

STRATHBOGIE SHIRE EMERGENCY MANAGEMENT PLAN
2019 -2022
PART 5 Response Arrangements
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Euroa Health



THALES



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Part 5: Response Arrangements

5.1 Introduction

Emergency Response Planning provides the mechanism for the build-up of appropriate resources to cope with emergencies throughout the municipality. It also provides guidance for requests for physical assistance from the State and Commonwealth agencies when municipal resources have been exhausted. This plan has been prepared in accordance with the principles of the State Emergency Response Plan, Part 3 of the Emergency Management Manual of Victoria and the Hume Region Emergency Response Plan.

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

The *Emergency Management Act 2013* legislates the Emergency Management Commissioner coordination and control responsibilities over all major emergencies in the State of Victoria. For detailed information in relation to roles and responsibilities see the EMMV Part 3 - State Emergency Response Plan.

A comprehensive list of Acronyms is given in Part 8 of EMMV.

5.2 Control and Support Agencies

A control agency has the responsibility to control the response activities to be specified type of emergency.

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

Refer to Part 7 Emergency Management Manual Victorian EMMV for further information.

<https://files-em.em.vic.gov.au/public/EMV-web/EMMV-Part-7.pdf>

i. Emergency Classes and Control Agencies

Class 1 emergency means—

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

Class 2 emergency means a major emergency which is not—

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

Class 3 emergency means-

A warlike act or terrorism, or hi-jack, siege or riot.

Class 3 emergencies may also be referred to as security emergencies

In Victoria, linkages between national security agencies and the State are managed through the Department of Premier and Cabinet.

5.3 Command and Control

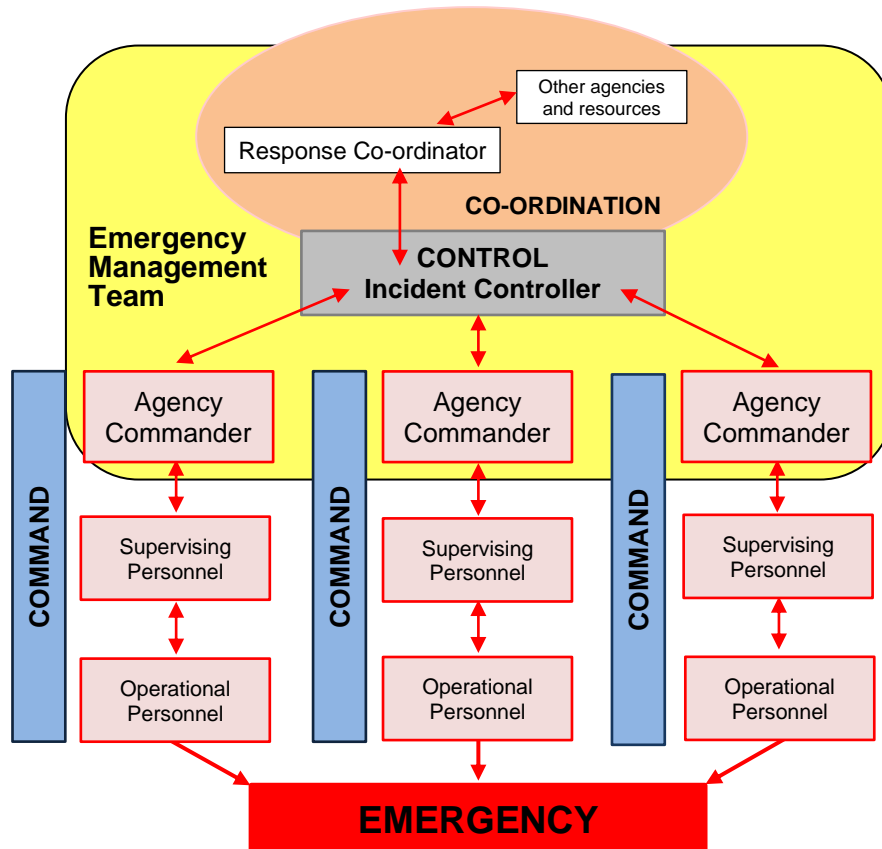
The EMMV Part 3 - State Emergency Response Plan details the principles, functions and role of agencies and organisations planning for and responding to emergencies in the State of Victoria.

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

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

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

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



Emergency response management arrangements at an incident

Victoria's Emergency Management Arrangements, demonstrating Command, Control, Coordination and the Emergency Management Team.

i. Command

Command is the internal direction of personnel and resources, operating vertically within an agency. Each agency has a 'chain of command', which is the agency's organisational hierarchy that identifies the link between each individual and their supervisor.

Each agency responding to an emergency must identify the commanders responsible for supervising agency personnel and 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.

ii. Control

Control is the overall direction of response activities in an emergency, operating horizontally across agencies. In Victoria, authority for control is established in this SERP, with the details listed in the EMMV

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

The 'line of control' refers to the line of supervision for those appointed to perform the control function and this relates to the specific class of emergency. Controllers escalate or provide direction on control issues through the line of control.

There may be some complex emergencies which require only the coordination of the consequences of the emergency across a number of agencies with shared accountability and which do not require controllers.

iii. Consequences, Communication and Community Connection

In meeting the objectives of emergency management in Victoria, those performing the control, command and coordination functions need to include:

- **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.

A comprehensive list of agencies and their roles can be found in the EMMV Part 7 - Emergency Management Agency Roles.

5.4 Incident Control Level Emergency Management Team (EMT)

The function of the incident control level (non-Council) Emergency Management Team (EMT) is to support the Incident Controller in determining and implementing appropriate Incident Management strategies for the emergency.

If an emergency requires a response by more than one agency, the Incident Controller is responsible for forming the EMT.

The EMT consists of:

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

The EMMV Part 3 State Emergency Response Plan also provides details on the role and function of EMT's.

i. Coordination (Emergency Response)

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

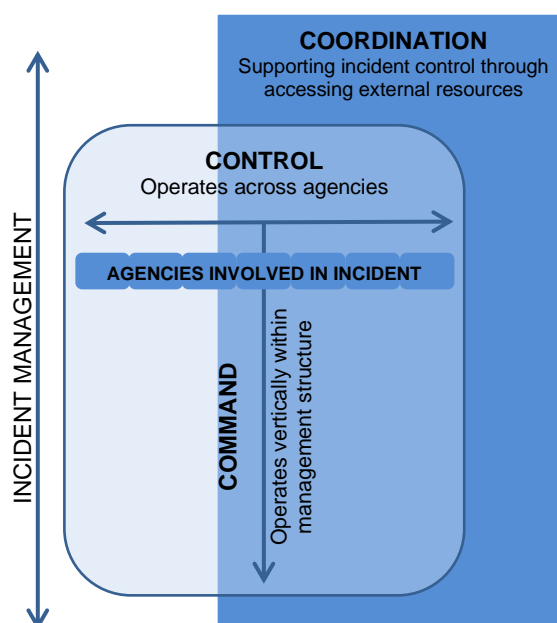
The main function of the Emergency Response Coordinator is to coordinate the provision of resources as requested by the control and support agencies. The *Emergency Management Act 1986* identifies that Emergency Response Coordinators at regional, municipal and field level will be Victoria Police Members.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

State control and coordination of Class 1 and Class 2 emergencies now falls to Emergency Management Victoria and the Emergency Management Commissioner under section 32A of new Emergency Management Act 2013.

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

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

Diagram illustrates the relationship between – Control, Command and Coordination



Command, Control, Coordination

Roles and responsibilities for:
Class 1 emergencies

	Response coordination	Control	Command	Consequence management	Communication
State	Emergency Management Commissioner (liaises with RERCs and MERCs through the SPLO)	State Response Controller	Agency chain of command	Emergency Management Commissioner (State Consequence Manager) all agencies	Emergency Management Commissioner (supported by the line of control)
Region	RERC	regional controller		all agencies	
Incident	MERC / IERC	incident controller		all agencies	

Class 2 emergencies

	Response coordination	Control	Command	Consequence management	Communication
State	Emergency Management Commissioner (liaises with RERCs and MERCs through the SPLO)	Class 2 state controller	Agency chain of command	Emergency Management Commissioner (State Consequence Manager) all agencies	Emergency Management Commissioner (supported by the line of control)
Region	RERC	regional controller (if appointed)		all agencies	
Incident	MERC / IERC	incident controller (if appointed)		all agencies	

Class 3 emergencies

	Response coordination	Control	Command	Consequence management	Communication
State	Chief Commissioner of Police	Victoria Police chain of command	Agency chain of command	Emergency Management Commissioner (State Consequence Manager) all agencies	Chief Commissioner of Police
Region	RERC			all agencies	
Incident	MERC / IERC			all agencies	

5.5 Role of the Emergency Response Coordinator (all levels)

All Emergency Response Coordinators will need to:

- Ensure that the appropriate control and support agencies are in attendance, or have been notified by the incident controller and are responding to an emergency.
- Ensure that effective control has been established by the control agency in responding to an emergency.
- In consultation with the incident controller, ensure an emergency management team has been formed.
- Ensure the effective co-ordination of resources and services having regard to the provision of section 13(2) of the *Emergency Management Act 1986*.
- Arrange for the provision of resources requested by control and support agencies.
- Ensure allocation of resources on a priority basis.
- Determine in the event of uncertainty which agency is to perform its statutory response role within the region or specified area, where more than one agency is empowered to perform that role.
- Ensure recovery agencies are in attendance, or have been notified by the incident controller of the emergency.
- Consider registration of persons evacuated or otherwise affected.
- Consider provision of relief needs to evacuees and agency personnel where necessary.
- Consider the need for the declaration of an emergency area in consultation with the control agency.
- Cooperate with all participating agencies and authorities.

Specifically the MERC is responsible for:

- This position is responsible for bringing together agencies and resources within a municipal district to support the response to emergencies.
- Ensure that the appropriate control and support agencies are in attendance - or have been notified by the incident controller and are responding to an emergency
- In the event of uncertainty, determine which agency is to perform its statutory response role in accordance with the requirements of the Emergency Management Manual Victoria, Part 7 (i.e. where more than one agency is empowered to perform that role)
- Ensure the Incident Controller has formed and is chairing an Incident Emergency Management Team or, if the Incident Controller is unable to attend or there are several disparate emergencies within the municipality, form and chair this team
- Ensure timely warnings and information is provided to the community and support agencies by the control agency

5.6 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 response personnel and
 - Safety of community members including vulnerable community members and visitors/tourists

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

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

5.7 Local Response Arrangements and Responsible Agencies

Under EMMV Part 7 Council's responsibilities for Response activities are:

- provision of available municipal 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 of the provision and operation of emergency relief (includes catering, emergency relief centres, emergency shelters and material needs)
- clearance of blocked drains and local roads, including tree removal
- support to VicRoads for partial/full road closures and determination of alternative routes.

i. Strathbogie Shire Council – Municipal Resources

Responsibility for the management of municipal resources (both Council owned and contractors to Council) rests with the MERO and includes the setting up of a register of requests and tracking the implementation/completion of these requests.

The MERO maintains a list of plant and equipment held by the Council and preferred contractors utilised by the Council in an emergency, this list is in Appendix 1 for MEMPC members or emergency agency representatives.

ii. Clearance of Drains/Roads, Road Closures and Alternative Routes

On roads managed by Strathbogie Shire Council road crews (including contractors) are available 24/7 to clear blocked road drains or remove fallen trees from roads as required. In an emergency, the MERO directs all road crew activities.

Generally the MERO must be consulted before municipal roads are closed in an emergency. If this is not possible due to a threatening situation where lives are potentially at risk, the Incident Controller must notify the MERO as soon as practicable that a Council road has been closed.

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

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

iii. Transport and Engineering

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

iv. Request Procedure for Support

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

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

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

v. Staging Areas

A Staging Area is a location established to support the incident, division or sector and where prepared personnel and equipment are mustered and available for deployment to the incident ground. A Staging Area will be managed by a Staging Area Manager. A Staging Area may include the provision of immediate welfare for personnel and equipment maintenance facilities.

The following table lists the CFA Staging Areas for the Shire of Strathbogie

Table 1 Staging areas

Site	Location	Map No. Spatial Vision Edition 5	Grid Reference
Violet Town Recreation Reserve	Tulip St Violet Town	8407	F5
Euroa Showgrounds	Cnr Charles & Frost Streets	8340	F6
Strathbogie Recreation Reserve	Spring Creek Rd	8397	D4
Longwood Community Centre	Down St	8364	E5

Avenel Recreation Reserve	Anderson Street	8313	G12
Gooram Fire Station (strategic only, limited facilities)	6 Sargoods Rd	328	B11
Creightons Creek Fire Station (strategic only, limited facilities)	1489 Creightons Creek Rd	327	K12
Nagambie Track & Sports Ground	Blayney Lane	8377	F7

The MEMPC regularly reviews the requirements for Staging Areas with input from agency representatives.

vi. Local Communications Plan

In the event of an emergency Council will prepare and issue any communications in conjunction with the Incident Controller. Activities include:

- Liaise with Incident Control Centre's communications person/team to touch base and offer assistance with sharing information
- Use social media, namely Facebook, to share messages from VicEmergency and/or Incident controller
- Announce establishment of a relief centre and/or advise of the scheduling of a community meeting using Council website and social media
- Respond to media enquiries as they come in and arrange for the Mayor, our nominated key spokesperson, for an interview where appropriate in accordance with the Incident Controller requirements
- Video community meetings and post on social media for those unable to attend

5.8 Communications

The Emergency Management Commissioner is responsible for public, stakeholder and government communications for Class 1 emergencies supported by the "line of control". The line of control refers to the line of supervision for those appointed to perform the control function and this relates to the specific class of emergency. Controllers escalate or provide direction on control issues through the line of control.

i. Telephone Communications

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

Mobile telephone towers in Strathbogie Shire all have battery backups. It is suggested that these will last in the vicinity of 5-8 hours in an emergency before requiring a generator back up if power is cut during an emergency.

ii. Communication Resources

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

- VicSES
- CFA
- WICEN
- Strathbogie Shire Council

iii. Crisisworks

Crisisworks is an incident management software program licenced to Council which, at this point in time, is not widely used within the Council except for the maintenance of the Vulnerable Persons Register (VPR). Further review of its suitability is required to establish preferences and protocols on its use in emergency incidents.

iv. Public Information and Warnings

Strathbogie Shire Council understands the importance of timely, accurate and consistent public information before, during and after an emergency incident. As such the Strathbogie Shire Council's Communications Team will work with the EMT, Control Agencies and community to relay information to help minimise the impact to life and the community where possible. The Control Agency, as set out in the EMMV, is responsible for the release of warnings of potential emergencies, regular updates and advice on what actions the public should undertake during that incident.

All messaging will align with the Victoria Warnings System and the Victorian Warning Protocol (<https://www.emv.vic.gov.au/responsibilities/victorias-warning-system>). The Victorian Warning Protocol was established to provide emergency response agencies with a coordinated and consistent direction on advice and/or warnings to inform the Victorian community of a potential or actual emergency event.

Warnings and advice can be disseminated through a number of different mediums including but not limited to:

- Websites
- Radio and Television
- Print Media (where suitable)
- Phone messaging (including SMS)
- Emergency Alert
- VicEmergency notification (mobile app)
- Emails
- Verbal Messages
- Door knocks
- Social Media/Social Networking
- Variable Message Boards
- Information Boards

In the emergency and post emergency phases of an incident, Council's Customer Service Centres in Euroa and Nagambie (VIC) may be used to provide a channel of communication from the MERO/MRM to residents of affected areas. The centres will also be a focal point for residents seeking information.

General information related to the emergency, including emergency relief arrangements to residents will be released only from the MERO/MRM via the Council's CEO after consultation with the Incident Controller and Victoria Police.

v. Municipal (Council) Communications

Council communication systems include:

- Telstra Telephone Network
- Mobile Telephone Network
- Portable IT devices

Control agency information including FAQ sheets (eg food spoilage, contaminated water or smoke hazards) are a valuable source of information for distribution via the identified outlets.

vi. Disabled or Culturally and Linguistically Diverse (CALD) Communities

Special considerations need to be given to warning disabled and CALD groups, and residents listed on the Vulnerable Persons Register.

The Translating and Interpreting Service may be able to assist where communication is required with persons unable to speak English.

The language in question can be established using a language indicator card. These are available from the Commonwealth Department of Immigration, Multicultural Affairs and through Strathbogie Shire Council. They are also available from the Multicultural Affairs website: [Victorian Interpreter Card](#)

vii. Provision of Information and the Privacy Act

Council may provide property owner details during an emergency to Victoria Police. Law enforcement agencies have a general exemption under the Victorian *Privacy and Data Protection Act 2014*. Victoria Police have an exemption, under Section 15, for the purposes of its community policing functions.

5.9 Business Continuity Committee (BCC)

Strathbogie Shire Council will establish a Business Continuity Committee (BCC) for the local coordination of business continuity and relief/recovery. The BCC will generally only have Council staff in it. Other agencies, such as Victorian Council of Churches, DHHS and potentially Volunteering Victoria may also work with the BCC upon negotiation. The MRM and support staff will generally participate in the BCC. The MRM will also establish a Recovery Committee as soon as possible after or at the time of the emergency.

During an emergency event Council's executives will be in charge of its business continuity as per the Strathbogie Business Continuity Plan (BCP).

5.10 Financial Considerations

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

i. Payment for Requested Resources

Where requests are made by the relevant Control agency which has exhausted their own resources, Council will be able to supply equipment and supplies through its MERO at the direction of the MERC. All requests are required to be submitted through the appropriate channels as identified in the EMMV.

Costs associated with sourcing external or privately owned supplementary emergency response resources for the relevant Control agencies will be recovered from the requesting agencies. This includes costs for all equipment, hire, catering and any associated on-costs of that request. This does not apply to services for which Council is already responsible eg tree clearance on a local road.

Control agencies should be aware of their financial responsibilities before requesting anything from the Council.

All resource requests will come to the municipality **via the MERC** as stipulated in the EMMV. Any requests made outside of these guidelines will be redirected to the MERC. Requests from Control agencies **are not** to come from an incident control centre directly to the MERO or any other Council officer.

If Council officers or the MERO receive requests from Control agencies, they are to advise the agency to contact the MERC in the first instance.

ii. Financial Arrangements for Response and Recovery

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

The following emergency payment responsibilities apply in Strathbogie Shire:

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

iii. Agency Support

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

iv. Municipal Council Resources

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

Some further reimbursement may also be available. Extraordinary expenditure incurred, (e.g. for overtime, or equipment hire used in emergency protection works, restoration of publicly owned assets or relief provided to emergency-affected people) may qualify for reimbursement by the Department of Treasury and Finance, refer to EMMV Part 8 – Appendix 1 – Financial Arrangements.

v. State Agencies

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

vi. Private Organisations

Private organisations meet their own expenses incurred in emergency activities.

vii. Government Post-Emergency Assistance Measures in Recovery

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

Important factors to note are:

- Assistance measures are identified as being generally available at departmental discretion, or requiring a specific Government decision on each occasion
- Other recovery services are listed under Services and Agencies for Recovery in the EMMV Part 8 – Appendix 1 – Financial Arrangements

The assistance measures cover:

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

viii. Natural Disaster Financial Assistance

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

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

Refer to Department of Treasury & Finance (DTF) for details and a range of publications providing guidance for financial assistance [DTF - Natural Disaster Financial Assistance](#)

5.11 Evacuation

Evacuation is a risk management strategy which may be used as a means of mitigating the effects of an emergency or disaster on a community. It involves the movement of people to a safer location. It also should include the return of the affected community. Evacuation is a scalable activity in that it may be applied to individuals, a house, a street, a large facility (e.g. school or hospital), a suburb, a town or a large area of the State.

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

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

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

- The Incident Controller.
 - Considers and recommends evacuation in consultation with Victoria Police and other agencies and experts as needed
- Victoria Police
 - Manages the withdrawal, shelter and return stages of the evacuation in consultation with the Incident Controller and others as needed
- Ambulance Victoria
- Support Agencies
- Strathbogie Shire Council
- Department of Transport/Regional Roads Victoria
- Country Fire Authority
- Australian Red Cross
- Department of Health and Human Services
- Department of Education

The five stages in the evacuation process are;

1. **Decision** – the decision to recommend that people evacuate is made by the Incident Controller. In making this decision, the Incident Controller should, if time

permits, consult with police and consider other expert advice. This may not always be possible.

2. Warning or Recommendation – applied to evacuations, messages to the community will be either a warning to affected people that they prepare to evacuate or a recommendation that they evacuate immediately. The Incident Controller is responsible for authorising and issuing these messages to the community.

3. Withdrawal – is the removal of people from a dangerous or potentially dangerous area to a safer area. The Victoria Police Evacuation Manager is responsible for managing the withdrawal from the affected area which includes developing an evacuation plan which clearly identifies activities, timelines, roles and responsibilities of any agencies involved. This will include consultation with other agencies involved.

4. Shelter – Emergency Shelter provides for the temporary respite of evacuees. It may be limited in facilities but should provide security and personal safety, protection from the climate and enhanced resistance to ill health and disease. Emergency Shelters in the context of evacuation may include:

- Assembly areas which cater for people's basic needs
- Emergency Relief Centres
- Tents and other impermanent structures
- Other places of relative safety.

5. Return – the final stage of the evacuation process involves the return of people to the place from which they were evacuated. The Incident Controller makes the decision to advise people that they can return to the affected area in consultation with police and other relevant agencies. The Evacuation Manager is responsible for planning and managing the return of evacuated people with the assistance of other agencies where required. This may include authorising the release of messages regarding the return to the community in consultation with the Incident Controller.

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

Designated Relief Centres are found in Part 6 of the MEMP.

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

The Victorian Evacuation Guidelines are in the EMMV, Part 8, Appendix 9 – Evacuation Guidelines. <https://files-em.em.vic.gov.au/public/EMV-web/EMMV-Part-8.pdf>

5.12 Bushfire Place of Last Resort

Bushfire Place of Last Resort (BPLR), formerly known as Neighbourhood Safer Places (NSPs), are not community fire refuges or emergency relief centres. BPLRs are locations of last resort and are designed to provide sanctuary for people from the immediate life threatening effects of a bushfire when their own plan fails. They are locations or buildings designated and signposted by Strathbogie Shire Council that meet guidelines issued by the

Country Fire Authority. Welfare facilities may not be made available and the place may not provide shelter from smoke and embers.

Council has adopted a Neighbourhood Safer Places Plan, which also has guidelines for the selection of appropriate places and buildings.

BPLRs have been declared at the following areas in Strathbogie Shire:

Table 2: Bushfire Place of Last Resort Locations

Township	Location	Address
Euroa	Kirkland Ave	Kirkland Ave b/w Clifton St & Bury St, Euroa
Ruffy	Ruffy Recreation Reserve "Maygar Park"	Noye Lane (off Bunting Hill Rd north east of Ruffy)
Avenel	Avenel Recreation Reserve Pavilion	Bounded by Swamp Road, Anderson Street and Watson Street, Avenel
Strathbogie	Strathbogie Golf Club Club House	Armstrong Avenue, Strathbogie
Violet Town	Violet Town Recreation Reserve Pavilion	Tulip Street opposite Hyacinth Street, Violet Town
Longwood	Longwood Recreation Reserve Pavilion	Down Street (Depot Road) Longwood
Nagambie	Nagambie Regatta Centre	Loddings Lane (off Vickers Road) Nagambie
Mangalore	Mangalore Airport Main Building	Mangalore Airport Road (off Aerodrome Road) Mangalore
*The list of BPLR's was correct at the time of printing and is regularly updated.		
Location of BPLRs can also be found on the: Strathbogie Shire Council website www.strathbogie.vic.gov.au CFA website - CFA Neighbourhood Safer Places		

5.13 Community Information Guides

Community Information Guides (formerly Township Protection Plans) provide information to the community about bushfires which may impact the local area. These plans will address the specific needs of the town's people, property, assets and environment, and are typically divided into three parts:

- Community information
- Township planning factors
- Fire prevention.

A Community Information Guide has been developed for the Strathbogie township.

More information and copies of these CIGs can be found on the CFA website at [CFA - Community Information Guides](#)

Hard copies of CIGs are available in Council offices or through the CFA. Updates to the CIGs are completed by CFA.

5.14 Planning for Cross Boundary Events

Emergency events may cross municipal boundaries, requiring response and recovery activities from two or more municipalities. When this occurs, the Regional Emergency Response Coordinator (RERC) will liaise with the Regional Controller to determine the impact on Councils and the resources required to support both the Control Agency and impacted Councils.

The RERC will work with the relevant MERC's and MERO's to formalise the requesting process and resources required and tasks to be performed.

Planning for cross boundary arrangements at a municipal level includes:

- Communication of identified risks across municipal boundaries by providing Strathbogie Shire Council's MEMP to Councils bordering Strathbogie Shire.
- Sharing and maintaining contact lists of emergency management personnel.
- Every opportunity is taken to include bordering councils in MEMP exercises.
- Maintaining cross border relationships via forums, projects and working groups, as well as meetings.

DHHS is the coordinating agency for emergency recovery at a regional level. The Hume Regional Recovery Plan provides for recovery services to be coordinated and support provided to Councils impacted by a cross boundary emergency. DHHS will work collaboratively with Councils to deliver a unified recovery service.

5.15 Resource Sharing Protocols

Strathbogie Shire Council is a signatory to the *Protocol for Inter-Council Emergency Management Resource Sharing*. The purpose of this protocol is to provide an agreed position between Councils for the provision of inter-council assistance for response and recovery activities during an emergency.

This protocol details the process for initiating requests for resources from another Council and identifies associated operational and administrative requirements.

A copy of this protocol is available in Appendix 2.

This protocol applies to requests for human resources, equipment and/or facilities in relation to response or recovery activities associated with an emergency.

Duties undertaken by Council staff seconded to another Council for assisting with response and recovery operations will be within the scope of Councils' emergency management responsibilities as set out in the EMMV Part 6 – Municipal Emergency Management Planning Arrangements.

5.16 Debriefing Arrangements

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

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

5.17 Response/Recovery Transition

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

The scope of the transition agreement includes:

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

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

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

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

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

The key tasks under this agreement include:

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

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

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

i. Termination of Response Activities and Handover of Goods/Facilities

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

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

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

5.18 Impact Assessments

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

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

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

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

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

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

i. Initial Impact Assessments (IIA)

IIA is a preliminary assessment (visual inspection and quantifiable early data) undertaken by response agencies.

IIA often comprise visual inspections, and/or the compilation of early available quantifiable data (such as number of dwellings destroyed or damaged), impacts on people remaining in affected area.

IIA provides early information to assist in the prioritisation of meeting the immediate needs of individuals and the community. It also indicates if further assessment and assistance is required.

Strathbogie Shire Council will as soon as practicable, liaise with the control agency regarding IIA. This IIA brief will support the Secondary Impact Assessment (SIA) and give Council an idea of the scope of impact.

Information gathered during the IIA may be mapped using Council's GIS systems and recorded on Council's asset management mobile solution "Confirm".

ii. Secondary Impact Assessment (SIA)

SIA is a subsequent progressive and more holistic assessment of the impact of the event on the community. It examines built and natural environments, social and economic impacts, and resulting community needs. Impact assessment for relief and recovery requires an additional layer of analysis beyond the IIA, which includes a comparison with baseline information.

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

Coordination of SIA is the responsibility of the nominated recovery manager/coordinator.

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

Timeframes

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

Expected Outcome

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

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

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

Methodology for Data Gathering

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

Local Implementation

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

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

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

To facilitate the SIA process Strathbogie Shire Council, shall as early as practicable, perform the following tasks:

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

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

Teams conducting SIA should also consider the provision of psychological first aid by either including an appropriately trained person in the team (i.e. VCC Emergency Ministries or Red Cross) or providing psychological first aid training to those doing the assessment.

Reporting

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

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

- Damage has been sustained to essential public assets
- Council anticipates costs will or have been incurred undertaking an emergency activity
- Operating a Municipal Relief or Recovery centre

Council will provide revised estimates of damage or eligible costs incurred under Victoria's Natural Disaster Financial Assistance (NDFA) scheme on a regular basis thereafter to DTF. The first revised estimate of damage should be provided within the first two months following the emergency event.

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

Timeframe

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

iii. Post Emergency Needs Assessment (PENA)

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

Coordination

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

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

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

Activation

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

Analysis

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

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

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

Reporting

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

Timeframe

Post emergency needs assessment can take months or even years, depending on the nature and scale of the emergency event. Further details on impact assessment are available on the EMV website.

Appendix 1- Part 5 MEMP - Resource Database



SHIRE OF STRATHBOGIE

Emergency Management

Resource Database

October 2019

Introduction

Attached is a list of Plant/Services available from Contractors within the Shire of Strathbogie.

The list includes contact telephone numbers, details of plant and the companies that own the plant.

emergency equipment register

Personnel Transport

COMPANY	CONTACT	No.	EQUIPMENT	TELEPHONE
McDonald Bus Lines	Steve McDonald	1	5 large buses	5795 2056 (AH) 0427 952 056
		2	21 Seaters	
		2	12 Seaters	
Walters Passenger Services	Wayne Walters	5	Large buses	5795 3341 (AH) 0419 130 656
		4	21 Seaters	
		1	30 Seater & 12 Seater	
Euroa Taxis	Damien Murphy	1	2 Cars	5795 1474 (AH) 0408 561 725
		1	Van (7 seater/w-chair)	
Comi Buses Nagambie	Ken Comi	1	49 Seater Passenger Bus	5794 2075 (AH)

Stock Transport

COMPANY	CONTACT	No.	EQUIPMENT	TELEPHONE
Mangalore Stock Transport	Doug Smith	1	Stock Tray Truck	0408 576 109
		1	Stock Semi	
Ferguson's Avenel	Bill Ferguson	1	Stock Semi	0418 570 703
		1	Semi General Trailer & 25 ft tray truck	
Millers Transport Nagambie	Stan Miller	1	4 Decker Stock	5794 2657 0428 942 614
		1	2 Decker Stock	
		1	Tray Stock	
		1	Drop Deck Bogie Trailer	

General Transport

COMPANY	CONTACT	No.	EQUIPMENT	TELEPHONE
Millers Transport Nagambie	Stan Miller	1	Drop Deck Bogie Trailer	5794 2657 (AH&BH)
Finnigans Transport (Nag)	Cherie & Paul Finnigans	4	Taut Liners	57942 997 5794 2529 0409 997 942
Brady & Kibble (Euroa)	Shirley Saywell		General Transport - semi trailers - tray trucks	5795 2500 0418 246 500

Finnigans Transport	Josie Finnigan	1	Semi General Transport	5794 2529 (AH) 0438 942 997
		2	Tray General Transport	
		1	Tanker (no sprays/bars)	

Hire Companies

COMPANY	CONTACT	No.	EQUIPMENT	TELEPHONE
Blue Loos Portable Toilets (Shepparton)	Peter Foott	Numerous	Long and Short Term portable toilets – pick up and deliver	0409 528 199 0417 103 210
Mouse's Shower & Toilet Hire		Numerous	Toilet & Shower Hire	0417 661 911
Coates Hire		Numerous	Toilets Generators Lighting Excavators Traffic control Trailers Pumps + various other	5821 2922 (BH) 131 552 (24hrs)

Crane Hire

COMPANY	CONTACT	No.	EQUIPMENT	TELEPHONE
Shepparton Mobile Cranes	Graeme Adrian John Office	Numerous	Cranes from 6-60 tonne	5821 6021 5823 2098 5828 6209 5821 5048
Quiklift Crane Hire	Jarrold & Karli Sutherland	Numerous	Various Cranes (including mobile) Man Basket	0408 272 627 5831 2171
Seymour Crane Service	24 hours	Numerous	10-15 Tonne Cranes	5799 1822 0418 576 076

Tree Removal

COMPANY	CONTACT	No.	EQUIPMENT	TELEPHONE
Wright Out Tree & Stump Removal	Steve Wright	1	Bobcat	5798 5412 (AH) 0407 566 357
		1	Trencher	
		1	Stump Eater	
		1	Cherry Picker	
Smiths Tree Lopping Services	Steve Smith	2	Cherry Picker	5762 2216 (AH) 0417 317 829
		3	Truck & Chipper	
		2	Stump Eaters	
		3	Support Vehicles	
		2	Climbing Crews	

Chemical Spills

COMPANY	CONTACT	No.	EQUIPMENT	TELEPHONE
Chemsal	Jay Chrisoston		For removal of chemical spills in waterways and other	9369 4222 0409 809002

General Services - Electricians

COMPANY	CONTACT	No.	SERVICE	TELEPHONE
Hume Electrical Pty Ltd	Jack Smyth (Violet Town)		Electrician	0417 363 664
Baines Electrical Benalla	Phil Baines (Benalla)		Electrician	0409 573 108
Maher DF Electrical Contractor	Des Maher (Euroa)		Electrician	5795 3106
Rob Hodges	Rob Hodges (Euroa)		Electrician	5795 2877
Ian Barford Electrical	Ian Barford (Nagambie)		Electrician	5794 2784 0408 570 760
JJ Electrics	John & Louise Frewan (Euroa)		Electrician	5795 2288 0412 579 313
AKW Electrical Contractors	(Seymour)		Electrician	5784 1471 0409 534 796

General Services - Plumbers

COMPANY	CONTACT	No.	SERVICE	TELEPHONE
PJ & LH Plumbing	Peter Smith (Euroa)		Plumber	0418 531 255 5795 1246
Peter Penman	Peter Penman (Euroa)		Plumber	5795 2929
Neville Brothers Plumbing & Machine Hire	(Nagambie)		Plumber	5794 2007
Anthony Tennant Plumbing	Tony Tennant (Seymour)		Plumber	5799 1972 5799 0009

Plant

COMPANY	CONTACT	No.	EQUIPMENT	TELEPHONE
Strathbogie Shire Council	Daniel Haysom Coordinator Roads and Parks Maintenance	2	Loaders (1.5m ³ capacity) 1 each Euroa Nagambie/ Violet Town	
		3	Graders 1 each Euroa Nagambie/Violet Town	
		1	7.6m ³ tipping truck Euroa or Water trailer (attachment to Euroa Truck) 25,000 litres	
		3	Backhoes 1 Nagambie (428C) 1 Euroa(428C) 1 Strathbogie (431F) 1 Violet Town (428C)	
		3	Tractors (various)	
		1	7.6m ³ Tipping Truck Nagambie or 14,000litre water tank	
Fraser Earthmoving	Bruce & Karen Fraser	1	Loader	5795 1228 (AH) 0418 570 776
		2	Bull dozers (D6D)	
		1	Water Cart	
		5	Excavators (16-35tonne tracked)	
		2	Graders (Komatsu 670 Caterpillar 140)	
		2	Tip Trucks (1 with dog)	
		1	Scraper	
		1	Tractor with slasher	
RW & KA Newnham	Rod Newnham	4	Excavators (tracked) 13-22 Tonne	5795 2632 (BH) 0408 575 499
		4	Bull dozers	
		2	Scrapers	
		1	Water Truck	
		3	Tipper&Dog Trailers	
		1	Low Loader	
		2	Dump trucks	
		2	Grader	
		2	Front End Loaders	

COMPANY	CONTACT	No.	EQUIPMENT	TELEPHONE
WA & CA Crosbie	Warren Crosbie	1	Backhoe	5795 3370 (AH) 0427 352 621
		1	Tip Truck (10m ³)	
J & C Furlanetto	John and Colleen	1	Excavator and other equipment	0427 344 956 5795 3435
VicCivil Avenel	Jason Stirling	1	Excavator Grader, Loader Backhoe	0419 538 561
AW & LM Combrink not wildfire trained	Alby Combrink	1	Grader 670B	5798 1504 (AH) 0428 981 504
		1	Water Tanker (6800 litre)	
		1	Back Hoe	
		1	Tip Truck	
Doug Mackrell	Doug Mackrell	2	Tractor & Slasher	5795 3325 (AH) 0428 953 325
David Fitzgibbon Earthmoving	David Fitzgibbon	1	Tip truck (10m ³)	5794 2881 (AH) 0407 099 744
		1	Truck & Trailer	
		1	Loader	
MD & JG Perry not wildfire trained	John Perry	1	Bull Dozer	5794 2271 (AH) 0407 042 740
		1	Excavator (tracked)	
		1	Float	
Rowan Burton not wildfire trained	Rowan Burton	1	Tip Trucks (6m)	0418 297 990
		1	Excavator 6 Tonne	
Brian Kelly Kell Bell	Brian Kelly	1	Tip Truck	5792 2662 (AH) 0409 570797
		1	2 Backhoe	
		1	Tractor/Loader Bucket	
Richard White Avenel not wildfire trained	Richard White	1	Backhoe	5796 2508 (AH) 0408 304037
		1	Tip Truck (10m ³) & Trailer	
Neville Brothers	Russell Neville	1	Bobcat	5794 2007 (AH) 0407 055 596
		1	Backhoe	
		1	Excavator (mini)	
		1	Ditch Witch	
		1	Tip Truck	

COMPANY	CONTACT	No.	EQUIPMENT	TELEPHONE
Nagambie Readymix	David Watson	1	Tip truck with dog	5794 2969 (BH) 0428 942 969
		1	Excavator 5 Tonne	
		2	Backhoes	
		1	Grader (mini tracked)	
Rod Collier	Rod Collier	1	Bob Cat (2.6 tonne)	0357 951 899 0406 178 986
		1	5 tonne Isuzu Tipper	
		1	Excavator (tracked)	
		1	Float	
AJ & SL Shaw Excavations Caveat	Sharyn Shaw		Excavator 320D & 320C 20 Tonne (2)	5790 4297 0437 281 072
			Graders 12H, 140G & 130G (3)	
			Dozer D7 (1)	
			Float & Truck	
Dennis Zanussi not wildfire trained	Dennis Zanussi	1	Excavator (mini) 1 ½ Tonne	0417 100 411
Puckapunyal Army Base	Graeme Rowe		Bull Dozer	5793 8333 (AH) 5721 9234 (BH)
			Water Trucks	
			Water Bladders	
			Boats	
			Sandbags	

Psychological Support and Outreach

COMPANY	CONTACT	EMAIL	TELEPHONE
Victorian Council of Churches	Stuart Stuart State Manager	sstuart@vcc.org.au emergencies@vcc.org.au	03 9650 4511 0407 212 438

COMMUNICATIONS

The Municipal Emergency Coordination Centre has 6 separate, dedicated lines on the north, west and eastern walls.

As an interim measure, whilst an officer is not able to be contacted for some reason, line number 4 on the north wall can be used in the short term.
This number is **5795 2486**.

Strathbogie Shire has 3 satellite telephones. These are stored at Euroa office, Euroa depot and Nagambie depot.

Details of the satellite phones are:

	Phone No.	PIN
Euroa Office	0417 153 243	9543
Euroa Depot	0417 153 244	8244
Nagambie Depot	0417 153 245	7680

Instructions for satellite phones are:

To mobile number: Dial mobile number and press **OK**

To land line number: **0011 613** followed by the phone number and press **OK**

Stored numbers: **menu OK, OK, OK, first letter of name OK, arrow down to name OK, OK**

wicen (vic) Inc.

Wireless Institute Civil Emergency Network contact person for Strathbogie Shire.

Region 4 Division 4 Co-ordinator
Mr. Peter Weeks
P.O. Box 177
ALEXANDRA 3714

5772 1292

Relief Accommodation

Below is a list of possible relief accommodation within the municipality complete with contact numbers.

Name	Phone number	No. of rooms (beds)
Castle Creek Motel (Euroa)	57952 506	<u>Total 17 Rooms</u> 6 double (+1 single) 1 double (+2 singles) 10 double rooms (possibly 42 in total)
Euroa Motel (Euroa)	5795 2211	<u>Total 10 Rooms</u> 1 queen room (+3 singles) 3 queen rooms (+1 single) 6 queen rooms 1 room 2 single beds (possibly 26 in total)
Jolly Swagman Motor Inn (Euroa)	5795 3388	<u>Total 14 Rooms</u> 6 double rooms 3 double rooms (+2 singles) 5 double rooms (+1 single) (possibly 39 in total)
Euroa Caravan Park	5795 2160	<u>4 Cabins and 4 units</u> 3 Cabins 1 double (+3 bunks) 1 Cabin 2 double(+1 single) 4 Units 1 double (+ 3 singles)
Nagambie Motor Inn	5794 2833	<u>Total 18 Rooms</u> 2 family rooms (6) 8 double rooms 6 queens Room 2 x 2 bedroom units Signet Centre (dormitory) (possibly 74 in total)
Nagambie Lakes Motel	5794 2747	<u>Total 13 Rooms</u> 48 beds in 13 rooms (Dormitory style)
Nagambie Caravan Park	5794 2681	<u>5 Cabins</u> 2 double rooms (+3 singles) 3 double rooms (+4 singles) <u>Motel 10 rooms</u> 6 double rooms (+1 single) 1 double and set bunks 3 double (+3 singles) (possibly 63 in total)

Name	Phone number	No. of rooms (beds)
Ellen Francis Hotel Motel (Violet Town)	5798 1264	<u>3 self contained rooms</u> 1 double bed 1 double sofa (Possibly 12)
Honeysuckle Caravan Park (Violet Town)	57981 223	<u>Cabins/units</u> 2 queen rooms 2 double rooms (+1 single) 1 X 2 single beds 1 X 2 double beds 1 X 3 bedroom, 2 sets bunks (+1 single) 1 X 2 bedroom, 2 double beds (+1 single) 1X 2 bedroom, 1 queen(+2 singles) 1X3 bedroom, 2 double beds (+3 singles) 3X on-site vans, 1 doubles and 1 set bunks. (possibly 47)
Homelea on Clifton (B&B) Euroa	03 8812 2540	<u>3 Bedrooms</u> (possibly 8)
High Lane Farm (B&B) (Euroa rural)	5795 1344	<u>4 Bedrooms</u> (possible 8)
Forlonge B & B (Euroa)	5795 2460	<u>3 Bedrooms</u> (possibly 8)
Tegwani House (Euroa)	5795 1171	<u>3 Bedrooms</u> (possibly 6)

PROTOCOL FOR INTER-COUNCIL EMERGENCY MANAGEMENT RESOURCE SHARING



PROTOCOL FOR INTER-COUNCIL EMERGENCY MANAGEMENT
RESOURCE SHARING

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PROTOCOL FOR INTER-COUNCIL EMERGENCY MANAGEMENT
RESOURCE SHARING

Acronyms and Definitions

Reference	Description
AFAC	Australasian Fire Authorities Council
Assisting Council	Council providing resources under this protocol
CEO	Chief Executive Officer
RERC	Regional Emergency Response Coordinator
EMA	Emergency Management Australia
EMMV	Emergency Management Manual Victoria
MAV	Municipal Association of Victoria
MECC	Municipal Emergency Coordination Centre
MEMEG	Municipal Emergency Management Enhancement Group
MEMPC	Municipal Emergency Management Planning Committee
MEMP	Municipal Emergency Management Plan
MERC	Municipal Emergency Response Coordinator (Police)
MERO	Municipal Emergency Resource Officer
MRM	Municipal Recovery Manager
Receiving Council	Council that requests and receives resources under this protocol

1. Introduction / Background

Emergencies sometimes require councils to source additional resources to ensure that the affected community is restored to normal functioning as efficiently as possible. Some emergency response agencies have agreements for mutual aid with kindred organisations that allows them to plan appropriately for responding to large scale or complex emergencies, and this protocol is intended to provide a similar agreement for local councils.

Council emergency management resources are generally sourced from within the municipal boundaries where the emergency occurs, which can impact significantly on the resources of the responsible council, particularly for larger or more complex emergencies. The Municipal Association of Victoria (MAV) and the Municipal Emergency Management Enhancement Group (MEMEG) have identified a need to determine an agreed position between councils regarding the provision of council resources to assist other councils with response and recovery tasks during emergencies.

The EMA Guidelines for Interstate Disaster Assistance and the AFAC Mutual Aid and Resource Sharing Guidelines were recognised as having similar requirements to this inter-council resource sharing protocol. As such, some of the key concepts and policies detailed in these documents have been applied to this protocol.

This protocol is not intended to inhibit, or diminish the effectiveness, of any existing inter-council resource sharing arrangement. Councils should however review any such existing arrangements to ensure that issues identified in this protocol are addressed.

It is recognised that local government personnel who perform duties at another council in relation to an emergency event will gain valuable skills and experience. This knowledge will provide an opportunity for the council that provided personnel to refine their MEMP and enhance performance for future emergency events.

In order to be effective this protocol will require the support and commitment of council executive staff.

2. Purpose

The purpose of this protocol is to provide an agreed position between councils for the provision of inter-council assistance for response and recovery activities during an emergency. This protocol details the process for initiating requests for resources from another council and identifies associated operational and administrative requirements.

The application of this protocol is expected to enhance the capability of councils to provide the best possible outcomes for emergency management and to support the step up arrangements as detailed in the Emergency Management Manual Victoria (EMMV).

The co-ordination of responding agencies involves the systematic acquisition and application of resources (personnel, equipment and facilities) in accordance with the requirements of the emergency. This protocol will facilitate appropriate timely mustering of resources ready to discharge municipal functions.

3. Emergency Management Legislation and Policy

This protocol is consistent with the concepts and policy guidelines articulated in the *Emergency Management Act 1986* and the Emergency Management Manual of Victoria (EMMV).

4. Scope of Activities

This protocol applies to requests for human resources, equipment and/or facilities in relation to response or recovery activities associated with an emergency.

Duties undertaken by council staff seconded to another council for assisting with response and recovery operations should be within the scope of councils' emergency management responsibilities as set out in Part 6 of the EMMV (extract included as Appendix 2).

5. Memorandum of Understanding

Some councils may prefer to enter memoranda of understanding with neighbouring councils to formalise resource sharing arrangements, although this is not considered to be a requirement. There is an existing memorandum of understanding template included in the Municipal Public Health Emergency Management Guidelines. This memorandum of understanding was developed for the purpose of supporting partnerships between council environmental health departments, however it could be easily adapted for resource sharing in relation to emergency management. The Municipal Public Health Emergency Management Planning Guidelines are available from the Australian Institute of Environmental Health – Victorian Branch.

6. Commencement Date

Arrangements based on this protocol will commence operation immediately following the endorsement and agreement to operate within its framework by more than one council.

7. Requests for Assistance

Resources can be requested at any time during an emergency including the recovery stages. Requests for assistance may be initiated by the CEO (or person acting in this role) or by any person nominated by the CEO at the receiving council. Requests should be directed to the CEO, or any person nominated by the CEO, at the assisting council. It is noted that in many cases the person nominated by the CEO will be the MERO at both the assisting and receiving council.

Such requests may be oral or in writing, however oral requests must be confirmed in writing as soon as is practicable and in most cases will be logged at the Municipal Emergency Coordination Centre (MECC).

Requests for assistance should include the following information:

- A description of the emergency for which assistance is needed;
- The number and type of personnel, equipment and/or facilities (resources) required;
- An estimate of time as to how long the resources will be required; and
- The location and time for the staging of the resources and a point of contact at that location.

PROTOCOL FOR INTER-COUNCIL EMERGENCY MANAGEMENT RESOURCE SHARING

The Municipal Emergency Response Coordinator (MERC) or Regional Emergency Response Coordinator (RERC) should be contacted before the resources are moved. Requests for resources should be logged in the Municipal Emergency Coordination Centre (MECC).

It is anticipated that a requesting council will initially seek assistance from surrounding councils. This will reduce travel times and expenses for assisting councils to respond and return.

Limitations

A council that has committed to this protocol and is requested to provide assistance should endeavour to provide the resources requested unless such resources are required for that council's own purposes.

A council that provides resources that are later required for that council's own purposes may request such resources to be returned prior to the agreed time-frame the receiving council will release those resources as soon as possible.

8. Operation

Command and Co-ordination

The council receiving assistance will be responsible for the command and management of council functions for the emergency response and recovery activities, and specifically for the management of resources made available.

The control agency will manage municipal resources assigned to response activities.

The council receiving assistance will endeavour to afford the same powers, duties, rights and privileges to staff from the assisting council as its own staff performing equivalent roles or functions.

Authority to Perform Duties

Where staff from an assisting council are requested to perform duties in specific roles, those staff must be appropriately authorised to undertake the role prior to commencement.

Induction / Occupational Health & Safety

The statutory and common law obligations which require the receiving council to provide for the health and safety of its own employees apply equally in relation to those personnel deployed from an assisting council.

The control agency will be responsible for the occupational health and safety (OH&S) of all council personnel deployed in emergency response roles.

Prior to personnel from assisting councils being deployed to assist with the emergency, the council receiving assistance will make arrangements for such personnel to be registered and appropriately briefed and debriefed. The briefing must include details of hazards and safety requirements and any measures required to respond to these, an overview of the emergency, the tasks/activities to be performed and reporting lines including the process for reporting OH&S concerns or incidents. A representative from the control agency should participate in the induction briefing sessions and it should be recorded that this induction took place.

The receiving council will be diligent in assigning appropriate roles to the personnel from an assisting council. The performance of some duties may require personnel to

PROTOCOL FOR INTER-COUNCIL EMERGENCY MANAGEMENT RESOURCE SHARING

possess specific qualifications or accreditation. Personnel from an assisting council will not be assigned to a role if uncertainty exists regarding the competency of the person to perform those duties. Personnel from an assisting council may be reassigned to alternative duties or stood down at any time.

The receiving council will assume an employer's normal responsibilities for the wellbeing of personnel from the assisting council/s. This responsibility covers issues such as rostering, fatigue, psychological well-being, and all occupational health and safety requirements.

The assisting Council will be responsible for the payment of workers compensation premiums for their own staff and for the payment of any accident compensation payments to their own staff. The assisting council is responsible for ongoing staff support and should ensure that any notifiable workplace incidents under the *Occupational Health and Safety Act (2004)* that may have occurred during the emergency event are reported to Worksafe and recorded in an incident register for investigation follow up as per OH&S regulations. The assisting council should ensure that debriefing opportunities and support services are available for their staff as necessary.

Payment of Expenses

The council receiving assistance will be responsible for the reimbursement, or payment, of all expenses incurred by the assisting council, including salaries, overtime, penalties, travel and accommodation expenses and consumables utilised in conjunction with the resources provided.

The assisting council will calculate expenses and provide a detailed account for all reasonable costs incurred by the seconded staff. Salaries, overtime and penalty rates will be calculated at rates applicable to the assisting council. The assisting council may at its absolute discretion waive any part of these costs.

Claims for Reimbursement of Expenditure from the State

Claims for reimbursement of eligible municipal expenditure on defined natural disasters from the State Government may include the expenses paid to the assisting council.

Liability for Loss or Injury

It is agreed and understood that each individual council (assisting/receiving council) will be responsible for its own potential liabilities in respect to any losses arising out of activities associated with "Resource Sharing" under this protocol on the assumption that common law will prevail.

It is further agreed and understood that each council's CMP Liability Insurance Policy is extended to indemnify those councils providing the resource service/equipment (principal/assisting council) in respect of any claim able to be indemnified under the policy brought in respect of personal injury or damage to property caused by an occurrence, or for breach of professional duty arising directly and solely out of the negligent acts, errors or omissions of those councils receiving the resource service/equipment. This extension does not extend to any negligent acts, errors or omissions of the principal council, its staff or agents themselves.

Withdrawal from Protocol

A participating council may withdraw from the arrangements based on this protocol at anytime by providing written notice to the MAV.

PROTOCOL FOR INTER-COUNCIL EMERGENCY MANAGEMENT
RESOURCE SHARING

Participating Councils

A list of participating councils will be maintained by the MAV and will be available on the MAV website. The MAV will notify all councils of any changes to the protocol membership. Membership will be reviewed and confirmed on a three yearly basis by the MAV.

Councils are requested to formally commit to this protocol by signing and returning the attached letter template for this purpose.

PROTOCOL FOR INTER-COUNCIL EMERGENCY MANAGEMENT
RESOURCE SHARING

(Insert Council Letterhead)

[Name]

Policy Advisor

Municipal Association Victoria

GPO Box 4326,

Melbourne VIC 3001

Dear [salutation],

Re: Protocol for Inter-council Emergency Management Resource Sharing

The _____ Council confirms its commitment to this protocol.

The purpose of this protocol is to provide an agreed position between councils for the provision of inter-council assistance for response and recovery activities during an emergency. This protocol details the process for initiating requests for resources from another council and identifies associated operational and administrative requirements.

The application of this protocol is expected to enhance the capability of councils to provide the best possible outcomes for emergency management and to support the step up arrangements as detailed in the Emergency Management Manual Victoria (EMMV).

The co-ordination of responding agencies involves the systematic acquisition and application of resources (personnel, equipment and facilities) in accordance with the requirements of the emergency. This protocol will facilitate appropriate timely mustering of resources ready to discharge municipal functions.

Signed CEO or Delegated Officer.

Appendix 1 – Checklist

Requesting Assistance or Resources from Another Council

Action to Complete	Yes/No
CEO (or person acting in this role) or person nominated by the CEO at the receiving council to direct request for resources to the CEO at the assisting council either verbal or in writing.	
Request for resources must be confirmed in writing and should include: A description of the emergency; The number and type of personnel, equipment and/or facilities required; An estimate of how long resources will be required; and The location and time for the staging of the resources and a point of contact at that location.	
The Municipal Emergency Response Coordinator (MERC) or Divisional Emergency Response Coordinator (DERC) should be contacted before resources are moved.	
Control agency to manage municipal resources assigned to response activities. Receiving council to endeavour to afford the same powers, duties, rights and privileges to staff from the assisting council as its own staff performing equivalent roles or functions.	
Staff from an assisting council must be appropriately authorised to undertake roles prior to commencement.	
Personnel from assisting council should be registered and appropriately briefed prior to being deployed. Any briefing should include: Details of hazard and safety requirements; An overview of the emergency; The tasks/activities to be performed; and Reporting lines including for OH&S incidents. A representative of the control agency should participate in this briefing.	
Receiving council should reimburse, or directly pay, for all expenses incurred by the assisting council including salaries, overtime, penalties, travel and accommodation expenses and consumables utilised in conjunction with the resources provided as outlined by the assisting council. The assisting council will calculate expenses and provide a detailed account for all reasonable costs incurred.	
Assisting council should ensure that appropriate debriefing and support services are available for their staff. The assisting council should also ensure that any workplace incidents that may have occurred during the emergency event are recorded and that WorkSafe is advised	

Appendix 2 - Extract from Part 6 of the EMMV

Operational role statement for municipal councils

The operational role statement identifies the resources or services councils should provide within Victoria's emergency management arrangements, and sets out key operational management requirements.

The council is responsible for managing and coordinating municipal resources for responding to, and recovering from emergencies. *Municipal resources* include those owned by the council and those under its control if sourced from other agencies. Local and regional planning ensures that agencies' expectations of council services are based on a realistic assessment of council capability.

Councils may obtain part or all of these services or resources from outside contractors. In such cases, the council is responsible for providing the agreed resources on time, and paying the costs incurred.

Response

Response activities

A council's response activities include:

- **Establishing and operating centres and facilities** such as:
 - a municipal emergency coordination centre (MECC);
 - emergency relief centres; and
 - emergency services staging areas.
- **Providing and coordinating emergency catering:**
 - in conjunction with Red Cross and other providers;
 - for response agency personnel; and
 - for affected members of the community.
- **Facilitating the provision of information:**
 - as warnings to the community in consultation with other agencies; and
 - as information to public and media in consultation with control agencies.
- **Coordinating and ensuring effective transport** in the area by:
 - providing transport for those at risk;
 - clearing impassable roads, including removing trees;
 - unblocking drains; and
 - assisting with resources to partially or completely close roads and determining alternative routes.
- **Providing and coordinating equipment** for response support:
 - equipment for traffic or crowd diversion (e.g. barricades, traffic signs);
 - material to absorb spilt fluids;
 - levee or damming materials; and
 - heavy equipment for tasks such as: earth moving; clearing large material or debris; transporting large or heavy materials, water or personnel; lifting materials or personnel; and pumping water.

Recovery

Recovery activities

Activities required at a local level may include, and should be documented in the MEMPlan:

Coordinating and managing:

- municipal resources through the Municipal Recovery Manager;
- the provision of material needs to affected persons;
- environmental health such as food, water, sanitation, and vector control;
- volunteer helpers; and
- public appeals.

Providing:

- community development services;
- personal support services (e.g. counselling, advocacy); and
- emergency and/or temporary accommodation.

Gathering and processing information:

- for post-impact assessments; through survey and determination of occupancy of damaged buildings; and by monitoring the progress of recovery.

Providing information and advice:

- through provision and staffing of recovery/information centre(s); information services to the affected community such as public meetings, newsletters, and advertising; and to recovery agencies and the State Government.

Organising clean-up and repair activities:

- removing debris, clearing blocks (hazard removal);
- disposing of dead, maimed or diseased stock;
- repairing/restoring infrastructure such as roads, bridges, sporting facilities, and public amenities;
- supervising and inspecting rebuilding and redevelopment; and
- providing heavy equipment for earth moving; clearing large material or debris; transporting large and/or heavy materials, water or personnel; and lifting materials or personnel.

Sponsorship and advocacy:

- of community recovery committees;
 - of the interests of the affected community.
- Councils will need to identify and negotiate with local agencies that are able to provide these services. Some services may be internally provided, others may be local agencies, State or Australian government agencies. Agencies are responsible for funding the provision of these services themselves, as these services are existing services that they already provide to the community.