MUNICIPAL EMERGENCY MANAGEMENT PLAN

ISSUE 5.0: **LAST UPDATED – October 2017**

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AMENDMENT DETAILS

Please note: Amendments dated August 2011 – November 2015 (Issue No. 1 to 4) are available from Buloke Shire Council.

Issue No.	Page No.	Description	Date	Amendment details
1	All	Total re-issue	August 2011	Full review and format of document
2	All	Total re-issue	July 2012	Update contact information and review format of document
3	All	Total review	October 2014	Revised document adopted by Council
3 (Rev2)	All	Total review	February 2015	Minor amendments and format of entire document
3 (Rev3)	All	Total re-issue	April 2015	Minor amendments and format of entire document
4	All	Total re-issue	November 2015	Full review and format of documents
4 (Rev1)	All	Total re-issue	April 2016	Amends Part 1 – Audit Certificate, Part 5 – Response Arrangements, Part 6 – Relief Arrangements, Part 7 – Recovery Arrangements Amends Appendix B – Special Plans and Arrangements, Appendix D – Distribution List, Appendix P – Municipal Heat Health Plan, Appendix Q – Municipal Emergency Relief Plan, Appendix R – Municipal Blue-green Algae Management Plan, Appendix S – MEMPC Contact list, Appendix T – Buloke Aerodrome Emergency Management Procedures Manual
4 (Rev2)	All	Total re-issue	July 2016	Full review and format of documents
5	All	Total re-issue	November 2017	Full review and format of documents

FOREWORD

Disasters and emergencies are a fact of life. The economic and social effects of these events can range from minor to extreme. Loss of life, destruction of property and dislocation of communities and families are some of the outcomes that can and do occur, despite all efforts to minimise risk.

A clear plan including an understanding of roles, responsibilities and actions in an emergency will assist in maximising the positive impact of response and recovery activities and reducing the likelihood of avoidable negative outcomes. Hazards exist within all communities whether they are recognised or not.

The Buloke Shire Council (**Buloke**) Municipal Emergency Management Plan (**MEMP**) has been produced pursuant to Section 20(1) of the Emergency Management Act 1986 and the Emergency Management Act 2013. This MEMP addresses the prevention of, preparation for, response to and recovery from emergencies within the Buloke Shire Council. The MEMP is the result of the co-operative efforts of the emergency management planning committee and assistance from Victoria State Emergency Service North West Regional Headquarters and recognises the previous planning activities of the municipal area.

PART ONE - INTRODUCTION

1.1. MUNICIPAL ENDORSEMENT

This Plan has been produced by and with the authority of the Buloke Shire Council pursuant to Section 20(1) of the *Emergency Management Act* 1986.

The Buloke Shire Council 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 cooperative efforts of the Municipal Emergency Management Planning Committee after consultation with those agencies and organisations identified therein.

The Plan was originally adopted by the Buloke Shire Council in 1995.

The Plan was reviewed and amended, with adoption by Council on 11 August 2010.

The Plan was reviewed and amended, with adoption by Council on 8 October 2014.

The Common Seal of the
Buloke Shire Council
was hereunto affixed this

8th ..... day of

October 2014 .....

approving and adopting this plan.

BULOKE SHIRE COUNCIL
THE COMMON SEAL OF
1995

In the presence of

..... Chief Executive Officer.

..... COUNCILLOR ~~Mayor~~

1.2. AUDIT CERTIFICATE

Certificate of
Audit

THIS IS TO CERTIFY THAT THE
MUNICIPAL EMERGENCY MANAGEMENT PLAN OF

Buloke Shire Council

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

"Complying with the Guidelines"

Trevor White
Chief Officer, Operations

25 February 2016
Date

1.3. AIM

The aim of this MEMP is to detail agreed multi-agency arrangements for the prevention of, preparedness for, response to, and recovery from emergencies that could occur in the Buloke Shire.

As custodian of the MEMP, Buloke acknowledges the linkages between it and other plans and strategies including:

- Buloke Emergency Management Framework
- Municipal Fire Management Plan
- Municipal Flood Emergency Plan
- Municipal Emergency Management Influenza Pandemic Sub-Plan
- Municipal Emergency Management Heat Health Plan
- Municipal Blue-green Algae Management Plan
- Municipal Emergency Relief Plan
- Emergency Relief Centre Arrangements
- Buloke Shire Council Neighbourhood Safer Places (NSPs) Plan
- Municipal Public Health and Wellbeing Plan
- Domestic Animal Management Plan
- Community Safety Strategies
- Municipal Planning Scheme
- Major event management plans
- Flood and drainage management plans
- Business continuity plans
- Municipal Risk Register
- Building Code of Australia
- Loddon Mallee Regional Strategic Fire Management Plan
- State Emergency Response Plan (Victoria)
- State Emergency Relief and Recovery Plan (Victoria)

1.4. OBJECTIVES

The objective of this MEMP is to document the outcomes of emergency planning undertaken by the Buloke Shire Council Municipal Emergency Management Planning Committee (**MEMPC**) and in doing so, reflect:

- Hazards and risks that may impact upon the municipality;
- Implementation of measures to prevent or reduce the causes and/or effects of emergencies;
- Manage arrangements for the utilisation and implementation of municipal resources in response to emergencies;
- Management support that may be provided to or from adjoining municipalities;
- Strategies to assist affected communities to recover following an emergency; and
- Other local, regional and state planning emergency arrangements.

PART TWO - BACKGROUND

2.1 AREA CHARACTERISTICS

- The Buloke Shire covers an area of 8,001 square kilometres in the North-West of Victoria, and is serviced by five main townships being Sea Lake, Wycheproof, Charlton, Donald and Birchip. Smaller townships within the municipality are Nandaly, Berriwillock, Culgoa, Nullawil and Watchem.
- The area is well known for its dry land farming including sheep, wheat, barley, canola and chick peas set on relatively flat undulating plains (excluding the Charlton and Barrakee hills area, the majority of it having been cleared for primary production purposes.
- The Shire encompasses a number of lakes located at Tchum Lake, Watchem Lake, Green Lake, Lake Wooroonook and Lake Tyrrell Lake all used for recreational activities. In addition to these Lakes is Lake Buloke which is a duck habitat and hence attracts a large number of shooters on duck opening and during the season. The South East corner of the Shire consists mainly of hilly country, from which extensive rainfall runoff feeds the Avoca River system, which includes the Lalbert and Tyrrell Creeks. There are numerous road flood ways both on the Calder Highway, Main and Local roads, which are flooded by these stream flows. The Donald area of the Shire is also affected by flood flows of the Avon Richardson River. This area is identified as the "wedge shape" being bound by the Donald Stawell road and Sunraysia Highway, with the Laen Cope Cope road closed for up to 3 months. The area is well serviced by a good network of roads, with the Sunraysia and Calder Highways being the main North-South links.
- Average rainfall is in the range of 280 - 550mm per year, with mild to hot summers and occasional frosts during winter.
- Neighbouring Councils are Gannawarra, Loddon, Northern Grampians, Yarriambiack, Mildura and Swan Hill.
- Calder Highway, starts at Melbourne, runs through Charlton, Wycheproof, Nullawil, Culgoa, Berriwillock, Sea Lake and Nandaly within Buloke Shire and continues through to Mildura.
- Sunraysia Highway starts at Ballarat, runs though Donald, Watchem and Birchip within Buloke Shire and joins the Calder Highway south of Ouyen.
- Korong Vale to Kulwin rail line passes through various townships within Buloke, terminating at Sea Lake. Mildura rail line runs from Ballarat in an approximate north/north-westerly direction to Mildura.
- Sealed airstrips are located at Birchip, Charlton and Donald with grassed strips at Sea Lake, Wycheproof, Birchip and Donald.

Topography[1]

- Bordered by the Murray corridor to the North, Northern County to the East, Wimmera to the South/South-West and the Mallee to the West/North-West
- Rivers – Avoca and Richardson
- Creeks including Tyrrell, Marmal, Lalbert, Mosquito, Yeungroon, Gowar, Dunmunkle and Haddon; and the North-East floodplains stream
- Lakes and swamps, including
  - Lake Buloke, Lake Wooroonook, Lake Tchum, Green Lake and Lake Tyrrell (recreational use)

[1] Refer to relevant Sub Plans and Special Plans, listed in Appendix B for more detailed information on the flood and fire risks associated with waterways and forest located within the Buloke Shire.

- Little Lake Buloke, Lake Gil Gil, Grassy Lake, Goulds Swamp, Marlbed Swamp and Bull Swamp (high conservation value)

Demography[2]

- Total population – 6,201, living in 3,191 dwellings
- 50.6% Male, 49.4% Female
- 3.7% Unemployment
- Median age – 51 years
- 36.6% population over 65 years
- 1.1% Aboriginal and/or Torres Strait Islander people
- 88.4% residents only speak English
- 62.9% family households, 34.3% sole occupant households, 2.8% group households
- Main townships (population) – Sea Lake (640), Birchip (702), Wycheproof (635), Charlton (1,050) and Donald (1,498). These towns service a rural catchment population of approximately 1,676.
- Smaller townships / hamlets – Nandaly, Berriwillock, Culgoa, Nullawil and Watchem

Maps

A set of detailed maps covered by this Plan can be found in Appendix A. The Manager Emergency and Project Coordination is responsible for provision and maintenance of maps.

2.2. CRITICAL INFRASTRUCTURE

- Water storages (Grampian Wimmera Mallee Water Authority)
- Water Treatment Plants – Sea Lake, Birchip, Wycheproof, Charlton, and Donald (Grampians Wimmera-Mallee Water)
- Charlton hi-voltage power terminal station (Powercor)
- Telephone exchanges – Nandaly, Sea Lake, Berriwillock, Culgoa, Nullawil, Curyo, Birchip, Wycheproof, Lake Marmal, Buckrabanyule, Watchem, Corack East, Wooroonook, Charlton, Yeungroon, Litchfield, Laen, Donald, Donald East, Cope Cope and Coonooer Bridge.
- Sewered towns: Sea Lake, Birchip, Wycheproof, Charlton and Donald (Grampians Wimmera Mallee Water)

2.3. HEALTH SERVICES

- Mallee Track Health and Community Service (Sea Lake Hospital Campus) - 13 flexible care places comprising 9 aged-care beds, 4 acute care beds and 1 urgent care bed
- East Wimmera Health Service (Birchip Hospital Campus) - 8 acute beds and 10 aged care beds
- East Wimmera Health Service (Wycheproof Hospital Campus) - 6 acute beds and 30 aged care beds
- East Wimmera Health Service (Charlton Hospital Campus, Learmonth Street to open in October 2014) – 2 acute beds and 13 aged care beds
- East Wimmera Health Service (Donald Hospital Campus) - 10 acute beds and 12 aged care beds

2.4. EDUCATION SERVICES

- Tyrrell College, Sea Lake (Prep – Year 12)
- Birchip High School (Prep – Year 12)
- Wycheproof P12 College (Prep – Year 12)
- Charlton College (Prep – Year 12)

[2] Australian Bureau of Statistics 2016

- Donald High School
- 5 Primary Schools (Sea Lake, Nullawil, Charlton, and 2 in Donald)
- 5 Pre Schools (Sea Lake, Birchip, Wycheproof, Charlton and Donald)
- Day Care Centres (Sea Lake-2 days per week, Donald-5 days per week, Birchip 2 days per week)

2.5 MAJOR EVENTS

Major public events that may affect emergency management in the municipality, shall be listed (nb. examples below) and separate risk analysis undertaken for each:

- Music festivals
- Sporting events
- Off-road rallies

2.6 HISTORY OF EMERGENCIES

Over the years, the Municipality has experienced only a few emergencies of consequence.

Significant flood events have been experienced in 1870, 1889, 1894, 1909, 1915, 1923, 1933, 1939, 1956, 1964, 1973, 1975, 1981, 1983, 1989, 1993, 1995, 1996, 2010, 2011and 2016.

2011 Flood – a significant proportion of the shire land mass flooded, more than 369 properties inundated including 270 residences, 15 businesses and a hospital. Significant proportions of Charlton and Culgoa townships were evacuated.

Multiple fatality road accident event on the Borung Highway at Donald Swan Hill Road intersection – 2006, 6 people died.

Occurrence of fast moving grass/crop fires is influenced by seasonal conditions. There were six recorded fires of this type during 2016.

On average, 30 structural fires occur in Buloke each year. There have been significant recent droughts in 1944, 1967 and 1982 and ongoing drought which commenced in 2000 to 2010. Mouse plagues in 1977, 1994 caused serious social and economic affects. Locusts throughout the municipality have also caused havoc in 2010.

2.7 VULNERABLE PEOPLE

Vulnerable People in an Emergency

(As assessed by funded agencies supplying services)

A list of vulnerable people in an emergency is available on the State Vulnerable Persons Register (directly available to Police in an emergency situation) and validated every six months by the responsible agency.

This list is maintained by the funded agencies responsible for supplying services and assessing all their clients' vulnerability against the DHHS adopted Vulnerable Persons Guidelines.

The Vulnerable Persons Register is accessible to authorised officers from the MEMPC and Council and is accessible to these officers via the Vulnerable Persons tab on the dashboard of Crisisworks (https://Buloke.crisisworks.com).

The status and accuracy of the Vulnerable Persons Register is monitored by Councils Vulnerable Persons Register authorised Administrator on a regular basis and issues identified are brought to the responsible agencies attention for appropriate action.

List of Facilities where Vulnerable People may reside and or gather on a regular basis.

The DHHS 2012 VPE Policy states:

"Municipal Councils are required to develop and maintain a list of facilities 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 and Human Services and the Department of Education and Training; and*
- *Commonwealth funded residential aged care facilities.*

Municipal Councils should also consider and identify other local facilities or amenities that have vulnerable people situated in them. This will differ dependent on location but would include sites where vulnerable people:

- *frequently meet or gather; and/or*
- *commonly reside.*

Consideration may therefore be given to facilities or amenities such as Senior Citizens Centres or retirement villages, rooming houses and caravan parks where there are long-term residents who are vulnerable (not a primarily tourism based caravan park). Informal, ad-hoc or temporary gatherings of vulnerable people in the community are not required to be included.

Facilities lists are to be included in, or available through, MEMPs and must be accessible to Victoria Police for the purposes of planning, exercising and in the event of an emergency.

Funded facilities are expected to have emergency management plans in place for people residing, staying or situated within facility."

Victoria Police, as the agency responsible for facilitating evacuations, depends on the MEMPs containing such information. The most up-to-date list which includes confidential after hours contact details is available to the Police when required from the MRM.

The list of Vulnerable Individuals Agencies is located at Appendix E of this MEMP and is maintained by the Vulnerable Persons Coordinator. This list contains Office Contact details of Community Service organisations and agencies working with vulnerable individuals and the list of facilities where vulnerable individuals are likely to be situated.

Key identifiers, specific to vulnerability, have been developed within Council's Community Care assessment/review process. Clients assessed as vulnerable may be assisted with development of personal emergency plans and are included on Council's Vulnerable Client list.

PART THREE - PLANNING ARRANGEMENTS

3.1 PLANNING STRUCTURES AND RESPONSIBILITIES

Municipal Emergency Management Planning Committee (MEMPC)

The MEMPC is formed pursuant to Section 21(3) and (4) of the *Emergency Management Act* 1986 to formulate a plan to support emergency prevention, preparation, response and recovery in the Buloke Shire.

The following persons shall make up the MEMPC:

POSITION HELD ON COMMITTEE	ORGANISATION POSITION
Chairperson	Buloke Shire Councillor
Municipal Emergency Resource Officer	Buloke Manager Emergency and Flood Restoration
Deputy Municipal Emergency Resource Officer	Buloke Coordinator Assets Planning & Delivery
Municipal Recovery Manager	Buloke Environmental Health Officer
Deputy Municipal Recovery Manager	Buloke Coordinator Community Services
Municipal Fire Prevention Officer	Buloke Compliance Team Leader
Municipal Risk Management Representative	Buloke Manager Risk and Human Resources
Municipal Transport and Engineering Representative	Buloke Assets Engineer
MOCC Facility Manager	Buloke Environmental Compliance Officer
VicPol-Municipal Emergency Response Coordinator	Officer in Charge – Charlton Police
VicPol Rep/Deputy Municipal Response Coordinator	Officer in Charge – Donald Police (TBC)
North-West Regional VICSES Representative	Regional Officer- Emergency Management
Local VICSES Representatives	Birchip VICSES Controller Wycheproof VICSES Controller
Loddon Mallee Region CFA Representative	Operations Officer – District 18
Local CFA Representatives	Tyrrell CFA Group Officer Buloke West CFA Group Officer Charlton CFA Group Delegate
Medical / Ambulance Representative	Ambulance Victoria - Group Manager (Campaspe Region)
Department Health and Human Services Representative	Emergency Management Coordinator
Medical/Hospital Representative	East Wimmera Health Service – Maintenance Manager (St Arnaud Campus)
Medical/Hospital Representative	Mallee Track Health and Community Service – Director of Corporate Services
Department Environment, Land, Water and Planning Representative	Regional Fuel Management Coordinator
Department Economic Development, Jobs, Transport and Resources Representative	District Veterinary Officer

Vic Roads Representative	Team Leader Routine Maintenance, Northern Region
Australian Red Cross Representatives	Northern Lakes Divisional Operations Officer
Water Management Representative	GWM Water – Mallee Regional Works Coordinator
Victorian Council of Churches – Emergency Management	Regional Coordinator
Salvation Army	Chaplain
St Vincent De Paul	To be confirmed
Aboriginal Victoria	To be confirmed
ADVISORY	**ORGANISATION POSITION**
VicPol – Regional Emergency Management Coordination Representative	VicPol Regional Emergency Management Inspector (Loddon – Mallee Region)

Functional area representatives and others with special expertise, though not permanent members, may be seconded to the Committee from time to time.

The MEMPC during the development of the MEMP has received information and advice from representatives of the following agencies and organisations:

- Ambulance Victoria
- Health and Safety Organisation, Victoria
- Graincorp
- Australian Red Cross
- Hospital Auxiliaries
- Victoria State Emergency Service
- Church Auxiliaries
- Mallee Support & Dev. Group
- Victoria Police
- Country Fire Authority
- Origin Energy
- VicRoads
- Rural Finance Corporation of Victoria
- Department of Education
- Department of Health and Human Services
- Department Environment, Land, Water and Planning
- Department Economic Development, Jobs, Transport and Resources
- Salvation Army
- St Vincent De Paul
- Telstra
- Department of Social Security
- Grampians Wimmera Mallee Water
- Victorian Farmers Federation
- Victorian Council of Churches
- Aboriginal Victoria

The MEMPC will arrange exercising emergency management arrangements/processes and for scheduled review of the parts of the MEMP.

The position of Executive Officer Emergency Management is generally undertaken by Buloke Shire Council's Manager Emergency and Flood Restoration, responsibilities include:

- Preparation and forwarding of agendas to relevant committees and teams
- Recording and dissemination of meeting Minutes
- Monitoring progress of action items
- Actioning and distribution of approved MEMP amendments
- Acting as the MEMP Caretaker and custodian of the planning process.

3.2 MAINTENANCE OF MEMP

Frequency of Meetings:

Meetings will be held on 4 occasions per year these meetings will generally be held on the 1st Friday of the months of February, May, August and October at 12:30 pm in the Charlton District Office (unless alternative venues and dates are agreed upon).

Requests for unscheduled meetings are directed to the MEMPC Chair or the Manager Emergency and Flood Restoration. Following approval, meeting requests will be sent to members of the MEMPC.

Minutes of all meetings must be taken and a copy sent to the Regional Emergency Response Coordinator and Regional Recovery Manager, Department Health and Human Services.

Functional sub Committees, if formed, should meet at least once per year to review and amend their arrangements where necessary.

The Manager Emergency and Flood Restoration is responsible for maintenance of this MEMP.

MEMP Review

Content of this MEMP is to be reviewed:

- annually or after an emergency which has utilised part of this MEMP.
- after the identification of a new risk
- when a major review of, or change to the MEMP is required.

Review of the MEMP will specifically focus on the hazards in Buloke Shire and the contact Directory of the MEMP. Amendments are to be produced and distributed by Buloke as required. See Appendix D for distribution list.

Agencies and organisations delegated with responsibilities in this MEMP are required to notify the Manager Emergency and Flood Restoration of any changes of detail (eg contact details) as they occur. The Manager Emergency and Flood Restoration shall update the contact directory (See Appendix J) as changes occur and a complete review of the contact directory at least annually.

Council's Business Continuity Plan in relation to the emergency management critical function shall be reviewed in line with MEMP reviews.

Testing

Arrangements within this MEMP will be tested on an annual basis. This will be done in a form determined by the MEMPC. Procedural anomalies or shortfalls encountered during exercises, or ensuing operations, will be addressed and rectified at the earliest opportunity and documented by way of report to MEMPC.

3.3 AUDIT

Buloke Shire Council, pursuant to Section 21A of the *Emergency Management Act* 1986, will submit the MEMP to the Victoria State Emergency Service for audit. This audit will assess whether the MEMP complies with guidelines issued by the Minister for Police and Emergency Services.

The Plan will be submitted for audit at least once every three years.

PART FOUR - PREVENTION/MITIGATION ARRANGEMENTS

4.1 THE ROLE OF THE MUNICIPALITY

Buloke recognises it has a key role in prevention and mitigation activities to reduce the likelihood, or minimise the consequences of emergencies that may occur in the area. Council's enforcement and continued review 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 MEMPC also plays a role in prevention by undertaking an Emergency Risk Assessment.

4.2 PREPAREDNESS

Buloke is responsible for coordination of emergency preparedness activities including the Municipal Operations Command Centre (MOCC), Neighbourhood Safer Places (NSPs), Emergency Relief Centres (ERCs), staging areas and staff training. Council is also responsible for maintenance and administration of the MEMP, Municipal Fire Management Plan, Municipal Flood Emergency Plan, Municipal Heat Health Plan, Municipal Influenza Pandemic Plan, Municipal Blue-green Algae Management Plan and Municipal Emergency Relief Plan.

Part 5 (Response Arrangements) identifies the roles and responsibilities of the various organisations and agencies that exist in the municipality and Loddon Mallee region. Each agency's ability to cope with the identified threats was considered during this process.

MOCCs have been identified, along with an alternative in the event that the Primary MOCC should become unserviceable. Likewise, Emergency Relief Centres and Assembly Areas have been determined for use during emergencies.

Council will establish a MOCC for the centralised coordination of municipal operations during significant major emergency events.

4.3 MUNICIPAL EMERGENCY RISK MANAGEMENT PROCESS

To complement the emergency management process and as a means of minimising or eliminating risks within the municipality, the MEMPC is responsible for carrying out an initial assessment and subsequent reviews to identify existing and potential risks.

The planning process is a series of steps resulting in the development, monitoring and reviewing an emergency management plan as a continuous nature of the planning process, as demonstrated below:

The process used was the Community Emergency Risk Assessment (**CERA**) with the first meeting (Session 1) held in May 2014 and subsequent meetings (Session 2) held in 2015 and 2016.

The process is subject to minor reviews annually and will undergo a major review at least once every three years, between audits.

For more detailed information on this process and its outcomes, refer to the Buloke Community Emergency Risk Assessment Workbook held by the MERO.

The progress of implementing treatment options is monitored by the MEMPC through reports provided by the MERO at each meeting.

The arrangements detailed in this plan are put in place to deal with any residual risk(s) that exist after the developed treatment plans have been implemented.

Risks identified are included on Council's Risk Register to allow monitoring and review of Council related mitigation strategies and actions. The review of Council's Risk Register is coordinated by Council's Risk Officer.

The CERA approach combines hazard information and intelligence from a number of sources in order to gain a clear understanding of the elements that define 'risk' within a specific area. These sources include:

- existing 'single hazard' risk assessments (eg the Victorian Fire Risk Register – VFRR, integrated Fire Management Planning – IFMP and Flood Studies)
- new or existing community profile information (eg Part 2 of MEMPs and Census data)
- subject matter experts and local community representatives.

Integral to the success of the process are the in-depth discussions that occur between experts, decision makers and community representatives. The CERA analysis format is designed to promote a collaborative discussion between agencies, experts and community representatives on the ways in which various hazards may affect important assets, values and functions for a defined 'community of interest'. This format enables participants to then identify underlying weaknesses, consequences and long-term impacts that may not have been uncovered if discussed in isolation.

Session 1

A workshop with the MEMPC was convened to identify the hazards they thought posed the most significant threat to the community and assets, values and functions identified as integral to the normal functioning of the community. Subject matter experts were then invited to risk assessments in session 2.

Risks identified:

- major transport accident – large commercial vehicle
- extreme temperatures/heatwave
- flood - major
- exotic animal disease – avian influenza
- exotic animal disease – foot and mouth disease
- insect pest incursion – Australian plague locust
- fast moving grass/crop fire
- human epidemic/pandemic - influenza
- storm
- hazardous materials release – in transport
- structural fire
- non-structural fire

Service disruptions (eg electricity, water, IT communications etc) and resources shortages (eg fuel) were identifies as significant risks but as consequences of other risks and should be included as part of the risk assessment for each of the items listed above, as appropriate.

Session 2

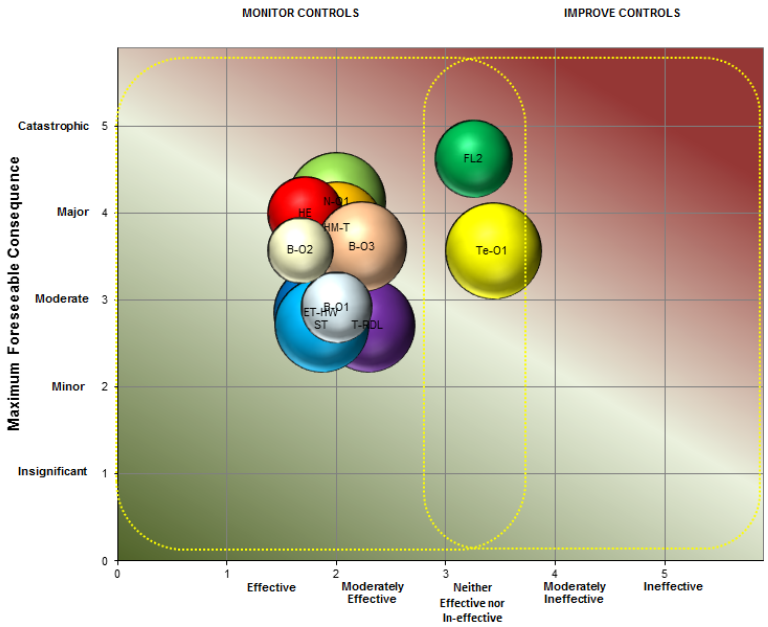
Session 2 workshops included presentations from subject matter experts to:

- describe each hazard and identify how they could occur
- provide a rationale for the hazard (eg historical evidence)
- describe causes and contributing factors
- describe current preventative, detective and response controls in place

The MEMPC undertook a risk analysis for each hazard, identified opportunities for collaboration with other municipalities or state agencies and considered impacts on vulnerable population groups.

The CERA risk assessment process to date, for Buloke identifies residual risks, as follows:

Community Emergency Risk Assessment (CERA) Heat Map



Buloke Shire Council			
2 May 2014			
Code	Risk	Ratings Confidence	Residual Risk Rating
T-RDL	Road Transport Incident - large co	High	High
ET-HW	Extreme Temperatures - Heatwav	High	Medium
ST	Storm	High	Medium
FL2	Flood - Major	High	High
N-01	Fast moving grass/crop fire	High	High
Te-01	Non-structural Fire	High	Extreme
HM-T	Hazardous Materials Release - in t	High	Medium
HE	Human Epidemic / Pandemic	High	Medium
B-03	Insect Pest Incursion - Australian	Med	High
B-01	Animal Disease - Avian Influenza	High	Medium
B-02	Animal Disease - Foot and mouth	High	Medium
SD-W	Service Disruption - Water	Select	
Te-02	Structural Fire	Select	
		Select	
		Select	
		Select	
		Select	
		Select	
		Select	
		Select	

Note: Size of bubble reflects level of residual likelihood

Hazard Category	Hazard Code	Emergency Hazard	Ref Num
Natural Disasters (N)	BF-L	Bushfire - large, regional	
	BF-S	Bushfire - small, isolated	
	EQ	Earthquake	
	FL1	Flood - Moderate	
	FL2	Flood - Major	4
	FL3	Flood - Extreme (probable maximum flood)	
	ET-HW	Extreme Temperatures - Heatwave	2
	LS	Landslip	
	ST	Storm	3
	SS	Storm Surge	
	TO	Tornado	
	TS	Tsunami	
	N-01	Fast moving grass/crop fire	5
	N-02	Other - please specify	
	N-03	Other - please specify	
Transport (T)	T-AC	Transport Incident - Aircraft	
	T-MC	Transport Incident - Marine, Commercial	
	T-MR	Transport Incident - Marine, Recreational	
	T-TR	Transport Incident - Train, Rail	
	T-RDL	Road Transport Incident - large commercial vehicle	1
	T-01	Other - please specify	
	T-02	Other - please specify	
	T-03	Other - please specify	
Human-caused (H)	CD	Civil Disturbance	
	PO	Poisoning	
	TE	Terrorism / Massacre	
	H-01	Other - please specify	
	H-02	Other - please specify	
	H-03	Other - please specify	
Infrastructure (I)	SF-BR	Structural Failure - Bridge	
	SF-BU	Structural Failure - Building	
	SF-D	Structural Failure - Dam	
	SD-G	Service Disruption - Gas	
	SD-E	Service Disruption - Electricity	
	SD-W	Service Disruption - Water	12
	RS-F	Resource Shortage - Fuel	
	I-01	Other - please specify	
	I-02	Other - please specify	
	I-03	Other - please specify	
Technical (Te)	BO	Bombing / Explosion	
	GMR	Gas Main Rupture / Explosion	
	F-I	Fire - Industrial	
	F-R	Fire - Residential	
	HM-F	Hazardous Materials Release - from facility	
	HM-T	Hazardous Materials Release - in transport	7
	CA	Cyber Attack	
	MA	Mine Accident	
	Te-MP	Marine Pollution	
	IA	Industrial Accident	
	OS	Oil Spill	
	Te-01	Non-structural Fire	6
	Te-02	Structural Fire	13
	Te-03	Other - please specify	
Biological (B)	HE	Human Epidemic / Pandemic	8
	IP	Insect Pest Incursion	
	PE	Plant Epidemic	
	AE	Exotic Animal Disease	
	CO	Food / Water Supply Contamination	
	B-01	Animal Disease - Avian Influenza	10
	B-02	Animal Disease - Foot and mouth	11
	B-03	Insect Pest Incursion - Australian Plague Locust	9

Ref	Hazard Code	Emergency Hazard	Control Agency
1	T-RDL	Road Transport Incident - large comr	Victoria Police
2	ET-HW	Extreme Temperatures - Heatwave	Victoria Police
3	ST	Storm	VicSES
4	FL2	Flood - Major	VicSES
5	N-01	Fast moving grass/crop fire	CFA
6	Te-01	Non-structural Fire	CFA
7	HM-T	Hazardous Materials Release - in tra	CFA - HAZMAT
8	HE	Human Epidemic / Pandemic	DHHS
9	B-03	Insect Pest Incursion - Australian Pla	DEDJTR
10	B-01	Animal Disease - Avian Influenza	DEDJTR
11	B-02	Animal Disease - Foot and mouth	DEDJTR
12	SD-W	Service Disruption - Water	GWMW
13	Te-02	Structural Fire	
14			
15			
16			
17			
18			
19			
20			

Session 3

Further meetings of the MEMPC will be convened to:

- further investigate impacts and existing mitigation controls for each hazard
- identify improvement opportunities linked to causes and impacts

- record additional actions, notes and/or comments for inclusion in mitigation treatment plans.

The MEMPC resolved, where there is a relevant sub-committee, the MEMPC hand over to the sub-committee(s) for further expansion and development of risk mitigation treatments and refer back to the MEMPC with recommendations.

4.4 COMMUNITY AWARENESS / PUBLIC INFORMATION

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.

Council and the MEMPC will support and promote appropriate prevention and awareness programs within the municipality. Methods of warning the community of an impending emergency are addressed Part 5.

Any information released to the public on behalf of Buloke will be to educate and assist the community to prepare for emergencies. This information must be approved by the MEMPC.

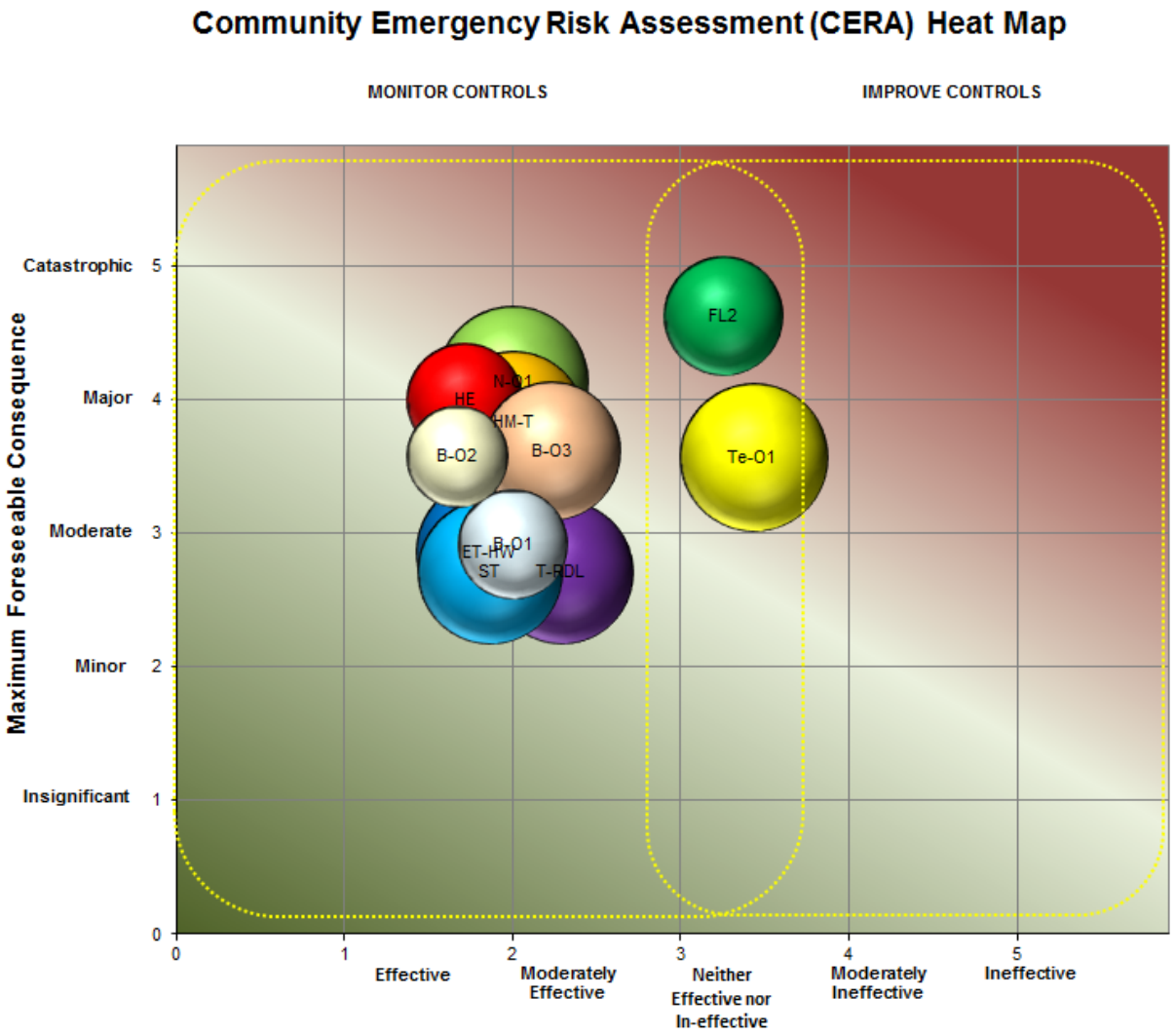
Local community education, information, alerts and warnings shall be disceminated via community meetings, community news letters; and Council's website and social media pages.

4.5 PREVENTION/MITIGATION PLANS

Within the Municipality a number of prevention or mitigation plans have been developed.

Details of these plans are listed in Appendices M, N, O, P, Q and R of this document.

4.6 COMMUNITY EMERGENCY RISK ASSESSMENT (CERA) HEAT MAP



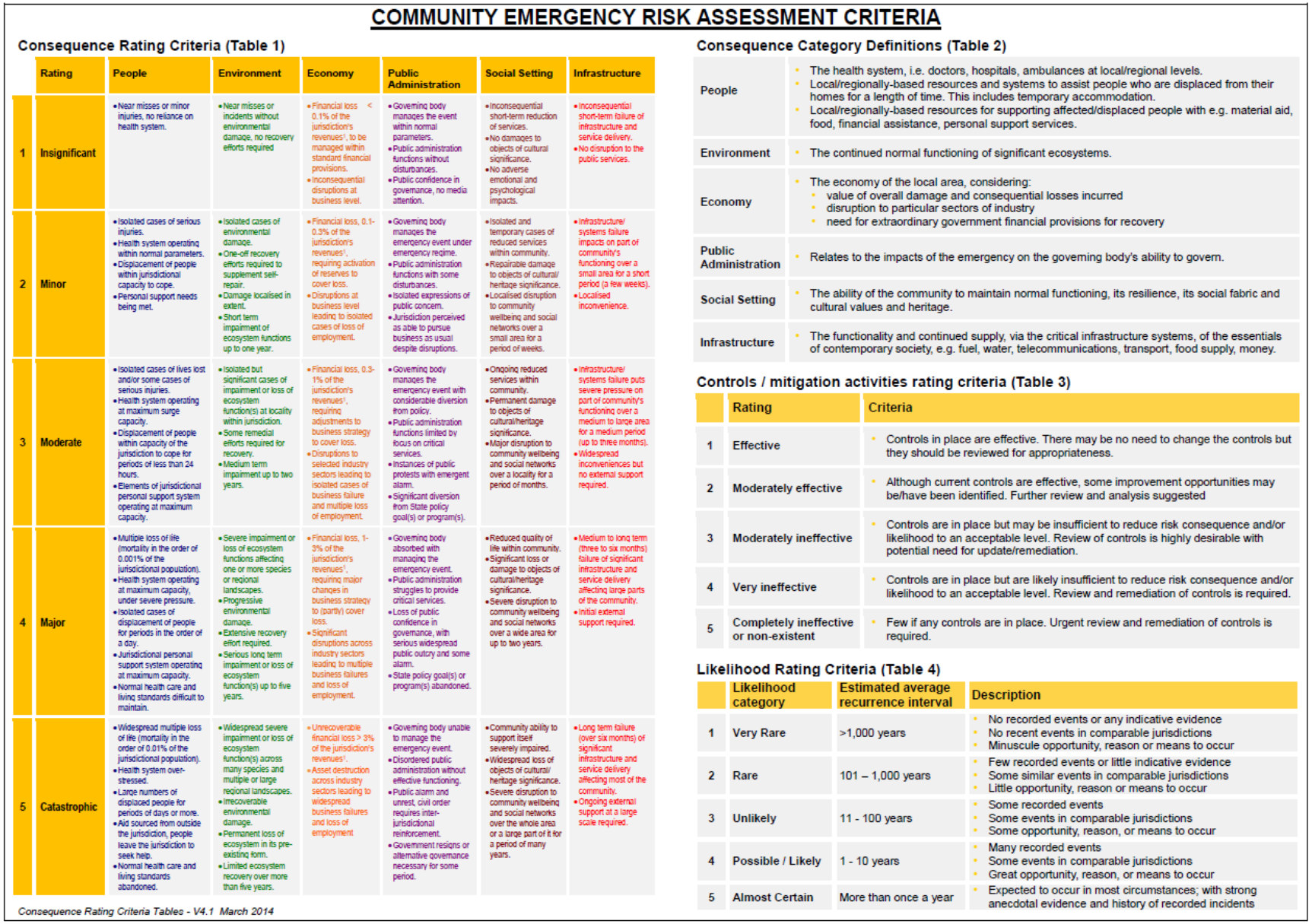
Buloke Shire Council			
2 May 2014			
Code	Risk	Ratings Confidence	Residual Risk Rating
T-RDL	Road Transport Incident - large co	High	High
ET-HW	Extreme Temperatures - Heatwav	High	Medium
ST	Storm	High	Medium
FL2	Flood - Major	High	High
N-O1	Fast moving grass/crop fire	High	High
Te-O1	Non-structural Fire	High	Extreme
HM-T	Hazardous Materials Release - in t	High	Medium
HE	Human Epidemic / Pandemic	High	Medium
B-O3	Insect Pest Incursion - Australian t	Med	High
B-O1	Animal Disease - Avian Influenza	High	Medium
B-O2	Animal Disease - Foot and mouth	High	Medium
SD-W	Service Disruption - Water	Select	
		Select	
		Select	
		Select	
		Select	
		Select	
		Select	
		Select	
		Select	

Note: Size of bubble reflects level of residual likelihood

4.7 SUMMARY LISTING OF CONSOLIDATED ACTIONS

Risk No	Hazard Description	Last Review Dat	Number	Description of **Opportunity**	Cause Number	Impact Number	Owner(s)	Due Date
1	Road Transport Incident - large	8/01/2010	1	Reinforce media campaign for driver awareness (fatique)	1	1	TAC	31/12/2014
1	Road Transport Incident - large commercial vehicle	8/01/2010	Additional	Lobby VicRoads and Police to undertake more random vehicle checks. Council submitt application for funding to undertake municipal Hazadous vehicle survey/study North west municipalities survey implications for hazardous materials transport on Calder Highway				
2	Extreme Temperatures - Heatwave	11/01/2009	1	Regional partnership to develop 'Heat health household plan' template				
2	Extreme Temperatures - Heatwave	11/01/2009	2	Further develop 'Before, during, after' strategies in the municipal heat health plan				
2	Extreme Temperatures - Heatwave	11/01/2009	3	Improve communication links for heat health resources				
2	Extreme Temperatures - Heatwave	11/01/2009	Additional	Provide advice to home owners in relation to retrofitting (eg window shades/blinds, insulation)				
3	Storm		1	Investigate tighter rules re temporary structures eg Marquees and signs				
3	Storm		2	Review large trees in reserves and significant trees on bounday lines and do not plant close to property boundary				
3	Storm		3	Push notification to community for severe weather events				
3	Storm		4	Community access to SES storm information via linkages on Council web site				
3	Storm		5	Consider adding Storm Emergency Plan details to Flood Emergency Plan				
4	Flood - Major	12/01/2013	1	Push notification to community for severe weather events		ALL	Council	
4	Flood - Major	12/01/2013	2	Community access to SES storm information via linkages on Council web site		ALL	SES and Council	
4	Flood - Major	12/01/2013	3	Relevent and timely warnings	1		SES, BoM	
4	Flood - Major	12/01/2013	4	Continual improvement of local Flood Guides for Charlton and Donald			SES	Ongoing
4	Flood - Major	12/01/2013	5	Develop and implement Business Flood Safe for Charlton and Donald			SES	As funds become available
4	Flood - Major	12/01/2013	6	Continuation of flood studies for Charlton			CMA, Council, water authorities	
4	Flood - Major	12/01/2013	7	Undertake/Improve structural mitigation works to protect Charlton township to the 1% AEP flood event			CMA, Council, water authorities, other subject matter experts	
4	Flood - Major	12/01/2013	8	Improve communtiy resilience through community education programms.			SES	
4	Flood - Major	12/01/2013	9	Regional floodplain management strategies				
4	Flood - Major	12/01/2013	Additional	Establish better linkages with adjacent municipalities. Continued development of the flood safe program within the municipality and specificaly with the affected communities/town/people. Submitt further applications for NDRGS funding for the development a Business Flood Safe programme for Donald and Charlton.				
6	Structural Fire	8/01/2017	1	Pursue retrospective legislaton in relation to operation of these facilities				
6	Structural Fire	8/01/2017	2	Take our concerns up with MAV to gain support				
6	Structural Fire	8/01/2017	3	Create Issues Item for REMPC for discussion				
6	Structural Fire	8/01/2017	Additional	Consult with regional waste management group for industrial waste solutions (eg tyre recyclers with local/regional capacity) Issues sheet for RERPC to prepared and sent to MEMPC for ratification and onforwarding. Correspondence to forwarded to MEMEG, MAV, relevent Ministers, Emergency Management Commissioner highlighting relevent issue.				
7	Hazardous Materials Release - in transport		1	Develop and maintain Hazmat response capability	4	2	Control agenc	1/08/2018
7	Hazardous Materials Release - in transport		2	Emergency reponse signage / traffic managet plans/ Communication	3	1	Road authority	1/08/2018
7	Hazardous Materials Release - in transport		3	Response and support agency to undertake Hazmat awareness training	4	2	All	1/03/2018
7	Hazardous Materials Release - in transport		4	Develop municipal support guidelines for Hazmat response	4	2	Council	1/08/2018
7	Hazardous Materials Release - in transport		5	Community education	1		All	1/08/2018
9	Insect Pest Incursion - Australian Plague Locust	8/01/2017	Additional	Agriculture Victoria will assist in the identification of Australian Plague Locust within Victoria				
12	Service Disruption - Water	15/07/2016	Additional	Municipal support to response agencies				

4.8 CERA CONSEQUENCE RATING CRITERIA TABLES



COMMUNITY EMERGENCY RISK ASSESSMENT CRITERIA

Consequence Rating Criteria (Table 1)

	Rating	People	Environment	Economy	Public Administration	Social Setting	Infrastructure
1	Insignificant	• Near misses or minor injuries, no reliance on health system.	• Near misses or incidents without environmental damage, no recovery efforts required	• Financial loss < 0.1% of the jurisdiction's revenues[1], to be managed within standard financial provisions. • Inconsequential disruptions at business level.	• Governing body manages the event within normal parameters. • Public administration functions without disturbances. • Public confidence in governance, no media attention.	• Inconsequential short-term reduction of services. • No damages to objects of cultural significance. • No adverse emotional and psychological impacts.	• Inconsequential short-term failure of infrastructure and service delivery. • No disruption to the public services.
2	Minor	• Isolated cases of serious injuries. • Health system operating within normal parameters. • Displacement of people within jurisdictional capacity to cope. • Personal support needs being met.	• Isolated cases of environmental damage. • One-off recovery efforts required to supplement self-repair. • Damage localised in extent. • Short term impairment of ecosystem functions up to one year.	• Financial loss, 0.1-0.3% of the jurisdiction's revenues[1], requiring activation of reserves to cover loss. • Disruptions at business level leading to isolated cases of loss of employment.	• Governing body manages the emergency event under emergency regime. • Public administration functions with some disturbances. • Isolated expressions of public concern. • Jurisdiction perceived as able to pursue business as usual despite disruptions.	• Isolated and temporary cases of reduced services within community. • Repairable damage to objects of cultural/heritage significance. • Localised disruption to community wellbeing and social networks over a small area for a period of weeks.	• Infrastructure/ systems failure impacts on part of community's functioning over a small area for a short period (a few weeks). • Localised inconvenience.
3	Moderate	• Isolated cases of lives lost and/or some cases of serious injuries. • Health system operating at maximum surge capacity. • Displacement of people within capacity of the jurisdiction to cope for periods of less than 24 hours. • Elements of jurisdictional personal support system operating at maximum capacity.	• Isolated but significant cases of impairment or loss of ecosystem function(s) at locality within jurisdiction. • Some remedial efforts required for recovery. • Medium term impairment up to two years.	• Financial loss, 0.3-1% of the jurisdiction's revenues[1], requiring adjustments to business strategy to cover loss. • Disruptions to selected industry sectors leading to isolated cases of business failure and multiple loss of employment.	• Governing body manages the emergency event with considerable diversion from policy. • Public administration functions limited by focus on critical services. • Instances of public protests with emergent alarm. • Significant diversion from State policy goal(s) or program(s).	• Ongoing reduced services within community. • Permanent damage to objects of cultural/heritage significance. • Major disruption to community wellbeing and social networks over a locality for a period of months.	• Infrastructure/ systems failure puts severe pressure on part of community's functioning over a medium to large area for a medium period (up to three months). • Widespread inconveniences but no external support required.
4	Major	• Multiple loss of life (mortality in the order of 0.001% of the jurisdictional population). • Health system operating at maximum capacity, under severe pressure. • Isolated cases of displacement of people for periods in the order of a day. • Jurisdictional personal support system operating at maximum capacity. • Normal health care and living standards difficult to maintain.	• Severe impairment or loss of ecosystem functions affecting one or more species or regional landscapes. • Progressive environmental damage. • Extensive recovery effort required. • Serious long term impairment or loss of ecosystem function(s) up to five years.	• Financial loss, 1-3% of the jurisdiction's revenues[1], requiring major changes in business strategy to (partly) cover loss. • Significant disruptions across industry sectors leading to multiple business failures and loss of employment.	• Governing body absorbed with managing the emergency event. • Public administration struggles to provide critical services. • Loss of public confidence in governance, with serious widespread public outcry and some alarm. • State policy goal(s) or program(s) abandoned.	• Reduced quality of life within community. • Significant loss or damage to objects of cultural/heritage significance. • Severe disruption to community wellbeing and social networks over a wide area for up to two years.	• Medium to long term (three to six months) failure of significant infrastructure and service delivery affecting large parts of the community. • Initial external support required.
5	Catastrophic	• Widespread multiple loss of life (mortality in the order of 0.01% of the jurisdictional population). • Health system over-stressed. • Large numbers of displaced people for periods of days or more. • Aid sourced from outside the jurisdiction, people leave the jurisdiction to seek help. • Normal health care and living standards abandoned.	• Widespread severe impairment or loss of ecosystem function(s) across many species and multiple or large regional landscapes. • Irrecoverable environmental damage. • Permanent loss of ecosystem in its pre-existing form. • Limited ecosystem recovery over more than five years.	• Unrecoverable financial loss > 3% of the jurisdiction's revenues[1]. • Asset destruction across industry sectors leading to widespread business failures and loss of employment	• Governing body unable to manage the emergency event. • Disordered public administration without effective functioning. • Public alarm and unrest, civil order requires inter-jurisdictional reinforcement. • Government resigns or alternative governance necessary for some period.	• Community ability to support itself severely impaired. • Widespread loss of objects of cultural/ heritage significance. • Severe disruption to community wellbeing and social networks over the whole area or a large part of it for a period of many years.	• Long term failure (over six months) of significant infrastructure and service delivery affecting most of the community. • Ongoing external support at a large scale required.

Consequence Rating Criteria Tables - V4.1 March 2014

Consequence Category Definitions (Table 2)

People	• The health system, i.e. doctors, hospitals, ambulances at local/regional levels. • Local/regionally-based resources and systems to assist people who are displaced from their homes for a length of time. This includes temporary accommodation. • Local/regionally-based resources for supporting affected/displaced people with e.g. material aid, food, financial assistance, personal support services.
Environment	• The continued normal functioning of significant ecosystems.

Economy	• The economy of the local area, considering:
	  • value of overall damage and consequential losses incurred
	  • disruption to particular sectors of industry
	  • need for extraordinary government financial provisions for recovery

Public Administration	• Relates to the impacts of the emergency on the governing body's ability to govern.
Social Setting	• The ability of the community to maintain normal functioning, its resilience, its social fabric and cultural values and heritage.
Infrastructure	• The functionality and continued supply, via the critical infrastructure systems, of the essentials of contemporary society, e.g. fuel, water, telecommunications, transport, food supply, money.

Controls / mitigation activities rating criteria (Table 3)

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

Likelihood Rating Criteria (Table 4)

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

4.9 COMMUNITY RESILIENCE PARTICIPATION

Victoria's emergency management arrangements operate within a national context that incorporates the National Strategy for Disaster Resilience (NSDR). Governments recognise the importance of local involvement in emergency management, particularly in planning and mitigation.

Local knowledge on people, history, risks, vulnerability, operational requirements, local interdependencies, infrastructure and services significantly enhances emergency preparation, response and recovery. Building community resilience requires collective action. Individuals must determine how to help themselves and each other in ways that best suit their circumstances.

Community resilience is established by ensuring people in the community are fully engaged in the resilience-building process and that the process is led from within the community.

Buloke has established an emergency management framework that involves a high level of community participation in risk management including the phases of planning, response, relief and recovery. Council's community engagement strategy is designed to:

- better meet the community needs and aspirations
- prioritise services
- allow a broader range of views to be expressed and more information for decision making
- enable balanced decisions
- opportunities for residents to contribute and influence outcomes which directly affect their lives
- building capacity within the community
- collaborative problem solving

The scope of the community engagement strategy is to:

Inform
To provide the community with appropriate and relevant information

Consult
To obtain community input on strategic plans, directions, issues, priorities and projects

Involve
To enable the community to provide ongoing and in-depth input into community planning and into the development of solutions and resources that are best able to meet the community's needs

Collaborate
To partner with the community in each aspect of the decision, including the development of alternatives and the identification of the preferred solution

Empower
To place the final decision-making in the hands of the community.

PART FIVE - RESPONSE ARRANGEMENTS

5.1 INTRODUCTION

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

This section details the Buloke Shire arrangements for response to an emergency.

5.2 CONTROL, COMMAND, COORDINATION

Victoria bases its emergency response arrangements on the guidelines within the State Emergency Response Plan (Part 3 EMMV). The State Emergency Response Plan identifies Victoria's organisational arrangements for managing the response to emergencies. These guidelines are based around the management functions of control, command and coordination.

Additionally, in order to meet the objectives of emergency management in Victoria, those performing the control, command and coordination functions need to ensure:

- the consequences of the emergency are managed
- there is communication that meets the information needs of communities, government, agencies and business.

5.2.1 **CONTROL – The overall direction of response activities in an emergency, operating horizontally** across agencies.

The control function is responsible for emergency response activities and the command and coordination functions provide support to those performing the control function.

For more information regarding Control, including:

- Control Agency
- Controllers and Line of Control
- Principles of Control
- Control of Class 1 and 2 emergencies

refer to the Emergency Management Manual Victoria pages 3-4 to 3-15, Sections 3.25 to 3.5.10, Control responsibilities and Major Emergency category classification

The Level 3 Incident Control Centre, in which the Buloke municipality is supported, may be at:

- Cnr Midland Highway and Taylor Sts, Epsom
- Cnr Koorlong Av and 11th St, Irymple

The Regional Control Centre in which the Buloke municipality is supported is situated at Valentine's Walk, Bendigo.

Emergency Management Team

The function of the Emergency Management Team is to support the Incident Controller in determining and implementing appropriate incident management strategies for the emergency.

If an emergency requires a response by more than one agency, the Incident, Region, Area of Operations or State Controller is responsible for forming an Emergency Management Team at their respective level.

An Emergency Management Team consists of:

- Incident Controller.
- Support and Recovery functional agency commanders (or their representatives).
- The Emergency Response Coordinator (or representative)
- Other specialist persons as required.

Operations centre

An Operations Centre is established by an agency for the command/control functions within their own agency. Buloke may establish a Municipal Operations Command Centre (MOCC), if necessary, to control its own resources and manage Council operations in an emergency.

For detailed information on Emergency Management Team roles and responsibilities see EMMV Part 3.7.4 (Page 3-24) and Part 8-Appendix 10 (Page 8-49).

5.2.2 **COMMAND** – The internal direction of personnel and resources of an agency, operating vertically within an agency. Authority to command is established in legislation or by agreement within an agency**.**

For more information regarding Command, including:

- Chain of command
- Principles of support agency command
- Roles of support agency commanders
- Functional Command

refer to the Emergency Management Manual Victoria pages 3-18 to 3-19, Section 3.6 Command.

5.2.3 **COORDINATION** – The bringing together of agencies and resources to ensure effective response to and recovery from emergencies.

The main functions of emergency response coordination are to:

- ensure effective control has been established and maintained in response to an emergency
- ensure effective information sharing
- systematically acquire and allocate resources in accordance with the requirements imposed by emergencies.

Emergency response coordination operates throughout the management of response, including during provision of immediate relief, and during the transition to recovery.

5.2.3.1 Principal role of emergency response coordinators (all levels)

- Ensure that the appropriate control and support agencies are in attendance, or have been notified by the Incident 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 next level of emergency response coordination
- Ensure timely warnings and information are provided to the community and support agencies by the control agency
- Ensure that the Incident Controller has developed and issued an Incident Action Plan (including objectives and strategies for managing the incident)
- Consider the need for the declaration of an emergency area
- Provide the next level of emergency response coordination with information and advice on issues relating to control, command and coordination of the emergency response, including issues relating to consequence management, the provision of relief and the transition to recovery.

5.2.3.2 Incident Emergency Response Coordinator

This is usually the senior member of the Victoria Police present at the initial scene of an emergency. Primary duties are listed above.

5.2.3.3 Emergency Management Liaison Officer (EMLO)

Upon activation of an incident control centre, the municipality may establish a EMLO at the ICC, Div-com and/or MOCC to aid information flow between agencies.

5.3 MUNICIPAL EMERGENCY RESPONSE PERSONNEL

5.3.1 Municipal Emergency Response Coordinator (MERC)

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)
- ensure the MERO 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 MOCC, if activated
- consider registration of persons evacuated or otherwise affected across the municipality
- consider the provision of relief to evacuees and agency personnel where necessary and advise the MRM of requirements
- 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 to the control, command and coordination of the emergency response, including issues relating to consequence management, the provision of relief and the transition to recovery.

The Control Agency requiring municipal support will request that support either through the MERC or the LGA EMLO who will pass on all the requirements to the MERO

5.3.1. Municipal Emergency Resource Officer (MERO)

Buloke has appointed a MERO and a Deputy MERO pursuant to Section 21(1) of the E*mergency Management Act* 1986. The role of MERO is generally undertaken by Council's Manager Emergency and Manager Emergency and Flood Restorationwhile the role of Deputy MERO is generally undertaken by Council's Coordinator Assets Planning and Delivery.

Responsibilities of the MERO during the response phase of an emergency include:

- Coordinate municipal resources
- Establish and maintain an effective structure of personnel whereby municipal resources required responding to an emergency can be accessed on a 24 hour basis.
- Establish and maintain effective liaison with agencies within or servicing the municipal district.
- Ensure procedures and systems are in place to monitor and record all expenditure by the municipality in relation to emergencies.

5.3.2. Municipal Recovery Manager (MRM)

Buloke Shire has appointed a MRM and a Deputy MRM. The position of MRM is generally undertaken by Council's Environmental Health Officer whilst the role of Deputy MRM is generally undertaken by Council's Manager Community Services.

Responsibilities of the MRM include:

- Manage municipal and community resources for community support and recovery.
- As part of the Emergency Management Group, liaise with the MERC and MERO on the best use of municipal resources.
- Liaise with the Regional Recovery Committee and DHHS.
- Establish the Emergency Relief and Recovery Centres, as required.
- Liaise, consult and negotiate with recovery agencies and Council on behalf of the affected area and community recovery committees.
- Participate in the secondary impact assessment process to assist the assessment coordinator to understand the type and level of assistance needed by affected communities.
- Coordinate the accurate dissemination of recovery information to Council's senior managers and the community.
- Support the post impact assessment process for the collation and evaluation of information.
- Ensure effective management of the MOCC for recovery.
- Ensure the monitoring and recording of Council's expenditure is undertaken.

- Manage the timely and planned withdrawal of recovery services.

5.3.3. Municipal Fire Prevention Officer (MFPO)

Buloke Shire Council has appointed officers to fulfil the functions of MFPO and Assistant MFPO in accordance with section 96(A) of the *Country Fire Authority Act* 1958.

Responsibilities of the MFPO are detailed in the municipal fire management plan (MFMP).

5.3.4. Municipal Authority

The MERO has full delegated powers to deploy and manage Council's resources during emergencies. Council staff and resources may be deployed as per their normal operations or tasked solely to the event based on operational circumstances.

5.3.4.1. Formal training/qualifications held by appointee's

Evidence of training/qualification held by appointee's to the MEMP are matched against Council's skills register 'Training matrix – existing qualifications tickets competencies 2014.xls' managed by Council's Human Resource department.

5.4. MUNICIPAL EMERGENCY RESPONSE ARRANGEMENTS

Municipal emergency response is coordinated in accordance with the Municipal Emergency Management Framework, for major emergencies from the Municipal Operations Command Centre (MOCC) with relevant Council personnel.

5.4.1. MOCC

Provision of the MOCC functions may in the first instance be conducted remotely (eg Crisisworks). In the event of a large or complex emergency, the Council MEMT may activate the MOCC in consultation with the MERO and/or MRM.

The MOCC will coordinate the provision of human and material resources within the municipality during emergencies. These resources may be provided to support control agency activities or for the purposes of meeting relief and early recovery needs via the MERC or LGA EMLO.

The MOCC may also be activated to support a neighbouring municipality. Administrative staff for the MOCC will be drawn from Council's staff pool in the first instance.

The primary MOCC for the Buloke Shire is:

Shire Hall supper room, 367 Broadway, Wycheproof

The secondary MOCC, in the event that the primary MOCC becomes unserviceable is:

Shire Offices, 22 Cumming Avenue, Birchip

An agreed set of Standard Operating Procedures exist for use in the MOCC and can be obtained from the Manager Emergency and Flood Restoration or will be available should the MOCC become activated.

5.5. SOURCING RESOURCES

A resource is essentially any function or item which a responding agency requires to perform its responsible role, including:

- personnel (e.g. agency support and industry technicians)
- equipment (e.g. plant, vehicles)
- services (e.g. phone lines, expert technical advice).

Buloke has a well maintained and updated list of municipal resources. The maintenance and updating is undertaken by Manager Emergency and Flood Restoration and is accessible the MERO at all times, primarily via Crisisworks with hardcopy backup.

Requests for supplementary Council owned/controlled resources shall be via the MERC. The MERC shall coordinate activation of municipal resources via the MERO.

Provision of Council resources will be limited to availability of competently training personnel and suitable plant and/or equipment.

When requests are made for supplementary resources that not-owned nor controlled by Council, Council may be able to assist with provision of contact details for potentially suitable suppliers. In these circumstances, Council does not commit to provision nor payment for these resources.

Requests for Council activated staging areas shall be from the incident controller via the MERC/EMLO. Staging areas may also be activated by Council for local response demands (eg sandbagging stations)

5.6. AGENCY RESOURCES

An agency may have arrangements in place to access a wide range of resources through:

- its own agency arrangements
- support agencies (many are listed in Part 7 of the EMMV)
- contract or supply arrangements with private industry.

Agencies should exhaust all resources owned or directly within their control, prior to requesting assistance from elsewhere. 'Directly within their control' means the resource is available to the agency through a pre-existing arrangement such as a contract or memorandum of understanding.

In situations where an agency accesses a resource, other than a resource it owns, it must notify the incident controller and the emergency response coordinator. This is to allow for effective and efficient resource tracking by the emergency response coordinator and to avoid duplication of requests for the same resources.

Similarly, agencies must notify the emergency response coordinator of the depletion or deployment of sizable or specialist resources.

Some agencies have mutual aid agreements with interstate and international agencies. The agreement of the EMC is required prior to activation of these agreements. This is to ensure the interstate or international deployment does not compromise the State's capacity to manage emergencies within Victoria.

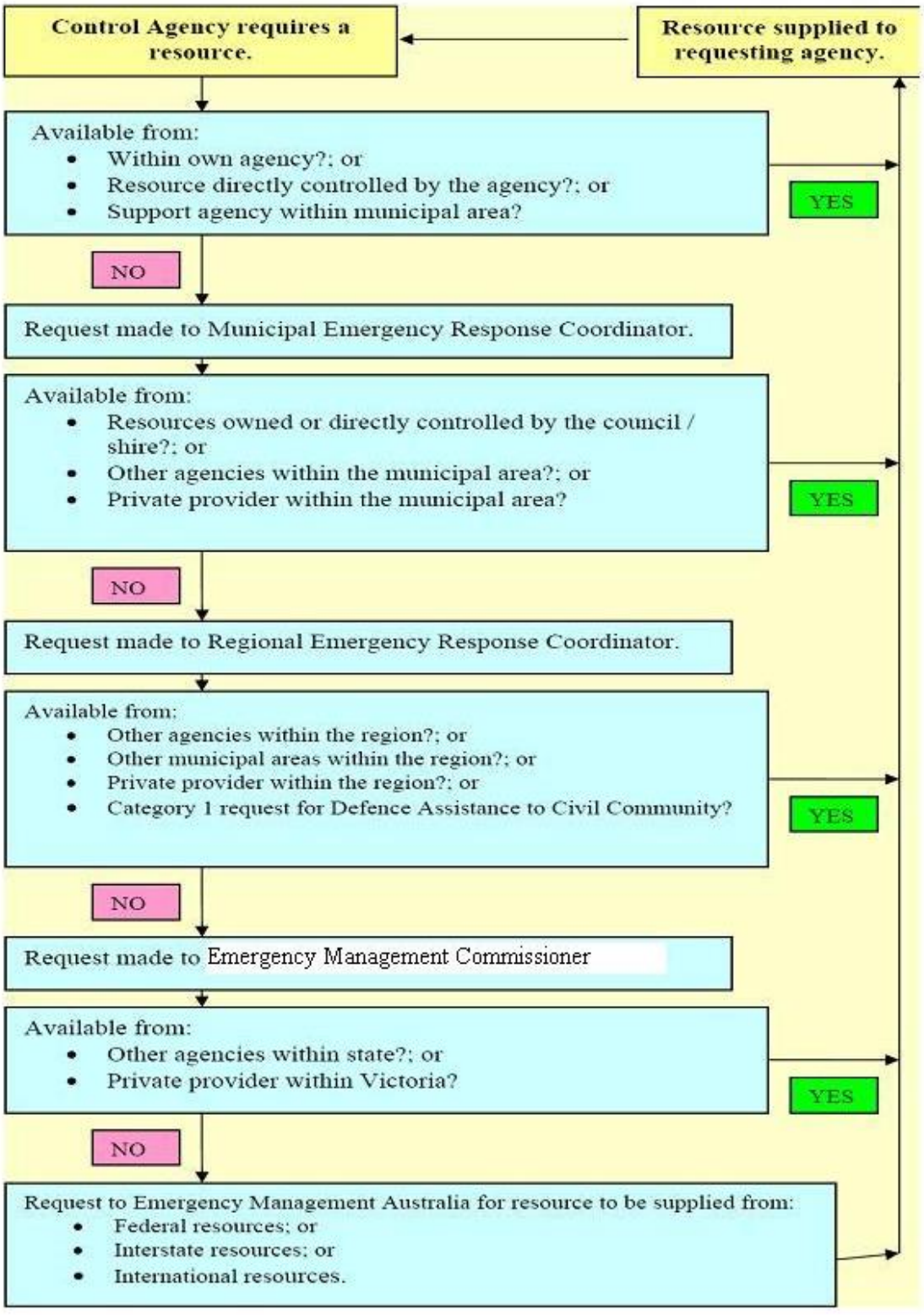
5.7. RESOURCE SUPPLEMENTATION

The arrangements for resources supplementation have four levels:

- Municipal
- Regional
- State
- Commonwealth and interstate/international

The flow chart below shows the process for sourcing these resources.

Flow Chart for Resource Supplementation



An agency responding to an emergency, and requiring supplementary resources, can request resources via the emergency response coordinator.

Requests for resources should be provided in a format as decided by the relevant emergency response coordinator, and include the name and position of the person requesting the resources and comprehensive details of the task to be undertaken.

Private providers for resources must be considered as possible sources of supply at each level.

The requesting agency is responsible for making appropriate arrangements for delivery of the supplementary resources.

The financial responsibilities for expenditure on response activities are detailed in Part 8 Appendix 1 of the EMMV.

5.8. COMMONWEALTH RESOURCES

Part 8 Appendix 4 of the EMMV explains in detail the procedure for requesting emergency support from the Commonwealth government and other States.

Under certain circumstances, Commonwealth resources are available for allocation at regional level, through Category 1 request for Defence Aid to the Civil Community (**DACC**).

RERCs can make a Category 1 request for DACC where immediate action is necessary to save human life or alleviate suffering, to prevent extensive loss of animal life or widespread loss of damage to property where local civilian resources are inadequate.

A local Defence commander can approve requests for resources where they are required for a short term (not normally to exceed 24 hours).

The RERC must notify the Emergency Management Commissioner of such a request, through the Senior Police Liaison Officer, unless the emergency is a warlike act, act of terrorism, hi-jack, siege or riot.

5.9. RESOURCE SHARING

Emergency Management roles will be drawn from Council's staff pool in the first instance. In the event of a large scale emergency that requires protracted operations, staff from other municipalities may be requested. Council is committed to the protocol for Inter-council Emergency Management Resource Sharing.

5.10. VOLUNTEER COMPENSATION ARRANGEMENTS

Compensation for all emergency workers is laid down in Part 8, Appendix 7 of the Emergency Management Manual Victoria and also in Part 6 of the *Emergency Management Act* 1986. This includes both registered 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.

5.11. CONTROL AND SUPPORT AGENCIES

The purpose of this table required by the *Emergency Management Act 2013*, is to identify control agencies and key support agencies for response, and it should be used as a guide by planers on what agencies need to be included in response plans. It does not list all agencies that may be involved in a particular emergency. Nor does it list all emergencies that may be encountered.

In using this table, reference should be made to the *State Emergency Response Plan (part 3 of EMMV)* which provides the general responsibilities of control and support agencies.

Detailed below, are the agreed set of arrangements for the response to identified emergencies within the Buloke Shire Council. These arrangements have been tailored to meet local response capabilities based on: the agencies available within the municipality and agencies identified as Control Agencies (as above). The control agency may change as the emergency progresses or clarified.

Where an emergency type is not listed or where there is uncertainty in identifying a control agency, the Emergency Management Commissioner or relevant emergency response coordinator will determine the control agency.

A Support Agency is an agency which provides essential services, personnel, or material to support or assist a control agency or affected persons.

Any agency may be requested to assist in an emergency if it has skills, expertise or resources that may contribute to the management of the emergency.

Emergency (as per the Emergency Management Act 2013)	Form of emergency	Control agency (agency with the primary responsibility for responding to the emergency)	Class of major emergency
An earthquake, flood, wind-storm or other natural event	Earthquake	VICSES	1
	Flood	VICSES	1
	Heat	EMC	2
	Storm	VICSES	1
	Landslide	VICSES	1
Fire and explosion	Aircraft	CFA	1
	Boilers and Pressure vessels	CFA	1
	Explosion	CFA	1
	Explosive device	Victoria Police	3
	Fire	CFA/DELWP	1
Road accident or any other accident	Aircraft	Victoria Police	2
	Biological materials (including leaks and spills)	DHHS	2
	Gas leakage	CFA	1
	Hazardous materials, high consequence dangerous goods or dangerous goods (including leaks and spills)	CFA	1
	Lifts cranes or scaffolding and amusement structures	CFA	1

Emergency (as per the Emergency Management Act 2013)	Form of emergency	Control agency (agency with the primary responsibility for responding to the emergency)	Class of major emergency
Road accident or any other accident (cont)	Building collapse	CFA / VICSES	1
	Marine (not including marine pollution)	Victoria Police	2
	Military aircraft and ships	Victoria Police	2
	Radioactive materials (including leaks and spills)	DHHS	2
	Rail and tram	Victoria Police	2
	Road	Victoria Police	2
	Aircraft – inflight emergency	Airservices Australia	2
Plague or an epidemic or contamination	Chemical contamination or livestock or agricultural produce (agricultural or veterinary)	DEDJTR	2
	Exotic animal disease (includes bees and aquaculture)	DEDJTR	2
	Plant pest or disease	DEDJTR	2

	Vertebrate pest / plagues	DEDJTR	2
	Pollution into inland waters	CFA	1
	Pollution of inland waters	EPA	2
	Retail food contamination	DHHS	2
	Human disease	DHHS	2
	Blue-green algae	DELWP	2
A warlike act or act of terrorism, hijack, siege or riot	A warlike act or act of terrorism, hijack, siege or riot.	Victoria Police	3
	Other threats against persons, property or environment.	Victoria Police	3
A disruption to essential service	Food supply, critical infrastructure damage or disruption.	Victoria Police	3
	Electricity	DELWP	2
	Natural gas	DELWP	2
	Petroleum and liquid fuels	DELWP	2
	Roads/bridges/tunnels	VicRoads	2
	Water and sewerage	DELWP	2
Rescue *(note – not listed in the EM Act 2013 and potentially a support service)*	Building, structure	CFA/VICSES	1
	Cave	Victoria Police	2
	Land	Victoria Police	2
	Lift, crane, scaffolding or amusement structure	CFA	1
	Mine / quarry	Victoria Police	2
	Rail, aircraft and industrial	VICSES	1
	Road	VICSES	1
	Trench or tunnel	CFA	1
	Water	Victoria Police	2
Search *(as above)*	Land	Victoria Police	2
	Water	Victoria Police/AMSA	2
	Overdue aircraft	AMSA	2

[1 & 2] When ARFF is the control agency, the major emergency is a Class 2 emergency.

Support Services for Response

Functional Support Area	Lead Agency (State)
Agriculture	DEDJTR
Animal Welfare (livestock and companion animals)	DEDJTR
Animal Welfare (wildlife)	DELWP
Ambulance / first aid	AV
Business and industry	DEDJTR
Coronial services	Coroner's Court of Victoria
Courts, corrections and consumer affairs	DJR
Deceased person identification	Victoria Police
Earth resources (mines)	DEDJTR
Education	DET
Emergency services telecommunications	ESTA
Energy (including electricity, gas and liquid fuels)	DELWP
Environmental impact (air, land and water quality)	EPA
Health and human services	DHHS
Health command	AV
Local government	DELWP
Media / communications	EMV
Public land	DELWP
Public transport	PTV
Responder agencies	CFA, MFESV, DELWP, VICSES
Roads	VicRoads
Spatial data	DELWP
Specific facilities (including secure facilities)	Owner or manager
State Government	DPC
Telecommunications	DEDJTR
Tourism	DEDJTR
Transport (including airports and ports)	DEDJTR
Water and sewerage	DELWP
Weather	BOM
Worksafe	Victorian WorkSafe Authority

Full details of the response agencies and their roles can be found in the EMMV, Part 7 – Agency Roles.

See Appendix J – Contact Directory for contact details of the various agencies.

5.12. CROSS MUNICIPALITIES EMERGENCY MANAGEMENT ARRANGEMENTS

Buloke Shire Council and the Municipal Emergency Management Planning Committee seek to establish and maintain liaison with neighbouring municipalities through the MAV Mutual Aide Agreement, this includes:

- Exchange of meeting Minutes
- Exchange of emergency management plans
- MAV resource sharing protocols
- Cross-Municipality exercises and arrangements.

5.13. 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 Buloke.

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

Depending on the magnitude of the emergency some government financial assistance may be available for prevention, response and recovery activities.

Buloke is accountable for any monies donated as a result of any emergency event within the municipality and will implement systems to receive and account for all such donations.

5.14. PUBLIC INFORMATION AND WARNING

It is the responsibility of the Control Agency to issue warnings to the potentially affected communities and other agencies. Buloke may be asked to assist with the dissemination of this information. During response, warnings and the release of other public information should be authorised by the Incident Controller prior to dissemination.

5.15. INITIAL IMPACT ASSESSMENTS (IIA)

The intent of the IIA process is to capture, during the first 24-48 hours of an emergency, the nature and scale of the impact on social, built, economic and natural environments.

The Incident Controller is responsible for initiating the impact assessment process. Once it is initiated, the Incident Controller will request the appointment of a coordinator to manage the first phase of the assessment.

Aim

Preliminary information regarding the extent of damage, immediate threats, loss of life and persons displaced.

Outcome

IIA data is used to assist recovery agencies to plan for potential relief and recovery requirements of communities by identifying the following impacts (not an exhaustive list):

- Community/township built environment (sewage, water, electricity access)
- Injured/deceased persons
- Damage to local businesses vital to the community (eg suppliers of food, fuel etc)
- Damage to government facilities of community significance (eg schools, hospitals etc)
- Residential damage indicating displaced people
- Damage to essential road and rail transport connections that results in isolation of communities, homes and businesses

In addition, the data will assist in informing local, regional and state budget holders regarding financial assistance requirements.

Method

Visual observations of the impacted area primarily by emergency first responders

Once IIA transitions to Secondary and Post Impact Assessment, a Recovery Co-ordinator is to be appointed to coordinate these phases.

5.16. NEIGHBOURHOOD SAFER PLACES (PLACES OF LAST RESORT)

In accordance with Emergency Management and Country Fire Authority legislation, Buloke has adopted a Neighbourhood Safer Places Plan and identified and designated Neighbourhood Safer Places (Places of Last Resort).

Council's formally gazetted designated Neighbourhood Safer Places (Places of Last Resort), are:

- Charlton Shire Hall, 9-11 Armstrong Street, Charlton

- Donald Showgrounds, 45 Hammill Street, Donald

Council undertakes an annual review of each designated Neighbourhood Safer Place (Place of Last Resort) within the municipality, by 31 August. An annual review is also undertaken by the CFA to assess each site against the CFA Fire Rating Criteria. The MFPO shall provide to the CFA by 30 September in each year, an up-to-date list of all designated neighbourhood safer places and community fire refuges in the municipal district.

Maps identifying each of the designated sites are included in Appendix A.

5.17. RESPONSE/RECOVERY TRANSITION

Planning for recovery should commence as soon as practical. The Incident Controller, Emergency Response Coordinator and MRM should commence transition planning as soon as possible following the start of an emergency. The Emergency Management Team should also be involved in transition planning to ensure a shared and consistent understanding of the planning, timing and expectations for transition.

Timing of transition of overall coordination from response to recovery will be impacted by a number of considerations:

- The nature of the hazard
- The extent of the impact on communities
- The extent of loss or damage
- Considerations for the extent of emergency relief required by affected communities
- Considerations for resources required to be activated for recovery arrangements.

A transition agreement should be developed between the Incident Controller, Emergency Response Coordinator (Victoria Police), Regional Recovery Coordinator (DHHS) and MRM detailing transition activities and tasks, information management, communication and signatories. It is the responsibility of the Emergency Response Coordinator (Victoria Police) to advise all agencies involved in the emergency at the time at which the formal 'response' terminates.

In large or prolonged emergencies, it may be necessary to continue providing relief/recovery services to the affected community after response activities have ceased.

5.17.1. Termination of Response Activities and Hand-Over of Goods/Facilities

In some circumstances it may be appropriate for certain facilities and goods obtained under emergency response arrangements to be utilised in recovery activities. In these situations there should be a formal hand-over to the MRM of such facilities and goods. This hand-over will occur only after agreement has been reached between response and recovery managers.

Resources acquired for the response, which are not required for recovery, remain under the control of the requesting response agency that is also responsible for their return or disposal.

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

5.18. DEBRIEFING ARRANGEMENTS

A debrief should take place as soon as practicable after an emergency. It is the responsibility of the MERC to convene the meeting and all agencies who participated, including Council, should be represented. The Debrief will assess the adequacy of the MEMP and recommend any changes. Such meetings should be chaired by the MEMPC Chairperson.

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

PART SIX - RELIEF (SUPPORT) ARRANGEMENTS

6.1. INTRODUCTION

Emergency relief is the provision of assistance to meet the essential needs of individuals, families and communities during and in the immediate aftermath of an emergency. Council takes the lead in delivering 'on the ground' relief services, as Council is closest to the affected Buloke community.

Municipal, regional and state relief plans must be aligned.

The Victorian Government supports municipal councils to fulfil these responsibilities, is responsible for establishing the state's relief arrangements and for coordinating regional and state level relief activities.

6.2. EMERGENCY RELIEF ARRANGEMENTS

In the event of requirement for any or all of the functional services of Emergency Relief, the request must be channelled through the MERC to the MERO. The MERO/MRM will activate the required functional services. All functional services will operate and report back to the MRM.

If Buloke considers that the event exceeds its capacity to provide relief services, a request to DHHS to coordinate emergency relief at the regional level should be made. Additional services may be needed subject to the scale of the emergency, community impacts and the affected persons presenting at an emergency relief centre. Services that are not deemed to be immediate needs (within the first 72 hours after an emergency), such as financial and insurance assistance, are considered to be recovery activities.

Relief at the State level will be coordinated by Emergency Management Victoria (EMV).

6.3. SUPPORT TASKS AND FUNCTIONAL SERVICE AGENCIES

Relief assistance is grouped into areas of responsibility, as follows:

Functional Area	Activities	Lead coordinating agency	Support
Emergency Shelter	When requested by Incident Controller (via the MERC), arrange emergency shelter and accommodation for displaced households	Buloke	DHHS
Food and Water	Coordination of food and water when requested	Australian Red Cross (Northern Lakes Division – Swan Hill) when requested	Salvation Army, Foodbank Victoria
	Food preparation, storage and handling oversight	Buloke (Environmental Health Officer)	DHHS
	Preparation, packaging and delivery of packaged meals	East Wimmera Health Service	Mallee Track Health and Community Services, Rapid Relief Team
	Preparation and provision of relief centre meals	Buloke	Community, service clubs, volunteers
Reconnecting family and friends	Operate 'Register/Find/Reunite' in relief centres, enquiry centres or on-line to reconnect people with	Victoria Police	Australia Red Cross

Functional Area	Activities	Lead coordinating agency	Support
	family, friends and their communities		
Disbursement of material aid (non food items)	Provide essential material aid (non-food items) to emergency affected persons including clothing, bedding, and other personal requisites	Salvation Army	St Vincent De Paul
Emergency financial assistance	Administer relief payments through the personal hardship assistance program, to help individuals meet their basis needs	DHHS	Centrelink
Animal welfare	Emergency housing of displaced and lost/stray companion animals presenting at relief centres	Buloke (Local laws)	DEDJTR
	Emergency relief services for displaced, lost, stray or injured animals (other than wildlife)	DEDJTR	DELWP, Buloke
	Emergency relief services for displaced or injured wildlife	DELWP	DEDJTR, Buloke
Emergency household drinking water	Provision of emergency drinking water to households	DELWP	Grampians Wimmera Mallee Water
Food supply continuity	Provision of longer-term food supply logistics, planning and operations with major food distribution operators	DEDJTR	Foodbank Victoria
Medical assistance and first aid	• Provide pre-hospital care to people affected by emergencies • Establish field primary care clinics • Provide other health relief assistance measures	Ambulance Victoria	DHHS, Australian Red Cross, St Johns, other per SHERP
Community information	Provide relief information to assist communities to make informed decisions about their safety	Control agency	Buloke
Psychosocial support	Provide information, practical assistance, emotional support, assessment of immediate needs and referrals in relief	Victorian Council of Churches – Emergencies Ministry	Red Cross, DHHS, EWHS, MTHCS

Functional Services

Emergency Shelter:

Buloke will coordinate the provision of emergency shelter.

Red Cross support individuals and families who have been affected by a house fire or other emergency affecting only their home. Volunteers provide emergency accommodation.

A Relief Centre is a facility located away from the affected area/s and provides information and basic support services to people evacuated or affected by an emergency event.

In the event of an emergency, Buloke will activate a Relief Centre(s) in consultation with the MERC, DHHS, Incident Controller, MERO and MRM.

Every effort will be made to ensure a Police representative will be in attendance on site, as well as Council and DHHS representatives.

Appendix C of this Plan contains a list of Emergency Relief Centre options.

Food and Water:

At municipal level, the Red Cross is responsible for catering arrangements for the affected community (excluding emergency responding agencies) and will coordinate the provision of catering services (including at Emergency Relief Centres). They are supported by:

- Salvation Army
- CFA Auxiliaries
- Country Women's Association Branches
- Friends of Health Services
- Church Auxiliaries
- Service Clubs
- Volunteers

Contact details for businesses and organisations able to provide catering services are contained within the list of support organisations in Appendix J (Contact Directory) of this plan.

Where the nominated catering organisation cannot be contacted, the Red Cross Regional Catering Coordinator will be activated, via the Municipal and Regional Emergency Response Coordinators to arrange catering.

The Red Cross Catering Coordinator is to be alerted or activated when the nature of the incident indicates any of the following:

- more than one substantial meal for affected persons is required to be supplied
- reimbursement for incurred costs will be claimed by local providers
- goods are required to be purchased by authorised Red Cross purchasing officers.

The Red Cross Regional Catering Coordinator will, in conjunction with the local catering providers, ascertain the level of involvement necessary by Red Cross, ensuring that local resources (including those already in operation), are fully utilised.

Provision of packaged and main meals has been arranged at a local level with:

- East Wimmera Health Service
- Mallee Track Health and Community Services

Provision of emergency household water will be coordinated by DELWP with support from Grampians Wimmera Mallee Water.

Provision of longer-term emergency food supply will be coordinated by DEDJTR.

Registration:
Victoria Police is responsible for the registration of emergency-affected people but has delegated the physical task of 'Register / Find / Re-unite' to Australian Red Cross. Contact details are listed in Appendix J (Contact Directory) of this Plan.

Material Aid:
The Salvation Army is responsible for material aid and will coordinate material aid providers, supported by:

Society of St. Vincent de Paul
Contact details are listed in Appendix J (Contact Directory) of this plan.

Red Cross support individuals and families who have been affected by a house fire or other emergency affecting only their home. Volunteers provide emergency clothing.

Counselling and Emergency Grants:
Buloke will coordinate the provision of these services at a municipal level. If these services are outside the capabilities of municipal resources, the responsible agency is DHHS. In individual cases DHHS will provide a service as well.

Local support can also be obtained from:

- East Wimmera Health Service
- Mallee Track Health and Community Services
- Mallee Family Care
- Sea Lake Welfare Group
- Wimmera Uniting Care
- Rural Financial Counselling Service (counselling)

Contact details for these organisations are listed in Appendix J (Contact Directory) of this MEMP.

Red Cross support individuals and families who have been affected by a house fire or other emergency affecting only their home. Volunteers can provide Psychological first aid.

Victorian Council of Churches – Emergencies Ministry support individuals and families at emergency scenes, relief centres, recovery centres and by providing outreach to:

- provide personal support, psychological first aid and emotional spiritual care to individuals and communities
- provide Community Chaplains for early psychological first aid interventions
- co-ordinate a multi-faith response to emergencies
- co-ordinate the emergency chaplaincy network for Victoria
- provide outreach activities with trained outreach and visitation workers
- co-ordinate State services of worship and assist in the organisation of public memorials and gatherings to support the recovery of affected communities
- provide and advisory and training resource for community recovery and development for faith-based organisations

Animal Welfare:
Buloke will coordinate the provision of sheltering companion animals presented at relief centres. These services will be supervised by Council local laws officers, including segregation, segregation areas and impounding as necessary.
Every attempt will be made to provide for companion animals at or nearby the relief centre, with a clear understanding that owners are ultimately responsible for their animals.

Welfare of wildlife will be coordinated by DELWP and welfare of other non-wildlife animals will be coordinated by DEDJTR.

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

Volunteers:
Volunteerism associated with emergency events has an enhanced capacity to strengthen community connections, foster individual wellbeing and hasten community recovery. It is the responsibility of the organisation utilising the volunteer emergency workers to ensure that all of the volunteer emergency workers are registered. Council would seek to engage a 'Manager of spontaneous volunteers' during major emergency events that incorporate significant spontaneous volunteers. Refer to Part Five of this Plan for Volunteer Compensation Arrangements.

6.4. EVACUATION

Victoria Police are responsible for evacuation. The decision to evacuate rests with the control agency in conjunction with Police and available expert advice. Consideration must be given to the area which is to be evacuated, the route to be followed, the means of transport and the location to which evacuees will be asked to attend.

Once the decision to evacuate has been made, Buloke's MERO should be contacted to assist in the implementation of the evacuation. Buloke will provide advice regarding the most suitable Emergency Relief Centre and other resources that may be required (eg public health, emergency relief considerations or requirements and special needs groups).

Assistance in an evacuation may be provided by the following agencies:

- DHHS
- Red Cross
- Victorian Council of Churches (EM)
- Ambulance Victoria
- Health providers
- Bus Proprietors
- Municipality
- VicRoads
- Service Clubs

Warning Systems

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

Consideration should be given to:

- the type of emergency
- the number of people affected
- the ethnic origins of the affected people
- the requirements of any Special Needs Groups.

6.5. OTHER FUNCTIONAL AREAS

Communications

Victoria Police is delegated the responsibility for communications. This is in accordance with State Emergency Response which identifies that Victoria Police is the primary support agency for communications.

Aim

To ensure essential communications, when and as requested.

General

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 MERC.

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 Emergency Coordination Centres, 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 MERC, 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.

Communications Resources

The following organisations have communications facilities and resources which may be available in an emergency:

- Buloke Shire Council
- Ambulance Victoria
- Country Fire Authority
- Department Environment, Water and Planning
- Grampians Wimmera Mallee Water
- Origin Energy
- Telstra
- Graincorp Operations Ltd
- Victoria Police
- VicRoads
- VicSES

Contact details are listed in Appendix J (Contact Directory) of this Plan.

Health and Medical

Implementation of medical arrangements will be automatic where people are injured or require medical assistance. This automatic response will be by Ambulance Victoria and hospitals within the municipality. Ambulance Victoria will be responsible for contacting additional first aid support when required (eg St. John Ambulance and Red Cross).

The scale and nature of an emergency will dictate the health and medical response. Escalation will occur as detailed in the State Health Emergency Response Plan (**SHERP**).

Management of Medical Response

Medical response management at an emergency scene will be carried out by the Health Commander. The person appointed the role of Health Commander is responsible for directing the Health Emergency operations. In emergencies with an incident site, the Health Commander will be a Senior Ambulance officer. Otherwise, the appointment is made by DHHS.

At the scene of an emergency, the role of the Health Commander is to:

- Arrange resources required
- Provide triage (prioritise patients for treatment)
- Coordinate transport of patients
- Determine destination of patients.

Health

Buloke is responsible for planning for health within its boundaries.

The Environmental Health Officer (**EHO**) has been delegated the responsibility for leading the planning process for health protection.

Health protection strategies within Buloke include the Municipal Public Health and Wellbeing Plan 2013-2017, Influenza Pandemic Sub-Plan and Heat Health Plan.

The EHO is responsible for all public health matters in the municipality. The public health responsibilities in emergencies include:

- Advice on water supply, waste water/septic tanks and mould
- 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 (including education and immunisation)
- Disposal of dead animals
- Input into Impact Assessments

Health facilities within the municipality have a responsibility to develop their own emergency plans to ensure the wellbeing of their patients/clients, and should, during development consult with the MEMPC to ensure that their individual plans are compatible with the MEMP arrangements.

The SHERP provides the supporting framework for the response to the health and medical issues that may arise during an emergency event.

SHERP adopts an 'all hazards' approach and applies in any emergency including mass gatherings and public events and from small complex incidents to major ones requiring a coordination and management framework, such as:

- Mass casualty incidents
- Complex trauma emergencies
- Chemical, biological or radiological incidents
- Food and drinking water contamination involving health impacts
- Human illness epidemic
- Natural disasters
- Essential services disruption

The arrangements in SHERP are designed to operate at all levels of an emergency (ie State, regional and local/municipal). The incident management system within the SHERP details the appointment of a Health Commander for all emergencies where there is a health and/or medical requirement. The Health Commander will be a Senior Ambulance Manager from Ambulance Victoria.

For more details see the SHERP.

Transport and Engineering

The Buloke Assets Engineer has been delegated the responsibility for transport, machinery and engineering matters.

Aim

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

Requesting Procedure

All requests for transport, machinery and engineering resources should be directed to the MERC, who will request them through the MERO.

Municipal resources should be used in the first instance prior to engaging private contractors.

Management of Resources

Responsibility for the management of municipal resources shall rest with the MERO.

The MERO is responsible for maintaining a resource database and contact details.

6.6. SECONDARY IMPACT ASSESSMENT (SIA)

The Incident Controller will initiate transition from IIA to SIA in consultation with the IIA Coordinator and Recovery Coordinator and is normally completed within 4 weeks of onset of the incident (when the area is safe to enter).

A SIA builds on the observational information gathered through the IIA phase to provide an additional layer of analysis and evaluation, which includes a comparison with base-line information. Those responsible for recovery coordination at each tier are responsible for coordinating the secondary impact assessment, which is a subsequent progressive and more holistic assessment of the impact of the event on the community. A SIA is more detailed and the information supports understanding the type and level of assistance needed by affected communities.

Aim

Describes the scale and characteristics of the impact on four environments (ie natural, built, social and economic); and resulting community needs.

Outcome

The expected outcomes of this phase are as follows:

- Inform municipal, regional and state recovery plans (for each of the four environments)
- Inform budget estimates for government
- Inform agencies regarding the extent of psycho-social impact on communities and the extent of support that may be required
- Identify any underlying issues within the affected communities that are likely to be exacerbated by the emergency event (eg economic instability, tourism, employment, transportation, supply chain disruption)

- Assist in treating identified risks and support consequence management.

Method

By use of multi-disciplinary teams undertaking assessment of community impacts, and departments assessing impact on their respective areas of responsibility.

To facilitate this process Buloke, through the Emergency Management Group, shall act as early as practicable to perform the following tasks:

- survey the extent of damage indicating evaluation of financial and material aid needed;
- provide a priority listing for restoration of community needs and public assets to assist agencies in the performance of their functions;
- monitor the acquisition and application of financial and material aid needed or made available in the restoration period.

The Emergency Management Group may co-opt persons within the community with the appropriate expertise to assist with the above tasks. Should the emergency extend beyond the boundaries of the shire, the SIA may be merged with that of other affected municipality(s).

Information that the control agency gathers through the IIA process during the response to the emergency will be made available to the municipality. The IIA data will provide input information for a more detailed analysis of loss and damage and the impact on the affected community that will make up the SIA and Post Impact Assessment.

6.7. POST IMPACT ASSESSMENT (PIA)

The PIA can take up to 12 months or more, depending on the scale of the event, draws upon information gathered from the IIA and SIA and is an appraisal of the extent of damage, disruption and breakdown to the community and its infrastructure resulting from the emergency event.

The PIA estimates the cost of destroyed assets across the following spectrums:

- Social environment
- Built environment
- Economic environment
- Natural environment

Aim

Estimates cost of destroyed assets and resulting changes in 'flows' of an affected economy.

Outcome

This phase provides a qualitative view of the overall cost of the impact and provides insight in relation to the length of time it will take the community and economy to recover. This data assists in informing State Government considerations regarding financial assistance, impact mitigation projects and recovery support to the community.

Method

The gathering of PIA data commences from a pre-existing baseline of data collected during the SIA phase. Those responsible for recovery coordination at each tier are also responsible for coordinating the post-emergency needs assessment. This assessment estimates the longer term psychosocial impacts on the community, displacement of people, the cost of destroyed assets, and the impact that the destruction of assets and business disruptions has on how members of the community live and connect with one another.

This assessment informs the medium to longer term recovery process, options for development, and builds the knowledge base of the total cost of emergencies that informs risk management.

Buloke shall act as early as practicable to perform the following tasks:

- Survey the extent of damage indicating financial and material aid needed
- Provide a priority list for restoration of community needs to assist agencies in the performance of their functions
- Monitor the acquisition and application of financial and material aid needed or made available in the restoration period
- Impact assessment information collated and verified as a function in the MOCC.

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

Should the emergency extend beyond the boundaries of the Buloke Shire, the post impact assessment may be merged with that of the other affected municipality(s).

Information gathered by the control agency through the PIA process during the response to the emergency will be made available to the municipality.

The IIA and SIA data will provide information for a more detailed analysis of loss and damage and the impact on the effected community that will make up the Post Impact Assessment.

PART SEVEN - RECOVERY ARRANGEMENTS

7.1. INTRODUCTION

Emergency Recovery is defined as 'the assisting of persons and communities affected by emergencies to achieve an effective level of functioning'.

The process of recovery begins as soon as possible when an emergency occurs, and may continue for many years.

Recovery planning shall ensure there is a clear understanding of the community context (prior to the emergency), and is based on continuing assessment of impacts and needs.

7.2 RECOVERY PRINCIPLES

In accordance with nationally recognised disaster recovery principles fundamental for successful recovery, Buloke incorporate:

- understanding the **context**
- focusing on the **consequences** of the emergency
- recognising **complexity**
- being **community focused**
- using **community-led** approaches
- ensuring **coordination** of all activities
- employing effective **communication**
- acknowledging and building **capacity**

7.3 ORGANISATION OF RECOVERY ASSISTANCE

To support individuals and communities to manage the re-establishment of those elements of society necessary to ensure and effective level of functioning. Recovery assistance is organised by environments, functional areas and activities.

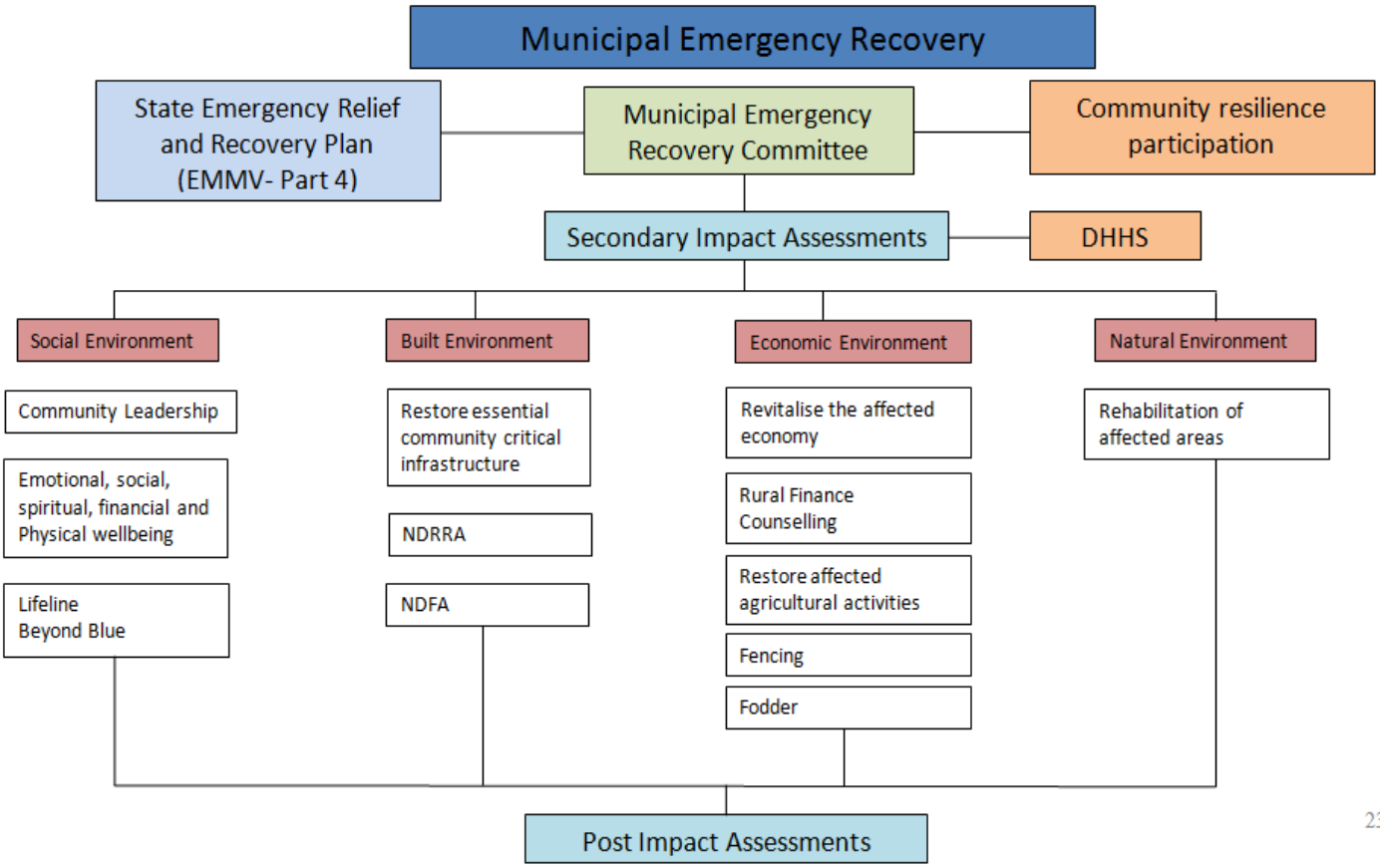
Recovery environments

The four interrelated environments provide the framework within which recovery shall be planned, reported, monitored and evaluated, as follows:

- **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, shelter, health and psychosocial wellbeing.
- **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.
- **economic environment** – considers the direct and indirect impacts that an event may have on business, primary producers and the broader economy.
- **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 may address specific elements of one recovery environment, or they may operate across multiple environments.

The Buloke framework for provision of recovery support is described as follows:



Functional areas and activities

Provide for community need and bring together a number of related activities. The Buloke framework for planning for recovery environments, functional areas and activities, are described as follows:

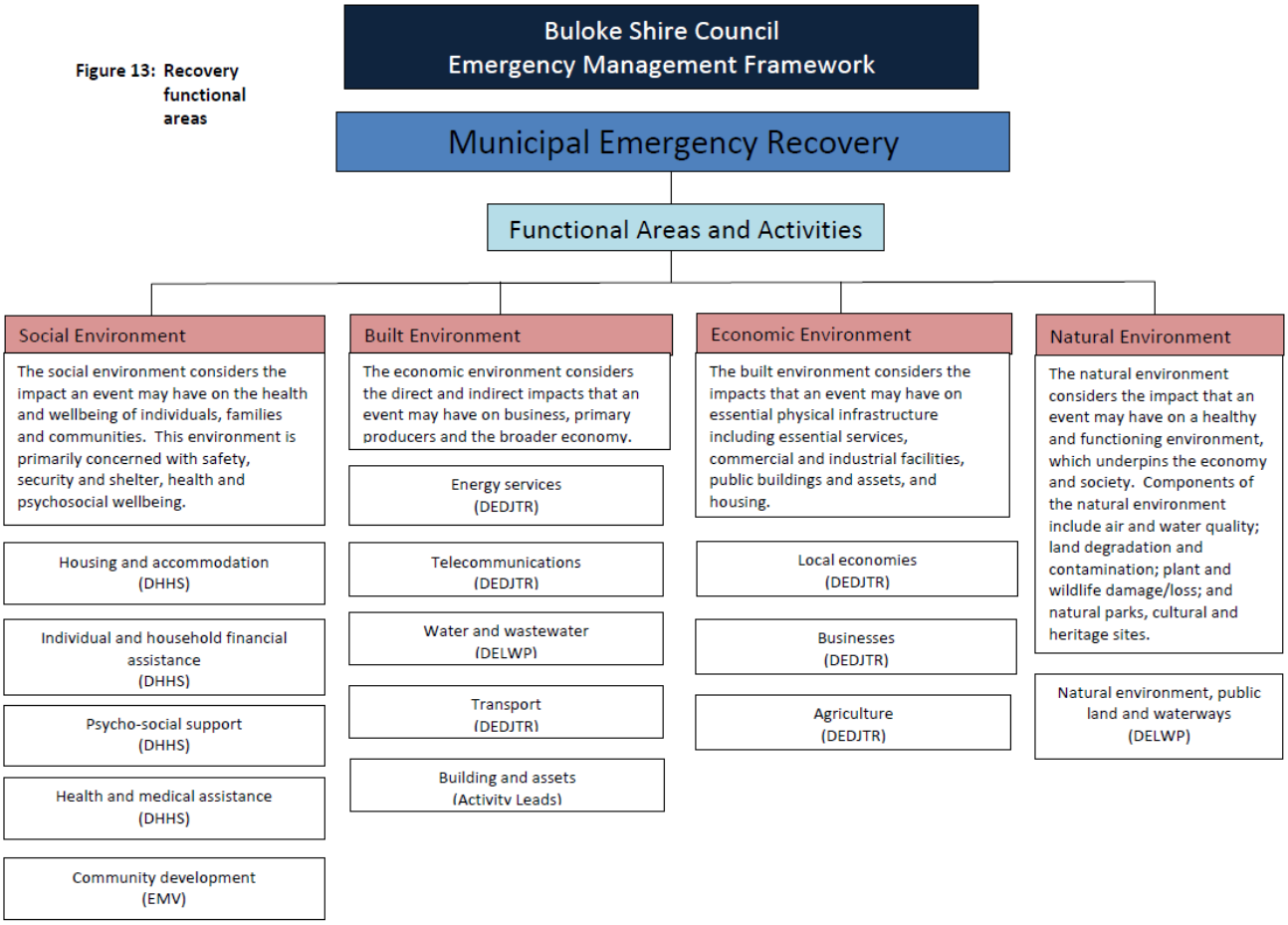


Figure 13: Recovery functional areas

Each functional area overlaps and requires coordination and collaboration to effectively and efficiently address issues arising from an emergency.

7.4 ROLES AND RESPONSIBILITIES

Coordination of Emergency Recovery at municipal level is the responsibility of Buloke. At the regional level, this coordination function rests with the Department of Health and Human Services (DHHS) and at State level, the coordination function rests with Emergency Management Victoria. Municipal, regional and state recovery plans must be aligned. Plans at each level must specify agencies responsible for coordinating recovery/recovery functional areas; and leading and supporting recovery activities.

Municipal Recovery Manager (MRM)

Buloke Shire has appointed a MRM and a Deputy MRM. The position of MRM is generally undertaken by Council's Environmental Health Officer whilst the Deputy MRM is generally undertaken by Council's Manager Community Services.

Responsibilities of the MRM include:

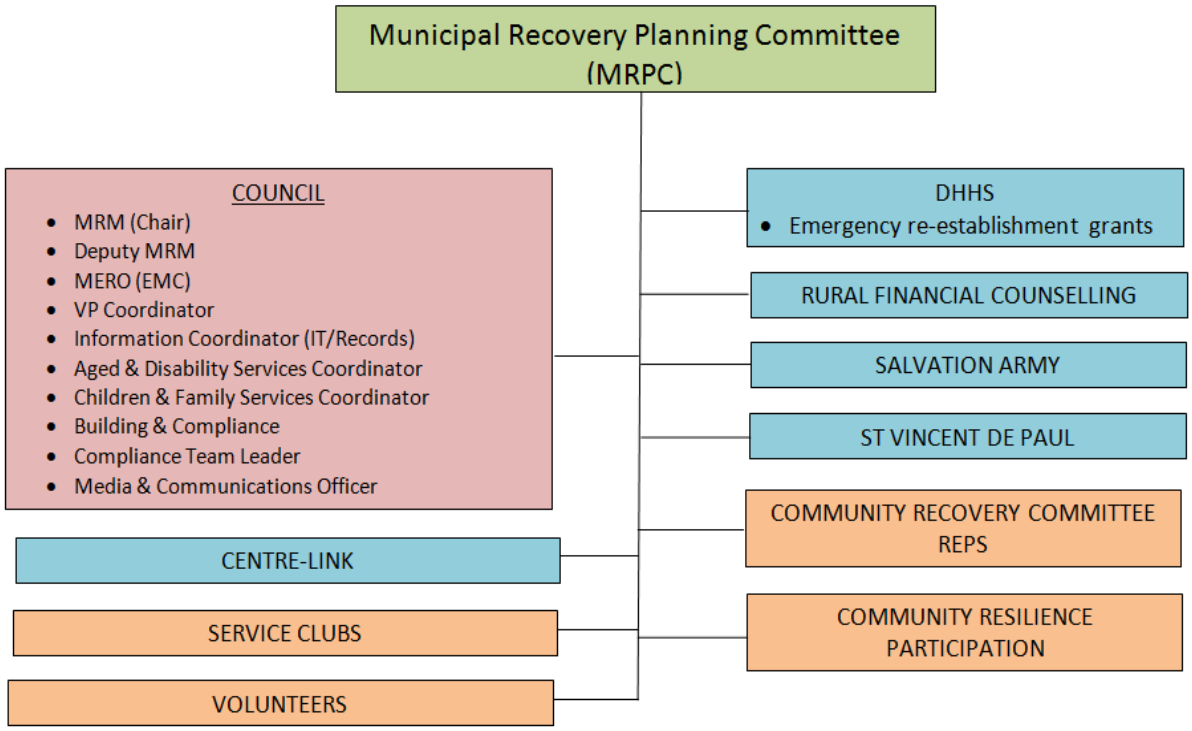
- Manage municipal and community resources for community support and recovery.
- As part of the Emergency Management Group, liaise with the MERC and MERO on the best use of municipal resources.
- Liaise with the Regional Recovery Committee and Department of Health and Human Services.
- Establish the Emergency Relief and Recovery Centres, as required.
- Liaise, consult and negotiate with recovery agencies and Council on behalf of the affected area and community recovery committees.

- Coordinate the accurate dissemination of recovery information to Council's senior managers and the community.
- Support the post impact assessment process for the collation and evaluation of information.
- Ensure effective management of the MECC/MOCC for recovery.
- Ensure the monitoring and recording of Council's expenditure is undertaken.
- Manage the timely and planned withdrawal of recovery services.

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

Municipal Recovery Planning Committee (MRPC)

The Buloke framework for Municipal Recovery Planning is described below:



The MRM shall be responsible for maintaining the MRPC, principal aims being:

- To provide a forum for recovery planning, training and development activities
- To develop and maintain recovery policies and procedures

The membership of the MRPC will consist of representatives of Council's business units who would be involved in providing recovery services:

MRM (Chairperson)

MERO (Municipal Emergency Resource Officer)

Deputy MRM (Deputy Chairperson)

Community Services
- Aged and disability services
- Children and family services
- Youth development

Planning and Community Support
- Environmental Health Services
- Building Compliance

	-	Local Laws
Works and Technical Services	-	Building and Property Services
Corporate Services	-	Customer Services

Community Recovery Committee (CRC)

Where the magnitude of the event requires community input into the recovery process, one or more CRCs may be established within the affected area. CRCs may involve more than one municipality if the emergency affected area involves more than one municipality.

Consideration must be given for multi-agency briefings of the affected communities.

The composition of the CRCs will depend on the location and type of emergency but should include:

- MRM
- Councillor
- Government agencies
- Community groups
- Affected persons representative/s
- Non-government agencies

The functions of the CRC are:

- To monitor the overall progress of the recovery process in the effected community.
- Develop and implement Recovery Plans
- To identify community needs and resource requirements and make recommendations to appropriate recovery agencies, the municipal councils and the State's recovery management structure.
- To liaise, consult and negotiate on behalf of affected communities, with recovery agencies, government departments and councils.
- To liaise with the Department of Health and Human Services through the designated Human Services Regional Director or delegate.
- To undertake specific recovery activities as determined by the circumstances and the CRC.

Department of Human Services (DHHS)

In the recovery phase of an emergency, DHHS:

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

Emergency Management Victoria (EMV)

In the recovery phase of an emergency, EMV:

- acts as principal recovery planning and coordinating agency at the State 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 capacity of regional coordination.

7.5 RECOVERY ACTIVATION/IMPLEMENTATION

Once the threat of the emergency has passed, a Recovery Centre will quickly be established and services will be provided through the 'One Stop Shop' approach. This will allow the community to access all services and assistance they may require at one location within the affected community. The length of time that a

Recovery Centre remains operational will depend on the needs of the community; a similar service may be established through another location such as a Community House or Community Health Service.

A range of recovery activities may be required after an emergency. These may include accommodation, animal welfare, catering, community development, community information services, counselling, child care, environmental health monitoring, farm aid, financial assistance, language services, material aid, personal assistance, rebuilding and utility restoration, activation of a recovery centre, activation of a relief centre, transportation, and a visitation and referral service.

If the MOCC is activated, planning for and coordination of recovery activities will be initiated by the MRM and managed from the MOCC with emphasis placed on urgent and immediate recovery needs.

The MRM shall convene a meeting of the municipal recovery representatives as soon as is practical when the emergency is of a magnitude that requires their involvement.

Strategic planning for the delivery of longer term recovery services, including the establishment of appropriate recovery governance structures and resources, will also be undertaken by the MRM.

In situations when the MOCC is not activated, or once the MOCC has closed, recovery activities will be coordinated and managed under the leadership of the MRM.

7.6 MUNICIPAL RECOVERY SERVICES

The organisations listed below have agreed to manage a particular recovery function. They are responsible to the MRM.

Provider	Service Provided
FINANCIAL ASSISTANCE AND ADVICE	
Australian Tax Office (lost tax documents)	Business Tax Enquiries Personal Tax Enquiries
Centrelink	Emergency Information Line Rural Social Worker
Chances for Children	Fund to assist children and young people who are unable to continue their participation in school and/or extra-curricular activities due to their family's financial circumstance.
Financial and Consumer Rights Council	If you have any concerns about managing debts, balancing the budget, insurance claims or your rights dealing with banks and other lenders, there are options available and people who can help.
Financial Ombudsman Service	The Ombudsman's independent dispute resolution processes cover financial services disputes including banking, credit, loans, general insurance, life insurance, financial planning, investments, stock broking, managed

Provider	Service Provided
	funds and pooled superannuation trusts.
Department of Health and Human Services	Financial assistance, counselling referrals and recovery information
Rural Finance Corporation	Clean-up and Restoration Grants/ Concessional Loans for small business and primary producers
MATERIAL AID	
Salvation Army – through MRM	Provision of practical support; food and clothing.
Buloke Shire Council – Municipal Recovery Manager	Organise practical support; food and clothing.
INFORMATION SERVICES AND ADVICE	
Births, Deaths and Marriages Victoria	Lost personal documents
Consumer Affairs Victoria	Tenancy Issues
Buloke Shire Council – through MRM	Local laws, roads, bridges, waste removal, septic tanks, mould, domestic water supplies, building inspections, rates, planning (levees)
PERSONAL SUPPORT SERVICES	
Crisis Support Contacts *Mental Health Assistance/ triage* *Lifeline*	 24 hour access 24 hour access
Department Health and Human Services	Questions relating to interim housing needs, Department of Health and Human Services financial assistance, counselling referrals and flood recovery information
Victorian Council of Churches – Emergencies Ministry	Psychological First Aid, and as such provide Personal Support.
Mallee Support and Development Group	Personal support
BUSINESS SERVICES / ADVICE	
Rural Finance Corporation	Clean-up and Restoration Grants/ Concessional Loans for small business and primary producers
Rural Financial Counselling Service	Rural financial counselling services

Provider	Service Provided
Small Business Victoria	Victorian Business Flood Recovery Fund and mentoring
PRIMARY PRODUCERS SERVICES / ADVICE	
Department of Environment, Land, Water and Planning (DELWP)	Whole Farm Planning Assistance
Rural Finance Corporation	Clean-up and Restoration Grants/ Concessional Loans for small business and primary producers
Rural Financial Counselling Service	Rural financial counselling services
EMERGENCY SERVICES	
Flood & Storm Information Line	13 22 00
REBUILDING AND UTILITY RESTORATION	
Flood Repair Advisory Service	The FRAS is an important service for enabling those flood damaged households that require practical advice to receive assistance in 'where to go from here' in terms of household damage and repair.
North Central Catchment Management Authority	Levee Repairs Flood Jobs Program
Powercor Australia	General Enquiries (Business Hours) Service Difficulties & Faults (24hr)
Telstra	Faults and Repairs
ACCOMMODATION	
Department Health and Human Services	For all questions relating to interim housing needs, Department of Health and Human Services financial assistance, counselling referrals and flood recovery information
MEDICAL	
Hospitals	Sea Lake District Hospital Birchip District Hospital Wycheproof District Hospital Charlton District Hospital

Provider	Service Provided
	Donald District Hospital
ANIMAL WELFARE	
Department Environment, Land, Water and Planning	To plan for and respond to the welfare of animals in the case of a municipal emergency. To coordinate the collection, transportation, disposal, yarding and/or feeding of affected animals, as well as the coordination of short to long term agistment, and/or relief milking. This role also includes the arrangement of veterinary care and/or euthanasia (of animals) as required.
Buloke Shire Council - Local Laws Department	Domestic animal management
Food and Water	
Australian Red Cross Salvation Army	Impacted community members and visitors Support to Red Cross
Buloke Shire Council – Municipal Recovery Manager	
CHILDCARE SERVICES	
Department of Education Training	
Buloke Shire Council – Children's Services	
PUBLIC HEALTH	
Department of Health and Human Services	
Buloke Shire Council - Environmental Health	The Environmental Health Team is responsible for public health matters in the Municipality. In an emergency the responsibilities of this team include: • advice on water supply • ensuring hygienic food handling including the safe production, storage and distribution • supply of sanitary and hygienic accommodation when required • refuse removal • pest control • control of infectious disease (immunisation) • advice regarding the disposal of dead animals

7.7 COMMUNITY IN RECOVERY

Community Information and Briefings

Community information and briefings are vital components that assist in the recovery of emergency affected individuals and communities. Community information sessions will be conducted as soon as is practicable after an emergency.

Buloke and support agencies actively engage the community through a range of mechanisms including media releases, public notices, social media, newsletters, Council's website and community planning groups.

Engagement of Community in Recovery

A vital component in empowering a community in its recovery process is the engagement and involvement of the affected community in planning and participating in the process of recovery. This may be undertaken in a variety of ways depending on the scale of the event and community interest and ability.

At all times, members of the affected community will be provided the opportunity to give feedback and express their opinions in relation to the recovery process. Buloke will ensure that processes allow for broad and diverse community input.

Recovery Centres

A Recovery Centre is a building in which a coordinated service response is provided to support emergency affected communities for the restoration of their emotional, social, economic and physical wellbeing. Recovery centres will provide a link to Council, agency and government services, and will be located in close proximity to the affected area/s.

In the event of an emergency, Buloke will activate a Recovery Centre within the impacted area(s) to enable ease of access for affected community members.

7.8 VOLUNTEERS

The MRM will arrange for coordination of volunteers where the nature and scope of the emergency event requires management and deployment of volunteers, particularly spontaneous volunteers. Refer to Part Five of this Plan for Volunteer Compensation Arrangements.

7.9 SUPPLY OF GOODS AND SERVICES

Goods and services may include equipment, personnel and resources for recovery activities.

As a general principle, Council, government and non-government agencies and organisations are responsible for funding the provision of recovery services themselves using their own supply systems. The MRM, with the assistance of DHHS, will coordinate the acquisition of the supply of goods/services which cannot be provided by the municipality or participating agencies.

When goods can only be obtained in such a manner, approval for payment from DHHS is required prior to the goods/services being obtained.

7.10 GOVERNMENT ASSISTANCE MEASURES

There are a range of post-emergency assistance measures provided by the Victorian and Commonwealth Governments. These are contained in Part 8 Appendix 1 of the Emergency Management Manual Victoria.

Depending on the scale and impact of an emergency, Regional Recovery Coordinators may be able to facilitate financial assistance and funding for municipal Councils, agencies and organisations providing relief and recovery services.

If this funding is exceeded in a large scale emergency, additional funding would be requested:

- Where the emergency arises as a result of a natural disaster, Victoria's Department of Treasury and Finance (DTF) can, depending on the scale and the impact, provide *Natural Disaster Financial Assistance* (NDFA) to help ease the financial burden experienced by affected municipal councils. Further details can be found at www.dtf.vic.gov.au/Victorias-Economy/Natural-disaster-financial-assistance
- DFT, the Department of Premier and Cabinet (DPC) and Emergency Management Victoria (EMV) will coordinate a request to the Australian Government to approve funding under the *Natural Disaster Relief and Recovery Arrangements* (NDRRA), to share the cost of significant emergencies. The State's eligible costs under these arrangements can include grants and assistance paid to individuals and households, primary producers, small businesses and not-for-profit organisations and reimbursement provided to local councils and Catchment Management Authorities for particular relief and recovery activities and the restoration of essential public assets.
- The State Relief and Recovery Manager can coordinate a whole of Victorian Government funding submission for consideration by the Expenditure Review Sub Committee of Cabinet.

Community needs will determine which recovery activities are required within State recovery coordination. State recovery coordination environments and functional areas are as follows:

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:

FUNCTIONAL AREA (lead coordinating agency)	**ACTIVITIES**	**LEAD**	**SUPPORT**
Housing and Accommodation (DHHS) Assist people displaced by the emergency to access temporary accommodation, and return to permanent housing as soon as possible	• Support securing interim accommodation	• DHHS	• Municipal Councils
	• Advice to councils on accommodation standards	• DHHS	
	• Survey and make a determination regarding occupancy of damaged buildings	• Municipal Councils	
	• Building advice and information to residents	• VBA	• Municipal Councils
	• Transition to permanent housing	• DHHS	
Pyscho-social support (DHHS) Support the emotional, spiritual, cultural, psychological and social needs of affected people	• Psychological first aid	• DHHS	• Australian Red Cross • VCC-EM • Other agencies
	• Emotional and spiritual care including counselling and targeted psychosocial support	• DHHS	• Australian Red Cross • VCC • Other agencies
	• Personal support in relief and recovery centres and through community outreach	• DHHS	• Australian Red Cross • VCC-EM • Other agencies

	• Support in emergencies caused by criminal acts	• Victim support agency	
	• Support and advice to support schools and early childhood services	• DET	
	• Referrals to psychosocial support services for primary producers and animal owners	• DEDJTR	• DHHS
	• Support for the bereaved	• Coroners Court	• DHHS
FUNCTIONAL AREA (lead coordinating agency)	**ACTIVITIES**	**LEAD**	**SUPPORT**
Individual and Household Financial Assistance (DHHS) Assist households to minimise the financial impact of the emergency by providing advice and financial assistance where eligible	• Personal hardship assistance program- Re-establishment assistance	• DHHS	• DTF • EMV
	• Australian Government financial assistance	• DHHS as lead government liaison	• Centrelink
	• Insurance advice and information to customers	• DTF as lead government liaison	• ICA • VMIA • Victorian Legal Aid
Health and Medical Assistance (DHHS) Ensure that health and medical emergency responses are coordinated and appropriate	• Public health advice	• DHHS	
	• Advice on wellbeing in recovery	• DHHS	
	• Primary and acute health services	• DHHS	• DHHS funded health care services • Other primary and acute health services
Community development (EMV) Support communities to share responsibility in recovery activities	• Community information	• DHHS	• EMV • Municipal Councils
	• Formation, leadership and support of Municipal/Community Recovery Committees	• Municipal Councils	• DHHS
	• Local Community Events	• DEDJTR	
	• Provision and staffing for Recovery/Information Centres	• Municipal Councils	• DHHS
	• Provision and management of community development services	• Municipal Councils	• DHHS
	• Organisation of state-wide public appeals	• DPC	• Australian Red Cross
	• Coordination of	• DHHS	• Australian Red Cross

	spontaneous volunteers		• Volunteering Victoria

ECONOMIC ENVIRONMENT The economic environment considers the direct and indirect impacts that an event may have on business, primary producers and the broader community			
FUNCTIONAL AREA (lead coordinating agency)	**ACTIVITIES**	**LEAD**	**SUPPORT**
Local Economies (DEDJTR) Mitigate the impact of emergencies on economic activity in affected communities	• Implement available financial assistance under the NDRRA to assist voluntary non-profit groups, communities and economies	• DTF	• DPC • DEDJTR • RFCV
	• Implement approved actions and projects to assist economic recovery	• DEDJTR	
	• Encourage and bring forward the resumption of local trade and economic activity	• DEDJTR	
	• Monitor broad economic impacts and consequences	• DEDJTR	
Business (DEDJTR) Information, advice and support to business to facilitate good decision making and assist their recovery	• Assist businesses to access available information and advice following an emergency	• DEDJTR	
	• Information and advice to small businesses to support decision making and encourage a return to business	• DEDJTR	• Small Business Mentoring Services
	• Implement approved actions to assist business recovery	• DEDJTR	
	• Provide opportunities for the enhancement of knowledge and skills within small businesses	• DEDJTR	
	• Coordinate the insurance industry response, information, advice and government liaison	• DTF	• ICA • VMIA
Agriculture (DEDJTR) To assist the agriculture	• Deliver recovery programs and advice to primary producers and rural land managers	• DEDJTR	• DPC • DTF

sector to recover and minimise long term social and economic impact on primary producers and other animal owners	and other animal businesses		
	• Implement available NDRRA initiatives to assist primary producers' recovery	• DTF	• RFCV • DEDJTR • DPC
	• Technical advice to primary producers and rural land managers on re-establishment or alternative strategies	• DEDJTR	
	• Assist farmers repair and restore fences damaged by fire or suppression activities	• DELWP • CFA	• DEDJTR

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			
FUNCTIONAL AREA (lead coordinating agency)	**ACTIVITIES**	**LEAD**	**SUPPORT**
Energy Services (DEDJTR) To build resilience within the energy sector from emergencies and minimise the impact on Victoria's economy and communities	• Electricity services assets reinstatement and return to reliable supply	• DEDJTR lead government liaison	• Electricity business • AEMO
	• Gas services assets reinstatement and return to reliable supply	• DEDJTR lead government liaison	• Gas businesses • AEMO • and other pipeline operators
	• Restoration of liquid fuel supply	• DEDJTR lead government liaison	• Fuel companies
Telecommunications (DEDJTR) To build resilience within the telecommunications sector from emergencies and minimise the impact on Victoria's economy and communities	• Telecommunications assets reinstatement and return to reliable supply	• DEDJTR lead government liaison	• Telecommunications carriers
Water and Wastewater (DELWP) Restoration of water supplies and wastewater services for domestic use	• Recovery and rehabilitation of essential water supply for domestic use	• DELWP • Water corporations	
	• Restoration of sewerage, sanitation systems and wastewater management	• DELWP • Water corporations	
	• Replacement of	• DELWP	• Water corporations

	essential water used in bushfire fighting	• CFA	
Transport (DEDJTR) To build resilience within the transport sector from emergencies and minimise the impact on Victoria's economy and communities	• Airports restoration to normal activity	• DEDJTR lead government liaison	• Airport owners and operators • Other agencies and businesses as required
	• Restoration of port infrastructure	• DEDJTR lead government liaison	• Port Managers • Other agencies and businesses as required
	• Restoration of major arterial roads, bridges and tunnels	• VicRoads	• DEDJTR • VicTrack Access • VMIA • Infrastructure operators
	• Restoration of tram, bus, rail services	• Public Transport Victoria	• DEDJTR • VMIA
	• Assist with logistics, interdependencies, contingencies and reconstruction	• DEDJTR	• Freight warehouse, port, airport and railway operators • VicRoads • Other agencies and businesses as required
FUNCTIONAL AREA (lead coordinating agency)	**ACTIVITIES**	**LEAD**	**SUPPORT**
Buildings and Assets (Activity Leads) Management of risk and facilitating restoration of buildings and assets	• Coordination of clean-up activities	• Municipal Councils	• EMV • DELWP (LGV)
	• The provision of financial assistance to municipal councils for the restoration of essential municipal assets	• DTF	• VicRoads
	• Undertaking the assessment, restoration, clearing and rehabilitation of public buildings and assets (eg roads, bridges, sporting facilities, public amenities, station buildings, schools, hospitals) where an agency is the manager of that respective building or asset	• Respective asset managing agency	• VicRoads
	• Oversight and inspection of rebuilding/	• Municipal Councils	•

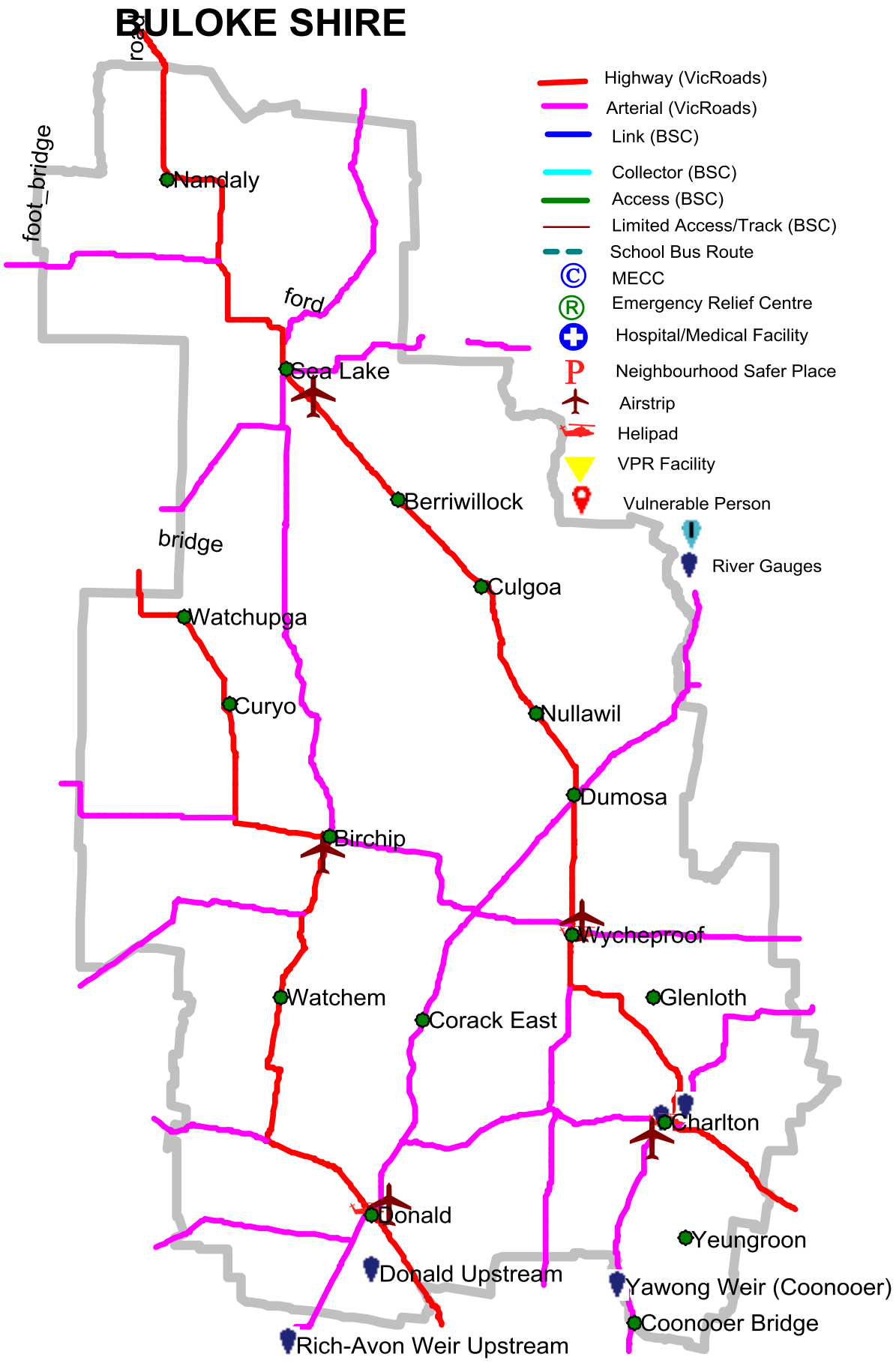
	redevelopment		
	• Administration of insurance claims for state assets	• VMIA	•

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			
FUNCTIONAL AREA (lead coordinating agency)	**ACTIVITIES**	**LEAD**	**SUPPORT**
Natural environment, public land and waterways (DELWP) Manage consequence and mitigate risk to the natural environment on public land	• Undertake erosion control on public land	• DELWP / PV • VicRoads	• Municipal Councils
	• Restoration, clearing and rehabilitation of public land and assets managed directly by DELWP, PV or CMAs	• DELWP / PV	• CMA • VMIA
	• Provision of advice and information services to municipal councils and delegated public land managers and community groups	• DELWP • EPA • CMAs	
	• Implement the Community Environmental Trauma Protocol	• EPA	
	• Surveying and protecting threatened bird, marsupial aquatic and plant species	• DELWP	
	• Surveying and protecting ecosystems	• DELWP	
	• Wildlife welfare	• DELWP	
	• Waste pollution management strategies	• DELWP	• EPA

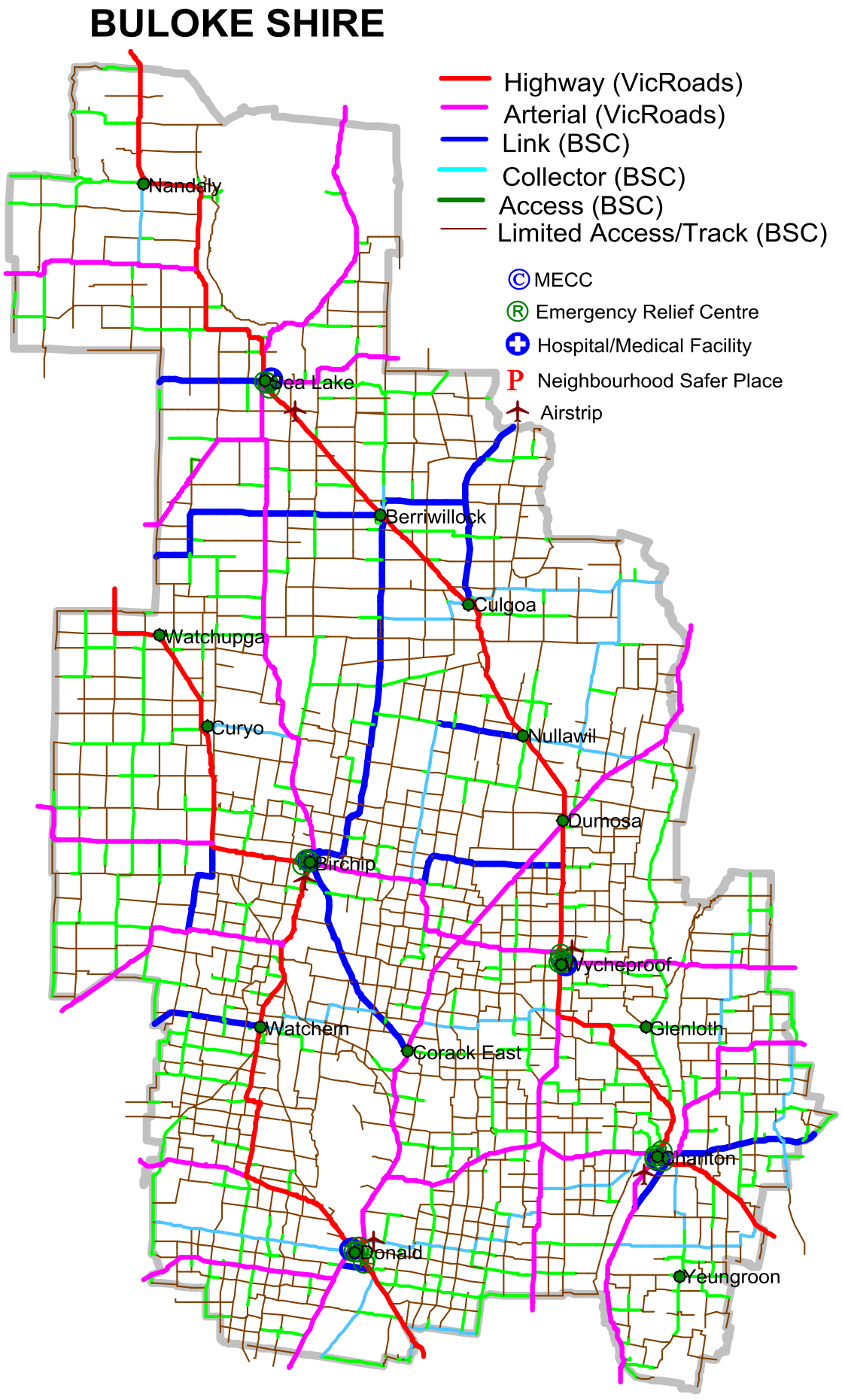
APPENDICES

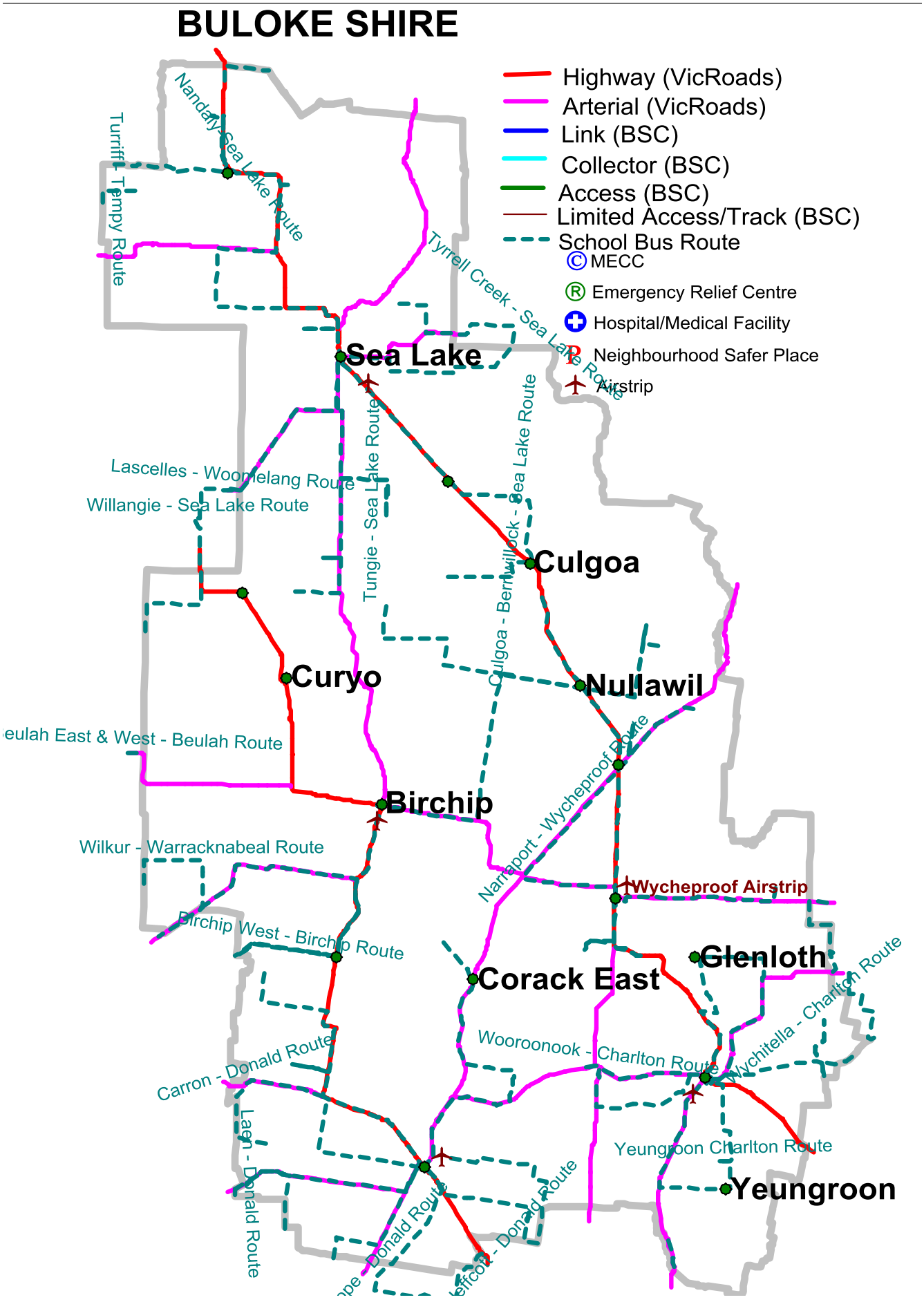
APPENDIX A - MAPS

MAP 1 – MUNICIPALITY



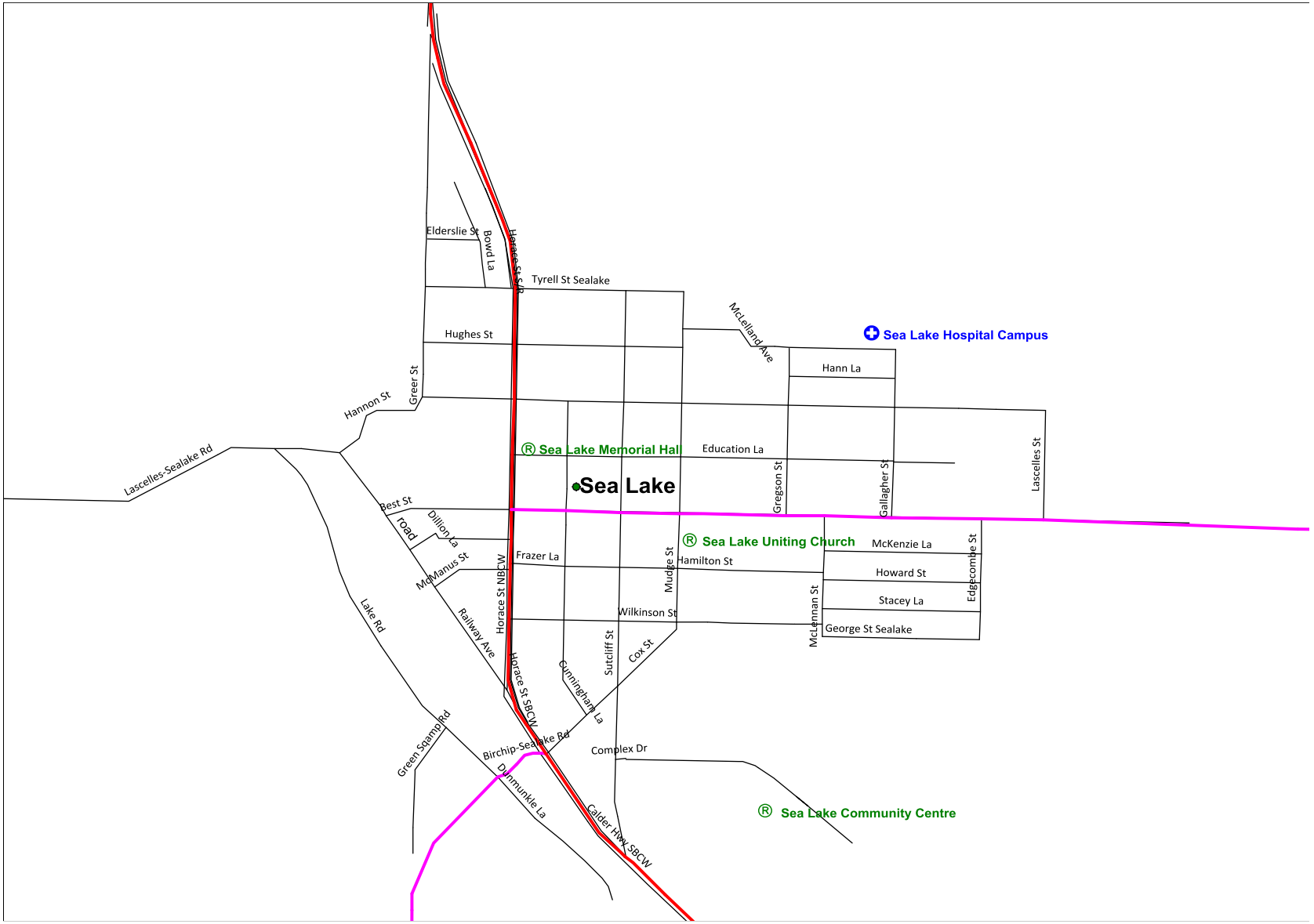
MAP 2 – ROAD NETWORK



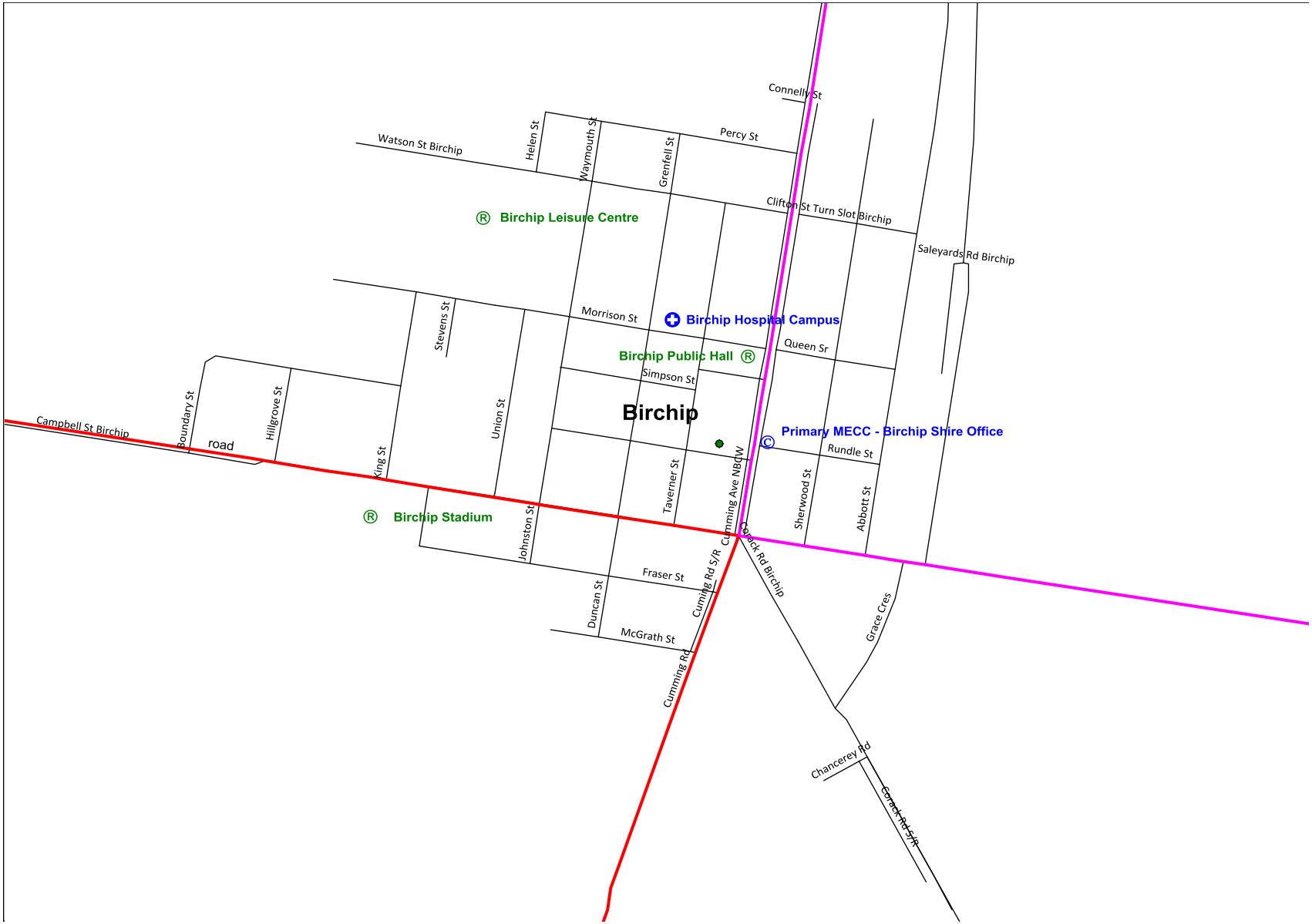

BULOKE SHIRE
Highway (VicRoads)
Arterial (VicRoads)
Link (BSC)
Collector (BSC)
Access (BSC)
Limited Access/Track (BSC)
School Bus Route
MECC
Emergency Relief Centre
Hospital/Medical Facility
Neighbourhood Safer Place
Airstrip
Nandaly - Sea Lake Route
Turriff - Tempy Route
Tyrrell Creek - Sea Lake Route
Sea Lake
Tungie - Sea Lake Route
Culgoa - Berriwillock - Sea Lake Route
Lascelles - Woomelang Route
Willangie - Sea Lake Route
Culgoa
Curyo
Nullawil
Beulah East & West - Beulah Route
Birchip
Narraport - Wycheproof Route
Wilkur - Warracknabeal Route
Wycheproof Airstrip
Birchip West - Birchip Route
Glenloth
Corack East
Wooroonook - Charlton Route
Wychitella - Charlton Route
Carron - Donald Route
Lagn - Donald Route
Yeungroon Charlton Route
Yeungroon

MAP 4 – VICTORIAN LOCAL GOVERNMENT BOUNDARIES

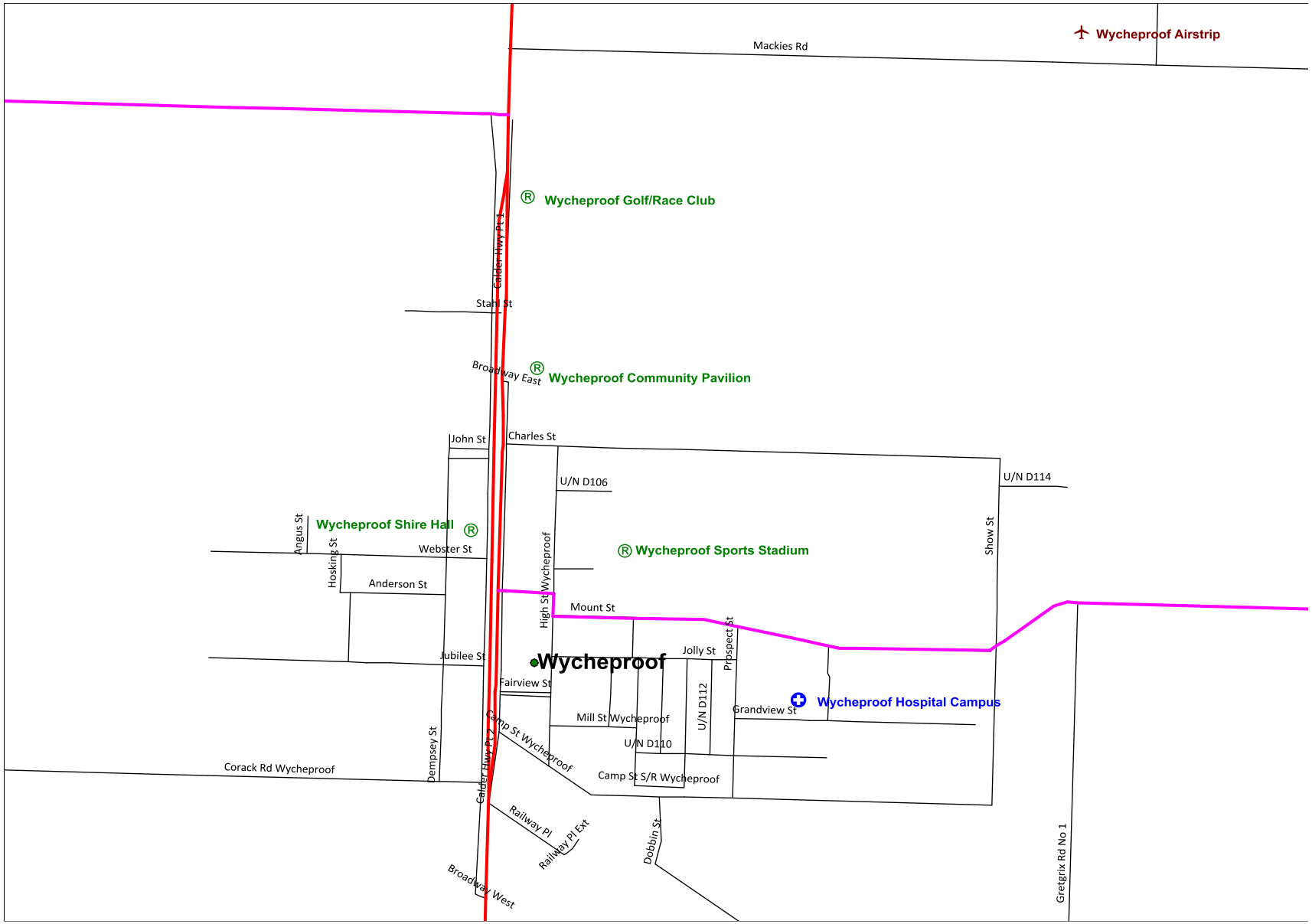
MAP 5 – SEA LAKE



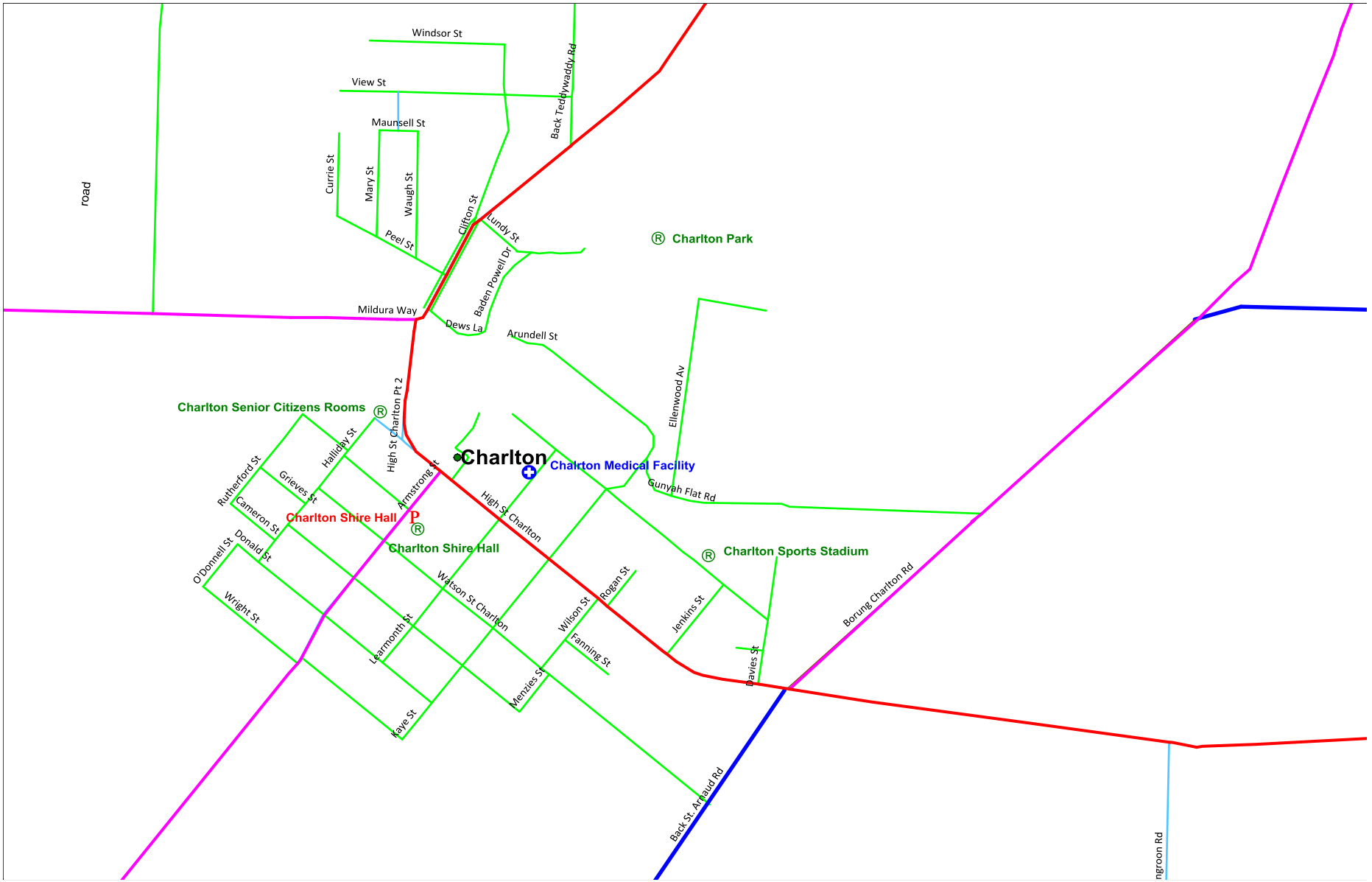
MAP 6 – BIRCHIP



MAP 7 – WYCHEPROOF



MAP 8 – CHARLTON



MAP 9 – NEIGHBOURHOOD SAFER PLACE – CHARLTON SHIRE HALL (Place of last resort)

About this Document	Disclaimer
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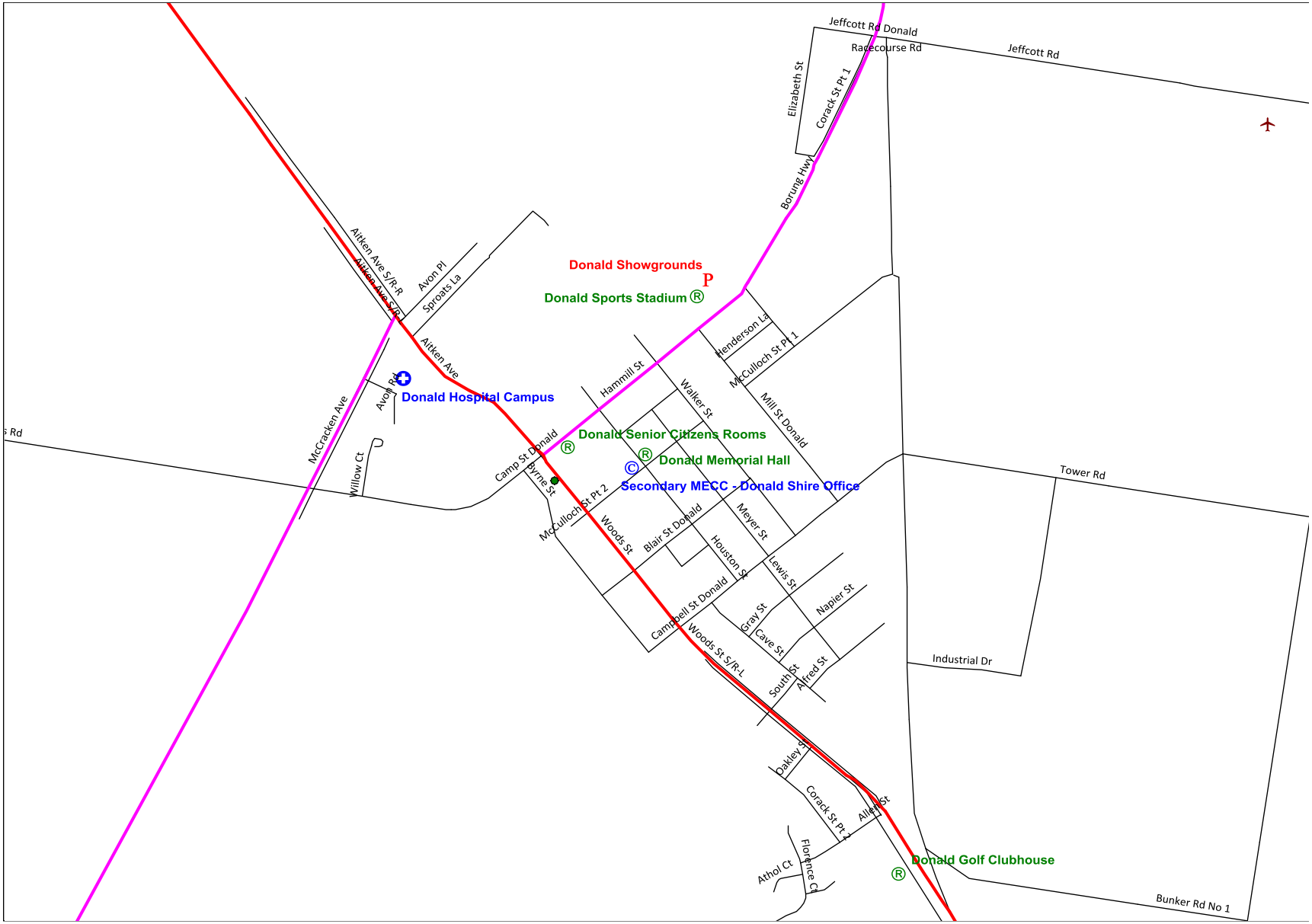
MAP 10 – DONALD



MAP 11 – NEIGHBOURHOOD SAFER PLACE - DONALD SHOW GROUNDS (Place of last resort)

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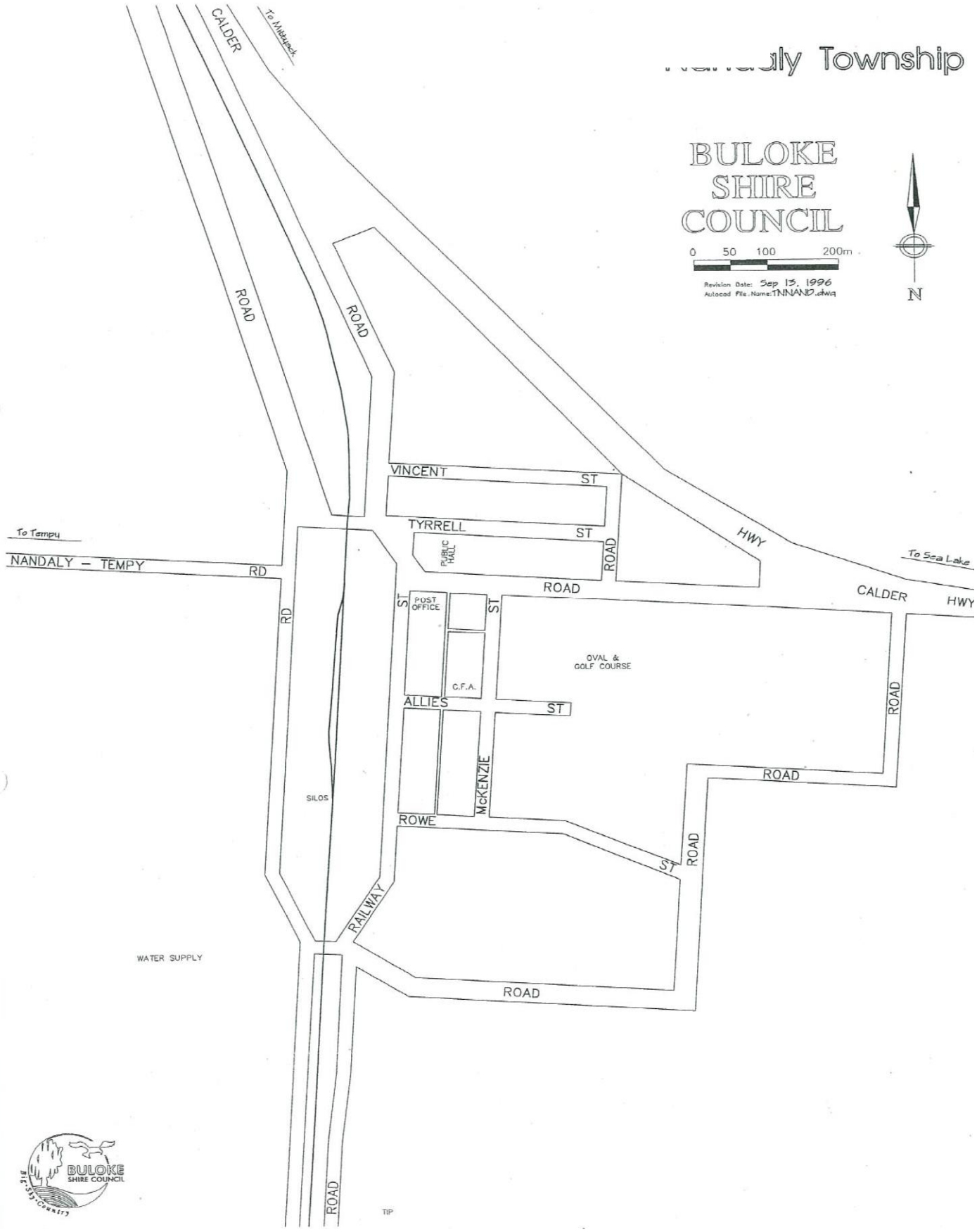
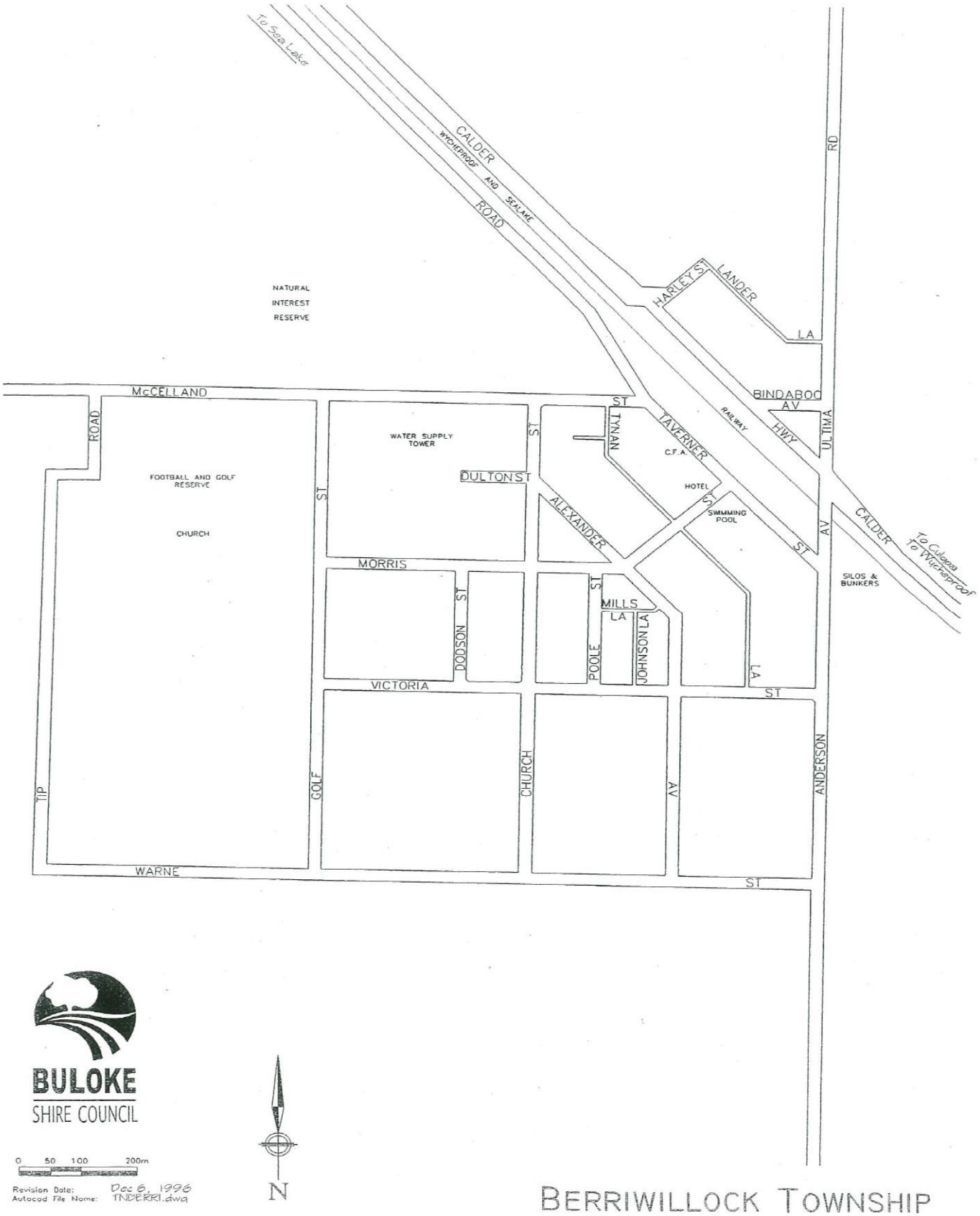
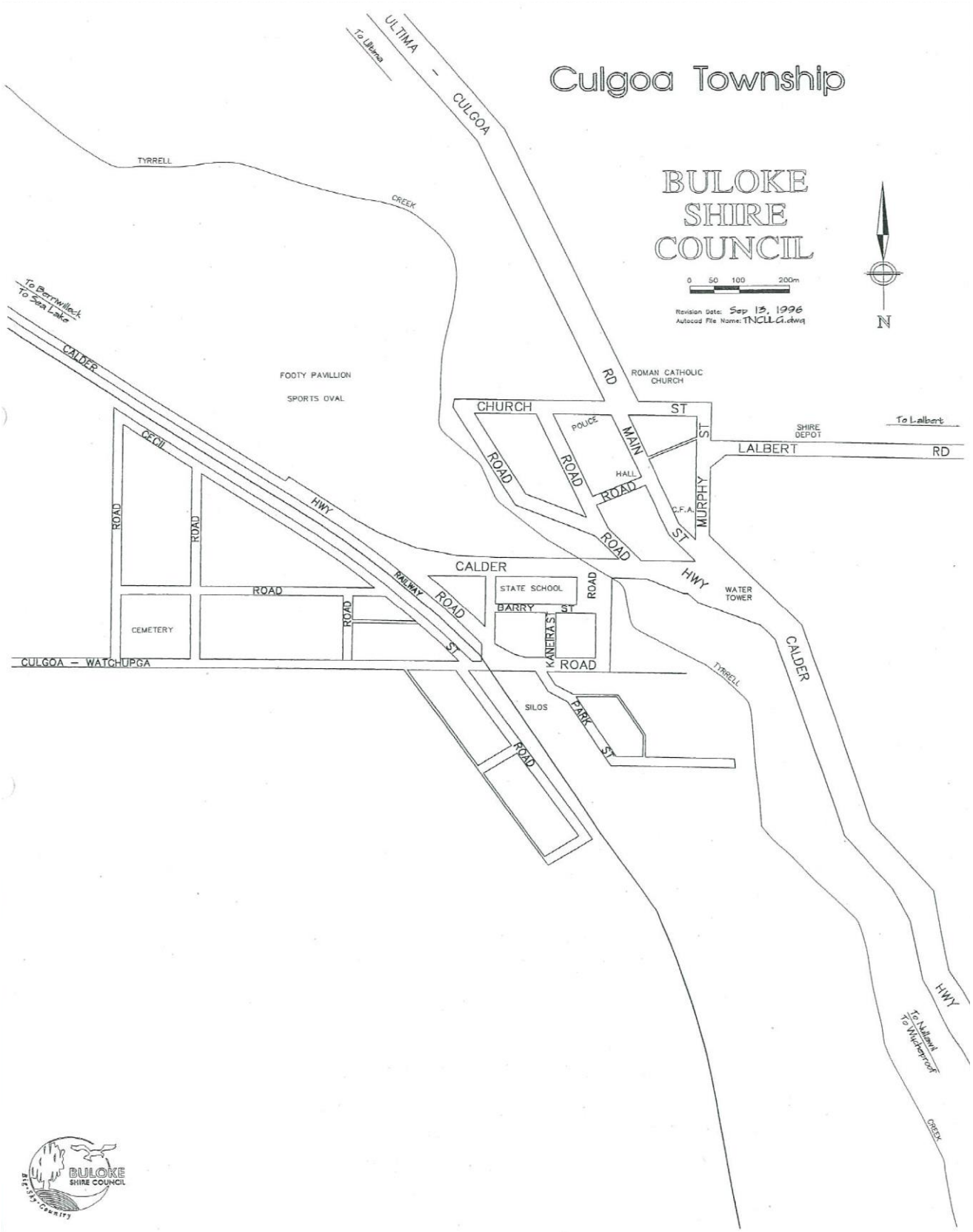
MAP 12 – NANDALY



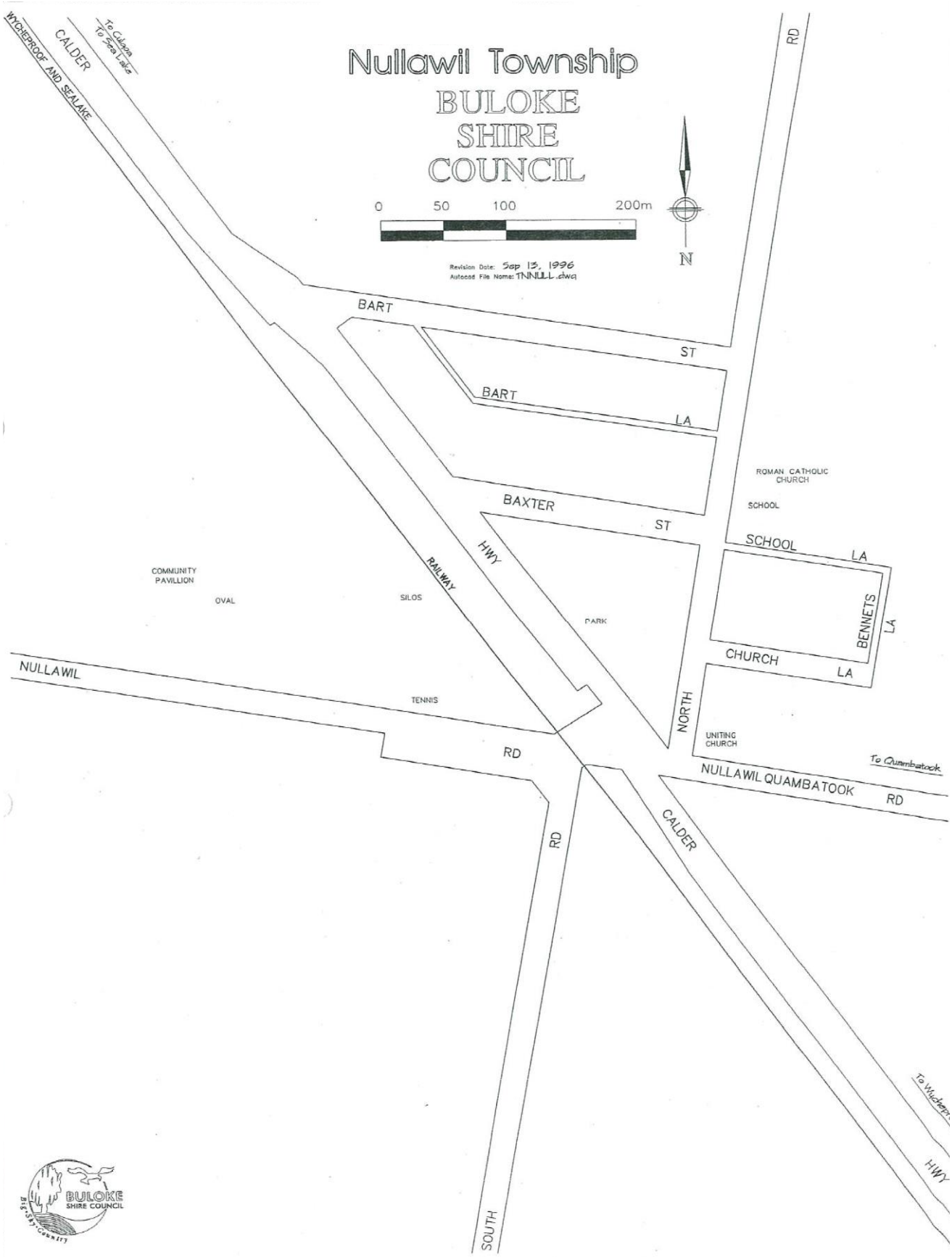
MAP 13 – BERRIWILLOCK



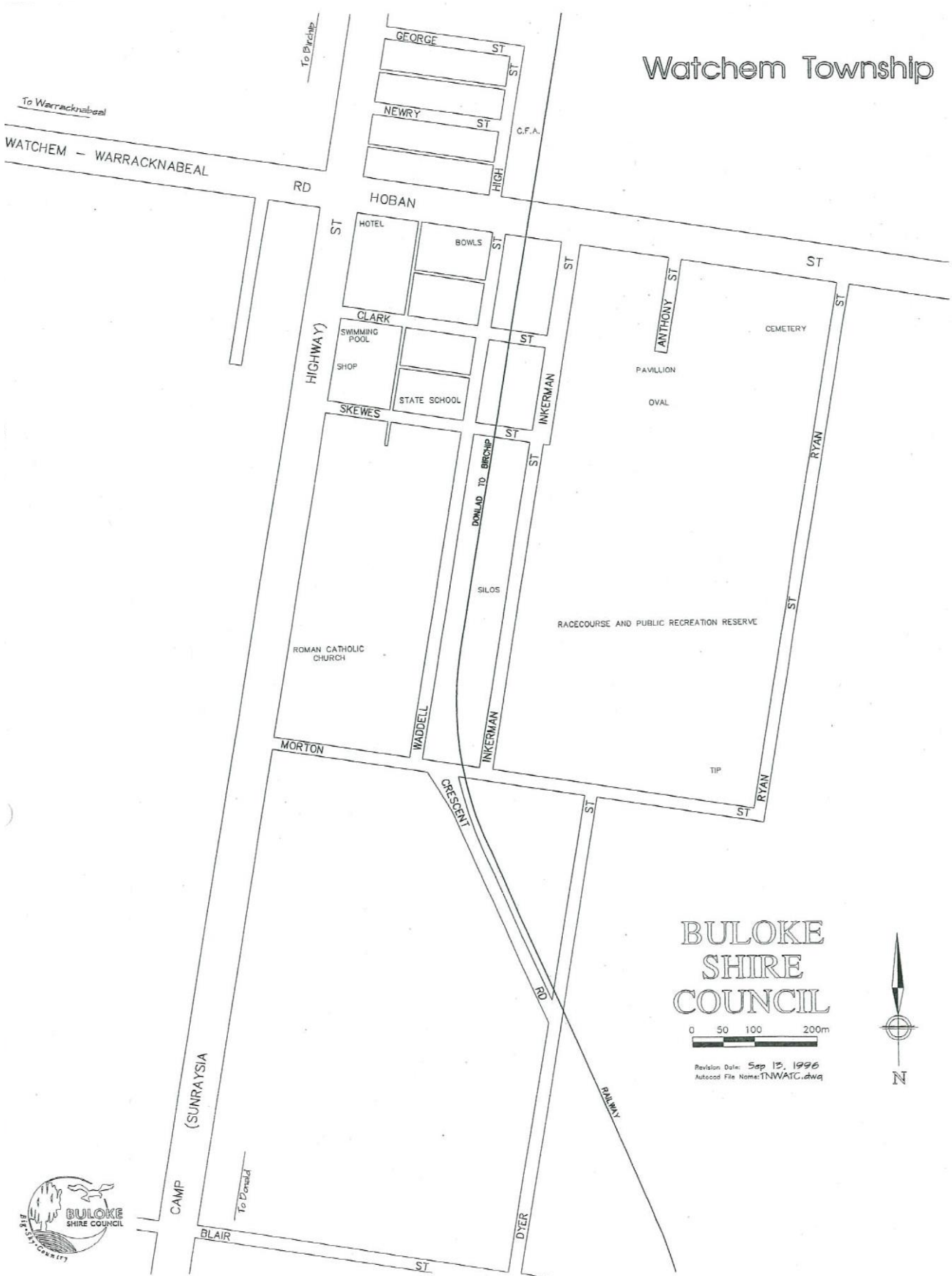
MAP 14 – CULGOA



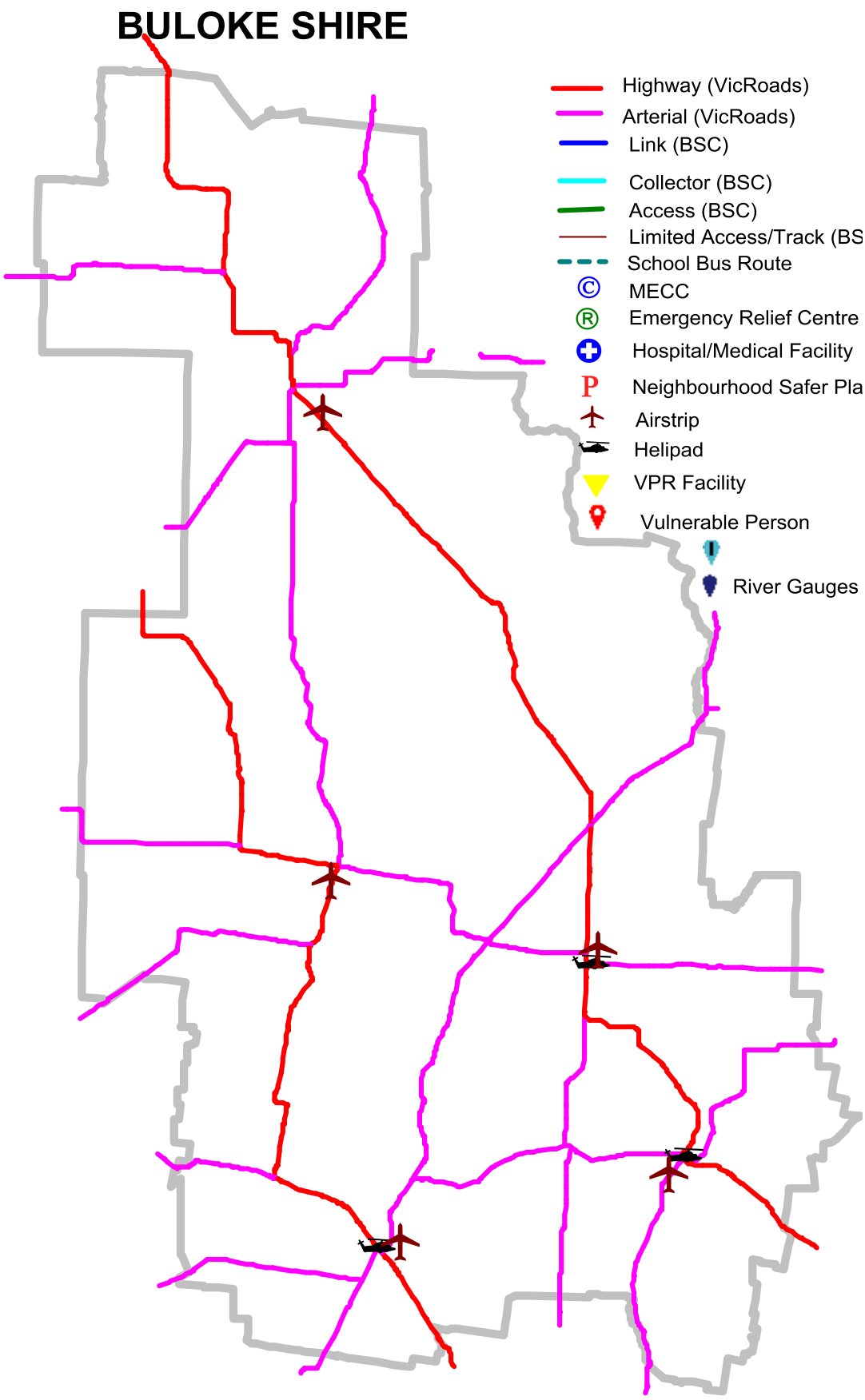
MAP 15 – NULLAWIL



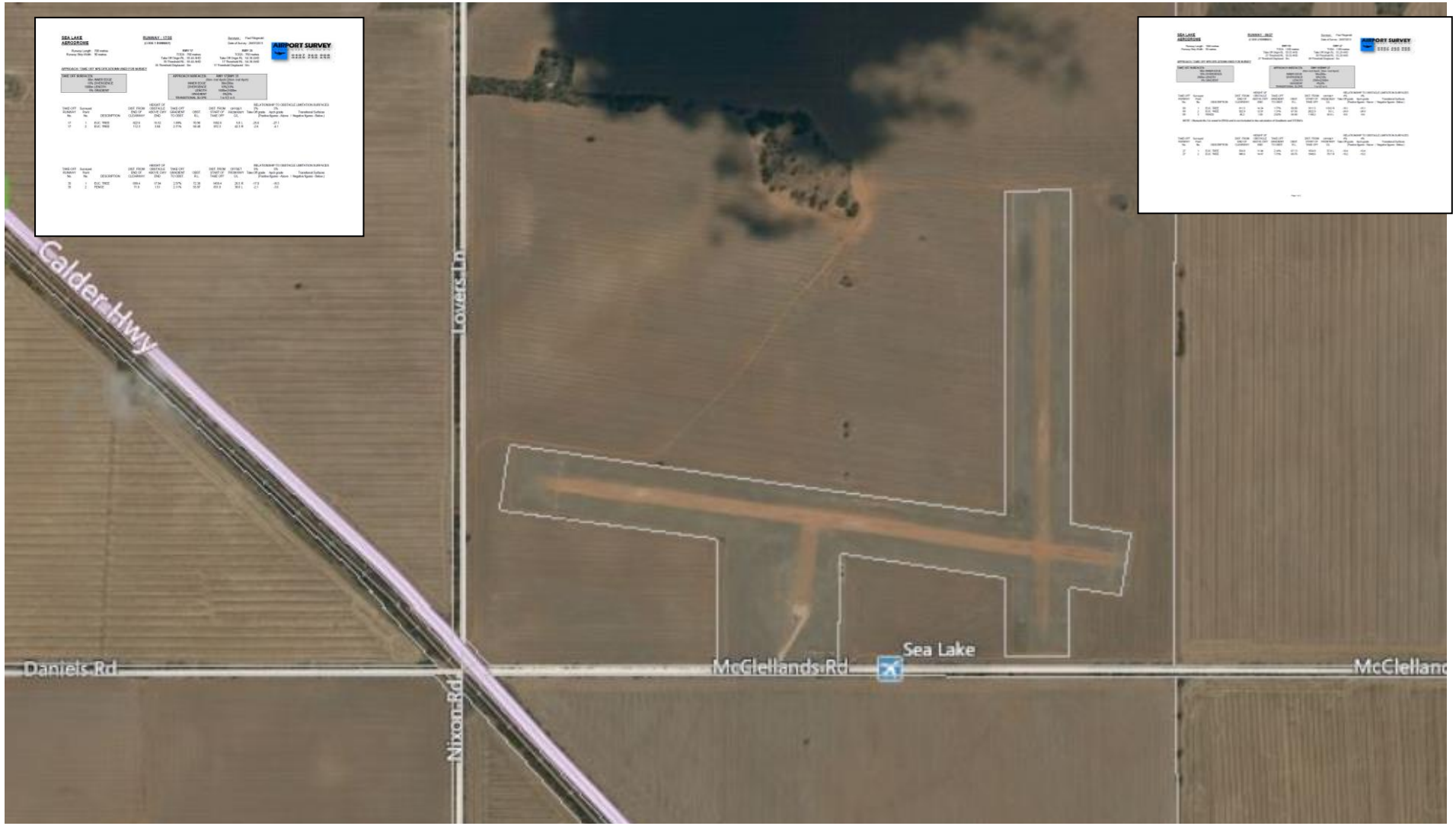
MAP 16 – WATCHEM



MAP 17 - AIRSTRIPS



MAP 18 – SEA LAKE AIRSTRIP



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MAP 19 – BIRCHIP AIRSTRIP

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MAP 20 – WYCHEPROOF AIRSTRIP

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MAP 21 – CHARLTON AIRSTRIP

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MAP 22 – DONALD AIRSTRIP

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APPENDIX B - SPECIAL PLANS AND ARRANGEMENTS

Some special contingency plans have been developed to address recognised municipal issues. Copies are held by various groups and agencies as listed.

MUNICIPAL FIRE MANAGEMENT PLAN:

The Municipal Fire Prevention Officer is responsible for the maintenance and amendment of this plan. The plan is amended and reconfirmed in October. Copies are held by:-

MFPO

CFA Regional Headquarters

Available on the Crisisworks library

MUNICIPAL FLOOD EMERGENCY PLAN:

A Municipal Flood Emergency Plan for the Municipality has been prepared with the aim of preparing for, response to, and recovery from Flood Emergencies within the Buloke Shire Council.

Copies are held by members of the MEMPC and Flood Sub Committee.

Available on the Crisisworks library INFLUENZA PANDEMIC SUB – PLAN

An Influenza Pandemic Sub – Plan for the Municipality has been prepared and adopted by Council (14 July, 2010) with the aims of:

- Assisting in reducing the impacts of an influenza pandemic on the Municipality
- Providing support and recovery assistance throughout the duration of the influenza pandemic,
- Ensuring response activities are consistent across the whole of the government.

The Manager Emergency and Flood Restoration (ie Municipal Emergency Resource Officer) is nominated as the Pandemic Coordinator for the Municipality.

Copies are held by members of the MEMPC.

Available on the Crisisworks library

WORKS AND CONSTRUCTION AFTER HOURS EMERGENCY REQUEST / RESPONSE MANUAL

An After Hours Emergency Request / Response Manual has been prepared with the aim of providing prompt response to emergencies and incidents. The manual provides lists of personnel, plant and equipment resources and relevant information for acquisition of services. The Assistant Manager Road Services is responsible for the maintenance and amendments to this manual.

Copies are held by:-
MERO
ASSISTANT MERO
MRM
AFTER HOURS DUTY OFFICERS
Works Administrative Officer (Works and Construction)

MUNICIPAL HEAT HEALTH PLAN

A Municipal Heat Health Plan has been revised by the MHHPC, endorsed by the MEMPC 5TH February 2016 and adopted by Council 20 December 2016, with the aim of preparing for, and responding to the occurrence of heat health and heatwave events in the Buloke Shire Council and by doing so, reduce the impact on the community and particularly those deemed to be more vulnerable to extreme heat events.Copies are held by:-

MERO
ASSISTANT MERO
MRM
DEPUTY MRM
Environmental Health Officers
Available on the Crisisworks library

EMERGENCY RELIEF PLAN

EMERGENCY RECOVERY PLAN

COMMUNITY EMERGENCY RISK MANAGEMENT

The MEMPC has conducted a risk assessment of all perceived Emergency Hazards within the Municipality, consistent with ISO 31000.

A summary of the identified risks, ratings and recommendations are in Part 4.

HAZARDOUS MATERIALS - SPILLAGE

It is the intention of the Buloke Shire Council via the MEMPC and with assistance of VICSES to examine the need for a special plan dealing with this type of incident.

EVACUATION PLANS:

Special plans addressing the issues of evacuation have been developed for the following hospitals, schools and industrial sites within the municipality.

Copies are held as detailed for each plan below:-

SCHOOLS:

Principals along with their respective school committees are responsible for the development and maintenance of Emergency Management Plans for all schools within the Buloke Shire Council. Co-ordination of the maintenance of school emergency plans is managed by the Resources Officer, Department of Education, Loddon-Campaspe Mallee Region, Bendigo and for Birchip and Donald, Central Highlands Wimmera Region Ballarat. Copies of all plans for schools within the municipality are to be held at the appropriate Police Stations when lodged. These plans should be tested and reviewed annually, the municipality will write in August to each of the organisations listed below and remind them of the need. Listed below are the schools within the Council along with details of the last update of their respective plans.

School	Plans updated
Birchip P-12 School	Annually
Charlton St. Josephs	Annually

Charlton College P-12	Annually
Donald Primary	Annually
Donald High	Annually
Donald St. Marys	Annually
Nullawil Primary	Annually
Tyrrell College (Sea Lake)	Annually
Sea Lake St. Marys	Annually
Wycheproof P-12 College	Annually

School Bus Routes:

Where there is a secondary college in a town, the principal at that college is responsible for co-ordinating school bus services. If there is no secondary college then the primary school principal is the co-ordinator. All school bus services are now provided by the Department of Transport and the Regional Road Passenger Services Officer also has copies of school bus routes. Copies of these plans are to be held at the appropriate Police Stations when lodged.

School Bus Routes Maps:- See Map 3 Appendix A

HOSPITALS:

Listed below are the responsible persons for the maintenance and amendment of Hospital/Hostel Evacuation/Fire/Emergency plans. Copies of plans are to be held at the appropriate Police Stations when lodged.

Hospitals	Plan	Title of Officer	Reviewed	Copies held
Birchip Campus East Wimmera Health Service	Yes	Chief Executive Officer	Annually	Hospital
Charlton Campus East Wimmera Health Service	Yes	Chief Executive Officer	Annually	Hospital
Donald Campus East Wimmera Health Service	Yes	Chief Executive Officer	Annually	Hospital
Wycheproof Campus East Wimmera Health Service	Yes	Director of Nursing	Annually	Hospital
Sea Lake & District Health Service Inc campus of Mallee Track Health & Community Service	Yes	Director of Nursing	Annually	Staff Library
Hostel				
Johnson Goodwin Hostel Donald	Yes	Executive Officer	Annually	Hostel

INDUSTRIAL SITES: No Industrial sites of significants in this Shire.

APPENDIX C – BULOKE EMERGENCY RELIEF CENTRES

Birchip Emergency Relief Centres

NAME OF CENTRE	Birchip Leisure Centre	Birchip Public Hall	Birchip Stadium	
KEYHOLDERS	Birchip Shire Office Ph. 1300 520 520	Birchip Shire Office Ph. 1300 520 520	Principal BH 5492 2287 AH 0417 106 033	
PHONE	5492 2596	Nil	5492 2287	
LOCATION	Morrison Street, Birchip	Cnr. Cumming Ave./Morrison St. Birchip	Campbell Street, Birchip	
MAP REFERENCE	Map 6 (Appendix A)	Map 6 (Appendix A)	Map 6 (Appendix A)	
CAPACITY NON-SLEEPING	550 m^2 on Floor Area	300 m^2 Floor Area	600 m^2	
CAPACITY SLEEPING	250 on Floor	150 on Floor	250 on Floor	
CAR PARKING	Ample	Ample	Ample	
ACCESS	1 Disabled Toilet	Nil	Nil	
TOILETS	Toilets WHB 6F 2M 6U 3F 2M	Toilets WHB 2F 2M 3U 2F 1M	Toilets WHB 5F 4M 3U 3F 2M	
KITCHEN	Full Catering	Full Catering	Limited	
SHOWERS	6F 6M	Nil	3F 3M	
PLAYGROUND	Nil	Nil	Yes	
OTHER COMMENTS	Accommodation/Well catered 200m^2	Mostly Catering Some Accommodation	Accommodation/Limited Catering	

Charlton Emergency Relief Centres

NAME OF CENTRE	Charlton Sports Stadium	Charlton Park	Charlton Shire Hall	Charlton Senior Citizens Rooms
KEYHOLDERS	Charlton College Ph. 5491 1280	Charlton Shire Office Ph. 1300 520 520	Charlton Shire Office Ph. 1300 520 520	Charlton Shire Office Ph. 1300 520 520
PHONE	5491 1910	5491 1320	Nil	5491 1478
LOCATION	Davies Street, Charlton	Calder Highway, Charlton	11 Armstrong St., Charlton	High Street, Charlton
MAP REFERENCE	Map 8 (Appendix A)	Map 8 (Appendix A)	Map 8 (Appendix A)	Map 8 (Appendix A)
CAPACITY NON-SLEEPING	850 m^2 Floor Area	750 m^2 Floor Area	625 m^2 Floor Area	140 m^2 Floor Area
CAPACITY SLEEPING	300 on Floor	400 on Floor	300 on Floor	100 on Floor
CAR PARKING	Ample	Ample	Ample	Ample
ACCESS	2 Disabled Toilets	2 Disabled Toilets	Ramp Access No Disabled Toilets	1 Disabled Toilet
TOILETS	Toilets WHB 3F 2M 3U 2F 2M	Toilets WHB 2F 6M 3U 2F 2M	Toilets WHB 3F 2M 1U 2F 2M	Toilets WHB 2F 1M 1U 1F 1M
KITCHEN	–Full Catering (TAFE Facility)	Full Catering	Full Catering	Full Catering
SHOWERS	4F 4M	4F 6M	Nil	Nil
PLAYGROUND	Yes	Nil	Nil	Yes
OTHER COMMENTS	Accommodation only/ Well Catered	Accommodation/Well Catered	Accommodation/Well Catered	Accommodation/Well Catered

Donald Emergency Relief Centres

NAME OF CENTRE	Donald Memorial Hall	Donald Sports Stadium	Donald Senior Citizens Rooms	Donald Golf Clubhouse
KEYHOLDERS	Donald Shire Office Ph. 1300 520 520	Donald Shire Office Ph. 1300 520 520	Donald Shire Office Ph. 1300 520 520	President AH 5497 1202
PHONE	Nil	5497 1187	5497 1077	5497 1278
LOCATION	33-35 McCulloch St, Donald	45 Hammill Street, Donald	4 Hammill Street, Donald	Woods Street, Donald
MAP REFERENCE	Map 9 (Appendix A)	Map 9 (Appendix A)	Map 9 (Appendix A)	Map 9 (Appendix A)
CAPACITY NON-SLEEPING	500 m^2 Floor Area	976 m^2 Floor Area	210 m^2 Floor Area	300 m^2 Floor Area
CAPACITY SLEEPING	300 on Floor	300 on Floor	150 on Floor	200 on Floor
CAR PARKING	Ample	Ample	Ample	Ample
ACCESS	1 Disabled Toilet	Ramp access 2 Disabled Toilets Shared	1 M Disabled Toilet Shared 1 F Disabled Toilet Shared	1 Disabled Toilet Shared
TOILETS	Toilets WHB 5F 1M 4U 2F 2M	Toilets WHB 6F 6M 5U 2F 2M	Toilets WHB 2F 1M 2U 1F 1M	Toilets WHB 4F 3M 2U 3F 3M
KITCHEN	Full Catering	Full Catering	Full Catering	Full Catering
SHOWERS	Nil	3F 15M	Nil	1F 2M
PLAYGROUND	No	No	No	No
OTHER COMMENTS	Accommodation/Well Catered	Accommodation/Well Catered	Accommodation/Well Catered	Accommodation/Well Catered

Sea Lake Emergency Relief Centres

NAME OF CENTRE	Sea Lake Community Centre	Sea Lake Uniting Church	Sea Lake Memorial Hall	
KEYHOLDERS	Tyrrell College Ph. BH (03) 5070 2106 AH (03) 5070 1460	Ph. (03) 5070 1134	Ph. BH (03) 5070 1404 AH (03) 5070 2072	
PHONE	(03) 5070 1418	Nil	Nil	
LOCATION	Complex Dve., Sea Lake	Mudge Street, Sea Lake	Horace Street, Sea Lake	
MAP REFERENCE	Map 5 (Appendix A)	Map 5 (Appendix A)	Map 5 (Appendix A)	
CAPACITY NON-SLEEPING	1400 m^2 Floor Area	300 m^2 Floor Area	450 m^2 Floor Area	
CAPACITY SLEEPING	500 on Floor	100 on Floor	150 on Floor	
CAR PARKING	Ample	Ample	Ample	
ACCESS	2 Disabled Toilets/Showers	Nil	Nil	
TOILETS	Toilets WHB 6F 2F	Toilets WHB 2F 1M 1U 1F 1M	Toilets WHB 3F 1M 3U 1F 1M	
KITCHEN	Full Catering	Full Catering	Full Catering	
SHOWERS	4 F 4 M	Nil	Nil	
PLAYGROUND	Nil	Nil	Nil	
OTHER COMMENTS	Accommodation/Well Catered	Mostly Catering Limited Accommodation	Catering Only	

Wycheproof Emergency Relief Centres

NAME OF CENTRE	Wycheproof Sports Stadium	Wycheproof Golf/Race Club	Wycheproof Shire Hall	Wycheproof Community Pavilion
KEYHOLDERS	Ph. 5493 7409 AH 5493 7650 BH	Ph. 5493 7500 AH 5493 7340	Wycheproof Shire Office Ph. 1300 520 520	Wycheproof Shire Office Ph. 1300 520 520
PHONE	5493 7444	5493 7488	Ph. 1300 520 520	5493 7310
LOCATION	McKenzie Street, Wycheproof	Calder Highway, Wycheproof	Broadway, Wycheproof	Broadway, Wycheproof
MAP REFERENCE	Map 7 (Appendix A)	Map 7 (Appendix A)	Map 7 (Appendix A)	Map 7 (Appendix A)
CAPACITY NON-SLEEPING	812 m^2 Floor Area	200 m^2 Floor Area	500 m^2 Floor Area	200 m^2 Floor Area
CAPACITY SLEEPING	300 on Floor	100 on Floor	300 on Floor	100 on Floor
CAR PARKING	Ample	Ample	Ample	Ample
ACCESS	1 Disabled Toilet	1 Disabled Toilet	Ramp Access via supper room	Ramp Access/1 Disabled Toilet
TOILETS	Toilets WHB 3F 2M 3U 3F 1M	Toilets WHB 3F 2M 2U 2F 2M	Toilets WHB 3F 2M 6U 1F 1M	Toilets WHB 2F 2M 2U 2F 2M
KITCHEN	Small kiosk only	Full Catering	Full Catering	Full Catering
SHOWERS	3F 4M	1F 1M	Nil	4F 4M
PLAYGROUND	Yes	Nil	Nil	Nil
OTHER COMMENTS	Accommodation Only	Accommodation/Well Catered	Accommodation/Well Catered	Accommodation/Meals

EMERGENCY RELIEF CENTRE MANAGEMENT

The following emergency relief centres 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. Map references in the attached facility charts, relate to the locations as per Appendix A (MAPS).

BIRCHIP		
Relief Centre Manager	Primary – Economic Development Officer	Deputy – Procurement Assistant
Priority 1	Birchip Leisure Centre	(See Map 6 Appendix A)
Priority 2	Birchip Public Hall	(See Map 6 Appendix A)
Priority 3	Birchip Stadium	(See Map 6 Appendix A)
CHARLTON		
Relief Centre Manager	Primary – Manager Aged & Disability	Deputy – Admin Officer
Priority 1	Charlton Sports Stadium	(See Map 8 Appendix A)
Priority 2	Charlton Park	(See Map 8 Appendix A)
Priority 3	Charlton Shire Hall	(See Map 8 Appendix A)
DONALD		
Relief Centre Manager	Primary – Team Leader Pools	Deputy – Manager Community Services
Priority 1	Donald Memorial Hall	(See Map 9 Appendix A)
Priority 2	Donald Sports Stadium	(See Map 9 Appendix A)
Priority 3	Donald Senior Citizens Rooms	(See Map 9 Appendix A)
SEA LAKE		
Relief Centre Manager	Primary – Customer Service Officer	Deputy – tba
Priority 1	Sea Lake Community Centre	(See Map 5 Appendix A)

Priority 2	Sea Lake Uniting Church	(See Map 5 Appendix A)
Priority 3	Sea Lake Memorial Hall	(See Map 5 Appendix A)
WYCHEPROOF		
Relief Centre Manager	Primary – Accounts Payable Officer	Deputy – Senior Finance Officer
Priority 1	Wycheproof Sports Stadium	(See Map 7 Appendix A)
Priority 2	Wycheproof Golf/Race Club	(See Map 7 Appendix A)
Priority 3	Wycheproof Shire Hall	(See Map 7 Appendix A)
Priority 4	Wycheproof Community Pavilion	(See Map 7 Appendix A)

APPENDIX D - DISTRIBUTION LIST

CW - Holders to access from Crisisworks on-line via buloke.crisisworks.com

HC – Holders have hard copies of the MEMP and wish to continue to have hard copy inserts

CD – Holders have disc copies of the MEMP

Email – Holders have electronic copies (pdf)

No	Type	Version	Organisation	Contact details for amendments
1	CW	Full	Municipal Emergency Resource Officer Buloke Shire Council	Manager Emergency and Flood Restoration Buloke Shire Council, Charlton Office P.O. Box 1, WYCHEPROOF Vic. 3527
2	CW	Full	Municipal Recovery Manager Buloke Shire Council	Environmental Health Officer Buloke Shire Council, Donald Office P.O. Box 1, WYCHEPROOF Vic. 3527
3	CW	Full	MOCC Facility Manager Buloke Shire Council	Environmental Compliance Officer Buloke Shire Council, Donald Office PO Box 1 WYCHEPROOF Vic. 3527
4	CW	Full	Deputy Municipal Emergency Resource Officer Buloke Shire Council	Coordinator Asset & Planning Delivery Buloke Shire Council, Birchip Office P.O. Box 1, WYCHEPROOF Vic. 3527
5	CW	Full	Deputy Municipal Recovery Manager Buloke Shire Council	Manager Community Services Buloke Shire Council, Charlton Office P.O. Box 1, WYCHEPROOF Vic. 3527
6	CW	Full	Chairperson MEMPC Buloke Shire Council	Councillor Buloke Shire Council P.O. Box 1, WYCHEPROOF Vic. 3500
7	CW	Public	Transport & Engineering Functional Area Representative Buloke Shire Council	Asset Engineer Buloke Shire Council, Birchip Office P.O. Box 1, WYCHEPROOF Vic. 3527
8	CW	Full	Primary MOCC Copy (with MOCC Facility Manager) Buloke Shire Council	Environmental Compliance Officer Buloke Shire Council, Donald Office P.O. Box 1, WYCHEPROOF Vic. 3527
9	Email	Full	Shire Office Buloke Shire Council	Records Officer Buloke Shire Council P.O. Box 1 WYCHEPROOF Vic. 3527
10	Email	Public	Shire Offices Buloke Shire Council	Buloke Shire Council, Customer Services Officer, Wycheproof District Office 367 Broadway WYCHEPROOF VIC. 3527

No	Type	Version	Organisation	Contact details for amendments
11	CW	Full	Municipal Emergency Response Coordinator Victoria Police	Officer in Charge 12 Camp Street CHARLTON Vic. 3525
12	CW CD	Full	Regional Emergency Response Coordinator Victoria Police	Regional Emergency Response Coordinator 221 High Street, Golden Square, Bendigo VIC 3550 DX 21 4505
13	CW	Full	Deputy MERC Donald Police Station Victoria Police	Donald Police Station 13 Byrne Street DONALD Vic. 3480
14	CD	Public	Birchip Police Station Victoria Police	Officer in Charge Birchip Police Station, Cumming Avenue BIRCHIP Vic. 3483
15	CD	Public	Culgoa Police Station Victoria Police	Officer In Charge Culgoa Police Station Main Street CULGOA Vic. 3530
16	CD	Public	Sea Lake Police Station Victoria Police	Officer In Charge Sea Lake Police Station 102 Horace Street, SEA LAKE Vic. 3533
17	CD	Public	Wycheproof Police Station Victoria Police	Officer In Charge Wycheproof Police Station 400 Broadway WYCHEPROOF Vic. 3527
18	CW	Full	Victoria State Emergency Service-Regional	Regional Officer, Emergency Management, North-West Region VICSES P.O. Box 1700, SWAN HILL Vic. 3585
19	CW	Full	Victoria State Emergency Service-Regional	Divisional Command Point Wycheproof CFA/SES Facility 69 Dempsey Street WYCHEPROOF Vic. 3527
20	CW	Public	Victoria State Emergency Service – Regional	Regional Manager North West Region VICSES 7 Rohs Road, EAST BENDIGO Vic. 3550
21	CW	Public	Victoria State Emergency Service – Wycheproof Controller	Controller Wycheproof SES PO Box 69 WYCHEPROOF Vic. 3527
22	CW	Public	Victoria State Emergency Service – Birchip	Controller Birchip SES 40 Watson Street, BIRCHIP Vic. 3483
23	CW	Public	Dept Health & Human Services	Manager Emergency Management 74 -78 Queen Street, BENDIGO Vic. 3550

No	Type	Version	Organisation	Contact details for amendments
24	CW	Public	Dept Health & Human Services	Emergency Management Coordinator 74 -78 Queen Street, BENDIGO Vic. 3550
25	CW	Full	Country Fire Authority (Region 18)	Operations Officer – Region 18 Country Fire Authority PO Box 558 SWAN HILL Vic. 3585
26	CW	Full	Country Fire Authority-(Region 18)	Operations Manager Country Fire Authority P.O. Box 558 SWAN HILL Vic. 3585
27	CW	Public	Country Fire Authority – Risk Manager	Manager Community Safety Country Fire Authority P.O. Box 558 SWAN HILL Vic. 3585
28	CW	Public	CFA Tyrrell Group Officer	Group Officer 69 Dempsey Street WYCHEPROOF VIC 3527
29	CW	Public	CFA Charlton Group Officer (Reserved)	1st Deputy Group Officer
30	CW	Public	CFA Buloke West Group Officer	Group Officer 20 Blair Street DONALD Vic. 3480
31	CW	Public	Ambulance Victoria	Group Manager Loddon-Mallee Region, Ambulance Victoria P.O. Box 9000 BENDIGO Vic. 3564
32 33	HC CD	Public	Ambulance Victoria	Charlton Rural Ambulance Service Victoria 151 High Street CHARLTON Vic. 3525
34	CD	Public	Ambulance Victoria	Sea Lake Ambulance Service Victoria P.O. Box 65 SEA LAKE Vic. 3533
35	HC	Public	Ambulance Victoria	Team Manager St Arnaud and Donald Ambulance Service Victoria PO Box 74 St Arnaud VIC 3478
36	CD	Public	Australian Red Cross, ESLO	Northern Lakes Divisional Operations Officer PO Box 193 SWAN HILL Vic. 3585
37	CD	Public	Australian Red Cross Emergency Services Department	Emergency Services Department Australian Red Cross G.P.O. Box 9949, MELBOURNE Vic. 3001
38	CD	Public	VicRoads	Team Leader Asset Delivery (Routine) Northern Region VicRoads 53-61 Lansell Street

No	Type	Version	Organisation	Contact details for amendments
				EAST BENDIGO Vic. 3550
39	CD	Public	Dept. Environment, Land, Water and Planning	Statutory Planner DELWP PO Box 905 MILDURA Vic. 3502
40	CD	Public	Grampians Wimmera Mallee Water	Mallee Regional Works Coordinator PO Box 481 Horsham VIC 3402
41	CD	Public	Grampians Wimmera Mallee Water	General Manager Operations, Grampians WMW P. O. Box 481 HORSHAM Vic. 3402
42	CD	Public	East Wimmera Health Service	Maintenance Officer St. Arnaud Campus, East Wimmera Health Service P.O. Box 31, ST. ARNAUD Vic. 3478
43	CD	Public	Hospital-Birchip Campus East Wimmera Health Service	Nurse Manager Birchip Campus, East Wimmera Health Service Duncan Street, BIRCHIP Vic. 3483
44	CD	Public	Hospital-Charlton Campus East Wimmera Health Service	Nurse Manager Charlton Campus, East Wimmera Health Service P.O. Box 159 CHARLTON Vic. 3525
45	CD	Public	Hospital – Wycheproof Campus East Wimmera Health Service	Nurse Manager Wycheproof Campus, East Wimmera Health Service P.O. Box 82 WYCHEPROOF Vic. 3527
46	CD	Public	Hospital – Donald Campus East Wimmera Health Service	Nurse Manager Donald Campus, East Wimmera Health Service P.O. Box 116 DONALD Vic. 3480
47	CD	Public	Mallee Track Health and Community Services	Manager Corporate Services PO Box 130 OUYEN VIC 3490
48	CD	Public	Hospital – Sea Lake Campus Mallee Track Health and Community Services	CEO Mallee Track Health and Community Services (Sea Lake Hospital Campus) P.O. Box 211 SEA LAKE Vic. 3533
49	CW Email	Public	Adjoining Municipalities	Director Infrastructure Services Gannawarra Shire Council P.O. Box 287, KERANG Vic. 3579

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50	Email	Public	Adjoining Municipalities	Emergency Management Coordinator Loddon Shire Council P.O. Box 21 WEDDERBURN Vic 3518
51	Email	Public	Adjoining Municipalities	Emergency Management Officer Northern Grampians Shire Council P.O. Box 580 STAWELL Vic. 3380
52	Email	Public	Adjoining Municipalities	Director Infrastructure and Planning Yarriambiack Shire Council P.O. Box 243 WARRACKNABEAL Vic. 3393
53	Email	Public	Adjoining Municipalities MERO	Risk and Emergency Management Coordinator Mildura Rural City Council P.O. Box 105 MILDURA Vic. 3502
54	Email	Public	Adjoining Municipalities	Works Manager Swan Hill Rural City Council P.O. Box 488 SWAN HILL Vic. 3585 Email: council@swanhill.vic.gov.au
55	CD	Public	Communications Functional Area Representative	Emergency Services Liaison Officer Telstra ……
56	Email	Public	Department Environment, Land, Water and Planning	Senior Analyst - Emergency Management Local Government Victoria Department of Environment, Land, Water and Planning Level 35/2 Lonsdale Street MELBOURNE VIC 3000 DX 210292
57	Email	Full	Emergency Management Victoria	Regional Governance and Reporting Support Officer Hume and Loddon Mallee Regions **Emergency Management Victoria** 119-121 Murphy St, Wangaratta 3676 **T** 03 5723 0310 |
58	Email	Public	State Library of Victoria	Collection Resources Library Technician State Library Victoria 328 Swanston Street MELBOURNE VIC 3000
59	Email	Public	Victorian Council of Churches – Emergencies Ministry	Operations Manager VCC Emergencies Ministry Lv4/306 Little Collins Street MELBOURNE VIC 3000
60	Email	Public	Salvation Army	Chaplain

No	Type	Version	Organisation	Contact details for amendments
				Salvation Army Outreach PO Box 992 BENDIGO VIC 3552
61	Email	Public	St Vincents	tba

APPENDIX E – VULNERABLE PEOPLE

Refer to Crisis Works Vulnerable Persons Register

Contact List of Facilities – Vulnerable People

Service Provided	Company Name	Address	Trading Hours
Kindergarten	Charlton Kindergarten	1 Armstrong Street, Charlton	Mon-Wed 8.45 - 1.45pm
Kindergarten	Wycheproof Kindergarten	65 High Street, Wycheproof	Mon-Wed 8.30 - 1.30pm
Kindergarten	Donald Kindergarten	12 Houston Street, Donald	Mon 9.30 – 12.00 Noon Tue-Thurs 9.00 – 2.00pm
Kindergarten	Sea Lake Kindergarten	55 Mudge Street, Sea Lake	Wed-Thur 9.30 – 3.00pm Fri 8.30-12.30pm
Kindergarten	Birchip Kindergarten	Cumming Avenue, Birchip	Tue-Thurs 8.45 – 1.45pm Fri 8.45 – 11.15am
Child Care	Wycheproof Long Day Care	65 High Street, Wycheproof	Mon 8.30 – 5.00pm Wed 8.30 – 11.00 am
Child Care	Mallee Minors	55 Mudge Street, Sea Lake	Mon-Tue 8.30 – 5.00pm
Playgroup	Charlton Playgroup	1 Armstrong Street, Charlton	Mondays 10.00 – 12 Noon
Playgroup	Donald Playgroup	Cnr McCulloch & Wood St, Donald	Mondays 10.00 – 12 Noon
Playgroup	Sea Lake Playgroup	N'Hood House, 200 Best Street, Sea Lake	TBC
Playgroup	Birchip Playgroup	Old St Mary's School, Corack Rd, Birchip	TBC
Senior Citizen's Group	Charlton Senior Citizens	1 High Street, Charlton	Mon, Tue & Thur 12-5.00pm
Senior Citizen's Group	Wycheproof Senior Citizens	367 Broadway, Wycheproof	Thurs 11.00 – 5.00pm
Senior Citizen's Group	Donald Senior Citizens	Hammill Street, Donald	Tues & Thur 11.00 – 5.00pm
Senior Citizen's Group	Sea Lake Senior Citizens	Sutcliff Street, Sea Lake	Mon & Wed 12.00 – 5.00pm
Senior Citizen's Group	Birchip Senior Citizens	Sherwood Street, Birchip	Tue 12.00 – 5.00pm Thur 7.00 – 11.00pm
Senior Citizen's Group	Nullawil Senior Citizens	Nullawil Rec Reserve, Birchip Rd, Nullawil	Monthly TBC
Senior Citizen's Group	Culgoa Senior Citizens	Culgoa Memorial Hall, Main St, Culgoa	Monthly TBC
Home and Community Care	Buloke Shire Council	367 Broadway, Wycheproof	Daily 8.30 – 5.00pm
HACC Assessment Service	Buloke Shire Council	367 Broadway, Wycheproof	Daily 8.30 – 5.00pm
Local Laws	Buloke Shire Council	367 Broadway, Wycheproof	Daily 8.30 – 5.00pm
Planned Activity Group	EWHS - Wycheproof	Grandview Street, Wycheproof	Mon - Thursday
Planned Activity Group	EWHS - Birchip	Duncan Street, Birchip	Wed & Thursdays
Planned Activity Group	EWHS - Charlton	1 High Street, Charlton	Wed & Fridays

Service Provided	Company Name	Address	Trading Hours
Planned Activity Group	EWHS - Donald	Primary Care Centre, Aitken Ave, Donald	Wed & Fridays
Planned Activity Group	MTHCS – Sea Lake	33-43 McClelland Ave, Sea Lake	Tues, Wed, Thursday
Hospital	EWHS – Donald Hospital Campus	Aitken Avenue, Donald	24 Hours
Hospital	EWHS – Wycheproof Hospital Campus	Grandview Street, Wycheproof	24 Hours
Hospital	EWHS – Charlton Hospital Campus	Learmonth Street, Charlton	24 Hours
Hospital	EWHS – Birchip Hospital Campus	Duncan Street, Birchip	24 Hours
Hospital	MTHCS – Sea Lake Hospital	33-43 McClelland Ave, Sea Lake	24 Hours
Maternal &Child Health	Sea Lake Maternal & Child Health Centre	55 Mudge Street, Sea Lake	Mondays
Maternal &Child Health	Donald Maternal & Child Health Centre	12 Houston Street, Donald	Thursdays
Maternal &Child Health	Charlton Maternal & Child Health Centre	1 Armstrong Street, Charlton	Wednesdays
Maternal &Child Health	Birchip Maternal & Child Health Centre	Cumming Avenue, Birchip	Tuesdays
Maternal &Child Health	W'Proof Maternal & Child Health Centre	Broadway, Wycheproof	Fridays
Residential Aged Care	Goodwin Village	22 Camp Street, Donald	24 Hours
Nursing Home	Wirrim Lodge	Taverner Street, Birchip	24 Hours
Nursing Home	Carinya Hostel	33-43 McClelland Ave, Sea Lake	24 Hours
Nursing Home	Grandview Lodge	Grandview Street, Wycheproof	24 Hours
Independent Living Units	George Gould Homes	Morrison Street, Birchip	24 Hours
Primary School	Nullawil Primary School	Church Street, Nullawil	Daily 8.00 – 4.00pm
Primary School	St Mary's Primary School, Donald	136 Woods Street, Donald	Daily 8.00 – 4.00pm
Primary School	St Joseph's Primary School, Charlton	Watson Street, Charlton	Daily 8.00 – 4.00pm
Primary School	St Mary's Primary School, Sea Lake	Hannon Street, Sea Lake	Daily 8.00 – 4.00pm
Primary School	Donald Primary School	2 Walker Street, Donald	Daily 8.00 – 4.00pm
P-12 School	Birchip P-12 School	Campbell Street, Birchip	Daily 8.00 – 4.00pm
P-12 School	Tyrrell College	Complex Drive, Sea Lake	Daily 8.00 – 4.00pm
P-12 School	Charlton College	Davies Street, Charlton	Daily 8.00 – 4.00pm
P-12 School	Wycheproof P-12 College	McKenzie Crescent, Wycheproof	Daily 8.00 – 4.00pm
Secondary School	Donald High School	2-16 Camp Street, Donald	Daily 8.00 – 4.00pm
TAFE Centre	Charlton Trades Centre	Davies Street, Charlton	Daily 8.00 – 4.00pm

APPENDIX F - SCHEDULE OF EMERGENCY

Meeting	Date	Time	Venue
2017			
MOCCEPC	12 January	1:00pm	Council Charlton district office
MOCCEPC	20 January	9:00am	Wycheproof Supper Room
MEMPC (CERA)	28 February	9:00am	Council Charlton district office
MFEPC	15 March	9:00am	Council Charlton district office
MEMPC	21 March	9:00am	Council Charlton district office
MFMPC	11 April	9:00am	Wycheproof Supper Room
MFMPC	6 June	9:30am	Council Charlton district office
MEMPC	6 June	12:30pm	Council Charlton district office
MFMPC	1 August	9:30am	Council Charlton district office
MIPPC	1 August	10:30am	Wycheproof Supper Room
MHHPC	1 August	10:30am	Wycheproof Supper Room
MFMPC	1 August	10:30am	Wycheproof Supper Room
MEMPC	1 August	12:30pm	Wycheproof Supper Room
MFEPC	4 August	10:00am	Council Charlton district office
MFMPC	3 October	9:03am	Council Charlton district office
MEMPC	3 October	12:30pm	Council Charlton district office
2018			
MFMPC	6 February	9:30am	Council Charlton district office
MEMPC	6 February	12:30pm	Council Charlton district office
MFEPC	2 March	10:00am	Council Charlton district office
MHHPC	12 March	9:30am	Council Charlton district office

Meeting	Date	Time	Venue
MIPPC	12 March	11:00am	Council Charlton district office
MERPC	12 March	1:00pm	Council Charlton district office
MFMPC	1 May	9:30am	Council Charlton district office
MEMPC	1 May	12:30pm	Council Charlton district office
MFEPC	3 August	10:00am	Council Charlton district office
MFMPC	7 August	9:30am	Council Charlton district office
MEMPC	7 August	12:30pm	Council Charlton district office
MHHPC	10 September	9:30am	Council Charlton district office
MIPPC	10 September	11:00am	Council Charlton district office
MERPC	10 September	1:00pm	Council Charlton district office
MFMPC	2 October	9:30am	Council Charlton district office
MEMPC	2 October	12:30pm	Council Charlton district office

Please note that the dates are subject to change and that every endeavour will be made to give early notification of date changes.

MEMPC – Municipal Emergency Management Planning Committee
(NB: Afternoons on *1st Tuesday of the months of February, May, August and October*)

M

MFEPC – Municipal Flood Emergency Planning Committee
(nb: 1st Friday March, August)

MFMPC – Municipal Fire Management Planning Committee
*(*NB: Mornings on *1st Tuesday of the months of February, May, August and October*)

MERPC – Municipal Emergency Relief Planning Committee
(nb: 2nd Monday March, September)

MRPC – Municipal Recovery Planning Committee

MOCCEPC – MOCC Exercise Planning Committee

MHHPC – Municipal Heat Health Planning Committee
(nb: 2nd Monday March, September)

MIPPC – Municipal Influenza Pandemic Planning Committee
(nb: 2nd Monday March, September)

APPENDIX G - MUNICIPAL OPERATIONS COMMAND CENTRE – STANDARD OPERATING PROCEDURES

Insert attachment

APPENDIX H - GLOSSARY OF TERMS

ACTION	The executive command to mount an operation whereby all required personnel are called to their posts.
AFFECTED AREA	An affected area for the purposes of managing response and recovery is the entire geographic area affected in any significant way by an emergency.
AGENCY	Means a Government agency or a non-Government agency.
ALERT	That period when the Regional or Local Emergency Response Co-ordinator, or the Chief Officer of a control agency, believes an emergency may occur and requires all, or designated, Functional Services specified in Emergency Response to increase their level of preparedness to cope with the emergency.
ASSEMBLY AREA	A designated location used for the assembly of control or support personnel.
VOLUNTEER EMERGENCY WORKER	A person, other than a registered emergency worker, who at the request or with the express or implied consent of the Chief Executive of an agency to which Emergency Response applies, or a person acting with the authority of the Chief Executive, assists that agency to perform a role or discharge a responsibility in accordance with Emergency Response in any emergency.
CIVIL DEFENCE	The term Civil Defence means the performance of humanitarian tasks intended to protect the civil population of Victoria against the dangers of and to help it recover from, the immediate effects of a war-like act.
CO-ORDINATION	The bringing together of agencies and elements to ensure effective response to emergencies and is primarily concerned with the systematic acquisition and application of resources (agency, manpower and equipment) in accordance with the requirements imposed by the emergency or emergencies. Co-ordination relates primarily to resources and operates; • vertically, within an agency, as a function of the authority to command, • horizontally, across agencies as a function of the authority to control.
CO-ORDINATOR	At Regional level, a Police Officer appointed by the State Emergency Response Co-ordinator as Regional /Deputy Divisional Emergency Response Co-ordinator. At local level, it shall be the Officer in Charge of the Police Station or the senior member of the Police Force at the scene of the emergency who shall act as the Emergency Response Co-ordinator.
CONTROL AGENCY	The agency identified in Emergency Response which is primarily responsible for responding to a specified emergency.
COMMAND	The direction of members and resources of an agency in the performance of the organisation's role and tasks. Authority to command is established in legislation or by agreement within an agency. Command relates to agencies and operates vertically within an agency.
CONTROL	The overall direction of response activities in an emergency situation. Authority for control is established in legislation or in an emergency response plan, and causes with it the responsibility for tasking and co-ordinating other agencies in accordance with the needs of the situation. Control relates to situations and operates horizontally across agencies.

CONTROLLER (VICSES)	The person appointed to manage and administer a local volunteer Unit of the Victoria State Emergency Service (VICSES)
COUNSELLING	The provision of psychological support and advice to persons affected by an emergency.
DISASTER AREA	Means that part or those parts of Victoria in which a state of disaster is declared, under Section 23(1) of the Emergency Management Act, to exist.
DIVISION - REGION	A geographic area comprising a number of municipal districts and specific Victorian waters.
REGIONAL EMERGENCY RESPONSE	The Emergency Response Plan prepared by the Regional Emergency Response Committee.
REGIONAL EMERGENCY RESPONSE COMMITTEE	The committee which at divisional level is responsible for the formation and maintenance of a divisional Emergency Response for response to emergencies, the chairman being the Regional Emergency Response Co-ordinator or, in his absence, his Deputy Emergency Response Co-ordinator.
EMERGENCY RESPONSE	The Short Title of the Victoria State Emergency Response Plan.
EMERGENCY RESPONSE AGENCY	Means a government or non-government agency committed to Emergency Response.
EMERGENCY RESPONSE COMMITTEE	The Emergency Response planning committee ensuring the Co-ordinated response to emergencies by all agencies having roles and responsibilities under Emergency Response.
EMERGENCY	Emergency means an emergency due to the actual or imminent occurrence of an event which in any way endangers or threatens to endanger the safety or health of any person in Victoria or which destroys or damages, or threatens to destroy or damage any property in Victoria, including, without limiting the generality of the foregoing; • an earthquake, flood, windstorm or other natural event; and • a fire; and • an explosion; and • a road accident or any other accident; and • a plague or an epidemic; and • a warlike act, whether directed at Victoria or a part of Victoria or at any other State or Territory of the Commonwealth; and • a hi-jack, siege or riot
EMERGENCY CO-ORDINATION CENTRE (ECC)	The Centre established at Regional or Municipal level to co-ordinate resources and conduct operations ancillary to the control agency, during the response phase.
EMERGENCY GRANT	The provision of finance to affected persons as dictated by Government Policy, during Emergency Relief.
EMERGENCY MANAGEMENT GROUP	The group formed to assist the municipality in the performance of its Municipal Emergency Management functions.

EMERGENCY OPERATIONS CENTRE (EOC)	The centre established by each agency for the command/control function within their own agency. Eg. Police Operations Centre (POC), Fire Control Centre (FCC).
EMERGENCY RELIEF	Relief is the provision of immediate life support and human needs of persons affected by, or responding to, an emergency.
EMERGENCY RELIEF CENTRES	Centres established to provide groups of persons with any or all of the services, of the functional areas of emergency relief.
EMERGENCY SERVICES LIAISON OFFICER	An Officer designated by his agency to represent it and who is empowered to commit or to arrange the commitment of resources of the agency to the countering of emergencies, and to provide a communication link with his agency.
EMERGENCY SHELTER	Group shelter provided for affected persons in a community hall or suchlike, including "relief centres". It is provided during the emergency relief stage and is separate to temporary accommodation.
EVACUATION	The planned relocation of persons from dangerous or potentially dangerous areas to safer areas and eventual return. The decision to evacuate rests with the control agency in conjunction with police and available expert advice.
EVACUATION CENTRE	See Assembly Area and/or Emergency Relief Centre.
FIELD EMERGENCY RESPONSE CO-ORDINATOR	Senior member of the Police Force at the scene of an emergency.
FINANCIAL ASSISTANCE	See Emergency Grant.
FUNCTIONAL AREAS	The categorisation of services required for Emergency Relief for the purposes of allocating responsibility to nominated agencies. These are: • Catering • Community Organisations • Emergency Accommodation • Emergency Grants, Counselling & Temporary Accommodation • Material Needs • Registration (National Registration & Inquiry System, NRIS)
GOVERNMENT AGENCY	Means- • any body corporate or unincorporated constituted by or under any Act for a public purpose; and • any member or officer of such a body. • Any person in the service of the Crown in the right of the State of Victoria upon whom any function, power, duty or responsibility is conferred by or under the Act
INCIDENT CONTROL POINT	The control point established by the Control Agency in proximity to the emergency and used by the incident controller for forward command/control functions.
INCIDENT CONTROLLER	An officer appointed by the control authority responsible for the resolution of an emergency. This title shall also extend to the person appointed under the provisions of Section 16 of the Emergency Management Act.

LEAD AGENCY	The agency designated to co-ordinate the provision of a functional area of emergency relief and supplementary supply
MATERIAL NEEDS	The provision of clothing, bedding and personal requisites, during "Emergency Relief".
MUNICIPAL EMERGENCY RESPONSE CO-ORDINATOR	The Officer in Charge of the local Police Station or the senior police officer at the scene of the emergency.
MUNICIPAL EMERGENCY MANAGEMENT PLANNING COMMITTEE	The Committee which, at municipal level, is responsible for the formation and maintenance of a Municipal Emergency Management Plan.
MUNICIPAL EMERGENCY RESOURCE OFFICER (MERO)	The person appointed by the Municipality responsible to council for the co-ordination of municipal owned or controlled resources in emergencies.
MUNICIPAL RECOVERY MANAGER	The person appointed by the Municipality responsible to council for the co-ordination of municipal recovery activities after emergencies.
MUNICIPALITY	The area contained within the defined boundaries for local Government responsibility of a Shire, Borough, Town or City.
NATIONAL REGISTRATION & INQUIRY SYSTEM (NRIS)	The Commonwealth/State's arrangements for the recording of emergency victims and for satisfying inquiries regarding the whereabouts of persons so affected.
NON GOVERNMENT AGENCY	Means a voluntary organisation or any person or body other than a government agency.
PRIMARY SUPPORT AGENCY	The agency to be first considered by an Emergency Response Co-ordinator for support in an Emergency Response role.
RECOVERY	The process by which affected persons and communities are helped to recover to a proper level of functioning. It commences as soon as practicable after the impact of an emergency, and usually continues long after cessation of response activities. Refer also to the State Disaster Recovery Plan.
RECOVERY AGENCY	A recovery agency is an agency or person which assists individuals, families and communities to attain a proper level of functioning, by providing information, specialist services and resources, and may include Commonwealth, State and local government and non-government agencies.
REGISTERED EMERGENCY WORKER	Means a person registered under Section 26 of the Emergency Management Act 1986.

RELIEF STAGE	The immediate post impact stage of an emergency, preceding the recovery phase. For the purposes of this Plan, the end of relief will be when "stand down" is advised by the Emergency Response Co-ordinator.
RESOURCE SUPPLEMENTATION	The provision of resources to control and support agencies when that agency is unable to procure same through its normal resource system.
RESPONSE	The control of an emergency and the provision of emergency relief, including rescue and the needs of affected persons.
STAGING AREA	A location designated and used during emergencies for the assembly of control or support personnel prior to deployment.
STAND-DOWN	The order given by the Regional or Municipal Emergency Response Co-ordinator that allows personnel to cease operations reflecting the termination of the emergency.
STANDBY	That period normally following alert when the Regional or Municipal Emergency Response Co-ordinator, or the Chief Officer of a control agency, believes that the occurrence or the effects of the emergency, are imminent. Members of the relevant agencies are placed on "Standby", thus being ready to respond immediately.
SUPPORT AGENCY	A government or non-government agency which provides essential services, personnel, or material to support or assist a control agency or affected persons.
TEMPORARY ACCOMMODATION	Accommodation provided for individuals or families affected by an emergency. It is separate to emergency shelter. This accommodation includes caravans and suchlike, and will normally be arranged by the recovery agency. In some cases this will occur during the Response Phase.

ABBREVIATIONS

AA	Airservices Australia
ADF	Australian Defence Force
AEMO	Australian Energy Market Operator
AFAC	Australian Fire and Emergency Services Authority Council
AGCDTF	Australian Government Counter Disaster Taskforce
AGD	Attorney's – General's Department
AIIMS	Australian Inter-Service Incident Management System
AMSA	Australian Maritime Safety Authority
ARCV	Australian Red Cross Victoria
ARFF	Aviation Rescue and Firefighting (part of Airservices Australia)
ARTC	Australian Rail Track Corporation
ATSB	Australian Transport Safety Bureau
AusSAR	Australian Search and Rescue
AV	Ambulance Victoria
AVCG	Australian Volunteer Coast Guard
BC	Building Commission
BOM	Bureau of Meteorology
BSC	Buloke Shire Council
CASA	Civil Aviation Safety Authority
CBR	Chemical, Biological, Radiological,
CBRIE	Chemical, Biological, Radiological, Incendiary Explosive
CCP	Chief Commissioner Police
CCoV	Coroners Court of Victoria
CERM	Community Emergency Risk Management
CFA	Country Fire Authority
CGRC	Central Government Response Committee
CI	Critical Infrastructure

CMA's	Catchment Management Authorities
COAG	Council of Australian Governments
COMDISPLAN	Commonwealth Government Response Plan
CRC	Community Recovery Committee
CWA	Country Women's Association
DACC	Defence Assistance to the Civil Community
~~DEECD~~	~~Department of Education and Early Childhood Development~~
DEDJTR	Department of Economic Development, Jobs, Transport and Resources
DELWP	Department of Environment, Land, Water and Planning
DET	Department of Education and Training
DFACA	Defence Force Aid to the Civil Authority
DFSV	Dairy Food Safety Victoria
DGEMA	Director-General Emergency management Australia
DHHS	Department of Health and Human Services
DIIRD	Department of Innovation, Industry and Regional Development
~~DoI~~	~~Department of Infrastructure~~
~~DoT~~	~~Department of Transport~~
DoJ	Department of Justice and Regulation
DPC`	Department of Premier and Cabinet
~~DSDBI~~	~~Department of State Business Development and Innovation~~
DTF	Department of Treasury and Finance
DPCD	Department of Planning and Community Development
~~DTPLI~~	~~Department of Transport, Planning and Local Infrastructure~~
DVI	Disaster Victim Identification
EHO	Environmental Health Officer
EMA	Emergency Management Australia
EMLO	Emergency Management Liaison Officer
EmRePSS	Emergency Resource Providers Support Scheme
EMS	Emergency Medical Services

EMT	Emergency Management Team
EOC	Emergency Operations Centre
EPA	Environmental Protection Authority
ERC	Emergency Response Coordinator
ERCC	Emergency Response Coordination Centre
ERDO	Emergency Response Development Officer
ESLO`	Emergency Services Liaison Officer
ESTA	Emergency Services Telecommunications Authority
EWHS	East Wimmera Health Service
FA	Freight Australia
FERC	Field Emergency Response Coordinator
GIS	Geospatial Information System
GWMW	Grampians Wimmera Mallee Water
ICA	Insurance Council of Australia
ICC	Incident Control Centre
IDRO	Insurance Disaster Response Organisation
IMF	Incident Management Facility
IFMP	Integrated Fire Management Planning
IMS	Incident Management System
IMT	Incident Management Team
LSV	Life Saving Victoria
Marine EMT	Marine Emergency Management Team
MAV	Municipal Association of Victoria
MCPEM	Ministerial Council for Police and Emergency Management
MECC	Municipal Emergency Co-ordination Centre
MEMEG	Municipal Emergency Management Enhancement Group
MEMPC	Municipal Emergency Management Planning Committee
MEMP	Municipal Emergency Management Plan
MERC	Municipal Emergency Response Co-ordinator

MERO	Municipal Emergency Resource Officer
MEST	Major Emergency Strategy Team
MFB	Metropolitan Fire Brigade
MFESB	Metropolitan Fire and Emergency Services Board
MHHP	Municipal Heat Health Plan
MHHPC	Municipal Heat Health Planning Committee
MRM	Municipal Recovery Manager
MSV	Marine Safety Victoria
MTH&CS	Mallee Track Health and Community Services
NCCMA	Northern Central Catchment Management Authority
NCTP	National Counter Terrorist Plan
NDRRA	Natural Disaster Relief and Recovery Arrangements
NEMC	National Emergency Management Committee
NEWS (EL)	National Emergency Warning System (Emergency Alter)
NPW	Nuclear Powered Warship
NRIS	National Registration and Inquiry System
OESC	Office of the Emergency Services Commissioner
OIC	Officer in Charge
POC	Police Operations Centre (D24)
PTV	Public Transport Victoria
PV	Parks Victoria
Red Cross	Australian Red Cross Victoria
RDV	Regional Development Victoria
RERC	Regional Emergency Response Coordinator
RERCC	Regional Emergency Response Coordination Centre
RFCV	Rural Finance Corporation Victoria
RR	Road Rescue
RSPCA	Royal Society for the Prevention of Cruelty to Animals
SBSC	Small Business Counselling Service

SCC	State Control Centre / State Crisis Centre
SCN	Security and Continuity Network
SECC	Security and Emergencies Committee of Cabinet
SEMC	State Emergency Mitigation Committee
SEMT	State Emergency Management Team
SERCC	State Emergency Response Coordination Centre
SEWS	Standard Emergency Warning Signal
SHERP	State Health Emergency Response Plan
SII	Spatial Information Infrastructure
SITREP	Situation Report
SLDHS	Sea Lake & District Health Service
SOP	Standard Operating Procedure
TAC	Transport Accident Commission
TESS	Transport, Engineering & Services Support
USAR	Urban Search and Rescue
VCC-EM	Victorian Council of Churches – Emergencies Ministry
VEMC	Victorian Emergency Management Council
VCG	Victorian Grants Commission
VICSES	Victoria State Emergency Service
VICPOL	Victoria Police
VICSES	Victoria State Emergency Service
VICTRACK	Victorian Rail Track Corporation
VICWCA	Victorian Work Cover Authority
VFF	Victoria Farmers Federation
V_L	V-Line
VRCA	Victoria Regional Channels Authority
VWA	Victorian Workcover Authority
WICEN	Wireless Institute Civil Emergency Network

APPENDIX I - REFERENCES

The following references were used during the preparation of this plan:

Australia. Australian Emergency Manual: Community Emergency Planning Guide. 2nd Ed. Canberra: Natural Disasters Organisation, 1992

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Victoria. Loddon Mallee Regional Emergency Recovery Committee. Loddon Mallee Region Emergency Recovery Plan.

Victoria. Emergency Relief Handbook (DHS and Red Cross)

Australian Bureau of Statistics 2011

Community Emergency Risk Assessment (CERA) Tool

Emergency Management Manual Victoria (July 2014)

Practice Note – Operation of a Municipal Emergency Coordination Centre

MAV – Protocol for the Inter-Council Emergency Management Resource Sharing

SUPPORTING DOCUMENTS

Appendix E – Vulnerable Persons Register

Appendix G – Municipal Emergency Management Standard Operating Procedures

Appendix K – Works and Technical Services Duty Officers After Hours Emergency Request/Response Manual

- K(1) - Buloke Staff Contact List
- K(2) - Buloke Plant List
- K(3) - External Supplier Capability Contact List

Appendix L – Crisis Works (MECC Central) Manual

Appendix M – Buloke Municipal Fire Management Plan

Appendix N – Buloke Municipal Flood Emergency Plan

Appendix O – Buloke Influenza Pandemic Sub-Plan

Appendix P – Buloke Municipal Heat Health Plan

Appendix Q – Buloke Municipal Emergency Relief Plan

Appendix R – Buloke Municipal Blue-green Algae Management Plan

Appendix S – Buloke Emergency Management Planning Committee Contact List

Appendix T – Buloke Aerodrome Emergency Management Manual

APPENDIX J - CONTACT DIRECTORY

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APPENDIX K - WORKS & TECHNICAL SERVICES DUTY OFFICERS AFTER-HOURS EMERGENCY REQUEST/RESPONSE MANUAL

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APPENDIX L - CRISIS W0RKS (MECC CENTRAL) MANUAL

Insert attachment

APPENDIX M - MUNICIPAL FIRE MANAGEMENT PLAN

Insert attachment

APPENDIX N - MUNICIPAL FLOOD EMERGENCY PLAN

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APPENDIX O - INFLUENZA PANDEMIC SUB-PLAN

Insert attachment

APPENDIX P - MUNICIPAL HEAT HEALTH PLAN

Insert attachment

APPENDIX Q - MUNICIPAL EMERGENCY RELIEF PLAN

Insert attachment

APPENDIX R - MUNICIPAL BLUE-GREEN ALGAE MANAGEMENT PLAN

Insert attachment

APPENDIX S - MUNICIPAL EMERGENCY MANAGEMENT PLANNING COMMITTEE CONTACT LIST

Insert attachment

APPENDIX T - BULOKE AERODROME EMERGENCY MANAGEMENT PROCEDURES MANUAL

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ATTACHMENTS