part 4 - State Emergency Relief and Recovery Plan (see [EMMV Part 4](#)).

These arrangements have also been developed with reference to the Hume Region Emergency Relief and Recovery Plan – see following link:
[Hume Region Emergency Relief and Recovery Plan 2017 v2.2](#)

The Relief and Recovery Arrangements for this MEMP have been written with the understanding of these definitions:

Agencies and organisations with a role in the evacuation process include:

- EMMV Part 4 ([EMMV Part 4](#)) defines emergency relief as:
 - *The provision of assistance to meet the essential needs of individuals, families and communities during and in the immediate aftermath of an emergency.*
- The *Emergency Management Act 2013* defines recovery as:
 - *The assisting of persons and communities affected by emergencies to achieve an effective level of functioning.*

Emergency relief, or commonly referred to as “Relief”, is a component of recovery. Relief from an emergency is generally only needed in the immediate aftermath of an emergency. Generally this is for a period of a few days to a few weeks but is dependent on the scale and size of the emergency. In the context of this document unless specifically required, the term recovery will be used to cover both processes.

According to the EMMV, Councils are the local lead agency for the coordination of relief and recovery. Councils also have a key role in the maintenance of public health as outlined in the State Health Emergency Response Plan (SHERP) – see following link:
[State Health Emergency Response Plan Edition 4](#)

Part 6 (this section) of this Rural City of Wangaratta MEMP (this document) has been written with the understanding that relief and recovery must be community focussed and consequence driven, and be considered across the four recovery environments; *social, economic, built, and natural*.

6.1.1 Objectives of Relief and Recovery

Defined by EMMV (Part 4), the objectives of relief and recovery are to support communities to successfully deal with the impacts of an emergency on the social, economic, built, natural and

agricultural environments. By doing so, they help build cohesion and resilience to future emergencies. The principles of relief and recovery in Victoria are they should:

- Empower and engage individuals and communities to promote self-sufficiency and, where possible, meet their own relief and recovery needs
- Be coordinated and collaborative, jointly owned by affected individuals and communities - as well as the non-government organisations, businesses and government agencies that support them
- Be adaptive and scalable, recognising the unique, complex and dynamic nature of emergencies and communities
- Focus on consequence management, where everyone involved appreciates the potential consequence of their decisions and actions, and
- Be able to support the delivery of concurrent community, local, regional and state response, and relief and recovery activities.

6.2 Relief

6.2.1 Relief Overview

Relief provides for the essential needs of individuals, families and communities during and in the immediate aftermath of an emergency.

The Rural City of Wangaratta, assisted by other organisations and with the support of the Department of Health & Human Services, is responsible for implementing relief measures including establishing and managing emergency relief centres.

At regional level relief is the responsibility of the Department of Health & Human Services.

Relief comprises 11 functional relief service:

- Community information
- Emergency Relief Centres
- Food and water to individuals
- Drinking water to households
- Food supply continuity
- Psychosocial support
- Disbursement of material aid (non-food items)
- Reconnecting families and friends
- Health care and first aid
- Emergency financial assistance
- Animal welfare

Relief services can be provided at:

- The site of an emergency
- A dedicated relief centre operated by a municipal council
- Places of community gathering
- Isolated communities
- Transit sites
- Other safe locations, as appropriate.

6.2.2 Relief Principles

The Rural City of Wangaratta has adopted the *Relief Principles* of 4.6.1 of the EMMV as the guiding document for our municipal relief and recovery activities (see [EMMV Part 4](#)).

6.2.3 Relief Activation

Incident Controllers determine the need to activate relief services with advice from the Emergency Management Team (EMT). When the emergency situation dictates the requirement for any or all of the functional services of Emergency Relief, the request must be actioned by the Municipal Emergency Response Coordinator (MERC) or the Municipal Emergency Resourcing Officer (MERO).

6.2.4 Communication during Relief

The Rural City of Wangaratta has prepared an Emergency Communications Plan that outlines the process and requirements of Council's public communication specific to the response, relief and recovery phases of an event.

This plan is found at **Appendix B7 – Emergency Communications Plan**.

6.2.5 Provision of Relief Services

The supply of relief services across the 11 themes is outlined in the following table, along with their expected capacity to deliver:

Table 6.1 Relief Services available

Service	Coordinator	Suppliers	Capacity
Community Information	RCoW	RCoW	1 X FT media and Communications Coordinator to update pre-determined channels with accurate information to assist relief and recovery of the community
Emergency Relief Centres (ERC's) See Appendix # for location of ERC's See Appendix # for checklist covering the operation of ERC's	RCoW	RCoW	6 FTE staff can be drawn upon to staff ERC's for a period exceeding 24 hours
Impact assessments	VicPol	As required	
Emergency Shelter	RCoW	DHHS	
Food and Water	RCoW	Red Cross Emergency Management	1 hr notice – 50 to 100 meals 3 hrs notice – 200 meals

Service	Coordinator	Suppliers	Capacity
			<p>Extended capacity to cater using Emergency Services teams from Wodonga, Alpine and Indigo LGA's.</p> <p>Diabetic, vegan and coeliac (gluten free) diets catered for.</p>
Non-food items (material items)	Salvation Army	Salvation Army	<p><i>Divisional</i> resources located at Wangaratta provide emergency bedding, including blankets, whilst the Beechworth depot also provides blankets.</p> <p>Emergency clothing to be supplied through network of regional 'Salvo Stores'.</p> <p>Depending on scale of response, Salvation Army has the ability to 'upscale' their response, which is coordinated through the <i>Territory</i> headquarters @ Melbourne.</p>
Reconnecting family and friends Register, Find, Reunite process	VicPol	Red Cross	<p>The Register, Find, Reunite kit is stored in a secure location at the Wangaratta Police complex.</p>

Service	Coordinator	Suppliers	Capacity
Financial assistance	DHHS	DHHS	<p>Contact DHHS Emergency Management Team</p> <p>Ph. 1300 164 867</p> <p>Hume.EOC@dhhs.vic.gov.au</p>
Animal Welfare Refer to RCoW Emergency Animal welfare Plan (Appendix B – Special Plans)	RCoW DEDJTR – domesticated animals and livestock DELWP – Native fauna	DEDJTR RCoW Community Compliance Officers RSPCA DELWP	
Health and medical assistance (First Aid)	Ambulance Victoria (AV)	St Johns Ambulance Aust. (Vic)	45 Volunteers trained in the provision of First Aid Services across the region, with active support of over 2,200 volunteers across the State. Hume Region is equipped with 4 stretcher-capable vehicles in its fleet.

Service	Coordinator	Suppliers	Capacity
Psychosocial support Provision of qualified Psychosocial (Mental Health) First Aid	Rural City of Wangaratta (RCoW)	Victorian Council of Churches Emergency Ministries (VCC EM) Red Cross Gateway Health (GH) DHHS	VCC EM has access to over 100 volunteers across the state. VCC EM require a 90 minute notification period for activation of their support services. VCC EM can operate in Relief (and Recovery Centres) and in Community meeting environments. GH has a limited short-term capacity to provide psychosocial support through a MoU with DHHS. Activation of this agreements is via a directive from DHHS.
Agricultural assistance Refer to RCoW Emergency Animal welfare Plan (Appendix B – Special Plans)	DEDJTR	DEDJTR RCoW Community Compliance Officers Victorian Farmers Federation (VFF)	

6.2.5 Relief Escalation

Relief coordination commences at the local level. As required it can escalate from the local to regional level:

- when requested, because the capacity of the Rural City of Wangaratta is exceeded, or
- where an emergency has affected multiple municipalities in one region (for example across Hume Region); or
- where an emergency has a significant community or state-wide impact, in which case the Victorian Government may establish an event specific relief and recovery coordination structure to oversee a whole-of-sector response (see [EMMV Part 4](#) 5.3.1 Escalation from local to regional to state).

6.2.6 Secondary Impact Assessment - SIA

Following on from the Initial Impact assessment (see earlier - Part 5.11.1), Secondary Impact Assessment is a subsequent progressive and more holistic assessment of the impact of the event on the community. It examines built and natural environments, social and economic impacts, and resulting community needs. Impact assessment for relief and recovery requires an additional layer of analysis beyond the IIA, which includes a comparison with baseline information.

An adaptive and evidence-based relief and recovery program requires timely, accurate and progressively more comprehensive information about the impact of an emergency on communities.

Coordination of SIA is the responsibility of the nominated recovery manager/coordinator. All departments and agencies involved in the collection of SIA should liaise with the nominated recovery manager/coordinator to ensure information is coordinated and shared.

Timeframes

Finalisation of the SIA will occur within four weeks of disaster onset. Ideally teams will be deployed as soon as is safe after the disaster onset. Progressive reports will be provided as data is collected on the SIA.

Expected Outcome

SIA builds on the observational information gathered through the IIA stage to provide an additional layer of analysis and evaluation. SIA may:

- Inform the immediate needs of the community
- Set priorities for relief and recovery
- Assist in treating identified risks and support consequence management
- Identify duplicated reporting of impact assessment data
- Review the data reported in the IIA stage
- Inform the operationalisation of municipal, regional and state recovery plans
- Identify any underlying issues within affected communities that are likely to be impacted by the emergency event (e.g. economic instability, tourism, employment, transportation, supply chain disruption)

- Inform budget estimates for government
- Estimate the cost of destroyed assets and infrastructure
- Guide planning that focuses on restoration of public assets, building community resilience and assists in mitigating the impact of future emergencies
- Inform potential activation of state and commonwealth cost sharing via the Natural Disaster Relief and Recovery Arrangements.

Methodology for Data Gathering

The preferred approach, where practical, is through multi-disciplinary teams deployed to assess and assist community in a “one stop” concept. For example, a team composition could comprise an engineer, a community services officer, a local government official and a person from the control agency. Team composition will change based on the level of impact.

Local Implementation

SIA collection is more detailed than IIA, and the information supports understanding the type and level of assistance needed by affected communities. Various information sources and methodologies are used to collect SIA data. This includes (but is not limited to):

- Multi-disciplinary field assessment teams
- Phone calls to affected communities
- Information collected at relief and recovery centres
- Existing databases (contextual information)
- Reports via media/social media

SIA will have personnel engaging with community members and obtaining impact information in greater detail.

To facilitate the SIA process the Rural City of Wangaratta, shall as early as practicable, perform the following tasks:

- Coordinate the survey of the extent of damage indicating an evaluation of financial and material aid needed
- Provide a priority listing for restoration of community needs to assist agencies in the performance of their functions
- Monitor the acquisition and application of financial and material aid needed or made available in the restoration period
- Survey the occupancy of damaged buildings, facilitate the making of a determination and coordinate access to alternative accommodation if required

The MERO and MRM may co-opt persons within Council, other agencies or the community with the appropriate expertise to assist with the above tasks. Should the emergency extend beyond the Rural City of Wangaratta municipal boundaries, the post impact assessment may be merged with that of the other affected LGA's.

Teams conducting SIA should also consider the provision of psychological first aid by either including an appropriately trained person in the team (i.e. VCC Emergency Ministries or Red

Cross Emergency Management volunteers) or providing psychological first aid training to those doing the assessment.

Reporting

The MRM is responsible for the preparation and dissemination of reports to all agencies and all parties with an interest in the relief and recovery process.

Within the first 3-7 days following an emergency, Council will advise the Department of Treasury and Finance (DTF) if:

- Damage has been sustained to essential public assets
- Council anticipates costs will or have been incurred undertaking an emergency activity
- Operating a Municipal Emergency Coordination Centre (MECC) (relief or recovery).

Council will provide revised estimates of damage or eligible costs incurred under Victoria's Natural Disaster Financial Assistance (NDFA) scheme on a regular basis thereafter to DTF.

The first revised estimate of damage should be provided within the first two months following the emergency event.

Interim and final reports will be made available to government and the nominated recovery manager/coordinator for the SIA and post emergency needs assessment stages. These reports are a single source document with time and date of release clearly marked. This is to ensure there is no confusion as to the most current and accurate information available at the time.

Timeframe

Due to the complex nature of information gathered during the SIA stage, the timeframe for completion can vary from seven days to four weeks from the impact. However, for some emergencies this may be longer.

6.3 Recovery

6.3.1 Recovery Principles

The Rural City of Wangaratta adopts the nationally recognised recovery principles of 7.1 EMMV Part 4 as the guiding document for our municipal recovery activities, being:

- Understanding the context
- Recognising complexity
- Using community-led approaches
- Coordinating all activities
- Communicating effectively
- Recognising and building capacity

(Drawn from [EMMV Part 4](#)).

6.3.2 Recovery Activation

Recovery activities should begin at the first available opportunity, and continue beyond when relief ceases.

As long as an emergency continues to threaten a community, the control agency and response coordinator will maintain control over the overall coordination of all activities. However, this should not affect the delivery of relief and recovery services (EMMV Part 4.5.3).

6.3.3 Recovery Escalation

The escalation process is for municipal councils to request regional assistance, which can be escalated to state level. This is outlined in 5.3.1 [EMMV Part 4](#).

Recovery coordination commences at the local level. As required, it can escalate from the local to regional level:

- when requested, because Council's capacity is exceeded, or
- where an emergency has effected multiple municipalities in one region, or
- where an emergency has a significant community-wide impact, in which case the Victorian Government may establish an event-specific recovery coordination structure to oversee a whole-of-sector response.

6.3.4 Post Emergency Needs Assessment - PENA

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

Coordination

The responsibility for coordination of post emergency needs assessment will be dependent on the scale of the emergency. Coordination will be undertaken by the:

- MRM at the local tier
- Regional Recovery Coordinator at the regional tier
- State Relief and Recovery Manager at the state tier

Agencies involved in the post emergency needs assessment must ensure they are undertaking their activities in consultation with the nominated recovery manager/coordinator.

Activation

Post emergency needs assessment implementation will be flexible and adaptable to the circumstances of the emergency event. The need for this stage depends on the nature and scale of the event. The MRM will assess whether a post emergency needs assessment is required.

Analysis

PENA builds on and estimates costs based on the initial and secondary impact assessment stages. It provides an additional layer of analysis and evaluation.

It is critical those involved in post emergency needs assessment understand what has been completed previously to avoid duplication of task and unnecessary burden on the community in seeking information.

Government agencies monitor the progress of assessment reports and build on further information that may not have been available at the time of SIA. These agencies also verify costs for recovery and rehabilitation for the medium and long term which were reported in the initial and secondary stages.

Reporting

The nominated recovery manager/coordinator is responsible for making PENA data available to all agencies with an interest in the relief and recovery process. Other responsible agencies involved in the post emergency needs assessment will report information to the nominated recovery coordinator to reduce duplication.

Timeframe

Post emergency needs assessment can take months or even years, depending on the nature and scale of the emergency event. Further details on impact assessment are available on the EMV website, see following link (via EM-COP):

<https://files-em.em.vic.gov.au/IMT-Toolbox/Inc/IIA-Guidelines-Class-1.htm>

6.3.5 Data Capture during all stages of Impact Assessment

Council staff will use the *Impact Assessment Module* of *Crisisworks* to record data from any impact assessments. This allows field staff to directly input data via phones or tablet computers as required. The module does not require internet access but an application (through the google play or iTunes stores) is required to be downloaded to a device before it is used in the field.

6.3.6 Communication during Recovery

The Rural City of Wangaratta has prepared an Emergency Communications Plan that outlines the process and requirements of Council's public communication specific to the response, relief and recovery phases of an event.

This plan is found at **Appendix B7 – Emergency Communications Plan**.

6.3.7 Recovery Environments

There are four (4) functional areas that require coordination as part of the recovery process (see [7.3.1 EMMV Part 4](#)).

These are:

- Social
- Economic
- Built
- Natural

(See following table for example actions under each recovery environment).

Table 6.2 Recovery actions across the 4 Recovery Environments

Per 7.3.2 EMMV Part 4

	SOCIAL	ECONOMIC	BUILT	NATURAL
<i>Environments</i>	The social environment considers the impact an event may have on the health and wellbeing of individuals, families and communities. This environment is primarily concerned with safety, security and shelter, health and psychosocial wellbeing	The economic environment considers the direct and indirect impacts that an event may have on business, primary producers, and the broader economy.	The built environment considers the impacts that an event may have on essential physical infrastructure including essential services, commercial and industrial facilities, public buildings and assets and housing.	The natural environment considers the impact that an event may have on a healthy and functioning environment, which underpins the economy and society. Components of the natural environment include air and water quality, land degradation and contamination; plants and wildlife damage / loss; and national parks, cultural and heritage sites.
<i>Functional Areas</i>	<ul style="list-style-type: none"> • Housing and accommodation • Individual and household financial assistance • Psychosocial support • Health and medical assistance • Community development 	<ul style="list-style-type: none"> • Local economies • Businesses • Agriculture 	<ul style="list-style-type: none"> • Energy services • Telecommunications • Water and wastewater • Transport • Buildings and assets 	<ul style="list-style-type: none"> • Natural environment, public land and waterways

6.3.8 Recovery deactivation

The deactivation of recovery services will be based on reduced levels of demand and need for such services. This decision will consider the appropriate timing of the transitions of recovery programs to mainstream services will follow discussion between the following parties:

- MRM
- DHHS, and / or Regional Recovery Committee
- Community Recovery Committee

6.3.9 Recovery Governance

6.3.9.1 Regional Recovery Coordination

The governance arrangements for regional recovery coordination are detailed in the DHHS Hume Region Relief and Recovery Plan 2017.

Regional lead agencies are as follows:

- Social - Department of Health and Human Services (DHHS)
- Built - Department of Economic Development, Jobs, Transport, and Resources (DEDJTR)
- Economic – DEDJTR
- Natural – Department of Environment, Land, Water & Planning (DELWP)

6.3.9.2 Municipal Recovery Coordination

Dependent on the scale of the emergency, and the feedback received in the post impact assessment stage/s, it may be essential to establish a Municipal Recovery Committee and/or a Community Recovery Committee.

The decision to form these committee's will rest with the Rural City of Wangaratta, in consultation with the MRM, and if required, DHHS.

Municipal Recovery Committee

This recovery committee should comprise Rural City of Wangaratta representatives that have expertise and line responsibility across the recovery environments.

Along with addressing the existing four (4) Recovery environments of *Social, Economic, Built & Natural*, to better reflect the profile of the municipality, this Municipal Recovery Committee will also comprise the *Agricultural* setting as an individual recovery environment.

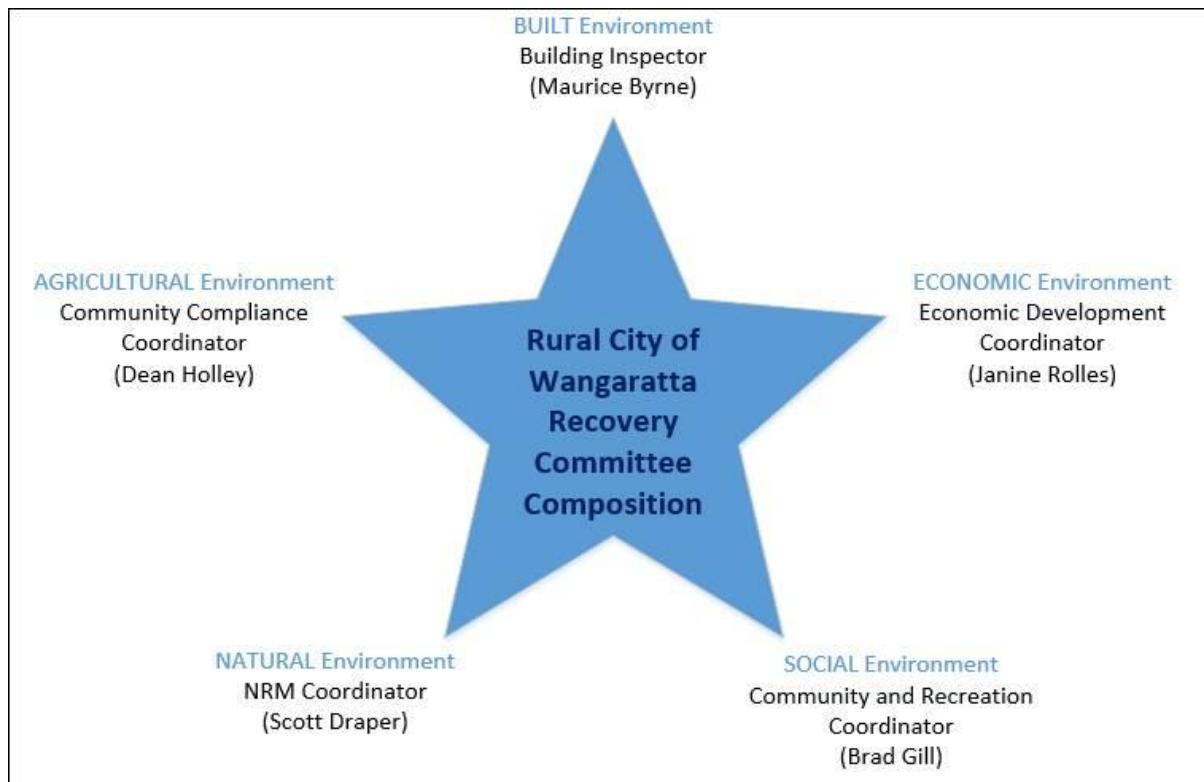
See diagram on following page outlining the compilation of this committee.

Other membership will include:

- A nominated Councillor

- State Government Agency representatives
- Relevant community groups
- Affected persons with appropriate expertise
- Non-government agencies.

Figure 6.1 Municipal Recovery Committee



6.4 Recovery Table

Based around 7.3.1 [EMMV Part 4](#), the following tables outline the recovery functions and the necessary coordinating agencies across the four (4) recovery environments.

Table 6.3 Recovery Functions for the SOCIAL Environment

Functional Area	Agency	Activity	Activation
Housing and accommodation	Beyond Housing	Temporary Accommodation	
	Hotels/Motels & Caravan Parks	Temporary Accommodation	
	(Material Aid)	Second hand clothing & some household items and clothing	

Functional Area	Agency	Activity	Activation
Individual and household Financial Assistance	Department of Health and Human Services - DHHS (Vic)	<p>Provision of Personal Hardship Assistance Payments (PHAP) – re-establishment ONLY if activated.</p> <p>Eligibility includes income limits, and must be primary place of residence that has been damaged/destroyed.</p>	Contact DHHS Emergency Management Team
	Department of Human Services (Fed) - <i>DisasterAssist</i>	The Disaster Recovery Payment (DRP) is a one-off, non-means tested payment for those adversely affected by a major disaster.	<p>DRP is activated when the impact of a disaster on individuals and families requires Australian Government assistance, in addition to that provided under standard recovery assistance.</p> <hr/>

Functional Area	Agency	Activity	Activation
	Rural Financial Counselling Service Victoria - North East	Information and financial assistance	
Psycho-social support	DHHS	Coordination of Counselling Services	
	Gateway Health	Provision of personal counselling services, youth and family counselling, referral services	
	Red Cross	Provide appropriately trained visitation teams for the provision of visitation and counselling of people affected by disaster (Outreach) or in Recovery centre.	

Functional Area	Agency	Activity	Activation
	Victorian Council of Churches Emergencies Ministry - VCCEM	Provide appropriately trained visitation teams for the provision of visitation and counselling of people affected by disaster (Outreach) or in Recovery Centre.	
	Anglicare	Family Counselling & Free Financial counselling	
Health and medical assistance	DHHS	Regional EHO provides information dissemination and coordination	
	RCoW	Environmental Health Officer	

Functional Area	Agency	Activity	Activation
		Public health warnings, advice and information	
Community Development	RCoW Municipal Recovery Manager	Formation, leadership and support of Municipal / Community Recovery Committee's. Provision & staffing of Recovery Centres.	
	DHHS	Coordination of spontaneous volunteers	

Table 6.4 Recovery Functions for the ECONOMIC Environment

Functional Area	Agency	Activity	Activation
Local Economies	DEDJTR	Encourage and bring forward the resumption to local trade and economic activity	
	RCoW Economic Development Team	Initiate and coordinate activities to assist recovery of local businesses following an emergency	
	Tourism North East	Responsible for liaising with and advocating on behalf of local tourism ventures / operators	
Businesses	DEDJTR	Advice on recovery assistance available (through Business Victoria)	
	RDV	Provision of economic development assistance	

Functional Area	Agency	Activity	Activation
	Industry / Lobby Groups	Provide advice / support and coordinate industry businesses	
	Rural Financial Counselling Service	Free and independent support to primary producers & non-agriculture related small businesses	
Agriculture	DEDJTR	Stock welfare and animal health	
	RCoW	Assist with DEDJTR-led stock management	
	VFF	Fodder collection and distribution	

Table 6.5 Recovery Functions for the BUILT Environment

Functional Area	Agency	Activity	Activation
Energy Services	DEDJTR	<p>Reinstatement of electricity service assets and return to reliable supply</p> <p>Gas services assets reinstatement and return to reliable supply</p> <p>Restoration of liquid fuel supply</p>	
Telecommunications	DEDJTR	Reinstatement of telecommunications assets and return to reliable supply	
Water & wastewater	DELWP	Recovery & rehabilitation of essential water supply for domestic use	

Functional Area	Agency	Activity	Activation
	DELWP	Restoration of sewerage, sanitation systems and wastewater management	
	DELWP	Replacement of essential water used in bushfire operations	
Transport	DEDJTR	Restore Airport to normal operational status	
	VicRoads	Restoration of major arterial road and bridges Restoration of local road transport network	

Functional Area	Agency	Activity	Activation
	PTV	Restoration of rail and bus services	
Building & assets	RCoW	Coordination of clean-up activities	
	DTF	Provision of financial assistance to municipal councils for the restoration of essential municipal assets	
	Each affected agency	Restoration, clearing and rehabilitation of public buildings and assets managed within agencies portfolios	Each affected agency
	RCoW - Municipal Building Inspector	Oversight and inspection of rebuilding / redevelopment	

Table 6.6 Recovery Functions for the NATURAL Environment

Functional Area	Agency	Activity	Activation
	DELWP	Undertake erosion control on public land	
	DELWP Parks Victoria NECMA	Restoration, clearing and rehabilitation of public land and assets managed directly by DELWP, PV or NECMA (waterways)	
	DELWP EPA NECMA	Provision of advice and information services to municipal councils and delegated public land managers and community groups	
	EPA	Provision of emergency approvals in line with the <i>Environment Protection Act 1970</i> where	

Functional Area	Agency	Activity	Activation
		required, e.g. mass animal burial sites, water discharges, etc.	
	DELWP	Surveying and protecting threatened bird, marsupial, aquatic, and plant species, and ecosystems	
	DELWP (with support of EPA)	Waste pollution management strategies	