

Municipal Emergency Management Plan

Version 5.1 as at 11 August 2020

Contact City of Casey

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Cranbourne

Cranbourne Park
Shopping Centre

Part 1 - Introduction

Version: 5.1

Date updated: 11 August 2020

Responsible Department: Emergency Management Unit

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Council policy documents change from time to time and it is recommended that you consult the electronic reference copy at www.casey.vic.gov.au/policiesstrategies to ensure that you have the current version. Alternatively, you may contact Customer Service on 9705 5200.

REFER:**Websites:**

Emergency Management Manual of Victoria - <https://www.emv.vic.gov.au/policies/emmv/>

Acts:

Emergency Management Act 1986 http://www.austlii.edu.au/au/legis/vic/consol_act/ema1986190/

Emergency Management Act 2013 http://www.austlii.edu.au/au/legis/vic/consol_act/ema2013190/

Local Government Act 1989 http://www.austlii.edu.au/au/legis/vic/consol_act/lga1989182/

Country Fire Authority Act 1958 http://www.austlii.edu.au/au/legis/vic/consol_act/cfaa1958292/

Privacy and Data Protection Act 2014 http://www.austlii.edu.au/au/legis/vic/num_act/padpa201460o2014317/

Related Documents:

City of Casey Privacy Policy - <https://www.casey.vic.gov.au/sites/default/files-public/2019-05/Privacy%20Policy%20-%20Council%20Endorsed%20-%20206.0.pdf>

Agency and Municipal endorsement

This Municipal Emergency Management Plan (the Plan) has been prepared by the City of Casey Municipal Emergency Management Planning Committee (MEMPC) and with the authority of the City of Casey pursuant to Section 20(1) of the *Emergency Management Act 1986* and in compliance with Part 6 of the *Emergency Management Manual Victoria (EMMV) Municipal Emergency Management Planning Arrangements Guidelines for Committees*.

The City of Casey understands and accepts its roles and responsibilities as prescribed in Part 4 of the *Emergency Management Act 1986*, the *Local Government Act 1989* and the *Country Fire Authority Act 1958*. In addition, the City of Casey acknowledges the changing Emergency Management environment following the release of the 2012 White Paper for emergency management reform and the new *Emergency Management Act 2013*. The *Emergency Management Act 2013* amends but does not replace the *Emergency Management Act 1986*.

The Plan documents the plans and arrangements for the prevention of, response to and recovery from emergencies within the City of Casey and is the result of the cooperative efforts of the MEMPC and incorporates audit advice from Victoria State Emergency Service, Central Region Headquarters. The Plan recognises previous planning activities of the municipal area.

The Plan is a multi-agency plan pursuant to Section 20(1) of the *Emergency Management Act 1986* with endorsement of the MEMPC and consideration by Council pursuant to Section 21(4) of the *Emergency Management Act 1986*.

The Plan should be read in conjunction with the *Emergency Management Manual of Victoria*.

The Plan was endorsed by the Municipal Emergency Management Planning Committee (MEMPC) electronically on 29 April 2020 and was then formally endorsed and adopted by:



Steve Coldham
Director Emergency Management

04/05/20

Date



Jem Belcher
Chairperson MEMPC

04/05/2020

Date

Statement of Audit

Under the *Emergency Management Act 1986*, the Plan is to be audited by the Chief Officer Operations, Victoria State Emergency Service (VICSES) at least once every three years.

The audit process is intended to ensure a high quality MEMP consistent with the Guidelines provided in the *Emergency Management Manual of Victoria* (EMMV). The audit report will indicate if the Plan complies with the guidelines and where there are any opportunities to improve the Plan or the planning process.

The Plan is due to be audited prior to the 5 June 2023.

Certificate of Audit



Certificate of Audit

THIS IS TO CERTIFY THAT THE
MUNICIPAL EMERGENCY MANAGEMENT PLAN OF

Casey City Council

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

"Complying with the Guidelines"

A handwritten signature in blue ink, appearing to read "Tim Wiebusch".

Tim Wiebusch

Chief Officer, Operations

5 June 2020

Date

Note of appreciation

The City of Casey MEMPC and Council officers wish to thank representatives of the following agencies for their valuable information and advice during the development of the Plan:

- Victoria State Emergency Service (VICSES)
- Department of Health & Human Services (DHHS)
- Victoria Police (VICPOL)
- Australian Red Cross
- Ambulance Victoria (AV)

Aim

The aim of the Plan is to detail the agreed arrangements for the prevention of, the response to and the recovery from emergencies that could occur in the municipality of the City of Casey, as identified in *Part 4 of the Emergency Management Act 1986, Part 5 of the Emergency Management Act 2013 and Part 6 & 6A of the Emergency Management Manual Victoria (EMMV)*.

This Municipal plan closely aligns with the State Emergency Management Priorities which are outlined below:

Protection and preservation of life is paramount. This includes Safety of emergency services personnel; and

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

Objectives

The objectives of the Plan are to:

- » Identify hazards and risks that may impact the City of Casey community
- » Implement measures to prevent or reduce the causes or effects of emergencies to the community
- » Provide education and awareness to the community that develops capacity and builds resilience
- » Assist the affected community to recover following an emergency
- » Manage arrangements for the utilisation and implementation of municipal resources in response to emergencies
- » Manage support that may be provided to or from adjoining municipalities, region, state or federal instrumentalities and
- » Complement other local, regional and state planning arrangements

Strategies

To achieve the objectives the City of Casey MEMPC will implement the following:

- » Develop an accurate community profile and consult our community in the review of relevant sections of the Municipal Emergency Management Plan (MEMP)
- » Review and update the Community Emergency Risk Assessment (CERA) and maintain risk mitigation strategies
- » Maintain the register of Council's resources to be used in emergency response and recovery
- » Implement the MEMP and Sub Plans as required
- » Conduct an annual exercise to test the arrangements of the MEMP, Sub Plans, Operational Arrangements and Standard Operating Procedures.

Responsibility

The City of Casey Municipal Emergency Resource Officer (MERO) is responsible for ensuring that the Plan is updated and amended. The amendments are to be authorised and distributed as required. Any requests for alterations to the content of the Plan need to be directed to the MERO in writing via emergency@casey.vic.gov.au.

Administrative updates

City of Casey recognises from time to time changes at an organisational level occur, leading to the need for minor administrative changes to the Plan. Where an update does not materially alter this document, such a change may be made administratively. Examples of such an administrative change include:

- » Change of a Federal or State Government department
- » Change of a Council department
- » Update of contact details or
- » Minor update to legislation

Any change or update that materially alters the Plan must be, in consultation with the MEMPC, approved by the Chief Executive Officer or delegate.

Municipal Emergency Management Operational Arrangements (MEMOA)

The City of Casey has also developed Municipal Emergency Management Operational Arrangements (Operational Arrangements), which are for operational functions to be performed in relation to emergency response, relief and recovery. A record of versions and amendments to the Plan can be found in the Operational Arrangements.

Document control

The Plan and the Operational Arrangements are controlled documents. That means no changes can be made except by those authorised by the Chief Executive Officer or delegate.

Child Safe Standard Statement

As members of Casey's Municipal Emergency Management Planning Committee (and subcommittees) each member agency must ensure that it complies with the requirements as set within the Child Wellbeing and Safety Act 2005, Victorian Child Safe Standards and Reportable Conduct Scheme.

When an agency is called upon by the City of Casey to provide emergency relief or recovery services in accordance with operational arrangements specified in the Municipal Emergency Management Plan, each agency must immediately notify Council where it becomes aware of

a breach of the Victorian Child Safe Standards. In the event of a breach of the Standards the witnessing officer must notify the senior City of Casey Staff member on site or the Municipal Recovery Manager.

Confidentiality and Privacy

The Plan has been made publicly available in order to inform the community of Council's plans in the event of an emergency.

Some details have been kept confidential because they contain:

- » Personal details
- » Sensitive information regarding sites
- » Operational Arrangements

The release of these details may breach Council's obligations under the *Privacy and Data Protection Act 2014* or place Council's emergency management procedures at risk.

Privacy statement

All personal information contained in this document is covered under the *Privacy and Data Protection Act 2014* and should only be used or disclosed for specified purpose in which it was collected or where authorised by law.

The specified purpose in which all personal information in this document has been collected is for the use within the Plan and the performance of duties of member(s) of the MEMPC.

Your personal information will be handled in accordance with the *Privacy and Data Protection Act 2014* and used for the specified purpose. You can access your personal information by contacting Council's Privacy Officer on 9705 5200.

Part 2 – Area Description

Version: 5.1

Date updated: 11 August 2020

Responsible Department: Emergency Management Unit

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REFER:**Website(s):**

City of Casey Demographics <https://www.casey.vic.gov.au/our-community-location>

City of Casey Crisisworks - <https://casey.crisisworks.com/>

Profile id - <http://profile.id.com.au/casey>

City of Casey Flood Emergency Plan - <https://www.ses.vic.gov.au/documents/112015/134778/City+of+Casey+Flood+Emergency+Plan-pdf/d1741d09-9654-4440-8061-afe8289f5315>

Casey Profile

The City of Casey is in the outer south-eastern suburbs of Melbourne. Casey covers an area of approximately 400 square kilometres, with over half its area located within the urban growth zone. Casey is located approximately 45 km to the South-East of the Melbourne CBD by road. The City of Casey is Victoria's most populous municipality, with a population forecast of 369,214 for 2020.

Topography

Geography

Casey stretches from the southern base of the Dandenong Ranges to the northern shoreline of Western Port. It features a wide variety of geographical features, due to its outer metropolitan location and mix of rural and urban areas.

The northern edge of Casey is in the foothills of the Dandenong Ranges and consists largely of low-density residential development. Churchill National Park and large parts of Lysterfield State Park are located within the City of Casey. Suburbs in the north include Lysterfield South, Narre Warren North and Harkaway. The Urban Growth Boundary (UGB) has been in place since 2005 to protect this area from future residential subdivision.

Casey has large areas of highly productive farmland in Devon Meadows, Clyde, Pearcedale, Cranbourne South, Five Ways and Junction Village. However, much of this has been earmarked for development due to the expansion of the Urban Growth Boundary.

Several established suburbs make up the residential and commercial centres of Casey (including Berwick, Doveton, Eumemmerring, Endeavour Hills, Hallam, Hampton Park, Narre Warren and Narre Warren South). Casey also contains a large area of suburbs that have recently developed in the areas of Cranbourne East, Cranbourne West, Cranbourne North, Cranbourne South, Botanic Ridge, Lynbrook and Lyndhurst.

The southern boundary of the municipality follows the Western Port shoreline and includes the coastal villages of Tooradin, Blind Bight, Warneet and Cannons Creek. Heavily protected marine reserves exist along this shoreline which continues into the Mornington Peninsula beyond Pearcedale.

Part of the eastern boundary of the city follows Cardinia Creek, which drains into Western Port at its southern end.

Suburbs and towns

The following suburbs, townships and rural localities are within the City of Casey:

- | | |
|-----------------------|--------------------------------|
| » Beaconsfield (part) | » Eumemmerring |
| » Berwick | » Fountain Gate (Narre Warren) |
| » Blind Bight | » Hallam |
| » Botanic Ridge | » Hampton Park |
| » Cannons Creek | » Harkaway |
| » Clyde | » Junction Village |
| » Clyde North | » Lynbrook |
| » Cranbourne | » Lyndhurst (part) |
| » Cranbourne East | » Lysterfield South |
| » Cranbourne North | » Narre Warren |
| » Cranbourne South | » Narre Warren North |
| » Cranbourne West | » Narre Warren South |
| » Devon Meadows | » Pearcedale |
| » Doveton | » Tooradin |
| » Endeavour Hills | » Warneet |

Boundaries

The City of Casey is bounded by the City of Knox and the Shire of Yarra Ranges in the north, Cardinia Shire Council in the east, Western Port and Mornington Peninsula Shire Council in the south and Frankston City and the City of Greater Dandenong in the west. For further detail, refer to the topography map in the Appendix B - Maps.

Significant natural and man-made features

Significant natural and man-made features in the City of Casey include:

Natural	
Churchill National Park (271 hectares) (Parks Victoria)	Churchill Park Drive, Lysterfield South
Dandenong Police Paddocks (494.6 hectares) (Parks Victoria)	Baden Powell Drive, Endeavour Hills & Brady Road, Endeavour Hills
Lysterfield Lake and Park (1398 hectares) (Parks Victoria)	13 Reservoir Road, Narre Warren North
Western Port coastline	Forms the southern border of Casey

Man-made (Built)	
Bunjil Place (Council owned)	2 Patrick Northeast Drive, Narre Warren

Man-made (Built)	
Casey Aquatic & Recreation Centre (Casey ARC) (Council owned)	440 Princes Highway, NARRE WARREN entrance off Patrick Northeast Drive
Casey Fields (Sports Complex) (Council owned)	160 Berwick Cranbourne Road, CRANBOURNE EAST
Casey Recreation & Aquatic Precinct (includes Aquatic Centre, The Shed Casey Safety Village, Casey Stadium) (Council owned)	65 Berwick-Cranbourne Road, CRANBOURNE EAST
Casey Central Shopping Centre (privately owned)	Corner Cranbourne-Narre Warren Road, NARRE WARREN
Casey Hospital (Monash Health)	62-70 Kangan Drive, BERWICK
Cranbourne Park Shopping Centre (Vicinity Centres owned)	125 High Street, CRANBOURNE
Cranbourne Racecourse & Training Complex (Cranbourne Turf Club owned)	Grant Street, CRANBOURNE
Electricity Distribution/Reticulation Lines (AusNet Electricity Services Pty Ltd owned)	1120 Thompsons Road, CRANBOURNE WEST
Electricity Substation/Terminal (AusNet Electricity Services Pty Ltd owned)	7E Radon Court, CLYDE NORTH
Monash University (Berwick Campus)	72-100 Clyde Road, BERWICK
Moonlit Sanctuary Wildlife Conservation Park (10.11 hectares) (Privately owned)	550 Tyabb-Tooradin Road, PEARCEDALE
Royal Botanic Gardens, Cranbourne (363 hectares) (Royal Botanic Gardens Victoria owned)	1000 Ballarto Road, CRANBOURNE
Westfield Fountain Gate Shopping Centre (Scentre Group owned)	352 Princes Highway, NARRE WARREN (entrances off Magid Drive, Link Road & Overland Drive)
Wilson Botanic Park	668 Princes Hwy, BERWICK
Tooradin Airfield (privately owned)	South Gippsland Highway, TOORADIN

Industry and business

- » There are no registered major hazard facility sites in the City of Casey.
- » Hallam Industrial Estate is the largest industrial area in the municipality.
- » There are several small industries as well as rural industries such as market gardening and general farming.

- » Casey is home to approximately 24,279 businesses as at 2019.
- » The three major business sectors in the City of Casey are Retail, Construction and Health and Community Services.
- » Monash University, Berwick Campus is an international learning community with strong links to its local region and is a five-minute walk from Berwick train station. A student accommodation building is located on site.
- » Chisholm Institute has two campuses (Casey and Cranbourne) and is one of Australia's biggest TAFE colleges.
- » One of Casey's best-known activities is horse training and racing. Cranbourne is one of the largest training centres in Australia. The Cranbourne Racing Complex hosts three racing codes, turf, harness and greyhounds. Each has its own track and specific training facilities.
- » Running parallel with Casey's population growth has been an expansion of the City's retail services, ranging from small convenience stores to regional shopping centres of Cranbourne Park, Casey Central and Fountain Gate at Narre Warren. Westfield Shopping Centre in Fountain Gate, run by Scentre Group, is the second largest shopping centre in Victoria.

Essential services infrastructure

- » High voltage power lines (including significant terminal stations) and large diameter high-pressure natural gas, oil and large trunk water mains traverse the area. Contact details for these services are on Crisisworks - <https://casey.crisisworks.com/>

Transport infrastructure

- » Public Transport Victoria (PTV) is a statutory authority that manages Victoria's train, tram and bus services within the municipality.
- » Metro Trains Melbourne operate trains in Casey. Casey has six train stations on two train lines. Hallam, Narre Warren and Berwick stations are on the Pakenham line and Lynbrook, Merinda Park and Cranbourne are on the Cranbourne line.
- » Casey has one large railway overpass which is located on Bryn Mawr Boulevard, Berwick.
- » The major arterial roads passing through Casey are the:
 - Princes Highway
 - South Gippsland Highway
 - Monash Freeway
 - Westernport Highway.

These and other main roads are controlled by VicRoads.

Contact details for these services are referenced on Crisisworks
<https://casey.crisisworks.com/>

Water infrastructure

- » There is a low standard drainage system which runs from east to west via the Hallam Valley which results in flooding on numerous occasions as does the section of Heatherton Road at the Dandenong Creek.
- » The desalination pipeline runs through the east of the City of Casey.
- » Flooding frequently occurs in the Devon Meadows and Pearcedale areas.
- » The City of Casey has the Cardinia water supply reservoir immediately to the north.
- » Lysterfield Lake
- » Several waterways flow throughout the municipality (see Figure 1A in the of the City of Casey Flood Emergency Plan)
<https://www.ses.vic.gov.au/documents/112015/134778/City+of+Casey+Flood+Emergency+Plan-pdf/d1741d09-9654-4440-8061-afe8289f5315>
 - Dandenong Creek
 - Eumemmerring Creek
 - Cardinia Creek
 - Troups Creek
 - Ti Tree Creek
 - Clyde Creek
 - Hallam Valley Contour Drain
- » Dams subject to dam failure:
 - Oaks Court, Lysterfield South (private)
 - Three dams adjacent to Caithwell Court, Narre Warren North (Council owned)
- » Over 20 Melbourne Water Retarding Basins with more to come through Precinct Structure Plan development.
- » Tooradin is one of the coastal towns subject to flooding from sea level rise/king tide with storm surge.

Demography

REFER:

Websites:

City of Casey Demographics - <http://profile.id.com.au/casey>

City of Casey Cultural Diversity- <http://www.casey.vic.gov.au/council/about-casey/cultural-diversity>

City of Casey Crisisworks - <https://casey.crisisworks.com/>

City of Casey Maps - <https://www.casey.vic.gov.au/our-community-location>

Profile id - <http://profile.id.com.au/casey>

Australian Bureau of Statistics - <http://www.abs.gov.au/>

The City of Casey is one of Australia's fastest growing municipalities. It is the third fastest growing municipality in Victoria and the eighth fastest growing municipality in Australia.

The City of Casey already has the most residents of any municipality in Victoria, and its population is forecast to grow to over 549,190 by 2041. Currently, on average 7,300 people move to Casey each year and it is expected this will increase to 8,700 per year by 2031.

Population

At the June 2016 census, Casey had a population of 313,521 with more than 99,905 households.

Cultural Diversity

Further information on cultural diversity within the City of Casey can be found on the following link <https://www.casey.vic.gov.au/search?query=cultural+diversity>

Age Structure

- » The City of Casey had a higher proportion of pre-schoolers and a lower proportion of persons at post retirement age than Greater Melbourne in 2016.
- » The top five, five-year age groups of Casey residents 35-39 (22,887 people), 0-4 (23,772 people), 40-44 (21,978 people), 10-14 (20,772 people) and 15-19 (20,950 people).
- » There were 149,024 males and 150,274 females in the City of Casey in 2016.
- » The top five service age groups in Casey are parents and homebuilders (35 to 49) (65,737 people), young workforce (25 to 34) (44,427 people), older workers and pre-retirees (50 to 59) (35,566 people), primary schoolers (5 to 11) (31,870 people) and tertiary education and independence (18 to 24) (29,066 people).

Detailed statistics and census information for the City of Casey can be found at <http://profile.id.com.au/casey>

Vulnerable Persons: Community Organisations and Facilities

The 2009 Victorian Bushfires Royal Commission recommended that MEMP's contain information about community organisations already working with vulnerable individuals at a local level and facilities where vulnerable people are likely to be situated.

Refer to Part 4 of the Plan for further information on the Vulnerable Persons Register (VPR) and vulnerable facilities within the City of Casey.

This Plan aligns with The Department of Health and Human Services' [vulnerable-people-emergencies-policy](#).

Vulnerable Groups

- » Senior citizens and residential care facilities: in 2016, 14.7% of our residents are aged 60 years and older. There are currently 38 facilities in the City of Casey that cater to this group, including retirement villages, aged care complexes and nursing homes.
- » Hospitals: There is one major hospital in the municipality, Casey Public Hospital, and a small number of private facilities that cater to day procedures or private patient care.
- » Children and young people: There are 67,849 children and young people under the age of 15 in the City of Casey who are catered for with 156 childcare and kindergarten facilities, 45 outside school hours facilities, 180 Family Day Care facilities and 87 schools. There are also currently two higher education organisations based in Casey

with three campuses (Monash University – Berwick campus and Chisholm TAFE – Cranbourne and Berwick campuses).

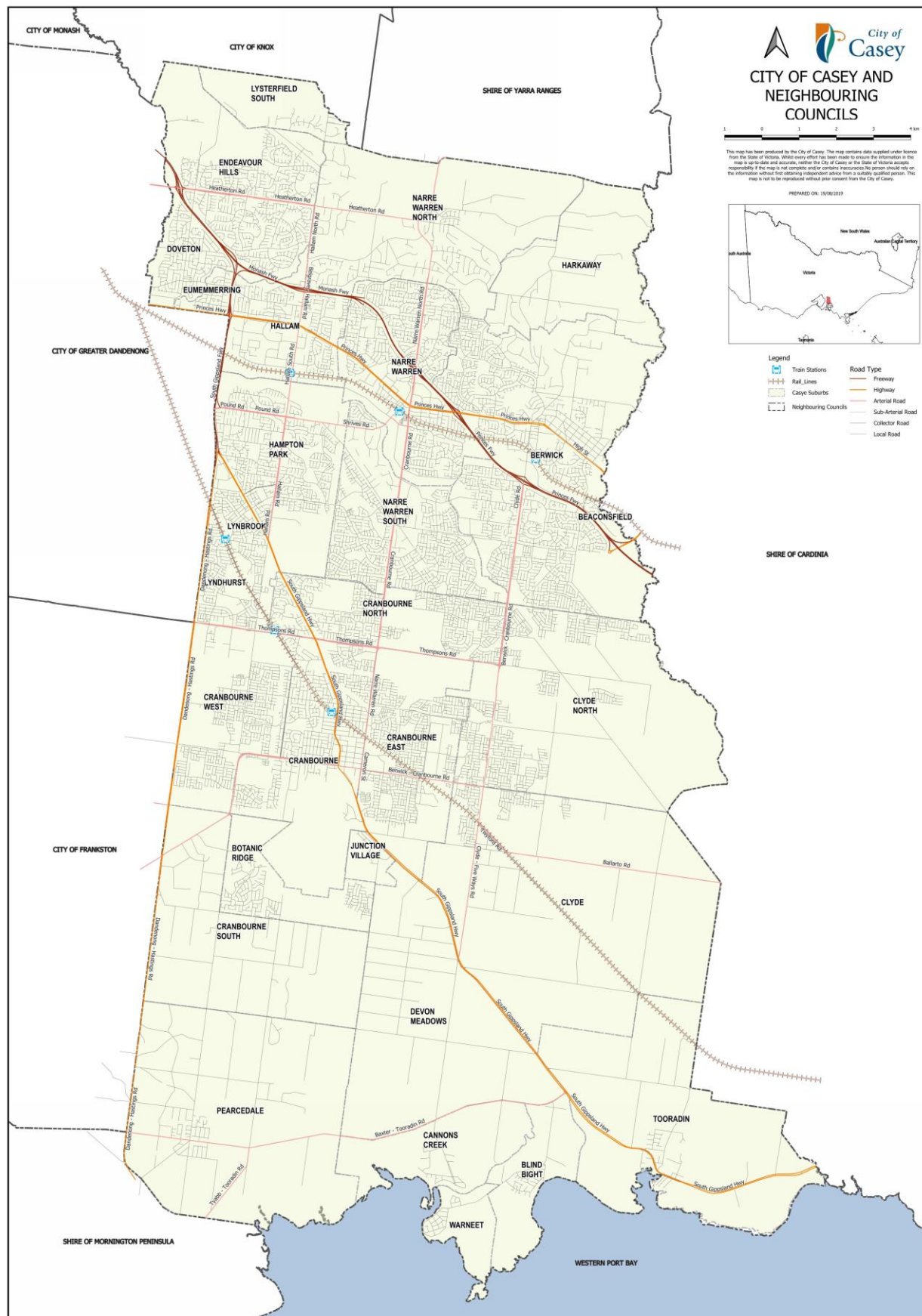
- » Casey is home to the largest number of Aboriginal and Torres Strait Islander residents across the Southern Metropolitan Region (1,616 people). This is the third highest number of Aboriginal people in Metropolitan Melbourne and the seventh highest in Victoria. The Casey Aboriginal population is comparatively young, with 56% aged less than 25 years. With such a high youth population in the local Aboriginal community, it is important for Council to acknowledge the right to self-determination and provide opportunities for children and young people to grow, develop and thrive to become tomorrow's leaders. Details on the City of Casey Aboriginal Strategic Framework 2018-2019 can be found at <https://www.casey.vic.gov.au/policies-strategies/aboriginal-strategic-framework-2018-2021>
- » The City of Casey has a significant family violence problem. For the past five years, the City of Casey has consistently had the highest number of reported family violence incidents among all Victorian municipalities. Casey also has the highest number of reported family violence offences with the presence of alcohol. More broadly, Casey consistently ranks among the highest areas for police calls for alcohol-related offences. Police data provides the most localised statistics relating to family violence. In the City of Casey alone, 12 family incidents are dealt with every day by Victoria Police, which equates to 4,369 incidents per year. Details on the City of Casey Family Violence Strategy can be found at <https://www.casey.vic.gov.au/policies-strategies/family-violence-prevention-strategy>
- » The national average for people experiencing homelessness is 49.8 per 10,000 population, in Victoria it is 41.9 per 10,000 population and in Casey that figure equates to over 1,280 people. Details on the 2016 census estimate on homelessness are at the following link <https://www.abs.gov.au/AUSSTATS/abs@.nsf/Lookup/2049.0Main+Features12016?OpenDocument?WebID=10>.
- » Special Assistance: Several services running inside the municipality boundaries care for our vulnerable community members ranging from rooming houses, support groups and regularly organised outings and activities. Some services and programs that the City of Casey provides for older people and people with disabilities include:

○ Delivered Meals	○ Personal Care
○ Home Care	○ Recreation Access Program (RAP)
○ Home Maintenance/Modifications	○ Respite Care
○ Life Coaching	○ Social Support
○ MetroAccess, Building Inclusive Communities Program	○ Volunteer Transport
	○ Grandparent support and resources

Culturally and linguistically diverse (CALD) requirements

In an emergency, it is important to understand that communities are diverse in culture, values, geography, lifestyles, and traditional and contemporary ways. This means there are diverse cultural requirements for Casey's CALD communities in a relief centre setting. In order to assist recovery staff, language aides and community representatives' guidelines have been developed accordingly. The guidelines cover areas such as food requirements, sleeping arrangements, prayer rooms, and specific cultural factors and can be found in the Operational Arrangements.

Municipal Locations Map



A set of maps detailing the area covered by the Plan can be found in Appendix B - Maps and on Crisisworks <https://casey.crisisworks.com/>. Maps located in Appendix B include:

- » Casey ward boundaries
- » Casey suburbs and neighbouring councils
- » Emergency Services Locations within the City of Casey
- » Emergency Relief Centres within the City of Casey
- » Designated areas of flooding and fire risk in the City of Casey
- » Topographic Map of Casey
- » City of Casey Natural and Man-made Features

Suburb and ward boundary maps of the City of Casey can also be found on the website <https://profile.id.com.au/casey/about>

Registered users of Casey's Crisisworks can turn on and off map layers of Council boundaries and bush fire and flood prone areas.

IntraMaps is the City of Casey's internal mapping application. In the event of an emergency, the IntraMaps program can be accessed along with other mapping quick links by Council officers only.

Larger print maps are available by contacting the City of Casey MERO.

History of events & emergencies

Crisisworks is used to record events and emergencies within the City of Casey. A list of events and emergencies dating back from 1983 are saved in the library tab of Crisisworks titled 'History of Events and Emergencies' - <https://casey.crisisworks.com/>.

Events that occurred within the last three years are listed below.

Date	Incident Description
31/12/2019	COVID 19 (Coronavirus) pandemic
30/12/2019	Black Summer Fires - East Gippsland Fire. Relief Centre Staff, Local Laws Animal Aid. Environmental Health Officers.
9/9/2019	Single House Fire, 21 Player Drive, Narre Warren
9/9/2019	Evacuation of 4 Cranbourne Schools to Casey Stadium due to Bomb Threat.
28/4/2019	Single House Fire. Accommodation offered but declined due to animals. 1-week accommodation via WAYSS. Reduced pound fees.
8/4/2019	Building Fire. St Catherine Primary School Ridgemont Drive, Berwick. Building Surveyor
2/3/2019	Bunyip Complex Fires. Relief Centre Staff. Recovery Centre Staff. Communications Staff. Waste Management Staff. Building Services Staff

Date	Incident Description
30/1/2019	Power outages. On standby for traffic control. Checked the VPR for vulnerable people in the affected areas
19/11/2018	Single House Fire, Melissa Court, Narre Warren. PHAP. Referrals to other agencies
4/10/2018	Single Rooming House Fire. John Fawkner Drive, Endeavour Hills. Emergency Accommodation. PHAP. Rooming House fire – 4 residents displaced.
10/9/2018	Active Armed Offender. Warneet Road Blind Bight. Community Messaging. Psychological first aid. Manmade emergency
15/8/2018	Single House Fire. Darcy Court, Cranbourne. Emergency Accommodation. PHAP. Material aid (food parcels). Emergency accommodation organised through WAYYS. PHAP deployed. Basic food parcels organised through CISS.
20/7/2018	Stabbing. Linden Place, Doveton. Psychological First Aid. Request for access to rubbish bin. Request for access to storm water drain. Unable to provide PFA due to separate incident involving a member of the community. Red Cross cancelled the PFA at that time. Provide access to rubbish bins and storm water drain.
10/7/2018	Family Violence Female Death Hampton Park. Psychological First aid requested. Red Cross engaged.
10/6/2018	Family Violence Female Death – Cranbourne North. Psychological First aid requested. Red Cross engaged.
27/6/2018	Narre Warren Family Day Care Kitchen Fire. Food for family day care attendees as kitchen not operational.
1/5/2018	Berwick Rooming House stabbing. Relief and recovery for residents of rooming house.
14/3/2018	Building Fire – Blue Hills Retirement Village. Flag potential ERC. Potentially ERC required for residents of Blue Hills retirement village – later withdrawn.
3/7/2017	Light Plane Crash, Clyde North. Request for portable toilet.
21/3/2017	Sommerville Road, Hampton Park. Road Closed. Requesting Traffic Management and stormwater pits cleared. Staff stopped going home from work and cleared drains which allowed road to open and police to leave scene before crew arrived.

Part 3 – Municipal Emergency Management Arrangements

Version: 5.1

Date updated: 11 August 2020

Responsible Department: Emergency Management Unit

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REFER:**Related Documents:**

Municipal Emergency Management Operational Arrangements

Terms of References:

- Municipal Emergency Management Planning Committee (MEMPC)
- Municipal Relief and Recovery Sub Committee (MRRC)
- Casey Storm and Flood Emergency Planning Sub Committee (CSFEPC)
- Emergency Risk Management Planning (Sub) Committee (ERMPC)
- Casey Fire Management Planning Committee (CFMPC)

Standard Operating Procedures:

- Standard Operating Procedure – Administration
- Emergency Management Manual Victoria - <https://www.emv.vic.gov.au/policies/emmv/>
- Part 1 – Emergency Management in Victoria
- Part 6 - Municipal Emergency Management Planning Arrangements: Guidelines for Committees
- Part 7 - Emergency Management Agency Roles

Introduction

This section details planning arrangements for the management of emergencies which affect the community of the City of Casey Municipal area. It identifies specific emergency management roles and responsibilities. All emergency positions and arrangements are put in place to meet the needs of an emergency affected community, with some of these positions required under the *Emergency Management Act 1986* and *Emergency Management Act 2013*.

Emergency Management Roles and Responsibilities

Part 7 Emergency Management Manual of Victoria 2020 (EMMV) pp 7-79, details the Prevention/mitigation/risk reduction, response and relief and recovery activities carried out by councils in close conjunction with, or with direct support by, government departments and agencies during an emergency. City of Casey Chief Executive Officer or delegate will appoint a staff member to the relevant positions to undertake the duties associated with the roles and responsibilities under this part of the EMMV.

Appendix F, Figure 1 – *City of Casey Emergency Management Organisation Structure* details the current City of Casey positions that support the MEMPC and its roles and responsibilities. Position statements for each of these are available in the *Operational Arrangements*.

Municipal Emergency Management Planning Committee

The Municipal Emergency Management Planning Committee (MEMPC) is formed pursuant to Section 21 (3) & (4) of the *Emergency Management Act 1986*, to formulate and implement a plan for the Councils' consideration in relation to the prevention of, response to and the recovery from emergencies within the City of Casey.

Appendix A of this Plan refers to the membership of the MEMPC. Appendix A is on Crisisworks <https://casey.crisisworks.com>. Membership of the MEMPC is reviewed on an annual basis by the members to ensure continuity and relevance to the City of Casey community.

Terms of reference

The MEMPC is required to prepare the MEMP, which documents response and recovery operational arrangements, and to ensure all the subjects listed in outline are investigated

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and adequately provided for. The ongoing role of the MEMPC is to review and amend the operational components of this Plan.

It is not the role of the MEMP Committee to manage emergencies, this is the responsibility of the agencies and personnel identified under the EMMV (Part 1, Emergency Management in Victoria).

For a full copy of the *Terms of Reference* endorsed by the MEMPC, see the *Operational Arrangements*.

Representation

In accordance with s21(3) *Emergency Management Act 1986* the MEMPC are required to have representation from:

- The City of Casey (members and employees)
- Response agencies
- Recovery agencies
- Local community groups involved in emergency management issues

Chair and Deputy Chair

The MEMPC will be chaired by the City of Casey Municipal Emergency Resource Officer (MERO). In the event of a casual absence the Municipal Recovery Manager (MRM) or their delegates will fulfil the role of the chair.

The term of the chair will be ongoing.

Schedule of meetings

Three MEMPC meetings are held throughout the year (usually in March, July and November) or:

- As required for special projects and initiatives
- After a major emergency or incident that requires the use of the Plan
- After amendments have been made to the Plan
- Upon identification of a new risk/hazard

The MERO is responsible for calling an extraordinary meeting. The MERO will request the attendance of MEMPC members via email, specifying the reason for the meeting being called or by a notice of motion during a scheduled meeting.

For the purposes of quorum, elections and voting, each agency will be considered as being one representative member of the committee. Quorum will require attendance of the MERC, MERO, MRM or their delegates and fifty percent plus one or greater member organisations being present for the commencement of the meeting.

The personnel and stakeholders listed in Crisisworks provide representation at the appropriate level to enable decisions and commitment to be made on behalf of their organisations.

The MEMPC may appoint new members as required, in particular for sub-committees or working groups.

Each MEMPC member is required to submit an agency report to the MEMPC Executive Officer two weeks prior to a MEMPC meeting for inclusion in the agenda, in accordance with Standard Operating Procedure - Administration.

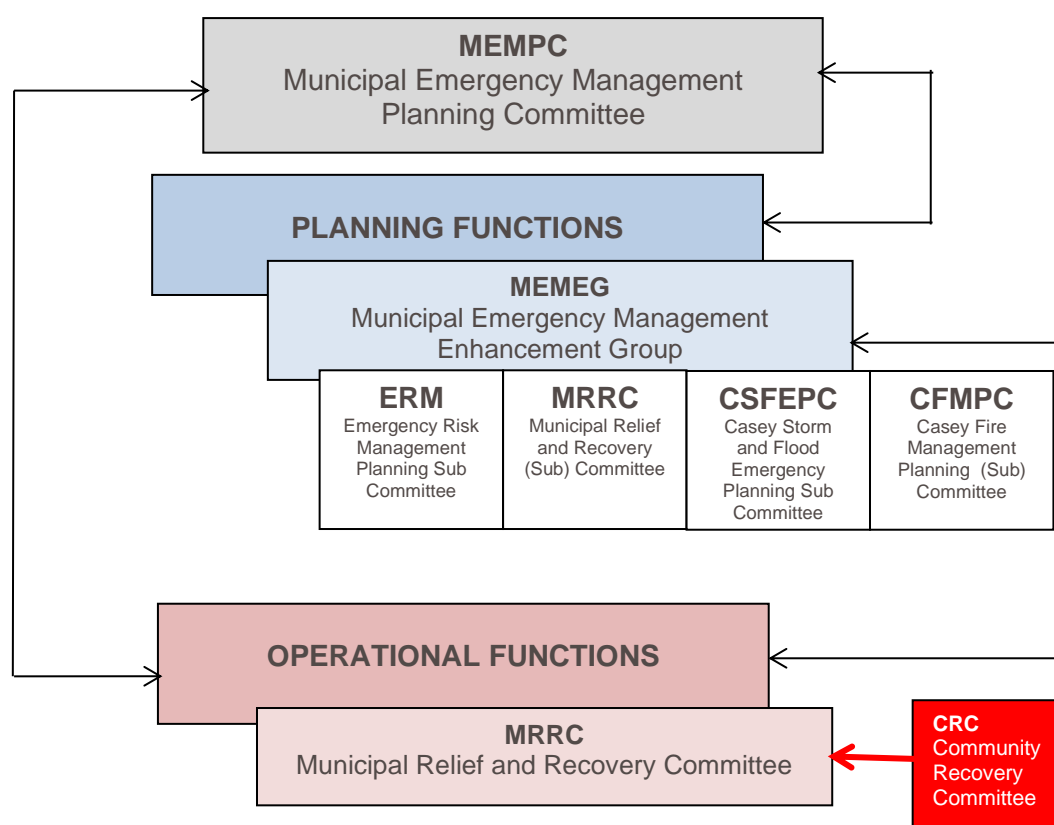


Figure 1 - City of Casey Emergency Management Planning Structure

MEMPC Committee, sub committees

The MEMPC can, on an as needs basis, form relevant sub committees for the purposes of following up work of the MEMPC or work on any of the related sub plans and/or in response to any emergency.

The sub committees will have defined terms of reference relating to their tasks resource allocation and timeframe. They are in effect, an advisory body and do not have the authority to act on behalf of the MEMPC or Council in the establishment of policy but will act as referral body.

Planning sub committees, if formed, should meet at least once per year to review and amend their subcommittee operational arrangements where necessary. Figure 1 (above), illustrates the current planning and operational functions operating within the City of Casey.

Refer to Crisisworks for the list of agencies/organisations that make up the membership of the following MEMPC sub committees:

- » Emergency Risk Management (ERM) Planning Sub Committee
- » Municipal Relief and Recovery Committee (MRRC)
- » Casey Storm and Flood Emergency Planning Sub Committee (CSFEPC)
- » Casey Fire Management Planning Committee (CFMPC)

Copies of Terms of References for MEMPC Committee Sub Committees can be found in the *Operational Arrangements*.

MEMP Review

The content of the Plan is to be reviewed annually, and/or after an emergency exercise or event which has utilised part of the Plan. Organisations delegated with responsibilities in the Plan are required to notify the MERO of any changes and alterations, including amendments to Community Emergency Risk Management Assessment and of detail changes within the Plan, including contact information, as they occur.

Review of the Plan will specifically focus on the hazards and risks in the City of Casey or through the CERA process managed by VICSES and referenced in Part 4. This review process occurs annually and extends to the contacts, which is updated twice a year, or as required. The contact directory is stored within Crisisworks under Contacts.

Amendments are to be produced and distributed by the City of Casey as required. See Appendix E of the Plan for the distribution list. The distribution list is stored within Crisisworks under Library.

MEMP Exercises

Upon completion of the entire Plan, and thereafter on an annual basis, arrangements pertaining to the Plan should be exercised as determined by the MEMPC. An exercise debrief is required to be undertaken following each exercise to identify any anomalies or short falls of the Plan, which are to be addressed at the earliest opportunity by the MEMPC and recorded in the minutes.

The City of Casey completes an emergency management exercise(s) annually. The Municipal Emergency Response Coordinator (MERC) coordinates exercises and debriefings with representatives of the key agencies of the MEMPC. Following these exercises, the MERO will report back to the MEMPC and arrange any amendments to the Plan as required.

MEMP Audit process

The Plan is required to be submitted for audit by the Victoria State Emergency Service at least once every three years pursuant to Section 21(A) of the *Emergency Management Act 1986*. This audit will assess whether the Plan complies with the *Emergency Management Act 1986* and *Emergency Management Act 2013*, the *Emergency Management Manual Victoria (EMMV)* and other associated plans and arrangements.

Key Municipal Emergency Management Functional Roles

REFER:

Related Documents:

Emergency Management Manual Victoria

- Part 3 – State Emergency Response Plan <http://files.em.vic.gov.au/EMV-web/EMMV-Part-3.pdf>
- Part 6 – Municipal Emergency Management Planning Arrangements: Guidelines for Committees <http://files.em.vic.gov.au/EMV-web/EMMV-Part-6.pdf>
- CFA Act 1958 - [http://www.legislation.vic.gov.au/Domino/Web_Notes/LDMS/LTObject_Store/LTObjSt5.nsf/0255aeb8c1f42794ca25776700234d2b/f9ca8c808552c17dca257808000449ea/\\$FILE/58-6228AA134%20authorised.pdf](http://www.legislation.vic.gov.au/Domino/Web_Notes/LDMS/LTObject_Store/LTObjSt5.nsf/0255aeb8c1f42794ca25776700234d2b/f9ca8c808552c17dca257808000449ea/$FILE/58-6228AA134%20authorised.pdf)

Websites:

- Emergency Management Manual Victoria - <https://www.emv.vic.gov.au/policies/emmv/>

In accordance with the *Emergency Management Act 2018* Council is required to appoint functional positions ensuring the delivery of council's emergency management roles and responsibilities. The EMMV Part 6 – Appendix 3 outline these indicative functions:

- » Municipal Emergency Resource Officer(s) (MERO) – legislated
- » Municipal Recovery Manager (MRM) – suggested – legislated in 2020
- » Municipal Fire Prevention Officer (MFPO) – legislated
- » Municipal Emergency Manager (MEM) – suggested
- » Municipal Emergency Coordination Group – suggested

Director Emergency Management (DEM)

The City of Casey has appointed the Director Community Life to fulfil the position of DEM. The DEM is responsible for communication with Council and the Chief Executive Officer with respect to emergency management activities.

Manager Emergency Management (MEM)

The City of Casey has appointed the Manager Connected Communities, to fulfil the position of MEM. The MEM works to continually develop and maintain a partnership approach to emergency management based on the relationships at all levels within the organisation, the community and external agencies.

Municipal Emergency Resources Officer (MERO)

City of Casey has appointed the Emergency Management Coordinator to fulfil the function of MERO and is a legislated position under the *Emergency Management Act 1986*. This position is responsible for the coordination of municipal resources used in emergency response and recovery. The MERO role is detailed in Part 6 of the *Emergency Management Manual Victoria (EMMV)*. City of Casey has also appointed deputies for this position.

Municipal Recovery Manager (MRM)

City of Casey Council has appointed the Resilience, Relief and Recovery Officer to fulfil the function of MRM. The MRM works closely with the MERO and other agencies in an integrated approach to the resolution of an emergency and its effects on the community.

The MRM is not currently a legislated position; however, the role is detailed in Part 6 of the *EMMV* as having responsibility for coordinating relief and recovery with the community during and after an emergency. City of Casey Council has appointed deputies for this position.

Municipal Fire Prevention Officer (MFPO)

City of Casey Council under the *Country Fire Authority Act 1958* is required to appoint a MFPO to undertake and regularly review Council's fire prevention planning and plans. The role will maintain, update and document Council's annual Fire Prevention Inspection Program and provide regular reporting to the MEMPC. City of Casey currently has one MFPO supported by one Assistant MFPO (AMFPO).

Municipal Emergency Management Planning Committee Executive Officer (MEMPCEO)

The City of Casey has appointed the Emergency Management Support Officer as the MEMPC Executive Officer (MEMPCEO), refer to the *Operational Arrangements* and *Crisisworks* for contacts.

The MEMPCEO is responsible for:

- » Coordination of MEMPC meetings

- » To create and distribute agendas and records of minutes of the MEMPC meetings
- » Under the direction of the MERO make alterations and amendments to the MEMP

Municipal Emergency Response Coordinator (MERC)

The MERC is a legislated position under the *Emergency Management Act 2013* and is responsible for bringing together agencies and resources within a municipal district to support the response to emergencies. The role is detailed in Part 3 of the *EMMV*. The City of Casey MERC, or deputy, is an appointed Senior Sergeant from a Police Station within the City of Casey. Refer to Crisisworks for contact details.

Emergency Management Liaison Officer (EMLO)

The primary role of the EMLO is to provide a communication link between key agencies and the Casey Emergency Management Co-ordination Centre (CEMCC) formally known as the Municipal Emergency Coordination Centre (MECC). City of Casey has identified a number of officers who are available for deployment into this role during an emergency.

Relief and recovery management roles and responsibilities

Refer to Part 6 – Relief and Recovery Arrangements of the Plan for information on Relief and Recovery management roles, responsibilities and Sub Committees.

Links to Regional Committees and Plans

To fulfil the Council's roles, responsibilities and agreements, Council is represented on a range of Emergency Management committees within the Southern Metropolitan Region. These committees include:

- » Southern Metropolitan Regional Emergency Management Planning committee
- » Southern Metropolitan Regional Strategic Fire Management Planning Subcommittee
- » Southern Metropolitan Regional Municipal Emergency Management Enhancement Group
- » Southern Metropolitan Region Relief and Recovery Subcommittee

The links between committees and plans at a regional and municipal level are shown in the *Emergency Management Planning Structure*, Appendix F, figure 2.

See Appendix C – Special Plans and Arrangements for a full list of Council's supporting plans. All documents listed in Appendix C – Special Plans and Arrangements can also be found on Crisisworks (<https://casey.crisisworks.com>). Hard copies are located at the Casey Works Centre (VIBE), Vesper Drive, Narre Warren.

Part 4 – Prevention Arrangements

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REFER:**Further Information:**

- Part 2 – Emergency Risk Management and Mitigation in Victoria (2005), EMMV – <http://files.em.vic.gov.au/EMV-web/EMMV-Part-2.pdf>
- Part 8 – Emergency risk Management Plan - <http://files.em.vic.gov.au/EMV-web/EMMV-Part-8.pdf>
- Community Emergency Risk Assessment – Participant Workbook v.2.0
- AS/NZS ISO 31000:2009 Risk management – Principles and guidelines

Website(s):

Victoria State Emergency Service - <http://www.ses.vic.gov.au/em-sector/community-emergency-risk-assessment-cera/community-emergency-risk-assessment-cera>

City of Casey Municipal Fire Management Plan <https://www.casey.vic.gov.au/policies-strategies/municipal-fire-management-plan>

City of Casey Community Information Guides - www.cfa.vic.gov.au/plan-prepare/community-information-guides/

Casey Local Flood Guide - <https://www.ses.vic.gov.au/get-ready/your-local-flood-information/casey-city-council>

Introduction

Prevention is defined as the development and implementation of strategies and associated measures to reduce the occurrence of and to mitigate the consequences of identified emergency risks on the community and environment. Prevention is defined under the Emergency Management Act 1986 as ‘the elimination or reduction of the incidence or severity of emergencies and the mitigation of their effects’.

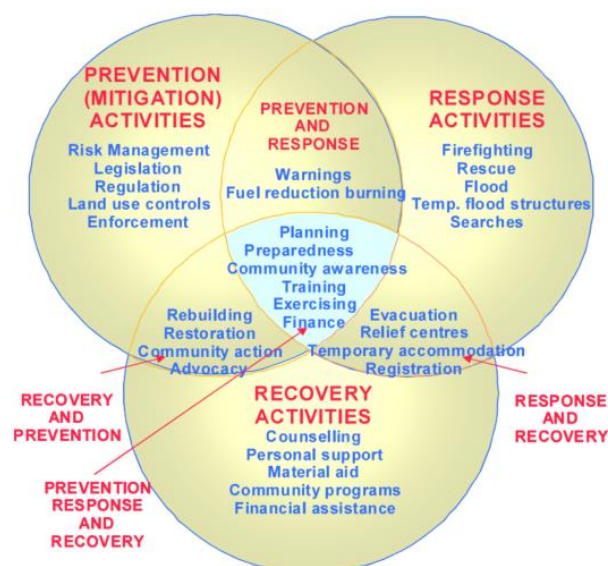


Figure 2 – Examples of Emergency Management Activities

Source: Emergency Management Manual Victoria (EMMV), Part 1 Concepts and Objectives, pg 1-8

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Climate Change and Emergency Management

Projected changes in the climate include temperature increases on land and at sea, sea-level rise, melting of glaciers and ice caps, as well as changing and irregular rainfall patterns. These changes affect almost every aspect of human life and the ecosystems on which it depends. Climate change may result in increases in the frequency and intensity of extreme weather events, as well as significant impacts from more gradual changes.

Efforts to reduce the impacts of climate change are known as climate change adaptation. Emergency risk reduction and climate change adaptation share a common space of concern: reducing the vulnerability of communities and achieving sustainable development. City of Casey is currently undertaking Climate change adaptation planning.

To address this council also adopts an all hazards approach to emergency management in the phases of preparedness, response and recovery through its emergency management plan. This approach is built on a coordinated and cooperative approach both within council and with emergency agencies through agreed service provision and planning. This holistic approach is based on education, planning, risk management and response capabilities to ensure that City of Casey Council has the process, resources and capabilities to be able to respond to and recover from scalable extreme weather events.

The role of the Municipality

The City of Casey recognises it has a key role in prevention and mitigation activities that reduce risk and minimise effects of emergencies that occur within the municipality. Council's policies relating to land management and building codes ensure that all measures are addressed to reduce the likelihood and impact of emergencies.

The Municipal Emergency Management Planning Committee (MEMPC) plays a key role in prevention via the identification of potential hazards and their associated risks and consequences. These identified risks and consequences are then considered and specifically planned for during the development and implementation of plans, policies and procedures. This task has been delegated from the MEMPC to the Emergency Risk Management Planning Sub Committee.

The ability of a community to respond to an emergency situation and in turn recover from the effects of an emergency will depend greatly on the level of resilience the people affected inherently have. The municipality, through its MEMPC and its sub-committees, will promote and support appropriate prevention and awareness programs.

Preparedness planning enables communities to plan for and take steps to mitigate their local risk.

Preparedness ensures the risks and management strategies identified in prevention planning, are used by communities so that they are aware of the risks and potential consequences of an emergency event. Preparedness planning equips communities with tools to implement resilience strategies for their own homes and families.

The MEMP identifies and prioritises emergency risks that may potentially affect the City of Casey community and environment. The mitigation and awareness of these risks aim to minimise the effects and consequences of an emergency event on the City of Casey community.

Community Emergency Risk Assessment (CERA)

The Plan identifies and prioritises emergency risks that may potentially affect the City of Casey community and environment. The mitigation and awareness of these risks aims to minimise the effects and consequences of an emergency event on the community.

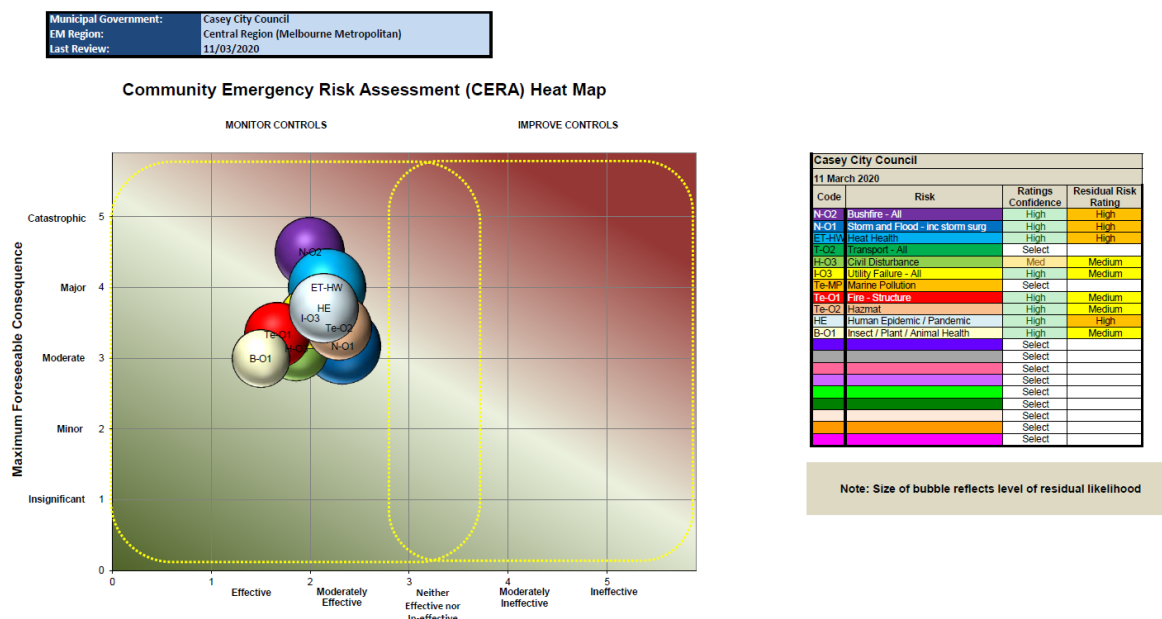
A hazard analysis and risk assessment of perceived threats to the municipality has been conducted as part of Council's Community Emergency Risk Assessment (CERA) planning process. The outcome of this process is the development of risk mitigation strategies that ensure that communities are aware of and better informed about hazards and the associated emergency risks that may affect them.

The Emergency Risk Management Planning Sub Committee undertake the Community Emergency Risk Assessment (CERA) process, in accordance with the Australian/New Zealand Standard ISO 31000:2009 Risk management – Principles and guidelines. This process is based on the ERM Committee's knowledge of the local community, its characteristics, strengths and vulnerabilities and involves the:

- » Establishment of context and risk criteria
- » Hazard identification
- » Risk analysis
- » Evaluation and prioritisation of risks and treatments
- » Monitoring and review

Risks are assessed and rated according to consequence and likelihood scales using risk matrices in the Community Emergency Risk Assessment tool kit. The process is led by the Victorian State Emergency Service in accordance with the international standard (ISO 31000).

The CERA process identified the local hazards and assessed their risk. This process is captured through the CERA worksheets available from VICSES upon request.



From the CERA process, risk profiles are developed and where necessary, sub-plans are created. A summary of this work is shown in the table in the sub-plan section below.

The CERA was conducted in a manner that did not intend to exclude any form of emergency, with the document adopting a flexible “all hazards approach”.

The ERM Committee completes the CERA process once every three (3) years and reviews each risk once per calendar year. Their recommendations are presented to the MEMPC for consideration and endorsement.

For those hazards whose residual risk is assessed as high or above Council will work with stakeholders to prevent the occurrence, reduce the risk and mitigate the consequences of a particular emergency occurring within the municipality. Refer to Appendix C – Special Plans and Arrangements for further details of these plans.

Sub Plans

There are four CERA Action Plans with a residual risk rating of ‘High’. Listed below are the sub plans that relate to the four CERA Action Plans with that rating. Refer to Appendix C – Special Plans and Arrangements for further details of these sub plans.

Hazard	Residual Risk Rating	Sub Plan
Bushfire - All	High	Casey Municipal Fire Management Plan
Storm and Flood, inc. storm surge	High	Casey Storm and Flood Emergency Plan
Heat Health	High	Casey Heatwave Plan 2014-2018
Human Epidemic/Pandemic	High	Victorian Action Plan for Influenza Pandemic
Civil Disturbance	Medium	Community Safety Strategy
Utility Failure - All	Medium	
Fire – Structure	Medium	Casey Municipal Fire Management Plan
Hazmat	Medium	Victorian Chemical, Biological & Radiological Response Arrangements
Insect/Plant/Animal Health	Medium	

Standard Operating Procedures

There are Standard Operating Procedures (SOP's) that City of Casey officers can reference to perform the duties and roles associated with emergency management. SOP's are available in the Operational Arrangements.

Victorian Fire Risk Register - Bushfire (VFRR-B)

The Victorian Fire Risk Register – Bushfire (VFRR-B) is used as a component of risk assessment for areas in the City of Casey identified as being in the Bushfire Prone Area (BPA). The Casey Fire Management Planning Committee (CFMPC) uses this process to identify assets that are considered to be at risk from wildfire; assess the wildfire risk to each asset; and to assign treatments designed to mitigate the risk.

The outcome of this process is the development of a register that informs the Municipal Fire Management Plan. Details of the VFRR outcomes for the City of Casey are available in Appendix A of the Municipal Fire Management Plan located on the City of Casey website. <https://www.casey.vic.gov.au/policies-strategies/municipal-fire-management-plan>

Whole of Council Collaboration

To ensure the community is aware of risk, Council works together to implement risk mitigation strategies to support community education and to build their resilience.

Planning Controls

City of Casey through its Planning Scheme has implemented controls for the use and development of land within the municipality. These controls are in accordance with the Planning and Environment Act 1987 and have consideration for the development and use of land in flood prone and bushfire prone areas.

Community Education and Resilience

Council and other agencies involved with emergency management have the responsibility to raise awareness within the community, about emergency risks and their potential consequences. Education, awareness and resilience building programs are strategies that can be used to ensure community engagement. The City of Casey is consistently mindful of new ideas and employs the following community engagement strategies:

- » hosting information on public websites
- » the broad use of social media platforms
- » distribution of brochures and print media across all aspects of business,
- » direct mail outs,
- » static displays at festivals, shopping centres and community events

The Community Emergency Resilience Plan and the Community Safety Strategy are referred to in Appendix C – Special Plans and Arrangements. These supporting documents promote prevention and awareness programs within the municipality.

Methods of warning the community of an impending emergency are addressed in Part 5 – Response Arrangements of the Plan.

Collaboration and liaison with community groups are targeted and important methods employed to both provide information to and seek information from the community. These groups include Neighbourhood Watch, Lions, Rotary, Neighbourhood Houses, Men's Sheds, Special Interest Groups, Churches and Community Associations. Further details can be found at Part 3 of this Plan and Part 8, Appendix 2 of the *EMMV*.

Community Information Guides - Bushfire

Community Information Guides (CIG) are produced by the Country Fire Authority (CFA) and provide community information, township planning factors and fire prevention information to the emergency services and the community for townships with the potential for impacts from fire. These guides address the specific needs of the town's residents, property, assets, environment and economy. Guides have been

developed for the City of Casey for the suburbs of Cannons Creek, Warneet, Blind Bight, and Harkaway. These documents are available at www.cfa.vic.gov.au/plan-prepare/community-information-guides/

Casey Local Flood Guide

Local Flood Guides are produced by the Victorian State Emergency Service (VICSES) to provide the local community with information on local flood risks, warning systems, preparatory advice, recovery information and general contact information to obtain further information relating to local flood and storm risks. The *Casey Local Flood Guide* is available at: <https://www.ses.vic.gov.au/get-ready/your-local-flood-information/casey-city-council>

Neighbourhood Safer Places – Bushfire Places of Last Resort



Neighbourhood Safer Places – Bushfire Places of Last Resort are an area or premises intended, as a last resort, to provide some short-term protection from the immediate life-threatening effects of a bushfire (i.e. direct flame contact or radiant heat). They are an open space area designated and signposted by the municipal council, which meets guidelines issued by the Country Fire Authority. They are assessed and accredited on a yearly basis

prior to each fire season.

Further information on Neighbourhood Safer Places – Bushfire Places of Last Resort within the municipality can be found in Part 5 – Response Arrangements of this Plan and at <https://www.emv.vic.gov.au/responsibilities/bushfire-shelter-options/bushfire-place-of-last-resort>

Community fire refuges

There are **no** designated community fire refuges in the City of Casey.

Vulnerable Community Facilities

Recommendation 3 of the Black Saturday Bushfire Royal Commission states “councils should document in municipal emergency management plans and other relevant plans facilities where vulnerable people are likely to be situated – for example, aged care facilities, hospitals, schools and childcare centres”. Relevant local facilities within the City of Casey are documented on Crisisworks and are broadly referred to below:

- | | |
|-------------------------|--|
| » Aged Care | » Family Day Care |
| » Caravan Parks | » OSHC (Outside School Hours Care) |
| » Child Care and Kinder | » Casey facilities |
| » Hospitals | » Other agencies eg. Uniting, Windermere |
| » Rooming Houses | |
| » Schools | |
| » Senior Citizens Clubs | |

All vulnerable community facilities are mapped on the City of Casey GIS spatial data system (IntraMaps) under the Fire and Emergency Management module.

Council Preparedness

Council prepares for emergencies that affect Council as an organisation as well as the broader municipality. The *Business Continuity Plan (BCP)* forms part of the City of Casey's broader resilience approach, it incorporates the foundations of risk management and compliments planning for emergencies, evacuation and crisis.

The *City of Casey BCP* is a collection of policies, procedures, protocols and information that has been developed, compiled and maintained in readiness for a business disruption. The *BCP* outlines the steps to be taken in order to quickly resume service delivery or how, as an organisation we will prioritise service delivery options in the response and recovery phases of an emergency.

It also allows the City of Casey to proactively and formally address a number of "what if" scenarios whilst being able to have a plan on how we will continue to operate during and after emergencies.

Emergency Management Documentation

Council documents all of its emergency procedures to ensure clarity and continuity around emergency procedures and processes. All emergency management documents are stored in one or more of the following:

- » Ci Anywhere – Emergency Management
- » P:\Emergency Management
- » City of Casey Municipal Emergency Management Operational Arrangements
- » Crisisworks <https://casey.crisisworks.com>
- » Emergency Management Shadow Structure One Note

Emergency Exercises

To comply with audit requirements, Council must conduct at least one emergency management exercise each year. All exercises are debriefed, and reports are provided to the Municipal Emergency Management Planning Committee (MEMPC). A list of emergency exercises dating back from 2010 are saved in the library tab of Crisisworks titled 'History of Emergency Exercises' - <https://casey.crisisworks.com/>.

Emergency exercises conducted within the last three years are listed below.

Year	Exercise Description	Level of Exercise	Section of the MEMP Tested/Used	Agencies Involved
2020	Coronavirus (COVID-19) pandemic	Federal Government	Part 3 – Municipal Emergency Management Arrangements Part 4 – Prevention Arrangements Part 5 – Response Arrangements Part 6 – Relief and Recovery Management Arrangements Part 7 – Support Arrangements Part 8 – Support Information Appendix A – Contact Directory Appendix B – Maps Appendix C – Special Plans and Arrangements Appendix D – Community	Australian Government Departments: - Attorney-General's Department - Department of Agriculture, Water and the Environment - Department of Defence - Department of Education, Skills and Employment - Department of Finance - Department of Foreign Affairs & Trade - Department of Health - Department of Home Affairs - Department of Industry, Science, Energy & Resources - Department of Infrastructure, Transport, Regional Development & Communications

Year	Exercise Description	Level of Exercise	Section of the MEMP Tested/Used	Agencies Involved
			Emergency Risk Assessments (CERA) Appendix F – Organisation Structures Appendix G – Relief and Recovery Matrix	<ul style="list-style-type: none"> - Department of the Prime Minister & Cabinet - Department of Social Services - Department of Treasury - Department of Veterans' Affairs Victorian Government Departments: <ul style="list-style-type: none"> - Department of Premier and Cabinet - Department of Education and Training - Department of Environment, Land, Water and Planning - Department of Health & Human Services - Department of Jobs, Precincts & Regions - Department of Justice & Community Safety - Department of Transport - Department of Treasury and Finance New South Wales Government Queensland Government South Australian Government Western Australia Government Tasmania Government Northern Territory Government Australian Capital Territory Government Ambulance Victoria Australian Red Cross Country Fire Authority Emergency Management Victoria Fire Rescue Victoria Local Government Authorities NBN Metropolitan Fire Brigade Victoria Police Victoria State Emergency Service
2020	Black Summer Bushfires (East & North East Gippsland)	State Government	Part 3 – Municipal Emergency Management Arrangements Part 4 – Prevention Arrangements Part 5 – Response Arrangements Part 6 – Relief and Recovery Management Arrangements Part 7 – Support Arrangements Part 8 – Support Information Appendix A – Contact Directory Appendix B – Maps Appendix C – Special Plans and Arrangements Appendix D – Community Emergency Risk Assessments (CERA) Appendix F – Organisation Structures Appendix G – Relief and Recovery Matrix	Victorian Government Departments: <ul style="list-style-type: none"> - Department of Premier and Cabinet - Department of Education and Training - Department of Environment, Land, Water and Planning - Department of Health & Human Services - Department of Jobs, Precincts & Regions - Department of Justice & Community Safety - Department of Transport - Department of Treasury and Finance Ambulance Victoria Australian Red Cross Country Fire Authority Emergency Management Victoria Environment Protection Authority Forest Fire Management Victoria Local Government Authorities (City of Bayside, City of Casey, Cardinia Shire Council, City of Frankston, City of Glen Eira, City of Greater Dandenong, City of Kingston, Mornington Peninsula Shire)

Year	Exercise Description	Level of Exercise	Section of the MEMP Tested/Used	Agencies Involved
				Council, City of Port Phillip and City of Stonnington, East Gippsland Shire, Towong Shire, Wellington Shire, Baw Baw Shire) Metropolitan Fire Brigade NBN Tourism Victoria Victoria Police Victoria State Emergency Service Victorian Council of Churches Emergencies Ministry VLine Utilities (AusNet Services, Citipower/Powercor/United Energy, Jemena) Other individual agencies or representatives of business/industry/community groups as appropriate for specific emergencies
2019	Bunyip Complex Fires	Southern Metropolitan Region	Part 3 – Municipal Emergency Management Arrangements Part 4 – Prevention Arrangements Part 5 – Response Arrangements Part 6 – Relief and Recovery Management Arrangements Part 7 – Support Arrangements Part 8 – Support Information Appendix A – Contact Directory Appendix B – Maps Appendix C – Special Plans and Arrangements Appendix D – Community Emergency Risk Assessments (CERA) Appendix F – Organisation Structures Appendix G – Relief and Recovery Matrix	Casey City Council Country Fire Authority Department of Health and Human Services Department of Environment, Land, Water and Planning Emergency Management Victoria Forest Fire Management Victoria Metropolitan Fire Brigade
2018	Relief and Recovery Exercise – Springboard – Active Shooter at Endeavour Hills Police Station	Local Government – Relief & Recovery Committee led	Part 1 – Introduction Part 2 – Area Description Part 3 – Municipal Emergency Management Arrangements Part 4 – Prevention Arrangements Part 5 – Response Arrangements Part 6 – Relief and Recovery Management Arrangements Part 7 – Support Arrangements Part 8 – Support Information Appendix A – Contact Directory Appendix B – Maps Appendix C – Special Plans	Australian Government Department of Human Services Australian Red Cross Casey City Council Casey North Community Information & Support Service Cranbourne Information & Support Service Department of Health and Human Services Muslim Women's Association Southern Migrant & Refugee Centre Victoria Police Victoria State Emergency Service Victorian Council of Churches

Year	Exercise Description	Level of Exercise	Section of the MEMP Tested/Used	Agencies Involved
			and Arrangements Appendix D – Community Emergency Risk Assessments (CERA) Appendix F – Organisation Structures Appendix G – Relief and Recovery Matrix	Emergencies Ministry Wayss

Emergency Training

All Council staff with a role in emergency management must undertake training to ensure they are prepared to undertake their role during an emergency. As a minimum, all staff must undertake the 'Introduction to Emergency Management' course run by the Victorian State Emergency Service. Further recommended training is delivered by the Department of Health and Human Services. A record of training completed and emergency exercises attended is saved in the Emergency Management Training Register located in the Emergency Management Shadow Structure One Note.

Regional Collaboration

The Emergency Management Coordinator and Resilience, Relief & Recovery Officer sit on several regional collaboration committees. Membership and participation on these committees allows for relationship building, networking and sharing of information which is vital for a collaborative emergency management sector. Council commonly collaborates with Emergency Management Victoria (EMV), Municipal Association Victoria (MAV), Local Government Victoria (LGV) as well as all Government Departments and emergency service agencies.

Council Officers are involved with the following committees:

- » Southern Regional Relief and Recovery Sub Committee
- » Southern Metropolitan Regional Municipal Emergency Management Enhancement Group (SMR MEMEG)
- » Southern Metropolitan Regional Emergency Management Planning Committee (SMR-REMPC)
- » Southern Metropolitan Regional Strategic Fire Management Planning Subcommittee (SM-RSFMPSC)
- » Working Groups/other Committees as required, to represent the City of Casey.

Southern Metropolitan Region Municipal Emergency Management Enhancement Group (SMR MEMEG)

The SMR MEMEG is operational and all municipalities within the Fairer Victoria regional boundary are participating. The group's focus is on collaboration, advocacy and developing resource/training consistencies as well as developing its terms of reference and operational policies for regional coordination of emergencies in the Southern Metropolitan Region.

Southern Metropolitan Regional Emergency Management Planning Committee (SMR-REMPC)

The SMR REMPC meets quarterly and has representation from all municipalities, government departments and emergency agencies. Its primary remit is to produce the Regional Emergency Management Plan (REMP). Networking, advocacy to State and provision of information are vital functions of this group.

City of Casey resources

The MERO holds an up to date City of Casey internal resources list and can call on additional resources from neighbouring municipalities in accordance with the MAV Emergency Resource Sharing Protocol.

Resources are used in accordance with organisational policies and procedures on the request of the MERC.

See the Operational Arrangements and Crisisworks, for the location of this information and adjoining council's contact details.

Part 5 – Response Arrangements of the Plan identifies the roles and responsibilities of the various organisations and agencies that exist within the municipality. Each agency's ability to cope with the identified threat was considered.

The Operational Arrangements identify the City of Casey requirements for and locations of:

- » Casey Emergency Management Coordination Centre (CEMCC)
- » Emergency Relief Centers (ERC's)

Part 5 – Response Arrangements

Version: 5.1

Date updated: 11 August 2020

Responsible Department: Emergency Management Unit

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Council policy documents change from time to time and it is recommended that you consult the electronic reference copy at www.casey.vic.gov.au/policiesstrategies to ensure that you have the current version. Alternatively, you may contact Customer Service on 9705 5200.

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REFER:**Related Documents:**

- Part 3, EMMV, State Emergency Response Plan – <http://files.em.vic.gov.au/EMV-web/EMMV-Part-3.pdf>
- Part 4, EMMV, State Emergency Relief and Recovery Plan – <http://files.em.vic.gov.au/EMV-web/EMMV-Part-4.pdf>

Website(s):

Emergency Management Victoria - <https://www.emv.vic.gov.au/>

Introduction

Response is defined in the *Emergency Management Act 1986* as ‘the combating of emergencies and the provision of rescue and immediate relief services’.

The response arrangements aim to reduce the impact and consequences of emergencies on the municipality’s people, communities, essential and community infrastructure, industry, the economy and the environment. The State has endorsed a set of emergency management priorities to underpin and guide all decisions made during an emergency.

State emergency management priorities

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

The priorities are:

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

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

A systems approach to emergency response operations

The State uses a scalable systems approach to manage emergency response operations.

Operational tiers

Emergency response operations is managed through the following three operational tiers:

- » state tier
- » regional tier
- » incident tier.

Not all tiers will be active for every emergency. In general, the state and regional tiers are active only for major emergencies or where major emergencies are anticipated to occur. Non-major emergencies are managed only at the incident tier.

The people and agencies with roles and responsibilities for responding to emergencies work together in teams at each tier to ensure a collaborative and coordinated whole of government approach using a process known as the Australasian Inter-Service Incident Management System (AIIMS).

There may be exceptional circumstances where an alternative structure is considered necessary to manage a major emergency, such as declaration of an area of operations in addition to the regional tier. However, this may affect other parts of the system, such as resources coordination or relief and recovery coordination. Therefore, prior to establishing an alternative management structure for Class 1 and 2 emergencies, unless defined under an approved State Emergency Response Plan (SERP) sub-plan, agencies should first seek the approval of the Emergency Management Commissioner.

Emergency Classes

Emergencies are categorised as either:

- » Class 1 emergency
 - (a) a major fire; or
 - (b) any other major emergency for which the Metropolitan Fire and Emergency Services Board, the Country Fire Authority or the Victoria State Emergency Service Authority is the control agency under the state emergency response plan.
- » Class 2 emergency

A major emergency which is not—

 - (a) a Class 1 emergency; or
 - (b) a warlike act or act of terrorism, whether directed at Victoria or a part of Victoria or at any other State or Territory of the Commonwealth; or
 - (c) a hi-jack, siege or riot.
- » Class 3 emergency

For the purpose of the State Emergency Response Plan, a Class 3 emergency means a warlike act or act of terrorism, whether directed at Victoria or a part of

Victoria or at any other State or Territory of the Commonwealth, or a hi-jack, siege or riot.

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

Emergency Class Functions

The response arrangements include:

- » Command, control and coordination arrangements
- » Control and support agencies and information on the local arrangements for response to identified emergencies, including evacuation
- » Response and recovery interface arrangements ensuring a timely transition of coordination between response and recovery.

Functions

Overview

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

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

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 and
- » there is communication that meets the information needs of communities, stakeholders and government.

This section of the Plan should be read in conjunction with the *State Emergency Response Plan* and the *State Emergency Relief and Recovery Plan*.

Command, Control and Coordination

The emergency response arrangements within Victoria operate under the functions of command, control and coordination.

Command

The internal direction of personnel and resources of an agency, operating vertically within the agency. Each agency has a 'chain of command' which is the agency's organisational hierarchy that identifies the link between each individual and their supervisor. Each agency responding to an emergency must identify the commanders responsible for supervising agency personnel and agency chain of command. Commanders escalate agency issues and provide direction on agency issues through the agency chain of command. Where there is an agreed inter-agency agreement, a functional commander may supervise personnel and resources of more than one agency.

Control

The overall direction of response activities in an emergency, operating horizontally across agencies. In Victoria, authority for control is established in the *State Emergency Response*

Plan with details listed in the *EMMV Part 7 – Emergency Agency Roles*. Controllers are responsible for leading all agencies responding to the emergency. Specific arrangements apply to the appointment of controllers for Class 1 and Class 2 emergencies and for fires other than for a major fire.

Coordination

The bringing together of agencies and resources to ensure effective response to and recovery from emergencies

Response coordination

In accordance with section 56 of the *Emergency Management Act 2013* and on the request of the Emergency Management Commissioner, the Chief Commissioner of Police has appointed members of the police force as:

- » Regional Emergency Response Coordinator (RERC)
- » Municipal Emergency Response Coordinator (MERC) for each municipal district

RERCs and MERCs undertake response coordination at the regional and municipal tiers respectively. Appendix A of Part 3 of the *EMMV* identifies the role and responsibility of a RERC and MERC.

Emergency response coordinators bring together agencies and resources to support the response to emergencies. Broadly, their functions are to ensure:

- » Effective control arrangements have been established and are maintained to manage the response to emergencies
- » Effective information sharing
- » The necessary resources are accessed to support the response to emergencies

Recovery coordination

Emergency recovery coordinators/managers bring together agencies and resources to support the provision of relief and recovery from emergencies.

Consequence management

The Emergency Management Commissioner is responsible for consequence management for major emergencies. Consequence management involves the coordination of the activities of the agencies with a role in delivering of services to the community, with the aim of minimising the adverse consequences of emergencies on the community. During a major emergency, all agencies including critical infrastructure providers may need to activate their business continuity arrangements in order to manage the adverse consequences of the emergency on their area of responsibility. Consequence management should inform and be a precursor to relief and recovery activities.

For further information please refer to [Part 3 of the Emergency Management Manual Victoria \(EMMV\)](#).

Emergency Management Team

Where an emergency requires response by more than one agency, the Incident Controller, Regional Controller and/or the Emergency Management Commissioner is responsible for forming and chairing an Emergency Management Team (EMT). This collaborative forum identifies and discusses the risks and likely consequences of an emergency. These discussions assist the Incident Controller to establish priorities and plan for a whole of government approach to the emergency's management. An EMT may also be established in preparation for an anticipated emergency.

The EMT should be formed and chaired by the:

- » Regional or Incident controller;
- » MERC or RERC chair where more than one Regional/Incident Controller appointed;
- » RERC or MERC where no controller appointed
- » MERO and/or MRM may be included in the EMT

To ensure that Council are engaged and connected at an incident level and regional level it is recommended that they participate in any EMT and undertake the following:

- » Provide local knowledge to the EMT, control and support agencies;
- » Coordinate relief and recovery services during response at a municipal level;
- » Facilitate connection, engagement and communications with communities;
- » Provide advice on impact and consequences from the emergency;
- » Provide advice on road closures, access and management of local communities;
- » Provide access to Council expertise and resources; and
- » Facilitate stakeholder management with business and industry.

Emergency Management Liaison Officer

The EMT may activate an Emergency Management Liaison Officer (EMLO) to either a control or coordination centre. The EMLO:

- represents the City of Casey on the EMT
- may represent Council at the Incident Emergency Management Team (IEMT) or the Regional Emergency Management (REMT) tier
- is empowered to commit, or to arrange the commitment, of resources of Council in response to the incident
- provides advice in relation to impacts and consequence management within the municipal footprint.

Incident Control Centre

An Incident Control Centre (ICC) is the location where the Incident Controller and various members of the Incident Management Team (IMT) direct response activities.

The current ICC and Regional Control Centre (RCC) location is in Dandenong South however could also be at other locations depending on the type and location of the emergency. The City of Casey will provide an EMLO as required to the ICC. Other staff and resources may also be deployed to respond to the emergency as required.

Casey Emergency Management Coordination Centre (CEMCC)

Standard Operating Procedure(s):

- Standard Operating Procedure – Casey Emergency Management Coordination Centre (CEMCC) Management
- Standard Operating Procedure – Activation
- Standard Operating Procedure – Management of Resources

In line with the removal of a Municipal Emergency Coordination Centre (MECC) from the State Emergency Response Plan (SERP), Casey will no longer have a MECC. The City of Casey will, however, require a building to coordinate internal response and relief and recovery operations. The functionality of a MECC is still available at the Works Centre and Bunjil Place and is known as the Casey Emergency Management Coordination Centre (CEMCC).

The Standard Operating Procedure – Casey Emergency Management Coordination Centre (CEMCC) Management provides details for the locations of the CEMCC within the City of Casey and procedures for the establishment, maintenance and closure of the facility.

Casey Emergency Management Coordination Centre (CEMCC)	
Primary CEMCC	Secondary CEMCC
Bunjil Place 2 Patrick Northeast Drive Narre Warren 3805 emergency@casey.vic.gov.au	Casey Works Centre (VIBE) 30-36 Vesper Drive Narre Warren 3805 emergency@casey.vic.gov.au

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

The rostered **MERO** will always be contactable by fixed land line or mobile telephone, or by staff in person.

Activation

The activation of City of Casey staff and resources should be done in accordance with Standard Operating Procedure – Activation and Standard Operating Procedure – Management of Resources. The MERO may be activated for the purposes of:

- » coordinating the provision of resources to an incident as requested by the MERC
- » activation of the CEMCC
- » ensuring the timely dissemination of warnings, advice and/or information to those living, working or visiting the municipality.

Activation may occur at three (3) levels (detailed below) and is dependent upon the scale and requirements of the incident. The appropriate level of activation will be determined in consultation with the MERC, MERO, MRM and/or DEM and should be made in accordance with Standard Operating Procedure – Activation in this Plan.

Level 1 Incidents

A level one (1) incident is a local event that is likely to continue for less than 24 hours from time of impact. In these circumstances the CEMCC may not be activated and communication between the MERC and MERO will continue to maintain the planning logistics throughout the event. The MERO will provide situation reports to the MRM throughout the incident and discuss any potential or actual requirements, for relief and recovery services.

Level 2 Incidents

A medium scale emergency or a level two (2) incident may be greater in size, with a greater risk of consequence and resource requirements. The CEMCC may be activated for a level 2 incident and will operate for the purposes of deploying resources beyond initial response providing a multi-agency environment for those agencies involved in the emergency. It is important that forward planning is considered to ensure adequate response and resource

allocation throughout the incident and pre-planning for potential or actual relief and recovery services occurs during the response phase.

Level 3 Incidents

A level three (3) incident is characterised as a complex event involving full activation of all CEMCC functions. Forward planning is a priority for these incidents and consideration for recovery requirements is determined early in the response phase. In some instances, Council may be required to open an emergency call centre or hotline number to manage enquiries from the persons affected by the event.

Staging Area/ Marshalling Point

This is a strategically placed area where support response personnel, vehicles and other equipment can be held in readiness for use during an emergency. This is predominately managed by Victoria Police but may be shared with other agencies.

Warning, information, and advice

REFER:

Related Documents:

- Part 3, EMMV, State Emergency Response Plan – <http://files.em.vic.gov.au/EMV-web/EMMV-Part-3.pdf>
- Emergency Management Act 2013 - [http://www.legislation.vic.gov.au/domino/Web_Notes/LDMS/LTObject_Store/ltobjst9.nsf/DDE300B846EED9C7CA257616000A3571/D42AABDEF92B3D70CA25800200038A70/\\$FILE/13-73a011.docx](http://www.legislation.vic.gov.au/domino/Web_Notes/LDMS/LTObject_Store/ltobjst9.nsf/DDE300B846EED9C7CA257616000A3571/D42AABDEF92B3D70CA25800200038A70/$FILE/13-73a011.docx)
- City of Casey Crisis Communications Plan 2015
- Standard Operating Procedure - Warnings and Information

Website(s):

Victorian Warning Protocol, Emergency Management Victoria - <https://www.emv.vic.gov.au/responsibilitiesvictorias-warning-system/victorian-warning-protocol>

Warnings should be used under specific circumstances where community action is necessary primarily to protect lives and also the protection of property or the environment. The warning arrangements are set out in the *Victorian Warning Protocol (2013)*.

The *Emergency Management Act 2013* s.42 & 43 details the legislative authority for warnings in Victoria. The provision of these warnings and information must be consistent with any guidelines, procedures and protocols developed by the EMC.

The content, information contained and the warning systems available are detailed in Part 3 section 5.2.2 of the *EMMV*. Council's responsibilities and procedures in the issuing of warnings and information are outlined in the *City of Casey Crisis Communication Plan 2020*. A copy of this document is available on Crisisworks (<https://casey.crisisworks.com>) and in Appendix C – Special Plans and Arrangements. Procedures and those authorised at Council to issue warnings and information are detailed in the Warnings and Information Standard Operating Procedure outlined in the Operational Arrangements.

Provision of information to the public and the media

During an emergency, all media releases should be approved by the relevant Incident controller prior to release. As the response process will generally involve a range of different organisations there is a need for coordination of information to the media to avoid confusion

or conflict. Media requests during an emergency shall be managed by the Communications & Risk Management Environment Coordinator and be approved by the MERO or MRM and the City of Casey Communications unit on a case by case basis.

Evacuation

REFER:

Related Documents:

- Part 3, 3.11.2, EMMV, State Emergency Response Plan – <http://files.em.vic.gov.au/EMV-web/EMMV-Part-3.pdf>
- Part 8, Appendix 9 Evacuation Guidelines, EMMV - <http://files.em.vic.gov.au/EMV-web/EMMV-Part-8.pdf>
- Victorian Warning Protocol - <https://www.emv.vic.gov.au/responsibilitiesvictorias-warning-system/victorian-warning-protocol>
- Part 6 – Relief and Recovery Management Arrangements, City of Casey Municipal Emergency Management Plan
- City of Casey Municipal Emergency Management Operational Arrangements
- City of Casey Crisis Communication Plan 2015
- Warnings and Information Standard Operating Procedure
- Standard Operating Procedure – Public Information

Website(s):

Emergency Management Victoria - <https://www.emv.vic.gov.au/>

Evacuation is a risk and consequence management strategy involving the movement of people to a safer location. Evacuation is a scalable activity that may be applied to individuals, a house, a street, a large facility, a suburb, a town or a large area of the State. In Victoria, evacuation is largely voluntary. The *Emergency Management Act 1986, s.24(7)* if a person claims a pecuniary interest in the property in the emergency area or goods or valuables in the property and is at that property, the person cannot be directed to evacuate. The person's right to remain in the emergency area may be subject to appropriate conditions.

The control agency and Victoria Police are responsibility for evacuation, the roles and responsibilities that they are required to be undertaken are detailed in Appendix 9 of the *EMMV*. Council will assist the control agency and Victoria Police with evacuations:

- » advice regarding most suitable Emergency Relief Centre (ERC) (refer Operational Arrangements for ERC locations)
- » Other resources (public health, emergency relief considerations, special needs groups, traffic management and or animals (refer to Part 6 – Relief and Recovery Management Arrangements)

Evacuation of vulnerable people

An emergency that involves the potential evacuation of people from an affected area involves the special consideration of identifying and evacuation of vulnerable people in the community. This process is likely to take more time, resources, support and assistance where facilities, such as hospitals, aged care facilities, educational facilities and/or prisons are involved. Considerations for the evacuation of vulnerable people can be found in Part 8, Appendix 9 of the *EMMV*.

Further it is the responsibility of Council to maintain a Vulnerable Persons Register and Vulnerable Facilities Register that identifies where vulnerable people may be residing. All

vulnerable persons are mapped within the Vulnerable Persons Register on Crisisworks (<https://casey.crisisworks.com>) and all vulnerable community facilities are mapped on the City of Casey GIS spatial data system (IntraMaps) under the Fire and Emergency Management module. Details on Councils arrangements for vulnerable people are in Part 4 – Prevention Arrangements of this Plan.

Victoria Police Evacuation Resource Mapping Tool

The Victorian Fire Risk Register for Bushfire (VFRR-B) identifies the communities of Blind Bight, Cannons Creek, Harkaway, Junction Village, Lysterfield South, Tooradin and Warneet as being at risk from bushfire. The Victoria Police Evacuation Resource Mapping Tool has been developed to assist Victoria Police in the evacuation of communities under threat of bushfire. The tool includes a GIS mapping overlay and 'in field' worksheets that guide Victoria Police in conducting an evacuation. More information on the use of the tool can be obtained from the MERC. A copy of this document is available on Crisisworks (<https://casey.crisisworks.com>) and in Appendix C – Special Plans and Arrangements.

Victoria Police (Bushfire) Traffic Management Guide

An area specific traffic management plan for the areas of Lysterfield, Warneet/Blind Bight, Cannons Creek and Harkaway has been developed by Victoria Police, VicRoads, CFA and Council. This plan has been adopted for activation during an emergency event impacting on the area. Copies are held by Victoria Police and Council's Community Safety Department. This document can also be viewed in the 'Victoria Police Agency Workspace' event in the Library tab in Crisisworks (<https://casey.crisisworks.com>).

Affected persons and areas

Standard Operating Procedure(s):

- Standard Operating Procedure – Public Information

Victoria Police in consultation with the MERC, MERO, MRM, and/or the control agency may make formal arrangements for the communication to affected persons. Communication may occur with affected persons at Emergency Relief Centre(s) or community meetings, as required, and in line with the Municipal Emergency Communications Plan.

It is vital that communication is made to affected persons in a timely manner and in a manner, that is understood by all affected persons. Communication should include details for emergency relief and recovery and situation updates as the emergency occurs.

The Standard Operating Procedure – Public Information provides the arrangements of how Council will communicate prior to, during and following an emergency.

Community fire refuge(s)

There are no designated community fire refuges in the City of Casey.

Neighbourhood Safer Places – Bushfire Places of Last Resort

REFER:

Related Documents

- Part 3, 3.11.4, EMMV, State Emergency Response Plan – <http://files.em.vic.gov.au/EMV-web/EMMV-Part-3.pdf>
- City of Casey Municipal Fire Management Plan (2014) - <http://www.casey.vic.gov.au/council/policies-strategies/m-o/municipal-fire-management-plan>

Websites:

EMV – <https://www.emv.vic.gov.au/responsibilities/bushfire-shelter-options/bushfire-place-of-last-resort>

City of Casey - <http://www.casey.vic.gov.au/health-safety/emergency-management/fires>

CFA - <http://www.cfa.vic.gov.au/plan-prepare/neighbourhood-safer-places/>

Neighbourhood Safer Places – Bushfire Places of Last Resort sits within the high-risk bushfire survival options.

It does not provide the same level of protection as a well-constructed defensible home, private or neighbourhood bushfire shelter or a community fire refuge. These are places of last resort in the event of a bushfire.

The City of Casey has seven (7) designated Neighbourhood Safer Places – Bushfire Places of Last Resort within the municipality – refer to Appendix G - that are assessed against the CFA's Neighbourhood Safer Places Assessment Guidelines and formally designated by Council. Annual CFA assessments are conducted for each NSP to ensure continued compliance and supported by monthly site inspections by Councils throughout the CFA declared fire danger period. A map of where Neighbourhood Safer Places – Bushfire Places of Last Resort are located within the City of Casey is shown in Appendix B – Maps.

Neighbourhood Safer Places – Bushfire Places of Last Resort located in the City of Casey

Blind Bight	Kestral Close and Petrel Close
Endeavour Hills	Barry Simon Reserve (north-east corner) 10 Gleneagles Drive
Junction Village	Recreation reserve, 1-3 Sherwood Road
Lysterfield South	Council road reserve (Melbourne Water retarding basin), 98 Churchill Park Drive
Lysterfield South	Municipal reserve, Corner Parkside Boulevard and Lake Park Court
Narre Warren North	Municipal reserve, 100 Crawley Road (opposite Jack Robbie Court)
Pearcedale	Recreation reserve, 720 Baxter-Tooradin Road (opposite Gracemere Drive)

Further information about Neighbourhood Safer Places – Bushfire Places of Last Resort within the City of Casey can be found on the CFA website <http://www.saferplaces.cfa.vic.gov.au/cfa/search/default.htm> or Appendix B.1 of the *City of Casey Municipal Fire Management Plan* lists designated NSPs located within the municipality.

Version 5.1

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Response Arrangements and Responsible Agencies

In an emergency, Council is responsible for supporting the response (control) agency via the provision and coordination of requests for municipal resources (equipment, personnel and services), coordinating and providing relief services to the affected community and planning for early coordination of recovery for the affected community. Council does not have an operational role in an emergency; this is the responsibility of the Control Agency and emergency services. Please refer to [Part 7 of the EMMV](#) for a list of control and response agencies for response.

Support Agencies may be able to offer varying levels of support from 'onground' resources to information. It may be appropriate to consult with a number of identified Support Agencies for advice in relation to any given emergency. It is the prerogative of the control agency to formulate action plans for a given emergency in consultation with support agencies. Please refer to [Part 7 of the EMMV](#) for a list of support services for response.

Sourcing resources

REFER:

Related Documents:

- Part 3, 3.12, EMMV, State Emergency Response Plan – <http://fire-com-live-wp.s3.amazonaws.com/wp-content/uploads/20140626040548/Part-3-EMMV2.pdf>
- Part 8, Appendix 1 Financial Arrangements - <http://fire-com-live-wp.s3.amazonaws.com/wp-content/uploads/Part-8-EMMV.pdf>
- Protocol for Inter-Council Emergency Management Resource Sharing - <http://www.mav.asn.au/policy-services/emergency-management/Pages/resource-sharing-protocol.aspx>

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

- » Personnel (i.e. agency support and industry technicians)
- » Equipment (i.e. plant, vehicles)
- » Services (i.e. telephone lines, expert technical advice)

Agencies should exhaust all resources owned or directly within their control prior to requesting assistance from elsewhere. Where an agency accesses a resource, other than a resource it owns, notification to the Incident Controller and the MERC is required to ensure effective and efficient resource tracking to avoid duplication of resource requests.

The supplementation of resources involves four (4) levels:

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

All agencies have arrangements in place to access a range of resources through its own agency arrangements, support agencies or contract or supply arrangements with private industry. For the provision of resources by the City of Casey refer to Standard Operating Procedure – Plant and Equipment Resource Management.

Council accepts responsibility for the management of municipal resources, included owned, contracted or those privately owned within the municipal footprint. This includes the provision of:

- » Municipal owned or controlled assets
- » Municipal council employed or contracted personnel
- » Local agencies that have agreed to participate in the formal emergency relief and recovery arrangements
- » Local community agencies that have a capacity to assist people affected by emergencies
- » Private businesses and organisations with a capacity to provide emergency response, relief and recovery services or activities.

Sourcing and supplementing of resources

All requests for resources by the Incident Controller are coordinated through the MERC to the MERO and/or MRM. Where demands for resources cannot be met by the City of Casey the MERC will escalate requests to the Regional Emergency Response Coordinator. Where requests for resources are protracted or of significant cost to Council consultation between the MERO and the Director Emergency Management should occur.

The following will be considered in the identification and provision of resources by the MERO:

- » Resource requirement
- » Intended use of resource
- » Location of resource
- » Time resource is required to be on site or estimated time of arrival
- » Duration resource is to be used for
- » Person(s) who will be response for the use and management of the resource
- » Any safety requirements that may apply to the use of the resource

The financial responsibilities outlined in Part 8, Appendix 1 of the *EMMV* states that municipal councils, government and non-government agencies and organisations are responsible for funding the provision of services and/or resources themselves. Further details on financial arrangements for Council are detailed in the Financial Considerations of this Plan. Refer to Standard Operating Procedure - Management of Resources of this Plan for details pertaining to the supply of resources by the City of Casey.

For details pertaining to resource requests at a Commonwealth and International level refer to Part 3 section 6 Capability points 6.1 and 6.2 of the *EMMV*.

Resource sharing protocols

Casey City Council is a signatory to the 'Protocol for Inter-Council Emergency Management Resource Sharing' coordinated by the Municipal Association of Victoria (MAV). This Protocol is most commonly enacted for emergency support staff requests to fulfil CEMCC and ERC shifts. Requests for resources from another council should be made through the MERO.

Emergency Resource Providers Support Scheme (EmRePSS)

The Emergency Resource Providers Support Scheme (EmRePSS) is an insurance policy providing cover for private sector resource owners when their resources (equipment and personnel) are used for emergency operations on an ad hoc basis which is not under a pre-existing contract. EmRePSS insurance is provided for:

- » Property Damage and Business Interruption
- » Motor Vehicle Loss or Damage
- » Public and Products Liability
- » Professional Indemnity

» Directors and Officers Liability

Further details pertaining to the EmRePSS insurance scheme is available at Appendix 11, Part 8 of the *EMMV*.

Financial Considerations

At the municipal level, resources owned or under the control of the City of Casey Council are used to supplement those of the control and support agencies. As the effects of the emergency escalate, or the resource requirements exhaust local availability, Regional, State and Commonwealth resources may be requested.

A requesting agency will be responsible for all associated costs for the provision of resources to support the response to an emergency event. Council can keep track of resources distributed by recording their provision in Crisisworks. When a control agency requests services and supplies (for example food and water) on behalf of supporting agencies, the control agency will be responsible for costs incurred.

Municipal councils are responsible for the cost of emergency relief services and provisions. For further information see refer to the Standard Operating Procedure – Finance (SOP), an appendix of this plan.

Crisisworks

Standard Operating Procedure(s):

- Standard Operating Procedure – Crisisworks
- Crisisworks <https://casey.crisisworks.com>

Crisisworks is a cloud-based incident management software program. The software provides a common operating system for all agencies involved in the response to, relief and recovery from emergencies. Through agency logs, role specific workspaces, geographical mapping, security features, workflow documentation, resource costings and tracking, and impact assessment details. These mechanisms allow Council to report on incidents that occur within the municipality and determine priorities in the recovery of those affected by an emergency.

Agencies have the ability to develop their own workspaces that holds plans, arrangements and templates that may be required in the management of an incident.

Refer to the Standard Operating Procedure – Crisisworks for specific details regarding Operational use of the program.

Impact assessment

REFER:

Related Documents:

- Part 3, 3.2.5, EMMV, State Emergency Response Plan – <http://files.em.vic.gov.au/EMV-web/EMMV-Part-3.pdf>
- Part 4, 2.2, EMMV, State Emergency Relief and Recovery Plan - <http://files.em.vic.gov.au/Backups/EMV-website/EMMV-Part-4.pdf>
- Part 7, EMMV, Emergency Management Agency Roles – <http://files.em.vic.gov.au/EMV-web/EMMV-Part-7.pdf>
- EMV, Impact Assessment Guideline for Class 1 Emergencies (2015)
- Standard Operating Procedure – Impact Assessment

Website(s):

Emergency Management Victoria - <https://www.emv.vic.gov.au/>

Department of Treasury and Finance, Natural disaster financial assistance - <http://www.dtf.vic.gov.au/victorias-Economy/natural-disaster-financial-assistance>

Impact assessment is required to inform the relief and recovery needs of the community affected by and emergency event. Impact assessment should begin during the response phase of an emergency, where practicable. Impact assessment data will be made available to the municipality, response, relief and recovery agencies as to inform planning and provision of requirements relating to the impact of an emergency.

There are three levels of impact assessment for emergency events. These are:

- » Initial impact assessment
- » Secondary impact assessment
- » Post emergency needs assessment

Initial Impact Assessment (0-48 hours)

As soon as is practicable following the impact of an emergency, the control agency will coordinate the gathering of raw data on the loss and damage resulting from the emergency. This data will be broad in nature and is designed to provide some initial data as to the magnitude of an event, and may include extents of property and infrastructure damage, human and stock casualty numbers and other information that can assist in informing the response, and initial relief and recovery planning. This data also informs the planning and implementation of secondary and post impact assessment. Initial impacts on essential infrastructure and services will be coordinated at the local level by council or relevant agency and undertaken as soon as practical.

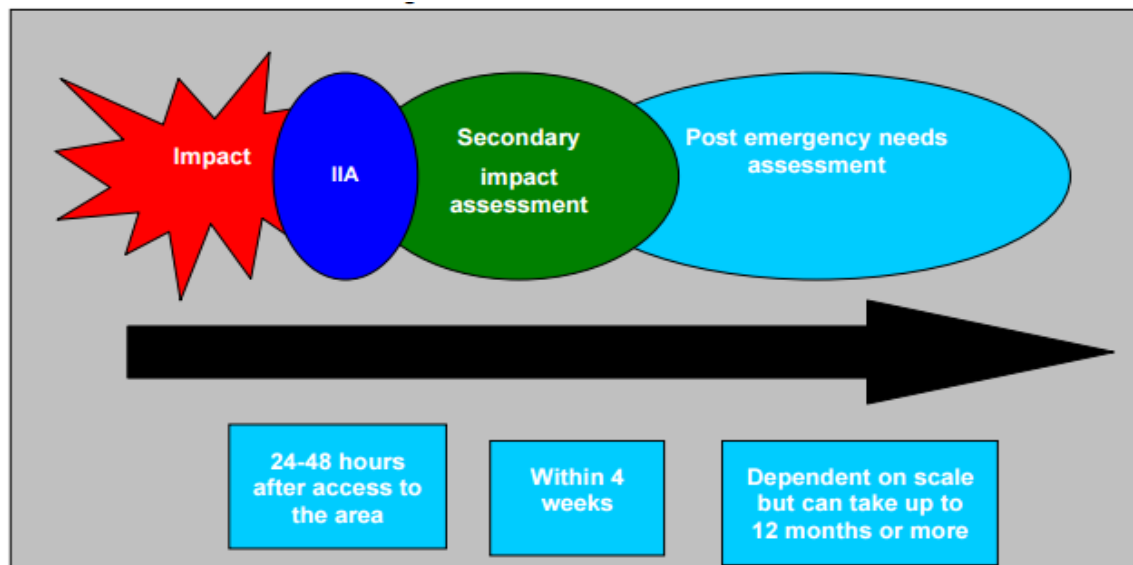


Figure 3 – Impact Assessment Process

Source: EMV Impact Assessment Guidelines for Class 1 Emergencies

<https://ehpa.org.au/download/EMV-Initial-Impact-AssessmentGuidelines-Class-1-v2.01.doc>

The above describes each of the aims outcomes and methods at each stage of the impact assessment process. Initial Impact Assessment is a preliminary assessment undertaken by response agencies providing early quantifiable data relating to loss of structures and impact to people in affected areas.

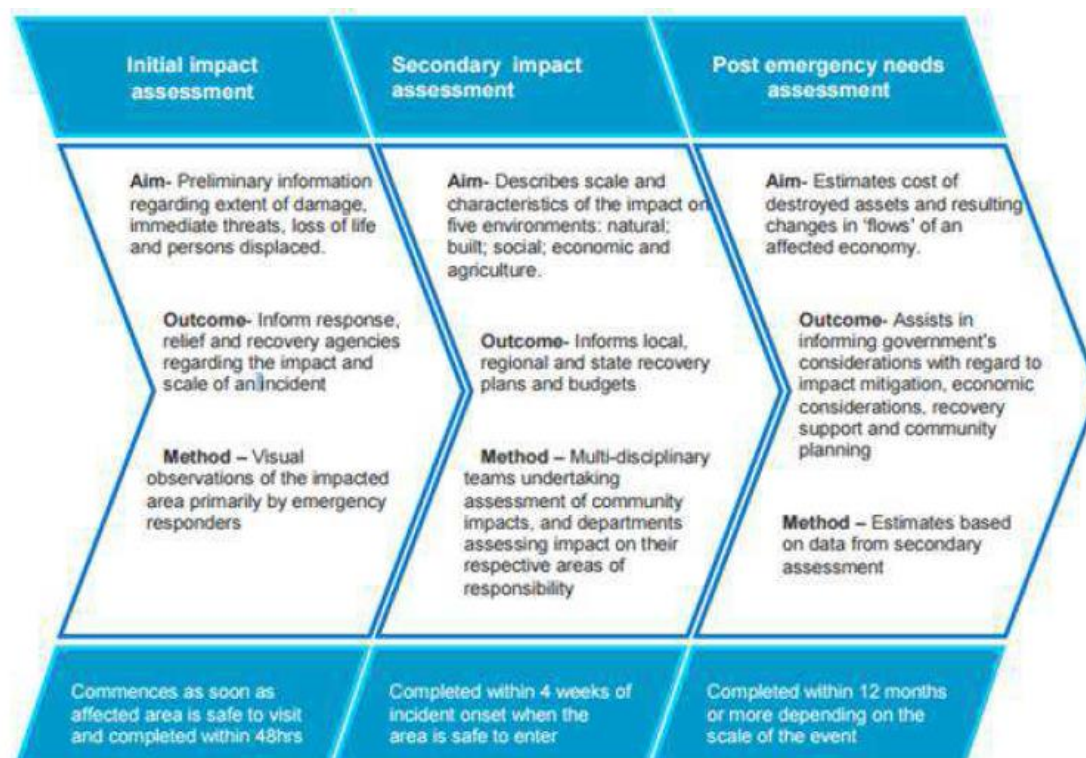


Figure 4 – Description of each stage of the impact assessment process

Source: EMV Impact Assessment Guidelines for Class 1 Emergencies

<https://ehpa.org.au/download/EMV-Initial-Impact-AssessmentGuidelines-Class-1-v2.01.doc>

Secondary Impact Assessment (48 hours – 4 weeks)

A Secondary Impact Assessment will be undertaken during the relief/early recovery period of an emergency. Coordination of Secondary Impact Assessments is the responsibility of the nominated Recovery Manager/Coordinator. All departments and agencies involved in the collection of Secondary Impact Assessments should liaise with the nominated Recovery Manager/Coordinator to ensure information is coordinated and shared. Secondary Impact Assessments are intended to further clarify the raw data gathered during the initial impact assessment phase. Generally, on-ground assessments are undertaken (informed by the initial impact assessment data) that capture further details on the magnitude and extent of loss and damage in the four environments: social, economic, environmental, and built. All departments and agencies involved in the collection of Secondary Impact Assessments should liaise with the nominated recovery manager/coordinator to ensure information is coordinated and shared.

Refer to Operational Arrangements for the Standard Operating Procedure for Secondary Impact Assessments. A Secondary Impact Assessment template is in Attachment L of the Operational Arrangements.

Post Emergency Needs Assessment (4 weeks – ongoing)

The final level of impact assessment is post emergency needs assessment. These assessments occur during recovery phase of an emergency event. The data collected during initial and secondary impact assessment is utilised to inform the medium to longer term recovery process.

This is the most detailed phase of impact assessment, where assessment is undertaken on a per residence level. Specific data on impact incurred in alignment with the four recovery environments is collected and reported back to the municipality and coordinating agency(s) to further inform planning and implementation of recovery activities.

Public health

REFER:

Related Documents:

- Part 4, State Emergency Relief and Recovery Plan - <http://files.em.vic.gov.au/EMV-web/EMMV-Part-4.pdf>

Website:

City of Casey - <http://www.casey.vic.gov.au/health-safety/public-health>

The City of Casey's Environmental Health Officers are responsible for maintaining public health during emergencies, these responsibilities include but are not limited to:

- » Advice on suitable water supply
- » Ensuring the safe handling of food, including production, storage and distribution
- » The supply of sanitary and hygienic accommodation
- » Coordination of refuse removal
- » Coordination of pest control
- » Control of infectious diseases, including immunisation
- » Coordination of disposal of deceased animals
- » Advice on wastewater management

The arrangements in place to maintain public health prior to, during and following emergencies are detailed in Part 6 of this Plan.

Medical

REFER:

Related Documents:

- State Health Emergency Response Plan (SHERP) - https://www2.health.vic.gov.au/getfile/?sc_itemid=%7b5E29EB5A-8292-43D2-9FC1-

The *State Health Emergency Response Plan* (SHERP) provides the details for pre-hospital and hospital response to emergency incidents in Victoria. These arrangements include coordination of health response to emergency incidents that go beyond day to day business arrangements. SHERP describes the principles, command and coordination arrangements, roles and responsibilities for a health emergency response that involve pre-hospital care, patient transport, receiving hospitals and other healthcare facilities.

Emergency debriefs

Standard Operating Procedure(s):

- Standard Operating Procedure – Emergency Exercise and Debriefs

It is the responsibility of the MERC in conjunction with the MERO, MRM and DEM for a debrief to be undertaken following any emergency that resulted in the activation of whole or part of the MEMP, including the activation of the MECC or at the request of the MERC, Incident Controller. For details on the conduct of emergency debriefs refer to the Standard Operating Procedure – Emergency Exercises and Debriefs.

Transition from response to recovery

REFER:

Related Documents:

- Part 3, EMMV, State Emergency Response Plan – <http://files.em.vic.gov.au/EMV-web/EMMV-Part-3.pdf>
- EM-COP – Transition Agreement Response to Recovery <https://cop.em.vic.gov.au/sadisplay/nicslogin.seam>

It is imperative that there is a smooth transition from response to recovery in any emergency. While it is recognised that recovery activities will commence shortly after impact, there will be a termination of response and a hand over to recovery coordination. The transition from response to recovery will occur when the MERC, in conjunction with the control agency, MERO and MRM consult to reach an agreement on the timing that response is terminated.

Key considerations to reach agreement on the transition from response to recovery include:

- » The nature of the hazard or threat and its potential to continue or reoccur;
- » The extent of the impact on the community, which may determine if a prolonged transition is required where some areas or affected persons have already commenced recovery operations;
- » The extent of loss or damage and the extent of emergency relief; and
- » The anticipated demand on resources during recovery.

A transition agreement template is provided in Attachment M of the Operational Arrangements.

Refer to Part 8 of this Plan for Acronyms and Abbreviations.

Part 6 – Relief and Recovery Management Arrangements

Version: 5.1

Date updated: 11 August 2020

Responsible Department: Emergency Management Unit

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Council policy documents change from time to time and it is recommended that you consult the electronic reference copy at www.casey.vic.gov.au/policiesstrategies to ensure that you have the current version. Alternatively, you may contact Customer Service on 9705 5200.

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REFER:**Related Document(s):**

Emergency Management Manual Victoria

- Part 3 - State Emergency Response Plan
- Part 4 - State Emergency Relief and Recovery Plan
- Part 5 - State and Regional Emergency Management
- Part 6 - Municipal emergency management Planning Arrangements: Guidelines for Committees

<https://www.emv.vic.gov.au/policies/emmv/>

<https://knowledge.aidr.org.au/resources/handbook-2-community-recovery/>

https://www.acoss.org.au/images/uploads/Emergency_Relief_Handbook_4th_Edition.pdf

- Victorian Emergency Animal Welfare Plan -

http://agriculture.vic.gov.au/_data/assets/pdf_file/0003/365088/Victorian-Animal-Emergency-Welfare-Plan.pdf?v=2

Website(s):

- WAYSS - <http://www.wayssltd.org.au/>
- DHHS, Help in an emergency - <https://services.dhhs.vic.gov.au/emergencies>
- Red Cross - <https://www.redcross.org.au/get-help/emergencies>
- Volunteering Victoria - <http://volunteeringvictoria.org.au/>

Introduction

Part 6 of the Plan specifies the arrangements for the coordination, planning and management of emergency relief and recovery in the City of Casey, s.46, *Emergency Management Act 2013*. The responsibility for these arrangements' rest with the Municipal Recovery Manager and Deputies.

The Plan is developed and should be read in accordance with a broader set of arrangements detailed in Part 4 of the *EMMV* and Part 1 – 5 of the Plan.

The aim of the Plan is to ensure relief and recovery is arranged to support communities to successfully deal with the impacts of an emergency within the social, built, economic and natural environments. Through these arrangements Council assists in building cohesion and resilience that mitigates the impact and consequences of future emergencies.

Community and Cultural Understanding

The City of Casey is committed to creating and maintaining local networks and connections. These networks enable sharing of information and draw on the community knowledge to facilitate a deeper understanding of what is of value to specific groups and the unique ways in which they may be impacted due to emergencies.

Culturally and linguistically diverse (CALD)

In an emergency situation, it is important to understand and respect that communities are diverse in many ways including culture, values, geography and lifestyles. This means there are diverse cultural requirements for Casey's CALD communities in relief and recovery centres and other relief and recovery activities.

For further information, see Part 2 of the Plan.

Indigenous communities

Relief and recovery staff need to be culturally aware, sensitive, and culturally competent in their responses to Aboriginal and Torres Strait Islander people paying attention to factors such as personal history of loss through the stolen generation, racism, or previous experience of traumatic events.

Staff need to acknowledge the following principles:

- » Aboriginal people are traditional owners and caretakers of the land
- » The significance and importance of family, extended family and kinship links
- » The Aboriginal holistic concept of health refers to the social, emotional, and cultural wellbeing of the whole community
- » Recognise the importance of establishing trust and building relationships over time
- » Key considerations when supporting communities through relief and recovery

During the relief and recovery phase of an emergency, staff need to engage with Aboriginal elders and community and work wherever possible with Aboriginal community led services.

Family Violence and child safety considerations in relief and recovery

The City of Casey MEMPC is committed to working towards compliance with best practice for family violence as specified in *Addressing family violence in communities recovering from emergencies - A strategy to integrate family violence services with emergency recovery* (DHHS, June 2016) and the *Victorian Government Child Safe Standards*

<https://www.dhhs.vic.gov.au/publications/child-safe-standards>

Community reactions to emergencies

Council staff working in relief and recovery areas need to be aware of the potential impacts and reactions which may be experienced by affected individuals. Staff need to be aware of the ways in which individuals may react to emergencies to ensure that services are delivered in the most supportive and effective means possible.

There are typically four key phases in dealing with emergencies:

- » Heroic response where there is a single focus and strong altruism
- » Honeymoon characterised by desire to help and togetherness
- » Disillusionment characterised by anger and the realisation that things will move slowly
- » Renewal and recovery in the final phase

A range of information is available for individuals, service providers and business and industry at the DHHS website <http://www.dhs.vic.gov.au/for-individuals/crisis-and-emergency/financial-crisis-support/personal-hardship-assistance-program> on crisis and emergency, emergencies and preparedness and safety and emergencies.

What is Relief?

Relief is the provision of essential needs to individuals, families and communities in the immediate aftermath of an emergency, EMMV. The aim of emergency relief is to provide support to individuals and communities to successfully deal with an emergency situation during and after the incident.

Relief services could be provided at the site of an emergency, a dedicated relief centre, at places of community gathering, in isolated communities, at transit sites or other safe

locations as appropriate. Relief is the first stage of recovery and must be seamlessly integrated with all other early recovery activities.

The provision of relief and early recovery services ensure the needs of the community are taken care of immediately after an emergency event and assisting the community return to an effective level of functionality. The provisions of these services are delivered at the same time and are constantly evaluated to ensure the most appropriate support is given at the right time.

Part 4, Section 6 of the *EMMV* provides principles for the coordination and delivery of relief in Victoria.

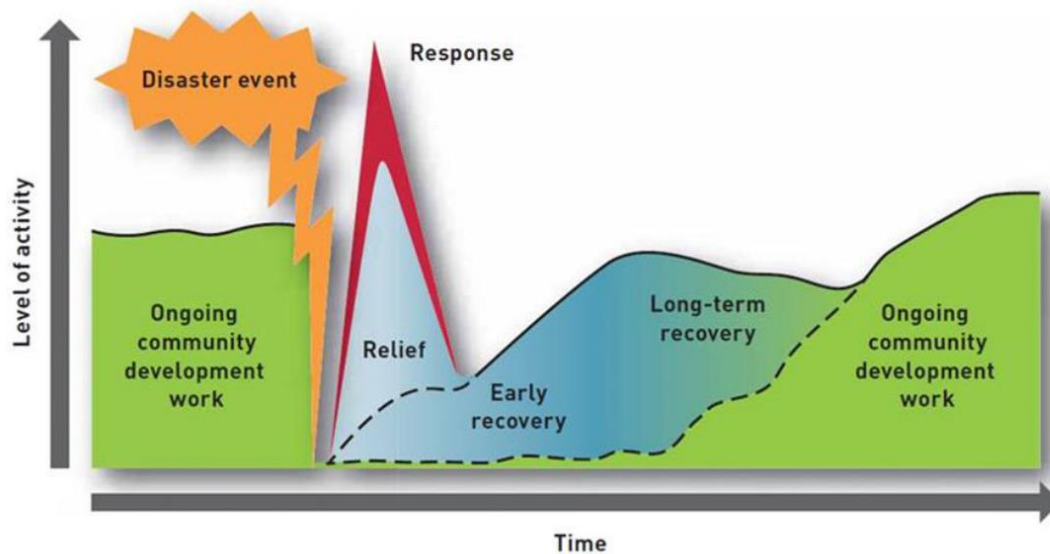


Figure 5 – Coordination and delivery of relief in Victoria

Source: VICSES Introduction to Emergency Management (2016) Learner Resource, pp. 12

What is Recovery?

Recovery from emergencies is a developmental process of assisting individuals and communities affected by emergencies to achieve an effective level of functioning. Part 4, Section 7 of the *EMMV* provides principles for Recovery in Victoria.

The *EMMV*, describes four recovery interrelated environments that provide a framework by which recovery can be planned, reported, monitored and evaluated. The figure 6 below identifies the Recovery Environment, and the functional area.

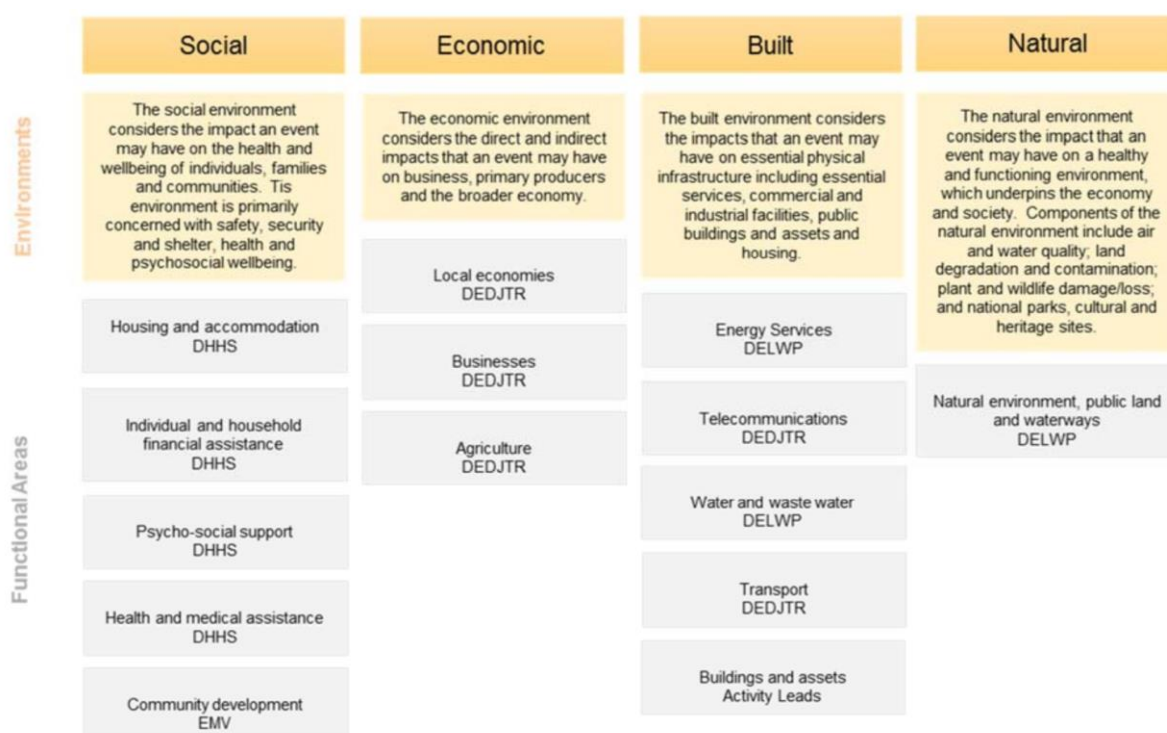


Figure 6 – Recovery environments and functional areas

Source: EMMV (July 2018) Part 4: State Emergency Relief and Recovery Plan, pp. 4-26

Emergency relief and recovery management objectives

- » To establish a system for the provision of the services under emergency relief and recovery.
- » The identification of responsibilities and tasks of key agencies.
- » The identification of appropriate relief and recovery measures.
- » The setting out of appropriate resourcing arrangements.
- » The outlining of the relief and recovery management structure and management processes.
- » The activation of mechanisms which ensure community participation in the recovery process.

Recovery management principles

- » Recovery from an emergency is a supporting and enabling process that allows individuals, families and communities to attain a proper level of functioning through the provision of information, specialist services and resources.
- » Effective recovery from emergencies requires the establishment of planning and management arrangements that are accepted and understood by recovery and support agencies, and the community.
- » Recovery management arrangements are most effective when they recognise the complex, dynamic and protracted nature of recovery processes and the changing needs of affected individuals, families and groups within the community over time.
- » The management of emergency recovery is best approached from a community development perspective and is most effective when conducted at the local level with the participation of the affected community. This allows for maximum reliance on local capacities and expertise.

- » Recovery management is most effective when human service agencies play a major role in all levels of key decision making which may influence the wellbeing and recovery capacity of the affected community.
- » Recovery from an emergency is best achieved when the recovery process commences from the moment of emergency impact.
- » Recovery planning and management arrangements are most effective when training programs and exercises supports them. This will ensure that recovery agencies and personnel are properly prepared for their roles.
- » Recovery from emergency is most effective where recovery management arrangements provide a comprehensive and integrated framework for managing all potential emergencies and where assistance measures are provided in a timely, fair and equitable manner, and are sufficiently flexible to respond to the diversity of community needs.

Recovery management concepts

Underpinning the recovery management principles are a number of concepts that provide the basis for effective recovery management. They are:

- » Encourage community involvement in all aspects of the recovery process
- » Management at the local level
- » Encourage affected area or community to actively participate in their own recovery
- » Recognise differing effects/needs for different communities/individuals to ensure services are provided in a timely, fair and equitable manner
- » Empower individuals and communities
- » Work with minimum intervention
- » Recognise resourcefulness and maximise the use of local resources, groups and individuals
- » Planned/timely withdrawal
- » Accountability, flexibility, adaptability and responsiveness to meet the changing needs of the community over time
- » Integration of services to maximise the use of existing administrative and management structures e.g. the local formal and informal networks of care and support arrangements
- » Coordination to ensure state and regional strategies complement local recovery initiatives rather than replacing them

The Plan:

- » Describes the principles for relief and recovery from any emergency occurring in the City of Casey
- » Clarifies at a municipal level those who are accountable and responsible for the coordination of relief and recovery
- » Describes the functions of relief and recovery
- » Specifies the roles and responsibilities of Council and support agencies in relief and recovery
- » Outlines the arrangements for the activation, escalation and deactivation of relief and recovery coordination and
- » Describes how relief and recovery resources are organised

Within the City of Casey relief and recovery is:

- » Consequence driven starting in response and managed through recovery

- » Driven by needs and decisions that look beyond immediate impact and considers the consequences of impacts on individuals, families and communities
- » The shared responsibility between Council and the Victorian Government along with individuals, households, neighbourhoods, communities, businesses, not-for-profit organisations, agencies, local, state and national governments to help build and maintain a resilient community
- » Delivered in the context of building on community development work already undertaken maximising local community services and representative structures where possible
- » Developed to meet the differing needs of all people that recognises women, men, children, young people, older people, people with disabilities with different needs and cultural groups

Alignment to other plans

The City of Casey has ensured that the Plan and all relief and recovery arrangements are aligned to the *State Relief and Recovery Plan* and *Southern Metropolitan Region Emergency Relief and Recovery Plan*. The Plan addresses the arrangements for the coordination of:

- » Managing, funding and coordinating activities
- » Agreements between agencies, businesses and organisations to deliver every type of relief and recovery assistance detailed in Part 4 of the *EMMV*
- » Coordinating and managing resources, such as systems and assets
- » Understanding and documenting capacity
- » Communication and community engagement
- » Understanding the needs of the community through documented community profiles and demographics
- » Staffing, including relief and recovery managers and coordinators, paid, contracted and volunteer staff
- » Collaboration groups
- » Integration of response, relief and recovery activities and
- » Testing, exercising and evaluating plans (State Government of Victoria, 2015a)

Where an emergency is likely to exceed the Council's capability a post incident relief and recovery plan will be considered. *Refer to Part 4 section 5.1 of the EMMV* for details on what this plan should consider.

Roles and Responsibilities

City of Casey Council

Before

As the **Coordinating Agency** for relief and recovery at the municipal level, City of Casey leads the following preparedness activities:

- » Appoint and maintain the appointment of a dedicated MRM, as the primary role within Council responsible for the coordination of municipal resources to be used in recovery
- » Appoint and maintain the appointment of deputy MRMs and council staff to ensure ongoing capacity to deliver municipal relief and recovery responsibilities
- » Convene the Municipal Relief and Recovery Committee at least once a year
- » Lead the maintenance and review of the City of Casey *MEMP*; including contacts, resources, municipal capacity and community profile related information

- » Provide information and support to community groups relevant to municipal relief and recovery arrangements (includes spokespeople, fact sheets, web-based material, training and exercising opportunities)
- » Undertake an annual audit of Emergency Relief Centres (ERC's)
- » Review Memorandums of Understanding (MOUs) with local relief and recovery service providers and
- » Provide training and exercising opportunities with key personnel (Council and other)

During

As the ***Coordinating Agency*** for relief at the municipal level; responsibilities include:

- » Establish and staff the Casey Municipal Emergency Coordination Centre (CMECC), from which relief coordination and recovery inception activities will be undertaken
- » Coordinate the delivery of relief services which includes community information, psychosocial support, health, reconnecting family and friends, shelter, food and water, non-food items (material aid), emergency financial assistance, animal welfare and harnessing good will
- » Collate impact assessment information to form a municipal picture of impacts. Share with state and other agencies and use to inform medium and long term municipal recovery programs
- » Lead the provision of local relief information to affected individuals and communities
- » Connect with identified representatives from impacted communities

As a ***Primary Provider*** of a range of relief services, responsibilities include:

- » Open and manage ERC's.
- » Collect, compile and report impact assessment information (private property impacts, council property and infrastructure impacts) – this may be done through field assessments, over the phone or through liaison with key community, industry and business contacts
- » Clear local roads, including tree removal, enabling communities to commence recovery activities
- » Undertake surveys and make determinations regarding occupancy of damaged buildings
- » Undertake surveys and make determinations regarding environmental health (food and sanitation safety, septic tank and water tank quality safety, vector control and removing carcasses)
- » Manage the containment of stray/wandering animals

After

As the ***Coordinating Agency*** for recovery at the municipal level; responsibilities include:

- » Convene post incident Municipal Recovery Committees at the local (municipal) level to ensure the coordinated delivery of services across the social, built, economic, natural environments
- » Ensure appropriate municipal representation at post incident Regional Recovery Committees
- » Support Community Recovery Committees
- » Lead the provision of local recovery information to affected individuals and communities

- » Coordinate personal support services with partner providers e.g. counselling, advocacy
- » Coordinate short term emergency accommodation in partnership with local providers.
- » Coordinate volunteer helpers
- » Lead municipal relief and recovery debrief and evaluation processes

As a **Primary Provider** of a range of recovery services, responsibilities include:

- » Open and manage ERC's for recovery related information
- » Identify and promote advisory services relevant to financial assistance, insurance claims, legal advice and other referral services
- » Clean up activities (including disposal of animal carcasses)
- » Provision of building and planning services associated with re-building/re-development
- » Repairing/restoring infrastructure, e.g. roads, bridges, sporting facilities, public amenities
- » Provision and management of community development services

The MRM and Deputies manage the relief and recovery process on behalf of the municipality and have been given the appropriate level of financial authority and management autonomy to effectively coordinate both municipal and community resources.

The MRM has the authority to delegate tasks and authority to others at their discretion and is responsible for contributing to the resolution of community and political issues that may emerge.

Refer to the *Operational Arrangements* for more information on roles and responsibilities of Casey's Emergency Relief and Recovery Management team.

Emergency relief and recovery escalation

The impact of an event may lead to community needs that exceed the capacity of a municipal council. The council may then seek to escalate the level of management to a regional level. This escalation provides an additional layer of management rather than a replacement layer. Further escalation to the state level of management may be necessary in respect to certain service needs in very large or complex events. In the most serious events, the Australian Government may also provide a layer of management in respect to particular services.

Should this be the case, the council may seek to escalate the level of assistance through the Department of Health and Human Service's Southern Metro Regional Duty Officer as per the contact number in Contacts within Crisisworks <https://casey.crisisworks.com/>

Multi agency and regional approach

In the event of an emergency, various agencies may provide support. The ability for support agencies to provide assistance depends on their:

- » Local and regional capacity
- » Skills
- » Internal escalation arrangements when prioritising requests for assistance

Large or complex emergencies will require the involvement of many agencies in various lead and supporting roles.

Council would also seek support from neighbouring municipalities regarding the deployment of emergency relief and recovery services and resources via existing inter Council sharing arrangements.

MOUs will be developed with surrounding municipalities and organisations that are not represented in the *EMMV*, or where alternative arrangements are coordinated for the local area.

Protocol for Inter Council emergency management resource sharing

Emergencies may require councils to access additional resources to ensure that the community is restored to normal functioning as efficiently as possible. The City of Casey is a participating member, all Councils sharing the City of Casey boundaries are also participants in this protocol.

For a full list participating council's

http://www.mav.asn.au/_data/assets/word_doc/0020/6824/Protocol-for-inter-council-emergency-management-resource-sharing.docx A hard copy of the "Protocol for Inter-Council Emergency Management Resource Sharing" is located in the City of Casey CEMCC administration cupboard, which is located at the Casey CEMCC. Refer to Appendix C – Special Plans and Arrangements for a link to this document.

Role of DHHS in recovery

In the recovery processes of an emergency, the *DHHS*:

- » Acts as principal recovery planning and management agency at a regional level
- » Assumes a role of facilitation in developing a coordinated response as appropriate to the circumstances

The authority to activate the Regional Emergency Relief and Recovery Plan (RERRP) resides with the Regional Recovery Coordinator or Regional Recovery Manager. Triggers for the activation of the RERRP may include but not be limited to:

- » The emergency affecting more than a single municipality requiring regional coordination of resources and/or
- » Following an emergency community needs exceed the capacity of the municipality

Relief and recovery committees

Municipal Relief & Recovery Sub Committee (MRRC)

The MRRC is a Sub Committee to the MEMP Committee. There are two stages of activation of this Sub Committee:

Pre emergency planning stage

The primary focus of the subcommittee is the planning and review of:

- » relief functions
- » relief arrangements
- » the four recovery environments for recovery services
- » support service providers and
- » the activities developing from them at a municipal level

Core Committee functions

- » Responsible for the review of the MEMP Relief and Recovery Management Arrangements and report back to the MEMPC.

- » Responsible for the review of the *Operational Arrangements* as appropriate with authority from the MRM in order to ensure a coordinated approach to relief and recovery arrangements at a municipal level.
- » Establish and coordinate additional working group's specific to the four recovery environments as required.

The core membership of the committee includes:

- » City of Casey Delegates:
 - MRM (Chair) and deputies
 - Recovery Environment Coordinators
 - Other Council officers
- » Relief and Recovery Service Providers:
 - Government Agencies
 - Non-Government Agencies

During an emergency

During an emergency, this committee is activated, and its role relates to the specific relief and recovery stage of the emergency. This includes relief and recovery activities planning and coordination.

Additional Municipal Relief & Recovery Committee functions during an emergency:

- » Monitor the overall progress of the relief and recovery process in the affected community
- » Identify community needs and resources
- » Coordinate and/or make recommendations to appropriate recovery agencies, councils and the State's recovery management structure
- » Coordinate municipal relief and recovery activities where appropriate e.g. memorial services and community events

During an emergency, the membership will depend on the nature of the event and may include support agencies other than listed above and community representation from the affected areas.

For Terms of Reference for the MRRC refer to the *Operational Arrangements*.

Community Recovery Committee (CRC)

Community recovery committees help individuals, families and communities achieve an effective level of functioning.

These groups can coordinate information, resources and services in support of an affected community, establish priorities and provide information and advice to the affected community and recovery agencies.

CRC's are formed post emergency and disband when the need is no longer apparent. In some circumstances, CRC's have been known to operate for years after the emergency. The Committees are community led and focus on the recovery planning, needs and activities at a local level.

Functions

The functions of this committee consist of the following:

- » Represent community needs after an event
- » Assist in the development and implementation of a local Community Recovery Plan
- » Monitor the overall progress of the recovery process at community level

- » Identify community needs and report back to the MRRC and/or MRM
- » Undertake local relief and recovery activities where appropriate e.g. memorial services and community events
- » Liaise, consult and negotiate on behalf of affected communities with relief and recovery agencies, Council and government departments

CRC Membership

The membership of this committee could include representatives of:

- » Relevant Environment Coordinators
- » Impacted residents
- » Affected residents
- » Community leaders
- » Local businesses
- » Community groups

City of Casey Management Structure

Relief and Recovery Management

To meet its obligations the City of Casey has established an Executive Team, it is responsible for:

- » The planning and review of relief functions
- » Relief arrangements
- » The four recovery environments and recovery activities at a municipal level

The City of Casey Emergency Management Shadow Structure can be found in Appendix F – Organisational Structures, figure 3.

In an emergency, where the Relief and Recovery Management team is required to be activated, it's planning, and coordination role relates to relief and recovery during the response and following emergency.

City of Casey has designated Recovery Environment Coordinators (REC) for each of the recovery environments and Deputy Municipal Recovery Managers (MRMs) are responsible for the Relief and Recovery Centre Management environment.

Recovery Service Officers report directly to the Recovery Environment Coordinators and are responsible for the planning and coordination of specific aspects of each of the recovery environments.

Key relief and recovery environment coordination tasks:

- » Prepare and maintain Standard Operational Procedures
- » Maintain contact with external agencies, enhance understanding of agency roles, update contact arrangements and ensure the currency of local arrangements.
- » Participate in training programs and recovery exercises
- » Identify resources to ensure an adequate relief and recovery response in the event of an emergency, facilitate the provision of relief and recovery services and monitor the overall progress of the relief and recovery process.
- » Collate, record, analyse and report relief and recovery data.
- » Participate in the Municipal Recovery Sub Committee in the pre-emergency planning.

Activation

Activation of Casey's Emergency Relief and Recovery

The MRM or delegate can initiate recovery activities as soon as practicable after an emergency occurs. The MRM will convene a meeting of the Casey Emergency Relief and Recovery Management team where an emergency is of a magnitude that requires their involvement. The purpose of this meeting is to activate the planning and coordination role relating to relief and recovery arrangements for the emergency.

Where appropriate, the MRM will also convene a meeting of the Municipal Relief & Recovery Committee in order to monitor and coordinate relief and recovery activities at a municipal level.

Triggers for activation

The appointed Incident Controller or Municipal Emergency Response Coordinator (MERC) has the authority to activate the provision of emergency relief services to affected communities for a major or complex incident, as can the municipality's Municipal Emergency Resource Officer (MERO) and MRM (or their deputy/delegate) acting on advice from the MERC.

Activation of emergency relief and recovery staff

At the time of the emergency event, relief and recovery staff will be put on alert in readiness for the potential transition from a response effort to a relief and recovery effort. If the situation transitions from response to relief and recovery, staff will be advised accordingly and will remain involved in the recovery process until withdrawal when they will participate in a debrief and be stood down.

Staff Deployment into the field

To ensure the safe, timely and effective deployment of resources into areas impacted by an emergency, the EMC or MRM in consultation with the MERC will ensure relief and recovery resources are deployed in accordance with VICPOL traffic management procedures.

Emergency recovery activation

The MRM will decide the trigger points for recovery. These may be as follows:

- » Once the CMECC is established as part of an emergency response
- » Once the MERC and MERO move the emergency into the recovery stage
- » Once the Municipal Recovery Management Sub-committee has been established, and once the MRM has consulted with the recovery agencies
- » On advice from emergency services for recovery coordination

Relief and Recovery Management

The key objective for relief and recovery operations is to provide measures and programs to affected communities at the appropriate times, so that relief and recovery takes place as quickly and effectively as possible.

Issues to be addressed from a recovery management perspective include the allocation of tasks, setting of priorities and ongoing monitoring of the recovery process.

Actions may be undertaken in a rapidly changing event, which requires that management strategies be flexible and adaptable while still meeting accountability requirements. These functional emergency recovery environments focus on the various needs of communities following an emergency:

- » **Social** - the emotional, social, cultural, spiritual, financial and physical wellbeing and mental health of individuals and communities
- » **Economic** - re-establishment of economic wellbeing and help to ameliorate financial hardships in affected communities
- » **Built** - the restoration of essential and community infrastructure
- » **Natural** - the rehabilitation of native ecosystems, public lands, National Parks, water catchments, productive land and environment

To support the four key emergency recovery environments the City of Casey has identified three additional Recovery Environment Functional areas that may be activated in an emergency.

- » **Municipal Relief & Recovery Centre** (includes Relief and Recovery Centre management and Secondary Impact Assessment)
- » **Communications and Political**
- » **Administration**

The additional environments have been created to coordinate and support the REC's, the MRM, MERO without imposing on their focus to support community relief and recovery.

Standard Operating Procedures (SOP's) have been developed for each of these recovery areas, refer to the Operational Arrangements.

Transition from emergency response to relief and recovery

REFER:

Related Documents:

- Part 3, EMMV, State Emergency Response Plan – <http://files.em.vic.gov.au/EMV-web/EMMV-Part-3.pdf>
- Part 4, State Emergency Relief and Recovery Plan - <http://files.em.vic.gov.au/EMV-web/EMMV-Part-4.pdf>
- EM-COP – Transition Agreement Response to Recovery <https://cop.em.vic.gov.au/sadisplay/nicslogin.seam>

Operational plans for providing emergency relief activities will have been activated as soon as an emergency has, or is expected to have, an impact. Recovery will commence as soon as practical and after the threat to human life subsides. In many cases recovery commences alongside emergency relief activities.

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

- » Nature of the hazard/threat and whether there is a risk of a recurring threat
- » Extent of impact on communities, as this may determine if a prolonged transition period needs to be implemented
- » Extent of and known level of loss and damage associated with the emergency, and
- » Consideration's for the resources required to be activated for effective recovery arrangements.

The Transition from Emergency Response to Relief and Recovery template on EM-COP is in the Library under IMT Toolbox/IMTTB/State Relief and Recovery/Forms, Templates and Checklists titled "Transition to Recovery Template". To access this document an EM-COP log in is required.

Municipal Relief Arrangements

Emergency Relief Centres (ERC)

An ERC is a building or place established to provide (temporary) support and essential needs to persons affected by or involved in the management of an emergency. The ERC(s) will provide for **basic needs** only including shelter, food and water. Emergency relief agencies may also set up at the centre to provide emergency affected people with financial assistance, material aid, Register Find Reunite, first aid, accommodation, and psychosocial support.

Emergency relief centres sites

The City of Casey has identified a number of sites within the municipality as potential ERC's. The *Operational Arrangements* contain details relating to the location, capacity and layout of each location. Also, the *Operational Arrangements* contain the details regarding planning, assessing and auditing for new and existing ERC sites.

Activation of an emergency relief centre

A request may come from an Incident Controller to open an Emergency Relief Centre (ERC) to support an emergency; the selection of an ERC will be determined by the MERO, in consultation with the MERC and the MRM. A trigger to establish an ERC is usually, but not limited to, the evacuation of affected people under the responsibility of VICPOL or delegated agency.

Should the emergency warrant it, collectively the MERC, MERO and MRM will consult to determine:

- » Potential Community Needs
- » Selection of most appropriate site
- » Resource Allocation
- » Activation of communication strategy to inform the public of ERC sites.

Municipal Recovery Arrangements

The MERO, MERC and MRM will consider the recovery needs of the community and activate the appropriate service providers and Council service units based on the four functional environments; social, built, economic and natural.

Recovery initiatives may address specific elements of one or multiple aspects of the above recovery environments.

The functional areas of recovery; social, built, economic and natural environments; will lead the recovery planning process at the municipal level. The implementation of recovery requirements in each of the functional environments will be coordinated by the MRM.

The primary responsibility for each of the relevant functional environments will be assigned to the relevant area(s) within Council and coordinated by the appointed REC.

Initial impact assessments

(24-48 hours after access to the area): Response agencies undertake initial impact assessments which can help inform relief activities.

Plan for the restoration of essential infrastructure

If essential infrastructure and services are affected by an emergency, its restoration is considered a first priority to ensure that response, relief and recovery activities are not

compromised and thus agencies and organisations are able to effectively deliver services for affected communities.

Secondary Impact Assessment

(within four weeks): Impact assessment for relief and recovery requires an additional layer beyond the initial impact assessment, 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. It takes into account built and natural environments, social and economic impacts and resulting community needs.

Post Emergency Needs Assessment

(can take up to twelve months or more depending on the scale of the event): 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 a community, displacement of people, the cost of destroyed assets, and the impact that the destruction of assets and business disruption has on how members of a 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.

Municipal councils and the Victorian Government are required to share any information they gather.

Needs Identification/Service Referral Form

Needs Identification/Service Referral Forms are used to collect data for MSIA's and for recovery service coordination purposes. Information that will be collected to support the recovery for individuals is:

- » Household details
 - Basic demographics, including all residents in home and ages.
- » Affected address
 - Dwelling Type, Occupancy Type and Insurance details
 - Location of residents if not at this address.
 - Contact details for resident
- » Level of Damage
 - Summary of damage sustained to dwelling. Information is used to guide further needs assessment.
- » Service Needs
 - Referral Log for the services that may be required to assist the resident in recovery.

Administration process

The Needs Identification form information needs to be entered into the central spreadsheet. Property identification numbers used to track information can be found on Council's Geographic Information System (GIS) mapping system. For the location of this spreadsheet, contact the MRM.

Relief and recovery services

The minimum functions of emergency relief are those required for **immediate essential life support needs** as in the table below.

Additional/other services may be required subject to the scale of the emergency event, community impacts and the affected persons presenting at an emergency relief centre and/or needing recovery.

Management of relief and recovery will occur in the context of clear and agreed arrangements and involve processes of consultation and cooperation through established communication channels. Wherever possible, the normal municipal management and administrative structures and practices will be used, ensuring the special needs and circumstances of the affected community are responded to appropriately.

Type of Service – Relief	Type of Service – Recovery
Provision of Emergency Relief Centres	Provision of Recovery Centres
First aid	Food and water
Food and water	Material aid (including donation management)
Emergency shelter	Temporary/long term accommodation
Financial assistance	Registration and/or Needs Identification of affected persons
Sanitation and hygiene	Case coordination and/or management
Material aid – immediate needs	Personal support & counselling
Personal support & crisis counselling	Financial assistance
Animal welfare	Animal management
Information Provision/Telephone Interpreter Services	Rebuilding and utility restoration
Registration – Register.Find.Reunite	Information Services/Language Services
	Community Development

Resource management

The MEMP details resources available for relief and recovery management purposes. There are also a number of areas that the MRM will need to ensure are quickly managed by the relevant Council area, for example supporting staff and the use of volunteers.

More information including lists of agencies and contact details can be found in the Standard Operating Procedures in the Operational Arrangements. Also, refer to the Appendix G – Relief and Recovery Matrix.

There are a number of support organisations and services who have a designated functional role in the provision of relief and recovery. They include:

Animal welfare

During an emergency the role of animal welfare relief is the responsibility of a number of agencies in accordance with *Victorian Emergency Animal Welfare Plan*. The City of Casey supports these agencies in meeting the requirements of the above plan.

Food and water

At the request of the MRM, the municipality will arrange food and water via Red Cross. Red Cross will coordinate the provision of catering services and will be supported by Casey's Meals Service, as required. The Red Cross is to be alerted or activated when the nature of the incident indicates any of the following applies:

- » One or more meals 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 will, in conjunction with the local catering providers, ascertain the level of involvement necessary ensuring that local resources, including those already in operation, are fully utilised.

The Salvation Army supports the Australian Red Cross in its responsibility of coordinating food and water at regional and state levels, including support from other agencies, and provides support at the local level when requested.

Drinking water for households (includes sewage services)

In circumstances where the supply of drinking water (or sewerage services) to households is impacted due to either contamination or infrastructure damage, the relevant Water Authority will respond in the first instance followed by DELWP as the lead coordinating agency.

Food supply continuity

Food and grocery supply logistics continuity is facilitated by providing strategic and expert advice to government and emergency agencies regarding impacts on food and grocery supply logistics. In circumstances where food supply continuity is disrupted, DJPR will work with major food distribution operators.

Material aid

State arrangements designate The Salvation Army is responsible for material aid and will co-ordinate providers.

Emergency shelter

Impacted community members will be encouraged to seek emergency shelter with family and friends, should this not be possible, the City of Casey will coordinate the provision of emergency shelter. A list of Emergency Relief Centres identified in the City of Casey is included in the *Operational Arrangements*.

Financial assistance and temporary accommodation

The City of Casey will coordinate the provision of these services at municipal level, in conjunction with the DHHS.

In the event of an emergency where emergency or temporary accommodation is required WAYSS (<http://www.wayssltd.org.au/>) is the local accommodation agency identified to provide assistance. If these functions are outside the capabilities of the municipal resources, the responsible agency is the DHHS.

Emergency financial assistance

The Department of Health and Human Services provides financial assistance after emergencies through the Personal Hardship Assistance Program (PHAP) which aims to help ease financial hardship experienced by eligible people, as a result of an emergency. For more information on the PHAP and eligibility, please refer to <https://services.dhhs.vic.gov.au/emergencies>

Counselling/personal support

Personal support is an important element of the relief and recovery process. The City of Casey will coordinate the provision of psychological first aid by external parties at the local level.

Community support organisations

Many community organisations will have resources that can be of use in an emergency. It is the responsibility of the City of Casey to provide the management system to coordinate offers of assistance from these organisations.

Donations coordination

In consultation with state level partners, Red Cross collects monetary donations for public appeals. This service is activated at a state level as required.

First aid

Ambulance Victoria is responsible for first aid and will coordinate and provide staffing and supplies as required. Other first aid agencies may support Ambulance Victoria in meeting their requirements.

Registration

VicPol are responsible for the registration of people affected during an emergency. During an emergency, VicPol have delegated the task of the registration to the Red Cross. Red Cross use their Register.Find.Reunite process to accomplish this task <https://register.redcross.org.au/>

Staffing

See the *Operational Arrangements* for details on relief and recovery staffing arrangements.

Volunteers

Volunteers can play a significant part in recovery operations particularly after large-scale, highly publicised emergencies.

DHHS will capture offers of assistance and provide offers of spontaneous emergency volunteers to the City of Casey for consideration.

Communication and information management

There is a need for accurate, timely information to be provided to affected communities and individuals regarding the effects of the emergency and the availability of relief and recovery services.

Regular updates

At regular intervals, accurate information must be provided to the community, stakeholders and staff regarding:

- » Cause, scope and effects of the emergency
- » Management of emergency
- » Type and availability of relief and recovery services.
- » Any other relevant information

This information need will be frequent, concise, and relevant in all stages of the recovery process.

With the approval of Council's Communications Unit, any information to the public will be made available in as many languages as possible to meet the needs of affected people from CALD groups. Assistance may be sought from the relevant State Department to prepare the information in languages other than English. The information will be disseminated immediately via Council's networks, website, customer service centres and staff.

In accordance with the protocols located in the *City of Casey Crisis Communication Plan 2015* other media platforms for providing information to the public may be used during an emergency. These may include local newsletters, council's radio station, press releases, electronic media, social media and public meetings or forums. Refer to Appendix C – Special Plans and Arrangements for details on the *City of Casey Crisis Communication Plan 2015*.

Media

As the relief and recovery process will generally involve a range of different organisations there is a need for coordination of information to the media to avoid confusion or conflict. Media requests during an emergency shall be managed by the Communications & Risk Management Environment Coordinator and be approved by the MERO or MRM and the City of Casey Communications unit on a case by case basis.

Visits to the affected area

Should the affected area be visited by politicians and executive management from government, Council or other agencies:

- » Effective briefings are to be provided. These will include accurate and up-to-date information about estimated losses, assistance programs and financial assistance packages. This will ensure that any information relayed to the affected community or the media is consistent, accurate and manages expectations.
- » A pre-visit briefing is also desirable to ensure that the visitor is well informed of the necessary information prior to their arrival.
- » Briefing for any visits should also include details about the current state of the community, emotional sentiment, as well as identification of any existing sensitivities.
- » Visitors are to have an understanding of emergency management arrangements and protocols.
- » Visitors will be briefed on the potential impact of their visit and their subsequent role in the recovery process.
- » In the case of an emergency affecting more than one geographic area, care should be taken to ensure that communities are treated equitably, and visits are arranged accordingly.

Stand Down and Debriefing of ERC Operations

For local level emergencies, the MRM in conjunction with DHHS is responsible for ensuring an operational debrief with participating agencies occurs as soon as practicable after the cessation of relief activities.

The aim of the debrief is to assess the adequacy of the relief activities and recommend any changes to relevant agency plan(s) and future relief service provision activities. DHHS holds the responsibilities for regional level events, which must include local relief agency participation and coordination with the MRM.

Where an ERC has been activated, all emergency support staff that undertook their allocated ERC role will be debriefed by the Municipal Emergency Management Coordinator and/or the MRM as soon as practicable following the cessation of ERC operations. This debrief will be delivered with an aim to assess the adequacy of the ERC operations and to identify and make recommendations for future planning and operations related to the ERC. Psychological debriefing will also be made available via an externally sourced counselling provider, as per the standard organisational Human Resource arrangements.

Community Led Recovery

It is well documented that disaster-affected communities spontaneously begin their own recovery processes. It is critical for communities to manage their own recovery to achieve the best possible outcomes. Where a disaster has impacted on the community's capacity or it was not high prior to the disaster, recovery agencies have an important role in supporting communities in driving their own recovery and building local capacities for recovery processes. (2011, *Australian Disaster Resilience Handbook Collection, - Community Recovery*)

It is the role of formal recovery agencies, such as Council, to assist with structured support, communication and coordination to assist these efforts. Successful community recovery is responsive and flexible, engaging communities and empowering them to move forward.

The process of formulating and managing any community recovery will follow the processes, practices and guidance of the *Australian Disaster Resilience Handbook Collection, - Community Recovery* and any Federal and/or state Disaster Recovery packages released.

The City of Casey may play a supporting role that will assist, guide and empower communities in their recovery. Some Committees will form quickly, some will emerge over time, some will form following a local election process and others will establish as a formal incorporated organisation. There is no single fit for the process of establishing the CRC.

Refer to the *Operational Arrangements* for information regarding Recovery arrangements and recovery committees.

Withdrawal

One of the last significant tasks to be undertaken in any recovery management process is the withdrawal of services.

While the emphasis of any recovery program should be on community involvement and self-management, the cessation of formalised support services from outside agencies will nevertheless, be a critical time in the affected community's recovery.

Experience has shown that a gradual handover of responsibilities by local agencies and support services is most effective. It may also be timely for some sort of commemorative event to symbolise the end of the recovery program and the renewal of the community.

In the past this has been achieved through such events as tree planting ceremonies, street theatre, church services and a range of other activities, which involve the entire community and give a positive focus to the end of the recovery program.

Maintenance of the relief and recovery management arrangements

Relief and recovery management arrangements will be tested, reviewed and updated on an annual basis in conjunction with the MEMP by the MRM through the Casey Relief and Recovery Committee.

Financial Recovery Arrangements for emergency relief activities

Municipal councils are responsible for the cost of the emergency relief measures provided to emergency affected persons. If emergency relief is requested by an agency for its own personnel, that agency will be responsible for the costs incurred. When a control agency requests emergency relief e.g. catering on behalf of a number of support agencies the control agency will be responsible for costs incurred.

Compensation may be available under federal and state disaster compensation arrangements.

Standard operating procedures (SOP's)

The following *SOP's* have been developed by the City of Casey for operations in Relief and Recovery and can be found as appendices to the Municipal Emergency Management Operational Arrangements:

Municipal Relief and Recovery Centre:

- » Emergency Relief Centre Management

Social:

- » Accommodation
- » Children
- » Community Development
- » Counselling & Personal Support
- » Donations Coordination & Material Aid
- » Financial Assistance
- » Older People & People with Disabilities
- » Transport Support
- » Volunteer Coordination
- » Young People

Built:

- » Municipal Building Surveyor
- » Clean Up/Equipment Provision
- » Council Buildings
- » Infrastructure
- » Transport Infrastructure

Natural:

- » Environment
- » Environmental Health
- » Animal Welfare
- » Parks & Reserves
- » Waste Management
- » Secondary Impact Assessment

Economic:

- » Agriculture
- » Home Based Business
- » Employment
- » Retail/Manufacturing Industry
- » Small Medium Enterprise
- » Tourism

Communications & Political:

- » Communications
- » Political Risk Management

Administration:

- » Administration Support



Part 7 – Support Arrangements

Version: 5.1

Date updated: 11 August 2020

Responsible Department: Emergency Management Unit

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Council policy documents change from time to time and it is recommended that you consult the electronic reference copy at www.casey.vic.gov.au/policiesstrategies to ensure that you have the current version. Alternatively, you may contact Customer Service on 9705 5200.

Support plans

For a list of internal and external plans and arrangements that support the City of Casey MEMP, see Appendix C of the Plan.

Support services and agencies for response

In addition to the list of control agencies and key support agencies listed in Part 5 of the Plan, there is a range of generic support services for response.

All agencies listed, may potentially be support agencies in the event of an emergency, where they have the skills, expertise or resources to contribute to the management of an emergency. The agency with portfolio responsibility for the subject area will generally be the lead agency for the functional area and will coordinate the involvement of service providers within the portfolio.

For the latest list of support services and agencies for response, click on the following link to the EMMV <https://files-em.em.vic.gov.au/public/EMV-web/EMMV-Part-7.pdf>

Refer to Part 8 of the Plan for Acronyms and Abbreviations.



Part 8 – Supporting Information

Version: 5.1

Date updated: 11 August 2020

Responsible Department: Emergency Management Unit

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Acronyms & Abbreviations

Acronym/Abbreviation	Description
AA	Airservices Australia
ADF	Australian Defence Force
AV	Ambulance Victoria
CEMCC	Casey Emergency Management Coordination Centre
CERA	Community Emergency Risk Assessment
CFA	Country Fire Authority
CFMPC	Casey Fire Management Planning Committee
CSFEPC	Casey Storm & Flood Emergency Planning Committee
DEM	Director Emergency Management
DH	Department of Health
DHS	Department of Human Services
DHHS	Department of Health and Human Services
DET	Department of Education and Training
DELWP	Department of Environment, Land, Water and Planning
DoT	Department of Transport
DTF	Department of Treasury and Finance
DRFA	Disaster Recovery Funding Arrangements
EM	Emergency Management
EMLO	Emergency Management Liaison Officer
EMMV	Emergency Management Manual Victoria
EMV	Emergency Management Victoria
EMT	Emergency Management Team
EOC	Emergency Operations Centre
EPA	Environmental Protection Authority
ERC	Emergency Relief Centre
ERCC	Emergency Response Coordination Centre
ERMPC	Emergency Risk Management Planning Sub Committee
ESLO	Emergency Service Liaison Officer
ESTA	Emergency Services Telecommunications Authority
GIS	Geographic Information System/s
ICA	Insurance Council of Australia
ICC	Incident Control Centre
LSV	Life Saving Victoria
MAV	Municipal Association of Victoria
MEMEG	Municipal Emergency Management Enhancement Group
MEMOA	Municipal Emergency Management Operational Arrangements

Acronym/Abbreviation	Description
MEMP	Municipal Emergency Management Plan
MEMPC	Municipal Emergency Management Planning Committee
MEMPCEO	Municipal Emergency Management Planning Committee Executive Officer
MERC	Municipal Emergency Resource Coordinator
MERO	Municipal Emergency Resource Officer
MFB	Metropolitan Fire Brigade
MFESB	Metropolitan Fire & Emergency Services Board
MFMP	Municipal Fire Management Plan
MFPO	Municipal Fire Prevention Officer
MRM	Municipal Recovery Manager
MRRC	Municipal Relief & Recovery Committee
NSP	Neighbourhood Safer Places
POC	Police Operations Centre (D24)
PV	Parks Victoria
RAC	Rural Assistance Commissioner
Red Cross	Australian Red Cross
RERCC	Regional Emergency Response Coordination Centre
RSPCA	Royal Society for the Prevention of Cruelty to Animals
SCC	State Control Centre
SEWS	Standard Emergency Warning Signal
SERP	State Emergency Response Plan
SHERP	State Health Emergency Response Plan
SOP	Standard Operating Procedure
SITREP	Situation Report
TPP	Township Protection Plans
VCC EM	Victorian Council of Churches Emergencies Ministry
VicPol	Victoria Police
VICSES	Victoria State Emergency Service
WICEN	Wireless Institute Civil Emergency Network

Glossary

Introduction

This glossary defines or explains terms, which have a restricted or technical meaning in the context of the emergency management arrangements. It does not include many of the words, titles or phrases which are defined or described elsewhere in the Plan. Use the Index and Tables of Contents to find those definitions or descriptions.

Where an entry is marked [Act], the definition is the same as or is similar to the meaning given in the *Emergency Management Act 1986*.

Within each entry, a word or phrase expressed in *italics* indicates a separate entry exists for that word.

Agency

An agency means a government agency or a non-government agency. [Act] (See also *Emergency Services/Emergency Services Agency*)

Animal

Companion animals, livestock including horses and poultry, wildlife, birds, and fish. (*Protection of Cruelty to Animals Act 1986*)

Animal Welfare

How an animal is coping with the conditions in which it lives. An animal in a good state of welfare if (as indicated by scientific evidence) it is healthy, comfortable, well nourished, safe, able to express innate behaviour, and it is not suffering from unpleasant states such as pain, fear, and distress. Good animal welfare requires disease prevention and veterinary treatment, appropriate shelter, management nutrition, humane handling and humane slaughter/killing. Animal welfare refers to the state of the animal; the treatment that an animal receives is covered by other terms such as animal care, animal husbandry, and humane treatment. (OIE May 2008 – International Office of Animal Health)

Assembly Area

A designated location used for the assembly of *emergency-affected persons*. The area may also incorporate an *Emergency Relief Centre (ERC)*.

Area of Operations

Means the time limited geographical area, activity or activities, and/or incident or incidents designated by (a) the Emergency Management Commissioner in relation to a Class 1 and/or Class 2 emergency: or (b) the Chief Commissioner of Police in relation to a Class 3 emergency.

Area-of-Operations Controller

The role of the Area-of-Operations Controller is to provide leadership and management across a series of emergency sites within a defined area of operations. This role operates regionally and may be appointed by the State Controller or be self-initiated prior to state control being established. (See also *Regional Controller*)

Area-of-Operations Emergency Management Team

In the event that an area of operations has been defined, the *Area-of-Operations Controller*, or the *Regional Emergency Response Coordinator* (or representative) may form the Area-of-Operations Emergency Management Team, comprising regional level representatives from response, recovery and other agencies. It enables consistent situational awareness, identification and management of risks, facilitates the State

Controller's Plan and develops an Area-of-Operations Plan containing regional level actions of all agencies.

Australia-New Zealand Emergency Management Committee (ANZEMC)

The Committee, chaired by the Secretary of the Australian Government Department of Home Affairs, comprising representatives of State and Territory governments, which addresses emergency management issues at a national level, and is the senior officials' group to the Standing Council on Police and Emergency Management (SCPEM).

Casey Emergency Management Coordination Centre (CEMCC)

The Casey Emergency Management Coordination Centre (CEMCC) is a facility which brings together key Council officers, to coordinate the provision of council and community resources during an emergency for the response and recovery effort.

Casey Fire Management Planning Committee (CFMPC)

Casey Fire Management Planning Committee is a Sub Committee to the Municipal Emergency Management Planning Committee.

Casey Storm & Flood Emergency Planning Committee (CSFEPC)

Casey Storm & Flood Emergency Planning Committee is a Sub Committee to the Municipal Emergency Management Planning Committee.

Chain of Command

Chain of command refers to the organisational hierarchy of an agency. It is the identifiable line up and down the hierarchy from any individual to and from their supervisor and subordinates. The chain of command identifies people or positions with accountability.

Command

Command refers to the direction of personnel and resources of an *agency* in the performance of that organisation's role and tasks. Authority to command is established in legislation or by agreement within an *agency*. Command relates to agencies and operates vertically within an *agency*.

Commander

A person within an agency empowered to direct personnel and resources of the agency in the performance of its role and tasks. A functional commander can direct personnel and resources of more than one agency in accordance with pre-determined arrangements.
Community Development Officer

A person appointed to initiate and coordinate activities in an affected community to assist its development in recovering from an *emergency*.

Community Fire Refuge

A community fire refuge is a designated, purpose-built or modified building open to the public that can provide short-term, last resort shelter from the immediate life-threatening effects of a bushfire event.

Community Recovery Committee

A committee which may be convened after an *emergency*, to provide a management forum for the recovery process in respect of an affected area or a specific community.

Control

Control is the overall direction of response activities in an emergency. Authority for control is established in legislation or in an *emergency response plan* and carries with it the responsibility for tasking other agencies in accordance with the needs of the situation. Control relates to situations and operates horizontally across agencies.

Control Agency

An agency nominated to control the *response* activities to a specified type of *emergency*.

Control Centre/Command Centre

Facilities from which site, region/area of operations, and state level functions can be carried out. Accordingly, response agencies should provide appropriate physical and technical infrastructure to support those personnel appointed as Incident Controllers, Agency Commanders, and representatives of the organisations that support them. Any centre established for this purpose shall be named based on the function it supports, e.g. control centre, command centre, operation centre.

Coordinate/Coordination

The bringing together of agencies and resources to ensure effective *response* to and *recovery* from emergencies. The main functions of co-ordination are:

- in relation to response, ensuring that effective control has been established and maintained, and
- the systematic acquisition and allocation of resources in accordance with the requirements imposed by emergencies.

Co-ordination operates throughout the management of response and recovery activities. Victoria Police is the co-ordination agency for response and the Department of Human Services is the co-ordination agency for recovery.

Coordination Centre

A co-ordination centre is a facility which may be utilised during a complex or protracted emergency, primarily to co-ordinate the provision of resources. Co-ordination centres may operate at municipal, regional and state levels. (See also Municipal Emergency Co-ordination Centre and State Emergency Support Centre).

Deputy State Coordinator

The Deputy State Coordinator of Emergency Response is the Deputy Commissioner (Operations) of Police.

Disaster

A term not in general usage within Victoria's arrangements, where it would be taken to mean the same as *emergency*. Under the Act, an emergency is termed a disaster only if a *state of disaster* has been declared.

Disaster Area

Means that part of those parts of Victoria in which a *state of disaster* is declared to exist.

Disaster Victim Identification (DVI)

Procedures used to positively identify deceased victims of multiple-casualty emergencies.

Disaster, State of

The Premier can declare a state of disaster to exist in all or part of Victoria if an emergency constitutes a significant and widespread danger to life or property, which justifies the enabling of the Minister for Police and Emergency Services, or delegate, to exercise extraordinary powers in directing and controlling agencies and resources for responding to it.

Emergencies of National Consequence

Emergencies that require consideration of national level policy, strategy and public messaging or inter-jurisdictional assistance, where such assistance is not covered by existing arrangements.

Emergency

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, or endangers or threatens to endanger the environment or an element of the environment in Victoria including, without limiting the generality of the foregoing:

- a) an earthquake, flood, windstorm or other natural event; and
- b) a fire; and
- c) an explosion; and
- d) a road accident or any other accident; and
- e) a plague or an epidemic or contamination; and
- f) a warlike act, or act of terrorism, whether directed at Victoria or part of Victoria or at any other State or Territory of the Commonwealth; and
- g) a hi-jack, siege or riot; and
- h) a disruption to an essential service.

Emergency Activity

Emergency activity is usually referred to in connection with compensation arrangements for *voluntary emergency workers*, and is defined as:

- a) performing a role or discharging a responsibility of an *agency* in accordance with the State Emergency Response Plan or State Emergency Recovery Plan; or
- b) training or practicing for an activity referred to above or being on active standby duty; or
- c) travelling to or from the place where an activity referred to above has occurred or is to occur.

The definition can also apply to activities of emergency workers in general.

Emergency Area

An emergency area declared under s. 36A of the Act, being, in the opinion of the most senior police officer in attendance, on the advice of the control agency, an area from which it is necessary to exclude persons due to the size, nature or location of an emergency, so as to ensure public safety, security of evacuated premises, or the safety of, or prevention of obstruction, hindrance or interference to, persons engaging in *emergency activity*.

Emergency Accommodation

Accommodation may be provided to households and individuals displaced by an emergency event in hotels, motels, caravan parks houses, and flats or similar. The timeframe usually ranges from days to weeks. In some cases, emergency accommodation may transition into interim accommodation. Emergency accommodation is organised through MEMPs and usually provided by community, business or

government organisations, although people often find their own accommodation with family or friends.

Emergency Management Coordination Group (EMCG)

The Emergency Management Coordination Group (EMCG) is a municipal decision-making group within the MECC comprising of the MERC, MERO and MRM.

Emergency Management

The organisation and management of resources for dealing with all aspects of emergencies. Emergency management involves the plans, structures and arrangements which are established to bring together the normal endeavours of government, voluntary and private agencies in a comprehensive and co-ordinated way to deal with the whole spectrum of emergency needs including prevention, response and recovery.

Emergency Management Liaison Officer (EMLO)

An emergency management liaison officer is a person appointed by an agency, who:

- represents his/her agency in
 - another agency's facility utilised to manage an emergency response; or
 - a coordination centre; or
 - an emergency management team; and
- is empowered to commit, or to arrange the commitment, of resources of the agency to the response to an emergency; and
- represents the interests of the agency and provides advice in relation to impacts and consequence management.

The EMLO may be named Emergency Services Liaison Officer (ESLO) by some agencies.

Emergency Management Team (EMT)

The EMMV defines an EMT as "the team which assists a controller in formulating a response strategy and in its execution by all agencies, and which assists the Emergency Response Coordinator in determining resource acquisition needs and in ensuring a coordinated response to the emergency". The EMT comprises multi *agency* representatives (for example MERO, MERC, Emergency Services, MRM) that are involved in managing the response to an emergency event.

Emergency Operations Centre (EOC)

An operations centre established by a response *agency* for its command and/or control functions, eg Police Operations Centre (POC), Fire Control Centre (FCC).

Emergency of State Significance

An Emergency of State Significance may be declared in Victoria by the Chief Commissioner of Police (in writing) on the advice of the control agency, other experts, or upon his own volition. The purpose such declaration is to acknowledge that a major emergency is occurring, raise community awareness of the emergency and reinforce the need for planning by the community, emergency services and other government and non-government agencies - reflecting the seriousness of such declaration.

Emergency Recovery

Has the same meaning as *recovery*.

Emergency Relief

The provision of life support and essential needs to persons affected by an emergency.
(See also Emergency Relief Centre)

Emergency Relief Centre (ERC)

An Emergency Relief Centre is a building or place established to provide life support and essential needs to persons affected by an emergency (including evacuees). Emergency relief centres are established on a temporary basis to cope with the immediate needs of those affected during the initial response to the emergency. They do not imply any longer-term use of facilities as a location for recovery services.

Emergency Response

Has the same meaning as *response*.

Emergency Response Coordinator (ERC)

A member of the Victorian Police appointed as state, regional, municipal or field emergency response coordinator, whose role is to co-ordinate the response to an emergency.

Emergency Response Plan

A plan which sets out the roles and responsibilities of agencies in emergency response and the coordination arrangements which are to be utilised.

Emergency Risk Management Planning Sub Committee (ERM)

Emergency Risk Management Planning Sub Committee is a Sub Committee to the Municipal Emergency Management Planning Committee.

Emergency Services/Emergency Services Agency

There is no general-purpose definition for either of these terms. The range of agencies covered by the terms varies according to their specific administrative, operational or legislative context. Victorian legislation includes the following examples.

The definition of 'emergency services agency' in the *Emergency Management Act 1986* refers to those agencies such as VICSES and any other prescribed agencies such as ESTA. (S. 4) This definition is used in Part 4A of the Act to identify agencies whose standards and performance are monitored by the Emergency Services Commissioner.

In the *Emergency Services Telecommunications Authority Act 2004* 'emergency services and other related services organisation' is defined as any of the following, AV, CFA, MFESB, VicPol, VICSES, any government agency, and other related agencies including organisations that provide services related to the agencies specified above and prescribed persons or bodies. (S. 3)

In section 87C of the *Sentencing Act 1991*, the term 'emergency services agency' is included in relation to court orders for recovery of costs incurred by emergency services in responding to certain crimes. The definition covers: VicPol, MFESB, CFA, VICSES, Ambulance Service, a hospital or any other body that employs or engages an emergency service worker, such as a protective services officer or a *volunteer emergency worker*.

In the *Terrorism (Community Protection) Act 2003*, the term 'emergency services agency' is used in relation to decontamination procedures conducted under police direction. The definition covers the CFA, MFESB, other state territory or commonwealth fire services, or any other prescribed agency. (S. 15)

Emergency Management Commissioner

Section 32 of the *Emergency Management Act 2013* identifies the functions of the Emergency Management Commissioner. These include:

- be responsible for the coordination of the activities of agencies having roles or responsibilities in relation to the response to Class 1 emergencies or Class 2 emergencies
- ensure that control arrangements are in place during a Class 1 emergency or a Class 2 emergency
- appoint a State Response Controller in relation to a Class 1 emergency
- manage the State's primary control centre on behalf of, and in collaboration with, all agencies that may use the primary control centre for emergencies
- ensure that the Minister for Emergency Services is provided with timely and up to date information in relation to:
 - the actual or imminent occurrence of events which may lead to major emergencies
 - the response to major emergencies
- be responsible for consequence management in accordance with section 45
- be responsible for coordinating recovery under Division 5
- coordinate data collection and impact assessment processes.

Emergency-affected Persons

People, other than emergency management personnel, who experience losses or injury or are affected by an *emergency*. Usually understood to exclude the deceased.

Emergency Shelter

Emergency shelter is shelter for people affected by an emergency, in locations such as community halls, relief centres and tents. Emergency shelter should be provided in the days following an emergency for as long as it is required until other accommodation arrangements are made.

Essential Service

Defined as: transport; fuel (including gas); light; power; water; sewerage; or a service (whether or not of a type similar to the foregoing) declared to be an essential service by the Governor in Council.

Evacuation

The planned relocation of persons from dangerous or potentially dangerous areas to safer and eventual return. The purpose of an evacuation is to use distance to separate the people from the danger created by the emergency.

Evacuation Centre

See *Emergency Relief Centre*.

Fire Refuge

A community fire refuge is a building where people may seek shelter for the danger of wildfire. A building constructed or designated as a fire refuge should have consideration given to its vulnerability to wildfire, parking for users, availability of water, telephone and electric power, and location and accessibility in relation to its service area.

Incident

The word incident has the same meaning as emergency. In this Plan, the term incident management and related terms, such as incident controller, are used in response

management to clearly differentiate between the activities involved in incident management and the activities of emergency management as a whole.

Incident Controller

The Incident Controller is a member of the control agency whose role is to provide leadership and management to resolve the emergency at the incident site. This is the agency's forward controller and operates in close proximity to the incident. (See also Regional Controller, Area of Operations Controller and State Controller)

Material Needs

Essential non-food items provided to emergency-affected persons including, clothing, bedding and other personal requisites.

Mitigation

Measures taken in advance of, or after, a disaster (emergency) aimed at decreasing or eliminating its impact on society and the environment.

Municipal Emergency Management Group (MEMG)

To manage Council's planned roles during emergencies, it is common practice to utilise a core group of municipal emergency management staff.

Municipal Emergency Management Plan (MEMP)

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

Municipal Emergency Resource Officer (MERO)

A municipal appointee responsible to the municipal council for ensuring the co-ordination of municipal resources to be used in emergency response.

Municipal Emergency Response Coordinator (MERC)

A member of Victoria Police appointed to a municipal district as municipal emergency response coordinator. [Act s. 13(1)]

Municipal Recovery Manager (MRM)

A municipal appointee responsible to the municipal council for ensuring the co-ordination of municipal resources to be used in recovery.

Municipal Relief and Recovery Committee (MRRC)

Municipal Relief and Recovery Committee is a Sub Committee to the Municipal Emergency Management Planning Committee.

National Emergency Management Committee (NEMC)

The Committee, chaired by the Director General of Emergency Management Australia, comprising representatives of State and Territory peak emergency management committee.

National Emergency Operations Centre (NEOC)

A Centre established in Canberra by Emergency Management Australia to coordinate Commonwealth assistance to the States or elsewhere.

Natural Disaster Relief & Recovery Arrangements (NDRRA)

The arrangements under which the Commonwealth Government financially assist the State Government to incur eligible expenditure for persons and organisations following *natural disasters*.

Natural Disasters

Those emergencies defined by the Commonwealth for the purposes of the Natural Disaster Relief and Recovery Arrangements. A natural disaster is a serious disruption to a community or region caused by the impact of a naturally occurring rapid onset event that threatens or causes death, injury or damage to property or the environment and which requires significant and coordinated multi-agency and community response. Such serious disruption can be caused by anyone, or a combination, of the following natural hazards: bushfire; earthquake; flood; storm, cyclone; storm surge; landslide; tsunami; meteorite strike or tornado. (NDRRA Determination 2012, Clause 2.1.1)

Neighbourhood Safer Places (NSP) – Bushfire Places of Last Resort

NSPs are not community fire refuges or emergency relief centres. NSPs are places of last resort during the passage of a bushfire and are intended to be used by persons whose primary bushfire plans have failed. NSPs are places of relative safety only. They do not guarantee the survival of those who assemble there. Furthermore, there may be serious risks to safety encountered in travelling, and seeking access, to NSPs during bushfire events. Depending on the direction of a particular fire, it may not be a safer place to assemble than other places within the municipal district.

NSPs will be assessed by the CFA as providing some protection from immediate risk of direct fire attack, but not necessarily from other risks, such as flying embers. Where a potential NSP which is used for an operational purpose at many times meets the CFA's criteria, then the CFA considers that those operational activities will be able to continue (to the extent practicable in the circumstances) while the place is being used as an NSP.

Post Emergency Assistance Measures

Financial and other assistance provided to *emergency-affected persons*, communities or organisations to assist their recovery from an emergency.

Prevention

The elimination or reduction of the incidence or severity of emergencies and the mitigation of their effects.

Recovery

The assisting of persons and communities affected by emergencies to achieve a proper and effective level of functioning.

Recovery Agency

Means an *agency* having a role or responsibility under the State Emergency Recovery Plan or in the recovery arrangements.

Recovery Centre

A Recovery centre is a building in which a coordinated process of support to affected communities in the restoration of their emotional, social, economic and physical well-being is provided.

Region (Response and Recovery)

Defined areas of the State identified for emergency response and recovery purposes. These regions are common to the eight State Government regions (three metropolitan and five non-metropolitan). Some departments and agencies may use alternative

regional boundaries to deliver normal services efficiently, however the State Government regions are maintained for emergency response and recovery. (Refer to Appendix 8)

Regional Controller

The role of the Regional Controller is to provide leadership and management across a series of emergency sites within a Victorian Government region. The Regional Controller operates regionally and may be appointed by the *State Controller* or self-initiated prior to State Control being established. (See also *Area-of-Operations Controller*)

Regional Emergency Response Coordinator (RERC)

A commissioned officer of Victoria Police appointed for a Victorian Government region as Regional Emergency Response Coordinator. [Act s. 13(1)]

Regional Recovery Coordinator (RRC)

The person appointed by the State Emergency Recovery Coordinator to carry out regional recovery planning and management functions.

Regional Recovery Plan

The emergency recovery plan prepared and maintained for each recovery region.

Regional Response Plan

The emergency response plan prepared and maintained for each response region.

Relief

See *emergency relief*

Relief Centre

See *emergency relief centre*

Resource Supplementation

The provision of resources in emergencies to response agencies by other than their internal resource acquisition systems.

Response

The combating of emergencies and the provision of rescue and immediate relief services. [Act]

Response Agency

An *agency* having a role or responsibility under the State Emergency Response Plan or the response arrangements. Response agencies can be *control or support agencies* for different emergencies.

Response Coordinator

See *Emergency Response Coordinator*.

State Response Controller (SRC)

The role of the State Response Controller is to provide strategic leadership for the response to emergency(s) across Victoria. This role is performed by a senior operational person from the control agency.

State Control Centre

See *control centre/command centre*

State of Disaster

See: *Disaster, State of*

State Relief and Recovery Manager

The Emergency Management Commissioner is supported by a State Relief and Recovery Manager in the coordination of state-wide relief and recovery activities.

Support Agency

An *agency* which provides services, personnel, or material to support or assist a *control agency* or *affected persons*.

Victorian Fire Risk Register - Bushfire (VFRR-B)

Is a process in which representatives from local government, fire services, public land managers, utilities and community groups map assets at risk from bushfire and assess the level of risk to the assets. Assets may include residential areas, children's services, hospitals, aged-care facilities, infrastructure, commercial industry, tourism events, and those that are culturally significant. Agency representatives also record the current treatments which are carried out to mitigate the risk to the asset. Treatments may include fire prevention, community education and hazard reduction.

The process has been facilitated in 66 of the 79 municipalities, 5 Alpine Resorts and French Island. Municipalities located in the metropolitan footprint do not require a bushfire risk assessment.

The VFRR-B supports and informs Municipal Fire Management Plans. Several agencies are also using the VFRR-B as evidence-based data to support their bushfire planning and decision making.

CFA supports and manages the VFRR-B via a centralised support team that is based at Headquarters in Burwood East.

Volunteer Emergency Worker

A volunteer worker who engages in *emergency activity* at the request (whether directly or indirectly) or with the express or implied consent of the chief executive (however designated), or of a person acting with the authority of the chief executive, of an *agency* to which either the state emergency response or recovery plan applies.

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<https://www.casey.vic.gov.au/policies-strategies/municipal-fire-management-plan>

Translating and Interpreting Service <https://www.tisnational.gov.au>

Country Fire Authority (CFA)

Country Fire Authority (CFA), *Township Protection Plans: Harkaway, Cannons Creek, and Blind Bight/Warneet*, Local Fire Brigade.

Victoria State Emergency Service (VICSES)

Victoria State Emergency Service, Casey Local Flood Guide,

<https://www.ses.vic.gov.au/get-ready/your-local-flood-information/casey-city-council>

Victorian State Government

Victorian State Government (1958), *Country Fire Authority Act 1958*, Victorian Legislation and Parliamentary Documents.

http://www.austlii.edu.au/au/legis/vic/consol_act/cfaa1958292/

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<https://www.emv.vic.gov.au/policies/emmv/>

Emergency Management Act 1986

http://www.austlii.edu.au/au/legis/vic/consol_act/ema1986190/

Emergency Management Act 2013

http://www.austlii.edu.au/au/legis/vic/consol_act/ema2013190/

Local Government Act 1989

http://www.austlii.edu.au/au/legis/vic/consol_act/lga1989182/

References for Part 2: Area Description (statistics)

Introduction and Key Statistics sourced from: <http://forecast.id.com.au/casey>

Statistics from the Victorian Government can be located following the link:

<https://www.casey.vic.gov.au/our-community-location>

Demographic information has been taken from the City of Casey website, the Australian Bureau of Statistics and id population experts.

<http://www.abs.gov.au/>

https://itt.abs.gov.au/itt/r.jsp?RegionSummary®ion=21610&dataset=ABS_REGIONAL_LGA2018&geoconcept=LGA_2018&maplayerid=LGA2018&measure=MEASURE&datasetASGS=ABS_REGIONAL_ASGS2016&datasetLGA=ABS_REGIONAL_LGA2018®ionLGA=LGA_2018®ionASGS=ASGS_2016

Population growth forecasts have been prepared by id- the population experts, link as follows:

<http://forecast.id.com.au/casey>

<http://forecast.id.com.au/casey/population-households-dwellings>

Aboriginal & Torres Strait Islander data taken from

<http://profile.id.com.au/casey/indigenous-age-structure>

<https://www.casey.vic.gov.au/policies-strategies/aboriginal-strategic-framework-2018-2021>

Homelessness estimates data taken from

<https://www.abs.gov.au/AUSSTATS/abs@.nsf/Lookup/2049.0Main+Features12016?OpenDocument?WebID=10>.

Suburb and ward boundary maps sourced from:

<https://www.casey.vic.gov.au/our-community-location>

Casey Crisisworks users can access map layers of council boundaries, bush fire and flood prone areas at: <https://casey.crisisworks.com>

Other mapping links and Council IntraMaps programs can be located:

<https://interimnet.casey.vic.gov.au/>

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Appendix A – Contact Directory

Version: 5.1

Date updated: 11 August 2020

Responsible Department: Emergency Management Unit

The Municipal Emergency Management Planning Committee (MEMPC) voted at its meeting held on the 29 April 2020 to relocate Appendix A – Contact Directory to Crisisworks <https://casey.crisisworks.com/>

Refer below to the motions from the 29 April 2020 meeting:

Motion: That the information contained within Appendix A – Contact Directory and Appendix E – Distribution List be removed from the MEMP and relocated to a secure location in Crisisworks.

Moved: Jem Belcher Seconded: Adrian Bower Carried

Motion: That statements reflecting these statements be included in Appendix A – Contact Directory and Appendix E – Distribution List notifying the reader of this change.

Moved: Jem Belcher Seconded: Alan Barnard Carried

City of Casey staff & general contact details

The City of Casey uses Skype for Business which lists all staff contact details. For more details, please contact the City of Casey MERO.

The City of Casey Customer Services Department can be contacted on (03) 9705 5200.

The City of Casey After Hours Officer on duty is allocated the function of the CEMCC Coordinator and can be contacted on 9705 5200 after hours.

Council policy documents change from time to time and it is recommended that you consult the electronic reference copy at www.casey.vic.gov.au/policiesstrategies to ensure that you have the current version. Alternatively, you may contact Customer Service on 9705 5200.

Contact Information Saved on Crisisworks

The contact details for people in the following Committees are saved in under **Contacts** the **Operations** tab of Crisisworks.

- » Municipal Emergency Management Planning Committee
- » Emergency Risk Management Planning Sub Committee
- » Municipal Relief and Recovery Committee
- » Casey Fire Management Planning Committee
- » Casey Storm and Flood Emergency Planning Committee
- » Casey Emergency Management Group
- » Casey Emergency Management
- » Casey Emergency Management Contact List
- » Victoria Police Regional Response
- » Adjoining Municipalities MERO & MRM
- » Agency and Other Contacts
- » Approved Local Contractors' Plant Resources
- » Other Local Contractors' Plant Resources

The following information is saved in the **Library** tab of Crisisworks as titled below:

- » Municipal Emergency Management Planning Committee Contact Details as at date
- » Emergency Risk Management Planning Sub Committee Contact Details as at date
- » Municipal Relief and Recovery Committee Contact Details as at date
- » Casey Fire Management Planning Committee Contact Details as at date
- » Casey Storm and Flood Emergency Planning Committee Contact Details as at date
- » City of Casey 24 Hour Emergency Protocol
- » Casey Emergency Management Group Contact Details
- » Casey Emergency Management Shadow Structure Coordinators Contact Details
- » Victoria Police Regional Response Contact Details
- » Bushfire at Risk Register
- » State Schools and Early Childhood Facilities
- » Facilities and Agencies with Vulnerable Clients
- » City of Casey Emergency Management Plan
- » Approved Local Contractors' Plant Resources
- » Other Local Contractors' Plant Resources

Appendix B – Maps

Version: 5.1

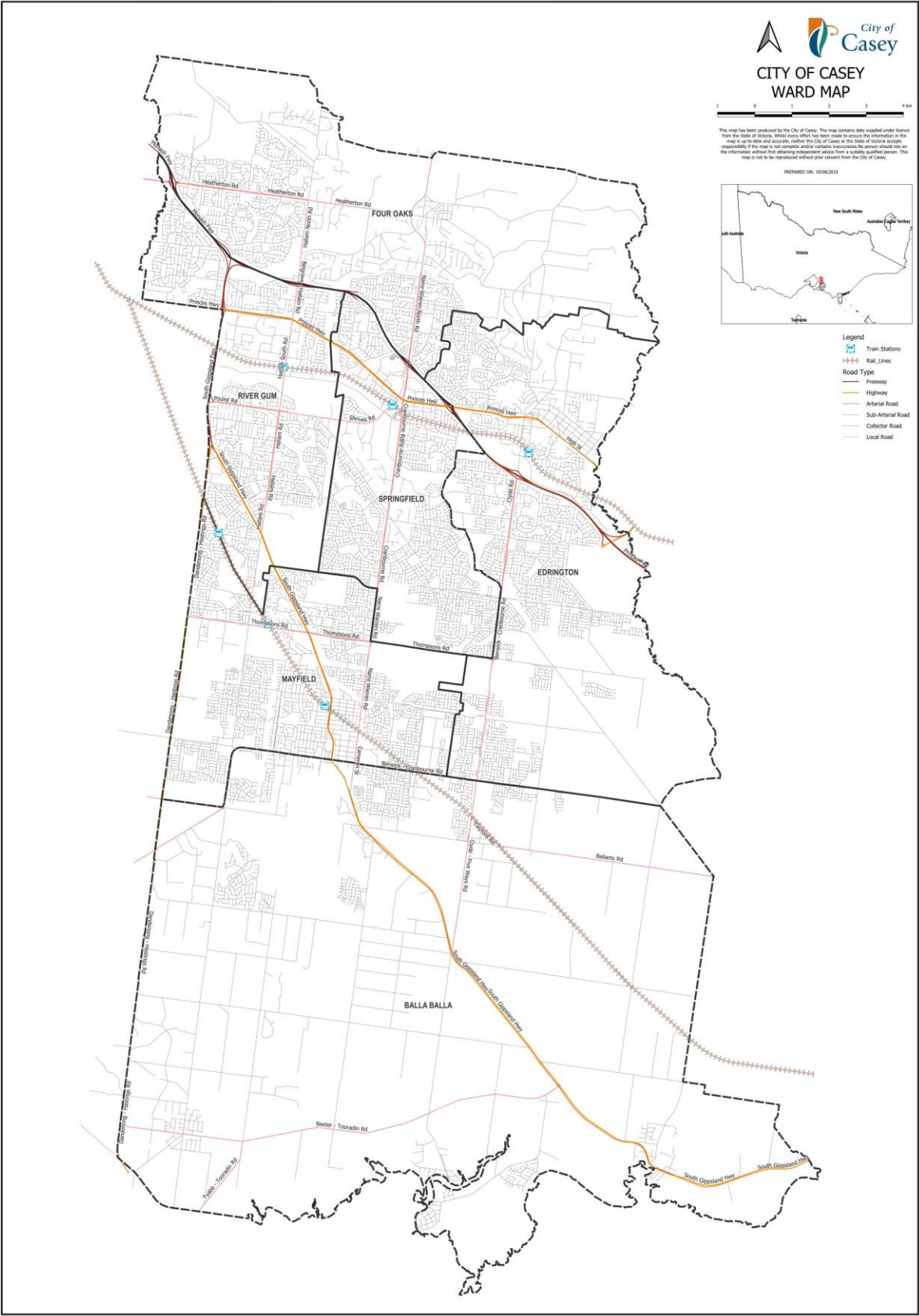
Date updated: 11 August 2020

Responsible Department: Emergency Management Unit

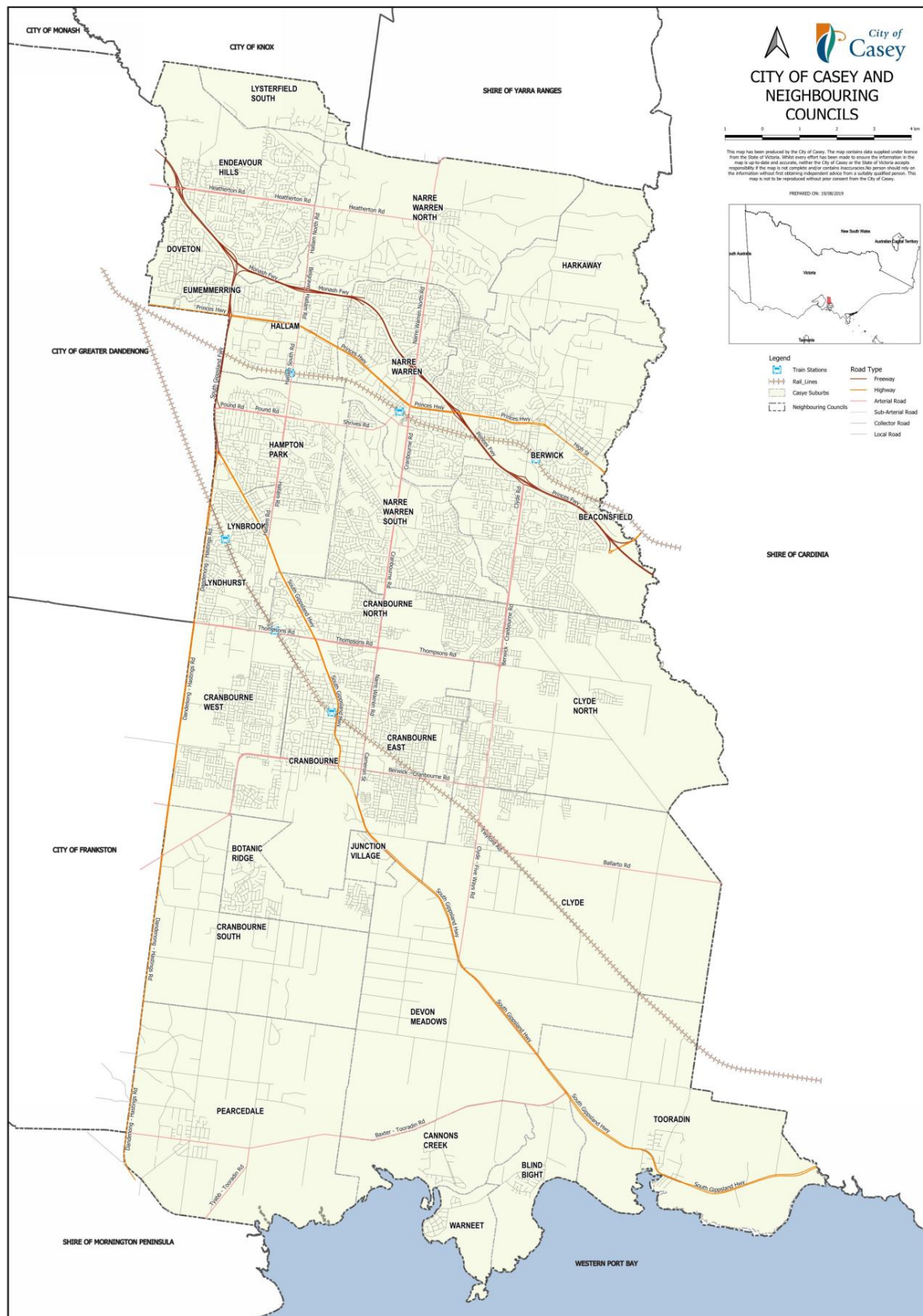
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Council policy documents change from time to time and it is recommended that you consult the electronic reference copy at www.casey.vic.gov.au/policiesstrategies to ensure that you have the current version. Alternatively, you may contact Customer Service on 9705 5200.

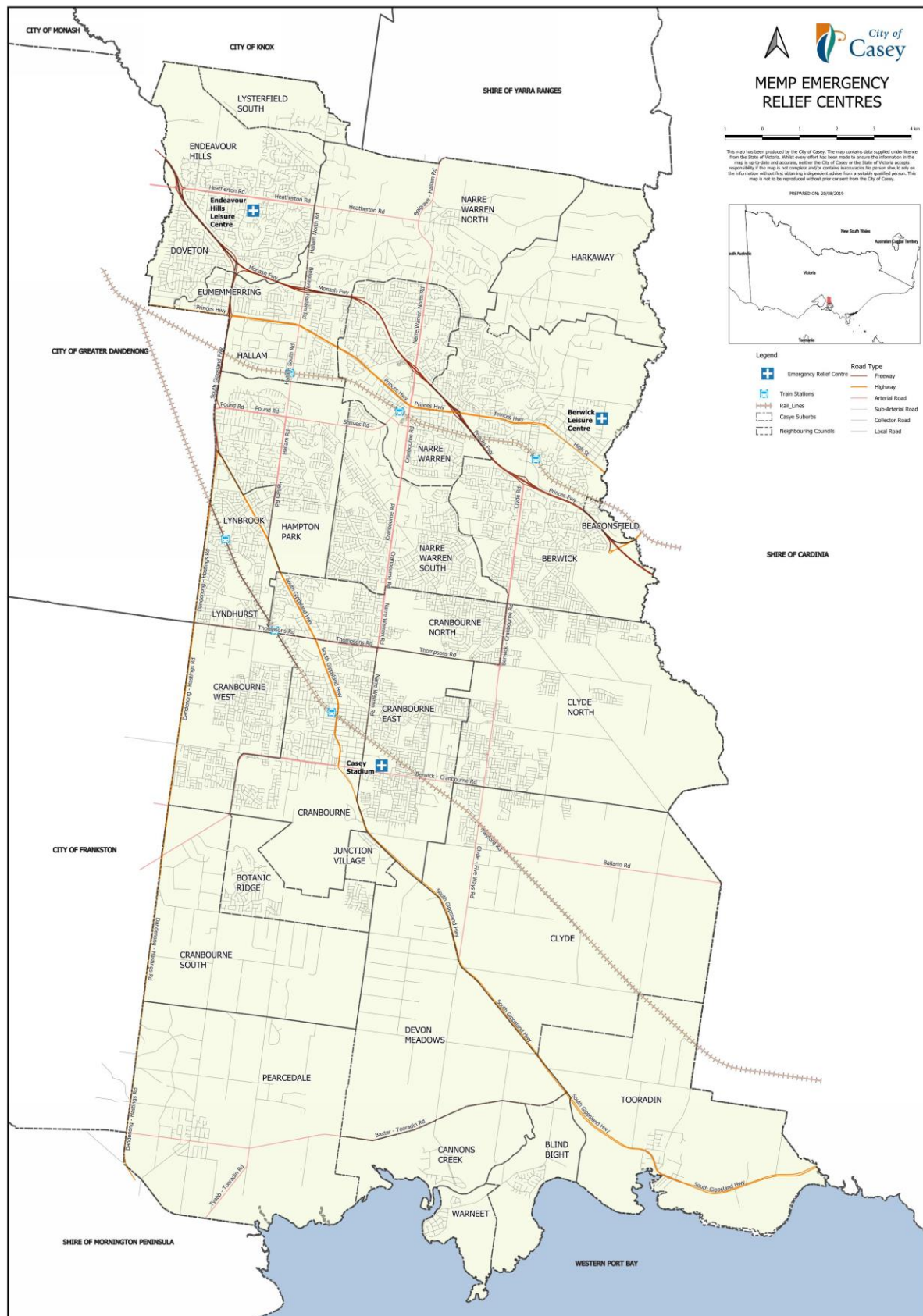
Casey ward boundaries



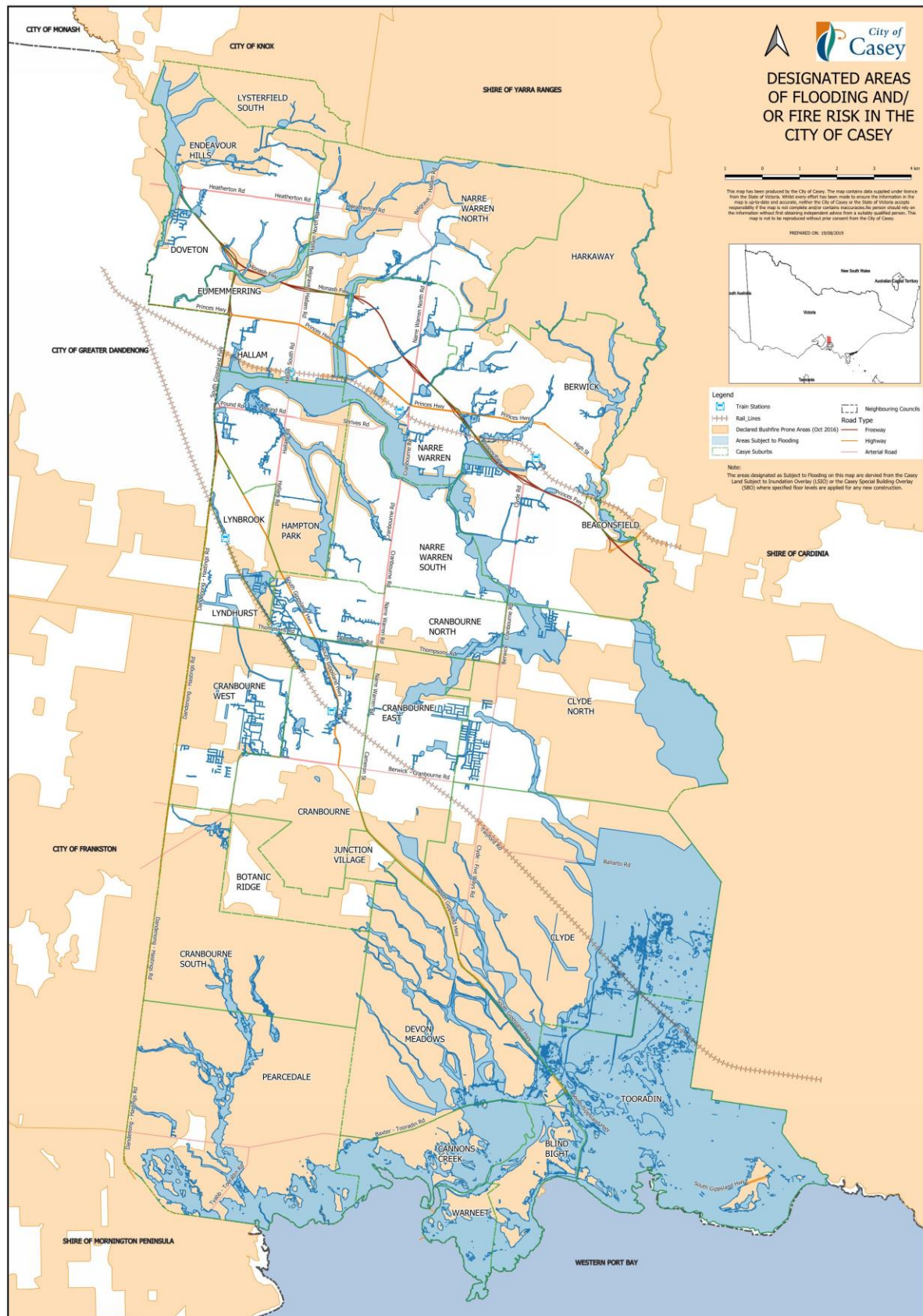
Casey suburbs and neighbouring councils



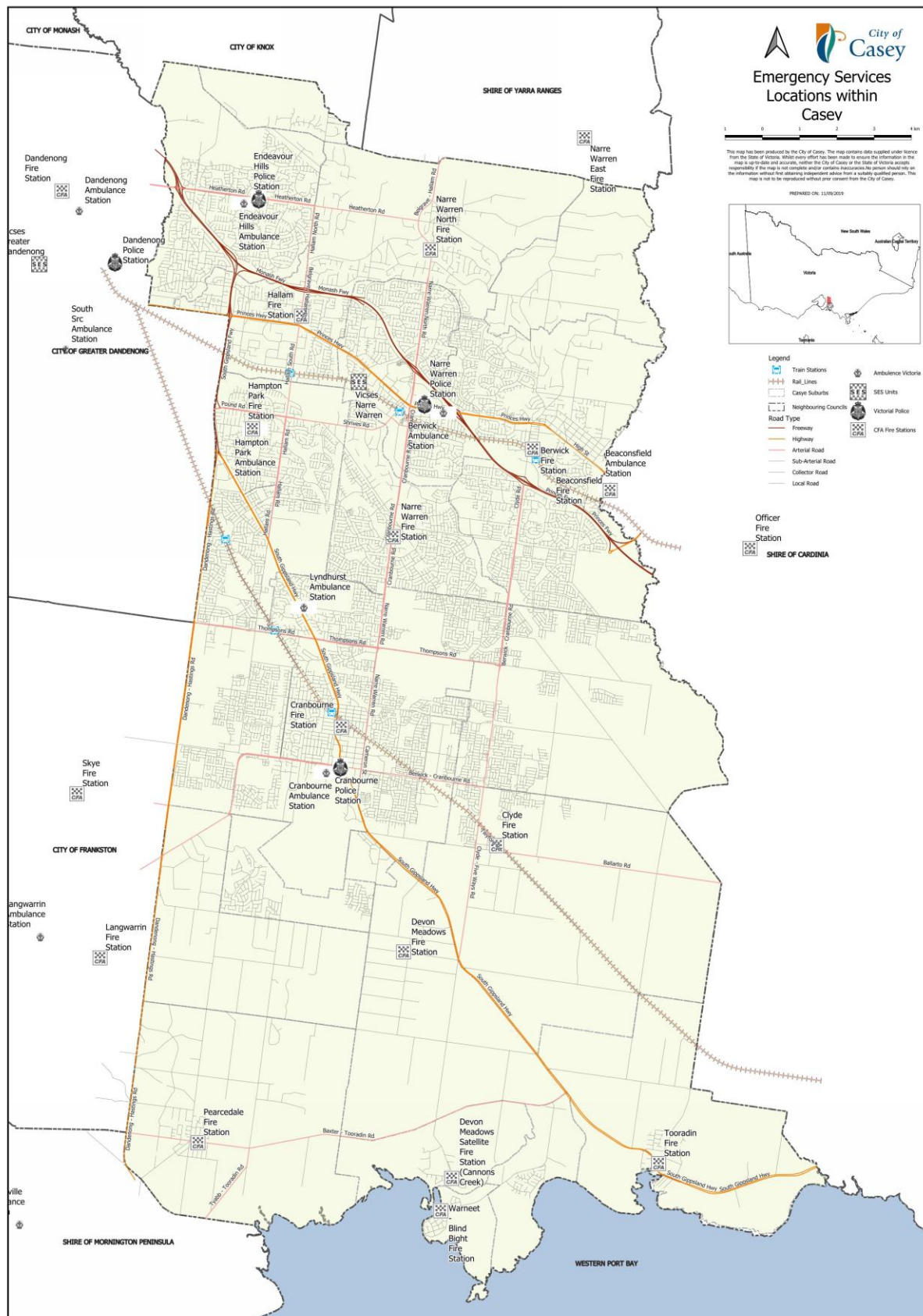
Emergency relief centres within the City of Casey



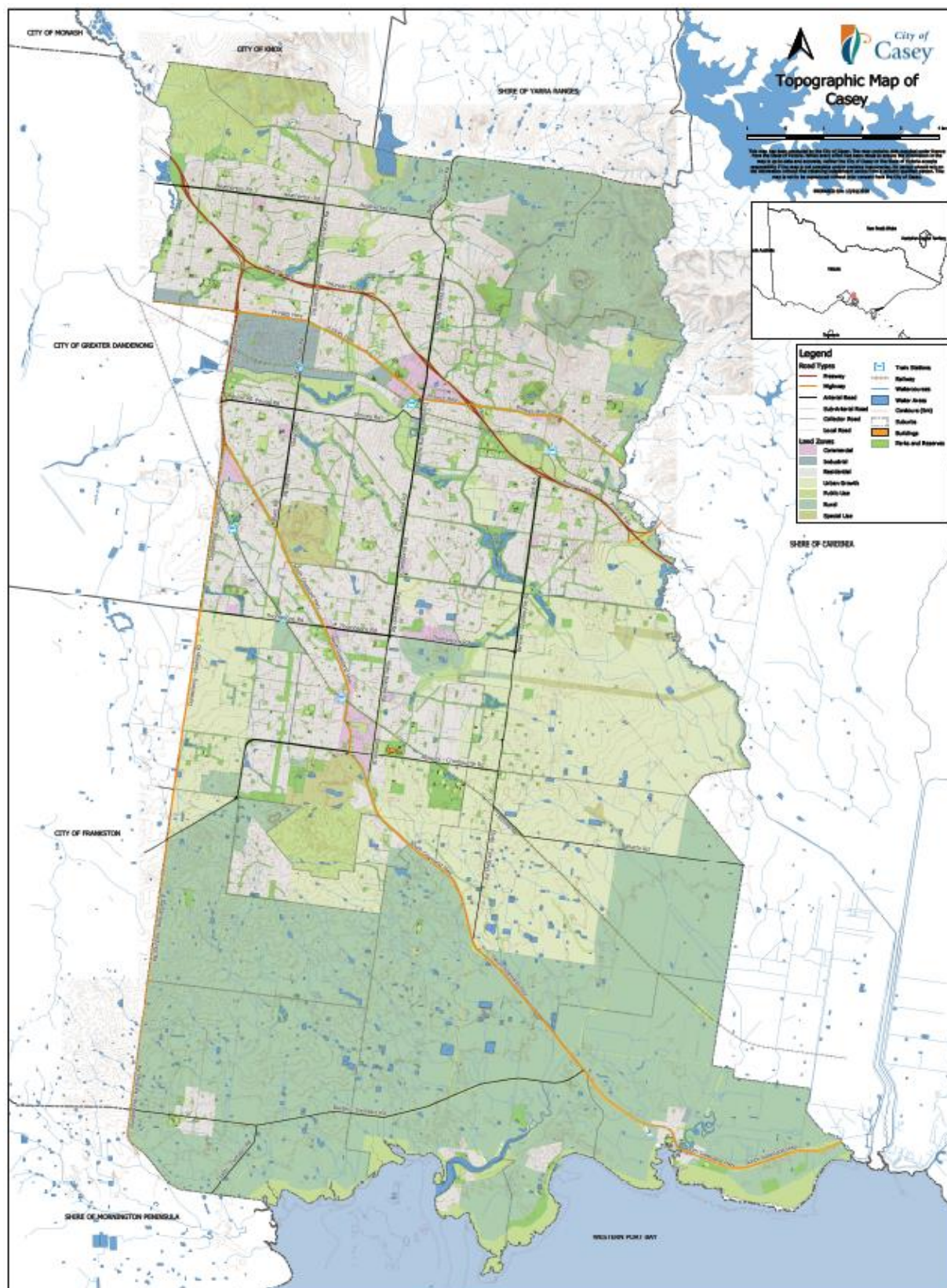
Designated areas of flooding and fire risk in the City of Casey

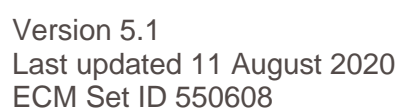


Emergency Services locations within the City of Casey

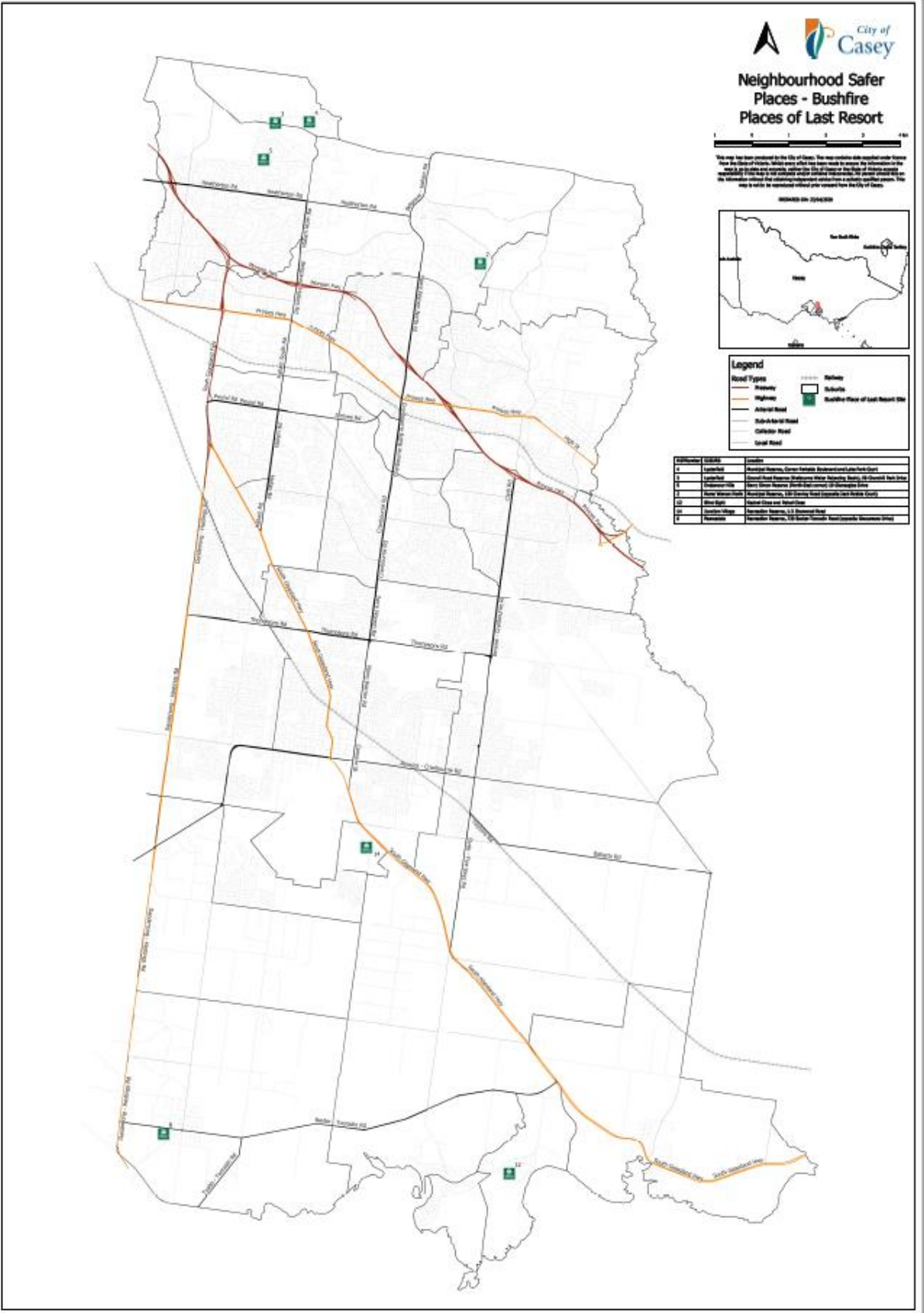


Topographic Map of City of Casey





Neighbourhood Safer Places – Bushfire Places of Last Resort



Appendix C – Special Plans and Arrangements

Version: 5.1

Date updated: 11 August 2020

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Council policy documents change from time to time and it is recommended that you consult the electronic reference copy at www.casey.vic.gov.au/policiesstrategies to ensure that you have the current version. Alternatively, you may contact Customer Service on 9705 5200.

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There are several plans, operating procedures and arrangements that support the City of Casey MEMP. These documents are listed below. To request a copy of these plans, contact the Municipal Emergency Resource Officer (MERO).

All documents listed below can be viewed via Crisisworks <https://casey.crisisworks.com> and hard copies are stored at the Casey Works Centre (VIBE) and Bunjil Place.

Internal support plans & operating procedures

After Hours Manual – Casey Works Centre

All information contained in this document is confidential and not for public use.

Service and Asset Management Policy

This Policy can be found on the City of Casey website on the following link <https://www.casey.vic.gov.au/policies-strategies/service-asset-management-policy>

Business Continuity Plan

All information contained in this document is confidential and not for public use. Copies can be accessed upon request from the Business Continuity Team.

Draft Extreme Weather Policy

All information contained in this document is confidential and not for public use.

Casey Community Local Law 2018

This document needs to be complied with in times of emergency and can be found on the City of Casey website on the following link <https://www.casey.vic.gov.au/policies-strategies/casey-community-local-law-2018>

DRAFT Influenza Pandemic Action Plan

All information contained in this document is confidential and not for public use.

Community Emergency Resilience Plan

This Plan can be found on the City of Casey website at the following link <https://www.casey.vic.gov.au/policies-strategies/community-emergency-resilience-plan-2017-2021>

Community Safety Strategy

This Strategy can be found on the City of Casey website on the following link <https://www.casey.vic.gov.au/policies-strategies/community-safety-strategy>

Crisis Communication Plan 2020

All information contained in this document is confidential and not for public use.

Municipal Emergency Relief and Recovery Plan

These arrangements form Part 6 of this Plan.

Municipal Emergency Management Operational Arrangements

All information contained in this document is confidential and not for public use.

Municipal Fire Management Operations Plan 2014 - 2017

This Plan can be found on the City of Casey website on the following link

<https://www.casey.vic.gov.au/policies-strategies/fire-management-operations-plan-2014-2017>

Municipal Fire Management Plan

This Plan can be found on the City of Casey website on the following link

<https://www.casey.vic.gov.au/policies-strategies/municipal-fire-management-plan>

City of Casey Storm and Flood Emergency Plan

This Plan can be found on the Victorian State Emergency Service (VICSES) website at the following link

<https://www.ses.vic.gov.au/documents/112015/134778/City+of+Casey+Flood+Emergency+Plan-pdf/d1741d09-9654-4440-8061-afe8289f5315>

City of Casey Municipal Bushfire Place of Last Resort Plan

The Municipal Fire Prevention Officer (MFPO) is responsible for this document. The Plan can be found on the City of Casey website on the following link

<https://www.casey.vic.gov.au/policies-strategies/bushfire-place-of-last-resort-plan>

Municipal Public Health and Wellbeing Plan 2017-2021

This Plan can be found on the City of Casey website on the following link

<https://www.casey.vic.gov.au/sites/default/files-public/2018-10/Municipal-Public-Health-and-Wellbeing-Plan.pdf>

Road Management Plan

This Plan can be found on the City of Casey website on the following link

<https://www.casey.vic.gov.au/policies-strategies/road-management-plan>

External support plans

Local

Casey Local Flood Guide

This document can be found on the Victorian State Emergency Service website on the following link

https://www.ses.vic.gov.au/documents/112015/134778/Casey+Local+Flood+Guide_web.pdf/997a1173-8ae9-4be4-88a4-10af66e2efd8

Community Information Guides – Bushfire (formerly known as Township Protection Plans) (Harkaway, Cannons Creek, and Blind Bight/Warneet)

The City of Casey website has a link to the Country Fire Authority (CFA) website.

Community Information Guides can be found on the CFA website via the following link

<http://www.cfa.vic.gov.au/plan-prepare/community-information-guides/>.

Blind Bight

<http://www.members.cfa.vic.gov.au/mycfa/Show?pageId=publicDisplayDoc&docId=016329>

Harkaway

<http://www.members.cfa.vic.gov.au/mycfa/Show?pageId=publicDisplayDoc&docId=016287>

Cannons Creek

<http://www.members.cfa.vic.gov.au/mycfa/Show?pagelId=publicDisplayDoc&docId=016285>

Warneet

<http://www.members.cfa.vic.gov.au/mycfa/Show?pagelId=publicDisplayDoc&docId=016329>

Hard copies of each Community Information Guide – Bushfire are on the Bushfire Information Board located in:

- Anchorage Drive, Blind Bight at boat ramp car park entrance
- King Road, Harkaway at Harkaway Primary School
- Cannons Creek Road, Cannons Creek outside the Cannons Creek Fire Station
- Rutherford Parade, Warneet next to Warneet Yacht Club

Victoria Police (Bushfire) Traffic Management Guide

Copies are held by Victoria Police and Council's Community Safety Department.

Regional

Evacuation plans

Special plans addressing the issues of evacuation have been developed for hospitals, schools and industrial sites within the municipality and should be reviewed and tested annually by the responsible governing agencies. The City of Casey has not been involved in the development of these plans.

Aged Care Facilities

For copies of evacuation and emergency management plans for aged care facilities located within the City of Casey, please contact the facility. Lists of senior citizen and aged care facilities can be viewed on Crisisworks.

Schools (State Primary and Secondary) & Early Childhood Facilities

For copies of evacuation and emergency management plans for State primary and secondary schools and Early Childhood facilities including those on schools and centres on the Bushfire At Risk Register, located within the City of Casey, please contact the Department of Education and Training at the South Eastern Victoria Regional office in Dandenong 8765 5600. Lists of schools, education, childcare and kindergarten facilities can be viewed on Crisisworks.

Hospitals

For copies of evacuation and emergency management plans for hospitals located within the City of Casey, please contact the hospital. Lists of hospitals can be viewed on Crisisworks.

Industrial Sites

Fire Service Pre Plans for industrial sites and other organisations are on file at designated local fire stations as indicated on the Emergency Services Locations within the City of Casey map (refer Appendix B – Maps of this Plan).

Southern Metropolitan Region Emergency Relief and Recovery Plan

Copies are held by the Department of Health and Human Services or through the MRM.

MANAGEMENT RESOURCE SHARING

The Protocol for Inter-Council Emergency Management Resource Sharing can be found on the Municipal Association of Victoria (MAV) website via the following link

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

State

Communicating in Recovery Guide

Contact the Red Cross for a copy of the *Communicating in Recovery Guide* via the following link <http://www.redcross.org.au/communicating-in-recovery.aspx>

Disaster Recovery Toolkit for Local Government

The following recovery modules can be found on the website of Emergency Management Victoria via the following link <https://www.emv.vic.gov.au/how-we-help/disaster-recovery-toolkit-for-local-government>

01 – Understanding disaster recovery <https://www.emv.vic.gov.au/how-we-help/disaster-recovery-toolkit-for-local-government/understanding-disaster-recovery>

02 – Recovery readiness: preparation for recovery before a disaster <https://www.emv.vic.gov.au/how-we-help/disaster-recovery-toolkit-for-local-government/recovery-readiness-preparation-for>

03 – When disaster strikes: the first days and weeks <https://www.emv.vic.gov.au/how-we-help/disaster-recovery-toolkit-for-local-government/when-disaster-strikes-the-first-days-and>

04 – Beyond disaster: the months and years ahead <https://www.emv.vic.gov.au/how-we-help/disaster-recovery-toolkit-for-local-government/beyond-disaster-the-months-and-years>

05 – Council business matters: managing the challenges of disaster recovery <https://www.emv.vic.gov.au/how-we-help/disaster-recovery-toolkit-for-local-government/council-business-matters-meeting-the>

06 – Regional recovery networks <https://www.emv.vic.gov.au/how-we-help/disaster-recovery-toolkit-for-local-government/regional-recovery-networks>

07 – Engaging the community in disaster recovery <https://www.emv.vic.gov.au/how-we-help/disaster-recovery-toolkit-for-local-government/engaging-the-community-in-disaster>

08 – Recovery tools and other resources <https://www.emv.vic.gov.au/how-we-help/disaster-recovery-toolkit-for-local-government/recovery-tools-and-other-resources>

Emergency Management Manual Victoria (EMMV)

This manual can be found on the website of Emergency Management Victoria via the following link <https://www.emv.vic.gov.au/policies/emmv>

Version 5.1

Last updated 11 August 2020

ECM Set ID 764081

Heat Health Plan for Victoria

The *Heat Health Plan for Victoria* can be found on the Department of Health and Human Services website on the following link

<https://www2.health.vic.gov.au/about/publications/policiesandguidelines/heat-health-plan-for-victoria>

Practice Note – Sourcing Supplementary Emergency Response Resources from Municipal Councils

This document can be found at the Municipal Association of Victoria website via this link

http://www.mav.asn.au/_data/assets/word_doc/0006/6828/Sourcing-supplementary-response-responses.doc

Protocol for Inter-council Emergency Management Resource Sharing

Can be found at the website of the Municipal Association of Victoria or by following this link

http://www.mav.asn.au/_data/assets/word_doc/0020/6824/Protocol-for-inter-council-emergency-management-resource-sharing.docx

State Bushfire Plan 2014

A copy of this plan can be found on the Emergency Management Victoria website on the following link

<https://files-em.em.vic.gov.au/public/EMV-web/State-Bush-Fire-Plan-2014.pdf>

State Health Emergency Response Plan (SHERP)

A copy of this plan can be found on the Department of Health website on the following link

<https://www2.health.vic.gov.au/emergencies/shera>

State Earthquake Sub-Plan

The *State Earthquake Sub-Plan* can be found on the Victoria State Emergency Service website on the following link

<https://www.ses.vic.gov.au/documents/112015/2504320/State+Emergency+Response+Plan+-+Earthquake+Sub-plan+-+Edition+1.pdf/f2dd5a2e-4aec-2fc2-f981-52aa1f1436ed>

State Emergency Response Plan (SERP)

The *State Emergency Response Plan* can be found on the Emergency Management Victoria website on the following link

<https://www.emv.vic.gov.au/responsibilities/state-emergency-plans/revised-state-emergency-response-plan-serp>

State Emergency Response Plan (SERP) Sub Plan Guidelines

The *SERP Sub-plan Guidelines* can be found on the Emergency Management Victoria website on the following link

<https://www.emv.vic.gov.au/responsibilities/state-emergency-plans/state-emergency-response-plan-sub-plan-guidelines-0>

State Flood Sub Plan

The *State Flood Sub Plan* can be found on the Victoria State Emergency Service website on the following link

<https://www.emv.vic.gov.au/responsibilities/state-emergency-plans/state-flood-sub-plan>

State Extreme Heat Sub-Plan

The *State Extreme Heat Sub-Plan* can be found on the Emergency Management Victoria website on the following link <https://www.emv.vic.gov.au/responsibilities/state-emergency-plans/state-extreme-heat-sub-plan>

State Emergency Response Plan Storm Sub-Plan

The *State Emergency Response Plan Storm Sub-Plan* can be found on the Victoria State Emergency Service website on the following link

<https://www.ses.vic.gov.au/documents/112015/775112/State%20Emergency%20Response%20Plan%20-%20Storm%20Sub-Plan%20-%20Edition%201.pdf/945874e7-896b-4878-acec-2e5afc6aa3e8>

State Tsunami Emergency Plan

The *State Tsunami Emergency Plan* can be found on the Victoria State Emergency Service website on the following link <https://www.emv.vic.gov.au/responsibilities/state-emergency-plans/state-tsunami-sub-plan>

Victorian Action Plan for Influenza Pandemic

The *Victorian Action Plan for Influenza Pandemic* can be found on the Emergency Management Victoria website on the following link <https://files-em.em.vic.gov.au/public/EMV-web/Victorian-action-plan-for-pandemic-influenza.pdf>

Victorian Emergency Animal Welfare Plan

The *Victorian Emergency Animal Welfare Plan* can be found on the Agriculture Victoria website on the following link

<http://agriculture.vic.gov.au/agriculture/emergencies/response/victorian-emergency-animal-welfare-plan>

Victorian Chemical, Biological & Radiological Response Arrangements

Victorian Chemical, Biological and Radiological Response Arrangements can be located at <http://www.health.vic.gov.au/emergency/chemical-biological-radiological.htm>

Links to guidelines for specific chemical, biological and radiological emergencies are available via the following links:

Anthrax: Public Health Response Plan for Australia

[http://www.health.gov.au/internet/publications/publishing.nsf/Content/CA2578620005D57ACA257ACA0080D46B/\\$File/anthrax-edition-2-oct-12.pdf](http://www.health.gov.au/internet/publications/publishing.nsf/Content/CA2578620005D57ACA257ACA0080D46B/$File/anthrax-edition-2-oct-12.pdf)

Guidelines for Smallpox Outbreak – Preparedness, Response & Management

[http://www.health.gov.au/internet/main/publishing.nsf/Content/250720F5F34CF569CA257BF0001CFC3F/\\$File/smallpox.pdf](http://www.health.gov.au/internet/main/publishing.nsf/Content/250720F5F34CF569CA257BF0001CFC3F/$File/smallpox.pdf)

Australian Clinical Guidelines for Radiological emergencies

[http://www.health.gov.au/internet/publications/publishing.nsf/Content/CA2578620005D57ACA257ACD000965A8/\\$File/Aust-Rad-Guidelines-Sept2012.pdf](http://www.health.gov.au/internet/publications/publishing.nsf/Content/CA2578620005D57ACA257ACD000965A8/$File/Aust-Rad-Guidelines-Sept2012.pdf)

Decontamination Guidance for Hospitals

file:///C:/Users/wlinsen/Downloads/decon_guidance_for_hospitals%20-%20PDF.pdf

Federal

Natural Disaster Resilience Grants Scheme (NDRGS)

This annual scheme funds natural disaster (and other) mitigation works, measures and related activities that contribute to safer, sustainable communities. These include natural disaster risk management studies, risk treatments, warning systems, community awareness and readiness.

It is partly funded by the Commonwealth Government under the Natural Disaster Resilience Program, with a contribution from the applicant and/or other project partners. This link can also be viewed on Crisisworks.

<https://www.emv.vic.gov.au/how-we-help/grants-and-awards/natural-disaster-resilience-grants-scheme-ndrgs>

Appendix D – Community Emergency Risk Assessment (CERA)

Version: 5.1

Date updated: 11 August 2020

Responsible Department: Emergency Management Unit



The Municipal Emergency Management Planning Committee (MEMPC) voted at its meeting held on the 12 December 2017 to relocate Appendix D – Community Emergency Risk Assessment (CERA) to Crisisworks.

Refer below to the motion from the 12 December 2017 meeting:

Motion: That Appendix D – Community Emergency Risk Assessment (CERA) be removed from the Municipal Emergency Management Plan and that an additional paragraph and direction to the CERA spreadsheets be added to Part 4 – Prevention Arrangements of Casey's Municipal Emergency Management Plan.

Moved: Andrew Georgeallis

Seconded: Phil Byrne

Carried

The CERA Spreadsheets are saved in the library tab of Crisisworks titled 'Community Emergency Risk Assessment (CERA)' – <https://casey.crisisworks.com/>.

Council policy documents change from time to time and it is recommended that you consult the electronic reference copy at www.casey.vic.gov.au/policiesstrategies to ensure that you have the current version. Alternatively, you may contact Customer Service on 9705 5200.

Appendix E – Distribution List

Version: 5.1

Date updated: 11 August 2020

Responsible Department: Emergency Management Unit

The Municipal Emergency Management Planning Committee (MEMPC) voted at its meeting held on the 29 April 2020 to relocate Appendix E – Distribution List to Crisisworks.

Refer below to the motion from the 29 April 2020 meeting:

Motion: That the information contained within Appendix A – Contact Directory and Appendix E – Distribution List be removed from the MEMP and relocated to a secure location in Crisisworks.

Moved: Jem Belcher Seconded: Adrian Bower Carried

Motion: That statements reflecting these statements be included in Appendix A – Contact Directory and Appendix E – Distribution List notifying the reader of this change.

Moved: Jem Belcher Seconded: Alan Barnard Carried

Council policy documents change from time to time and it is recommended that you consult the electronic reference copy at www.casey.vic.gov.au/policiesstrategies to ensure that you have the current version. Alternatively, you may contact Customer Service on 9705 5200.



Appendix F – Organisation Structures

Version: 5.1

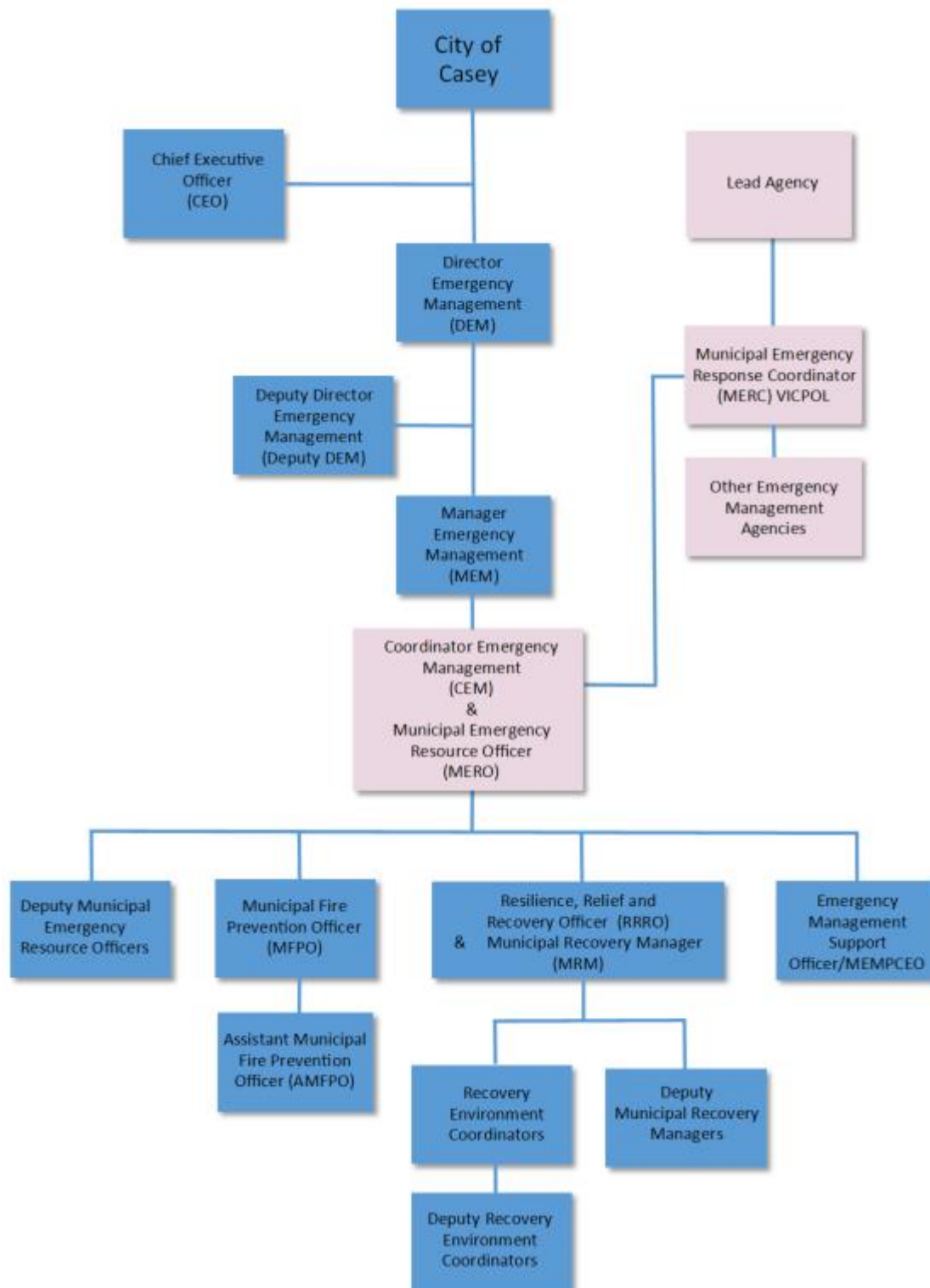
Date updated: 11 August 2020

Responsible Department: Emergency Management Unit

1. City of Casey Emergency Management Organisation Structure	128
2. Emergency Management Planning Structure.....	129
3. Emergency Management Shadow Structure.....	130

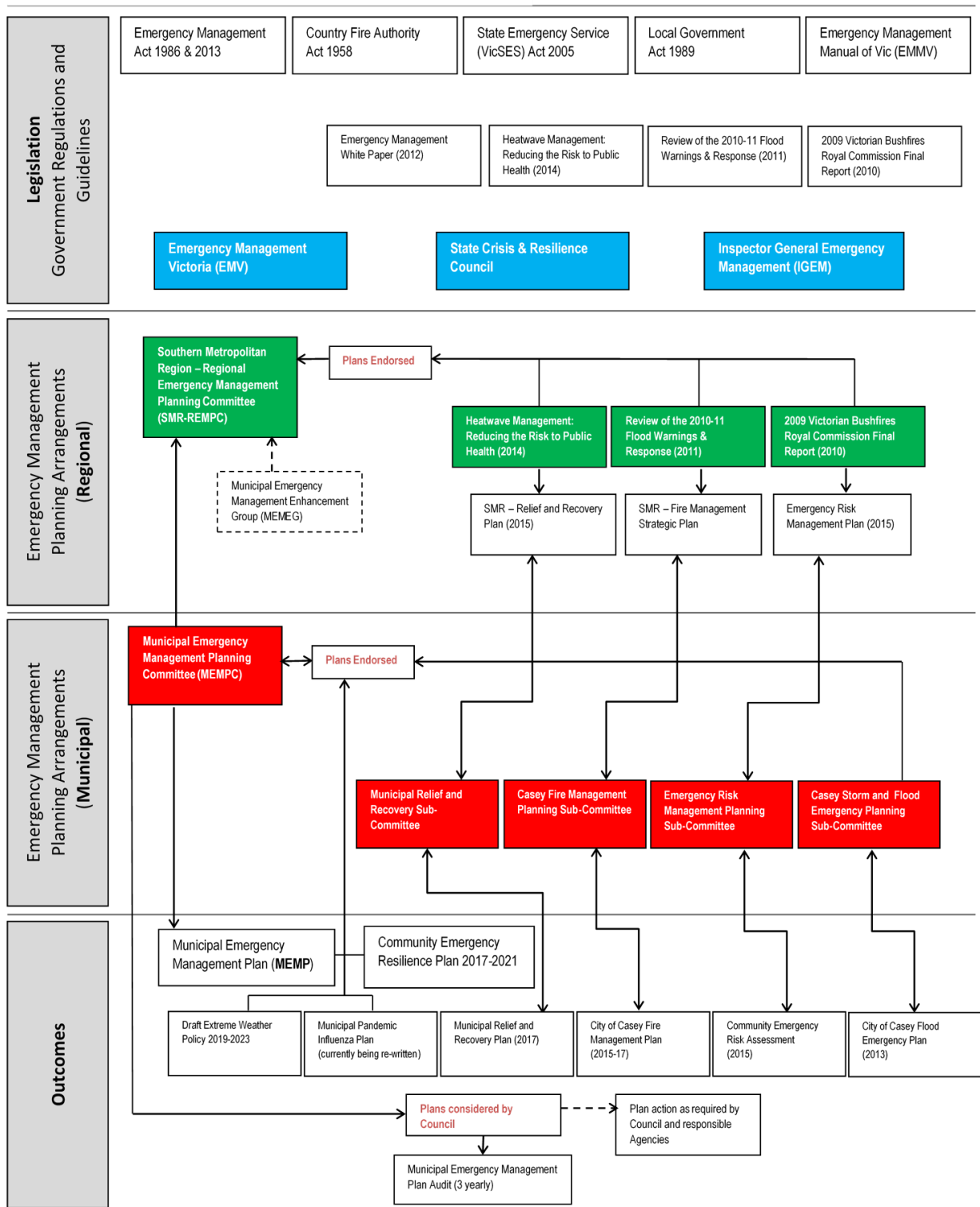
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1. City of Casey Emergency Management Organisation Structure

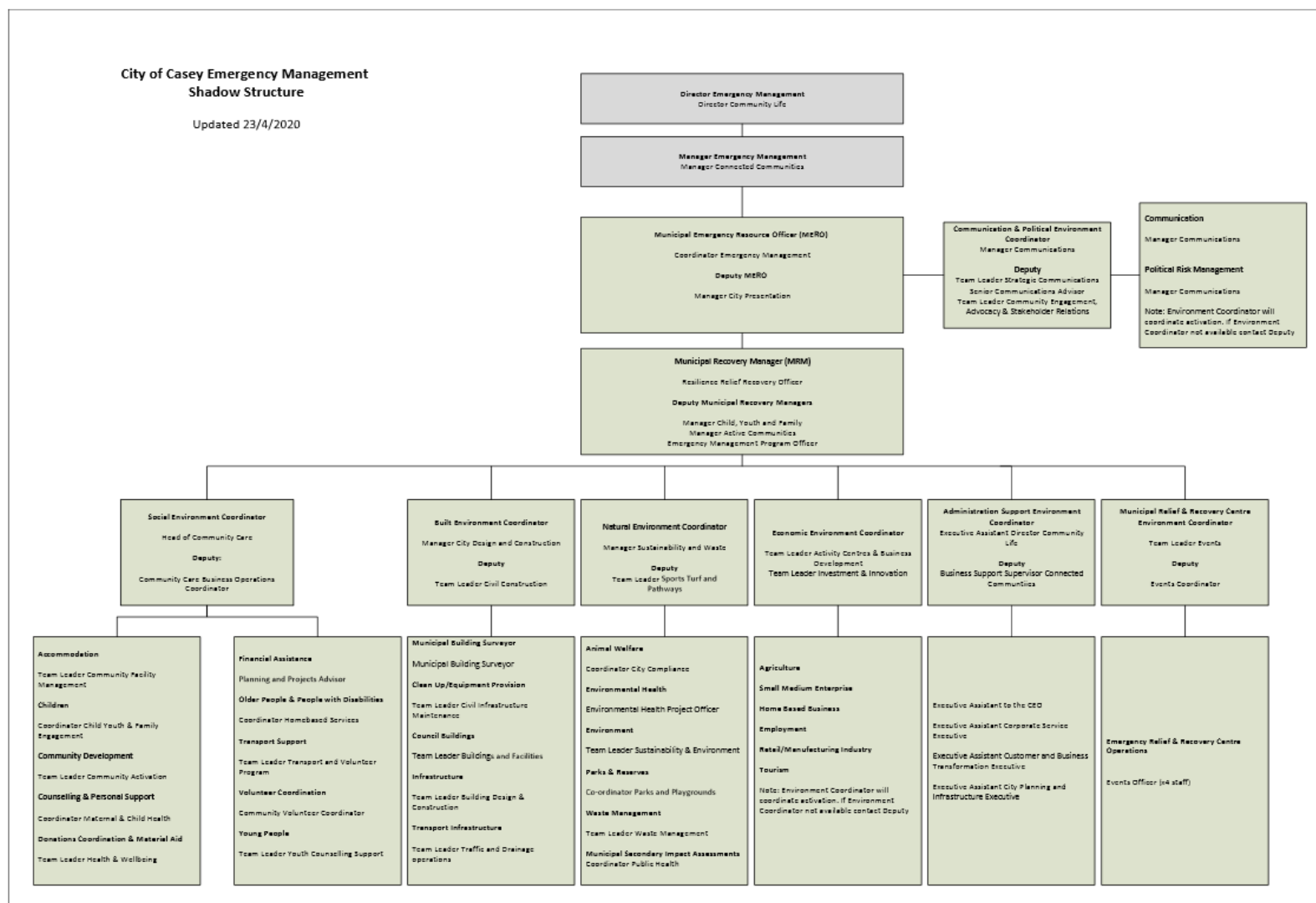


2. Emergency Management Planning Structure

EMERGENCY MANAGEMENT PLANNING STRUCTURE



3. Emergency Management Shadow Structure



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Appendix G – Relief and Recovery Matrix

Version: 5.1

Date updated: 11 August 2020

Responsible Department: Emergency Management Unit

Local/Municipal Level Relief Services Matrix	132
Local/Municipal Level Recovery Services Matrix	133

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	Relief Services							
	Coordination	Emergency Shelter	Food and Water	Reconnecting Family & Friends (Register, Find Reunite,)	Disbursement Material Aid (non-food items)	First Aid	Personal Support	Financial Assistance
Local/Municipal Level								
Ambulance Victoria						□		
Australian Red Cross				★			★	
Australian Veterinary Association								
Brotherhood St Laurence								
Casey North Information Support Service Inc.								
Centrelink								
City of Casey Council	□	□	■		■	■	■	■
Cranbourne Information Support Service								
Department of Education & Training (DET)								
Department of Environment Land, Water & Planning (DELWP)								
Department of Health & Human Services (DHHS)		☆						★
Department of Infrastructure and Regional Development								
Department of Jobs, Precincts & Regions (DJPR)								
Department of Transport (DOT)								
FoodBank Victoria			☆					
Lions District V3, Zone 12								
Melbourne Water								
Monash Health								
Parks Victoria								
RSPCA Australia								
Salvation Army (The)		☆	☆		★			
Victoria Police (VICPOL)				■				
Victoria State Emergency Service (VICSES)								
South East Water								
AusNet Services								
St John Ambulance (Vic) Inc.						☆		
St Vincent de Paul Society					☆			
Telstra								
Uniting								
Victorian Council of Churches Emergencies Ministry (VCC EM)							★	
Victorian Farmers Federation								
Volunteering Victoria								
WAYSS		☆						
Windermere								
Wireless Institute Civil Emergency Network (WICEN)								

	Legend																									
	<div>■ Coordinator</div> <div>□ Coordinator & Provider</div> <div>★ Primary Provider</div> <div>☆ Additional Provider</div>																									
Local/Municipal Level	Social Health and Community Recovery Environment															Built Recovery Environment	Natural Recovery Environment	Economic Recovery Environment								
	Accommodation	Aged and Disability Support	Animal Welfare	Food and Water	Children' s Services	Communication / Information Management	Community Development	Counselling & Personal Support & Outreach	Donations Coordination	Financial Assistance	Disbursement Material Aid (non-food items)	Recovery Centre Management	Volunteer Coordination	Youth Services	Transport Support	Clean Up / Equip. Provision	Infrastructure	Transport Infrastructure	Environment	Environmental Health	Waste Management	Home Based Business	Small Medium Enterprise	Employment	Retail / Manufacturing Industry	Tourism
Ambulance Victoria					☆																					
Australian Red Cross				★			★																			
Australian Veterinary Association			☆																							
Brotherhood St Laurence							☆	☆	☆	☆																
Casey North Information Support Service Inc.					☆		☆		☆																	
Centrelink							☆		★													☆	☆	☆		
City of Casey Council	■	□	□	■	★	□	□	■	☆	■	■	□	☆	□	□	□	□	■	□	□	□	■	■	■	■	■
Cranbourne Information Support Service					☆		☆		☆																	
Department of Education & Training (DET)				■																						
Department of Environment, Land, Water & Planning (DEWLP)			★													☆			★							
Department of Health and Human Services (DHHS)	☆	★			☆	☆	□		★		☆	■							☆							
Department of Infrastructure and Regional Development																	★									
Department of Jobs, Precincts & Regions (DJPR)			★																			□	□	□	□	□
Department of Transport (DoT)					☆												★									
FoodBank Victoria			☆																							
Lions District V3, Zone 12												☆			☆											
Melbourne Water															★					★						
Monash Health							☆																			
Parks Victoria																			★							
RSPCA Australia			☆																							
Salvation Army (The)			☆				☆	■	☆	★			☆													
Victoria Police (VICPOL)					☆																					
Victoria State Emergency Service (VICSES)					☆										★	★										
South East Water																	★		★	★						
AusNet Services																	★									
St John Ambulance (Vic) Inc.																										
St Vincent De Paul Society									☆	☆	☆															
Telstra					☆												★									
Uniting							☆																			
Victorian Council of Churches Emergencies Ministry (VCCEM)							★																			
Victorian Farmers Federation			☆																							
Volunteering Victoria												☆														
WAYSS	★				☆																					
Windermere							☆						★													
Wireless Institute Civil Emergency Network (WICEN)					☆																					