

# Municipal Emergency Management Plan

2019







Due to changes and the implementation of the new *Emergency Management Act 2018* this plan will be changed to align with this act as the changes are gazetted? This plan has been recommended for adoption by the Latrobe City Municipal Emergency Management Planning Committee on 04 September 2018

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To obtain this information in languages other than English, or in other formats, please contact Latrobe City Council on 1300 367 700.

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## Foreword

The economic and social effects of emergencies including loss of life, destruction of property and dislocation of communities are inevitable. Latrobe City has been subjected to emergencies that have resulted in the loss of life, damage to property and disruption to the community.

Coping with hazards gives the reason and focus for planning. Hazards exist within all communities whether they are recognised or not. The priority in an emergency is to provide timely support to the affected community and to ensure the social and economic impact is minimised.

To ensure the Latrobe City community will have appropriate management strategies in all emergencies the MEMPC has prepared a Municipal Emergency Management Plan in accordance with the requirements of Section 20(1) of the *Emergency Management Act 1986*.

This MEMPlan has undergone significant review since the 2014 Audit. Completed in August 2018, this review covered the following sections:

- Introduction
- Risk management
- Management arrangements
- Prevention
- Emergency relief
- Response
- Recovery
- Ancillary support
- Appendices

This Plan should be read in conjunction with the Emergency Management Manual Victoria (EMMV) at <http://www.emv.vic.gov.au/policies/emmv/>

**To activate this plan call 1300 367 700  
Ask for the Latrobe City MERO**

### Legal Deposit

Under the *Victorian Libraries Act 1988*, Council is required to provide a copy of the MEMP to the State Library of Victoria within two months of every new or amended publication published in Victoria.

Legal Deposit Librarian  
Telephone: 03 8664 7138  
State Library of Victoria  
Email: [legaldeposit@slv.vic.gov.au](mailto:legaldeposit@slv.vic.gov.au)  
328 Swanston Street  
Melbourne VIC 3000

## Part One

### Introduction

#### 1. Municipal Endorsement

This plan has been produced by and with the authority of Latrobe City pursuant to Section 20(1) of the *Emergency Management Act 1986*.

This is to certify that Latrobe City Council has endorsed the Municipal Emergency Management Plan [MFMP] prepared for the period July 2018 to September 2021  
Latrobe City understands and accepts its roles and responsibilities as described in Part 4 of the *Emergency Management Act 1986*.

This plan is a result of the co-operative efforts of the planning committee after consultation with those agencies and organisations identified therein.

SIGNED for and on behalf of LATROBE CITY COUNCIL by

CHIEF EXECUTIVE OFFICER



G.J. VANDRIEL

Gary Van Driel

Dated: 14 September 2018

in the presence of:

COORDINATOR EMERGENCY MANAGEMENT



Lance King

Dated: 14 September 2018



## Part One

### Introduction cont.

#### 2. Statement of Audit



# Certificate of **Audit**

**Latrobe City Council**

A handwritten signature in blue ink, appearing to be 'J. B.', is written over a horizontal dashed line.

## Part One

### Introduction cont.

#### 3. Aim

The aim of this Plan is to detail the agreed arrangements for the prevention of, the response to, and the recovery from, emergencies that could occur in Latrobe City as identified in Part 4 of the *Emergency Management Act, 1986*.

Also to adhere to the State Emergency Management Priorities which are:

- Protection and preservation of life is paramount. This includes:
  - Safety of emergency services personnel; and
  - Safety of community members including vulnerable community members and visitors/tourists located within the incident area.
- 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 supports 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.

## Part One

### Introduction cont.

#### 4. Objectives

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.



## Part One

### Introduction cont.

#### 5. Correlation

This plan draws on and complements a range of other community safety plans, strategies and municipal policies developed by Latrobe City as referenced in Latrobe 2026: the community vision for the Latrobe Valley (detailed below). Together they form a suite of documents that are consistent in the areas of definitions, risk management and planning.

#### Latrobe 2026

In 2026, Latrobe Valley is supported by diversity of government, agency, industry and community leaders, committed to working together to advocate for and deliver sustainable local outcomes. Latrobe Valley benefits from a range of well-established groups and associations who advocate for and deliver local outcomes. Advocacy towards a shared vision and values, together with collaborative planning and partnerships form the essence of effective community leadership. Community leadership requires a combination of government, business and community members with established local interest. The collaboration of a group of people with diverse expertise, perspective and function ensures best possible outcomes for the community.

There have been several examples of collaboration in the Latrobe Valley that demonstrate the benefits of working together in the pursuit of local outcomes. The 2009 bushfire response and recovery process was facilitated locally, and is a good example of successful collaboration, and one for which the region is highly respected.

There are several examples of collaboration in the Latrobe Valley that have proved highly successful such as the Central Gippsland Essential Industries Group. This group consists of representatives from the electricity supply, oil and gas and water industries, emergency services and government departments.

## Part One

### Introduction cont.

#### 5. Correlation cont.

Members collaborate to plan precautionary and preventative measures to reduce the likelihood and impact of any major incident and to support recovery should an incident occur.

#### Council Plan

This Plan aligns with Latrobe City Council Plan 2017-2021 Objective 5 to provide a connected, safe and engaged environment, which is improving the well-being of all Latrobe City citizens.

## Part Two

### Area Description

#### 1. Topography

The region of Latrobe City contains varying topography ranging from steep, almost inaccessible hills of the Jeeralang and Strzelecki ranges to flat plains of the Latrobe Valley, some of which is noted flood plain. Included in this area are a number of water reservoirs of importance. Rivers include the Latrobe River, Tanjil River, Tyers River and Thompson River on the northern Boundary. The majority of the region is agriculture land, with large pockets of eucalypt and pine plantation, residential areas and industry, the most significant being coal production. The City contains four major cities these being Moe, Morwell, Traralgon and Churchill.

The boundaries of Latrobe City are depicted in the map at **Appendix A**.

There are a number of main roads within the region, the most significant being the Princes Highway which traverses the region from west to east.

The main Gippsland railway line traverses the region aligning at most stages with the Princes Highway.

The Latrobe Regional Airport is located within Latrobe City between Morwell and Traralgon. The airport is wholly owned by Latrobe City Council on behalf of the residents and ratepayers of Latrobe City. The Airport is a key economic and community facility providing significant employment opportunities, vital business and community services and valuable recreation and tourism facilities. The flight paths are over Morwell and Traralgon.

The region is well known for the abundant annual rainfall of approximately 1200 mm, the most being experienced during autumn, winter, and spring. High winds are also experienced in the region during late winter and spring.

30 July 2019

## Part Two

### Area Description cont.

#### 2. Demography

With a population of over 74,000 the vibrant and highly productive Latrobe Valley is located at the gateway to Gippsland in south-east Victoria. Latrobe City, Victoria's fourth largest regional city is centrally located in eastern Victoria, approximately 135 kilometres (85 miles) east of Melbourne. The City has four major centres located at Churchill, Moe, Morwell, Traralgon, as well as a number of smaller outlying townships of Boolarra, Callignee, Driffield, Glengarry, Newborough, Toongabbie, Traralgon South, Tyers, Yallourn North and Yinnar. Latrobe City encompasses an area of some 1,422 square kilometres.

Official Population in 2017 – 74,329.

Source: *Australian Bureau of Statistics, Census 2017*

Further information on Latrobe City's demographics can be found by searching the Latrobe City public website for a snapshot of our region and a range of other informative information.

[http://www.latrobe.vic.gov.au/Our\\_Community/Our\\_Region/Population\\_and\\_Economic\\_Profile](http://www.latrobe.vic.gov.au/Our_Community/Our_Region/Population_and_Economic_Profile)

## Part Two

### Area Description cont.

#### 3. Special Needs - Vulnerable People

Under the policy, municipal councils have a role in coordinating local Vulnerable Persons Registers, which can be viewed through the existing municipal council administered Municipal Emergency Coordination Centre Central emergency management systems. This coordination will include basic system administration and local oversight of Vulnerable Persons Registers, which will support local planning.

Funded agencies will be responsible for entering and maintaining information about identified people. Vulnerable Persons Registers will be accessible to authorised Victoria Police representatives, for consideration in planning and exercising, and for responding to emergencies.

This database has been propagated with relevant authorities and agencies that may have vulnerable clients in **Appendix L**.

<https://latrobe.mecccentral.com/mecc/public>

The above URL provides access to the agencies with authorised access to this area.

For the purposes of the Policy a vulnerable person is defined as someone living in the community who is:

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

A vulnerable person may be identified for inclusion on a Vulnerable Persons Register if they additionally:

- cannot identify personal or community support networks to help them in an emergency.

## Part Two

### Area Description cont.

#### 3. Special Needs - Vulnerable People

For the purposes of the Policy facilities refers to:

- buildings where vulnerable people are likely to be situated, including aged care facilities, hospitals,
- schools, disability group homes and child care centres.

This includes:

- facilities funded or regulated by the Department of Health, Department of Health & Human Services and Department of Education and Training. Commonwealth funded residential aged care facilities; and other locally identified facilities likely to have vulnerable people situated in them.

(Vulnerable People in Emergencies Policy - November 2012 – Department of Health & Human Services)

Also within Latrobe City this plan will take into consideration the needs of people with disabilities by liaising with Councils Disability Services Officer through the Municipal Recovery Manager and Municipal Emergency Response Coordinator.

It must be recognised that some vulnerable individuals will have their own emergency management planning structures in place and this is to be actively supported by this plan where possible.

## Part Two

### Area Description cont.

#### 4. Maps

A set of maps detailing the area covered by this plan can be found in **Appendix A**. The MECC and has been equipped with the following maps:

- Street maps of established towns within Latrobe City
- A series of 1 : 25000 maps of Latrobe City
- Inundation maps applicable to Latrobe City
- CFA Map Book
- VICROADS State Directory

Latrobe City has produced a comprehensive GIS Mapping tool that complements this Emergency Management Plan. A laptop computer containing all Latrobe City's GIS mapping information and a data projector allowing visual application is a standard feature in Latrobe City MECC.

## Part Two

### Area Description cont.

#### 5. History of Emergencies

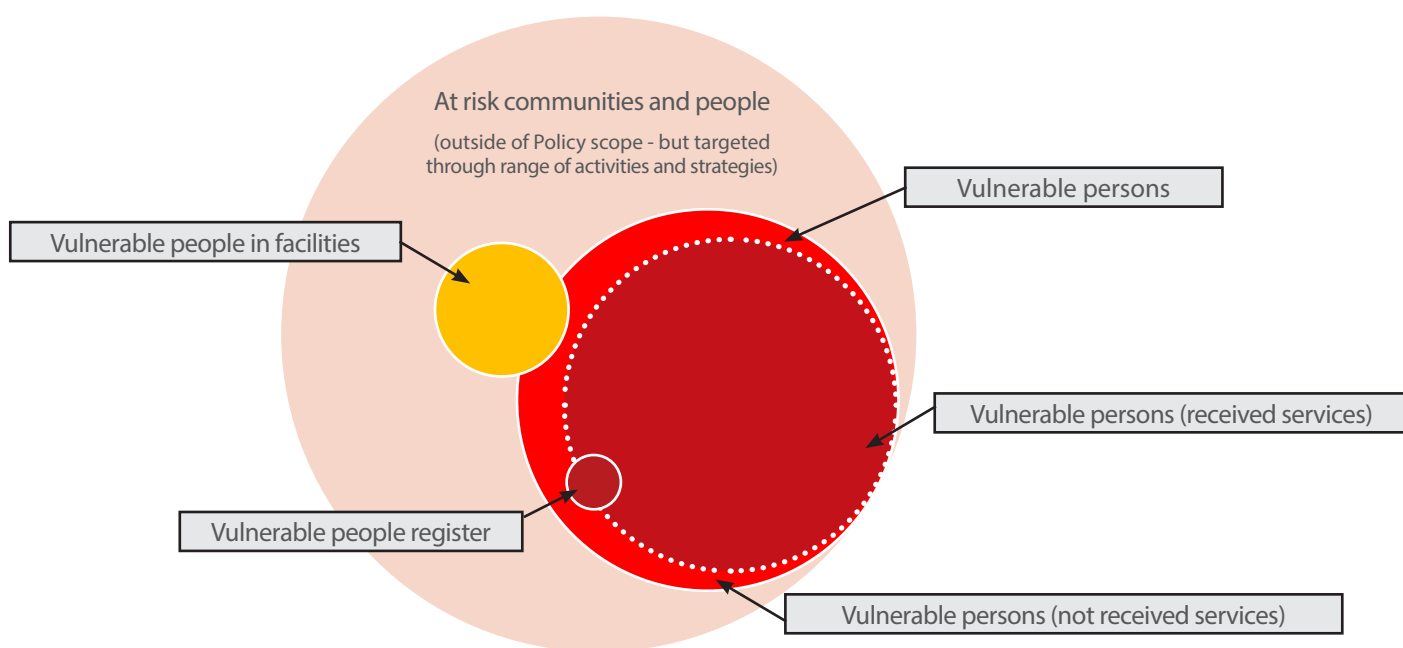
Latrobe City and its community have been impacted by many emergency events and disasters; these include the regular flooding of Traralgon Creek affecting those people living in this area.

In recent times large bushfires have resulted in the loss of life, destroyed homes and affected industry.

The City has in the past experienced incidents of varying degrees of severity.

**See table next page**

Crisisworks (formerly MECCCentral) now maintains a record of all activations and training for Latrobe City responses/ activations.





Type	Year	Event
Bushfire	1939 1944 1962 1968 1978 1982 1983 2001 2005 2006/07	Numerous fires including the Great Southern Complex fires.
	2009	Delburn & Churchill (Black Saturday)
	2013	The Aberfeldy - Donnelly's fire started from an illegal burn and burnt 86,840 hectares in Aberfeldy, Heyfield and Seaton. Losses included one fatality, 21 homes, 54 sheds/outbuildings, 17 vehicles and 170 livestock.
Driffield Hernes Oak	2014	Following extreme fire conditions overnight on Saturday 8th February and well into the evening of Sunday February 9th several bushfires were started by arson throughout the municipality.
Hazelwood mine fire	2014	On the 7th of February fires which were burning in the adjacent areas of Hernes Oak and Driffield spread towards Morwell and ignited a fire in the Hazelwood open cut mine. While the fires outside of the mine were swiftly brought under control the mine fire continued burning for 45 Days before finally being declared under control on the 10th March 2014. The fire released large amounts of smoke and ash that settled on the adjacent township of Morwell causing a significant health emergency and led to the conduct of a public enquiry into the management of the mine and the response to the fire and health emergencies.
Yinnar South/ Budgeree Fire	2019	On the 2nd of March a fire started in Yinnar and spread to surrounding communities. Many residents were evacuated and two properties were lost.
Hazardous materials Incidents	2014	The Hazelwood Mine Fire caused considerable distress in the Morwell and surrounding communities, with many community members suffering significant health and psychological impacts.
Mine Incidents	2007	Latrobe River collapse Yallourn Mine.
Highway Closure	2011	On 5 February 2011, heavy rain led to movement of the northern wall of the Hazelwood open cut coal mine. As a result of the movement, cracks appeared on the surface of the Princes Freeway and the adjoining area. A section of the Princes Freeway between the mine and the township of Morwell was temporarily closed. The area was stabilised after the completion of an extensive remedial works program and the Princes Freeway re-opened in September 2011, having been closed for over 7 months.
Yallourn Mine Morwell River Diversion	2012	On 6 June 2012 an embankment constructed to divert the Morwell River across the Yallourn open cut coal mine failed during a flood. The failure of the embankment resulted in flooding of the mine on both sides of the diversion, which severely disrupted mining operations for several months.
Storm	2014	High winds causing tree damage across entire municipality.
Earthquake	2014	June 19th. Magnitude 5.4 struck near Moe.
Explosions	1990	Church Street, Morwell. Significant damage to buildings
	1998	ESSO Longford Gas Plant. 2 die and 8 injured. Gas supply cut off for 20 days
Pollution	2010	Kernot Lake. Spill from Energy Brix

Type	Year	Event
Flood	1978	Traralgon Creek impacting Traralgon township
	1993	Traralgon Creek impacting Traralgon township
	1995	Traralgon Creek impacting Traralgon township
	2007	Traralgon Creek impacting Traralgon township
	2010	Traralgon Creek impacting Traralgon township
	2011	The floods of 2011 covered about one-third of Victoria, affecting 70 of 79 municipal districts with flood or storm damage.
	2012	Flooding affected Latrobe Valley and parts of Gippsland.
Energy Supply	2014	An explosion at an electricity substation South of Traralgon caused a wide spread blackout across most of the East of the region affecting over 80,000 people, with some areas without power for up to 24 hours.
Communications	2011	A failure to transition to back up power during routine maintenance at the Morwell Telephone exchange caused telephone services to fail over an area Gippsland Regional Emergency Risk and Resilience Profile extending from Moe to the NSW border. This outage had a significant impact on the local economy as local businesses and service providers were unable to operate without computer and banking systems. This outage had a significant impact on operations at VicPol D24 (located in Morwell at the time) and impacted health services including hospitals from the Latrobe Valley to Omeo. Landline 000 services were compromised and there was potential for the outage to impact mobile services.
Major Road Accidents	1978	McDonalds lights – Intersection at Princes Highway and Monash Way Morwell. 3 people died
	2008	Bus and truck collide in front of caryards on Princes Highway, Traralgon. 1 person trapped and 2 critically injured.
Gas Pipeline Rupture	1997	Moe
Landslips	2011	Piggery Road, Boolarra. Cost \$109,176.00
	2011	Snowdens Road, Boolarra South. Cost \$43,726.00
	2011	Lyndons road, Callignee. Cost \$103,939.00
	2011	Budgeree Road, Boolarra. Cost \$54,522.00
	2011	Jeeralang West road, Jeeralang Junction. Cost \$199,649.00
	2011	Quarry Road, Yallourn North. Cost \$129,604.00
	2012	Traralgon Creek Road, Koornalla. Cost \$27,365.00
	2012	George Bates Reserve Howlett Road, Yallourn North. Cost \$18,592.00
	2012	Upper Middle Creek Road, Yinnar South. Cost \$39,180.00
	2012	Jumbuk Road, Jeeralang North. Cost \$30,111.00
	2012	Livingston Road, Boolarra South. Cost \$25,105.00
	2012	Summerfield Track, Jumbuk. Cost \$19,782.00
	2014	Latrobe Road, Morwell (VicRoads)
Bomb Threat	2014	Moe Railway Station
	2015	Gwalia Street, Traralgon. Suspected device detonation
Chemical Spills	1998	Morwell
	2015	Gwalia Street Traralgon. Mercury run off as result of suspected device detonation

## Part Two

### Area Description cont.

#### 6. Major Public Events

This list will be updated annually and forwarded to the Gippsland Regional Coordination Centre and as updated or requested by other agencies by the Latrobe City Council Events team.

[http://www.latrobe.vic.gov.au/Whats\\_On/Events](http://www.latrobe.vic.gov.au/Whats_On/Events)

For further information on events within Latrobe City please email [events@latrobe.vic.gov.au](mailto:events@latrobe.vic.gov.au) or call 1300 367 700

## Part Three

### Municipal Arrangements

#### 1. Municipal Emergency Management Planning Committee

This Committee is formed pursuant to Section 21(3) of the *Emergency Management Act 1986*, to formulate a plan for the Council's consideration in relation to the prevention of, response to and the recovery from emergencies within Latrobe City.

The following persons shall make up the Municipal Emergency Management Planning Committee:

- Chairperson – Latrobe City Councillor
- Executive Officer (undertaken by the Latrobe City MERO)
- Municipal Emergency Resource Officer (MERO)
- Deputy MEROs
- Municipal Recovery Manager (MRM)
- Deputy MRMs
- Municipal Emergency Response Coordinator
- CFA Representative
- Municipal Fire Prevention Officer (MFPO)
- VICSES Representative
- Police Representative
- Ambulance Representative
- Department of Health & Human Services Representative
- Australian Red Cross Representative
- Latrobe Regional Hospital Representative
- Department of Education & Training (DET)
- Gippsland Water
- Vic Roads
- Department of Environment, Land, Water, Planning (DELWP)
- Environment Protection Authority (EPA)
- Representative from Central Gippsland Essential Industries Group (CGEIG)
- AusNet Services
- Telstra
- Salvation Army
- Chairpersons of sub-committees/representatives responsible for Functional Areas
- LEAP committees
- Community representatives

## Part Three

### Municipal Arrangements cont.

#### 1. Municipal Emergency Management Planning Committee

Membership of the MEMPC is reviewed on an annual basis by the Municipal Emergency Coordinator to ensure continuing relevance to Latrobe City community.

To assist in the development and maintenance of the MEMPlan the following Functional Subcommittees have been created:

- Communications
- Flood
- Risk Review
- Municipal Fire Management Planning Committee
- Recovery

During the development of the plan the Municipal Emergency Management Planning Committee has received information and advice from representatives of the following agencies and organisations:

- VicPol
- CFA
- DHHS
- Central Gippsland Essential Industries Group
- St. John Ambulance Brigade
- Gippsland Water
- Service Clubs
- VicRoads
- Telstra
- Environmental Protection Authority
- Gippsland Emergency Relief Fund
- Other agencies as required from time to time

## Part Three

### Municipal Arrangements cont.

#### 2. MEMPC Functions

Latrobe City accepts responsibility for management of municipal resources and the coordination of community support to counter the effects of an emergency during all phases of response, relief and recovery from emergency impacts.

The Municipal Emergency Management Planning committee is responsible for the Municipal Emergency Management Plan.

This includes planning for:

- development of the Municipal Emergency Management Plan with the provision of emergency relief to those persons responding to or affected by during the response phase;
- development of the Municipal Emergency Management Plan with the provision of resource supplementation to control and relief agencies during response and recovery;
- municipal assistance to agencies during the response to and recovery from emergencies;
- the assessment of impact post emergency ; and
- recovery activities within the municipality.

For MEMPC terms of reference can be found in **Appendix B**



## Part Three

### Municipal Arrangements cont.

#### 3. Municipal Emergency Resource Officer

The Coordinator Emergency Management has been appointed to fulfil the function of Latrobe City MERO and the role of Executive Officer, pursuant to Section 20(1) of the *Emergency Management Act*. Specific details are listed in **Appendix H** Contact Directory.

##### Responsibilities

- To be responsible for the coordination of Municipal resources in responding to emergencies.
- To establish and maintain an effective infrastructure of personnel whereby Municipal resources can be accessed on a 24 hour basis.
- To establish and maintain effective liaison with agencies within or servicing the Municipal district and the Municipal Recovery Manager.
- To maintain the Municipal Coordination Centre(s) at a level of preparedness to ensure prompt activation when necessary for Council to respond to emergencies.
- To facilitate the arrangement of a post emergency debrief as requested by the Municipal Emergency Response Coordinator.
- To ensure procedures and systems are in place to monitor and record all expenditure by the Municipality in relation to emergencies.
- To ensure the preparation and updating of the Municipal Emergency Management Plan.
- To keep a current database of Municipal Resources.(This list to be updated annually) Current as of 07/06/2017

#### Municipal Authority

The Municipal Emergency Resource Officer (MERO) is responsible for the coordination of municipal resources in responding to emergencies, and has full delegated powers to deploy and manage council's resources

## Part Three

### Municipal Arrangements cont.

#### 3. Municipal Emergency Resource Officer cont.

during emergencies pursuant to Section 21(1) of the *Emergency Management Act*. For the purpose of this plan the Coordinator Emergency Management is Latrobe City's MERO.

The MERO may delegate duties to provide for effective management of the council resources. For the purpose of this plan, Coordinator Property & Statutory Services and Manager Community Development are designated as Deputy MEROs. Specific details are listed in **Appendix H**.

## Part Three

### Municipal Arrangements cont.

#### 4. Municipal Recovery Manager

The Coordinator Community Strengthening has been appointed as Latrobe City Municipal Recovery Manager.

##### Responsibilities

Immediately following an emergency set up the Municipal Recovery Committee with:

- The collation and evaluation of information gathered in the post impact assessment.
- The establishment of service and support priorities to meet community needs and issues.

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

Establish a Recovery Centre to be located at a location appropriate to the emergency that has occurred.

Liaise, consult and negotiate on behalf of the affected area with recovery agencies and the municipality.

Liaise with the Regional Recovery Coordination Group, and the Department of Health & Human Services as appropriate. Undertake specific recovery activities as determined by the municipality.

Oversee the transition from emergency response to emergency recovery, working closely with the response coordinator and IC.

The MRM will report on Recovery issues and Recovery sub-committee item to the Municipal Emergency Management Planning Committee.

## Part Three

### Municipal Arrangements cont.

#### 5. Municipal Fire Prevention Officer

The *Country Fire Authority Act* and the *Metropolitan Fire Brigades Act 1958* require each municipal council to appoint a Municipal Fire Prevention Officer (MFPO) and any number of assistant MFPO's.

With the introduction of the Integrated Fire Management Planning framework, a Municipal Fire Management Plan may be developed as a sub-plan to the MEMPlan or the risk may be dealt with by the MEMPlan.

The role of the MFPO is to:

- undertake and regularly review council's fire prevention planning and plans (together with the Municipal Fire Management Planning Committee (MFMPC), if one exists);
- liaise with fire services, brigades, other authorities and councils regarding fire prevention planning and implementation;
- advise and assist the Municipal Emergency Management Planning Committee (or MFMPC) on fire prevention and related matters;
- ensure the MEMPlan 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 s. 38 of the *Country Fire Authority Act*)

The MFPO may delegate duties to provide for effective management of fire. For the purpose of of this plan Emergency Management Support Officer and a Local Laws Officer have been nominated as Deputy MFPOs.

## Part Three

### Municipal Arrangements cont.

#### 6. Municipal Emergency Manager

The Latrobe City Coordinator Emergency Management has been appointed as Coordinator Emergency Management (CEM).

The CEM is responsible for the effective management of the council's emergency management activities as outlined in Part 6 of the EMMV.

## Part Three

### Municipal Arrangements cont.

#### 7. Municipal Emergency Response Coordinator

The member of Victoria Police appointed as an emergency response coordinator for each municipal district is known as a Municipal Emergency Response Coordinator (MERC).

The MERC sits on the Municipal Emergency Management Planning Committee.

The MERC will communicate with the EMC through the RERC (and subsequently the Senior Police Liaison Officer).

The role of the MERC is to:

- ensure that the appropriate control and support agencies are in attendance - or have been notified by the controller and are responding to an emergency
- in the event of uncertainty, determine which agency is to perform its statutory response role, where more than one agency is empowered to perform that role
- ensure the Incident Controller has formed and is chairing an Incident Emergency Management Team (IEMT) or, if the Incident Controller is unable to attend or there are several disparate emergencies within the municipality, form and chair an IEMT
- arrange for the provision of resources requested by control and support agencies and escalate unfulfilled requests to the RERC
- advise the RERC of emergencies that have the potential to require supplementary resources from outside the municipal district.
- ensure timely warnings and information are provided to the community and support agencies by the control agency
- ensure the Incident Controller has developed and issued an incident action plan (including objectives and strategies for managing the incident)

## Part Three

### Municipal Arrangements cont.

#### 7. Municipal Emergency Response Coordinator cont.

- ensure the Municipal Emergency Resource Officer is advised of the emergency, is available to provide access to municipal resources if required and is receiving information as appropriate
- attend, or arrange delegate to attend the Municipal Emergency Coordination Centre, if activated
- ensure the Municipal Emergency Resource 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 Municipal Recovery Manager of requirements
- consider the need for declaration of an emergency area
- ensure the municipal recovery manager has been notified by the incident controller of the emergency
- provide the RERC with information or advice on issues relating the control, command and coordination of the emergency response, including issues relating to consequence management, the provision of relief and the transition to recovery.

## Part Three

### Municipal Arrangements cont.

#### 8. Emergency Management Liaison Officer (EMLO)

The EMLO should be a senior council officer, experienced in emergency management who has the authority to represent the organisation in relation to broad ranging issues which Council may be involved through times of emergency. The EMLO will require knowledge of relevant Emergency Management frameworks in addition to the broad range of services provided by Council. They will also require a sound understanding of communities within the municipality and maintain an awareness of the Councils' capacity to provide resources for response, relief and recovery activities.

The EMLO will be Council's representative within the Emergency Management Team (EMT) formed to support the Incident Controller for the particular incident.

The role of the EMLO is to:

- represent their municipality and act as an expert advisor;
- maintain ongoing situational awareness and information flow between incident control, EMT and MCC;
- liaise with the MERO and MRM on the best use of municipal resources;
- relay requests from EMT and the ICC to the MERO and MRM for municipal resources services and assistance
- liaise, consult and negotiate with other agencies' representatives on behalf of the municipality to affect the most appropriate outcome/s for inclusion in incident relief and recovery planning;
- maintain logs, records and appropriate documentation and provide regular situation reports (SITREP's) to MERO and MRM



## Part Three

### Municipal Arrangements cont.

#### 9. Regional Emergency Response Coordinator

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

The RERC or his/her representative may chair the Regional Emergency Response Planning Committee. Details of this committee are set out in Part 5 of this Manual.

The RERC will communicate with the EMC through the Senior Police Liaison Officer.

The role of the RERC is identified in section 3 of the EMMV

## Part Three

### Municipal Arrangements cont.

#### 10. Command, Control, Coordination

##### Command

Command of operational personnel of the various authorities and organisations involved is vested in the command structure of that particular authority or organisation and will remain exclusively with that body.

##### Control

Control of emergency operations will at all times remain the responsibility of the Emergency Management Agency, or Organisation, directly responsible for controlling the particular type of emergency. The Controlling Authority is to appoint an Incident Controller who will control the operation.

Part 8 of the EMMV identifies control and support agencies for response as well as services and agencies for recovery.

##### Coordination

Coordination involves the bringing together of agencies and elements to ensure effective response to and recovery from emergencies. It is primarily concerned with the systematic acquisition and application of required resources (agencies, personnel and equipment) in accordance with the requirements imposed by emergencies. Coordination relates primarily to resources and operates throughout the management of response or recovery activities.

## Part Three

### Municipal Arrangements cont.

#### 11. Resource List/Activation Process

Council's current resource lists are MANAGED BY Councils MERO and are located F:\CD\Statutory Planning & Municipal Services\Emergency Management\DISPLAN\Audit\MEMP Audit 2018 and Crisisworks.

Non Council owned and controlled resource lists are also located within this folder.

Latrobe City has an extensive list of contracted suppliers identified and managed by our procurement department.

Latrobe City Council will provide supplementary emergency response resources to agencies engaged in response and recovery activities. Resources will be provided following the method and principals described in "Practice note: Sourcing supplementary Emergency Response Resources from Municipal Councils." A list of available council resources is available in *Appendix N*

Council will generally supply these resources at no cost to the requesting agency. However, where costs are unrecoverable and are likely to have significant impact on council budget council may require the requesting agency to pay for or share the cost of the resource. Also, if council consider that redeploying a resource is having more of a negative impact than a positive impact then they may withdraw the provision of that resource.

The Latrobe City MERO/Deputy MERO's are responsible for activating the response of all resources for an emergency when requested through the appropriate channels for prevention, response, relief and recovery within Latrobe City Council.

## Part Three

### Municipal Arrangements cont.

#### 11. Resource List/Activation Process cont.

Upon request by an appropriate Incident Controller the Latrobe City MERO will contact the on call depot officer or the relevant council manager to obtain the resources as required.

Council staff deployed will report to their supervisor, when deployed in a supporting role they do not come under the command of the supporting agency.

The Latrobe City MERO/ Deputy MERO's will contact the appropriate council supplier through the identified contractors (preferred suppliers) listing saved in Crisisworks and in the F:\CD\Statutory Planning & Municipal Services\Emergency Management\DISPLAN\Audit\MEMP Audit 2018 .

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

The MERO will access the appropriate council resource to comply with this request. If council does not have the appropriate resources to assist with this request then the MERO will access the contractor resource list to engage the appropriate contractor to assist in this fulfilling this request if the resource is available.

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

- Resource required
- Intended use of resource
- Location resource is required
- Time resource is required to be on site or estimated time of arrival
- Duration of use of resource
- Person who will be responsible for direction of use or management of resource.
- Safety requirements
- Responsible funding agency

## Part Three

### Municipal Arrangements cont.

#### 11. Resource Lists/Activation Process cont.

As part of all council service contracts the following clause has been included.

##### SERVICES GENERAL CONDITIONS

##### 2. THE SERVICES

##### 2.1 WORK TO BE PERFORMED

The Contractor must perform the Services during the Contract Term in accordance with the Contract Documents.

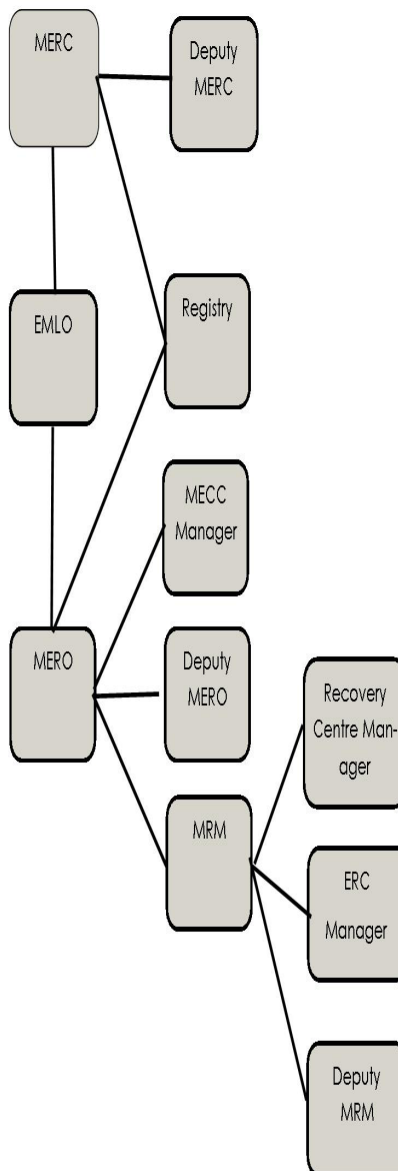
As part of Latrobe City Council's Emergency Management Response and Recovery planning arrangements you may be requested to provide your services to assist Council and Emergency Agencies under this Contract as the rates negotiated by both parties.

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

## Part Three

### Municipal Arrangements cont.

#### 12. Latrobe City Emergency Management Structure



## Part Three

### Municipal Arrangements cont.

#### 13. Municipal Emergency Coordination Centre (MECC)

If required the MECC will coordinate the provision of human and material resources within the municipality, during response and recovery phases of emergencies. It will also maintain an overall view of the operational activities within this Plan's area of responsibility, for record, planning and debrief purposes. The MECC may also become operational during support operations to a neighbouring municipality. Administrative staff for the MECC will be drawn from municipal resources.

Provision of MECC functions may, in the first instance, be conducted from an ICC/RCC or location as appropriate. The Emergency Response Coordinator shall request activation of an identified MECC if required. A MECC will be opened to support any Emergency Relief Centre (ERC) in accordance with the Gippsland Emergency Relief Centre standard Operating Procedures.

The primary Emergency Coordination Centre for Latrobe City is:

Latrobe City Service Centre  
Kay Street, Traralgon

The alternative MECC, in the event that the primary MECC becomes unserviceable is:

Latrobe Regional Airport  
Airfield Road  
TRARALGON WEST

#### Crisisworks (Mecccentral)

The use of Crisisworks is integral in the operation of Latrobe City MECC's by giving council staff and agency personal access to enable 24/7 seamless coordination.

The Crisisworks system is a cloud based web tool that enhances the paper based MAV MECC practice note. It also allows us to

## Part Three

### Municipal Arrangements cont.

#### 13. Municipal Emergency Coordination Centre (MECC) cont.

store emergency management plans, contact lists, sub plans, or any other relevant document to be accessed by staff and agency personal in a secure manner.

Latrobe City uses Crisisworks to facilitate enhanced coordination, communication, situational awareness and community engagement across all phases of its emergency management activations. We use Crisisworks to coordinate our incident response, log requests and actions, assign activities, deploy resources and get real-time updates. Access via status boards and maps for a common operating picture, whether in our MECC or in the field is also a key feature. The system is used to capture information and intelligence and report on disaster damage within minutes via mobile devices. It enables staff to conduct impact assessments, quickly generate reports and share data on economic impact to property, infrastructure, environmental and social impacts.

We can register people and assets impacted during an emergency and track potential hazards with secure and confidential intelligence capture and reporting through this system.

For Access to Crisisworks please contact:  
Latrobe City's Coordinator Emergency Management or Emergency Management Support Officer.

## Part Three

### Municipal Arrangements cont.

#### 14. Municipal Operations Centre

The centre established by Council for the command/control functions within our own agency. Latrobe City Council may establish an operations centre, if necessary, to control its own resources in an emergency.

This municipal operations centre will be for council operational purposes at the Council Depot Driffield Road Morwell and will liaise directly with the MERO and MRM.

The Municipal Operations Centre will coordinate council operations requirements such as:

- clearance of blocked drains and roads
- tree removal
- road closures
- determination of alternate routes
- community sandbagging supplies

## Part Three

### Municipal Arrangements cont.

#### 15. Debriefing Arrangements

A debrief should take place as soon as practicable after an emergency or an exercise. The Municipal Emergency Response Coordinator 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 MERC.

It may also be appropriate to conduct a separate recovery debrief to address recovery issues. This should be convened and chaired by the Municipal Recovery Manager, supported by DHHS.



## Part Three

### Municipal Arrangements cont.

#### 16. Financial Considerations

Financial accounting for Municipal resources utilised in emergencies must be authorised by the MERO or the MRM and shall be in accordance with the normal financial arrangements of the Latrobe City Council

All agencies bear the cost of their own operations and of any requested resources (subject to conditions of Practice note: Sourcing Supplementary Emergency Response Resources from Municipal Councils).

Council will use Crisisworks for tracking requests and resultant costs of requests made by agencies.

As soon as practical, council will inform the Department of Treasury and Finance that an event is likely to incur significant costs.

Council will seek reimbursement of costs through the "Natural Disaster Financial Assistance" and "Natural Disaster Relief and Recovery Arrangements". <http://www.dtf.vic.gov.au/Victorias-Economy/Natural-disaster-financial-assistance>

For further information refer MAV publication: A Council Guide to the Financial Management of Emergencies.

Latrobe City directs any cash donations to the Gippsland Emergency Relief Fund who in turn manage this process across Gippsland.

## Part Three

### Municipal Arrangements cont.

#### 17. Public Information and Warning

It is important to ensure that public information and warning is maintained at an optimum level. This provides the public with the necessary information to develop an understanding and awareness of the issues associated with the prevention of, response to and recovery from emergencies.

##### Prevention and Preparedness

Any information released to the public on behalf of Latrobe City will be to educate and assist the community to prepare for emergencies. This information must be approved by Latrobe City's Chief Executive Officer (CEO).

##### Response Phase

Releasing information is normally the responsibility of the Incident Controller in conjunction with the Control Agency(s). General information released by the Municipality must be approved by the CEO. Information can be categorised under the following headings:

##### Pre impact

To enable the public to take reasonable measures to prevent, or lessen the potential effects of emergencies and to cope during the impact phase of an emergency.

##### During impact

To produce suitable news releases through the media concerning the effects of the emergency and what action can be taken by the public, these need to be implemented with.

##### Post impact

To maintain the crucial information flow to those in need of assistance and direction.

## Part Three

### Municipal Arrangements cont.

#### 17. Public Information and Warning cont.

##### Recovery Process

Releasing information will be the responsibility of Latrobe City in liaison with the Department of Health & Human Services.

##### Dissemination

Immediate use of the media will be made to avoid phone congestion. The public should be advised to direct calls to appropriate agencies and centres with adequate facilities, staff and knowledge to answer questions or disseminate information:- For example, the Victorian Bushfire Information Line (VBIL), Police "Advice Line" should be used if appropriate.

The "Standard Emergency Warning Signal" may be used to alert the public to an actual or impending emergency or maintain the dissemination of public information. Authority to use the signal over electronic media must be given by the Regional Emergency Response Coordinator or his/her representative.

##### Communication Methods

View; Latrobe City MEMP Communications Sub Plan.

Internal council communications shall be via the Latrobe City CEO as advised by the MERO/MRM through councils internal communication systems.

##### Public Information Centre

If required, a public and media information centre will be established. Latrobe City shall appoint a Media Liaison Officer.

## Part Three

### Municipal Arrangements cont.

#### 17. Public Information and Warning cont.

##### External Council Communications

All methods of disseminating information will be considered including:

- Radio Stations, both ABC Gippsland and local commercial
- Television
- Social media (eg Twitter, Facebook and Youtube, etc).
- Victorian Bush Fire Information Line (VBIL)
- Police Advice Line
- Local Telephone Information Lines
- Newspapers (particularly in extended response and recovery phases)
- Ethnic group's radio stations and newspapers
- Community Newsletters
- Information Centres ("One Stop Shops")
- Manual door knock of each residence
- Public address system mounted on vehicle
- Special Needs or CALD Persons

Special considerations need to be given to warning special needs and CALD groups. In the case where information or communication is required with persons unable to speak English an interpreter service such as the Telephone Interpreter Service may be able to assist.

All agency representatives dealing with this situation should carry a language indicator card which can be used to establish the language in question. Copies of this card are available from the Commonwealth Department of Immigration and Citizenship and Latrobe City Citizen Service Centres.

## Part Three

### Municipal Arrangements cont.

#### 17. Public Information and Warning cont.

##### Information Resources

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

- Electronic Media (including Latrobe City Web Site)
- Police Media Liaison
- Literature/Brochure Information
- Print Media

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

## Part Three

### Municipal Arrangements cont.

#### 18. Shelter Options

The State's revised Bushfire Safety Policy refers to 'shelter in place' within its eleven principles to "guide the development and implementation of strategies and initiatives to enhance the safety of people from bushfires". The Policy states:

*"Bushfire safety involves effective planning and preparation prior to a fire, and making informed decisions during the event, and having access to a range of safety options, in particular places to shelter from the effects of the fire."*

With the review of the Bushfire Safety Policy Framework, attention has been given to formalising and integrating a range of options in the development of a bushfire survival options triptych (leave early, well prepared, last resort) and the development of a Shelter Options Hierarchy.

Extensive education campaigns and programs have been conducted for many years on bushfire planning and preparation targeted to residents – despite this, research consistently shows that a large majority of people do not have a comprehensive plan and will 'wait and see' what the situation is before acting. Consequently people may undertake risky options such as leaving late or defending an ill-prepared property. There is also current research underway to validate the belief that men are more likely to 'stay and defend' whereas women are more likely to 'leave early'. Leaving early, the safest option is taken up by only a small percentage of residents.

In its Interim Report, the 2009 Victorian Bushfires Royal Commission recommended that neighbourhood safer places, (NSPs) be identified and established to provide persons in bushfire affected areas with a place of last resort during a bushfire.

## Part Three

### Municipal Arrangements cont.

#### 18. Shelter Options cont.

The plan is a neighbourhood safer places plan for the purposes of the legislation, and contains guidelines which have been developed by the Municipal Association of Victoria (MAV) to assist the Council in:

- Identifying;
- Designating;
- Establishing;
- Maintaining and
- Decommissioning places as Neighbourhood Safer Places within its municipal district.

A copy of the Plan is available in **Appendix J**

## Part Three

### Municipal Arrangements cont.

#### 19. Response/Recovery Transition

Emergency Relief response functions are detailed in Part 7. Recovery functions are detailed in Part 6 of this plan.

As Recovery starts with response Latrobe City's Municipal Recovery team will be notified at the initial response phase by the MERO and requested to attend the MCC/MECC or ICC. This attendance will enable the recovery team to be fully informed of all impacts and exposures in relation to the emergency and allow a seamless transition phase.

It is essential to ensure a smooth transition from the response phase to the recovery process, in any emergency at municipal level. While it is recognised that recovery will have commenced shortly after impact, there will be a cessation of response activities and a hand over to recovery agencies. This will occur when the Municipal Emergency Response Coordinator and the Municipal Recovery Manager in conjunction with the Control agency and MERO declares 'Transition to Recovery' from response. The early involvement of the MRM or a Deputy in the initial emergency stages will ensure a smooth transition of ongoing coordination from response to recovery.

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

#### **Transition to Recovery Coordination and Hand-Over of Goods/Facilities**

When response activities are nearing completion the Municipal Emergency Response Coordinator in conjunction with the Control agency will call together relevant relief and recovery agencies including the MERO and

## Part Three

### Municipal Arrangements cont.

#### 19. Response/Recovery Transition cont.

and the MRM, to consult and agree on the timing and process of the response stand down.

In some circumstances, it may be appropriate for certain facilities and goods obtained under Emergency Management arrangements during response to be utilised in recovery activities. In these situations there would be an actual hand over to the Latrobe City Municipal Recovery Manager of such facilities and goods. This hand over will occur only after agreement has been reached between response and recovery coordinating agencies.

Payment for goods and services used in the Recovery process is the responsibility of the Municipal Recovery Manager through the Municipal Emergency Management Plan arrangements.

## Part Three

### Municipal Arrangements cont.

#### 20. Compensation of Volunteer Emergency Workers

Compensation for all Emergency Workers will be as laid down in Part 6 of the Emergency Management Act, 1986. This includes both Registered Emergency Workers and Volunteer Emergency Workers. It is the responsibility of the Organisation utilising the Volunteer Emergency Workers to ensure that all of the Volunteer Emergency Workers are registered.



## Part Three

### Municipal Arrangements cont.

#### 21. Maintenance of Plan

##### Frequency of Meetings

The MEMPC will meet quarterly. The dates of these meetings will be circulated to all committee members and Appendix M of this plan.

Minutes of all meetings must be taken and a copy sent to members of the MEMPC.

Functional Sub Committees, where formed, should meet at least once per year to review and amend their arrangements where necessary or as determined by the MEMPC.

The MEMPC is produced in two forms, a public document which is available on the council website, in Latrobe City public libraries and the State Library of Victoria. A restricted document that has access information limited to agencies and committee members.

Latrobe City has provided agencies and the MEMPC with memory sticks, including copies of plans and relevant planning information with updates included by the MERO. (Crisisworks)

##### Plan Review/Audits

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 MERO of any changes of detail (eg. contact information), as they occur. Contact details are to be verified at each MEMPC meeting.

Review of the plan is the key focus of the MEMPC and each section is emailed out as per the meeting agenda schedule identifying each section and sub plan to be reviewed at each meeting.

## Part Three

### Municipal Arrangements cont.

#### 21. Maintenance of Plan cont.

Review of the plan will specifically focus on the hazards in the City of Latrobe and the Contact Directory of the plan. Amendments are to be produced and distributed by Latrobe City as required and listed in Crisisworks for access.

These amendments are emailed out to all identified personnel and agencies.

See **Appendix G** for the Amendment History and **Appendix F** for Distribution List.

The plan is required to be audited every three years.

##### Testing

Unless already tested by activation due to an actual emergency, testing of this plan should be carried out on an annual basis. This will be done in a form determined by the MEMPC. Any procedural anomalies or short falls encountered during these exercises, or ensuing operations, must be addressed and rectified at the earliest opportunity.

A number of options exist to enable testing of this plan, ranging from table top to in the field practical exercises.

## Part Three

### Municipal Arrangements cont.

#### 22. Resource Sharing Protocol

Latrobe City is a signatory to the Municipal Association of Victoria's Protocol for Inter-Council Emergency Management Resource Sharing which is promoted across Victoria incorporating all neighbouring municipalities:

The purpose of the Protocol is to ensure a formal agreement is documented for utilisation of resources which do not fall under the control of Latrobe City Council but are supplied from neighbouring municipalities, and may be used for emergency prevention, response and recovery activities.

## Part 4

### Prevention Arrangements

#### 1. The Role of the Municipality

Latrobe City recognises it has a key role in prevention and mitigation activities to reduce the risk, or minimise the effects, of emergencies that may occur in the area. Council's enforcement and continued reviewing of existing policies in land use, building codes and regulations, and urban planning, along with the various agencies responsible for prevention activities throughout the community, combine to ensure that all measures possible are addressed to reduce the likelihood of emergencies. The Municipal Emergency Management Planning Committee also plays a role in prevention by identifying potential hazard areas.

## Part 4

### Prevention Arrangements

cont.

#### 2. Community Emergency Risk Assessment (CERA) Process

The Emergency Risk Assessment process specifies the steps to be undertaken to ensure that best practice techniques are employed in developing the Municipal Emergency Management Plan (MEMP). It provides a recognised framework to identify and analyse risks within a community and for incorporating risk management into the broader management process of organisations. The concept of 'risk' has two elements (1) the likelihood of something happening, and (2) the consequences if it happens.

The purpose of analysing risk is to:

- Separate minor risks from major risks;
- Provide information for assessment; and
- Provide additional information on problems and on how to prevent mitigation or control them.

Risk action plan can be found in **Appendix E**

## Part 4

### Prevention Arrangements

cont.

#### 3. Risk Review

During the preparation of this Plan, a risk review committee was formed to undertake a risk analysis which was carried out to identify potential natural and manufactured hazards within the municipality. The history of their occurrence and the nature of each hazard, especially community vulnerability, have been considered during the analysis process. The results of the risk analysis can be found in Appendix E. Due to ongoing changes of seasonal conditions, community development and public attitudes, the rating of the identified threats may vary over a period of time. The Municipal Emergency Management Planning Committee has tasked the Risk Review Subcommittee with the re-assessing of threats to the community from time to time.

A list of identified emergencies and the present hazard rating is included in this document at **Appendix E**.

## Part 4

### Prevention Arrangements

cont.

#### 4. Community Awareness

The ability of a community to respond to an emergency situation and in turn recover from the effects of an emergency will depend on the attitude of the people affected. Obtaining the preferred response from people during emergencies will require community education and awareness programs to be implemented for this purpose. Latrobe City and the Municipal Emergency Management Planning Committee will support and promote appropriate prevention and awareness programs within the City. Methods of warning the community of an impending emergency are addressed in Public Information and Warning, Part 3.

## Part 4

### Prevention Arrangements

cont.

#### 5. Prevention/Mitigation plans

Prevention plans aim to eliminate or reduce the incidence or severity of emergencies and the mitigation of their effects. Mitigation plans detail the measures taken in advance of, or after, a disaster aimed at decreasing or eliminating its impact on society and environment.

Within the City a number of prevention or mitigation plans have been developed. Among the more easily identifiable are those below:

- Municipal Fire Management Plan
- Latrobe 2026
- Latrobe Municipal Public Health and Wellbeing Plan (2017-2021)
- Municipal Strategic Statement
- Municipal Planning Scheme - local planning policies
- Any significant planning applications with emergency management impacts identified under development projects pass via MERO for comment.
- Environmental/Public Health Plans
- Municipal Public Health Plan
- Pandemic Plan
- Heatwave Strategy
- Major Event Planning policy



## Part 5

### Response Arrangements

#### 1. Introduction

An agreed set of arrangements for the response to identified emergencies within Latrobe City has been compiled. These arrangements have been tailored to meet local response capabilities based on the agencies available within the municipality. Support Agencies may be able to offer varying levels of support from 'on ground' resources to information. It may be appropriate to consult with a number of identified Support Agencies for advice in relation to any given emergency. It is the prerogative of the Control agency to formulate action plans for a given emergency in consultation with support agencies.

The Emergency Management concept provides the mechanism for the build-up of appropriate resources to cope with emergencies throughout the State. It also provides for requests for physical assistance from the Commonwealth when State resources have been exhausted.

Most incidents are of local concern and can be coordinated from local Municipal resources if available. However, when local resources are exhausted, Emergency Management provides for further resources to be made available, firstly from neighbouring Municipalities (on a Regional basis) and then, secondly on a State wide basis. These arrangements are consistent, and should be read in conjunction with State and Regional response arrangements.

## Part 5

### Response Arrangements cont.

#### 2. Overview of State and Gippsland Regional Response Plans

The SERP is the primary document for emergency response in Victoria; and forms Part 3 of the Emergency Management Manual Victoria (EMMV).

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

Under section 55A of the *Emergency Management Act 2013* there is the legal requirement for agencies with a role or responsibility in emergency response to comply with the arrangements in the SERP. Agency emergency response roles are listed in the EMMV Part 7 – Emergency Management Agency Roles.

The Gippsland Region Emergency Response Plan (GRERP) establishes response and coordination arrangements for response to emergencies occurring within the Gippsland Region. The broad objectives of the GRERP are to:

- identify control and support agencies for different types of emergencies;
- co-ordinate arrangements for the utilisation of regional resources in support of the emergency response plans of specialist agencies;
- identify support available from adjoining regions;
- Identify support available to adjoining regions

The GRERP also details:

- Regional profile
- Location of primary regional/area operations control centres

## Part 5

### Response Arrangements cont.

#### 2. Overview of State and Gippsland Regional Response Plans cont.

- Warning arrangements
- Community safety: evacuation, relief, neighbourhood safer places
- Termination of response

The GRERP is active at all times and shall be implemented / executed as required in response to an emergency event requiring any form of emergency response.

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

- DELWP - Dam Safety Emergency Plan
- VICSES - Gippsland Region Flood Emergency Plan
- RSFMP - Gippsland Risk and Consequence Plan Bush Fire and Heat

## Part 5

### Response Arrangements cont.

#### 3. Escalation

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

##### Alert

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

For the MERC/MERO/MRM to consider options

- Warning for key personnel.
- Testing of communications arrangements.
- Establish flow of information between Municipality and Control/Support Agencies.
- Standby

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

- Notification of staff, management and neighbouring councils.
- Staffing of respective Emergency Centres.
- Prepare equipment and personnel for immediate action.
- Arrange EMLO to attend ICC/RCC

This is the operational phase of the emergency when Controlling and support agencies are committed to contain or control the emergency.

## Part 5

### Response Arrangements cont.

#### 3. Escalation cont.

Some operations may necessitate moving to the “Action phase” immediately without the “Alert” and “Standby” phases being implemented. For this reason, it is mandatory that all organisations having a role in this Plan be in a state of preparedness at all times.

Some of the activities that should be considered in this phase are:

- Mobilise personnel/equipment as requested.
- Distribute SitReps (an emergency situation report) as provided by the Incident Controller on a regular basis to the appropriate authorities.
- Deploy additional resources as required.

## Part 5

### Response Arrangements cont.

#### 4. Evacuation - refer JSOP (J03.12)

Primary responsibilities for evacuations are held by the control agency and Victoria Police. Evacuation is a risk management strategy which may be used as a means of mitigating the effects of an emergency on a community. It involves the movement of people to a safer location and the return. For evacuation to be effective it must be appropriately planned and implemented.

As with all emergency response activities, the main priority when deciding to undertake an evacuation is protection of life. Evacuation is a scalable activity in that it may be applied to individuals, a house, a street, a large facility (i.e. school or hospital), a suburb, a town or a large area of the State.

Once the decision to evacuate has been made Latrobe City’s MERO and MRM should be contacted to assist in the coordination of the evacuation. Latrobe City will provide advice regarding the most suitable location for an Emergency Relief Centre and other resources that may be required (e.g. public health, emergency relief considerations or requirements and special needs groups).

#### Warning Systems

The method of alerting people to the need for evacuation will depend on a number of factors. Consideration will be given to:

- The type of emergency
- The number of people affected
- The cultural and linguistic origins of the affected people
- The requirements of any Special Needs Groups

Methods of alerting are contained in the Communications Plan as at Appendix C.

## Part 5

### Response Arrangements cont.

#### 5. Staging Areas

Upon request from a control agency Latrobe City's MERO will work with said agency to provide an appropriate staging area relative to location, size and impact of an emergency where council has control over that site.

Latrobe City's MERO will also coordinate operational requirements for the implementation for staging areas with the relevant council operational staff.

Consideration for the identification of potential suitable locations for staging areas will identify be based on the availability of Power, toilets, running water, parking shelter and specific requests from the Incident Controller.

Facilities managers or Committees of Management will also be consulted as to the suitability of access for response vehicles on areas proposed for staging areas.

## Part 5

### Response Arrangements cont.

#### 6. Termination of Response Activities

Recovery operational planning should commence as soon as possible after the impact of an emergency.

Municipal councils are responsible for recovery management at the municipal level.

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

The Incident Controller, Municipal Emergency Response Coordinator, Municipal Emergency Resource Officer and Municipal Recovery Manager should commence transition planning as soon as possible following the start of the emergency.

The Emergency Management Team should be involved in transition planning discussions to ensure a shared and consistent understanding of the planning, timing and expectations for transition.

The decision relating to the timing of the transition of overall coordination from response to recovery will be impacted by a number of key considerations, including:

- 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 emergency
- the considerations for the extent of emergency relief required by affected communities

## Part 5

### Response Arrangements cont.

#### 6. Termination of Response Activities cont.

- the considerations for the resources required to be activated for effective recovery arrangements.

The Emergency Response Coordinator is responsible for advising all agencies involved in the emergency of the time at which response terminates.

## Part 5

### Response Arrangements cont.

#### 7. Integration of Recovery

The Emergency Management Commissioner (EMC) is accountable for the coordination of recovery. DHHS is responsible for coordination of recovery at a regional level. Latrobe City council recognises that council is responsible for relief and recovery management at the local municipal level.



## Part 6

### Recovery Arrangements

#### 1. Introduction

The Australian concept of emergency management calls for a comprehensive approach, embracing prevention, preparedness, response and recovery (PPRR). These elements are not necessarily sequential or mutually exclusive. Recovery Managers and agencies must be involved in the broader processes of disaster management and planning. Recovery and response operations must be simultaneous.

Emergency recovery is the process of supporting disaster affected communities in the reconstruction of physical infrastructure and restoration of emotional, social, economic and physical well-being.

*The physical and social aspects are critical to effective recovery. Recovery is more than the replacement of what was destroyed and the rehabilitation of individuals. It is a complex social process and is best achieved when the affected community exercises a high degree of self-determination. Recovery is a developmental, rather than a remedial process, so the manner in which the physical and social aspects of the process are undertaken will have a critical impact. Activities which are conducted without consultation and recognition of needs and priorities will disrupt and hinder the process (excerpt from "Australian Emergency Manual: Disaster Recovery").*

Latrobe City's Recovery Plan has been developed as a subplan to the MEMPlan and must be read in conjunction with State and Regional Recovery Plans.

The Gippsland Emergency Relief Centre Standard Operating Procedures and the Gippsland Response and Recovery Standard Operating Procedures have been specifically developed to support the MEMPlan, as well as aiding processes across neighbouring Councils, particularly during events where the Councils will be providing staff support.

## Part 6

### Recovery Arrangements cont.

#### 2. Overview

##### Purpose of Emergency Recovery

The purpose of providing emergency recovery services is to assist the emergency affected community towards management of its own recovery. It is recognised that where a community experiences a significant emergency there is a need to supplement the personal, family and community structures which have been disrupted by the emergency.

Latrobe City has developed policies and processes for the coordination of resources during recovery. The request for resources is to be directed via the Municipal Emergency Resource Officer.

## Part 6

### Recovery Arrangements cont.

#### 3. Objectives of the Recovery Plan

The broad goal of any recovery plan should be to facilitate the recovery of affected individuals, communities and infrastructure as quickly and practicably as possible. This is best achieved through the activation of management arrangements which ensure that the recovery process following an event proceeds as effectively and efficiently as possible.

Specific objectives to be embodied in recovery plans should include:

- the activation of mechanisms which ensure community participation in the recovery process;
- the identification of responsibilities and tasks of key agencies;
- the identification of appropriate recovery measures;
- the setting out of appropriate resourcing arrangements; and
- the outlining of recovery management structures and processes.

## Part 6

### Recovery Arrangements cont.

#### 4. Roles and Responsibilities

##### Impact Assessment

One of the critical factors in the management of an effective recovery program is to gain early, accurate information about the impact of the event upon individuals, the community and physical infrastructure.

To determine service, staffing, resource and general recovery requirements it is necessary to obtain information on the emergency and the needs of the community, e.g. the number, location and circumstances, including ethnicity, of affected people, identify the number of dwellings and other structures destroyed or made uninhabitable, establish the extent to which essential services have been disrupted, etc. To do this it is important that key recovery agencies liaise as early as possible with the relevant Incident Controller, local government and any other relevant Controlling and coordinating authorities.

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

##### Impact Assessment

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 (PENNA)

Latrobe City's MRM or MERO will initiate councils post impact assessment (PENNA) program using the Crisisworks people and property module to detail these assessments and as a case management tool

<https://latrobe.mecccentral.com>

## Part 6

### Recovery Arrangements cont

#### 4. Roles and Responsibilities cont.

##### Resource Management

Local recovery plans should provide details of agency responsibilities in regard to the provision of resources for recovery management purposes. However, there are also a number of areas which may require specific attention from the recovery manager's point of view. These include staffing and the use of volunteers.

##### Staffing

As a consequence of an emergency additional staff may be needed to enable agencies to meet their responsibilities. In determining additional staffing requirements the demands of recovery operations as well as the ongoing operational needs of the organisation should be considered. Staffing needs will be determined by the MRM and should be assessed at the earliest possible time so that adequate resources can be made available. Regular training pre emergency will ensure staff are equipped to carry out any required tasks.

Decisions will need to be made as to whether additional staff should be used in recovery operations, while leaving normal staff to carry out their existing (business as usual) roles, or whether the additional staff should be used in normal agency duties to free up existing staff to carry out recovery operations. Volunteers are likely to play a significant part in any recovery operation, particularly after large-scale, highly-publicised emergencies.

Regular briefing and debriefing of both paid staff and volunteer workers is vital for reviewing the recovery program. This process should provide for both structured and informal briefings, depending upon the circumstances and the environment in which workers are operating.

## Part 6

### Recovery Arrangements cont

#### 4. Roles and Responsibilities cont.

##### Visits to the Affected Area

Following the emergency, an outreach program can also provide valuable information. To avoid over-servicing it is useful for such programs to be run on a team basis, bringing together representatives from agencies with expertise in a range of areas, such as personal counselling and financial assistance. In this way details can be gathered regarding losses and needs, while at the same time providing support and services to affected persons. Sharing of information between agencies is another means of facilitating this process. As part of any outreach program all visitation and individual engagement activities will be saved in Crisisworks, under the People and Property module.

In addition to the level of media interest in emergencies there is also likely to be a number of other visits to the affected area and a high level of interest in the recovery process from politicians and executive management from a range of agencies.

There are a number of issues which need to be considered by the recovery manager involved with, or responsible for hosting, such visits.

Effective briefings should be provided. These should include accurate and up-to-date information about estimated losses, assistance programs, and financial assistance packages. This will ensure that any information relayed to the affected community or the media is accurate and reduces the risk of raising unrealistic expectations regarding such things as assistance measures. Some pre-visit briefing is also desirable to ensure that the visitor is well-informed of the necessary information prior to their arrival.

## Part 6

### Recovery Arrangements cont

#### 4. Roles and Responsibilities cont.

Briefing of any visits should also include details about the current state of the community, including the various emotions they may be experiencing as a result of the emergency, as well as identification of any existing sensitivities.

Visitors should have a clear understanding of emergency management arrangements and protocols.

Visitors should also be clearly briefed on the potential impact of their visit and their subsequent role in the recovery process. In particular it should be emphasised that any information provided must be accurate, as the effects of inaccurate or ill-founded information on an emergency affected community may reinforce the impact of the event.

In the case of an emergency affecting more than one geographic area, care should be taken to ensure that communities are treated equitably and visits are arranged accordingly.

#### **Withdrawal**

One of the last significant tasks to be undertaken in any recovery management process is that of the withdrawal of services. While the emphasis of any recovery program should be on community involvement and self-management the cessation of formalised support services from outside agencies will nevertheless be a critical time in the affected community's recovery. Experience has shown that a gradual handover of responsibilities to local agencies and support services is most effective. It may also be appropriate to use this stage of the recovery process to establish a commemorative event to symbolise the end of the recovery program and the renewal of the community. Commemorative events

## Part 6

### Recovery Arrangements cont

#### 4. Roles and Responsibilities cont.

have included tree planting ceremonies, street theatre, church services and a range of other activities which involve the entire community and give a positive focus to the end of the recovery program.

## Part 6

### Recovery Arrangements cont

#### 5. Management Structure

##### Introduction

Emergency recovery should be managed and planned for in a structured manner. The broad needs created by the impact of an emergency on a community will only be met through a range of services, provided by a range of both government and non-government organisations.

At the local level the focus of recovery planning and management is on community input. Within their emergency planning responsibilities local arrangements must incorporate recovery planning and, from an operational point of view, a range of services, including both infrastructure and human services, is provided. These arrangements should provide for the coordination of the activities of local agencies.

Refer to Latrobe City's Recovery sub-plan.

Refer **Appendix C**

##### Community Recovery Committee

Where the magnitude of the event requires community input into the recovery process one or more Community Recovery Committees may be established within the affected area.

##### Community Recovery Committee Membership

The composition of the committee will vary depending on the affected area and impact. The membership of the committee should include community leaders and representatives of:

- Municipal Recovery Manager
- Coordinators of the four recovery environments as appropriate

## Part 6

### Recovery Arrangements cont

#### 5. Management Structure cont.

- Councillor
- Government agencies and Non-Government agencies as required.
- Community groups and leaders
- Local Emergency Action Plan Committees
- Local businesses
- Affected persons
- Subject matter experts as deemed appropriate by the committee

Community Recovery Committee functions include:

- Identifying community needs and resource requirements
- Providing recommendations and advocating on behalf of communities to appropriate recovery agencies, municipal councils and the regional and state recovery structures
- Monitoring the overall progress of the recovery process in the effected community.
- Identifying community needs and resource requirements and make recommendations to appropriate recovery agencies, municipal councils and the State's recovery management structure;
- Liaising, consulting and negotiating, on behalf of affected communities, with recovery agencies, government departments and municipal councils;
- Undertaking specific recovery activities as determined by the circumstances and the Committee
- Development and implementation of the Recovery Action plan (RAP)

Undertake specific recovery activities as determined by the circumstances and the Committee.



## Part 6

### Recovery Arrangements cont

#### 5. Management Structure cont.

##### Recovery Team And Sub Committees

###### Composition Of Recovery Team

Recovery Team should include representatives of key organisations involved in recovery process. Both infrastructure and human service agencies should be represented.

###### Recovery Team Roles

The roles of recovery team include:

- prepare and maintain a recovery plan;
- meet regularly to maintain liaison between agencies, enhance understanding of agency roles, update contact arrangements and ensure the currency of local arrangements;
- review sub-committee;
- conduct regular exercises and training programs;
- establish arrangements for the conduct of post-emergency impact assessment and for the collation, evaluation and use of the information gathered;
- manage the provision of recovery services at the local level;
- supplement local government resources which may be exhausted by an emergency, eg. building inspectors, environmental health officers, human services staff, etc., to ensure that an adequate recovery program is provided;
- formalise links with regional/regional plans and recovery agencies;
- consider all aspects of a local community's recovery, including both the restoration of physical infrastructure and the provision of human services;
- activate and coordinate service delivery;
- identify responsibility for the establishment and maintenance of contact and resource listings.

## Part 6

### Recovery Arrangements cont

#### 5. Management Structure cont.

##### Structure Of Recovery

As identified in the EMMV recovery requires collaboration between individuals, communities, all levels of government, non-government organisations and businesses – across four inter related recovery environments

Planning is an essential function of relief and recovery coordination. Participation in the planning process builds relationships between agencies and leads to better outcomes for communities through a collaborative and coordinated approach to relief and recovery.

The local relief and recovery arrangements are consistent with;

- Regional Emergency Relief and Recovery Plans
- State Emergency Relief and Recovery Arrangements

##### Four Recovery Environments

The four environments, which align with the Community Recovery Handbook are:

**1. Social environment** – The social environment considers the impact an event may have on the health and wellbeing of individuals, families and communities. This environment is primarily concerned with safety, security and shelter, health and psychosocial wellbeing.

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



## Part 6

### Recovery Arrangements cont

#### 5. Management Structure cont.

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

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

Recovery initiatives could address specific elements of one recovery environment, or they could operate across multiple environments.

#### Roles Of Recovery Sub Committees

Recovery sub committees aim to link the key municipal organisations involved in a particular area of recovery so as to ensure maximum access to and use of resources and knowledge.

The roles of the Sub Committees are to:

- Plan the Recovery Process for their area of responsibility.
- Identify and recruit membership to Sub Committees.
- Coordinate the recovery process in the area of responsibility and report back to the Municipal Emergency Recovery Team and MRM.
- Identify local resources and external resources available for recovery.
- Identify and involve the community in planning and implementation of the recovery process.
- Liaise and communicate with other sub committees.

## Part 6

### Recovery Arrangements cont

#### 5. Management Structure cont.

- Liaise and communicate with Community Recovery Team as established after an emergency.

Each Sub Committee will develop operating procedures that outlines the following:

- The membership details of the Sub Committee (including all members and phone contacts).
- Specific roles and responsibilities of the Sub Committee.
- Policies and procedures where appropriate.
- Resources available, where they are and how to access.

All members are to be provided with a copy of the operating procedures and these set of procedures are to be updated regularly.

#### Recovery Sub Committee

Team Leaders are responsible to the MRM. The roles of Sub Committee Team Leaders are:

- Convene and coordinate Recovery Sub Committees.
- Represent Sub Committee on Municipal Emergency Recovery Team.
- Ensure minutes are kept and copies tabled at the Municipal Emergency Recovery Sub Team.
- Liaise with other Recovery Sub Committees to ensure coordination and information sharing.
- Liaise with relevant state-wide organisations/departments through the MRM which are responsible for specific types of service.

A Deputy Team Leader is to be nominated to relieve when the team leader is unavailable.

## Part 6

### Recovery Arrangements cont

#### 5. Management Structure cont.

##### Purpose Of Each Sub Committee

##### Management

###### Emergency Relief Centres:

- To oversee the coordination, management and staffing of evacuation centres.
- Information/Media Liaison:
- To coordinate and provide accurate information to the public and media after an emergency.

As per Council's Relief Centres SOP, Latrobe City's MERO and MRM are responsible for the establishment of relief centres.

###### Economic Development:

- To coordinate the economic recovery of the affected community
- Community Assistance

###### Aged and Disability Support, Children, Young People and Families:

- To plan for and coordinate the recovery process for aged and disabled people in the City.
- Children, Young People and Families:
- To plan for and coordinate the recovery process for children and young people
- Community Development and Support

###### Transport:

- To assist in transport provision after an event so that those affected can access services, shopping etc.

###### Food and Catering:

- To coordinate food provision and catering for the community in the event of an emergency.

## Part 6

### Recovery Arrangements cont

#### 5. Management Structure cont.

###### Personal Support:

- To coordinate counselling and personal support services after an emergency.

###### Language Service:

- To coordinate the provision of language services to CALD communities

###### Material and Financial Aid Distribution:

- To coordinate the receipt, storage and distribution of material aid.
- To coordinate and staff, material aid centres as established by MERO and MRM.
- To coordinate the distribution of financial aid to communities after the event

###### Infrastructure & Environment

- Accommodation:
- To assist in the provision of temporary accommodation after an emergency.
- Physical Re-Instatement:
- To assess, advise on and repair damage after an event including tree safety/assessment; replanting/revegetation; erosion prevention etc.
- To rebuild and restore community infrastructure/utilities after an emergency
- Administration

###### Volunteer Coordination:

- To provide a centralised coordination of volunteers after an emergency and to assist other Sub Committees through provision of volunteer assistance as required.

###### Animal/Stock Welfare:

- Assist/destroy injured stock/wildlife
- Coordinate disposal of dead stock

## Part 6

### Recovery Arrangements cont

#### 5. Management Structure cont.

- Coordinate emergency feed/fodder supplies.
- Identify holding areas for stock/pets etc.
- Provide cages/leads etc. for animals at evacuation centres.
- Round up escaped stock. Liaise with DELWP.

#### Public Health

- To identify the health and medical facilities available within Latrobe City Council and identify the arrangements for activation.

#### Code Alert Status

##### Code Green (Alert/Stand By)

Team Leaders alerted and on stand by  
(at risk special needs contacts to be notified at this stage)

##### Code Orange (Activate Low/Medium)

Team Leaders activated  
Team Members alerted and on stand by

##### Code Red (Full Activation)

Team Leaders activated  
Team Members activated

#### Matrix of Alerting

Magnitude of Event	Notification Timeframe
Minor CODE GREEN	By end of next working day
Moderate CODE ORANGE	Within 24 hours
Major CODE RED	Immediately

## Part 6

### Recovery Arrangements cont

#### 6. Role of Department of Health and Human Services

In the Recovery Processes of an emergency, Department of Health & Human Services:

- Acts as principal recovery planning and management agency at regional level.
- Assumes a role of facilitation in developing a coordinated response as appropriate to the circumstances eg when the event is of a magnitude which is beyond the resources of the municipality or the incident affects only a few people but the affected population is dispersed.

## Part 6

### Recovery Arrangements cont

#### 7. Supply of Goods/Services

Latrobe City Council and other recovery agencies shall obtain and pay for goods/services through their own supply systems, where appropriate.

The Municipal Recovery Manager will coordinate the acquisition of supply of goods/services which cannot be provided by Latrobe City or participating agencies, in consultation with the MERO. This will be recorded in Crisisworks.

## Part 6

### Recovery Arrangements cont

#### 8. Victorian Government Assistance Measures

These are contained in the Emergency Management Manual Victoria Part 8 Recovery: Government Post-Emergency Assistance Measures

## Part 6

### Recovery Arrangements cont

#### 9. Emergency Financial Assistance

Latrobe City will coordinate the provision of these services at municipal level. If the above functions are outside the capabilities of the municipal resources, the responsible agency is the DHHS. DHHS administers relief payments and information about financial assistance to the community and coordinates psychosocial support which could range from personal support, community information and counselling to specialised mental health services.

Local support can also be obtained from:

##### **Counselling:**

- Relationships Victoria
- Latrobe Community Health Services
- Anglicare Gippsland
- Lifeline

##### **Financial assistance:**

- Department of Health & Human Services
- Gippsland Emergency Relief Fund

## Part 6

### Recovery Arrangements cont.

#### 10. Public Fundraising

Gippsland Emergency Relief Fund will be responsible for public fund raising and the coordinated dispersal of such funds. Contact details are listed in Part 8 (Contact Directory) of this plan.

## Part 7

### Support Arrangements

#### 1. Support Tasks and Services

A comprehensive list of support services and support agencies for both response and recovery can be found in the Emergency Management Manual Victoria. The list is neither exhaustive nor exclusive as many agencies, including Control agencies may have a support role and a functional service role, dependent on the nature of the emergency. In the event that local resources cannot be provided to meet support tasks needed, the request should be passed onto the Regional Emergency Response Coordinator via the Municipal Emergency Response Coordinator.

## Part 7

### Support Arrangements cont.

#### 2. Emergency Relief

Emergency relief is the provision of life support and essential needs to persons affected by, or involved in the management of, an emergency. At Municipal level, this responsibility rests with Latrobe City. At a Regional and State level, Emergency Relief is the responsibility of the DHHS.

In the event of request for the provision of emergency relief, the request must be directed from the Municipal Emergency Response Coordinator to the MERO. The MERO will activate the required functional services. All functional services will operate and report back to the MERO.

The responsibility for payment of emergency relief is detailed as follows:

- Latrobe City Council is not responsible for the cost of emergency relief measures provided to emergency –affected persons.
- If emergency relief is requested by an agency for its own personnel, that agency will be responsible for costs incurred.
- When a Control Agency requests emergency relief on behalf of a number of supporting agencies, the Control Agency will be responsible for any costs incurred.

#### **Relief services through Incident Control Centres (ICC)**

Where Council is required to coordinate the provision of relief services to locations other than a dedicated Emergency Relief Centre, the MERO/MRM will coordinate with the Incident Controller through the ICC/s. Alternative locations may include

- The site of the emergency
- Places of community gathering or isolated communities
- Transit sites, or



## Part 7

### Support Arrangements cont.

#### 2. Emergency Relief

- Other safe locations, as appropriate

#### Emergency Relief Functional Areas

##### Catering

Latrobe City reserves the right to activate an appropriate catering provider to service the community's needs in the event of an emergency at municipal level as per council's internal procurement policy.

The Red Cross Emergency Services Divisional Operations Officer (DOO) may be activated, or the Red Cross State Duty Officer may be contacted, by the MERO/MERC/MRM to arrange food and water. *Note that Red Cross no longer undertakes catering for Emergency Services Agencies, but continues to provide food and water for staff at Relief Centres.*

The Australian Red Cross DOO may be alerted or activated when the nature of the incident indicates any of the following apply:

- more than one substantial meal for affected persons is required to be supplied.
- reimbursement for incurred costs will be claimed by local providers.

##### Material Needs

The Salvation Army is responsible for material needs and will coordinate material needs providers. The convenor is supported by:

- Victoria Relief and Food bank
- St. Vincent de Paul
- Emergency Relief Network of Latrobe City

##### Emergency Shelter

Latrobe City will coordinate the provision of emergency shelter. A list of Emergency

## Part 7

### Support Arrangements cont.

#### 3. Other Functional Areas

Relief Centres identified in Latrobe City, together with contact details, is included in this plan (See **Appendix D** & ERC SOP).

Both Relief Centre Identification and Contact details are available on Latrobe City's Emergency Planning GIS system.

#### Other Functional Areas

##### Community Organisations

Many community organisations have resources that can be of use in an emergency. It is the responsibility of Latrobe City to provide the management system to coordinate offers of assistance from these organisations. Contact details of organisations that are able to assist will be maintained by the municipality.

##### Registration

##### Register. Find. Unite.

Red Cross coordinates and resources the registration of affected people in relief/recovery centres, and the off-site management of registrations and inquiries in the State Inquiry Centre.

Registrations are collected via the Personal Information Form (PIF). Victoria Police is the commissioning agent for R.F.R and delegates the responsibility for administering the service to Red Cross.

Latrobe City Council will also be registering impacted persons or affected persons through its Crisisworks system, at Relief and Recovery centres.

##### Communications

The Victoria Police is delegated the responsibility for communications. This is in accordance with Emergency Management

## Part 7

### Support Arrangements cont.

#### 3. Other Functional Areas

Manual Victoria which identifies that the Victoria Police is the primary support agency for communications.

All agencies having a role in these arrangements are responsible for the provision of their own communications systems during emergencies. Any agency requiring communications will put their request to the Municipal Emergency Response Coordinator.

Communications of MECC/ERC activation will be via the MERC/MERO as per the MEMP contact directory. **Appendix H**

#### Telephone Communications

The Telstra line network will be the initial and primary means of communication in the event of an emergency, when it is available, and should be utilised to capacity where possible. When identifying locations for use as ECCs, Assembly Areas and Emergency Relief Centres, consideration should be given to the communications facilities already in place at that location.

Additional telephones can be provided by Telstra, upon request to the Municipal Emergency Response Coordinator, who will, in turn, submit such requests to the Regional Emergency Response Coordinator for action. All costs, related to such installations, are the responsibility of the requesting organisation.

Municipal Emergency Coordination Centre telecommunication lines will be tested on a regular basis

#### Communications Resources

The Communications Subcommittee, chaired by the Municipal Emergency Response Coordinator, has prepared a

## Part 7

### Support Arrangements cont.

#### 3. Other Functional Areas

Communications sub plan relating to Relief, Response and Recovery. A copy of this plan is held by the MERO and the MERC.

The following organisations have indicated their willingness to provide communications facilities and resources which may be available in an emergency:

- Latrobe City
- Morwell/Traralgon VICSES
- Wireless Institute Civil Emergency Network.

## Part 7

### Support Arrangements cont.

#### 4. Health and Medical

These Municipal Health and Medical arrangements should be considered in conjunction with the State Health Emergency Response Plans. The aim of these arrangements is to identify the Health and Medical facilities available within Latrobe City and identify the arrangements for activation/response to incidents.

##### Health

The Municipal Environmental Health Officer has been delegated the responsibility for public health matters during emergencies. These include:

- Advice on water supply
- Ensuring hygienic food handling - safe production, storage and distribution
- Supply of sanitary and hygienic accommodation when required
- Refuse removal
- Pest control
- Control of infectious diseases outbreak, epidemic, pandemic (immunisation)
- Disposal of dead animals

##### Medical

The State Health Emergency Response Plan specifies coordination details for on-site health and medical services and the deployment of medical teams. In so much as these arrangements impact upon the public health function of Latrobe City, close liaison will be maintained between the EHO and the DHHS.

## Part 7

### Support Arrangements cont.

#### 5. Transport and Engineering

The purpose of these arrangements is to identify available transport and engineering resources within the municipality. This will include specialist and technical advice and deployment of those resources.

## Part 7

### Support Arrangements cont.

#### 6. Post Impact Assessment

A post impact assessment is an appraisal of the extent of damage, disruption and breakdown to the community and its infrastructure as a result of the emergency.

A post impact assessment will be conducted. To assist this process Latrobe City will utilise the People and Property module in Crisisworks.

Once initial rapid loss/damage information has been collected by the Incident Management Team and provided to the ICC for collation and then forwarded to the MECC for validation, an outreach program is activated to qualify impacts to principal place of residence (including farms), non-principal places of residences, caravans/temporary accommodation facilities, community facilities and business premises.

An outreach team may be multi-agency and coordinated by Latrobe City. This should commence immediately access to affected areas is available enable recovery services/resources to support affected persons to be prioritised, where applicable.

When safe to do so the initial loss/damage report will identify premises destroyed, or affected by major or minor damage, and indicate the accessibility situation.

Latrobe City, through its Emergency Management Group, shall perform the following tasks:

- Survey the extent of damage indicating evaluation of financial and material aid needed.
- Develop and implement priorities of community and individual needs to assist agencies in the performance of their functions. A case coordination model is the preferable mechanism to manage the service provision aspects of individual families.

## Part 7

### Support Arrangements cont.

#### 6. Post Impact Assessment cont.

- Monitor the acquisition and application of financial and material aid needed or made available in the restoration period.

The Emergency Management Group may co-opt persons within the community with the appropriate expertise to assist with the above tasks.

# Appendix A

## Maps

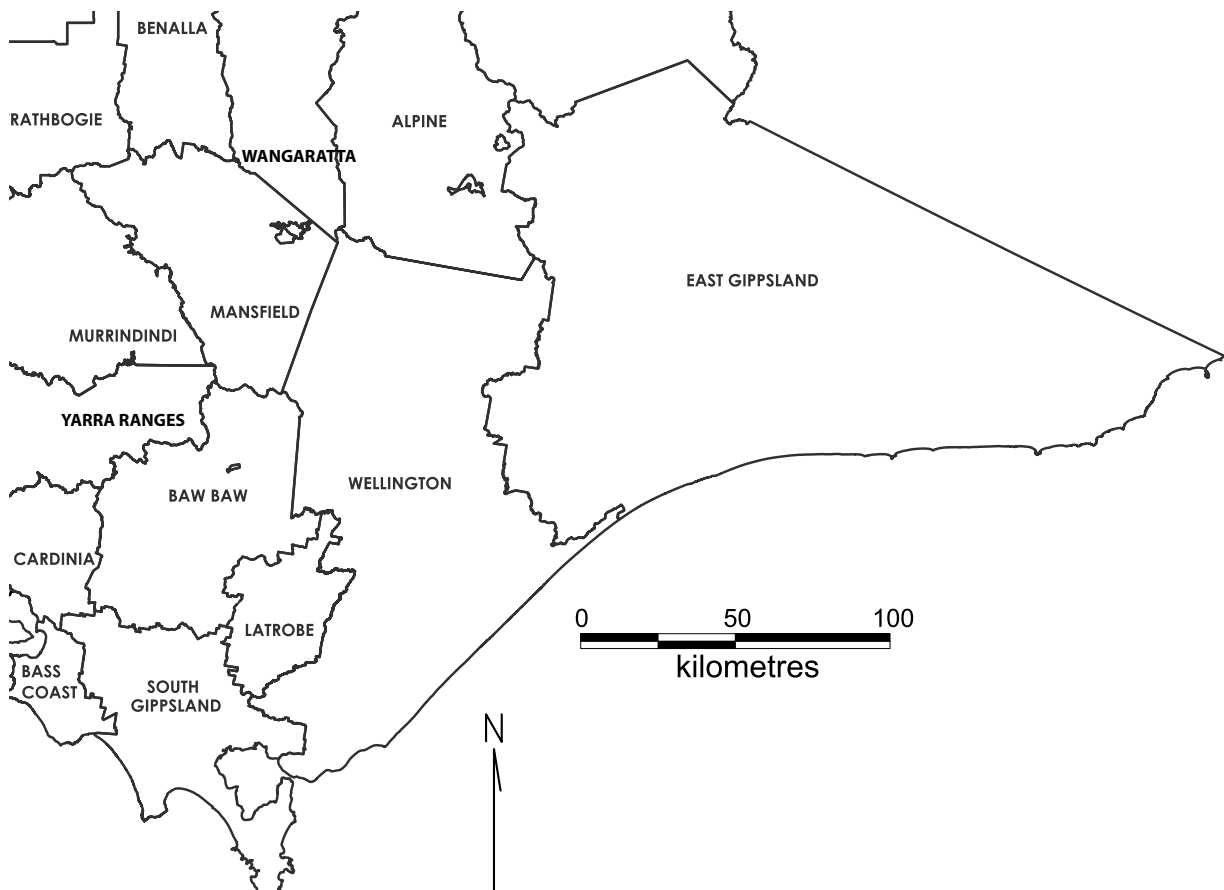
To be accessed through Latrobe City's Geographic Information System (GIS) Emergency Management Module designed to support this plan.

These maps are accessible through Latrobe City's GIS Emergency Management Module to be activated upon the MECC setup.

Council GIS Staff to be contacted, where assistance is required in the MECC.

GIS Support Officer Ext: 03 5128 6132, after hours contact through the MERO

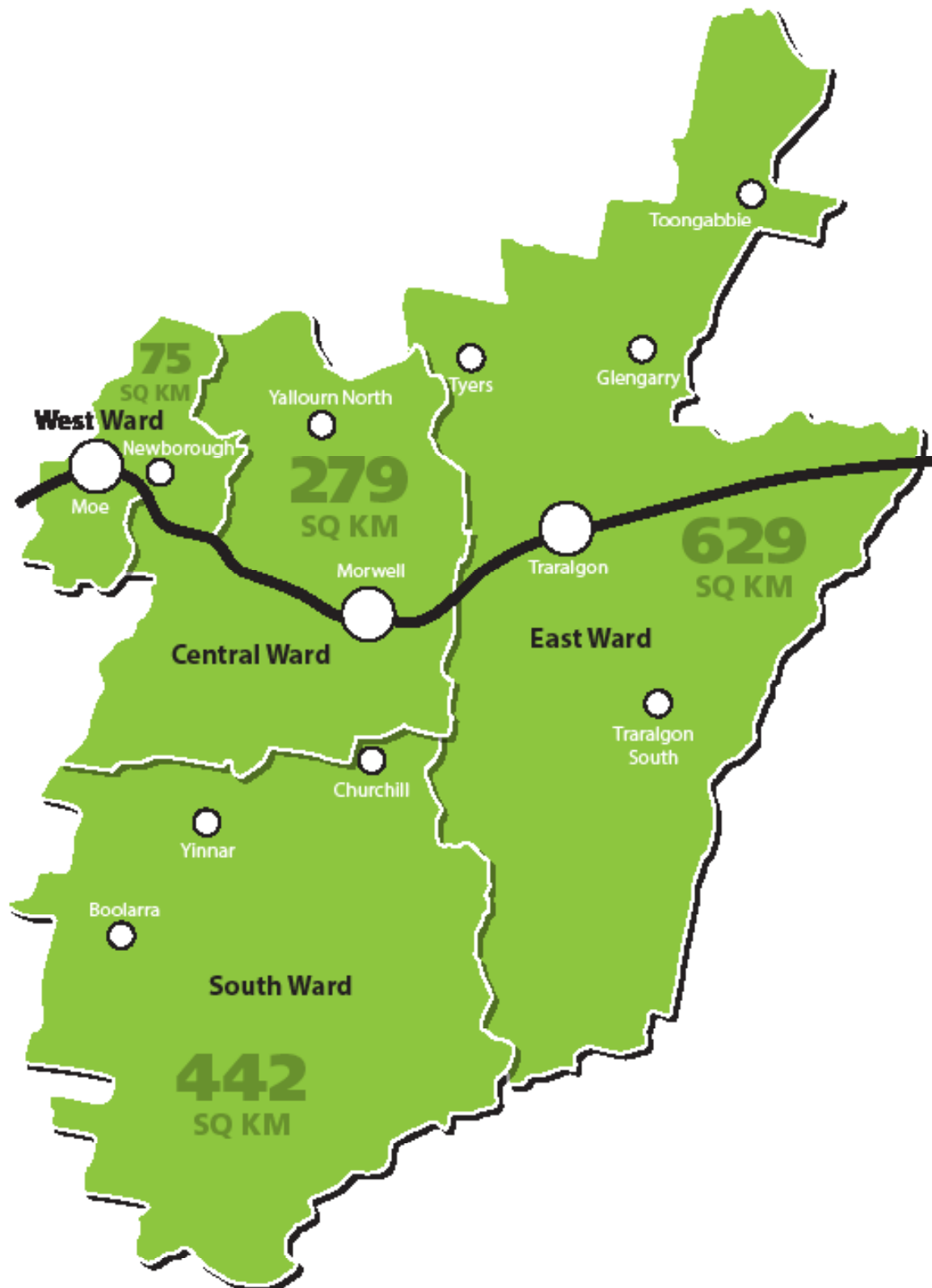
Regional map showing the municipality and its neighbours (below)



# Appendix A

## Maps

A map of the municipality





# Appendix B

## Latrobe City Municipal Emergency Management Planning Committee Terms of Reference

### Name

The committee is known as the Latrobe City Municipal Emergency Management Planning Committee (MEMPC).

### Role

#### The Committee:

- develops and maintains the draft MEMP for consideration by the Latrobe City Council
- assists in analysing and evaluating emergency related risks
- determines the need for a Municipal Fire Management Planning Committee in accordance with Part 6A, EMMV
- helps produce risk treatment strategies;
- and assists to develop risk specific response and recovery plans for the municipal district where appropriate.

#### Objectives To:

- Build capacity, improve preparedness and planning and provide advice to develop the Municipal Emergency Management Plan
- Plan for the coordinated use of identified resources through established partnership agreements.
- Establish and maintain effective and efficient communication between organisations, groups and communities with a role and responsibility in emergency management..
- Increase networking, information sharing and partnership opportunities.
- Provide opportunities and encourage participation in relevant emergency management exercises.
- Maintain minutes. Electronic copies of the Minutes are held by Latrobe City Shire Council and are distributed following each meeting.
- Test aspects of the plan in order to detect and correct any procedural and/or contact problems.
- Review Plan annually or after the plan has been in use during an emergency response.
- Functional subcommittees to meet on as needs basis and prior to the Planning Committee meeting.
- Maintain contacts directory information on a regular basis.
- Review Risk Assessment on a program in line the CERA process
- Support, develop and promote prevention and public awareness/education programs within Latrobe City Municipal footprint.

#### Membership:

- Chairperson – Latrobe City Councillor (Optional)
- Executive Officer (undertaken by the Latrobe City MERO)
- Municipal Emergency Resource Officer (MERO)
- Deputy MEROs
- Municipal Recovery Manager (MRM)
- Deputy MRMs

# Appendix B

## Latrobe City Municipal Emergency Management Planning Committee Terms of Reference cont.

- Municipal Emergency Response Coordinator
- CFA Representative
- Municipal Fire Prevention Officer (MFPO)
- VICSES Representative
- Police Representative
- Ambulance Representative
- Department of Human Services Representative
- Australian Red Cross Representative
- Latrobe Regional Hospital Representative
- Department of Education & Training (DET)
- Gippsland Water
- Vic Roads
- Department of Environment, Land, Water, Planning (DELWP)
- Environment Protection Authority (EPA)
- Representative from Central Gippsland Essential Industries Group (CGEIG)
- AusNet Services
- Telstra
- Salvation Army
- Chairpersons of sub-committees/representatives responsible for Functional Areas
- LEAP committees
- Community representatives
- WGCMA
- WICEN
- St John Ambulance

Membership of the MEMPC is reviewed on an annual basis by the Municipal Emergency Coordinator to ensure continuing relevance to Latrobe City community.

### **Chairperson/Executive Officer Support**

A member of the Committee will be elected as Chairperson.

Election of chairperson will be held at the first meeting of every year.

Term of office will be 12 Months.

An officer of Latrobe City will provide administrative support. Meeting notes will be circulated by email.

### **Attendance at meetings**

Members are required to register a formal apology with Latrobe City officers.

Members are to sign in, on attendance sheet at meetings, members to update contact details on the sign in sheet if there are changes to contact details.

### **Decision Making**

Decisions of the Committee will normally be taken by consensus

# Appendix B

## Latrobe City Municipal Emergency Management Planning Committee Terms of Reference cont.

### **Invited guests**

The Committee may from time to time invite guests to attend a meeting to contribute to its operations.

### **Working Groups/sub committees**

The Committee may establish Working Groups/ Sub Committees as necessary to fulfil its objectives.

### **Delegations and responsibilities**

Members are required to take appropriate actions to ensure they represent the views of the organisations, agencies, groups and communities that they represent.

Matters arising that require action prior to the next scheduled meeting of the Committee will be the responsibility of the Actioning Officer or Sub Committee member as identified in the meeting notes.

### **Frequency of meetings**

The Committee will normally meet at least four times per calendar year, or more frequently as required to review significant new risks within the Municipal Footprint.

Meetings will commence at 10.00am and finish at 12.00noon.

### **Request for special meetings**

A member of the MEMPC may request an unscheduled meeting through the MERC, MERO or MRM on identifying the reason for this.

### **Reporting**

The Committee will report through the Chair and the MERO to Council on agreed actions and as identified in the minutes.

The Agency Reporting Template is to be forwarded prior to the committee executive support prior to each meeting for inclusion in the minutes.

(The Chair and/or MERO will report to Council agenda items one week prior to all MEMP meetings. The Emergency Management Support Officer will fill out and return to Councillor and Mayoral Support the Assembly of Councillors form immediately after each meeting.)

All agency reports are to be forwarded to the Emergency Management Support Officer at least one week prior to each meeting, on the standard report template provided.)

# Appendix B

## Latrobe City Municipal Emergency Management Planning Committee Terms of Reference cont.

### **Venue for Meeting**

Meetings will normally take place at Latrobe City Traralgon Service Centre, Kay Street Traralgon.

### **Review**

The Municipal Emergency Management Planning Committee may review these Terms of Reference as required.

The content of the relevant sections of the Council adopted Municipal Emergency Management Plan and relevant Recovery Sub Plan will be reviewed annually or after activation of these plans.

### **Municipal Emergency Coordination Centre Standard Operating Procedures**

The Municipal Emergency Coordination Centre Standard Operating Procedures are now contained within the "Practice Note – Operation of a Municipal Emergency Coordination Centre" as produced by the Office of the Emergency Services Commissioner, June 2010

A copy of this document is held by Latrobe City MERO and MERC.

### **Operation of a municipal emergency coordination centre**

Operation of a municipal emergency coordination centre (Word - 2.4MB) provides best-practice advice and guidance to councils and emergency management practitioners when establishing and operating a municipal emergency coordination center. It aims to provide a level of consistency in municipal emergency coordination center operations within Victoria, which will help councils to assist each other in emergency events when required. The information in the practice note is based on the collective experience of many councils that have undergone emergencies.

# Appendix C

## Special Plans and Arrangements

Some special contingency plans have been developed to address recognised municipal issues. Copies are held and maintained by the Controlling authority listed at the relevant threat.

THREAT	CONTROL AUTHORITY	TELEPHONE
Fire	CFA	000
Regional Flood Plan	VICSES	132 500
Traralgon Creek Flood Plan	VICSES	132 500

### Evacuation Plans

Special plans addressing the issues of evacuation have been developed for all the primary and secondary schools within Latrobe City. They are responsible for the preparation and amendment of their respective plan.

All local hospitals are responsible for the development and maintenance of their evacuation plans.

Latrobe City in partnership with Victoria Police have developed bushfire evacuation information sheets, produced as part of the Municipal Fire Management Planning process to complement community evacuation planning; this initiative led by Victoria Police in conjunction with Latrobe City Council.

The basis of this information is identified by using the Victorian Fire Risk Register (VFRR) identifying all human settlement extreme to high bushfire risk communities.

Further critical infrastructures in these areas are also included in the Municipal Fire Management Plan.

Critical to the development/implementation of this plan is the involvement of the local communities in validating all information.

Eleven extreme to high bushfire risk communities have been identified and these plan are located with Victoria Police and in Crisisworks.

### Sub Plans/links to Council plans

As mentioned in Part Four, paragraph 5 (PREVENTION/MITIGATION PLANS), other specific special plans have been developed to address hazards which have been identified by the MEMPC.

Copies of these are held as indicated on the following page -

## Appendix C

### Special Plans and Arrangements cont.

CATEGORY	DETAILS	HOLDER
Prevention/Mitigation Subplans	Municipal Fire Management Plan	MFMP
	Municipal Flood Emergency Plan. A Sub-Plan of the Municipal Emergency Management Plan <a href="http://www.ses.vic.gov.au/prepare/your-local-flood-information/latrobe-city-council/Latrobe%20City%20Council%20Combined%20MFEP.pdf">http://www.ses.vic.gov.au/prepare/your-local-flood-information/latrobe-city-council/Latrobe%20City%20Council%20Combined%20MFEP.pdf</a>	SES
	Emergency Management Communications Sub Plan	Latrobe City MERO/MERC
	Pandemic Sub Plan	Latrobe City
	Hazardous Materials Sub Plan	Latrobe City
	Emergency Animal Welfare Sub Plan	Latrobe City
	Heatwave Sub Plan	Latrobe City
	Recovery Sub Plan	Latrobe City
	Mass Vaccination Sub Plan	Latrobe City
	Gippsland Regional Emergency Response Plan	REMPC
	Gippsland Regional Recovery Plan	DHHS
Council Plans and Strategies	Council Plan 2017-2021	Latrobe City
	Vision 2026 Advocacy and Partnership pg 37	Latrobe City
	Living Well Latrobe – Municipal Public Health and Wellbeing Plan 2017-2021 (Council webpage)	Latrobe City
	Municipal Strategic Statement (Council webpage)	Latrobe City
	WHO International Safe Communities	Latrobe City
	Community Engagement Strategy	Latrobe City
Environmental/public health plans	Ebola Visit the Department of Health website to view the Ebola Response Plan and for more information. The Department of Health website also contains information on Ebola for health professionals, business, government and the community.	DHHS



# Appendix C

## Special Plans and Arrangements cont.

CATEGORY	DETAILS	HOLDER
Local Emergency Action Plans (LEAPs)	<p>“Since the fires of February 2009, the City has fostered the establishment of a number of community based groups that are promoting emergency preparedness, liaising with emergency agencies, and facilitating the development of Local Emergency Action Plans.”</p> <p>As a result of this process these plans have been developed by the community for the community in preparing for their individual community impacts and by building community resilience.</p> <p>The MEMP committee comprises of interested community members for each of these communities.</p>	Yinnar and Boolarra District

### State, Regional and Municipal Structures

This information can be found in the EMMV page 5.2 which identifies the following structures.

# Appendix D

## Emergency Relief Centres

Three facilities have been identified as possible emergency relief centres and have been assessed and found to be potentially suitable for use in times of emergency. Careful consideration must be given to the prevailing circumstances and number of people needing assistance when selecting a site or sites.

These facility locations are identified in the Gippsland Emergency Relief Centre Standard Operating procedures.

A copy of this document is held by Latrobe City MERO, MRM and MERC.

### **Relief Centre Details**

**Restricted Distribution**

# Appendix E

## Risk Analysis

### Community Emergency Risk Management

#### Introduction

In planning for the reduction of emergency-related risks, Latrobe City will endeavour to create a safer environment by identifying, analysing, assessing risks and recommending treatment options by application of a community emergency risk management process which employs the generic guidelines of AS/NZS ISO 31000.

Through the emergency risk management process, communication with stakeholders was enhanced through meetings, the distribution of meeting minutes and information sessions. The City of Latrobe recognises that this process may lead to suggested risk treatments that may affect social, political, and economic and/or the environmental aspects of the community. Risk treatment options will be considered irrespective of perceived constraints.

The terms of reference for the Municipal Emergency Management Planning Committee are to identify and consider treatment options for risks that have the potential to become emergencies such incidents that:

- Require action of more than one agency
- Threaten the people, property and environment
- Have the potential to be protracted or to escalate so as to affect the fabric of the community

#### Review Process

With this in mind, the emergency risk management process will be continually reviewed by the Municipal Emergency Management Planning Committee via the Risk Review Subcommittee on an annual basis. This is a broad risk assessment group which includes representatives from the relevant response agencies together with specialist agencies as required.

The review will be undertaken annually or, where a significant new risk has emerged, immediately. The risk assessment process is consistent with the following:

- AS/NZS ISO 31000
- AS/NZS Risk Management Standard 4360:2004
- EMA Applications Guide, and
- VICSES CERA process
- Victorian Fire Risk Register VFRR process

The Risk Review Committee will meet to review all council's risks in line with the implementation of the new CERA and ISO 31000 process.

# Appendix E

## Risk Analysis cont.

### Risk Treatment

Implementation of the original recommendations contained in the Municipal Workbook has been since supported by simplification of the associated documentation. The result is in accordance with VICSES recommendations with regard to document format as contained in the attached Action Plans.

These Action Plans enable an identified and prioritised list of treatment strategies which ensure maximum synergies and minimise duplication of activities. In addition they provide a systematic record of treatment strategies including responsibilities for their implementation.

### References

The risk assessment process has explored and utilised a range of data in risk identification and vulnerable group needs analysis. Some of these are detailed below:

- Latrobe City community database
- CFA risk advice
- VICSES risk advice
- Bureau of Meteorology
- West Gippsland Catchment Management Authority
- Central Gippsland Essential Industries Group
- Australian Bureau of Statistics – demographic analysis
- Community consultation – Traralgon/Narracan Creek flood planning
- Vulnerable groups/agencies
- Integrated Fire Management Planning
- Victorian Fire Risk Register

Latrobe City Council in cooperation with Local Emergency Action Planning Committees are in the process of trialing a risk management tool to assist at the local level in identifying community based risks.

This information will be used to inform the CERA process.

# Appendix E

## Risk Analysis cont.

LATROBE CITY COUNCIL

MUNICIPAL EMERGENCY MANAGEMENT PLAN

PART 5: RISK MANAGEMENT

2016 Annual Review

Review Conducted By Latrobe City MEMPC Risk Sub Committee

Version 0.1

Last Amended 22-02-2016

Version Control

Major changes to this section must be approved and authorised by the Municipal Emergency Management Planning Committee (MEMPC) and referred to Council for consideration.

The record below is to be completed by the person making the amendment(s) and they are to ensure that it accurately reflects all changes/additions/amendments made and that they are properly referenced. Each new page will have a revision number and date of issue printed on it.

Date	Version	Page	Description	Amended by
22-02-2016	V1.0	ALL	Complete update following recommendations made by the MEMPC Risk Sub Committee post audit CERA review conducted at LCC Traralgon Offices on 22FEB16	Ken Bodinnar

The rest of this page is left blank to allow for future amendments.

# Appendix E

## Risk Analysis cont.

### Contents

Version Control	2
1.0 INTRODUCTION	4
1.1 The role of the Council and members of the MEMPC	4
1.2 Risk Assessment	4
1.3 Development of Sub-Plans	5
1.4 Risk Review	6
1.5 Treatment Plans	7
1.6 Community engagement and awareness	8
1.7 Monitoring and Review	8



# Appendix E

## Risk Analysis

### 1.0 INTRODUCTION

The underlying guiding principle which drives risk mitigation at all levels is the protection and preservation of life, property and the environment. The process used is emergency risk management. This process aims to reduce risks within a community. This can be done by identifying the risks that a community faces, assessing the vulnerability of the community to those risks and provides options to reduce or eliminate the identified risks.

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

To complement the emergency risk management process, the MEMPC undertakes risk assessment reviews to identify existing and potential risks. An 'all hazards' approach is used to ensure all potential hazards are identified.

A community emergency risk management review based on Australian/New Zealand Standard ISO 31000:2009 Risk Management – Principles and Guidelines is undertaken with input requested of all the MEMPC membership annually via the Risk Sub Committee which is currently using the CERA (Community Emergency Risk Assessment) program. It addresses context, community profile, vulnerable elements, risk identification, analysis and rating, culminating with a range of suggested treatment/control options for each risk. The process is fully documented and the recommended control options are presented to the responsible agencies for consideration and action.

All documentation relating to this process is stored on/in the Council's electronic records management system and on CrisisWorks.

### 1.1 The role of the Council and members of the MEMPC

Latrobe City Council recognises it has a key role in prevention and mitigation activities to reduce the risk, or minimise the effects, of emergencies that may occur in the area. Council's enforcement and continued reviewing of existing policies in land use, building codes and regulations, and urban planning, along with the various agencies responsible for prevention activities throughout the community, combine to ensure that all measures possible are addressed to reduce the likelihood of an emergency. The Municipal Emergency Management Planning Committee (MEMPC) also plays a role in prevention by identifying potential hazard areas, providing advice and developing risk reduction and treatment strategies.

### 1.2 Risk Assessment

The process used in the development of this plan is the Community Emergency Risk Assessment Tool (CERA), based on ISO 31000, a global risk management standard.

CERA is designed to take an "all hazards approach" and to focus on those emergency risks that have the most significant potential to impact the community and where the MEMPC

# Appendix E

## Risk Analysis cont.

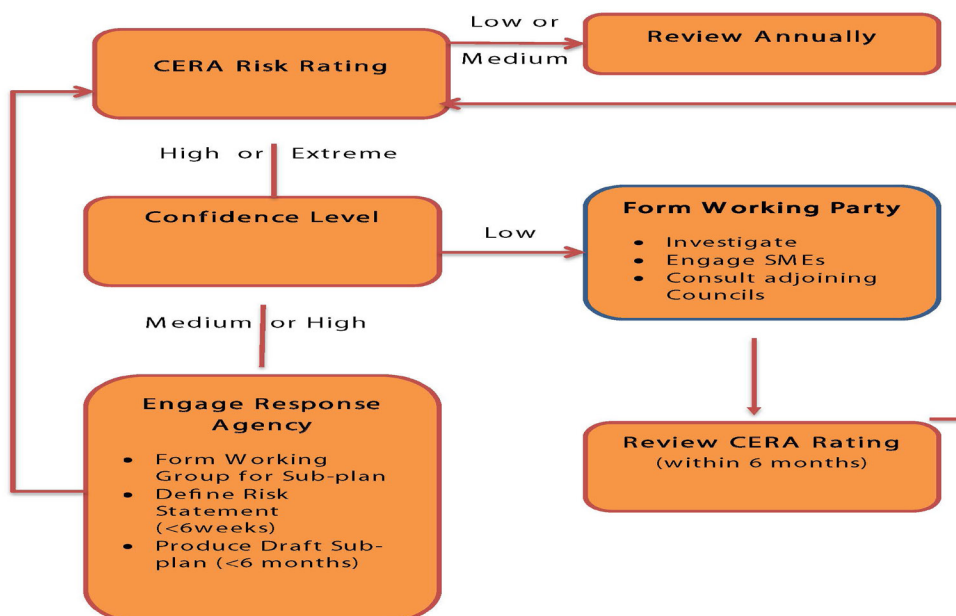
can play a practical and impactful role in better mitigating the risk and/or monitoring the controls in place to address them. The intended outcome of this process is the development of risk reduction strategies that enhance personal safety and security within the Latrobe City Council.

The CERA approach combines hazard information and intelligence from a number of sources, including subject matter experts and the community, to gain a clear understanding of the elements that define 'risk' within a specific area. The CERA program generates an overall risk rating low through to extreme and a risk confidence level of low to high.

### 1.3 Development of Sub-Plans

Any risk which receives a High or above rating should have a response Sub plan developed in a timely manner. The process for the addition of a new response sub plan will be as per the following flow chart. All sub plans will be reviewed every three years.

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



# Appendix E

## Risk Analysis cont.

### 1.4 Risk Review

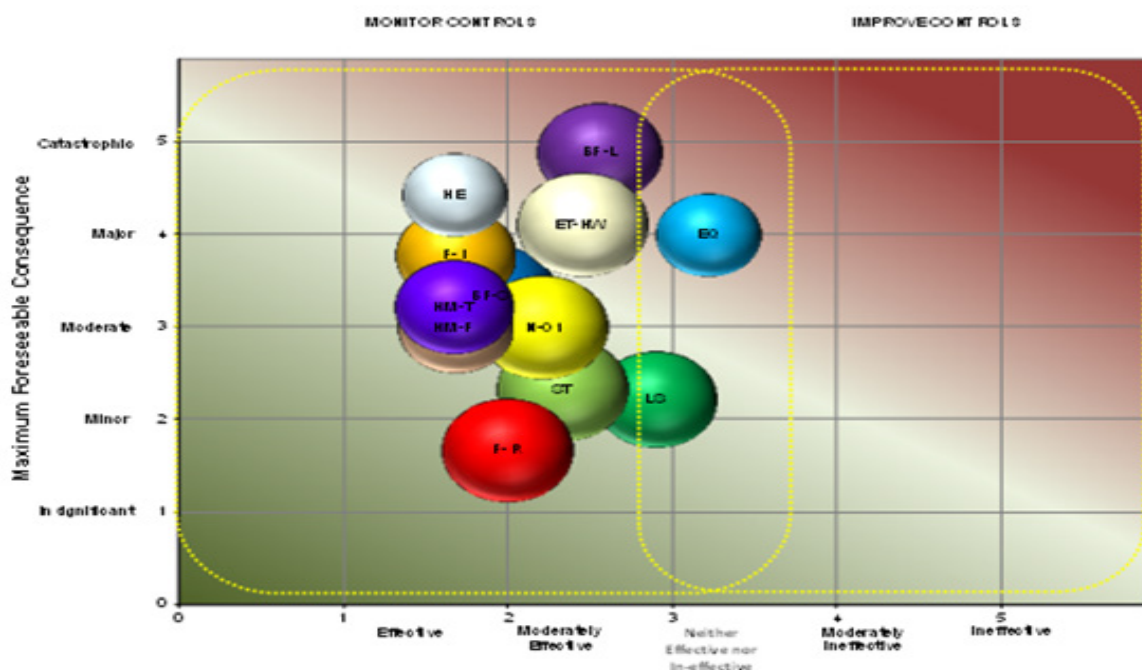
In February 2016, a risk assessment working group was convened to review existing risks identified by previous risk reviews and to identify any new risks using the CERA standard list of hazards. The working group comprised MEMPC members, subject matter experts and representatives of the community.

Twelve hazards were identified for review, which were then presented by the subject matter experts to the CERA Working Group. Subject matter experts provided their specialist knowledge/data/evidence to inform the Risk Review Working Group about the risk, identify contributing factors, impacts and possible improvement opportunities. This information was used to support decision making to prioritise and rank the risks.

Latrobe City Council			
22 February 2016			
Code	Risk	Ratings Confidence	Residual Risk Rating
BF-L	Bushfire - large, regional	High	High
BF-S	Bushfire - small, isolated	High	High
EQ	Earthquake	Med	Medium
LS	Landslip	Med	Medium
ST	Storm	High	Medium
N-O1	Flood	High	Medium
F-I	Fire - industrial	High	High
F-R	Fire - Residential	High	Medium
HM-F	Hazardous Materials Release - from	High	Medium
HE	Human Epidemic / Pandemic	High	High
ET-HW	Extreme Temperatures - Heatwave	High	High
HM-T	Hazardous Materials Release - In tra	High	High
		Select	
		Select	
		Select	
		Select	
		Select	
		Select	
		Select	
		Select	

The completed CERA Risk Workbook file is located in F/: Emergency Management and in Crisisworks.

Community Emergency Risk Assessment (CERA) Heat Map



# Appendix E

## Risk Analysis cont.

### 1.5 Treatment Plans

The following treatment plans have been developed in relation to several of these identified hazards or sources of risk.

- Municipal Fire Management Plan
- Municipal Flood Emergency Plan
- Municipal Pandemic Plan
- Municipal Heatwave Plan

To ensure preparedness in relation to the identified hazards in Latrobe City, the following plans works and activities are in place to reduce the impact of, and prepare for, emergency situations these hazards may cause for residents and visitors of Latrobe City Council.

- Latrobe City Council Business Continuity Plan
- Latrobe City Council MECC Operating Procedures
- Latrobe City Emergency Relief Centre Standard Operating Procedures
- Latrobe City Municipal Public Health and Wellbeing Plan - Includes treatment strategies for health related risks

### 1.6 Community engagement and awareness

The ability of a community to respond to an emergency situation and in turn recover from the effects of an emergency will depend on the attitude of the people affected. Obtaining the preferred response from people during emergencies will require community education and awareness programs to be implemented for this purpose. Latrobe City Council and the Municipal Emergency Management Planning Committee (MEMPC) will support and promote appropriate prevention and awareness programs within the municipality. The MEMPC has already committed to engaging with community on strategic planning, including inviting community representatives to be an active part of the emergency risk assessment process and to be involved in the MEMPC committee.

### 1.7 Monitoring and Review

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

This process will be administered by the MERO and SES representative at MEMPC meetings and, if required, an updated draft plan will be presented to the MEMPC for endorsement.

Sub plans have their own review processes which are coordinated by Council's Emergency Management Coordinator with support from relevant Working Groups assigned responsibility for the plan review (refer to section 7 of the MEMPC on MEMPC and Sub-Plans review schedules).

# Appendix F

## Distribution List

Updates to the MEMP will be emailed to all members of the MEMPC and saved to Crisisworks with dates and version controls included as identified in agenda and minutes.

ISSUED TO	COPIES HELD	SOFT COPY	HARD COPY
MECC	TWO		•
Latrobe City Council	ONE		•
Ambulance Service Victoria	TWO	•	
Australian Red Cross	ONE	•	
Baw Baw Shire Council	ONE	•	
Country Fire Authority	THREE		•
- District 27	ONE		•
- Traralgon (Urban Fire Brigade)	ONE		•
- Morwell (Urban Fire Brigade)	ONE		•
Department of Environment, Land, Water and Planning	ONE	•	
Department of Health & Human Services	TWO	•	
Gippsland Water	ONE	•	
Victoria Police - Morwell, Traralgon, Moe	THREE	•	
Regional Emergency Management Coordinator	ONE	•	
Municipal Emergency Management Coordinator	ONE	•	
Municipal Emergency Resource Officer	ONE	•	
Municipal Recovery Manager	FOUR	•	
Origin Energy	ONE	•	
Spare Copies	THREE	•	
St John Ambulance	ONE	•	
Telstra	ONE	•	
AusNet Services	ONE	•	
Vic Roads	ONE	•	
Victoria Police Headquarters	ONE	•	
Victoria State Emergency Service - Regional HQ	ONE	•	
Victoria State Emergency Service - Morwell Unit	ONE		•
Victoria State Emergency Service – Moe Unit	ONE		•

Total number of copies for distribution	39
Copy emailed to State Library	1

# Appendix G

## Amendment History

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	2	17 October 2002
PART 3 - MANAGEMENT ARRANGEMENTS	1	"
	2	1 May 2000
	3	2 August 1999
	4	1 May 2000
	5	8 December 1997
	6	17 October 2002
	7	1 April 2003
	8	1 May 2000
	9	"
	10	8 December 1997
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	12	November 2009
Additions to MEMP Committee	8	29 September 2010
Municipal Fire Management Planning Committee sub comm.	8	29 September 2010
Alternative MECC changed to Loy Yang Power	14	29 September 2010
MERC and RERC		9 September 2011
PART 4 - PREVENTION ARRANGEMENTS	1	"
	2	"
Neighbourhood Safer Places Inserted	17	July 2010
PART 5 - RESPONSE ARRANGEMENTS	1	17 October 2002
	2	1 May 2000
PART 6 - RECOVERY ARRANGEMENTS	1	8 December 1997
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	6	"
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	Pages 1-7	30 April 2008
	Pages 1-7	29 May 2009
	Pages 1-7	15 June 2011
	Pages 1-7	2nd September 2011
	Pages 1-7	13 August 2012
	Pages 1-7	10/06/2013
	Pages 1-7	05/08/2014
	Pages 1-7	21/11/2014
APPENDIX A - MAPS	1	8 December 1997
APPENDIX B - MECC STANDING OPERATING PROCEDURES	1	1 April 2003
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APPENDIX C - SPECIAL PLANS AND ARRANGEMENTS	1	17 October 2002
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APPENDIX D - EMERGENCY RELIEF CENTRES	1	4 February 2003
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APPENDIX F - DISTRIBUTION LIST	1	30 June 2004
	1	30 June 2005
APPENDIX G - HAZARD RATING SCHEDULE	Pages 1-3	1 April 2003
APPENDIX H - COMMUNITY EMERGENCY RISK MANAGEMENT - CERA	Pages 1-97	4 December 2000
		(Pg nos. 3,5,14,28, 55,58,67,70&94 amended 01/04/03)
		30/06/2014
		12/04/2016
CERA		30 June 2016
	Pages 1-62	22 February 2005
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SUB COMMITTEE DIAGRAM	1	Novmeber 2009

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	2	1 May 2000
PART 6 - RECOVERY ARRANGEMENTS	1	8 December 1997
	2	17 October 2002
	3	"
	4	1 May 2000
PART 7 - SUPPORT ARRANGEMENTS	Pages 2-4	17 October 2002
	1	1 April 2003
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	7	17 October 2002
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	Pages 1-7	2nd September 2011
	Pages 1-7	13 August 2012
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	Pages 1-7	05/08/2014
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	3	27 July 2005
APPENDIX D - EMERGENCY RELIEF CENTRES	1	4 February 2003
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		(Pg nos. 3,5,14,28, 55,58,67,70&94 amended 01/04/03)
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		12/04/2016
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APPENDIX K – NEIGHBOURHOOD SAFER PLACE SIGNS	55	July 2010
Total Plan Pre audit review by MEMPC	All	6th September 2011
Total Plan Pre audit review by MEMPC	All	2nd September 2014
Total Plan Pre audit review by MEMPC	All	25th November 2014
Total Plan Pre audit review by MEMPC		22nd December 2014
Total Plan Pre audit review	All	24 July 2015
APPENDIX E – RISK ANALYSIS	61	12 April 2016
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Part Three and Four – Review and adopted by committee		4 September 2017
Part Five – reviewed and adopted by committee		6 March 2018
APPENDIX M – Training and meeting schedule	91	01 May 2018
APPENDIX H Contact List updated	79	01 May 2018
APPENDIX C – Special Plans and Arrangements	56	16 May 2018
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## Appendix H

# Municipal Emergency Management Planning Committee Contact Directory

**Restricted Distribution**

# Appendix H

## Municipal Emergency Management Planning Committee Contact Directory

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# Appendix H

## Municipal Emergency Management Planning Committee Contact Directory

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## Municipal Emergency Management Planning Committee Contact Directory

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# Appendix H

Municipal Emergency Management Planning Committee Contact Directory

Immediate Contact List for Emergency Activation

**Restricted Distribution**

# Appendix H

Municipal Emergency Management Planning Committee Contact Directory

Radio and Television Communications Contacts

**Restricted Distribution**

# Appendix H

## Municipal Emergency Management Planning Committee Contact Directory

### Agency Satellite Phones

**Restricted Distribution**



# Appendix H

## Municipal Emergency Management Planning Committee Contact Directory

### Counselling and Other Services

**Restricted Distribution**

# Appendix H

## Municipal Emergency Management Planning Committee Contact Directory

### LEAPS and CBEMS Contacts

**Restricted Distribution**

# Appendix H

Municipal Emergency Management Planning Committee Contact Directory

Gippsland Council Contacts

**Restricted Distribution**

# Appendix H

## Municipal Emergency Management Planning Committee Contact Directory

**Restricted Distribution**

# Appendix H

## Municipal Emergency Management Planning Committee Contact Directory

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# Appendix I

## Municipal Emergency Management Committee and Sub Committee

<b>Municipal Emergency Management Committee.</b>	<b>Recovery Sub Committee</b>	<b>Communication Sub Committee</b>
Police MERC Latrobe Council MERO, MRM DHHS SES CFA DELWP DET Gippsland Water CGEIG Vic Roads V/Line Rural Ambulance Telstra Red Cross AusNet Services Salvation Army EPA Victoria Community members	Latrobe Council MRM DHHS SES Red Cross DELWP Dept of Health Lifeline Latrobe Community Health Salvation Army Centrelink Community members	Police MERC Latrobe Council MERO Council Media Rep. DHHS SES Red Cross / RECOM WICEN CFA
<b>Flood Plan Sub Committee</b>	<b>Municipal Fire Management Committee</b>	<b>Heatwave Sub Committee</b>
Latrobe Council MERO VicPol Red Cross WGCMA DHHS SES Community Reps	CFA DELWP HVP Plantations MFPO EMV VicPol	Latrobe City DHHS Red Cross
<b>Pandemic Sub Committee</b>	<b>Mass Vaccination Sub Committee</b>	<b>Hazardous Materials Sub Plan</b>
Latrobe City DHHS	Latrobe City	

# Appendix J

## Neighbourhood Safer Places - Places of Last Resort

The locations of Latrobe City's Neighbourhood Safer Places – Places of Last Resort that have been designated are:-

- Boolarra Memorial Hall, Cnr Tarwin & Christian Sts, Boolarra 3870.
- Yinnar Primary School, Main Street, Yinnar 3869

Council will need to identify additional places as NSPs by 31 May each year.

The CFA will certify the NSP, then Council will assess the site against Council criteria no later than 30 June each year.

To designate a site the CFA & Council reports will be passed by the MEMPC committee, before going to Council for designation before 31st July each year.

The MFPO must provide an up-to-date list of NSPs to the CFA no later than 30 September each year.

NSPs should be established by 30 October each year.

NSPs must be inspected prior to 31 August each year and monthly in the Declared Fire Season.

All NSP sites that have been established must be displayed on the Latrobe City Council web page and amended in the Municipal Emergency Management Plan and the Municipal Fire Prevention Plan.

Signage must be erected at the NSP site. – Copy of signs in **Appendix K**

Plan available on Latrobe City Council web page <http://www.latrobe.vic.gov.au/Emergency/>



# Appendix K

## Neighbourhood Safer Places - Places of Last Resort - Signs



### WARNING

THIS DESIGNATED NEIGHBOURHOOD SAFER PLACE (NSP) IS A PLACE OF LAST RESORT DURING THE PASSAGE OF A BUSHFIRE. WHILST IT MAY OFFER SOME PROTECTION FROM BUSHFIRE, THE SAFETY OR SURVIVAL OF THOSE WHO ASSEMBLE HERE IS NOT GUARANTEED.

BEFORE DECIDING TO HEAD TOWARDS, OR ENTER, THIS NSP IN THE EVENT OF BUSHFIRE, BE AWARE THAT:

- MANY HOUSES MAY OFFER BETTER PROTECTION THAN THIS NSP
- TRAVELLING TO THIS NSP WHEN THERE IS BUSHFIRE CAN BE EXTREMELY DANGEROUS. THERE IS NO GUARANTEE THAT YOU WILL BE SAFE DOING SO
- THIS NSP MAY NOT PREVENT DEATH OR INJURY FROM FIRE, EMBERS OR RADIANT HEAT WHEN YOU GET HERE
- YOU SHOULD ONLY USE THIS NSP WHEN YOUR PRIMARY BUSHFIRE PLAN HAS FAILED OR CANNOT BE IMPLEMENTED
- THIS NSP ONLY HAS LIMITED CAPACITY
- THERE IS NO GUARANTEE THAT CFFA OR OTHER EMERGENCY SERVICES WILL BE PRESENT AT THIS NSP DURING A BUSHFIRE
- NO FACILITIES ARE PROVIDED FOR PEOPLE WITH SPECIAL NEEDS, INCLUDING THOSE REQUIRING MEDICAL ATTENTION
- THIS NSP MAY BE UNCOMFORTABLE AND NO AMENITIES SUCH AS FOOD AND DRINKS WILL BE PROVIDED
- THERE IS NO PROVISION FOR ANIMALS

VICTORIAN BUSHFIRE INFORMATION LINE - 1800 240 667

# Appendix L

## Vulnerable Person register/Vulnerable Facilities Register

**Vulnerable Person Register access available to approved persons via Crisisworks.**

# Appendix M

## Meeting Schedule

**Restricted Distribution**

# Appendix M

## Training Schedule

**Restricted Distribution**

