Municipal Emergency Management Plan

This page has been left blank

Foreword

Emergency management is an essential activity for our community. Many emergencies have significant social, economic and environmental consequences.

The City of Stonnington has undertaken a Community Emergency Risk Assessment (CERA) approach to identify sources of risk within the municipality, the likelihood of an emergency event occurring and the treatment options available to Council to deal with such an event. Preventing, responding to and recovering from emergency events are the reason for the development of the Municipal Emergency Management Plan (MEMP).

This plan provides the strategies for protecting the community, activities to be undertaken during an emergency to reduce personal injury and losses to life, property and the environment and measures to assist people to recover from emergencies and continue with their lives. The City of Stonnington recognises that these tasks require the combined expertise and resources of emergency services, government, private organisations and our community. The role of and responsibilities of each of these agencies is defined within this plan.

The City of Stonnington MEMP has been produced pursuant to Section 20(2) of the Emergency Management Act 1986 and is the result of the cooperative efforts of the emergency management planning committee and assistance from Victoria State Emergency Service Central Regional Headquarters, Victoria Police and the Department of Health and Human Services Regional Office and recognises the previous planning activities of the municipal area.

Sequence of Plan Sections

This MEMP addresses all identified and agreed aspects of the process of planning for, mitigating, responding to and recovering from emergencies that may impact on the City of Stonnington. The sections of the plan have been specifically sequenced to provide operational users with easy access to the information they are most likely to require in an emergency. Underpinning policy and administrative information is also detailed in the plan. Refer to the Table of Contents for more details.

Activation
This plan will be activated at the request of the MERC through a call to the MEMO.

This page has been left blank

TABLE OF CONTENTS

3. Technical Resources Sub Plan
4. Communications Sub Plan
5. Catering Sub Plan
6. Heatwave Sub Plan
7. Influenza Pandemic Sub Plan
8. Flood Emergency Sub Plan
9. Community Emergency Risk Assessment Workbook
10. Covid-19 Relief and Recovery Plan

APPENDICES

1. MAV Resource Sharing Protocol
2. Transition Agreement Response to Recovery
3. Emergency Relief Centre Checklists:
   a. ERC Manager Checklist
   b. Deputy ERC Manager Checklist
   c. MRM ERC Checklist
   d. Operations & Logistics Team Leader Checklist
   e. Deputy Operations & Logistics Team Leader Checklist
   f. Communications & Media Team Leader Checklist
   g. Administration Team Leader Checklist
   h. Support Officer Child Welfare Checklist
   i. Support Officer Supervisor Checklist
   j. Support Officer Checklist
4. Emergency Relief Centres and Map
5. Needs Identification / Referral Form

CONTACT DIRECTORY

SECTION 1 – MEMPC

SECTION 2 – AGENCIES

SECTION 3 – TECHNICAL RESOURCES

SECTION 4 – RELIEF AND RECOVERY

(Not for public circulation)

A2. Activation

A2.1 Context

The State's emergency management arrangements provide the mechanism for the build-up of appropriate resources to cope with emergencies throughout the State. It also provides requests for physical assistance from the Commonwealth when State resources have been exhausted.

Most incidents are of local concern and can be coordinated from local Municipal resources. However, when local resources are exhausted, the Emergency Management Act provides for further resources to be made available, firstly, from neighbouring Municipalities (on a Regional basis) and then, secondly, on a State wide basis.

Local Government is required by legislation to provide emergency response and to support communities to recovery following an emergency.

Response activities are defined as the process of controlling an emergency and of providing for the immediate relief needs of persons affected by an emergency.

Recovery activities are defined as those assisting persons and communities affected by emergencies to return to a proper and effective level of functioning.

A2.2 Activation

Response and recovery arrangements should be implemented at the earliest possible opportunity if the effects of emergencies are to be minimised. The MERC will contact the MEMO via Council's after hours call centre (through council's main line found in A1 Contact Directory). The MEMO will be responsible for notifying the MRM of the potential need for relief and recovery services. Together they will consider the relief and recovery needs of the emergency. In some instances the Regional Recovery Coordinator (DHHS) may inform the MRM of the need for recovery activities.

Although there are no formal phases for response to an emergency, the following groupings of activities may assist in preparing for and responding to an emergency and subsequently handing over to the MRM.

A2.2.1 Before

Upon receipt of warning or information that an emergency may occur or affect the City of Stonnington the MEMO will ensure that the organisation is ready to act and will brief the following groups or individuals about the potential emergency:
- Key municipal personnel;
- Members of the Municipal Emergency Management Group;
- Deputy MEMOs;
- MRM and/or Deputy MRMs;
- CoS Emergency Management Liaison Officer;
- Communications Officer;
- MERC (if not already aware); and
- Chief Executive Officer.

In addition, consideration should be given to:

- Testing of communications arrangements;
- Establishing the flow of information between Council and relevant control and support agencies;
- Deploying an Emergency Management Liaison Officer (EMLO) to attend an agencies Incident Control Centre (ICC) or if required, establishing a Municipal Operations Centre (MOC) or Municipal Emergency Coordination Centre (MECC) to coordinate Council resources and support;
- Preparing equipment and personnel for immediate action to appropriate sub-plans;
- Identifying assembly areas for marshalling of resources;
- Maintaining communication with the MRM in relation to implementation of any emergency relief or recovery services that may be required;
- Alerting cooperating outside agencies; and
- Issuing public warnings, as authorised by the Control Agency.

A2.2.2 During

This operational phase may involve control and support agencies. Some operations may necessitate immediately implementing these actions without any pre-warning. Activities that should be considered at this point are:

Primary Activities

- City of Stonnington (CoS) will deploy an EMLO to attend an agencies ICC and act as the liaison between Council and the ICC.
- If required, CoS will establish a Municipal Operations Centre (MOC) or Municipal Emergency Coordination Centre (MECC) to coordinate Council resources and support. Refer to C6 MOC Standard Operating Procedures and C3 MECC Operating Procedures.
- Identifying assembly areas for marshalling of resources.
- Identifying and establishing one or more Emergency Relief Centre(s) as required, including mobilising staff to manage the facility. Refer to Relief Centre Checklist (Appendix 3) and Emergency Relief Centres and Map (Appendix 4).
- Mobilising personnel/equipment as requested.
- Ensuring Volunteer Emergency Workers are registered.
- Ensuring full records are maintained of all communications, including deployments.
- Maintaining records of financial commitments made by Council in response to the emergency, or on behalf of requesting agencies in relation to the emergency.
- Producing sitreps on regular basis for relevant authorities and bodies.
- Deploying additional resources as required through
    - Adjoining municipality MEMOs
    - External support agencies
    - Regional assistance via MERC.

Support Activities

To support response personnel whether Council, other agencies or volunteers, it may be necessary to provide:

- Food and water
- Toilets, wash facilities
- Rest areas, seats, beds etc.
- Transport to and from incident.

A2.2.3 Transition from Response-to Recovery

Transition from response to recovery will involve the control agency, MERC, MEMO and MRM. Consultation will be undertaken to reach agreement on the timing and process. Key considerations in reaching an agreement on the timing of the transition include:

- The nature of the hazard or threat and its potential to continue or re-occur.

- The extent of impact on communities, which may determine if a prolonged transition is required where some areas or affected groups are handed over before others.

- The extent of loss or damage and the extent of emergency relief.

- The anticipated demand on resources during recovery.

Refer to Transition Agreement Response to Recovery (Appendix 2). The purpose of this template is to assist emergency management agencies involved in coordination of response, relief and recovery arrangements achieve a seamless transition from response to recovery phases of emergency event coordination.

Goods and Facilities

In some circumstances, it may be appropriate for certain facilities and goods obtained during emergency response to be utilised in recovery activities. In these situations there would be an actual hand over to the MRM of such facilities and goods. This will only occur after agreement has been reached between response and recovery managers. Refer to Transition Agreement (Appendix 2).

A2.2.4 Stand Down

When the control agency and emergency response coordinator are satisfied that the response to the emergency has been completed, a number of actions are required to complete the emergency response activities.

Actions may include:

- Recalling personnel and equipment

- Informing the public, if appropriate

- Conducting de-briefings

- Initiating procedures for payment/compensation including seeking reimbursement for authorised expenditure either from requesting agencies or the State Government depending on circumstances and eligibility.

- Preparing reports.

A2.2.5 After

A debrief should take place as soon as practicable after an emergency. The Municipal or Regional Emergency Response Coordinator is responsible for ensuring the control agency for the emergency organises an operational debrief with participating agencies as soon as practicable after cessation of response activities.

All agencies, including recovery agencies, who participated in those activities, should be represented with a view to assessing the adequacy of the response and to recommend any changes to the relevant agencies plan(s) and future operational response activities. Such meetings should be chaired by the Chairperson of the MEMPC.

The purpose of the debriefing is to:

- Ensure participating agencies understand what happened during the emergency.

- Identify problems and highlight areas that were handled well, in order to improve efficiency, effectiveness and safety of future emergencies.

It may also be appropriate to conduct a separate recovery debrief to address recovery issues. This should be convened and chaired by the MRM and all agencies and volunteers engaged in the recovery process.

A3. Response

A3.1   Context

Emergency Response is the action taken immediately before, during and in the first period after an emergency to reduce the effect and consequences of emergencies on people, their livelihoods and wellbeing, property and the environment and to meet basic human needs.

Emergency relief and recovery activities should be integrated with emergency response activities and commence as soon as the effect and consequences of the emergency are anticipated.

The definition of 'emergency' encompasses a broad range of events from the very smallest to the most major. A major emergency is a large or complex emergency that has the potential to cause or is causing loss of life and extensive damage to property, infrastructure or the environment, or that has the potential to have or is having significant adverse consequences for the Victorian community or a part of the community or that relies on a multi-agency response.

Response management brings together the resources of many agencies and individuals who can take appropriate and timely action.   Response management is based on the functions of coordination, control, command, consequence management and communication. .

A3.2   Functions

It is important to distinguish between the functions and responsibilities, in general, of Control, Command and Coordination terminology and Emergency Response Coordination Roles, as outlined in the tables below.

In recent years, the traditional emergency and incident management mechanisms of Command, Control and Coordination have been supplemented by the addition of Consequences, Communication and Community Connection. The combination of the 'six Cs' is an inclusive and community focused approach led by Emergency Management Victoria with the aim of building safer and more resilient communities.

Six C's of Emergency Management	Description
Control	The overall direction of response activities in an emergency, operating horizontally across agencies. *Control of an emergency situation will at all times remain the responsibility of the designated agency or authority for that type of emergency. The control agency is required to appoint an Incident Controller, who will control operations.* (A list of the control agencies can be found in Part 7 of EMMV.)
Command	Command involves the direction of personnel and resources of an agency (e.g. Council) in the performance of that organisation's role and tasks and operates vertically within it.
Coordination	Coordination is the bringing together of agencies and resources to support the response to and recovery from emergencies.
Consequences	The management of the effect of emergencies on individuals, the community, infrastructure and the environment.
Communication	The engagement and provision of information across agencies and proactively with the community to prepare for, respond to and recover from emergencies.

| Community Connection | The understanding of and connecting with trusted networks, trusted leaders and all communities to support resilience and decision making. |

The diagram below depicts the relationship between the control, command and coordination functions during an emergency at the incident tier. (Source. EMMV Part 3)
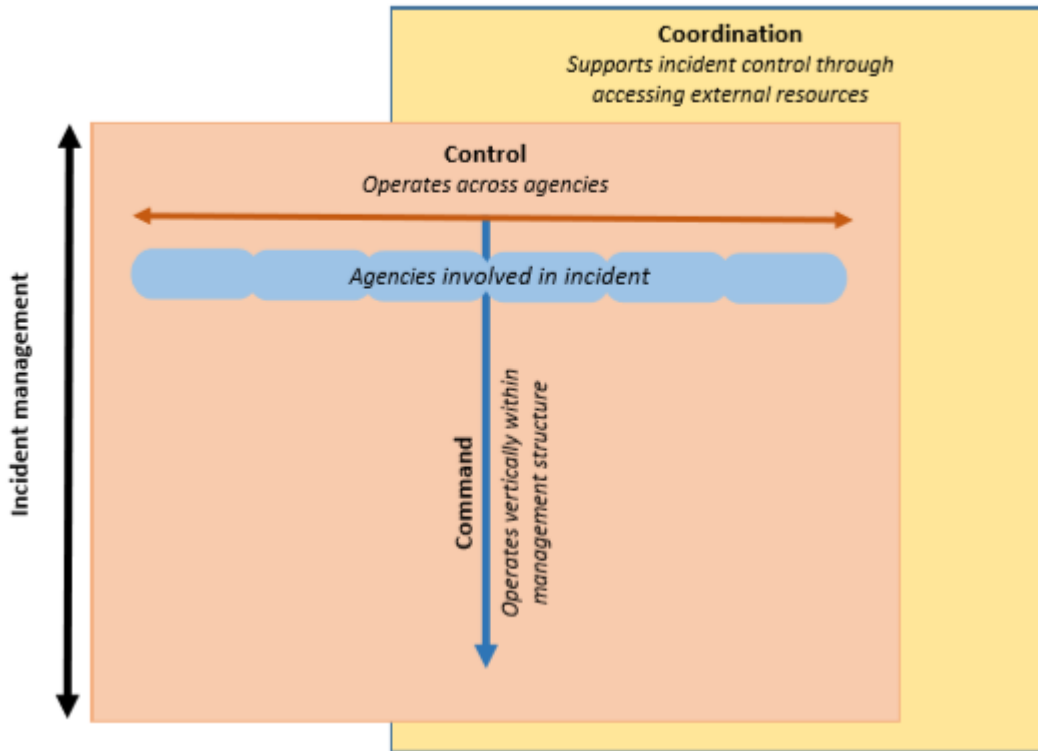
A3.2.1 Coordination

Response Coordination
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; and
- 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 from emergencies.

A3.2.2 Control
Controllers are responsible for leading all agencies responding to the emergency. Specific arrangements apply to the appointment of controllers in Class 1 and Class 2 emergencies and for fires other than for a major fire.

The line of control refers to the line of supervision for those appointed to perform the control function. Controllers escalate or provide direction through the line of control.

A3.2.3 Command

Each agency has a chain of command which is the agencies organisational hierarchy that identifies the link between each individual and their supervisor. Commanders escalate agency issues and provide direction on agency issues through the chain of command.

A3.2.4 Consequence management

Consequence management involves the coordination of activities of agencies with a role in delivering services to the community, with the aim of minimising the adverse consequences of emergencies on the community.

During a major emergency all agencies may need to activate their business continuity arrangements 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.

A3.2.5 Communications

Communications relates to communicating to the public, reporting to government and communicating with stakeholder agencies.

A3.3   Response Arrangements

A3.3.1 Roles

The roles of the key emergency management personnel listed below are defined in Part B2 of this plan:
- Municipal Emergency Response Coordinator (MERC)
- Municipal Emergency Management Officer (MEMO)
- Municipal Recovery Manager (MRM)
- Municipal Fire Prevention Officer (MFPO)
- MEMPC Executive Officer
- Incident Emergency Response Coordinator (IERC)
- Regional Emergency Response Coordinator (RERC)
- Regional Recovery Coordinator
- Municipal Communications Manager (MCM)
- Municipal Public Health Officer (MPHO)
- Municipal Medical Health Officer
- Emergency Relief Centre Manager
- Animal Welfare Officer

A3.3.2 Evacuation

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

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

Evacuations may be pre-warned or immediate depending on the circumstances.

The decision to recommend evacuation is made by the Incident Controller. Victoria Police is responsible for the coordination of evacuation in consultation with the Control Agency. Consideration must be given to the area which is to be evacuated, the route to be followed, the means of transport and the location to which evacuees will be asked to attend.

The Incident Controller/Control Agency delivers the warning or recommendation to those affected of impending evacuation.

The Victoria Police Evacuation Manager is responsible for managing the withdrawal from the affected area and for coordinating shelter of evacuated people. Depending on the circumstances evacuated people may be directed to an emergency relief centre.

Council is responsible for:
- Coordinating the provision of council resources, as required
- Establishing and managing relief centres, if required
- Assisting Victoria Police with management of traffic flow including provision of information regarding road availability, capacity and safety
- Assisting VicRoads to maintain a list of road closures (public information).

The Victoria Police Evacuation Manager is responsible for coordinating the return of evacuated people upon advice of the Control Agency that it is safe to return.

Once the decision to evacuate has been made, the City of Stonnington MEMO should be contacted to assist in the implementation of the evacuation. The City of Stonnington will provide advice regarding the most suitable Emergency Relief Centre, potentially staging areas or assembly points and other resources that may be required (e.g. public health, emergency relief considerations or requirements and special needs groups). Refer to Appendix 4 for Council Emergency Relief Centre locations.

Assistance in an evacuation may also need to be provided by private transport operators. Council may be called upon to assist with this.

Evacuation plans for specialised services in the municipality such as hospitals, schools, rooming houses, high rise sites and shopping centres are the responsibility of the site managers. Due to the large number of these facilities within Stonnington the plans are not held by Council. Council does hold a Vulnerable Facilities list that includes aged care facilities, schools, kindergardens, childcare centres, rooming houses, hospitals and disability support services. This can be found in Councils MEMO folder.-

A3.4   Municipal Emergency Coordination Centre (MECC)

The MECC is a facility that may operate at municipal level to coordinate support to an emergency operation. The Municipal Emergency Coordination Centre (MECC) is no longer a compulsory requirement as the majority of control occurs from Agency Incident Control Centres (ICC). As such the City of Stonnington will deploy an Emergency Management Liaison Officer (CoS EMLO) to attend the ICC and act as the liaison between the Council and the ICC.

The role of the CoS EMLO is to facilitate requests made to Council from the Incident Controller and Incident Management Team and act as a conduit for information exchange between the ICC and the MEMO.

The CoS EMLO will report to the MEMO. The MEMO will be responsible for coordinating the relevant Council resources as the incident dictates and reporting incident details across the relevant departments of Council.

The City of Stonnington will operate a Municipal Emergency Control Centre (MECC) for large scale emergencies that involve a broad cross section of Stonnington Council. A Municipal Operations Centre (MOC) will stand up for smaller responses to emergencies and be primarily managed by the City Operations department.

A3.5   Municipal Operations Centre (MOC)

The Municipal Operations Centre is located at the Stonnington Depot, Tooronga. It will be stood up at the request of the MEMO for small scale events and emergencies.

A3.6   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 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.

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

A3.6.1 Operational Tiers

Emergency response operations is managed through the following operational tiers:

- State
- Regional
- Incident

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 at the state, regional and incident tiers to ensure a collaborative and coordinated whole of government approach to the management of emergencies at each tier.

Structure
The diagram below shows the teams at each tier.

		Primary function supported by the team		
		Response coordination		Relief and recovery coordination
	Control	Communications	Consequence management	
State tier	State Coordination Team			
	State Control Team	Emergency Management Joint Public Information Committee	State Emergency Management Team	State Relief and Recovery Team
Regional tier	Regional Control Team	Regional Emergency Management Team		Regional Recovery Planning Committee or equivalent*
Incident tier	Incident Management Team (major emergencies	Incident Emergency Management Team (major emergencies)		Municipal Recovery Planning Committee or equivalent*
	Incident Emergency Management Team (non-major emergencies)			

* established as required

A3.7   Resources

A3.7.1 Management of Resources

Resources owned or directly controlled by Council will be used to supplement those of the control and support agencies.   As the needs and effects of the emergency escalate, or outstrip the resources available locally resources may be requested from the region, state, interstate, Commonwealth or internationally.

The MEMO is responsible for activating Council resources.   Should any agency require Council owned or controlled resources, they will request these resources through the MEMO. The MEMO will then action these requests (where possible) through the MOC or MECC

The Technical Resources Sub Plan identifies the transport and engineering resources in the municipality including technical advice and deployment of resources. Refer to the Technical Resources Sub Plan in Part C5 – Special Plans and Arrangements, and Part A1 Contact Directory.

Requesting Procedure

All requests for transport and engineering resources should be directed to the Municipal Emergency Response Coordinator, who will request them through the MEMO.

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

Supplementary resources will be requested via the MERC where the resource cannot be obtained locally. Responsibility for the management of resources shall rest with the MEMO.

All such requests should be logged in Trello/Crisis Works, regardless of whether the MOC or MECC has been opened or not.

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

A3.7.2 Financial Considerations

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

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

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

The City of Stonnington is accountable for any monies donated to an emergency event where Council has established the appeal and will implement systems to receive and account for all such donations. Other appeals may be commenced and managed at a State or Commonwealth level.

A3.7.3 Compensation of Volunteers

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

A3.7.4 Cross Boundary Events

Emergency events may cross municipal boundaries, requiring response and recovery activities from two or more local governments. Where this becomes necessary in response the Regional Emergency Response

Coordinator (RERC) will ensure that there is a coordinated response to the emergency. This may involve the provision of resources. All such requests should channelled through the RERC.

A3.7.5 Resource Sharing Protocols

Most incidents are of local concern and can be coordinated using municipal resources. However, when these resources are exhausted, the Emergency Management Act 1986 provides for further resources to be made available, firstly, from neighbouring Municipalities (on a Regional basis) and then, secondly, on a State wide basis. As with cross boundary events, all such requests should channelled through the RERC.

The City of Stonnington is a signatory to the Municipal Association of Victoria (MAV) Protocol for Inter-Council Emergency Management Resource Sharing. (Appendix 1)

A3.8   Transition from Response to Recovery

A3.8.1 Response to Recovery transition

Relief and recovery activities should be integrated with response activities.

The process of transition from response to recovery is an on-going one and commences from the time of impact of the emergency. However, an agreement for transition from emergency response coordination to emergency recovery coordination is required to achieve a seamless transition of information, management, resources and coordination activities. For this to occur, the control agency (Incident Controller), MERC, MEMO and MRM should consult to reach agreement on the timing and process of transition to recovery coordination.

Considerations regarding the timing of transition include the extent to which:
• Any emergency risks remain
• The powers available to response agency personnel are still required
• The effect and consequences of the emergency are known
• The affected community continues to require relief services
• The recovery resources have assembled and are ready to manage their responsibilities.

In determining the timing and process of transition from response to recovery consideration should be given to:
• Notification of all organisations, stakeholders and the community;
• Media coordination;
• Management of community information sessions;
• Verification and validation of information;
• Operation of the Municipal Operations Centre (MOC) or Municipal Emergency Control Centre (MECC) if required; and
• A schedule for transition to ensure a staged and seamless approach.

To assist in the transition process a copy of 'An agreement for transition of coordination from response to recovery' is included as Appendix 2. This document includes a schedule for transition arrangements, which may provide some guidance to prioritisation of tasks. The agreement can also be found at:

EM COP > DESKTOP > SECTIONS > State Relief & Recovery > Documents >Templates > DOC Transition | Response to Recovery (Template)

Payment for goods and services used in the Recovery process is the responsibility of the MRM, in consultation with the MEMO, through the MEMP arrangements.

A4. Relief and Recovery

A4.1   Introduction

These municipal relief and recovery arrangements are aligned with and operate in conjunction with the Southern Metropolitan Regional Emergency Relief and Recovery Plan and the Emergency Management Manual Victoria, Part 4 - State Emergency Relief and Recovery Plan.

The principles for the coordination and delivery of relief in Victoria are:
- Emergency-affected communities receive essential support to meet their **basic** and **immediate** needs
- Relief assistance is delivered in a **timely** manner, in response to emergencies
- Relief promotes **community safety**, and minimises further physical and psychological harm
- Relief and response agencies **communicate** clear, relevant, timely and tailored information and advice to communities about relief services, through multiple appropriate channels
- Relief services recognise **community diversity**
- Relief is **adaptive**, based on continuing assessment of needs
- Relief supports community responsibility and **resilience**
- Relief is **well coordinated**, with clearly defined roles and responsibilities
- Relief services are **integrated** into emergency management arrangements.

The nationally recognised disaster recovery principles that are fundamental for successful recovery involve:
- Understanding the context
- Recognising complexity
- Using community-led approaches
- Coordinating all activities
- Communicating effectively
- Recognising and building capacity.

Emergencies of various scales frequently occur in Victoria. An 'all communities, all emergencies' approach underpins emergency management. All agencies have an obligation to contribute to improving the preparedness, capability and resilience of communities to prepare for, respond to and recover from emergencies. To achieve this relief and recovery planning occurs before, during and after emergencies.

Emergency relief and recovery activities commence as soon as the effect and consequences of the emergency are anticipated. Once the emergency response activity has ceased, the management of the emergency will fully transition from response to recovery.

Timely and accurate information about the needs of affected individuals, families and communities is necessary to make appropriate decisions about relief and recovery activities. This is supported by:

Initial impact assessment (24-48 hours after access to the area) undertaken by response agencies to inform relief activities.

Secondary impact assessment (within four weeks) a subsequent, more holistic assessment of the impact of the event on the community, taking into consideration the built and natural environments, social and economic impacts and resulting community needs.

Post-emergency needs assessment (can take up to 12 months or more depending on the scale of the event). Agencies responsible for recovery at each tier are also responsible for coordinating the assessment which estimates the longer term psychosocial impacts on the community, displacement of people, the cost of destroyed assets, and the impact that the destruction of assets and business disruption has on how members of the community live and connect with one another. This 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.

Council is required to share any information that is gathered. Refer to C4 Impact Assessment for more information on impact assessment process.

Relief and recovery is a shared responsibility. All sectors must work together to support the personal, family and community structures and networks disrupted by a major emergency. This includes individuals, Council, Victorian government, business and non-government organisations.

A4.2   Relief

A4.2.1 Context

The lead agency for the coordination of emergency relief is Emergency Management Victoria at the state level. DHHS is responsible for coordinating relief and recovery at the regional level, supported by the Red Cross. At the local level, Council has responsibility for coordinating emergency relief for affected individuals and communities. Incident controllers are primarily responsible for the activation of relief services. This section outlines the nature of emergency relief and the support networks to provide that relief. Emergency relief is functionally coordinated as part of emergency recovery.

A4.2.2   Emergency Relief

Emergency relief is the provision of assistance to meet the essential needs of individuals, families and communities during and in the immediate aftermath of an emergency. Council has the initial relief coordination role, assisted by other agencies. The City of Stonnington will usually be involved in the provision of emergency relief to members of the Stonnington community and will work with local partners to determine local arrangements to manage relief and recovery activities. However, it should be noted that requests may also be received via the regional level for assistance to communities outside Stonnington who are displaced beyond their regional boundaries.

City of Stonnington has processes in place should an Emergency Relief Centre need to be established to provide life support and essential needs to persons affected by any emergency. Refer to A5 Emergency Relief Centres.

Council procedures and relief centre floor plans are available from the MRM. These are located on the Council IT network in the 'MERO' folder. This folder appears on different drives within the IT system depending on the location at which the user logs in. All MEMOs and MRMs have access to this information.

A4.2.2.1   Relief Principles

The principles for the coordination and delivery of relief are:
- Support that meets the basic and immediate needs of the affected community
- Timely assistance
- Promotion of community safety to minimise further physical or psychological harm
- Communication of clear, relevant and tailored information about relief services
- Recognition of community diversity
- Adaptive to the changing needs
- Supports community resilience
- Well coordinated with clearly defined roles
- Integrated into emergency management arrangements

A4.2.2.2   Role

To establish a system for the provision of any or all of the functional services under Emergency Relief.

A4.2.2.3   Emergency Relief Management

Incident Controllers are primarily responsible for determining the need to activate emergency relief services. Based on the Incident Controllers determination the MERC (Victoria Police) the MEMO and MRM have authority to activate the provision of emergency relief services.

If emergency relief is requested by a relief or response agency for its own personnel, that agency will be responsible for the costs incurred. When a response agency requests emergency relief on behalf of a number of response agencies, the requesting agency will be responsible for costs incurred.

A4.2.2.4   Spontaneous Volunteer Management

It is Council's policy not to accept any spontaneous volunteers. Any volunteers required will be obtained through recognised community organisations. Individuals wishing to volunteer will be thanked and directed to register with Volunteering Victoria (www.volunteeringvictoria.org.au) or Volunteering Australia (www.volunteeringaustralia.org) to ensure that their skills are matched to the volunteer requirements.

A4.2.2.5   Non Major Emergency (Single incidents)

Non Major emergencies or small scale, single incidents such as a residential house fire, storm or flood may render a property uninhabitable, temporarily displacing the residents (individuals, couples, families or group households).

In these events, the MRM will coordinate emergency relief for the affected persons which may include temporary accommodation; food; material aid (replacement of clothing and essential items); and psychological first aid in partnership with the Australian Red Cross (ARC). Referral will also be made to the Department of Health and Human Services (DHHS) for an assessment of eligibility under the Personal Hardship Assistance Program and to local emergency relief and community agencies (A4.2.3.12) to support recovery.

A4.2.3   Functional Services

A4.2.3.1   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.

Individuals are encouraged to make their own accommodation arrangements with friends and family. If needed, emergency relief can be co-ordinated and provided by the City of Stonnington in a variety of locations including at or near the site of an emergency or in an established relief centre. This will usually be provided from one of the nominated Emergency Relief Centres. Refer to Part A5 of this plan for more information.

Council may request DHHS to assist with emergency shelter and accommodation when local resources are exhausted.

A4.2.3.2   Food and water

People and communities must have access to food and water to support their immediate and basic needs. Food and water can be provided in a variety of settings including relief centres or via the distribution of relief packs to those sheltering in place.

At regional and state levels, the Red Cross is responsible for the coordination of food and water to those affected by the emergency event; and provides support at the local level, when requested. They are supported by agencies such as Foodbank Victoria, the Salvation Army and Council's Meals on Wheels provider. Contact details are listed in Contact Directory of this plan.

Where the nominated catering organisation cannot be contacted, the Red Cross Operations Coordinator will be activated, via the Red Cross State Duty Officer.

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

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

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

A4.2.3.3 Reconnecting families and friends

The reconnection of families and friends and their communities is primarily facilitated through a service called *Register.Find.Reunite.* Victoria Police is responsible for the control and coordination of the service and the Red Cross for its management and operation.

Registration ensures the identification, safety and welfare of people; reconnects people with family, friends and community networks; and facilitates identification replacement and access to welfare and support services.

Register.Find.Reunite provides relatives and friends with basic details of the whereabouts and safety of people they know who may be visiting, living or working in an emergency affected area.

The system operates with trained Red Cross volunteers taking 'registrations' in the field, over the phone or online from emergency affected people. Victoria Police may initiate and coordinate the registration response until the Red Cross arrive. The Red Cross has the capacity to activate a State Inquiry Centre (SIC) during large emergency events.

Contact details are listed in Part A1 - Contact Directory.

A4.2.3.4 Disbursement of material aid (non-food Items)

Individuals, families and communities affected by emergencies could require essential material aid (non-food items) such as clothing, bedding and personal necessities, to help ensure their personal comfort, dignity, health and wellbeing.

The Salvation Army will coordinate the provision of non-food items (supported by agencies including St Vincent de Paul and Foodbank Victoria).

Contact details are listed in Part A1 - Contact Directory.

Members of the community or organisations may wish to contribute non-food items for recovery within the community. The MRM in conjunction with the Recovery Committee will give direction as to the type and nature of any non-food items to be accepted based on an assessment of need. This will be communicated through all avenues, including website and customer service. Collection of items and storage and distribution will all be issues to be addressed.

A4.2.3.5 Emergency financial assistance

Emergency financial assistance is intended to help eligible individuals meet their basic needs in a dignified manner. DHHS is responsible for administering emergency relief payments from the Personal Hardship Assistance Program.

At its discretion, the Australian Government Department of Human Services (DHS) can determine to make other forms of financial assistance available.

A4.2.3.6 Animal welfare

Companion animals impacted by emergencies could need access to food, water, shelter and freedom from pain, injury, obvious discomfort or distress.

Council is responsible for the housing of displaced animals and lost/stray animals.

The requirement for animal welfare during emergency relief in Stonnington is not expected to be excessive or involve large livestock animals. However an Emergency Animal Welfare Plan has been developed to support the MEMP. Refer to Part C5.1.9 for more information.

A4.2.3.7   Drinking water for households

Where local resources are unable to meet the demand, the Department of Environment, Land, Water and Planning (DELWP) will coordinate emergency drinking water supplies and sewerage services to affected areas (following public health advice from DHHS).

A4.2.3.8   Food and grocery supply logistics continuity

The Department of Jobs, Precincts and Regions (DJPR) will support food and grocery supply logistics continuity planning and operations with the major food distribution operators.

A4.2.3.9   Health care, medical assistance and first aid

The State Health Emergency Response Plan (SHERP) describes the command, control and coordination arrangements, roles and responsibilities for an integrated health emergency response.

Ambulance Victoria, as Health Commander, is responsible for pre-hospital assistance.

DHHS, as Health Coordinator, has responsibility for coordination across the broader health system and control of public health emergencies.

Contact details are listed in Contact Directory of this plan. Ambulance Victoria is the primary contact for first aid services.

A4.2.3.10   Community information

Control agencies are responsible for providing information to assist communities to make informed decisions about their safety. This may be via VicEmergency, public meetings, newsletters, advertising and media releases.

Council is responsible for the coordination and provision of local public information to affected individuals in relief and recovery.

Information released by the City of Stonnington will be prepared by the Municipal Communications Officer and approved by the MEMO or MRM (General information regarding Councils participation in the emergency) or Chief Executive / Senior Management (Policy / Financial / Political matters) in consultation with the Control Agency, when necessary. Consideration will be given to the information needs of community sectors with additional needs. Communications are detailed in Part A6 Public Communication.

A4.2.3.11   Psychosocial Support

This support could range from personal support, community information and counselling, to specialised mental health services. DHHS is responsible for coordinating psychosocial support.

Council will coordinate the provision of psychosocial support (including psychological first aid and emotional/spiritual care, at municipal level supported by the Red Cross and Victorian Council of Churches – Emergency Ministry (VCC-EM). It is delivered through relief and recovery centres and through community outreach programs.

Where Council cannot meet demand, request for support will be escalated to DHHS.

Local support can also be obtained from organisations listed in the 'Recovery Agencies' section of Part A1 -Contact Directory.

To assist in identifying the needs of emergency affected people a Personal Information Form has been developed by DHHS and Red Cross. Pads of this form are kept in the Emergency Relief Centre kit and will be made available once an Emergency Relief Centre is activated. It is expected that Council staff will assist affected people in completing the form.

Sample Personal Information Form:

A4.2.3.12 Relief Agencies and Community Organisation Roles

In addition to agencies and organisations with a designated emergency relief functional role, a number of community organisations that operate within the City of Stonnington have agreed to provide Council with goods, services and access to facilities in an emergency. These are summarised below. Requests for assistance and access to these resources will be coordinated by the MEMO and/or MRM. Contact details are listed in Section 2 of Part A1:

Organisation	Functional support
Emergency Management Victoria (EMV)	• Relief and Recovery at a State Level
Department of Health and Human Services (South Division)	• Relief and Recovery coordination at Regional Level • Principal recovery planning and management at a regional level • Providing information about emergency financial assistance to the community • Administering relief payments from the Personal Hardship Assistance Program
Victoria Police	• Community safety

Organisation	Functional support
Australian Red Cross	• Food and water for affected communities • Register-Find-Reunite • Psychological First Aid (PFA)
Salvation Army	• Non-food items • Limited financial assistance and material relief
Uniting Prahran	• Food parcels / vouchers • Meals (Hartley's – lunch Monday – Friday) • Personal care items • Pharmacy assistance • Travel assistance (Myki)
Prahran Citizen's Advice Bureau	• Food parcels / vouchers • Information and referral • Assistance with utility and phone bills • Legal assistance
Bolton Clarke (formerly Royal District Nursing Service)	• 24hrs service that could assist with nursing needs.
MECWA	• Nursing Staff, • Personal Care Workers, • Welfare Counselling support service • Volunteer teams.
StarHealth	• Health care services (GP, dental, post-acute, physiotherapy, counselling and mental health) • Pharmacy assistance • Assertive outreach
Launch Housing	• Housing support services including: • Assessment and Intake • Assertive Outreach • Emergency accommodation • Referral
MiCare	• Support services for people from cultural backgrounds including: • Referral and liaison • Social support • Housing Support for over 50s
Australian Jewish Psychologists	• Counselling
Lifeline	• Telephone counselling support
Victorian Council of Churches Emergencies Ministry (VCC EM)	• Coordinated outreach support including: • Personal Support • Psychological First Aid • Emotional Spiritual Care
Catholic Care	• Counselling support services
Jewish Community Crisis Management	• Coordination of support within and to the Jewish community • Liaison between Council and community leadership • Jewish Community Safety and Security
Malvern Emergency Food Program	• Food parcels
St John Ambulance	• Assistance with transport

A4.2.3.13   Deactivation of relief assistance

The deactivation of relief services will be determined in consultation with the Incident Controller, MERC, MEMO and MRM based on levels of demand/need in the local community.

A4.2.4   Escalation

Relief and recovery coordination commences at the local level. As required, it can escalate from the local to regional or state level:

- When requested, because capacity is exceeded; or
- Where an emergency has affected multiple municipalities in one region, or multiple regions in the State; or
- Where an emergency has a significant community wide-impact, in which case the Victorian government may establish an event specific relief or recovery coordination structure to oversee a whole of sector response.

Escalation builds on existing local arrangements rather than replacing them. If assistance is required because capacity is exceeded, responsibility is retained by aided by additional support.

To escalate to the regional level, contact the DHHS Regional Duty Officer in the first instance, contact details can be obtained in the A1 Contact Directory.

A4.3 Recovery

A4.3.1   Context

The Emergency Management Act 2013 defines 'Recovery' as assisting persons and communities affected by emergencies to achieve an effective level of functioning. Both relief and recovery begin when an emergency occurs and many response, relief and recovery activities are undertaken concurrently. Typically, relief is provided during and in the immediate aftermath of an emergency. Recovery is generally a longer-term process for affected individuals and communities.

Recovery planning must ensure there is a clear understanding of the community context, and is based on continuing assessment of impacts and needs.

A4.3.2 Recovery Principles

The following are nationally recognised disaster recovery principles:
- Understanding the context
- Recognising complexity
- Using community-led approaches
- Coordinating all activities
- Communicating effectively
- Recognising and building capacity

Recovery from emergencies is a developmental process of assisting individuals, families, neighbourhoods and communities, affected by emergencies, to achieve an effective level of functioning. This phase commences as soon as practicable after the impact of an emergency and continues beyond when relief ceases. It is during this phase that the community tends to turn to local government following a disaster for direction, information and assistance.

Incident-specific recovery assistance is time limited. Council will engage with the community and provide support for community led recovery. Over time community recovery programs will transition into mainstream services, shifting the focus from recovery to community development.

Recovery functions will be coordinated by the City of Stonnington and key agencies as described in section A4.3.7 to support community recovery.

A4.3.3 Recovery Environments

There are four recovery environments - Social, Built, Economic and Natural – which provide a framework for planning, reporting, monitoring and evaluating recovery.

Social Environment

The Social environment considers the impact an event may have on the health and wellbeing of individuals, families and communities. It is primarily concerned with safety, security and shelter, health and psychological wellbeing.

Council is responsible for managing and delivering recovery services for affected individuals and the community. Council will consider appropriate support strategies, including how individuals will access information, the coordination of services and case support. Council has identified the Manager Community Services and the Assessment Services Coordinator as the fulfilling the role of Social Environment Coordinator. Council may request assistance from the Regional Recovery Coordinator where capacity is exceeded.

Built Environment

The Built environment considers the impacts that an event may have on essential physical infrastructure including essential services, commercial and industrial facilities, public buildings and assets and housing. The Manager Infrastructure and Landscape Projects will fulfil the role of Built Environment Coordinator, supported by other relevant staff, as identified.

Initial assessment of impacts on essential infrastructure and services will be undertaken at a local level by Council as soon as practicable.

Economic Recovery Environment

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

Council is responsible for the local management and delivery of economic recovery activities. This function will be supported by the Manager of Economic Development and Visitor Economy. Where capacity is exceeded or the emergency affects multiple municipalities DJRP will lead and coordinate State Government assistance to Council at a regional and State level.

Natural Environment

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

Council's Manager Open Space and Environment will coordinate recovery of the natural environment. Where capacity is exceeded at the local level DELWP and EPA will be requested to provide advice and information services to Council.

A4.3.4 Functional areas and activities

Functional areas describe a community need and bring together a number of related recovery activities. There are fourteen functional areas across the four environments, as shown in the table below.

Social	Economic	Built	Natural
The social environment considers the impact an event may have on the health and wellbeing of individuals, families and communities. Tis environment is primarily concerned with safety, security and shelter, health and psychosocial wellbeing.	The economic environment considers the direct and indirect impacts that an event may have on business, primary producers and the broader economy.	The built environment considers the impacts that an event may have on essential physical infrastructure including essential services, commercial and industrial facilities, public buildings and assets and housing.	The natural environment considers the impact that an event may have on a healthy and functioning environment, which underpins the economy and society. Components of the natural environment include air and water quality; land degradation and contamination; plant and wildlife damage/loss; and national parks, cultural and heritage sites.
Housing and accommodation DHHS	Local economies DEDJTR	Energy Services DELWP	Natural environment, public land and waterways DELWP
Individual and household financial assistance DHHS	Businesses DEDJTR	Telecommunications DEDJTR	
Psycho-social support DHHS	Agriculture DEDJTR	Water and waste water DELWP	
Health and medical assistance DHHS		Transport DEDJTR	
Community development EMV		Buildings and assets Activity Leads	

The coordinating agency for a recovery functional area is responsible for:
- Overseeing the service delivery of the recovery elements;
- Monitoring and reporting risks, consequences, progress and capacity to ensure service delivery is being achieved in a timely manner;
- Determining and implementing appropriate communication and information sharing with relevant departments, agencies and key stakeholders; and
- Reporting progress and issues to the State Relief and Recovery Manager.

A summary of key functions and agency responsibilities under each of the recovery environments is provided below. For further detail refer to the EMMV.

Social Recovery environment functional areas and activities

Functional Area	Lead Agency	Responsibility
Housing and Accommodation	DHHS	• Support securing interim accommodation • Advice to council on accommodation standards for displaced people • Transition to permanent housing
	Council	• Survey and determination regarding occupancy of damaged buildings
	VBA	• Building advice and information to residents
Individual and household financial assistance	DHHS	• Personal hardship and re-establishment assistance • Commonwealth Government Disaster Recovery financial assistance
	DTF	• Insurance advice and information to customers
Psycho-social support	DHHS	• Personal support (psychological first aid and emotional-spiritual care) in relief and recovery centres and through community outreach. • Family violence services and information • Counselling
	VSA	• Support in emergencies caused by Criminal Acts
	DET	• Support and advice to aid schools and early childhood services
	DJPR	• Referrals to psychosocial support services for primary producers and animal owners
	VFM	• Support for the bereaved
Health and Medical Assistance	DHHS	• Public Health advice • Advise on wellbeing in recovery • Primary and Acute health services
Community Development	EMV	• Coordinates community development
	DHHS	• Community Information • Coordination of spontaneous volunteers
	Council	• Formulation, leadership and support of community recovery committee • Provision and staffing of Recovery / Information centres • Provision and management of community development services
	DJPR	• Local Community events
	DPC	• Organisation of state-wide public appeals

Housing and accommodation

The objective is to assist people displaced by an emergency to access temporary accommodation, and return to permanent housing as soon as possible.

Individuals are expected to meet their own accommodation needs. Friends, family, community, businesses or government agencies could provide interim accommodation. Council is responsible for the coordination of interim accommodation assistance at the local level. Where Council cannot meet the demand, request for support can be escalated to DHHS.

DHHS provide advice to Council on accommodation standards and interim accommodation standards. Council surveys and makes a determination regarding the occupancy of damaged buildings and secondary impact assessment.

The VBA, supported by Council, provides building maintenance and safety information to affected persons.

DHHS support households to prepare housing plans for transition back to permanent housing, supported by Community Housing Agencies.

Psycho-social support

Psychosocial support includes aspects of personal support, psychological first aid, emotional and spiritual care, case management, counselling and mental health services, community information sessions and community engagement.

Council is responsible for working with individuals and communities to develop appropriate recovery programs that recognise and respond effectively to the diverse needs of the community.

Psychosocial support activities may include:
- Personal support (psychological first aid and emotional spiritual care) in relief and recovery centres and through community outreach
- Support for the bereaved
- Support in emergencies caused by criminal acts
- Support and advice to aid schools and early childhood services
- Referrals to psychosocial services for primary producers and animal owners
- Family violence services and information
- Counselling

Individual and household financial assistance

Emergency events may have financial consequences for individuals and households and may impact employment security, payment of salaries or wages, ability to service debts and access to bank accounts, assets and insurance payouts.

Individuals and households are expected to actively protect their own property and assets to minimise financial impacts and support recovery.

Recovery programs are generally in the form of advice and services for affected individuals and communities rather than direct financial support.

DHHS coordinates this functional area and the activities include:

Personal hardship assistance program – Re-establishment assistance
The Department of Health and Human Services is responsible for administering financial assistance after emergencies through the Personal Hardship Assistance Program. Emergency re-establishment assistance is income tested financial assistance for alternative accommodation, removal of debris, rebuilding and replacement of essential household accounts. It helps eligible household to re-establish as quickly as possible in their own homes.

Australian Government Disaster Recovery financial assistance
The Australian Government will determine if it will make financial assistance available. This may include the Australian Government Disaster Recovery Payment, the Disaster Recovery Allowance, ex-gratia assistance or a crisis payment. If available, the Australian Government Department of Human Services will administer the payments.

Insurance advice
The Department of Treasury and Finance (DTF) is the lead liaison between the State Government and the Insurance Council of Australia (ICA).

The ICA provides a single point of contact to assist policy holders and provides information to insurers, governments, the media and other parties. The Victorian Managed Insurance Authority (VMIA) supports DTF.

Victorian Legal Aid coordinates support from the legal community to individuals and communities affected by emergencies. The emphasis is on resolving disputes between insurance companies and clients.

Health and medical assistance
Ensures that health and medical emergency responses are coordinated and appropriate

The State Health Emergency Response Plan (SHERP) describes the principles, command and coordination arrangements and responsibilities for a health emergency response.

DHHS coordinates this functional area and activities include:

- Public health advice
- Advice on wellbeing in recovery
- Maintaining access to primary and acute health services

Community Development
Community development supports communities to share responsibility in recovery activities.

EMV coordinates this functional area.

Individuals are encouraged to obtain information and services that will support their recovery.

Activities include:
- Community Information
- Formation, leadership and support of Municipal / Community Recovery Committees
- Local community events
- Provision and staffing of Recovery / Information Centres
- Provision and management of community development services
- Organisation of State-wide public appeals
- Coordination of spontaneous volunteers

Economic Recovery environment functional areas and activities

Functional Area	Lead Agency	Responsibility
	DJPR	• Implement approved actions and projects to assist economic recovery • Encourage and bring forward the resumption of local trade and economic activity • Monitor broad economic impacts and consequences
	DTF	• Implement available NDFA initiatives to assist voluntary non-profit groups, communities and economies • Coordinate the insurance industry response, information, advice and government liaison
Business	DJPR	• Assist businesses to access available information and advice following an emergency • Information and advice to small businesses to support decision making and encourage return to business • Implement approved actions to assist business recovery • Provide opportunities for the enhancement of knowledge and skills within small business
	DTF	• Implement available financial assistance under the NDFA to assist small business recovery • Coordinate the insurance industry response, information advice and government liaison
Agriculture	DJPR	• Variety of activities to support primary producers (not relevant to Stonnington)

The economic environment considers the direct and indirect impacts that an event may have on businesses, primary producers and the broader economy.

Early consideration of the economic consequences of an event is critical for recovery. The viability of the community affected by the emergency can be dependent upon the ability of local business to recover. In turn, the viability of local business can impact on decisions within the broader community about whether or not residents will return.

It is the responsibility of businesses to maintain adequate insurance and establish continuity plans to help reduce the impact of emergencies.

Local Economies
The objective is to mitigate the impact of emergencies on economic activity in affected communities.

Emergency events can have broad economic impacts including:
- Reputational damage to an industry or geographical area
- Reduction in tourism and visitation
- Reduction investor and consumer confidence
- Trade ramifications

Council is responsible for the local management and delivery of economic recovery activities. Where required DJPR will lead and coordinate assistance to council at a regional and state level.

Activities include:
- Implementing available Natural Disaster Financial Assistance Scheme (NDFA) initiatives to assist voluntary non-profit groups, communities and economies
- Implementing approved actions and project to assist economic recovery
- Encouraging the resumption of local trade and economic activity
- Monitoring broad economic impacts and consequences

Businesses
The objective is to provide information, advice and support to businesses to facilitate good decision making and assist their recovery.

The economic consequences of emergency events for businesses can include:
- Unavailability of workers
- Damage to physical premises and/or inventory
- Reduction in trade for individual businesses
- Impact on cash flow and viability

Council is responsible for the local management and delivery of business recovery activities. Where required, DJPR will coordinate State Government assistance to Council at a regional and state level.

Targeted recovery activities will primarily focus on the provision of information and advice to businesses to support decision making and encourage a return to business.

Activities include:
- Assisting businesses to access available information and advice following an emergency
- Providing information and advice to small businesses to support decision making and encourage a return to business
- Implementing available financial assistance under the NDFA to assist small business recovery
- Implementing approved actions to assist business recovery
- Providing opportunities for the enhancement of knowledge and skills within small business
- Coordinating the insurance industry response, information, advice and government liaison.

Built Recovery environment functional areas and activities

Functional Area	Lead Agency	Responsibility
Building and Assets	Council	• Coordination of clean-up activities • Oversight and inspection of rebuilding/redevelopment
	DTF	• Provision of financial assistance to Council for the restoration of essential municipal assets
	VMIA	• Administration of insurance claims for state assets
	Agency	• Restoration, cleaning and rehabilitation of public buildings and assets managed within the agency
Energy Services	DELWP	• Electricity services assets reinstatement and return to reliable supply • Gas services assets reinstatement and return to reliable supply. • Restoration of liquid fuel supply
Telecommunications	DJPR	• Telecommunications assets reinstatement and return to reliable supply
Water and Waste water	DELWP and Water corporation	• Recovery and rehabilitation of essential water supply for domestic use • Restoration of sewerage, sanitation systems and water management
	DELWP & CFA	• Replacement of essential water used in fire fighting
Transport	DOT	• Airport restoration to normal activity • Restoration of Port infrastructure • Assist with logistics interdependencies, contingencies and reconstruction
	PTV	• Restoration of tram, bus and rail services
	VicRoads	• Restoration of major arterial roads, bridges and tunnels

Infrastructure assists individuals and communities in the management of their daily lives and underpins the ability of private and public services to function. If essential infrastructure and services are affected by an emergency, its restoration is considered a priority to ensure that response, relief and recovery activities are not compromised.

Community recovery is underpinned by the restoration of essential infrastructure and services. Local infrastructure may also form part of community identity and connectedness.

Built environment impacts include, but are not limited to:
• Energy services
• Telecommunications
• Roads and transport
• Buildings and assets
• Water and wastewater management

Initial assessment of impacts on essential infrastructure and services will be coordinated at the local level by Council and as soon as practicable.

In restoring infrastructure, Council will
• Understand the community's priorities
• Keep the community informed of recovery progress
• Where possible restore to a better standard
• Utilise the VMIA to assist in the assessment and restoration of damaged assets.

Building and Assets
Buildings and assets may be privately or publicly owned.

Assessment and repair of homes is critical for the return of normal life. Households and property owners are responsible for having adequate insurance protection to enable clean-up, repair and reconstruction of damaged property.

The State government, Council, community and private sector have responsibilities when community facilities are damaged or destroyed. The property manager is responsible for ensuring adequate insurance is in place to enable the restoration of community facilities.

Activities include:
- Coordination of clean up activities
- Provision of financial assistance for the restoration of essential municipal assets
- Restoration, clearing and rehabilitation of public buildings and assets managed within agency portfolios
- Oversight and inspection of rebuilding and redevelopment
- Administration of insurance claims for state assets

Council is responsible for
- Coordinating clean-up activities including disposal of dead animals (domestic, native and feral)
- Undertaking the assessment, restoration, clearing and rehabilitation of assets within its portfolio
- Oversight and inspection of rebuilding and redevelopment

Natural Recovery environment functional areas and activities

Functional Area	Lead Agency	Responsibility
Natural environment and public land	DELWP	• Surveying and protecting threatened bird, marsupial, aquatic and plant species • Monitoring the rehabilitation of injured wildlife • Surveying and protecting ecosystems • Waste pollution management strategies
	DEWLP & PV	• Restoration, cleaning and rehabilitation of public land and assets managed directly by DELWP, PV or CMAs
	DELWP, PV & VicRoads	• Erosion control on public land
	DELWP, CMAs or EPA	• Provision of advice and information services to Council, land managers and community groups.

Emergencies that occur on public land have consequences for the biodiversity and ecosystem, economic and social values

Natural environments provide opportunities for recreation and a sense of connectedness. Recovery activities can include:
- Reopening / repairing walking tracks
- Restoring / repairing recreational facilities
- Surveying and protecting sites of cultural heritage significance

A4.3.5 Local Recovery Arrangements

The City of Stonnington has appointed the Manager Aged, Diversity and Community Planning to fulfil the function of the Municipal Recovery Manager (MRM) Pursuant to Section 21(1) of the Emergency Management Act. Council has appointed the Coordinator Customer Service and Principal Social Planner as Deputy Municipal Recovery Managers (DMRM).

The MEMO is responsible for notifying the MRM of the potential need for relief and recovery services. Together they consider the relief and recovery needs of the local community, in consultation with response agencies.

The responsibility of the Municipal Recovery Manager is detailed in Part B2.

The DHHS assumes a coordination role of facilitation in developing a coordinated response when the event is of a magnitude that is beyond the resources of the municipality, affects multiple municipalities in a region or across the state, or when the incident affects only a small number of people but the affected population is dispersed across a region or state.

A4.3.6   Activation

The MRM, or a person delegated by them, initiates Recovery activities, as documented in the Plan, when an emergency occurs, convening a meeting of the DMRMs, MEMO and DMEMOs when an emergency occurs. A meeting of the MEMPC will be initiated by the MRM and the MEMO where the emergency is of a magnitude that requires their involvement.

As outlined, consideration of the four key environments is required for the application of coordination arrangements as part of the recovery process. For example for the Built Environment, the services of the Director Environment and Infrastructure will be sought to manage and coordinate specific recovery tasks as directed by the MRM or Municipal Recovery Committee. Building safety remains a statutory responsibility of the Manager Liveability and Compliance supported by the Municipal Building Surveyor.

A4.3.7   Municipal Recovery Services

The organisations listed below have agreed to manage particular Recovery functions in conjunction with the Municipal Recovery Manager.

TYPE OF SERVICE	COORDINATED BY
Information Services	City of Stonnington
Non-food items (formerly Material Aid)	Salvation Army
Emergency Financial Assistance	Department of Health and Human Services (South Division)
Temporary Accommodation	City of Stonnington assisted by Department of Health and Human Services (South Division)
Language Services	Telephone Interpreter Service
Rebuilding and Utility Restoration	City of Stonnington and Agencies
Community Recovery Programs	City of Stonnington in conjunction with the Municipal Recovery Committee and the Department of Health and Human Services.
Personal Support Services	City of Stonnington assisted by local services and the Department of Health and Human Services (South Division)
Legal Aid	Legal Aid Victoria will coordinate support from the legal community to individuals and communities affected by emergencies through Disaster Legal Help Victoria (DLHV)
Legal Assistance	Victorian Legal Assistance Forum (VLAF) will provide information and legal advice (including assistance with insurance claims)

A4.3.8   Council Recovery Activities

Council is responsible for the local management and delivery of recovery services for individuals and communities affected by emergencies. Consideration will be given to how best to support individuals, families and communities in managing the consequences of the event and to recover over time from the impact.

Community Information
Council will lead community information, including community briefings and meetings. Council will promote a single point of contact for residents to obtain information about support, services and assistance available.

When escalated to regional or state coordination, DHHS/EMV will be the lead agency, supported by Council.

Emergency Recovery Centre
In large or prolonged emergencies, a relief centre may evolve into a recovery centre, or a separate recovery centre may be established and could run concurrently for a period of time. The MRM will appoint and liaise with the recovery centre manager and recovery centre liaison officers.

An Emergency Recovery Centre will provide a single point of entry for affected persons for an 'all agency, all stakeholders' integrated 'one stop shop' offering services and information such as:

- Personal support and referral to professional counselling
- Temporary or medium accommodation
- Public health
- Financial and legal assistance and insurance advice
- Referral to case management.

Community Development Services
Council is responsible for engaging community members in the development and delivery of shared community activities and will provide and manage community development services and activities. This may include the appointment of community development officers.

Case management
Case management is an individualised service that provides comprehensive assessment and the development of a recovery plan for individuals who are unable to independently access the help and services they need to meet their basic needs.

The City of Stonnington will coordinate funded Case Management Services for the municipality in Tier 2 or 3 emergencies. The MRM will be responsible for coordinating and monitoring the service and for ensuring that case management is integrated into municipal recovery activities, refer to the Emergency Management Case Management Plan (Part C5). Services providing case management services are also identified in the Part A1 – Contact Directory - Recovery Support Agencies.

Records
A template for Tier 0 and Tier 1 emergencies, including details of those affected, and action taken is saved in Council's Emergency Management File – Emergencies. Refer to the templates provided in the Case Management Sub Plan for Tier 2 and Tier 3 emergencies. This reporting is in addition to other reporting which may be required to be given to agencies and governments departments as required through an emergency.

Public appeals
Monetary donations are preferred over donated goods and material donations will be discouraged. Whilst Council retains the option of establishing a local appeal in most instances it will encourage donations through state-wide public appeals.

Volunteers
To ensure that there is sufficient support for recovery, in addition to agencies and Council's normal services, a list of Council employees with specific skills and who have volunteered to assist in an emergency has been developed. These staff members have received training to assist in recovery activities. Contact details are kept Aurion and in the MEMO folder on Council's network and is accessible by Council emergency management staff.

Local economy
Council is responsible for the local management and delivery of economic recovery activities and will tailor initiatives to address the specific consequences of the emergency.

Where required, DJPR will lead state government assistance to Council, and will work with Council to:
- Develop and implement actions and projects to support local economy recovery priorities.
- Bring forward the resumption of local economic activity (tourism, local business recovery activities, buy local initiatives, events that attract visitation and other activities).

Businesses
Council is responsible for the management and delivery of business recovery activities.

Where required, DJPR will coordinate state government assistance to Council. Assistance will include the provision of information and advice to businesses to support decision making and encourage a return to business and involvement of local businesses in recovery activities.

Impact Assessment
Impact assessments help to determine the impact of an emergency on the community. Council will be responsible for undertaking a secondary impact assessment within four weeks of an emergency event to consider the impact of the event on the four environments (social, built, natural and economic) and the resulting community needs.

The Post emergency needs assessment may take up to 12 months depending on the scale of the event and considers the longer term psychosocial impacts on the community, displacement of people, the cost of destroyed assets and the impact this has on the community and how they live and connect with each other.

Refer to C4 – Impact Assessment

Buildings and assets
Responsibility for community assets (community centres, schools, childcare facilities, places of worship, sporting, cultural, entertainment and restaurants/cafes) may sit with the State Government, Council and the private sector.

Community facilities have the potential to assist the community in recovery but if damaged are unable to perform their community functions. The damage may be structural or damage to furnishings and contents.

Council is responsible for the coordination of clean-up activities, including disposal of dead animals. Where required, Council may be assisted by DELWP or EMV.

Financial assistance to Council for the restoration of essential municipal assets will be provided by DTF for eligible natural disaster expenditure such as the restoration of essential municipal assets.
VicRoads will provide advice to Council on the restoration of local roads, bridges and tunnels under Council's responsibility.

Council will oversee and inspect rebuilding/redevelopment.

A4.3.9   Recovery Committees

Council is responsible for establishing and leading recovery committees. Council will work closely with the affected community to determine the nature and type of the committee to be established.

Municipal Relief and Recovery Committee (MRRC)
The Municipal Relief and Recovery Committee is the primary method for supporting the community after an emergency. The Committee will be established when an emergency has impacted the community and local relief and recovery needs to be coordinated. The MRM will establish the committee and will be responsible for coordinating local relief and recovery activities, developing a Post Incident Recovery Plan and monitoring the progress of the relief and recovery effort.

The membership of the Municipal Relief and Recovery Committee will be dependent on the nature of the emergency and impacts on the community. The committee will be chaired by the MRM, with representation consisting of key relief and recovery agencies/organisations and may include:

- Council staff responsible for the functional areas of recovery (as shown below);
- Relief and recovery service providers;
- Agencies and organisations;
- Community Recovery Committee chairs; and
- Local Businesses.

It should be noted that each recovery environment does not sit neatly within a single portfolio in Council. Therefore staff from different business units, departments and divisions will be co-opted as required to assist with the recovery effort.

Municipal Recovery Manager (MRM)

Manager Aged, Diversity and Community Planning

Deputy MRM

Principal Social Planner

Deputy MRM

Customer Service Coordinator

Social Environment Coordinator

In Home Support Coordinator and/or Manager Community Services

Built Environment Coordinator

Manager Infrastructure and Landscape Projects

Natural Environment Coordinator

Manager Open Space and Environment

Economic Environment Coordinator

Manager Economic Development & Visitor Economy

Terms of Reference will be formalised for each MRRC and will be tailored to the specific emergency. It will include the purpose of the committee, membership and responsibilities.

The functions of the committee are detailed below, and will form the draft terms of reference for the Municipal Recovery Committee:
- Monitor the overall progress of the recovery process.
- Identify community needs and resource requirements and make recommendations to appropriate recovery agencies.
- Liaise, consult and negotiate, on behalf of affected communities, with recovery agencies, government departments and where relevant neighbouring councils.
- Liaise with Department of Health and Human Services.
- Oversee recovery activities as determined by the circumstances and the Committee, including but not limited to the establishment of recovery centres; counseling services, support services and outreach programs.
- Set priorities for reconstruction and restoration.
- Give consideration to, and forward to the MEMPC, suggestions and recommendations
- Coordinate and oversee a community development plan for longer-term recovery incidents.

- Produce a post incident recovery plan to document the governance arrangements, impacts and proposed responses across the four environments and to inform funding submissions, if required.

Community Recovery Committee (CRC)

Community Recovery Committees (CRC) are the primary method for supporting community Recovery after an emergency. The establishment and membership of a CRC depends on the needs of the affected community/s but membership should include:

- Council Municipal Recovery Manager;
- Council community development staff;
- Council Recovery Officer (where one is engaged)
- Community groups;
- Community members;
- Government agencies; and
- Non-government organisation (NGOs).

Agencies and NGOs will be sourced from the Municipal Recovery Working Group (MRRWG) and will report to the MEMPC through the MRM.

Below is the role of a CRC and will be used as the basis for the Terms of Reference, and tailored to each emergency.

The role of the community recovery committee is to:

- Monitor the progress of the recovery process in the community;
- Identify community needs and resource requirements and make recommendations to recovery agencies, council and recovery managers;
- Liaise, consult and negotiate on behalf of the community with recovery agencies, government departments and the council;
- Liaise with the Department of Health and Human Services as the recovery coordination agency through the designated regional director or delegate; and
- Undertake specific recovery activities as required.

A4.3.10   Post Emergency Needs Assessment (PENA)

A post emergency needs assessment is an appraisal of the extent of damage, disruption and breakdown of the community and its infrastructure as a result of the emergency and considers the needs of the community across the four environments of relief and recovery.

The Post-Emergency Needs Assessment will be used to inform Council, relief and recovery service providers and the State Government, through the Department of Health and Human Services, about the needs and priorities of the affected community.

A standard operating procedure outlining how the process will operate within the City of Stonnington and a data collection / needs assessment form is attached as Appendix 5.

A4.3.11   Role of Department of Health and Human Services (DHHS)

DHHS is responsible for coordinating relief and recovery at the regional level and is supported by the Red Cross in regional relief coordination. Responsibilities include:

- Reviewing and maintaining regional relief and recovery plans, and leading relief and recovery planning processes - including regional planning committees
- Developing regional post-incident relief and recovery plans and leading regional post-incident relief and recovery processes - including operational committees
- Leading regional transition from response to recovery

- Coordinating existing regional resources and activities across the relief and recovery sector, including support of local relief and recovery coordination.
- Facilitating the regional relief and recovery sector's capability assessment, readiness and preparedness
- Coordinating regional relief and recovery sector public information and messaging
- Assessing regional situation, impacts, risks, progress and resources
- Monitoring local situation, impacts, risks progress and resources
- Collating and analysing information on loss and damage and resulting consequence
- Coordinating regional relief and recovery intelligence to EMC and SRRM
- Providing advice to municipal councils to enable them to appropriately coordinate relief and recovery consequences of local level events

A4.3.12   Supply of Goods and Services

The municipality and other recovery agencies shall obtain and pay for goods/services through their own supply systems.

A4.3.13   Agencies Assisting in Recovery

A number of local and state-wide community organisations have been identified in the Contact Directory as having a potential role in the recovery stage (phase) following an emergency. Contact has been made with the identified organisations to establish up to date personnel and contact numbers. The agencies have been briefed on the MEMP and are aware that in the event of an emergency the agency may be called on to assist in the recovery phase. Periodic liaison will occur with these agencies to ensure that they are involved in the process. The MRM has a comprehensive list of contact numbers and responsible personnel for each agency.

A4.3.13.1   Other Council Resources

Contact Council's Aged, Diversity and Community Planning Department for information on:
- Home Care – eligible residents can receive support services in their home to help maintain their health, safety and quality of life
- Meals on Wheels - eligible residents who have difficulty preparing meals can have meals delivered to their home.
- Home Maintenance – eligible residents can get help with small repairs and modifications to make their homes safe

Contact details for additional Council resources are available in Part A1 – Contact Directory.

A4.3.14   Other Municipal MRM's

Contact details for other municipal MRM's are available in Part A1 – Contact Directory.

A4.3.15   Sample Governance Structure

Governance and Partnerships
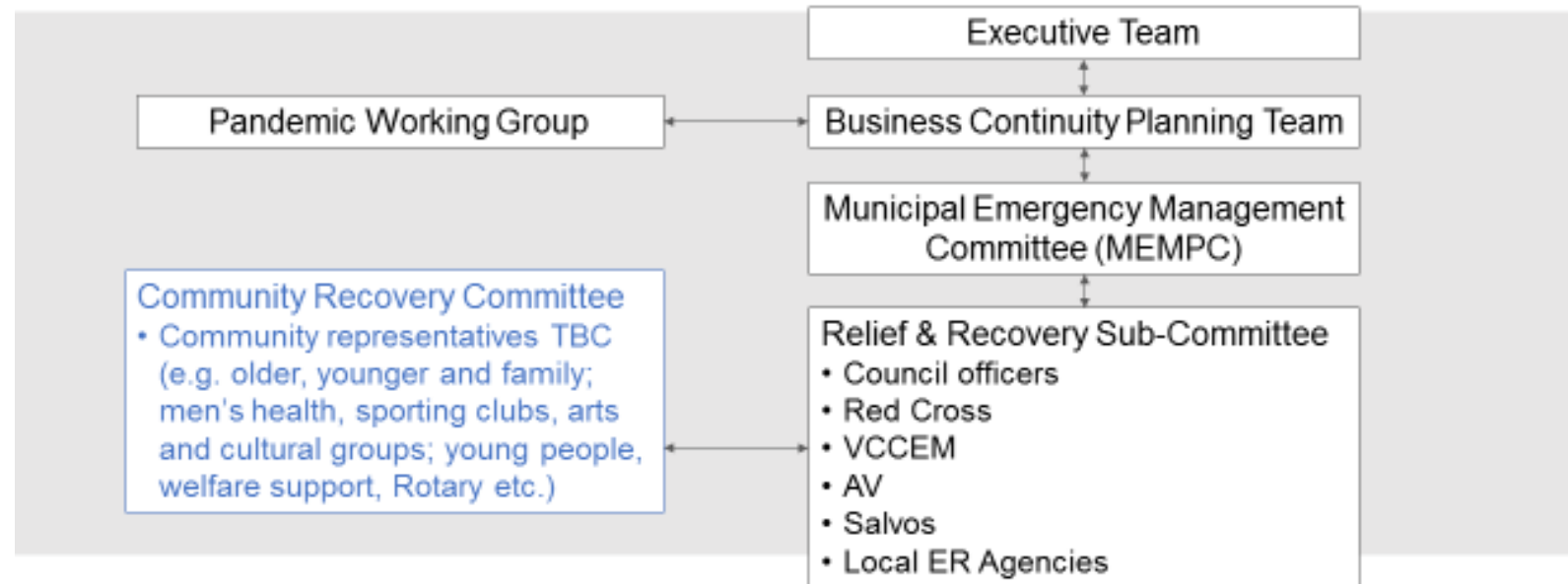
| Executive Team |
| Pandemic Working Group | ← → | Business Continuity Planning Team |
| Municipal Emergency Management Committee (MEMPC) |
| Community Recovery Committee • Community representatives TBC (e.g. older, younger and family; men's health, sporting clubs, arts and cultural groups; young people, welfare support, Rotary etc.) | ← → | Relief & Recovery Sub-Committee • Council officers • Red Cross • VCCEM • AV • Salvos • Local ER Agencies |

A5. Emergency Relief Centres

An emergency relief centre (ERC) is a building or place established to provide life support and essential needs to persons affected by any 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 Management Manual Victoria).*

Council has identified Emergency Relief Centres (ERC) which have been assessed and found to be potentially suitable for use in times of emergency. Careful consideration must be given to the prevailing circumstances and the number of people needing assistance when selecting a site or sites. In a large or prolonged emergency a relief centre may evolve into a recovery centre.

All Council facilities are listed on GIS. Refer to Appendix 4 for a map showing locations of the Relief Centres.

Depending on need and venue a Relief Centre Manager may be appointed by the MEMO or MRM. The procedures and checklists are available to assist Council staff fulfil the necessary roles in an ERC (See Appendix 3). Emergency Relief Centre Standard Operating Guidelines (Southern Metro Region) are also available for Relief and Recovery staff (L:\MEMO\Emergency Relief Centres).

The emergency relief centre manager's prime responsibility is to coordinate resources and services within the centre to ensure basic and immediate needs are provided to persons affected by an emergency. The role includes:

- Overseeing the delivery of emergency relief functions within the centre
- Escalating requests for supplementary resources
- Overseeing coordination and communication (including daily briefings)
- Ensuring relief centre activity reports are completed at the times designated
- Monitoring if people are adequately accessing services
- Overseeing occupational health and safety at the centre including standards for set up, access and egress, health and wellbeing of staff and agencies

Emergency Relief Centre Documentation including Emergency Relief Centre Checklists can be found on P Drive, accessible to all Council staff. These are located on the Council IT Network.

P: > Emergency Management > Emergency Relief Centre Documentation

Document Control			
Status			
Version	3.0	Version Date	August 2020
Author	Jessica Edwards	Next Audit Date	November 2020
Change Details			

A6.   Public Communication

A6.1   Authority and Need

Releasing information is normally the responsibility of the control agency. Any information released by the City of Stonnington must be prepared by the Municipal Communications Officer and approved by the MEMO or MRM (General information regarding Councils participation in the emergency) or Chief Executive / Senior Management - (Policy / Financial / Political matters) in consultation with the Control Agency, when necessary.

Information can be categorised under the following headings:

A6.2   Before

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

A6.3   During

To produce suitable news releases through the media concerning the effects of the emergency and what action the public can take.

Where an Incident Control Centre (ICC) has been established in regard to providing community information and warnings, the control agency will be responsible for the issuing of warnings to the local community.

A6.4   After

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

A6.5   Relief and Recovery Communications

City of Stonnington will be responsible for the release of information about services being made available to residents and affected people within the Council area as a result of the emergency. This will be in consultation with the Department of Health and Human Services.

Any information released must be prepared by the Municipal Communications Officer and approved by the MRM (General information) or Chief Executive. Liaison must take place so duplication and confusion does not occur.

Should City of Stonnington open an Emergency Relief Centre, full details of the location, hours of operation, methods of access (e.g. if roads are blocked) and services available on site should be widely disseminated to the affected community and the Department of Health and Human Services.

A6.6   Dissemination

Immediate use of the media should be made to avoid phone congestion. The public should be advised to direct calls to appropriate agencies and centres with adequate facilities, staff and knowledge to answer questions or disseminate information. Maximum use should be made of web and social media based services.

Close liaison should also take place with media and communications staff from the emergency services responsible for the particular type of emergency to ensure a coordinated approach to the messages being disseminated to the community.

A6.7 Methods

All methods of disseminating information should be considered including;
- Radio and TV
- Council, emergency service and other relevant web sites
- Social media (City of Stonnington Facebook, Twitter account)
- Council Customer Service Centre
- Text messaging services
- Newspapers (particularly in extended response and recovery phases)
- Cultural groups, radio stations, newspapers
- Church/Religious Groups
- Community organisations and newsletters
- Community information newsletters
- Libraries
- Manual door knock
- Vehicle mounted public address system
- Letterbox drops and mail outs

Where escalated to regional or state coordination relief and recovery information for the public will also be available from:

- Vic Emergency website (www.emergency.vic.gov.au)
- Vic Emergency hotline (1800 226 226)
- Nurse-on-Call (1300 60 60 24)
- Other specialised communication and media channels, as required

A6.8 Vulnerable and CALD persons

Special consideration needs to be given to warning people with disabilities and people from culturally and linguistically diverse (CALD) backgrounds. In the case where information or communication is required with persons unable to speak English an interpreter service such as Council's Community Link, multicultural telephone information service may be used to assist.

Mandarin	9280 0730	Polish	9280 0734
Cantonese	9280 0731	Russian	9280 0735
Greek	9280 0732	Indonesian	9280 0737
Italian	9280 0733	All other languages	9280 0736

MiCare and JCCM will also provide assistance in contacting and providing culturally targeted communication in an emergency.

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

Vision Australia provides support services to people who are blind or have low vision. Resources and information are available from Vision Australia (1300 84 74 66) to assist with alternative format publications, visit http://www.visionaustralia.org.au

Vic Deaf (TTY - 9437 1199 or Ph 9473 1111) provides support services for people who are deaf or hard of hearing including interpreting and case management. Detailed information is available from the Vic Deaf website, http://www.vicdeaf.com.au/ Emergency Auslan Interpreting Services can be accessed 6am – 8pm Monday to Friday and all day Saturday, Sunday and public holidays via VITS on 9280 1955. The referring agency is responsible for costs associated with the service. Calls to deaf or hearing impaired individuals can also be made via National Relay Service on 133 677 (TTY and Voice calls).

The Victorian Relief and Recovery website (http://www.emergency.vic.gov.au/) also provides information and resources in community languages and Auslan.

The City of Stonnington has developed the Vulnerable Facilities List, a list of facilities within the municipality where vulnerable people are likely to be situated. The list is located on the Council IT network in the 'MEMO' folder. This folder appears on different drives within the IT system depending on the location at which the user logs in. All MEMOs and MRMs have access to this information

A6.9   Information Resources

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

- Electronic / Social Media
- Police Media Liaison (who can access the State Emergency Management Joint Public Information Committee to assist with information dissemination)
- Literature/Brochure Information
- Print Media

If an emergency requires concurrent media response from Council the Municipal Communications Officer will be activated by the MEMO.

A6.10 Service Centre

During business hours the City of Stonnington operates a telephone enquiry service as part of its Service Centre operations. Staff in this unit are skilled in responding to public enquiries.

During an emergency, this service can be activated to handle incoming calls from the public, to either:
- Advise them of the status/details of the emergency; or
- To relay information from the public to response and recovery personnel.

The Service Centre can be operated outside of standard business hours, including weekends, if required.

A6.10.1 Steps to Activate

- **MERC** in consultation with **MEMO** to decide if the service should be activated. **The Municipal Communications Officer** may request the service of the **MEMO.**
- Scale of staffing of the Service Centre to be nominated by **Coordinator Customer Service** in consultation with the **MEMO** and **Municipa**l **Communications Officer**.
- Request the Coordinator Customer Service, or deputy to activate the appropriate Service Centre with the appropriate numbers of staff.
- The Communications Officer to give the Coordinator Customer Service or deputy, a situation briefing that will enable staff to understand the emergency and an appropriate level of detail to keep the public reasonably informed.

- The Coordinator Customer Service will arrange for a recorded message to be prepared and used to field most calls in consultation with the Communications Officer.
- The Coordinator Customer Service will arrange for 'Question and Answer' screens to be prepared to enable accurate and clear communication from service centre staff.

A6.10.2 Stand Down

The Service Centre will be stood down at the request of the MEMO.

A6.11 Council Publications

The City of Stonnington has a developed a variety of publications providing service and contact details for local, regional and state-wide support services. This information will be made available following and emergency event. Publications include:

- Emergency Relief and Material Aid
- Mental Health Services
- Children and Family Services Guide
- Family Violence Wallet Card

B1. Municipal Profile

B1.1 Context

Prevention of emergencies or lessening their severity is a key concern for the City of Stonnington in emergency management, along with response and recovery.

This section of the Municipal Emergency Management Plan provides an overview of our community including the area characteristics, demographics, vulnerabilities and history of emergencies within the municipality.

B1.2 Area Characteristics

B1.2.1 Topography

The City of Stonnington is located approximately 5 kilometres south east of the central area of Melbourne.

The City incorporates the suburbs of Armadale, Toorak, Kooyong, South Yarra (part) Prahran, Windsor (part), Malvern, Malvern East and parts of Glen Iris.

The Yarra River and Gardiners Creek form the northern boundary with the City of Yarra and City of Boroondara. Punt Road is the western boundary with the City of Melbourne. Warrigal Road forms the eastern boundary with the City of Monash. Dandenong Road, Princes Highway/Queens Way the southern boundary with the Cities of Port Phillip and Glen Eira.

Main Roads within the City are Dandenong Road/Princes Highway, Monash Freeway, Chapel Street, Toorak Road, Malvern Road High Street, Wattletree Road, Waverley Road.

The well-defined boundaries of the City have meant that the City has evolved with a distinct character and identity. Stonnington developed around a grid of arterial roads with commercial use focused on the main roads and housing located mainly inside the grid. Stonnington's mix of population and its competitive advantages of location, accessibility, retailing and entertainment attract high levels of development investment.

In recent years the City has been the focus of intensive redevelopment pressures, including large scale retail and office developments, high rise apartments, units and the ever enlarging footprint of the single dwelling.

There is a comprehensive network of large and small activity centres across the City, all having access to some form of public transport and each with their own identity. Stonnington's activity centres range from clusters of local shops to one of Australia's most famous shopping strips, Chapel Street, and the nation's largest stand-alone shopping centre, Chadstone. These major centres serve large regional catchments well beyond the City and are the focus of a large number of entertainment uses.

Rising land values have largely driven out manufacturing and other production-based industries. Remaining industrial areas are small, and include the Weir Street and Prahran Place areas in Glen Iris. Some isolated service industry uses remain in the Prahran South Yarra Activity Centre.

As part of the Inner Melbourne Region, which collectively draws more than 11 million visitors annually, Stonnington is one of Australia's premier tourism destinations, with shopping, dining, entertainment, arts, culture and events being key attractors, along with its historic places and natural assets such our gardens and riverside.

Stonnington has the second lowest amount of open space at 6.7% (20m2 per person) of any Victorian municipality. The lowest is the neighbouring Glen Eira with only 4.7%. In comparison the average area set aside for open space across Metropolitan Melbourne is 17.9%. There are no 'regional' parks within the municipality. The City does boast several historic and beautifully maintained parks and gardens, including Victoria Gardens, Central Park, Hedgeley Dene Gardens, Glen Iris Wetlands and the Urban Forest. Environmental parks are located in the east, along the waterways. The inner suburbs in the west have fewer and less diverse open spaces than in the east.

Document Control			
Status			
Version	3.0	Version Date	August 2020
Author	Jessica Edwards	Next Audit Date	November 2020
Change Details			

Nearly the whole City is within 400 metres of public transport, with six tram routes, three train lines, 15 railway stations (serving the Sandringham and Dandenong/Frankston lines) and several Smart bus routes. Stonnington is bounded by major roads and crossed by many main and secondary roads carrying significant volumes of traffic.

Community services such as administrative and professional uses, schools, hospitals, libraries, infant welfare and senior citizen centres, open space, sportsgrounds and pools were established to cater for community needs as the City grew. In the last 12 years, community hubs have been established to serve the west (Grattan Gardens), the centre (based around an upgraded Malvern library) and the east (Phoenix Park). The City hosts several large institutions serving regional catchments, including hospitals (Cabrini, Victoria House and The Avenue), educational establishments (including Melbourne Polytechnic, Holmesglen TAFE and 22 private schools) and recreational facilities (including Kooyong and Royal South Yarra Tennis Clubs). Monash University (Caulfield campus) and the Alfred Hospital are located just outside the municipality.

Climate is the same as Central Melbourne 200mm of rain per year, temperatures ranging from 23°C to high 40's in mid-summer. Winds come from west, south and north, with rapid weather changes from rain to storm, sunny to balmy evenings (Bureau of Meteorology).

Critical infrastructure provides services that are essential for everyday life such as energy, food, water, transport, communications, health and banking and finance. A disruption to critical infrastructure could have a range of serious implications for business, governments and the community. Waverley Road power substation is considered critical infrastructure. Chadstone Shopping Centre although not critical infrastructure is considered a high-risk facility.

B1.2.2 Major Events

The City of Stonnington hosts a variety of events and festivals annually. These events attract large crowds of participants from the immediate area, the municipality and from the broader region. Below is a summary of the annual calendar of events.

Month	Event	Venue
January	Sunset Concerts x 3	Victoria Gardens Central Park Malvern Gardens
February	Classics Concerts x3	Victoria Gardens Ardrie Park Malvern Gardens
March	Global Rhythms	Prahran Square
	Pets in the Park	Central Park
May	Stonnington Jazz	Various locations
July	Roola Boola Children's Arts Festival	Various locations
August	Winter Glow Arts Festival	Central Park
October	Spring into Gardening	Victoria Gardens
December	Christmas Carols	Central Park
	Christmas Carols	Como Park

B1.2.3 Demographics

Summary
(Source id.Stonnington and Council Plan, 2017-21)

The estimated resident population of the City of Stonnington in 2020 was 120,784 (City of Stonnington, Profile Id 2020) and is anticipated to grow to 123, 031 persons by 2021. Between 2016 and 2036, our population is forecast to increase by 31,651 persons (28.36 per cent growth), at an average annual change of 1.26 per cent. However, population growth will differ significantly across the municipality. Growth will mostly occur in South Yarra, Malvern East and Prahran and to a lesser extent in Glen Iris, Armadale, Toorak, Malvern, Windsor and Kooyong.

Stonnington has a relatively young population with 33 per cent of the population aged 20—34 years and a median age of 35 years.

Of the families in Stonnington, 19.5 per cent are couple families with children, 25 per cent couple families without children and 5.5 per cent one parent families. Of all households, 31.7per cent are single person households and 8.9 per cent are group households.

Research shows that Stonnington residents enjoy a high level of health and wellbeing compared to the rest of Victoria. However, the City has pockets of significant disadvantage. The distribution of household earnings shows great disparity between high and low income households. We have a unique demographic make-up, with many people living at the very lowest end of the socio-economic scale and many at the highest end of the scale. This brings specific challenges for inclusion and participation.

It is estimated that there are more than 24,068 non-English speakers living in the City and 23.2 per cent of people speak another language at home including Greek, Mandarin, Cantonese, Italian and Hindi.

It is estimated that up to 3,463 residents have a disability of some type, and that almost one in 10 residents acts as an unpaid carer. The level of vehicle ownership is lower than the Melbourne average due to frequent and accessible public transport, driven by high-density housing and limited parking in the inner suburbs.

Stonnington is home to 18,512 businesses, contributing significantly to the City's vibrancy and prosperity.

For detailed demographic and profile information, please refer to the Council website - https://www.stonnington.vic.gov.au/About/About-Stonnington/Community-profile

B1.2.4 Vulnerable people and facilities

The 2009 Victorian Bushfires Royal Commission recommended that MEMPs contain information regarding vulnerable people, they must contain both:
▪ Information about community organisations already working with vulnerable individuals.
▪ A register of facilities where vulnerable people are likely to be situated such as aged care facilities, hospitals, schools and childcare centres.

There will be vulnerable people who neither recognise themselves as vulnerable nor have appropriate support through carers, friends or families.

As Stonnington is not in a CFA area of Victoria we do not have a Vulnerable Persons Register containing the details of vulnerable people who have agreed to be on a register.

The vulnerable groups within the municipality have been identified as older people (65 years+), people with mental illness and people living in public housing, young children, people who are homeless, residents in insecure housing and during heatwaves young people (15-24 years).

It should be noted that within this plan culturally and linguistically diverse (CALD) communities are not identified as vulnerable, rather they are identified as a community that requires tailored communications in an emergency.

Refer to the Vulnerable Facilities list (located in Council's MERO Folder on the IT Network) for the location and contact details of local services including:
▪ Maternal and Child Health Centres
▪ Playgroups
▪ Kindergartens
▪ Childcare centres
▪ Primary Schools
▪ Secondary Schools
▪ Aged care accommodation facilities

- Rooming Houses and Student housing
- Hospitals
- Disability services
- Community facilities
- Tertiary institutions

Specified staff including the MEMO, MRM, deputies and selected administration staff can access this list which is supplemented by the Department of Health and Human Services Facilities with Vulnerable People list (2017).

B1.2.5 History of Emergencies

Below is a summary of emergencies responded to, by the City of Stonnington. Individual records for each incident is saved in Council's Emergency Management (MEMO) folder located on the Council IT network. This folder appears on different drives within the IT system depending on the location at which the user logs in. All MEMOs and MRMs have access to this information.

Flooding and Storm events

In November 2019 and again in January 2020 Melbourne was subject to a number of severe high wind events which resulted in wide scale property damage and subsequent fallen trees across the municipality.

In May 2013 greater Melbourne experienced heavy rainfall and thunderstorms that led to property inundation and the issue of flood warnings. During September and October 2013 Melbourne was subject to a number of severe and prolonged windstorms that resulted in wide scale property damage.

Major flooding also occurred in the municipality in February 2011, affecting large areas across the municipality. The flood caused significant basement flooding with some evacuations of residential and commercial property. It also affected public areas and infrastructure.

Gas Leaks

In 2017, a gas leak during construction resulted in the Jam Factory, neighbouring shops and surrounding businesses being evacuated. Council assisted with traffic management and established a relief centre at the Chapel Off Chapel for several hours.

In 2014, construction excavation works at the redevelopment site of the Chadstone Shopping Centre resulted in the puncture of the gas line causing the area to be shut down and the Centre evacuated. Council provided traffic management support to Victoria Police.

In July 2012 a gas leak at the Horace Petty Estate, during construction of apartments on the corner of Malvern Road and Surrey Road, South Yarra, resulted in the evacuation of residents from the Estate for several hours. A relief centre was established at the Chapel Off Chapel along with a holding area in the car park of local business.

Rooming House Closures

During 2012 and 2013 Council enacted the Rooming House Closure Protocol Sub Plan in response to the closure of rooming houses each displacing approximately 30 residents.

Incident summary 2018 – 2020

Year	Month	Incident	Response
2018	February	Tree Branch, Power Down – Cnr Essex and High Street	MEMO prepared traffic management resources but not deployed
	March	Prahran Market Fire Incident	MRM notified, MBS deployed.
	April	Burst Water Main – Cnr Mathoura and Malvern Roads	MEMO notified, on standby but not deployed

	June	Chapel Street Firearm Incident	MRM on standby, during event. Community outreach and psych support offered
	July	Residential Fire – East Malvern	MRM referral to DHHS for Personal Hardship Payment Assessment, no temporary accommodation required
	August	Chapel Street Incident – Hit and Run	MEMO deployed traffic management resources, MRM notified VCC
		Chapel Street Fatality	MEMO notified, MRM notified VCC
	October	Asbestos Report – Malvern	MEMO notified and investigated report
	November	Chapel Street Fatality	MEMO notified, psychosocial support for residents not required.
		Punt/Toorak Fatality	MEMO deployed for traffic management
2019	March	Utility Down – Power lines	MEMO deployed traffic management resources
	April	Residential Fire – Malvern East	MEMO notified, no temporary accommodation required
		False Alarm – Windsor	MEMO contacted DHHS, MBS deployed.
		Shooting – Love Machine – Chapel Street	MRM facilitated psychosocial support
	May	Vehicle Impact – Racecourse Hotel	MEMO contacted MBS, no further Council assistance necessary
	June	Residential Flooding – South Yarra	MRM arranged temporary accommodation
		Residential Fire – South Yarra	MEMO contacted, MBS inspected property, no temporary accommodation necessary.
		Building Access - Prahran	MEMO notified, contacted MRM. Confirmed it was not a Council owned or managed building.
		Fire - Windsor	MEMO contacted but not until late in process. MBS attended, no temporary accommodation was required. DHHS provided financial support.
	July	Tree Removal - SES	MEMO notified of trees removed
		Burnt truck – Cnr Essex and Princess St Prahran	MEMO deployed to site
		Residential Fire – Malvern East	MRM contacted DHHS for Personal Hardship Grant.
	September	Powerline Down – Chapel Street	MEMO notified no assistance required
		Fallen Material – Chapel Street	MEMO notified and contacted MBS
		Fire - Toorak	MEMO advised, no temporary accommodation or financial assistance required
	October	King Street Carpark	MEMO notified
	November	Extreme Wind Damage	MEMO coordinated with other services, DHHS contacted and referral to tenants union was made. Temporary accommodation was organised for tenant requiring accommodation.
2020	January	Potentially Unsafe Brick Wall – Glen Iris	MEMO notified and arranged for MBS to inspect wall.
		Storm Event	MEMO notified, SES site office organised, temporary accommodation offered to those impacted.
	February	Towong Shire Bush Fire Assistance Deployment	MEMO Deployed. Facilitated inspections, coordinated deliveries, provided shelter, psychosocial

			supports, food and material aid. Assisted with grant applications
		Shooting – Chapel Street	MEMO notified, no assistance required.
	March	COVID-19 Pandemic	Internal business continuity arrangements stood up, COVID Response Action Plans developed, Delivered Meals Relief Plan developed
	April	Unit Fire – Armadale	MRM notified, DHHS contacted, temporary accommodation not required. Food parcel arranged. MEMO coordinated with FRV
		Switchboard fire	MEMO coordinated with FRV and environmental health
		Bridge report	MEMO notified. MBS contacted

B1.2.6 Maps

The City of Stonnington is located in Inner Melbourne south eastern suburbs, along-side the Yarra river and a short distance from the CBD. Covering an area of 25.62 sq km, the City takes in the suburbs of Prahran, Windsor (part), South Yarra (part), Toorak, Armadale, Malvern, Malvern East, Kooyong and Glen Iris (part).

See Appendix 4 for a map showing the location of relief centres.

Comprehensive mapping is available from Council's Geographic Information System (GIS). This includes numerous overlays for Council purposes as well as drainage, flooding and others that would assist in an emergency.

B2. Management Arrangements

B2.1 Context

Every municipal government in Victoria has a legislative obligation (Emergency Management Act) to prepare and maintain a Municipal Emergency Management Plan (MEMP). The MEMP is a multi-agency plan managed by a municipal Council.

This section details the aims and objectives of the MEMP, how emergencies within the City of Stonnington will be planned for and managed when they occur and how the plan will be evaluated and maintained. It also provides an overview of the roles and responsibilities of key members of the Municipal Emergency Management Planning Committee (MEMPC).

B2.2 Municipal Emergency Management Plan

The MEMP is the overarching emergency management plan for Stonnington and provides information to emergency services, other organisations and the community on how risks will be dealt with and the management arrangements for emergencies, to promote community safety.

The Plan documents the outcomes of the planning processes conducted by the MEMPC and provides the context for the development and integration of specific response and recovery plans.

B2.2.1 Aim

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

B2.2.2 Objectives

The broad objectives of this Plan are to:
- Implement measures to prevent or reduce the causes or effects of emergencies.
- Manage arrangements for the utilisation and implementation of municipal resources in response to emergencies.
- Manage support that may be provided to or from adjoining municipalities.
- Assist the affected community to recover following an emergency.
- Complement other local, regional and state planning arrangements.
- Ensure full participation and involvement in planning by all members of the committee.

B2.2.3 Key Elements

The key components of emergency management are organised to facilitate planning, preparedness, operational coordination and community participation and are defined under the Emergency Management Act 1986 as:

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

Response – the combating of emergencies and the provision of rescue and immediate relief services.

Recovery – the assisting of person and communities affected by emergencies to achieve a proper and effective level of functioning.

Integrated prevention, response and recovery before, during and after an emergency is required to minimise the impact of emergencies on the overall life and functioning of communities.

B2.2.4 Planning Process and Responsibilities

The EMMV, Part 6, outlines the planning process for the development, maintenance and refinement of the MEMP and the steps and responsibilities for each.

1. Establish Planning Committee
    Council is responsible for identifying stakeholders, establishing the planning committee and committees that are risk/hazard specific.

2. Risk Management
    Risk management and specialist groups are responsible for identifying hazards, analysing the likelihood and consequences and prioritising risks to inform mitigation planning.

3. Management Strategies
    The MEMPC and support organisations are responsible for developing management arrangements, based on the risk assessment, for prevention/mitigation, response, relief and recovery activities for incidents and emergencies. Management and support arrangements for activation and operation of a MOC or MECC and the identification of Council owned contracted resources and services are the responsibility of the City of Stonnington.

4. Development of the MEMP
    The MEMPC is responsible for the development of the MEMP and hazard based sub plans. Agencies are required to endorse the draft plan and confirm intention and capability to meet obligations; and submit the draft MEMP for consideration by Council. The MEMPC is also responsible for acknowledging feedback and reviewing the Plan.

    Council is responsible for adopting the Plan, ensuring that it meets legislation and audit requirements, and for providing feedback to the committee. In addition, Council is responsible for making the Plan publically available and for developing a communication strategy to raise community awareness and develop community resilience.

5. Implement the Plan
    The MEMPC and organisations with responsibilities under the plan are responsible for implementing mitigation and management strategies and accountabilities assigned and accepted.

6. Monitor and Review
    The MEMPC and organisations with responsibilities under the Plan are responsible for conducting exercises to test the Plan and post incident reviews to ensure currency of the Plan. Planning is a continuous process.

    Agencies are responsible for communication and consultation as part of the planning process and for providing advice to residents to enable them to prepare for likely emergencies. The agencies will also consider education and awareness raising programs.

B2.3   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, to formulate plan for the Councils' consideration in relation to the prevention of, response to and the recovery from emergencies within the City of Stonnington.

The EMMV, Part 6, outlines the responsibilities of the MEMPC as:

*   Developing and maintaining the draft MEMP for consideration by the municipal Council
*   Assisting in analysing and evaluating emergency related risks
*   Determining the need for a Municipal Fire Management Planning Committee
*   Helping produce risk treatment strategies; and
*   Preparing risk specific response and recovery plans for the municipal district.

The committee is an integrated planning committee, covering all aspects of planning, preparedness, response and recovery.

Emergency Management Planning Process
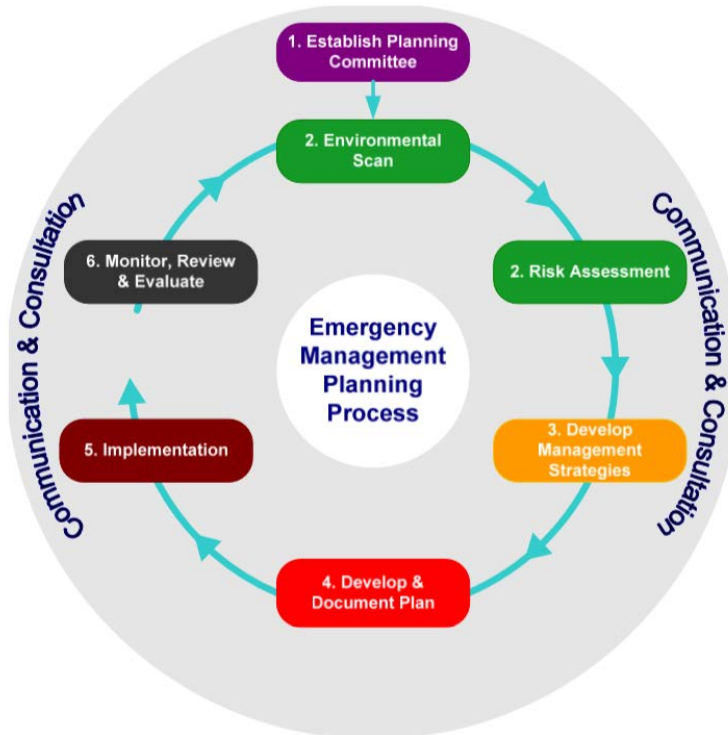
The following positions shall make up the MEMPC:

- Municipal Emergency Management Officer (MEMO);
- Municipal Recovery Manager (MRM)
- Municipal Fire Prevention Officer (MFPO)
- Municipal Communications Manager (MCM)
- Municipal Emergency Response Coordinator (MERC, VicPol)
- Regional Recovery Coordinator or representative (DHHS)
- Fire Service Representative (FRV)
- VICSES Regional Representative
- Medical / Ambulance Representative
- Persons responsible for Functional Areas
- Hazards and Building Coordinator
- Community Agency Representatives (e.g. JCCM, VCC, local SES, MiCare), and
- Other agencies as required.

B3.1   Frequency of Meetings

The Municipal Emergency Management Planning Committee (MEMPC) meets on at least three occasions each year, and each time an organisational change or emergency occurs. The dates of these meetings will be:

March   3rd Tuesday in month   (1pm to 3pm)
June   3rd Tuesday in month   (1pm to 3pm)
October   3rd Tuesday in month   (1pm to 3pm)

Minutes of all meetings must be taken and a copy sent to the Regional Emergency Response Coordinator (RERC). Functional Sub Committees, if formed, should meet at least once per year to review and amend their arrangements where necessary.

The MEMPC will also be convened following:

- An incident of significance (where the Municipal Emergency Control Centre (MECC) has been activated);
- A major organisational change;
- A significant new risk in the municipality; or
- An exercise with major outcomes.

Standing agenda items for the MEMPC at every meeting will include:

- Review of membership (annual only);
- Review of the contact directory;
- Review of risks (annual only); and
- Review of selected sections of the MEMP so as to ensure all sections have been reviewed at least once between audits by the MEMPC.

Contact information will also be reviewed quarterly by the Executive Officer.

MEMP Executive Committee

Council has established an Emergency Management Executive Committee to maintain the MEMP, plan exercises, monitor incidents and responses, manage resourcing of regional meetings and exercises, respond to requests and develop submissions.

The committee is comprised of the MEMO, MRM, DMEMOs, DMRMs and MERC. Other members of the MEMPC are invited to attend, as required.

Meetings of the Executive are held two weeks before each MEMPC meeting. Additional meetings may be called, if required.

B2.3.2　Plan Review

The Executive Officer is responsible for maintaining this plan. The MEMP will be reviewed regularly at the MEMPC meetings and also following:

- A major emergency in which the plan has been utilised;
- An exercise in which major outcomes have been identified;
- A new or emerging risk to the community; or
- A significant change to the community profile.

Organisations delegated with responsibilities in this Plan are required to notify the MEMO and Executive Officer of any changes of detail (e.g. contact information), as they occur.

Amendments are to be produced and distributed by the City of Stonnington as required. Refer to the Distribution List in Part C1 of this Plan.

B2.3.3　Testing and Exercising

Upon completion of development of this Plan, and thereafter on an annual basis, arrangements pertaining to this plan should be tested. This will be done in a form determined by the MEMPC. Any procedural anomalies or short falls encountered during these exercises, or operations, will be discussed with the MEMPC and any learnings addressed and rectified at the earliest opportunity.

B2.3.4　Audit

The City of Stonnington pursuant to section 21A of the Emergency Management Act shall submit the most recent version of the MEMP endorsed by the MEMPC and adopted by Council to the Victoria State Emergency Service for audit. This audit will assess whether the Plan complies with Guidelines for Municipal Emergency Management Planning published as Part 6 EMMV. The Plan will be submitted for audit at least once every three years. Sub Plans are not required to be audited as part of the MEMP audit process.

Following audit Council will receive a report from VicSES indicating whether or not the MEMP complies with the Guidelines, and if there are any opportunities for improvement. Council will, within three months of receiving the audit report, provide a written response to the Chief Officer, VicSES.

B2.3.5 Publication

Following adoption and audit of the MEMP Council will distribute copies to all members of the MEMPC, other key agencies, neighbouring municipalities and relevant Council staff. The MEMP will be made publicly available via hard copies at each Council Library and posted on the Council website. Refer to C1.9 Distribution List.

B2.3.6 Legal Deposit

Council will deposit, within two months, of every new or amended publication, the MEMP to the State Library of Victoria, in accordance with s49 of the *Libraries Act 1988*.

B2.4   Key Agency Roles and Responsibilities

Emergency services and other agencies play key roles in the planning process. Agency representatives participate and contribute as members of the Municipal Emergency Management Planning Committee and provide expert advice on the content of the plan.

They contribute information on the structures in place for the response to and recovery from emergencies and the coordination arrangements in place for dealing with emergencies in the municipality.

Some of the agencies will also be involved in the treatment management strategies/initiatives for identified risks, refer to Part B3 – Risk Management Arrangements.

Emergency services and other agencies also have defined roles in the response to and recovery from emergencies. In most cases this is based on legislative mandate, regulatory requirement, or by other formally agreed arrangements. A list of the roles and responsibilities of key organisations within the City of Stonnington is detailed in Part C2 - Control and Support Agencies.

B2.4.1 Control Agency

The Control Agency is the agency nominated to control the response activities for a specified type of emergency. The control agency may change as the emergency response progresses or is clarified.

B2.4.2 Council Role

The City of Stonnington has a legislated responsibility for management of municipal resources and the coordination of community support to aid in the recovery from an emergency during both the response to and recovery from emergencies.

This includes the management of:
▪   The provision of emergency relief to affected persons during the response phase;
▪   Municipal assistance to agencies during the response to and recovery from emergencies;
▪   Assessment of the impact of the emergency; and
▪   Recovery activities within the municipality, in consultation with Department of Health and Human Services.

B2.5   Individual Roles and Responsibilities

B2.5.1   Municipal Emergency Coordination Group

The City of Stonnington will form a Municipal Emergency Coordination Group consisting of:
▪   Municipal Emergency Management Officer (MEMO)
▪   Municipal Recovery Manager (MRM)
▪   Municipal Emergency Response Coordinator (MERC)

The Municipal Emergency Coordination Group is a key municipal decision making group and performs a leadership role in the MECC. The group provides a link between the Incident Control Centre/Emergency Operations Centre, Emergency Management Liaison Officers and MECC staff to ensure that the requests for resources and other related requirements can be addressed.

The specific responsibilities of the MEMO and the MRM are detailed below however these positions will also share responsibility for chairing meetings and coordinating administrative support.

B2.5.2 Municipal Emergency Response Coordinator (MERC)

The Municipal Emergency Response Coordinator (MERC) is a member of Victoria Police. The MERC sits on the Municipal Emergency Management Planning Committee and is responsible for ensuring the emergency management planning and response arrangements are contemporary. All Victoria Police Senior Sergeants have been delegated the powers and functions of the MERC pursuant to s56 of the Emergency Management Act 2013.

Responsibilities

The role of the MERC is to:
▪   Ensure effective control has been established.
▪   Take an active role in planning at a local level including representation on the MEMPC.
▪   Ensure the MEMO is advised of the emergency, and available to provide access to municipal resources if required.
▪   Ensure the MEMO is receiving information as appropriate.
▪   Advise the RERC regarding emergencies which have the potential to require supplementary resources from outside the municipal district.

Any Control Agency requiring municipal support will request support through the MERC who will pass on all requirements to the MEMO.

B2.5.3 Municipal Emergency Management Officer (MEMO)

The City of Stonnington has appointed the Manager City Operations to fulfil the function of Municipal Emergency Management Officer (MEMO) pursuant to Section 21(1) of the Emergency Management Act 1986. Council has appointed the Coordinator Building Maintenance and the Coordinator Infrastructure Maintenance as Deputy MEMOs.

Responsibilities

The role of MEMO is to:
▪   Coordinate municipal resources in emergency response.
▪   Provide Council resources when requested by emergency services or police during response activities.
▪   Maintain effective liaison with emergency agencies within or servicing the municipal district.
▪   Maintain an effective contact base so municipal resources can be accessed on a twenty four hour basis.
▪   Deploy an Emergency Management Liaison Office to attend the ICC and act as the liaison between Council and the ICC
▪   Keep the MOC or MECC prepared to ensure prompt activation if needed by Council.
▪   Liaise with the MRM on the best use of municipal resources.
▪   Organise a response debrief if requested by the MERC, an appointee of Victoria Police.
▪   Ensure procedures and systems are in place to monitor and record expenditure by the Council in relation to emergencies.
▪   Perform duties as determined.

Municipal Authority

The MEMO is responsible for the coordination of municipal resources in responding to emergencies, and has full-delegated powers to deploy and manage Council's resources during emergencies, and will ensure procedures and systems are in place to monitor and record all expenditure by the Municipality in relation to emergencies.

B2.5.4 Municipal Recovery Manager (MRM)

The City of Stonnington has appointed the Manager Aged, Diversity and Community Planning as Acting Municipal Recovery Manager (MRM) pursuant to Section 21(1) of the Emergency Management Act. The Coordinator Customer Service and Principal Social Planner are the Deputy MRMs.

Responsibilities

The role of the MRM is to:
▪ Coordinate municipal and community resources for recovery.
▪ Assist with collating and evaluating information gathered in the post impact assessment.
▪ Establish priorities for the restoration of community services and needs.
▪ Liaise with the MEMO on the best use of municipal resources.
▪ Establish an information and coordination centre at the municipal offices or a location more appropriate to the affected area.
▪ Liaise, consult and negotiate with recovery agencies and Council on behalf of the affected area and community recovery committees.
▪ Liaise with the regional recovery committee and Department of Health and Human Services.
▪ Undertake other specific recovery activities as determined.

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

B2.5.5 Municipal Fire Prevention Officer (MFPO)

The City of Stonnington has appointed the Manager Liveability and Compliance to fulfil the role of Municipal Fire Prevention Officer in accordance with the Metropolitan Fire Brigades Act 1958.

Responsibilities

The role of the MFPO is to:
▪ Undertake and regularly review Council's fire prevention planning and plans.
▪ Liaise with fire services, brigades, other authorities and councils regarding fire prevention planning and implementation.
▪ Advise and assist the MEMPC on fire prevention and related matters.
▪ Ensure the MEMP contains reference to the Municipal Fire Management Plan.
▪ Report to Council on fire prevention and related matters.
▪ Carry out statutory tasks related to fire prevention notices and infringement notices.
▪ Investigate and act on complaints regarding potential fire hazards.
▪ Advise, assist and make recommendations to the general public on fire prevention and related matters.
▪ Facilitate community fire safety education programs and support fire services in the delivery of community fire safety education programs.

B2.5.6 MEMPC Executive Officer

The City of Stonnington has appointed the Project and Development Officer, City Operations to fulfil the role of Executive Officer to the MEMPC.

Responsibilities

The role of the Executive Officer is to:
▪ Maintain the MEMP.
▪ Review and update sub plans.
▪ Prepare agendas, call meetings, prepare and distribute minutes.
▪ Lead the MEMP audit process.

B2.5.7 Incident Emergency Response Coordinator (IERC)

The Incident Emergency Response Coordinator (IERC) is usually the senior member of Victoria Police at the initial scene of an emergency. This role usually relates to the first response to an emergency, and the person fulfilling the role may change in seniority as the emergency escalates or de-escalates.

The IERC is responsible for performing the principal role of the Emergency Response Coordinator.

Responsibilities

The role of the IERC is to:
▪ Ensure that the necessary control agency/s and support agencies are in attendance or have been notified of the emergency and are responding.
▪ Liaise with all agencies at scene. Ensure an incident controller has been identified.
▪ Arrange for the satisfaction of requests for provision of resources to the control/support agencies by:
 a. ensuring provision of available resources from within municipal council area
 b. utilising municipal emergency relief and supply arrangements, or
 c. requesting additional resources through the municipal/regional Emergency Response Coordinators.
▪ Provide situation reports to the municipal/regional Emergency Response Coordinator.
▪ Ensure that consideration has been given to:
 a. alerting the public to existing and potential dangers arising from a serious emergency
 b. the need for evacuation (consult Control Agency)
 c. public information, and
 d. traffic isolation, ingress/egress of emergency vehicles, etc. (Consult Control Agency/Police Commander).
▪ Make necessary arrangements at scene for media – for example, containment, press releases.

B2.5.8 Regional Emergency Response Coordinator

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

When all relevant resources have been fully committed and there is further requirement for additional resources, all requests must be forwarded to the Municipal Emergency Response Coordinator who will in turn pass on same to the Regional Emergency Response Coordinator for action. In the absence of the Regional Emergency Response Coordinator, his/her deputy will be contacted.

Responsibilities

The role of the RERC is to:
▪ coordinate resources or services within the emergency response region, having regard to the provisions of section 56(2) of the EM Act 2013
▪ monitor control arrangements for emergencies across the region to ensure they are effective
▪ where necessary, ensure the Regional Controller has formed and is chairing the Regional Emergency Management Team (REMT) or, where there are multiple disparate emergencies in the Region, form and chair the REMT
▪ source resources and services requested by the Municipal Emergency Response Coordinators and escalate requests unable to be fulfilled by the region to the EMC through the Senior Police Liaison Officer
▪ in the event of uncertainty, determine which agency is to perform its statutory response role within a region, where more than one agency is empowered to perform that role
▪ ensure the Regional Controller is developing a regional strategic plan for the management of the emergencies within the region
▪ ensure the Regional Recovery Coordinator has been notified of the emergency

- monitor the provision of warnings and information to affected communities
- consider registration of persons evacuated or otherwise affected across the region
- monitor the provision of relief across the region
- monitor the need to declare an emergency area, and
- provide the Senior Police Liaison Officer with information or advice on issues relating the control, command and coordination of the emergency response, including issues relating to consequence management, the provision of relief and the transition to recovery.

B2.5.9 Regional Recovery Coordinator

The Regional Recovery Coordinator (RRC) is the Area Director (or delegate) of the Department of Health and Human Services and is supported by the Regional Recovery Manager (RRM). The RRM is the Chair of the Southern Metropolitan Regional Emergency Relief and Recovery Planning Committee (RERRPC)

The authority to activate the Southern Metropolitan Regional Emergency Relief and Recovery Plan rests with the RRC or RRM when the impact of an emergency event may lead to community needs that exceed the capacity of Council and/or when the emergency event affects additional municipalities and regional coordination of resources is required.

Operational responsibilities may be delegated to the RRM depending on the scale of an emergency.

B2.5.10 Municipal Public Health Officer (MPHO)

The Municipal Public Health Officer is responsible for all public health matters in the municipality. The role of the MPHO is to provide advice and support with preventative public health services and health protection/environmental health messaging and activities including:
- food
- water
- sanitation
- vector (disease carrying pest) control.

The role of the MPHO is undertaken by Council's Environmental Health Coordinator.

B2.5.11 Municipal Medical Officer

The role of the Municipal Medical Officer is undertaken by a medical practitioner under agreement with Council to:
- Provide advice, as requested, regarding the development of the Municipal Public Health and Wellbeing Plan, health education and health promotion initiatives.
- Provide advice to staff of the Health Services Unit on medical/public health issues.
- Provide emergency advice and expertise in the event of a disaster.

B2.5.12 Emergency Relief Centre Manager

The Emergency Relief Centre Manager is responsible for the coordination of resources and services within the centre in providing support and essential needs to persons affected by an emergency including management of:
- logistics
- support agencies
- volunteers
- communications
- support staff
- material aid
- animal aid
- records and administration

B2.5.13 Animal Welfare Officer

The Animal Welfare Officer is responsible for the management of animals following an emergency including:
- registration of animals arriving at Relief Centres;
- arranging transport of animals;
- referral for veterinary assistance;
- effective control of animals; and
- provision of shelter, equipment, food and water.

B2.5.15 Municipal Communications Manager (MCM)

The role of Municipal Communications Manager will be undertaken by the Manager Communications, Advocacy and Engagement. The role of the Municipal Communications Manager is to:
- Manage communications on behalf of Stonnington.
- Provide communications advice.
- Ensure the public, media, staff and Councillors are kept informed.
- Ensure accurate and current information is available through the media, Council's website and other communications materials.
- Attend briefing meetings.
- Act as the media liaison as required.

B2.6   Regional Emergency Management Planning Committee (REMPC)

The City of Stonnington is a member of the Southern Metropolitan Region Emergency Management Planning Committee (REMPC) established in April 2017.

The REMPC provides an integrated approach to emergency management planning combining the response, relief and recovery planning functions into a single regional committee.

The committee is a multi-agency comprising of representatives from LGA's, government and non-government organisations and industry.

B3.1 Introduction

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

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

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

A community emergency risk management review based on Australian/New Zealand Standard ISO 31000:2018 *Risk Management – Principles and Guidelines* is undertaken with input requested of all the MEMPC membership annually via the CERA (Community Emergency Risk Assessment) Working Group. It addresses context, community profile, vulnerable elements, risk identification, analysis and rating, culminating with a range of suggested treatment/control options for each risk. The process is fully documented and the recommended control options are presented to the responsible agencies for consideration and action.

All documentation relating to this process is stored on in Council's electronic records management system (Refer to TRIM 20/149774 Stonnington CERA V7.7 Release 4).

B3.2 The role of the Council and members of the MEMPC

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

B3.3 Risk Assessment

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

CERA is designed to take an "all hazards approach" and to focus on those emergency risks that have the most significant potential to impact the community and where the MEMPC can play a practical and impactful role in better mitigating the risk and/or monitoring the controls in place to address them. The intended outcome of this process is the development of risk reduction strategies that enhance personal safety and security within the City of Stonnington.
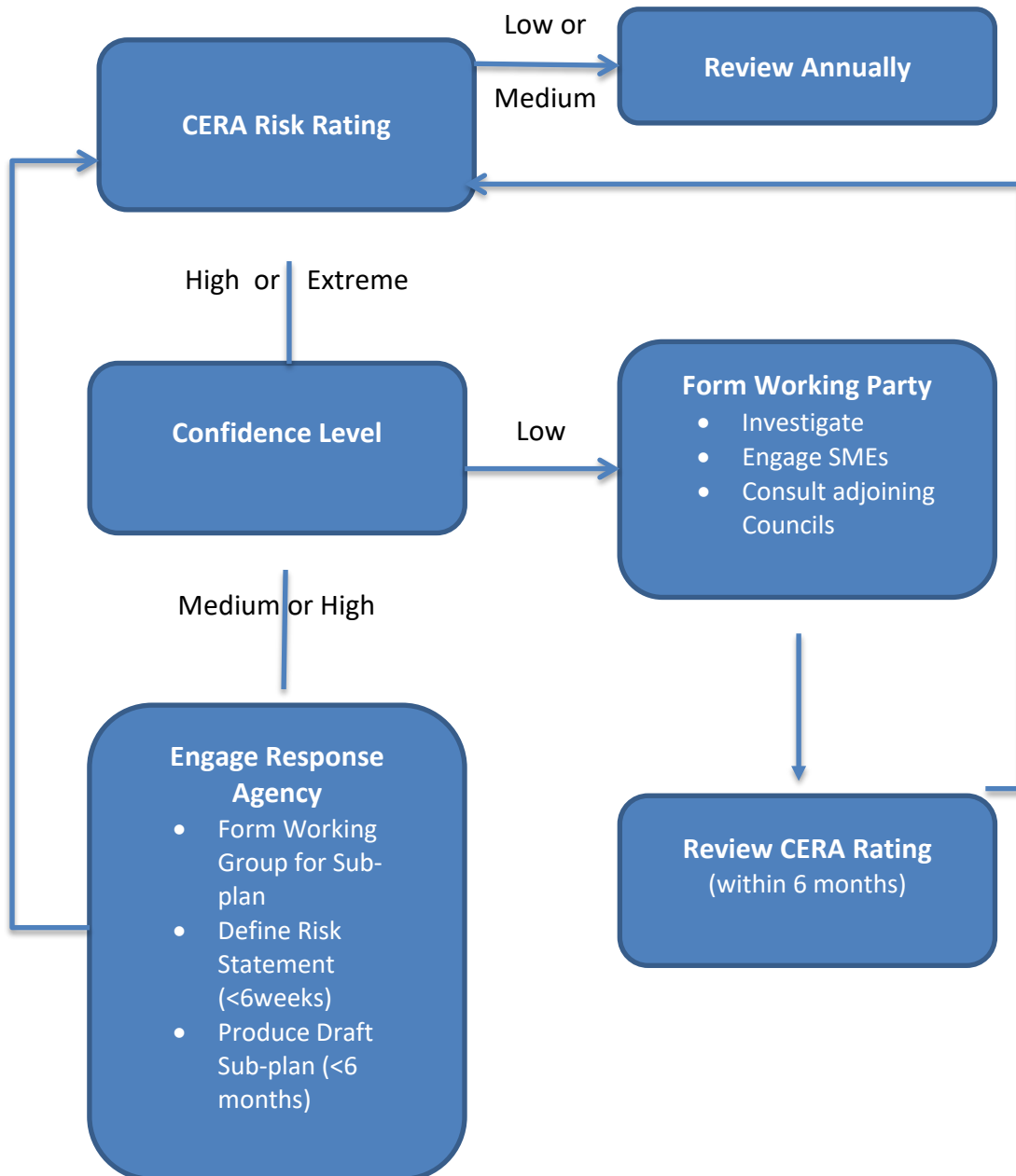
The CERA approach combines hazard information and intelligence from a number of sources, including subject matter experts and the community, to gain a clear understanding of the elements that define 'risk' within a specific area. (Refer to TRIM 20/149774 Stonnington CERA V7.7 Release 4). The CERA program generates an overall risk rating low through to extreme and a risk confidence level of low to high.

B3.4 Development of Sub-Plans

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

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

```
                                    Low or
 ┌──────────────────┐  ──────────────────────▶  ┌──────────────────┐
 │                  │         Medium            │  Review Annually  │
 │  CERA Risk Rating │                          └──────────────────┘
 │                  │
 └──────────────────┘

        High  or  Extreme

 ┌──────────────────┐                           ┌──────────────────────┐
 │                  │          Low              │  Form Working Party   │
 │ Confidence Level │  ──────────────────────▶  │   • Investigate       │
 │                  │                           │   • Engage SMEs       │
 └──────────────────┘                           │   • Consult adjoining │
                                                │     Councils          │
        Medium or High                          └──────────────────────┘

 ┌──────────────────────┐                       ┌──────────────────────┐
 │  Engage Response     │                       │  Review CERA Rating   │
 │     Agency           │                       │   (within 6 months)   │
 │  • Form Working      │                       └──────────────────────┘
 │    Group for Sub-    │
 │    plan              │
 │  • Define Risk       │
 │    Statement         │
 │    (<6weeks)         │
 │  • Produce Draft     │
 │    Sub-plan (<6      │
 │    months)           │
 └──────────────────────┘
```

B3.5 Risk Review

In June 2020, a risk assessment working group was convened to review existing risks identified by previous risk reviews and to identify any new risks using the CERA standard list of hazards. The working group comprised of representatives from the City of Stonnington, SES, Victoria Police and FRV. This group was only a small selection of MEMPC members due to the CERA being held during the Covid-19 pandemic and social distancing regulations.

Eight hazards were reviewed by the CERA Working Group where knowledge / data / evidence informed the Risk Review Working Group about the risk, identify contributing factors, impacts and possible improvement opportunities. This information was used to support decision making to prioritise and determine the most appropriate risks rating. The MEMPC adopted these priorities via a vote in August 2020.

Stonnington City Council

19 June 2020

Code	Risk	Ratings Confidence	Residual Risk Rating
FL-F	Flood - Flash	High	Medium
ET-HW	Heat Health	High	High
ST	Storm	High	Medium
T-TR	Transport Incident - Train, Rail	Med	Medium
T-O1	Road Transport Incident - vehicle	High	Medium
I-O1	Service Disruption - Electricity/Gas/W	High	Medium
F- R	Fire - Residential	High	Medium
HE	Human Epidemic / Pandemic	Med	High

Community Emergency Risk Assessment (CERA) Heat Map
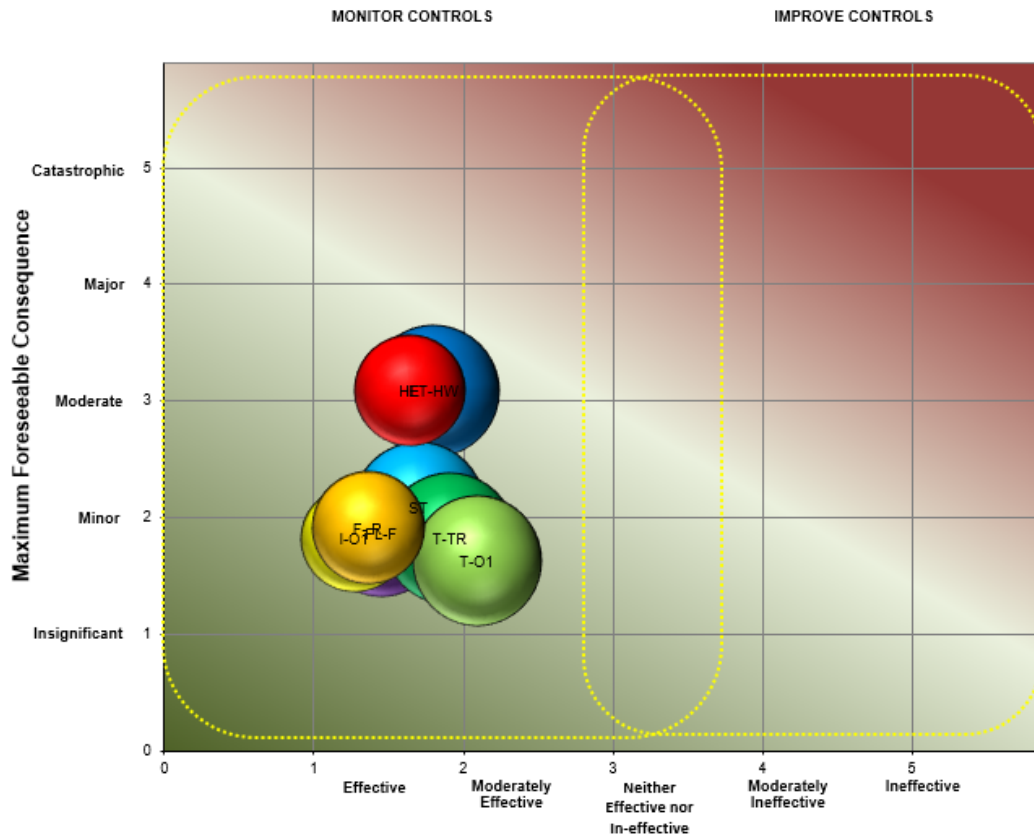
B3.6 Treatment Plans

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

- STONNINGTON Municipal Flood Emergency Plan
- STONNINGTON Influenza Pandemic Plan
- STONNINGTON Heatwave Plan

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

- City of Stonnington Business Continuity Plan
- City of Stonnington MECC Operating Procedures
- City of Stonnington MOC Standard Operating Procedures
- Stonnington Emergency Relief Centre Checklists and Procedures
- Stonnington Municipal Public Health and Wellbeing Plan

B3.7 Community engagement and awareness

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

B3.8 Monitoring and Review

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

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

Sub plans have their own review processes which are coordinated by Council's Emergency Management Planning Officer with support from relevant Working Groups assigned responsibility for the plan review (refer to MEMP section B2 – Management Arrangements for MEMPlan and Sub-Plans review schedules).

C1   Administrative Information

C1.1   Amendment Register

All amendments must be recorded in the following table when changes are made to any part of the MEMP, including amendments and sub-plans, excluding contact lists.

Note: Amendment Register entries prior to November 2020 have been archived and are detailed in copies of the plan held on file by Council prior to the date of the first entry.

Amendment number	Date amended	Section amended	Summary of amendment	Authorised by	Version number
	December 2020	A1 Contact Directory	Updated DHHS Contact Information as requested in audit	JE	V3.0
	December 2020	A3 Response	3.3.2 Addition of reference to Appendix 4	JE	V3.0
	December 2020	A4 Relief and Recovery	Update NDRRA to NDFA	JE	V3.0
	December 2020	A4 Relief and Recovery	A4.3.09 addition of community members to CRC	JE	V3.0
	December 2020	A4 Relief and Recovery	A4.2.3.10 updated Victorian Public Warning System to VicEmergency	JE	V3.0
	December 2020	C4 Impact Assessment	C4.2.3 new section added on indigenous cultural significance	JE	V3.0

C1.2   Exercise Register

The following exercises have been conducted to evaluate this plan. Following each exercise a debrief is conducted and report with recommendations tabled at the next MEMPC meeting.

Date	Exercise Name	Type
8 November 2019	Exercise Cato	Onsite Exercise
6 September 2019	Exercise Jupiter	ERC Exercise
15 September 2017	Exercise Horace	Desktop Exercise
16 September 2016	Pandemic	Desktop Exercise
8 September 2015	Heatwave	Desktop Exercise
18 June 2014	MECC Kit Test	Desktop Exercise
16 October 2012	Power Out	Desktop Exercise
30 March 2012	Simmons Relief	Desktop Exercise

C1.3   Amendment Notification and Distribution

To notify the City of Stonnington Municipal Emergency Management Planning Committee regarding amendments to organisational details and/or other suggested changes to the MEMP please email the Municipal Emergency Management Officer (MEMO):

Email: memo@stonnington.vic.gov.au

Please include the following information:
- Date, name and title, organisation and contact details of the person making the request.
- Details of the requested change including the relevant Part number and Page number.

C1.3.1   Document process for distribution

After receipt of any amendment notification, the amendment register will be updated, the amendments made and an updated version of the relevant section distributed to all members of the MEMPC and other copyholders on the distribution list.

C1.4   Numbering Protocol

Complete rewrites will be denoted by the year and begin with Version 1. Minor amendments will be denoted by retaining the primary Version number and changing only the sub-version number, ie Version 1.2. The date updated should be changed in the footer with all changes and the change recorded in the amendment notification form. Contact details will have a separate version control process.

C1.5   Municipal Statement of Endorsement

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

The City of Stonnington understands and accepts its roles and responsibilities as described in Part 4 and Part 6 of the Emergency Management Act 1986.

This plan is a result of the cooperative efforts of the Municipal Emergency Management Planning Committee (MEMPC) after consultation with those agencies and organisations identified therein and based on an understanding of the community and its needs through consultation and history of events.

The MEMP 2020 Version 3.0 was adopted by Council on 21 September 2020.

C1.6   Agency Endorsement

Agencies represented on the MEMPC and involved in the development of this plan are outlined below:

- Victoria Police (VicPOL)
- State Emergency Service (SES)
- Fire Rescue Victoria (FRV)
- Ambulance Victoria (AV)
- Department of Health and Human Services (DHHS)
- Department of Human Services (Commonwealth)
- Department of Education and Training (DET)
- Australian Red Cross
- Victorian Council of Churches Emergencies Ministry (VCC)
- Jewish Community Crisis Management (JCCM)
- Star Health
- MiCare
- Prahran Market

All agencies have contributed to the development of the plan and have confirmed sections of the plan relating to their roles and responsibilities.

The MEMP 2020 Version 3.0 was endorsed by agencies at the MEMPC meeting of 27 August 2020.

Minor amendments will be made to this plan on an ongoing basis to ensure it remains current. These will be managed by the administrative processes of the MEMPC without having to seek either Council or agency endorsement for each minor update.

C1.7   Statement of Audit

Certificate of

Audit

THIS IS TO CERTIFY THAT THE
MUNICIPAL EMERGENCY MANAGEMENT PLAN OF

City of Stonnington

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

"Complying with the Guidelines"

Kate White

Director Community Resilience &
Communications. Delegation on
behalf of the Chief Officer,
Operations

11 November 2020

Date

C1.8   References

Australia. Department of Health and Ageing, <u>Australian Health Management Plan for Pandemic Influenza</u>: Canberra, Attorney- General's Department, 2009

Australia. National Counter Terrorism Committee, <u>National Approach for the Protection of Places of Mass Gathering from Terrorism:</u> Canberra, Attorney-General's Department, 2006

Integrated Fire Management Planning, <u>Urban Fire Risk Profile, Stonnington Urban Area and Surrounds</u>: Geotech Information Services, 2010

Jewish Emergency Management, <u>Jewish Emergency Management Plan</u> (2006)

Victoria. Office of the Emergency Services Commissioner, <u>Emergency Management Manual Victoria:</u> Melbourne, Victorian Government (2012)

Victoria. Department of Human Services, <u>Emergency Case Management Service Guide</u> (Draft): Melbourne, Victorian Government, 2011

Victoria. Department of Human Services, <u>Emergency Relief Handbook: Melbourne</u>, Victorian Government, 2011

Victoria. Department of Human Services, <u>Flood Recovery Support Program</u>: Melbourne, Victorian Government, 2011

Victoria. Departments of Health and Human Services, <u>Victorian Floods 2011 Recovery Resource Guide</u>: Melbourne, Victorian Government, 2011

Victoria. Department of Human Services, <u>Heatwave Planning Guide</u>: Melbourne, Victorian Government, 2009

Victoria. Department of Health, <u>Victorian Human Influenza Pandemic Plan</u>: Melbourne, Victorian Government, 2007

Victoria. (Southern Metropolitan Region) Department of Human Services, <u>Regional Emergency Recovery Plan</u> (RERP): Melbourne, Victorian Government, 2010

Victoria. Department of Health, <u>State Emergency Response Plan (SHERP) Victoria 2009</u> (V.2). Melbourne: Victorian Government, 2009

C1.8.1   Legislation
Building Act 1983
Building Regulations 1994
Emergency Management Act 2013
Local Government Act 1989
Public Health and Wellbeing Act 2008

C1.8.2   Policy – City of Stonnington
Business Continuity and Disaster Recovery Plan 2020
Community Emergency Risk Management (CERA) Workbook 2020
Council Plan 2017-21
Emergency Management Case Management Plan 2011
Heatwave Plan 2017
Influenza Pandemic Plan 2017
Municipal Public Health and Wellbeing Plan 2017-21
Municipal Strategic Statement
Road Management Plan 2017
Road Safety Strategy "Towards Zero" 2018-22
Rooming House Protocol 2016

C1.9   Distribution List

C1.9.1   External Distribution

The preference will be for electronic copies, however hard copies will be in the Libraries and at the request of the organisations.

ISSUED TO	NUMBER OF COPIES HELD
Adjoining Municipalities: *City of Kingston* *City of Port Phillip* *City of Melbourne* *City of Yarra* *City of Boroondara* *City of Glen Eira* *City of Monash* *City of Bayside*	8
Ambulance Victoria	1
Environment Protection Authority	1
Dept Health and Human Services (South Division)	1
Dept Education & Training (SMR)	1
Dept Human Services (Centrelink)	
Police – Regional Emergency Response Coordinator	1
Police – Regional Emergency Management Inspector	1
Police – Prahran Police Station	1
Police – Malvern Police Station	1
Metropolitan Fire Brigade	1
Australian Red Cross	1
Victorian Council of Churches	1
Jewish Crisis Community Management	1
StarHealth Service	1
MiCare	1
Salvation Army	1
St Vincent De Paul	1
Victoria State Emergency Service - Local Unit (Malvern)	1
Victoria State Emergency Service - Regional Headquarters	2
Victorian Council of Churches	1
Stonnington Libraries (No Phone Numbers)	4
Victorian State Library (No Phone Numbers)	1
Translink Operations Pty Ltd	1

C1.9.2 Internal Distribution

ISSUED TO	NUMBER OF COPIES HELD	COPY NO.
City of Stonnington		
Chief Executive Officer	1	
Municipal Emergency Management Officer	2	
Deputy Municipal Emergency Resource Officers	2	
Municipal Recovery Manager	2	
Deputy Municipal Recovery Manager/s	3	
Municipal Emergency Catering Coordinator	1	
Municipal Emergency Communication Convenors	2	
Municipal Emergency Transport /Engineering Coordinator	1	
Municipal Fire Prevention Officers	4	
Municipal Communications Manager	1	
Municipal Emergency Coordinating Centre	2	
Municipal Public Health Officer	1	
Municipal Medical Officer	1	

C1.10 Glossary

This Glossary defines or explains terms, which have a specific meaning with respect to emergency management.

AGENCY	Means a Government agency or a non-Government agency.
AREA OF OPERATION	Means the time limited geographical area, activity or activities, and/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 with 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.

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.
CHAIN OF COMMAND	Chain of command is an agency's organisational hierarchy that identifies the link between each individual and their supervisor.

CHIEF OFFICER	(a) Means the Chief Officer of the–
	    (i) Metropolitan Fire and Emergency Services Board;
	    (ii) Country Fire Authority;
	    (iii) Department of Environment, Land, Water and Planning
	    (iv) Operations of the Victoria State Emergency Service Authority; and
	(b) Any person nominated by those referred to above to exercise powers under the Emergency Management Act 2013 Section 38.

CLASS 1 EMERGENCY	(a) A major fire; or (b) Any other major emergency for which the Metropolitan Fire and Emergency Services Board, Country Fire Authority or 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 (b) A warlike act of terrorism or (c) A hi-jack, siege or riot
CLASS 2 STATE CONTROLLER	A person appointed at the state tier under the Emergency Management Act 2013 section 39
CLASS 3 EMERGENCY	For the purpose of the State Emergency Response Plan, a class 3 emergency means a warlike act or act of terrorism, hijack, siege or riot.
CONSEQUENCE MANAGEMENT	The coordination of agencies which are responsible for managing or regulating services or infrastructure which is, or may be, affected by a major emergency.
COMMAND	Command is the internal direction of personnel and resources, operating vertically within an agency. Each agency responding to an emergency must identify the commanders responsible for supervising agency personnel and the 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 arrangement, a functional commander may supervise personnel and resources from more than one agency.

COMMANDER **(Agency or functional)**	The role of an agency or functional commander at each tier of emergency response for Class 1, 2 or 3 is to: • Support the controller • Establish an agency or functional command structure to suit the circumstances • Take charge and provide leadership of agency or functional resources ensuring they are focused on supporting the controller to resolve the incident • Participate and contribute to team meetings • Ensure the timely flow of information • Work within the control structure for the emergency
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 RECOVERY COMMITTEE	The primary method for supporting community recovery after an emergency. A committee, which may be convened after an emergency to provide a management forum for recovery process in respect of an affected area or a specific community.
CONTROL	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	The agency identified in the Emergency Response Plan which is primarily responsible for responding to a specific emergency. Refer to EMMV Part 7 for control agencies for specific emergencies.
CONTROL CENTRE / COMMAND CENTRE	The physical infrastructure provided by a response agency to support personnel appointed as incident controllers, agency commanders, and representatives of the organisations that support them. Any centre established for this purpose is named according to the function it supports, e.g. control centre, command centre.
CO-ORDINATION	The bringing together of agencies and resources to ensure the response to and recovery from emergencies. .
CO-ORDINATION 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.
CO-ORDINATOR IN CHIEF	The Co-ordinator in Chief of Emergency Management is the Minister for Police and Emergency Services.
DEPUTY CO-ORDINATOR IN CHIEF	The Deputy Co-ordinator in Chief of Emergency Management is the Chief Commissioner of Police.
DEPUTY STATE CO-ORDINATOR	The Deputy State Co-ordinator of Emergency Response is the Deputy Commissioner (Operations) of Police.

CONTROLLER (VICSES)	The person appointed to manage and administer a local volunteer Unit of the Victoria State Emergency Service (VICSES)
DEPARTMENT	Victorian State Government departments including those with portfolio responsibility for agencies with a role in emergency response.
DISASTER	A term not generally used within Victoria's arrangements, where it would be taken to mean the same as emergency. Under the Emergency Management Act, an emergency is termed a disaster only if a State of Disaster has been declared.
DISASTER AREA	Means that part or those parts of Victoria in which a state of disaster is declared, under Section 23(1) of the Emergency Management Act, to exist.
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 Co-ordinator in Chief, or delegate, to exercise extraordinary powers in directing and controlling agencies and resources for responding to it.
EFFECTIVE CONTROL	Is where the following conditions are met: A hierarchy appropriate to the emergency is in place Controllers are working in accordance with their roles State emergency management priorities guide all decisions made in the emergency response.
EMERGENCY	Emergency means an emergency due to the actual or imminent occurrence of an event which in any way endangers or threatens to endanger the safety or health of any person in Victoria or which destroys or damages, or threatens to destroy or damage any property in Victoria or endangers or threatens to endanger the environment or an element of the environment in Victoria including, without limiting the generality of the foregoing; • an earthquake, flood, windstorm or other natural event; and • a fire; and • an explosion; and • a road accident or any other accident; and • a plague or an epidemic or contamination; and • a warlike act, whether directed at Victoria or a part of Victoria or at any other State or Territory of the Commonwealth; and • a hi-jack, siege or riot • a disruption to an essential service
EMERGENCY MANAGEMENT SECTOR	The sector comprising all agencies, bodies, departments and other persons who have a responsibility, function or other role in emergency management.
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 the MEMP and usually provided by community, business or government organisations, although people often find their own accommodation with family or friends.
EMERGENCY ACTIVITY	Emergency activity is usually referred to in conjunction with compensation arrangements for voluntary emergency workers. Refer to the EMMV for more information.

EMERGENCY AREA	An area declared under s.36A of the Emergency Management Act, being, in the opinion of the most senior police officer in attendance, on advice from 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 MANAGEMENT LIAISON OFFICER (EMLO)	An emergency management liaison officer is a person appointed by an agency, who: • represents the agency in the relevant control centre • may represent the agency at the IEMT or REMT, if the agency commander is unable to attend • should be empowered to commit or to arrange to commit the resources of the agency to respond to an emergency • Provides advice in relation to the role and activates the agency • Should maintain ongoing communication with the agency. •
EMERGENCY MANAGEMENT TEAM	An emergency management team is 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.
EMERGENCY RELIEF	Relief is the provision of assistance to meet the essential needs of individuals, families and communities during and in the aftermath of an emergency.
EMERGENCY RELIEF CENTRES	A building or place established by Council to provide immediate and basic services to people affected by an emergency. Services could include shelter, food and water, non food items, reconnecting families and friends and health services..
EMERGENCY AFFECTED PERSONS	People, other than emergency management personnel, who experience losses or injury or are affected by an emergency. Usually understood to exclude deceased.
ESSENTIAL SERVICE	Defined as transport, fuel (including gas), light, power, water, sewerage, food supply, road/bridges/tunnels, cyber security or a service declared to be an essential service by the Governor in Council.
EMERGENCY WORKER	See 'Volunteer Emergency Worker'
EVACUATION	The planned relocation of persons from dangerous or potentially dangerous areas to safer areas and eventual return. The decision to evacuate rests with the control agency in conjunction with police and available expert advice.
EVACUATION CENTRE	See Emergency Relief Centre.
FIRE SERVICES AGENCY	Any of the following – (a) Metropolitan Fire and Emergency Services Board (b) Country Fire authority (c) Department of Environment, Land, Water and Planning

GOVERNMENT AGENCY	Anybody corporate or unincorporated constituted by or under any Act for a public purpose; and Any member or officer of such a body. Any person in the service of the Crown in the right of the State of Victoria upon whom any function, power, duty or responsibility is conferred by or under the Act
INCIDENT	An event or occurrence or set of circumstances that: • Has a definite duration • Calls for human intervention • Has a set of concluding conditions that can be defined • Is or will be under the control of an individual who has the authority to make decisions about the means by which it will be brought to a resolution.
INCIDENT CONTROLLER	An officer appointed by the control agency responsible for emergency response operations. This title shall also extend to the person appointed under the provisions of Section 16 or 16A of the Emergency Management Act.
INDIDENT EMERGENCY RESPONSE CO-ORDINATOR	The IERC is usually the senior member of Victoria Police at the initial scene of an emergency or at the place where control is being exercised at incident level. This role usually relates to the first response to an emergency, and the person fulfilling the role may change in seniority as the emergency escalates or de-escalates.
INCIDENT MANAGEMENT TEAM	To support an incident controller to perform their control function.
INTERIM ACCOMMODATION	Interim accommodation is provided to households and individuals whose primary place of residence is destroyed or damaged by an emergency event. Interim accommodation can be in a house, flat, caravan or similar and can continue for extended periods of weeks, months or longer prior to permanent housing. In some cases interim accommodation may transition into permanent housing.
LEAD AGENCY	The lead agency for each of the relief responsibilities is responsible for: • coordinating strategic information sharing, to facilitate activities within that accountability • monitoring relief issues, risks, progress and capacity issues Emergency Management Manual Victoria Relief assistance July 2018 Page 4-20 • determining and implementing appropriate communication and information sharing mechanisms with relevant departments, agencies and key stakeholders to facilitate the above • reporting progress and issues to the State Relief and Recovery Manager.
MAJOR FIRE	A large or complex fire which – (a) Has the potential to cause or is causing loss of life and extensive damage to property, infrastructure or the environment; or (b) Has the potential to have or is having significant adverse consequences for the Victorian community or part of the community; or (c) Requires involvement of 2 or more fire services agencies to suppress; or (d) Will, if not suppressed, burn for more than one day.
MATERIAL NEEDS	Essential non-food items provided to emergency-affected persons including, clothing, bedding and other personal requisites.

MUNICIPAL OPERATIONS CENTRE (MOC)	The MOC will coordinate Council resources and support. Its primary functions are to be utilised for the coordination of resource allocation, to receive and transmit information updates, and to provide an administrative and management base for response and recovery.
MUNICIPAL EMERGENCY MANAGEMENT OFFICER (MEMO)	The person appointed by the municipality responsible to council for the co-ordination of municipal resources in emergency response.
MUNICIPAL EMERGENCY RESPONSE CO-ORDINATOR (MERC)	A member of the Victoria Police appointed as an emergency response coordinator for a municipal district..
MUNICIPAL EMERGENCY MANAGEMENT PLANNING COMMITTEE	The Committee, which, at municipal level, is responsible for the formation and maintenance of a Municipal Emergency Management Plan.
MUNICIPAL RECOVERY MANAGER	The person appointed by the Municipality responsible to council for the co-ordination of municipal resources in emergency.
MUNICIPALITY	The area contained within the defined boundaries for local Government responsibility of a Shire, Borough, Town or City.
NATIONAL REGISTRATION & INQUIRY SYSTEM (NRIS)	The Commonwealth/State's arrangements for the recording details of evacuees and for handling inquiries about the location of registered persons._Note: Although still included in the Glossary of terms in the EMMV (as at March 2018), this is now known as Register Find Reunite._
NON GOVERNMENT AGENCY	Means a voluntary organisation or any person or body other than a government agency.
POST EMERGENCY ASSISTANCE MEASURES	Financial and other assistance provided to emergency affected persons, communities or organisations to assist their recovery from an emergency.
RECOVERY	The assisting of persons and communities affected by emergencies to achieve a proper and effective level of functioning.
RECOVERY AGENCY	A recovery agency is an agency having a role under the State Emergency Recovery Plan or in the recovery arrangements.
RECOVERY CENTRE	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	One of the Victorian Government Regions as defined in Part 8 of the EMMV, or an area designated by the Emergency Management Commissioner
REGIONAL CONTROLLER	The regional controller leads and manages the response to the emergencies for which they are responsible within a Victorian government region or defined area.

REGIONAL EMERGENCY MANAGEMENT TEAM	A regional emergency management planning team combining response and recovery planning.
REGIONAL EMERGENCY RESPONSE COORDINATOR (RERC)	A member of Victoria Police appointed by the Chief Commissioner of Police as an emergency response coordinator for each Victorian government region..
REGIONAL RECOVERY COORDINATOR	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 region.
REGIONAL RESPONSE PLAN	The emergency response plan prepared and maintained for each response region.
RELIEF	Relief is the provision of assistance to meet the essential needs of individuals, families and communities during and in the immediate aftermath of an emergency.
RELIEF CENTRE	See Emergency Relief Centre
RESOURCES	The people, equipment or services an agency requires to perform its emergency response roles and responsibilities.
RESOURCE SUPPLEMENTATION	The provision of resources in emergencies to response agencies other than their internal resource acquisition systems.
RESPONSE	The combating of emergencies and the provision of rescue services..
RESPONDER AGENCY	(a) Metropolitan Fire and Emergency Services Board; (b) Country Fire Authority; (c) Victoria State Emergency Service Authority (d) Secretary to the Department of Environment, Land, Water and Planning (e) Any other agency prescribed to be a responder agency
RESPONSE	The combating of emergencies and the provision of rescue services..
RESPONSE AGENCY	An agency having a role under the State Emergency Response Plan or the response arrangements. Response agencies can be control or support agencies.
RESPONSE CO-ORDINATOR	See Emergency Response Coordinator
STATE EMERGENCY RESPONSE PLAN	The plan prepared under the Emergency Management Act 2013 section 37
STATE OF DISASTER	Declared by the Premier for the whole or any part of Victoria, for an emergency that presents a significant and widespread danger to life or property.

STATE RESPONSE CONTROLLER	A person appointed as a State Response Coordinator under the Emergency Management Act 2013
SUPPORT AGENCY	An agency that provides essential services, personnel or material to support the control agency or affected persons. All agencies listed in the EMMV Part 7 that have a response, relief or recovery function.
WHOLE OF GOVERNMENT	A collective term for all agencies with a role or responsibility in emergency management in Victoria as listed in the EMMV Part 7
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, or an agency to which either the state emergency response or recovery plan applies.

C1.10.1 Abbreviations and Acronyms

AA	Airservices Australia
ADF	Australian Defence Force
AEMO	Australian Energy Market Operator
ARCV	Australian Red Cross Victoria
ATSB	Australian Transport Safety Bureau
AV	Ambulance Victoria
BOM	Bureau of Meteorology
CERA	Community Emergency Risk Assessment
CERM	Community Emergency Risk Management
CRC	Community Recovery Centre
DET	Department of Education and Training
DHHS	Department of Health and Human Services
DJPR	Department of Jobs, Precincts and Region
DJR	Department of Justice and Regulation
DOCR	Department of Justice and Community Safety
DOT	Department of Transport
DPC	Department of Premier and Cabinet
DELWP	Department of Environment, Land, Water and Planning
DTF	Department of Treasury and Finance
EHO	Environmental Health Officer
EM Act 1986	Emergency Management Act 1986
EM Act 2013	Emergency Management Act 2013
EMA	Emergency Management Australia
EMC	Emergency Management Commissioner
EMJPIC	Emergency Management Joint Public Information Committee
EMLO	Emergency Management Liaison Officer
EMR	Emergency Medical Response
EmRePSS	Emergency Resource Providers Support Scheme
EMT	Emergency Management Team
EMV	Emergency Management Victoria
EMMV	Emergency Management Manual Victoria
EOC	Emergency Operations Centre
EPA	Environmental Protection Authority
ERC	Emergency Relief Centre
ESTA	Emergency Services Telecommunications Authority
ESV	Energy Safe Victoria
FERC	Field Emergency Response Coordinator
ICC	Incident Control Centre
IFMP	Integrated Fire Management Planning
IGEM	Inspector General for Emergency Management
IMT	Incident Management Team
IEMT	Incident Emergency Management Team
IERC	Incident Emergency Response Coordinator
MECC	Municipal Emergency Co-ordination Centre
MEMP	Municipal Emergency Management Plan
MEMPC	Municipal Emergency Management Planning Committee
MERC	Municipal Emergency Response Co-ordinator
MEMO	Municipal Emergency Management Officer
MFESB	Metropolitan Fire and Emergency Services Board
MOC	Municipal Operations Centre
FRV	Fire Rescue Victoria
MOC	Municipal Operations Centre
MRM	Municipal Recovery Manager
MTM	Metro Trains Melbourne
DRFA	Disaster Recovery Funding Arrangements
NRIS	National Registration and Inquiry System (now known as Register Find Reunite)
OESC	Office of the Emergency Services Commissioner

OIC	Officer in Charge
PENA	Post Emergency Needs Assessment
PV	Parks Victoria
RCT	Regional Control Team
REMT	Regional Emergency Management Tea
REMPC	Regional Emergency Management Planning Committee
RERC	Regional Emergency Response Coordinator
RERCC	Regional Emergency Response Coordination Centre
RSPCA	Royal Society for the Prevention of Cruelty to Animals
SCRC	State Crisis and Resilience Council
SEMC	Security and Emergency Management Committee
SEMT	State Emergency Management Team
SERG	State Emergency Relief Group
SEWS	Standard Emergency Warning Signal
SERP	State Emergency Response Plan
SHERP	State Health Emergency Response Plan
SCOT	State Coordination Team
SCRC	State Crisis and Resilience Council
SCT	State Control Team
SIA	Secondary Impact Assessment
SITREP	Situation Report
SOP	Standard Operating Procedure
SPLO	Senior Police Liaison Officer
SRRT	State Relief and Recovery Team
TSV	Transport Safety Victoria
USAR	Urban Search and Rescue
VBA	Victorian Building Authority
VCCEM	Victorian Council of Churches Emergencies Ministry
VICPOL	Victoria Police
VICSES	Victoria State Emergency Service
VMIA	Victorian Managed Insurance Authority
VWA	Victorian Workcover Authority
WICEN	Wireless Institute Civil Emergency Network

C1.11 Maps

Stonnington and Neighbouring LGA's
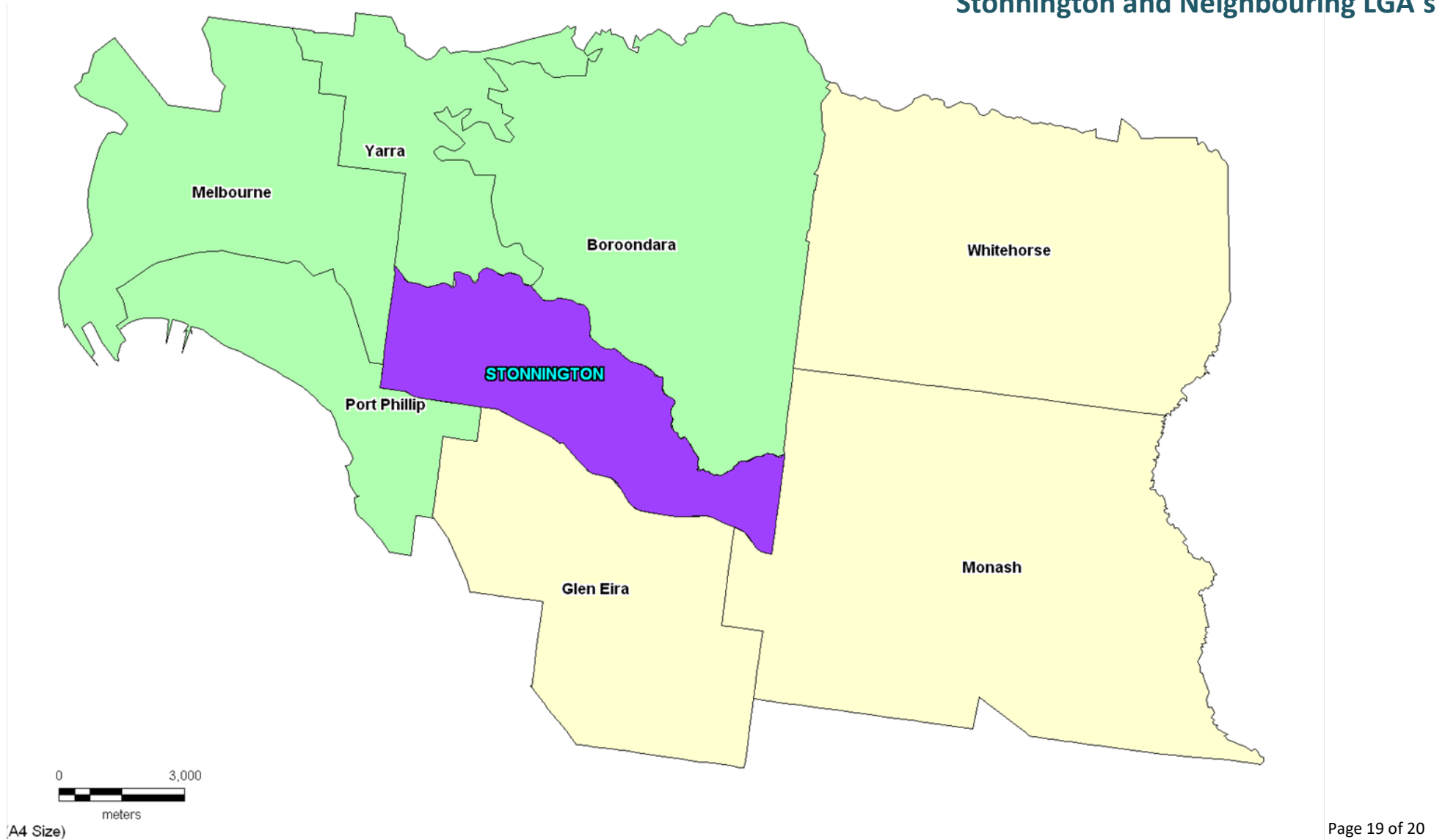
Municipal Map – Street

C2. Control and Support Agencies

C2.1 Control and Support Agencies by Emergency

Detailed below is an agreed set of arrangements for the response to identified emergencies within the City of Stonnington. These arrangements have been tailored to meet local response capabilities based on the agencies available within the municipality.

The control agency is the primary agency responsible for responding to a specified type of emergency. The control agency may change as the emergency progresses or is clarified.

A support agency provides essential services, personnel or material to support or assist a control agency of affected persons.

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

Support agencies may be able to offer varying levels of support from 'on-ground' resources to information. It may be appropriate to consult with a number of identified support agencies for advice in relation to any given emergency. It is the prerogative of the control agency to formulate action plans for a given emergency in consultation with support agencies.

For certain types of emergency, there may be more than one control agency. Each regional and municipal plan identifies the relevant control agencies through consideration of normal geographic areas of operation and resources capacity.

Refer to the Glossary in Part C1 for explanation of abbreviations.

Emergency	Form of emergency	Control agency	Class of major emergency
An earthquake, flood, windstorm or other natural event	Earthquake	VICSES	1
	Flood	VICSES	1
	Heat	EMC	2
	Storm	VICSES	1
	Landslide	VICSES	1
Fire and explosion	Aircraft	FRV	1
	Boilers and pressure vessels	FRV	1
	Explosion	FRV	1
	Explosive device	Victoria Police	3
	Fire	FRV	1
Road accident or any other accident	Aircraft	Victoria Police	2
	Biological materials (including leaks and spills)	DHHS	2
	Gas leakage	FRV	1
	Hazardous materials, high consequence dangerous goods or dangerous goods (including leaks and spills)	FRV	1
	Lifts, cranes or scaffolding and amusement structures	FRV	1
	Building collapse	FRV	1
	Military aircraft and ships	Defence Force	2
	Radioactive materials (including leaks and spills)	DHHS	2

Emergency	Form of emergency	Control agency	Class of major emergency
	Rail and tram	Victoria Police	2
	Road	Victoria Police	2
Plague or an epidemic or contamination	Chemical contamination of livestock or agricultural produce (agricultural or veterinary)	DJPR	2
	Exotic animal disease (includes bees and aquaculture)	DJPR	2
	Plant pest or disease	DJPR	2
	Vertebrate pest/plagues	DJPR	2
	Non-hazardous pollution of inland waters	DELWP	2
	Retail food contamination	DHHS	2
	Food/drinking water contamination	DHHS	2
	Human disease	DHHS	2
	Blue-green algae	DELWP	2
A warlike act or act of terrorism, hijack, siege or riot	A warlike act or act of terrorism, hijack, siege or riot	Victoria Police	3
	Other threats against persons, property or environment	Victoria Police	2
A disruption to an essential service	Food supply, critical infrastructure damage or disruption	Victoria Police	2
	Electricity	DELWP	2
	Natural gas	DELWP	2
	Petroleum and liquid fuels	DELWP	2
	Public transport	DOT	2
	Roads/bridges/tunnels	DOT	2
	Drinking water and sewerage	DELWP	2
	Cyber security	DPC	2
Rescue *(note — not listed in the EM Act 2013 and potentially a support service)*	Building, structure	FRV	1
	Land	Victoria Police	2
	Lift, crane, scaffolding or amusement structure	FRV	1
	Mine/quarry	Victoria Police	2
	Rail, aircraft and industrial	FRV	1
	Road	FRV	1
	Trench or tunnel	FRV	1
	Water	Victoria Police	2
Search *(as above)*	Land	Victoria Police	2
	Water	Victoria Police	2

C2.2   Support Services for Response

There are a range of functional support services for response.

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.

In the event that local resources cannot be provided to meet support tasks needed, the request should be passed onto the Regional Emergency Response Coordinator via the Municipal Emergency Response Coordinator.

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

C2.3   Assistance and Agencies for Relief and Recovery

The tables below are provided as a guide to indicate the range and type of services, which can be needed in a recovery process and the principal sources of those services. This guide to provision of services does not preclude the provision of these or additional services by others than those shown, provided they are managed within the coordination processes established.

Relief

Relief is the provision of assistance to meet essential needs of individuals, families and communities during and in the immediate aftermath of an emergency.

Municipal relief coordination is the responsibility of Council.

Relief assistance is grouped into the following areas of responsibility. Each area has a lead coordinating agency responsible for:

- Coordinating strategic information sharing

- Monitoring relief issues, risks, progress and capacity issues

- Determining and implementing appropriate communication and information sharing mechanisms with relevant departments, agencies and key stakeholders

- Reporting progress and issues to the Relief and Recovery Manager at the next higher level.

Each relief area of responsibility is summarised in the table below.

RELIEF			
The provision of assistance to meet essential needs of individuals, families and communities during and in the immediate aftermath of an emergency			
FUNCTIONAL AREA (lead coordinating agency)	**ACTIVITIES**	**INCIDENT/ LOCAL LEAD**	**SUPPORT AGENCIES**
Emergency Shelter (DHHS)	• Arrange emergency shelter and accommodation for displaced households	• Municipal council	• DHHS
Food and Water (Aust. Red Cross)	• At regional and state levels, Red Cross coordinates food and water including support from agencies, and provides support at the local level when requested	• Red Cross	• Salvation Army • Foodbank Victoria
Reconnecting family and friends (VicPol, Aust. Red Cross)	• Operate Register.Find.Reunite in relief centres, enquiry centres or online, to reconnect people with family, friends and their communities	• VicPol	• Aust. Red Cross
Disbursement of material aid (non-food items) (Salvation Army)	• Provide essential material aid (non-food items) to emergency affected persons including clothing, bedding and other personal requisites.	• Salvation Army	
Emergency financial assistance (DHHS)	• Administer relief payments through the personal hardship assistance program, to help individuals meet their basic needs	• DHHS	• Australian Government Department of Human Services
Animal welfare (DJPR, DELWP)	• DJPR is the primary agency for animal welfare (other than wildlife) support services • DELWP is the primary agency to respond to wildlife welfare • Municipal councils are responsible for housing of displaced and lost/stray companion animals	• DJPR • DELWP • Municipal Councils	• Municipal Councils • VFF • RSPCA • Australian Veterinary Association

Drinking water for households (DELWP)	• Provide drinking water to households	• Local water corporation	• DELWP • Municipal Councils • DHHS
Food and grocery supply logistics continuity (DJPR)	• DJPR will support food and grocery supply logistics continuity planning and operations with the major food distribution operators	• DJPR	
Health and Medical assistance and first aid (Ambulance Victoria)	• Provide pre hospital care to people affected by emergencies • Establish field primary care clinics • Provide other health and medical relief assistance measures	• Ambulance Victoria	• St John Ambulance • DHHS
Community information (Control agency)	• Provide relief and recovery information to assist communities to make informed decisions about their safety	• Control agency	
Psychosocial support (DHHS)	• Personal support (psychological first aid and emotional-spiritual care) in relief and recovery centres and through community outreach	• Municipal Councils	• Aust. Red Cross • VCC EM

Recovery

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

Recovery at the municipal level is the responsibility of Council.

Recovery assistance is arranged into four environments of social, economic, built and natural. Each environment has one or more functional areas that bring together a number of related recovery activities to address specific community needs. There are fourteen functional areas across the four environments.

The coordinating agency for a recovery functional area will be responsible for:

• Overseeing the service delivery of recovery elements for that function

• Monitoring and reporting risks, consequences, progress and capacity issues to ensure service delivery is being achieved to impacted communities in a timely manner

• Determining and implementing appropriate communication and information sharing mechanisms with relevant departments, agencies and key stakeholders to facilitate the above

• Reporting progress and issues to the State Relief and Recovery Manager

Each functional area has a number of recovery activities, as shown in the tables below.

SOCIAL ENVIRONMENT

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

FUNCTIONAL AREA (lead coordinating agency)	ACTIVITIES	LEAD	SUPPORT
Housing and Accommodation (DHHS) Assist people displaced by the emergency to access temporary accommodation, and return to permanent housing as soon as possible	• Support securing interim accommodation	• DHHS	• Municipal Councils • Community Housing agencies
	• Advice to councils on interim accommodation standards for displaced people	• DHHS	
	• Survey and make a determination regarding occupancy of damaged buildings	• Municipal Councils	
	• Building advice and information to residents	• VBA	• Municipal Councils
	• Transition to permanent housing	• DHHS	• Community Housing agencies
Individual and Household Financial Assistance (DHHS) Assist households to minimise the financial impact of the emergency by providing advice and financial assistance where eligible	• Personal hardship assistance program- Re-establishment assistance	• DHHS	• DTF • EMV
	• Australian Government Disaster Recovery financial assistance	• DHHS as lead Govt liaison	• Aust. Government Department of Human Services
	• Insurance advice and information to customers	• DTF as lead Govt liaison	• ICA • VMIA • Victoria Legal Aid

Psycho-social Support (DHHS) Support the emotional, spiritual, cultural, psychological and social needs of affected people	• Personal support (psychological first aid and emotional-spiritual care) in relief and recovery centres and through community outreach	• DHHS	• Aust. Red Cross • VCC EM
	• Family violence services and information	• DHHS	• Specialist family violence services • Mental health services • Private providers
	• Counselling	• DHHS	• Mental health services • Private providers
	• Support in emergencies caused by criminal acts	• Victim Support Agency	• VCC EM
	• Support and advice to aid schools and early childhood services	• DET	
	• Referrals to psychosocial support services for primary producers and animal owners	• DJPR	• DHHS
	• Support for the bereaved	• VIFM	• Coroners Court • DHHS • VCC EM

Health and Medical Assistance (DHHS) Ensure that health and medical emergency responses are coordinated and appropriate	• Public health advice	• DHHS	• Municipal councils
	• Advice on wellbeing in recovery	• DHHS	• Municipal Councils • Aust. Red Cross
	• Primary and acute health services	• DHHS	• DHHS funded health care services • Other primary and acute health services and agencies
Community development (EMV) Support communities to share responsibility in recovery activities	• Community information	• EMV	• DHHS • Municipal Councils
	• Formation, leadership and support of Municipal/ Community Recovery Committees	• Municipal Councils	• DHHS
	• Local Community Events	•	• DJPR
	• Provision and staffing for Recovery/ Information Centres	• Municipal Councils	• DHHS • Aust. Red Cross
	• Provision and management of community development services	• Municipal Councils	• DHHS
	• Organisation of state-wide public appeals	• DPC	• Aust. Red Cross
	• Coordination of spontaneous volunteers	• DHHS	• Aust. Red Cross • Volunteering Victoria

ECONOMIC ENVIRONMENT

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

FUNCTIONAL AREA (lead coordinating agency)	ACTIVITIES	LEAD	SUPPORT
Local Economies (DJPR) Mitigate the impact of emergencies on economic activity in affected communities	• Implement available financial assistance under the DRFA to assist voluntary non-profit groups, communities and economies	• DTF	• DPC • DJPR • RAC
	• Implement approved actions and projects to assist economic recovery	• DJPR	
	• Encourage and bring forward the resumption of local trade and economic activity	• DJPR	
	• Monitor broad economic impacts and consequences	• DJPR	
Businesses (DJPR) Information, advice and support to businesses to facilitate good decision making and assist their recovery	• Assist businesses to access available information and advice following an emergency	• DJPR	
	• Information and advice to small businesses to support decision making and encourage return to business	• DJPR	• Small Business Mentoring Services
	• Implement available financial assistance under the DRFA to assist small businesses' recovery	• DTF	• RAC • DJPR • DPC
	• Implement approved actions to assist business recovery	• DJPR	

	• Provide opportunities for the enhancement of knowledge and skills within small businesses	• DJPR	
	• Coordinate the insurance industry response, information, advice and government liaison	• DTF	• ICA • VMIA
Agriculture (DJPR) To assist the agriculture sector to recover and minimise long term social and economic impact on primary producers and other animal owners	• Deliver recovery programs and advice to primary producers, and rural land managers and other animal businesses	• DJPR	• DPC • DTF
	• Implement available financial assistance under the DRFA to assist primary producers' recovery	• DTF	• RAC • DJPR • DPC
	• Provide technical advice to primary producers and rural land managers on re-establishment or alternative strategies	• DJPR	
	• Assist farmers repair and restore fences damaged by fire or suppression activities	• DELWP • CFA	• DJPR • Municipal councils

BUILT ENVIRONMENT

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

FUNCTIONAL AREA (lead coordinating agency)	ACTIVITIES	LEAD	SUPPORT
Energy Services (DELWP) To build resilience within the energy sector from emergencies and minimise the impact on Victoria's economy and communities	• Electricity services assets reinstatement and return to reliable supply	• DELWP lead Govt Liaison	• AEMO • Electricity businesses
	• Gas services assets reinstatement and return to reliable supply	• DELWP lead Govt Liaison	• AEMO • Gas businesses and other pipeline operators
	• Restoration of liquid fuel supply	• DELWP lead Govt Liaison	• Fuel companies
Telecommunications (DJPR) To build resilience within the telecommunications sector from emergencies and minimise the impact on Victoria's economy and communities	• Telecommunications assets reinstatement and return to reliable supply	• DJPR lead Govt Liaison	• Telecommunica tions carriers
Drinking Water and Sewerage (DELWP) Restoration of drinking water supplies and sewerage services for domestic use	• Recovery and rehabilitation of essential water supply for domestic use	• DELWP • Water Corporations	
	• Restoration of sewerage, sanitation systems and wastewater management	• DELWP • Local water Corporations	
	• Replacement of essential water used in bushfire fighting	• DELWP • CFA	• Local water Corporations

Transport (DoT) To build resilience within the transport sector from emergencies and minimise the impact on Victoria's economy and communities	• Airports restoration to normal activity	• DoT lead Govt Liaison	• Airport owners and operators • Other agencies and businesses as required
	• Restoration of port infrastructure	• DoT lead Govt Liaison	• Port Managers • Other agencies and businesses as required
	• Restoration of major arterial roads, bridges and tunnels	• DoT	• DEDJTR • VicTrack • VMIA • Infrastructure operators
	• Restoration of tram, bus, rail services	• DoT	• DJPR • VMIA
	• Assist with logistics interdependencies, contingencies and reconstruction	• DJPR	• Freight, warehouse, port, airport and railway operators • DoT • Other agencies and businesses as required

Buildings and Assets (Activity Leads)	• Coordination of clean-up activities	• Municipal Councils	• EMV • DELWP
Management of risk and facilitating restoration of buildings and assets	• The provision of financial assistance to municipal councils for the restoration of essential municipal assets	• EMV	• DoT
	• Undertaking the assessment, restoration, clearing and rehabilitation of public buildings and assets (e.g. roads, bridges, sporting facilities, public amenities, station buildings, schools, hospitals) where an agency is the manager of that respective building or asset	• Respective asset managing agency	• DoT
	• Oversight and inspection of rebuilding/ redevelopment	• Municipal Councils	
	• Administration of insurance claims for state assets	• VMIA	

NATURAL ENVIRONMENT

The natural environment considers the impact that an event may have on a healthy and functioning environment, which underpins the economy and society.

Components of the natural environment include air and water quality; land degradation and contamination; plant and wildlife damage/loss; and national parks, cultural and heritage sites.

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

Council's Role

The nature and extent of Council's activities will depend on capability, capacity and the particular circumstances of an event. Council will use a variety of approaches and local arrangements to meet municipal needs. Most of the activities in the list below will be carried out in conjunction with or supported by government departments and agencies.

Prevention / Mitigation / Risk Reduction activities

- Functions under local government, fire, health, building and planning legislation
- Identification and assessment of hazards/risks
- Provision of community awareness and information
- Identification and assessment of risks using a community emergency risk management framework
- Implementation / coordination of specific risk treatments for identified risks and exposed elements in the community

Response activities

- Provision of available resources needed by the community and response agencies
- Provision of facilities for emergency services staging areas

- Facilitation of the delivery of warnings to the community
- Provision of information to public and media
- Coordination and provision of emergency relief
- Clearance of blocked drains and local roads, including tree removal
- Support DoT for partial / full road closures and determination of alternative routes

Relief / Recovery

Coordination of local relief and recovery activities including

- Arranging emergency shelter and accommodation for displaced persons
- Providing personal support and counselling referral
- Housing displaced and lost / stray companion animals
- Gathering and processing information for secondary impact assessments
- Surveying and making a determination regarding the occupancy of damaged buildings
- Forming, leadership and supporting Municipal Community Recovery Committees
- Providing and staffing recovery / information centres
- Providing and managing community development services and activities
- Coordinating clean-up activities
- Overseeing and inspecting rebuilding / redevelopment
- Undertaking assessment, restoration, clearing and rehabilitation of public buildings and assets

Council also supports the following agencies in their respective responsibilities to deliver relief and recovery activities:

- EMV for the coordination of public information and communication in relation to emergency management for major emergencies
- DJPR for
  o Implementing activities and projects to assist economic recovery
  o Encouraging and bring forward the resumption of local trade and economic activity
  o Monitoring broad economic impacts and consequences
- Victorian Building Authority for providing building maintenance and safety information to affected persons and residents
- DELWP , PV, DoT for undertaking erosion control on public land.

MUNICIPAL EMERGENCY COORDINATION CENTRE

STANDARD OPERATING PROCEDURES

(Not for public circulation)

C4. Impact Assessment

C4.1 Initial Impact Assessment

The intent of the Initial Impact Assessment (IIA) is to capture, during the initial 24-48 hours of an emergency, the nature and scale of the impact on people, community infrastructure, economic, natural and built environments to help inform relief activities.

Information gathered during the IIA may be mapped on Council's GIS using the rates and database systems.

C4.2 Secondary Impact Assessment (SIA)

Council will conduct a Secondary Impact Assessment (SIA) to appraise the extent of damage, disruption and breakdown to the community and its infrastructure as a result of the emergency. This process will enable recovery arrangements to be established to support the community; and to monitor the recovery process and provide further assistance as required.

The SIA will be conducted within four weeks of the emergency and will encompass the four environments:

- Social (assisting people to rebuild their lives and getting communities reconnected)
- Built (re-building homes, community structures, roads and utilities)
- Natural (restoring water, parks, environment)
- Economic (promoting tourism, assisting return of business activity)

To facilitate this process the City of Stonnington through the Emergency Management Executive (MEMO, MRM, deputies, and relevant agencies), shall as early as practicable, perform the following tasks:

- Survey the extent of damage indicating evaluation of financial and material aid needed.
- Provide a priority listing for restoration of community needs to assist agencies in the performance of their functions.
- Monitor the acquisition and application of financial and material aid needed or made available in the restoration period.

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

Should the emergency extend beyond the boundaries of the City of Stonnington the SIA may be merged with that of the other affected municipality(s).

Results of the SIA will form the basis of recovery strategies, which will be implemented by a range of agencies, refer to Part A4 – Relief and Recovery. The MEMO and MRM will determine who will take on the role of coordinating the Secondary Impact Assessment.

C4.2.1 Operational Steps

- Define boundaries of the incident mapping obvious features such as roads, rivers and landmarks
- Commence planning for the collection of data
- Determine team composition relevant to the incident
- Brief assessment teams on current situation, potential risks, boundaries and reporting standards
- Determine primary means of communications (taking into account lost infrastructure)
- Detail the actions on general risks to the public
- Collate data
- Reconcile data against ratepayer database and other Council record systems

- Provide loss and damage reports to organisations preparing situation reports and planning for recovery operations
- Debrief (at least one formal session)

The SIA will be conducted in three stages:
- Infrastructure Assessment (roads, bridges, utilities and Council assets)
- Deliberate Assessment (visit to all impacted private properties)
- Hazards Assessment (Building Inspector and EHO)

C4.2.3   Loss and Damage Data Collection

The type of data collected will vary according to the incident but may involve the following:

Individual
- Loss of life
- Personal details, contact numbers for future follow up
- Loss of primary place of residence, location details, house number, Melway map reference
- Determine the extent of personal impact and provide:
  - Immediate support
  - Personal support
  - Medical
  - Child care
  - Transportation
  - Financial
  - Food supplies
  - Accommodation

Family Violence
Research has demonstrated a strong correlation between emergencies and the increase in incidence and severity of violence against women. Vulnerabilities exist for women, men and people with diverse gender identities and factors such as age, culture, and disability can further impact the experience of family violence and access to support services.

In response, Council will:
- Provide referral information on family violence support services (Family violence wallet cards) at places where the community gather following an emergency;
- Connect with family violence and health service providers;
- Consider family violence and include information during outreach services;
- Where appropriate, include information on family violence at debriefs and after action reviews to improve family violence strategies in future events;
- Encourage municipal and community recovery committees established following an event to include tailored initiatives relevant to the local community; and
- Include in messaging the correlation of emergencies and violence against women and information on referral services.

Broad Community Impact
- Economic loss
- Industrial, buildings and enterprises/businesses
- Loss of infrastructure, mobile phone base stations, loss of water/electricity supply
- Road closures, damaged bridges, fallen trees, floodways
- Public health concerns, smoke and water contamination
- Impact on tourism, loss of natural resources/local attractions

Data may be collated via paper copies or via electronic modes.

Indigenous Cultural Significance
Council has undertaken consultation with the traditional owners of the land during a recent history project and markers of indigenous cultural significance have been identified. These markers are identified on Councils website. If an incident occurs that affects these markers Council will consult with the traditional owners, the Boonwurrung and Wurundejeri people.

It is recommended that markers of indigenous cultural significance be referenced in the plan. It is suggested that the MEMP consider how it will consult with Aboriginal representatives should these sites be damaged in an

Data Sources
Data beyond that collected by the control and response agencies at the time of the incident may be provided by the following:

Social	DHHS, Red Cross, City of Stonnington (COS), Star Health, hospital and medical services
Built	VicRoads, Yarra Trams, Metro Trains, Utility companies, Translink, Department of Transport (DOT), VicTrack, COS
Natural	South East Water, Yarra Valley Water, Department of Health and Human Services (DHHS), COS
Economic	Traders Associations, WorkSafe, COS

In addition to providing input into the SIA data collection process, the above agencies may also have a significant role in the delivery of recovery services alongside the agencies identified in part A4 of the MEMP.

C4.3 Post Emergency Needs Assessment (PENA)

The post emergency needs assessment may take up to twelve months or more depending on the scale of the event. This assessment estimates the longer term psychosocial impacts on our community, displacement of people, the cost of the destroyed assets, and the impact that the destruction of assets and business disruption has on how members of the community live and connect with one another. The assessment informs the medium to longer term recovery process, options for development, and informs risk management.

Council will share this information with the State Government.

Data will be collected using the Needs Identification / Referral Form (Appendix 5)

C4.4 Data collection

Data collected through the impact assessment processes will be managed via Trello/Crisis Works, spreadsheets, templates and Council's corporate management system.

C5 Special Plans and Arrangements

C5.1 Council Policies and Associated Plans

C5.1.1 Context

The purpose of local government is specified in the Local Government Act 1989. The primary purpose of the City of Stonnington is the wellbeing of the community. To achieve this Council promotes the social, economic and environmental viability and sustainability of the City; ensures that resources are used efficiently and effectively and that services and facilities are accessible and equitable. It undertakes community consultation, engagement and planning to reduce the likelihood of emergencies and to build community resilience and capacity to recover from events that do occur.

Council is responsible for the development of a range of policies and strategies that tie to emergency management. In addition a number of sub plans to the MEMP have also been developed. All of the community polices, strategies and sub plans are identified below.

C5.1.2 Council Plan

The Council Plan 2017-21 is the City of Stonnington's four year vision and plan for achieving that vision. The pillars of the plan – Community, Environment, Liveability and Economy.

The four pillars reflect the shared priorities of our community and Council. For each pillar, there is a framework which expresses our strategies, actions and measures which outline the key services and projects to be delivered to our community.

Key activities related to emergency management are provided below:

Community

C3   Implement community safety initiatives and fair compliance processes to address community safety issues.

C3.1   Maintain the Municipal Emergency Management Plan, in partnership with key agencies to prepare for and respond to municipal emergencies.

   Amend Plan in accordance with legislative changes and hold a minimum of three MEMPC meetings per year

C3.2   Monitor and minimise the risk to public health through the enforcement of legislation and guidelines.

C3.5   Undertake inspections of buildings rated as high fire danger as required.

C3.7   Administer and enforce the Building Act 1993 and Regulations 2006.

C3.9   Administer and enforce Council's Local Laws.

C3.12   Respond to perceptions of community safety in partnership with Victoria Police and other agencies.

Liveability

L6   Maintain Council's Infrastructure and assets essential for the sustainable operation of the City.

L6.4   Implement Road Asset Management System to advise Council on appropriate road expenditures

L6.5   Maintain a high level of street cleanliness.

L6.8   Undertake kerb, channel and footpath renewal, drainage improvements, pavement rehabilitation and asphalt resurfacing as identified in the capital works and annual maintenance programs.

L6.9   Provide responsive maintenance services, including rapid and after hours response services.

L6.10   Undertake a drainage pit modernisation program to improve the performance of the drainage system and provide better accessibility.

C5.1.3   Municipal Strategic Statement (MSS)

The MSS contains the strategic planning for land use and development objectives of the municipality and the strategies for achieving them. It provides the basis for the use of zones and other land use controls within the planning scheme.

The State Planning Policy Framework requires Council to adopt a best practice environmental management and risk management planning approach to avoid or minimise environmental degradation and hazards. Key clauses from the MSS are identified below:

Environment and Open Space
Environmental risks (including flooding, contamination, air pollution and noise) are identified and managed to ameliorate their impact.

Clause 21.07-4 Flooding
Key issues
- Identifying all areas affected by overland flows.
- Avoiding inappropriate use and development of land affected by flooding and overland flows.
- Managing the Yarra River and Gardiners Creek floodplains to maintain the ecological values of these waterways and to lessen the risks of inundation.
- Acknowledging the increasing levels of development with increased hard surface and increased runoff.
- Responding appropriately to the increase in the number and intensity of rainfall events.

Objective
To identify areas within the municipality which are liable to flooding damage, so as to take into account the health and safety of residents and flood protection of properties.

Strategies
- Ensure that the siting of buildings and floor levels takes into account the flood depths and overland flow paths for storms with an ARI of 1 in 100 years.
- Ensure new development in flood-prone areas is protected from flooding and has safe access to and around the development.
- Protect and improve the continuity of natural valleys and overland flow paths as identified in the Special Building Overlay.
- Ensure adequate drainage measures are implemented for all new developments, including land not yet included in the Special Building Overlay or Land Subject to Inundation Overlay.

Land Subject to Inundation

Ensure development on land subject to inundation is managed to provide for the passage and temporary storage of floodwaters and to minimise flood damage.

Clause 44.04   Land Subject to Inundation Overlay (LSIO)

To identify land in a flood storage or flood fringe area affected by the 1 in 100 year flood or any other area determined by the floodplain management authority. The Inundation overlays are shown on the GIS.

Clause 44.05   Special Building Overlay (SBO)

To identify land in urban areas liable to inundation by overland flows from the urban drainage system as determined by, or in consultation with, the floodplain management authority. The building overlays are shown on the GIS.

C5.1.4   Municipal Public Health and Wellbeing Plan (MPHWP)

All Victorian local governments are required to develop a Municipal Public Health and Wellbeing Plan (MPHWP) as stated under the Public Health and Wellbeing Act 2008. The plan is prepared every four years and reviewed annually.

The City of Stonnington MPHWP 2017-21 is an evidenced based, strategic document to guide Council's planning, policy and strategic direction in response to community health and wellbeing priorities.

The MPHWP 2017-21 has five priority areas – Active and Healthy Lifestyle; Community Safety; Vulnerable Communities; Harmful Alcohol and Other Drug Use; and Violence and Injury.

Through the implementation of the MPHWP Council aims to maintain and improve public health and wellbeing at a local community level.

Below is a summary of key activities that align with emergency management:

Community Safety:
- Recognise Council's statutory role and its contribution to community safety
- Provide a leadership role in integrated community safety
- Strengthen Community Resilience

Vulnerable communities:
- Support marginalised residents and vulnerable communities
- Support communities from culturally diverse backgrounds

Violence and Injury
- Support initiatives related to the prevention of violence
- Provide supportive work practices across Council business related to gender equity and preventing violence
- Promote initiatives and campaigns designed to reduce injury.

Environmental Public Health

The role of Environmental Health is to provide education and enforcement measures to monitor and minimise risks to public health and wellbeing from food, water, disease and other environmental sources.

The City of Stonnington's Public Health functions include:
- Food safety
- Infectious disease control
- Tobacco control
- Environmental Health nuisance investigation and resolution
- Immunisation.

These functions are delivered through education and enforcement.

C5.1.5   Road Safety Strategy "Towards Zero" 2018-22

The City of Stonnington Road Safety Strategy aims to reduce the road related fatalities and serious injuries in the Municipality. One of the main areas of focus is improving the infrastructure of roads and roadsides to reduce the likelihood of crashes, and the likelihood of death or serious injury where a crash does occur.

C5.1.6   Road Management Plan 2017

The City of Stonnington Road Management Plan details the sequence of emergency response activities immediately following an emergency including emergency response times. This is retained in Reference documents.

C5.1.7   Asset Management Policy

Sound asset management is required to effectively and efficiently manage Council's infrastructure to:
- Provide an asset base which is responsive to community's needs within the context of the Strategic Resource Plan by ensuring that:
  - Resources are dedicated to meet Councils asset renewal requirements as a priority;
  - The asset base is managed effectively, by focussing on asset renewal, rationalising under-utilised assets and limiting asset expansion unless justified;
- Ensuring the services currently provided are available for future generations;
- Providing infrastructure in a condition that supports the services provided; and
- Managing locally while planning regionally.

Asset Management is a key element of council's long term sustainable financial plan.

C5.1.8   Disaster Relief and Donations Policy

The City of Stonnington has developed a Disaster Relief Donations Policy to ensure that donations will meet the needs of those affected by disaster in the most timely, effective and efficient way as well as being transparent and accountable.

This Policy applies to all Council donations for disaster relief in respect of disasters affecting countries, regions or community groups but excludes events covered by Stonnington's Municipal Emergency Management Plan.

C5.1.9   Emergency Animal Welfare Plan

The Emergency Animal Welfare Plan defines the roles and responsibilities of key agencies and stakeholders and how they will interact in response to an animal related emergency in the City of Stonnington. Its overarching objective is to contribute to ensure animals within the municipality are considered and protected from suffering during and immediately following emergencies.

C5.1.10   Case Management Plan

The Case Management Plan sets out the arrangements for case management of people affected by emergencies. Case management will involve the provision of a comprehensive range of services that individuals and families may need help to access following an emergency. These may include health care, mental health and human services, financial assistance, insurance and legal advice, accommodation, material aid, clean up and restoration information and business support.

C5.1.11   Rooming House Protocol

This document aims to assist coordination of people involved in student accommodation and rooming house closures including council officers, community workers, social workers, housing workers and affected residents. The protocol may be activated in emergency and non-emergency situations; from the first indication that a property may close to the post-relocation phase.

C5.1.12   Community Interagency Hoarding and Squalor Protocol

The inter-agency Protocol for Working with People with Hoarding Behaviours and/or Living in Squalid Environments (Protocol) provides an integrated approach to addressing hoarding and squalor in the Stonnington Community. It contributes to the management of the health and wellbeing of those people directly affected as well as contributing to mitigating the risks and associated issues affecting other residents, animals and property.

C5.1.13 Business Continuity Plan 2020

The business continuity and disaster recovery plan document critical information Council needs in order to continue operating during an unplanned event.

The BCP states the essential functions of the business, identifies which systems and processes must be sustained, and details how to maintain them.

C5.1.14 Homelessness Protocol

The Homelessness Protocol has been developed to communicate Council's role in homelessness. It applies to public spaces such as parks, open spaces and community facilities which are accessible to the public and owned, controlled or under the management of the City of Stonnington.

It explains when the protocol will be applied, Council's approach, Principles and actions and the context.

C5.1.15 Public Events Management Plans

Event management plans are developed for all Council events and festivals and aim to detail the arrangements for the prevention of, the response to, and the recovery from, emergencies and incidents that could occur at any one of the sites of the event.

Each of the above documents are located on the Council IT network. All MEMOs and MRMs have access to this information.

C5.2   Jewish Community Crisis Management (JCCM)

Jewish Community Crisis Management educates members of the Victorian Jewish community about preparation and planning for a major emergency. Where possible JCCM will assist in community emergency messaging and operates a Community Recovery Committee.

C5.3   Technical Resources Sub Plan

C5.3.1   Introduction

This sub plan has been prepared by the City of Stonnington Municipal Emergency Management Planning Committee and has been authorised as an addendum to the City of Stonnington Municipal Emergency Management Plan. The sub plan was last reviewed in July 2020 as part of the review of the MEMP.

C5.3.2   Aim

This sub-plan is to ensure that the City of Stonnington has resources and materials available at the request of:-

1.   The Municipal Emergency Response Coordinator (MERC)

2.   His/her delegated deputies

3.   Other Emergency Services as requested through the MERC

4.   Councils Municipal Emergency Management Officer (MEMO)

5.   His/her delegated deputy.

C5.3.3   Activation

Activation of this sub-plan may only be effected on the authority of the City of Stonington's MEMO or Councils MRM.

Contact details for the MEMO and Deputies are available in the Technical Resources Contact List.

C5.3.4   Organisation

This sub-plan shall be administered from the Stonnington Depot 293 Tooronga Road Malvern (Mel ways Ref 59.F6)

City of Stonnington Depot shall be used for:

▪   Assembly of equipment/stores

▪   Delivery of equipment/stores

▪   Repairs/maintenance of equipment

▪   Administration of this sub plan

C5.3.5   Procedure

▪   Authorised requests for the provision of technical resources is to be given absolute priority. Progress on each request is to be reported to the MEMO who is to advise the MERC.

▪   In allocating resources, priority is to be given (where practicable) to the use of Council staff, equipment and resources.

▪   Provision of services, equipment or resources is to follow normal control procedure, where resources have been sourced via arrangements with external suppliers (eg Council contractors who have clauses under their service provision contract) or other arrangements with external plant hire companies. A record of request is to be kept to enable later reimbursement, all costs are to be charged to Cost Centre (R3690).

▪   At the discretion of the sub plan coordinators, volunteers (as distinct from paid Council employees or contractors) may be authorised to assist in providing non-technical assistance (eg. filling sandbags). In the event that volunteers are enlisted, details of name, place, time and nature of employment are to be recorded and retained to support any claims for compensation for injury that may arise.

▪   The sub-plan coordinator is to maintain liaison with the MEMO in relation to the withdrawal of resources to avoid incurring unnecessary costs.

C5.3.6 Stand Down

Following the advice from the MEMO that resources etc. are no longer required, the relevant Council officer should prepare a report for General Manager Assets and Services. This report is to include the following details in respect to:

- Council resources used or consumed
- Equipment, stores and personnel supplied
- Injuries to personnel
- Loss and/or damage to plant or equipment
- Contractors used
- Comments/recommendations in relation to procedures.

C5.3.7 Municipal Recovery Arrangements Clean Up and Repair

C5.3.7.1 Removal of debris and provision of personnel

Removal of debris will be undertaken via Council Street Cleaning, Waste collection, Road Maintenance, Parks Unit and Rapid Response Units.

C5.3.7.2 Disposal of deceased, maimed or diseased animals

Removal of dead or diseased animals will be undertaken in conjunction with the Department of Environment, Land, Water and Planning (DELWP). Resources from Council Street Cleaning Unit and Animal Management Unit may be used.

C5.3.8. Fleet, Plant and Equipment

Council maintains a series of databases detailing all available fleet assets, plant and equipment. These databases can be access via the MEMO or relevant specialist staff (e.g. Fleet Maintenance Coordinator for the Fleet Asset Database).

A list of available technical resources, plant and equipment hire companies and Council contractors is detailed in Section 3 (Technical Resources) of Part A1 (Contact Directory) of this plan.

C5.4 Communications – Sub Plan

In the event of a power failure Council's radio network will be the primary communications source with assistance from the pager service and other agencies listed in Communication resources.

C5.4.1 Pager/Telephone Networks

C5.4.1.1 Telephone Communications

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

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

C5.4.1.2 Pager System

The Council paging system is a 24 hour service operated through Oracle Ph 8290 1333. The operator will advise the relevant Council officer of the page, who will then respond to the call.

C5.4.1.3 Two Way Radio

Council operates a mobile type two way radio system. 10 units are based in outdoor staff vehicles however they can be used for emergency management when required. Radios have been supplied by Advanced Radio Communications and Council pays a monthly subscription fee to ACE Communications.

C5.4.2 Communications Resources

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

Malvern Unit VicSES
WICEN

See the MEMPC contact list for details.

C5.4.2.1 Introduction

For the control and coordination of operations, adequate and reliable communications are essential. Experience has shown that in times of emergencies, an agency's usual communication facilities, particularly the automatic telephone system, require supplementing. The Council is responsible for the adequacy of its normal communications facilities and for the provision of alternative systems to bypass congestion in the telephone network.

The Victoria Police is the primary support agency for communications as identified in the State Emergency Management Plan.

C5.4.3 Aim

- To ensure Plans are in place to enable effective and efficient communication systems to be established and maintained during an emergency.
- To identify and ensure that all available communications resources are utilised when required.

C5.4.4 Role of Communications Sub Plan Committee

- To assist and advise agencies to maintain an optimum level of communications capability necessary in times of emergency.
- To provide communication systems and advice on communication issues to the members of the Plan and other support agencies when required.
- To ensure communication issues referred to the Committee are resolved.

C5.4.5   Members of the Committee

Convenor   Coordinator IT Infrastructure and Support
Fleet Coordinator

Members   Telstra
WICEN

C5.4.6   Methods of Communication

The primary means of communication in an emergency is to coordinate mobilisation and response of Telstra local automatic telephone network and Optus mobile network. The primary means of communication in coordinating and controlling field operations is the Council's own radio communication network.

C5.4.7   Procedure for Activation

For all low level operations, communication will be activated by the MEMO at the request of the MERC. If operations escalate, the MEMO is to notify the convenor or members of the Committee to provide assistance in the coordination of communications and may request arrangements for supplementary or support communications.

C5.4.8   Emergency Management Telephone Lines

There are eight lines set up in the Malvern Town Hall MECC for emergency management usage. Numbers are held by the MEMO and MECC Manager and will be made available as required.

The phones are currently located in the risk department but will be moved into a locked cupboard on the northern wall in the Malvern Town Hall Dining Room, the key will be allocated and all key staff notified. Allocation of telephone numbers to staff contained in the SOP's.

C5.4.9   Control Agencies with Communication Networks

Victoria Police

Metropolitan Fire Brigade

Victorian State Emergency Service

Ambulance Victoria also has its own communications network.

C5.4.10   Communications Support Agencies

C5.4.10.1 Telstra

The role of Telstra is:
- To respond to approaches from agencies; to pre-plan alternative emergency communications; to bypass the automatic telephone network.
- During an emergency to ensure that, in conjunction with the MERC, supplementary emergency communication facilities are provided.

C5.4.10.2 WICEN (Wireless Institute Civil Emergency Network)

WICEN is an association, which, at short notice, can provide volunteer radio operators who are trained in communications and message handling techniques, and are equipped with radio transceivers. WICEN is able

to rapidly establish communication systems and has the appropriate paperwork necessary to operate an independent network and can work with any agency.

WICEN is to be activated by the MERC or their delegate.

The primary role of WICEN is to provide:
- Radio communication for and between support agencies.
- Supplementary and support communications to Controlling agencies.
- A service to the community where conventional communication facilities are not available.

C5.4.10.3 City of Stonnington

Staff contact details are available in the Communications Sub Plan contact list.

Radio Facilities
Hand held units (mobile type two way radio system)

Two-Way Radio
Council operates a mobile type two way radio system. 10 units are based in outdoor staff vehicles however they can be used for emergency management when required. Radios have been supplied by Advanced Radio Communications and Council pays a monthly subscription fee to ACE Communications.

C5.4.10.4 Communications Resources

Refer to Technical Resources section of the Contact Directory, Part A1.

C5.5   Catering – Sub Plan

C5.5.1 Introduction

At the Municipal level, the Australia Red Cross has been nominated as Catering Coordinator for the City. They are supported by:

▪   Salvation Army
▪   Foodbank Victoria
▪   Council Meals on Wheels Provider

The Municipal Recovery Manager is the responsible Council officer and is assisted by the Catering Coordinator, Halls Coordinator and/or Halls Team Leader.

Under the provisions of the MEMP, the Red Cross Emergency Services is to be alerted or activated when the nature of the incident indicates any of the following:

▪   More than one substantial meal for affected persons is required to be supplied.
▪   Reimbursement for incurred costs will be claimed by local suppliers.
▪   Goods are required to be purchased by authorised Red Cross purchasing officers. Otherwise Council arranges catering within its resources.

C5.5.2 Options Available for Catering Provision

▪   In early hours of morning, access 24 hour fast food outlets such as McDonalds and KFC for short time frame provision. Refer to Contact Directory, Part A1.
▪   Council (Venues Department) can provide 40 meals at short notice.
▪   Council has commercial kitchen facilities at the Stonnington City Centre and Prahran Town Hall.
▪   Grattan Gardens Community Centre has a commercial kitchen and two smaller kitchenettes.
▪   The Salvation Army has a mobile food unit, which can produce cooked meals.
▪   Packaged meals can be purchased from local supermarkets open 24 hours.

C5.6   Heatwave Sub Plan

The heatwave sub plan sets out the arrangements for implementation of mitigation strategies to minimise the impact of prolonged extreme heat on the community. Refer to Council's TRIM system for sub plan.

C5.7   Influenza Pandemic Sub Plan

Influenza Pandemic is an identified risk to the whole community. Should it impact then this would also have ramifications for the capacity of the City of Stonnington to continue to deliver services to the community. The objective of the Plan is to minimise spread of influenza, manage the response and implement risk mitigation measures. Refer to Council's TRIM system for sub plan.

C5.8   Flood Emergency Sub Plan

The Municipal Flood Emergency Plan provides an assessment of local flood threats, potential impacts and the arrangements and responsibilities of agencies and the community with regard to flood emergencies. It also provides detailed flood planning and mapping by location/suburb, identifying the range of risks, properties and assets likely to be affected by flood waters at different levels. Refer to Council's TRIM system for sub plan.

C5.9   Community Emergency Risk Assessment (CERA) Workbook

The Community Emergency Risk Assessment (CERA) process has been used to identify, analyse and develop treatments for emergency risks to the community. A summary of the outcomes of the risk management processes is detailed in Part B3 of this plan. Refer to Council's TRIM system for most recent CERA.

C5.10 COVID-19 Relief and Recovery Plan

The Covid-19 Relief and Recovery Plan has been developed to provide a coordinated response to mitigate the impact of COVID-19 and ensure a safe and supportive environment for the Stonnington community during all stages of the pandemic and to establish the structure for recovery from COVID-19 event. Refer to Council's TRIM system for sub plan.

MUNICIPAL OPERATIONS CENTRES (MOC)

STANDARD OPERATING PROCEDURES

(Not for public circulation)