STRATHBOGIE SHIRE EMERGENCY MANAGEMENT PLAN
2019 -2022
PART 6 Relief and Recovery
Version No 48 October 2019

Contents

Part 6: Relief and Recovery Arrangements

6.1 Overview
i Response relief and recovery in parallel

The response to a major emergency involves many agencies from across government. The people and agencies with roles and responsibilities for responding to emergencies work together in Emergency Management Teams at the state, regional and local tiers to ensure a collaborative and coordinated whole of government approach.

Emergency relief and recovery activities integrate with emergency response activities and commence as soon as the effect and consequences of the emergency are anticipated. Relief and recovery coordinators/managers should be involved at all tiers and in all teams established to manage the emergency response.

Figure 1: Response, relief and recovery in parallel
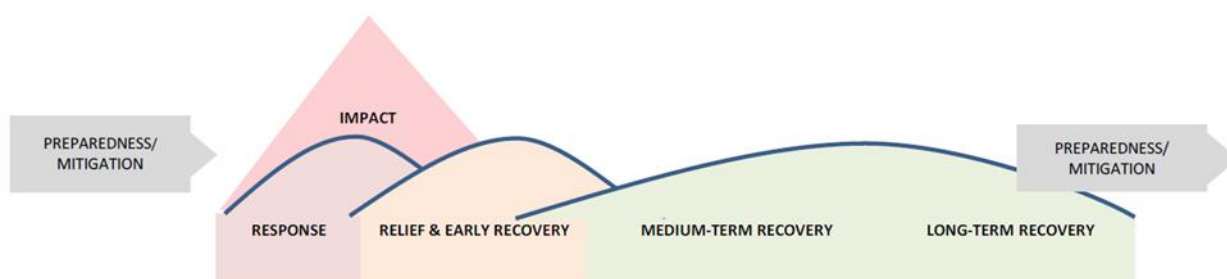
Source: Emergency Management Manual Victoria Part 4

Both relief and recovery can begin when an emergency occurs and many response, relief and early 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.

To ensure adequate arrangements are in place to assist those who are affected by emergencies at the municipal level, Strathbogie Shire Council's relief and recovery arrangements have been developed consistent with *State Emergency Relief and Recovery Plan*, contained in Part 4 of the *Emergency Management Manual Victoria* (EMMV). Part 4 specifies the arrangements for the coordinated planning and management of emergency relief and recovery in Victoria.

The arrangements have also been developed with reference to the *Hume Region Emergency Relief and Recovery Plan* (DHHS), these describe the processes, procedures, and capability for Hume regional emergency relief and recovery operations.

ii. Relief and recovery – a shared responsibility

Relief and recovery require collaboration and coordination shared between individuals and communities, non-government organisations, businesses, governments at all levels and partner agencies.

The role of municipal councils: to ensure relief and recovery services are effective and well-coordinated and take the lead in delivering 'on the ground' relief and recovery services.

The role of individuals and households: individuals should seek out information to make informed decisions on how to prepare for emergencies, and help meet their own relief and recovery needs, wherever possible. This includes their companion animals. During and immediately following an emergency, individuals and households should be as self-sufficient as possible, because in the first instance, agencies will offer emergency support to the most vulnerable community members. Adequate insurance also enhances recovery for individuals and households**.**

The role of the business community: business plays an important role in providing resources, expertise and essential services to support relief and recovery. Businesses must have continuity plans in place for response to and recovery from emergencies, including for livestock. This is particularly important for the continuity of essential services and critical infrastructure. Adequate insurance also enhances recovery for businesses.

The role of non-government organisations and partner agencies: non-government organisations and partner agencies play vital roles in supporting affected communities, building on their pre-established community connections to deliver enhanced services during and following an emergency. Through their large volunteer base, they coordinate and deliver services in many locations, often simultaneously.

iii.   Definitions of relief and recovery

The definitions of relief and recovery can be found in Part 4 of the *Emergency Management Manual Victoria*.

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

Recovery is defined in the *Emergency Management Act 2013* as *'the assisting of 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.

iv.   Relief and recovery objectives and principles

The objectives of relief and recovery are to support communities to successfully deal with the impacts of an emergency on the social, built, economic, and natural environments. By doing so, they help build cohesion and resilience to future emergencies.

The principles of relief and recovery in Victoria are that they should:
- empower and engage individuals and communities to promote self-sufficiency and, where possible, meet their own relief and recovery needs
- be coordinated and collaborative, jointly owned by affected individuals and communities, as well as the non-government organisations, businesses and government agencies that support them
- be adaptive and scalable, recognising the unique, complex and dynamic nature of emergencies and communities
- focus on consequence management, where everyone involved appreciates the potential consequence of their decisions and actions
- be able to support the delivery of concurrent community, local, regional and state response, and relief and recovery activities.

v.   Relief and recovery are consequence driven

Emergency management, at all tiers, local, regional and state, now focuses on "consequence management"; detailed in Part 3 of this Plan. Consequence management starts in the planning phase and continues with response and is then managed through to relief and recovery.

To make appropriate decisions about relief and recovery activities relevant information about the needs of affected communities must be identified. These needs look beyond the immediate impacts of an emergency and consider the consequences of impacts on individuals/families (including companion animals), and communities (including livestock and other agri-business).

Planning for vulnerability in relief and recovery should be broad and consider the characteristic of industry, business, communities, a person or group in terms of their capacity to anticipate, cope with, resist and recover from the impact of a natural or man-made hazard.

Arrangements within this MEMP to assist planning for vulnerability in relief and recovery include:
- Part 2:
    - Cultural diversity of the municipality
    - Profile and social characteristics of the municipality
    - Tourism
    - History of emergencies affecting the municipality.
- Part 5:
    - Council's Communications Plan
    - Communication platforms
    - Vulnerable persons.
- The Municipal Relief and Recovery Arrangements detailed in this part of the MEMP.

6.2   State relief and recovery arrangements
i.   Overview

Municipal councils coordinate relief and recovery at the local level. Regional relief and recovery is coordinated by DHHS with State relief and recovery coordinated by the EM Commissioner.

State, regional and municipal relief and recovery plans must be aligned. Plans at each level of coordination must also specify the agencies responsible for coordinating relief and recovery, for coordinating recovery functional areas and leading and supporting relief and recovery activities.

The Victorian relief and recovery governance between state, regional and municipal level are:

Figure 2: Victorian relief and recovery governance between state, regional and municipal level
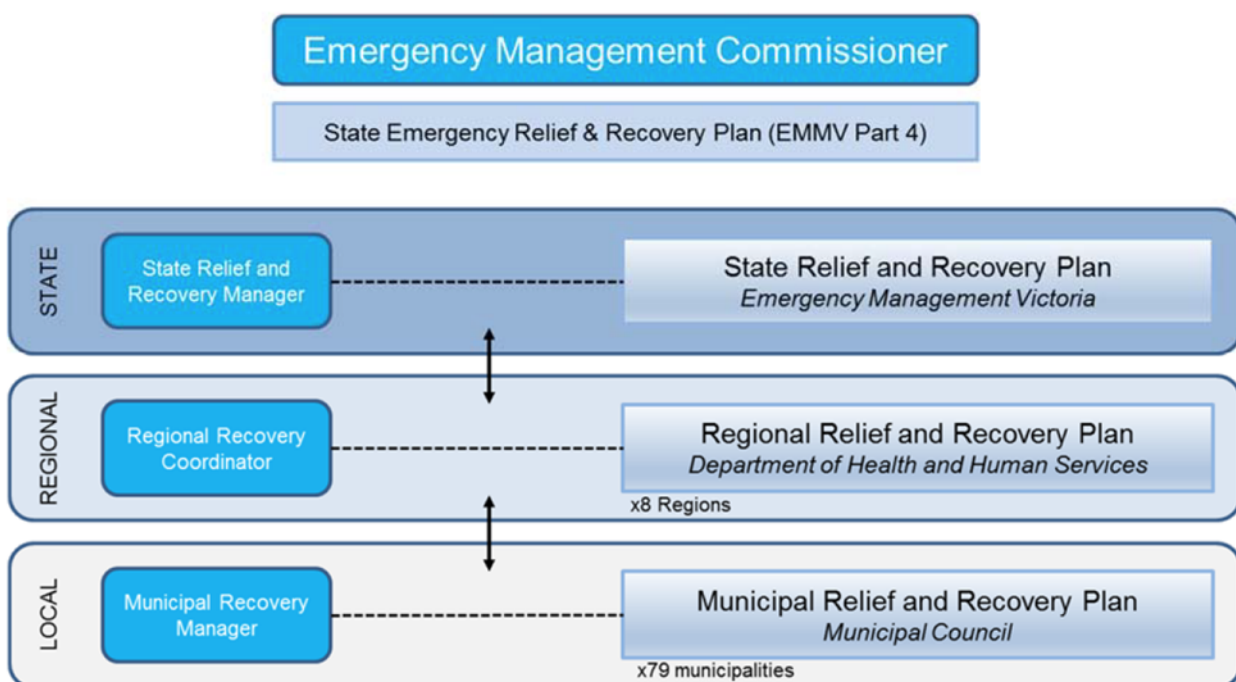
Source: Part 4 of the *Emergency Management Manual Victoria*

The State Relief and Recovery Manager reports to and supports the Emergency Management Commissioner in the coordination of State relief and recovery activities. Emergency Management Victoria provides strategic leadership and coordination of the work of the relief and recovery sector.

DHHS is responsible for coordinating relief and recovery at the regional level.

ii.   Roles and responsibilities of recovery organisations and agencies

The Victorian relief and recovery coordination responsibilities at the state and regional levels are contained within the *State Emergency Relief and Recovery Plan*, Part 4 of the *Emergency Management Manual Victoria*.

iii.   Hume regional relief and recovery arrangements

DHHS is responsible for relief and recovery coordination at the regional level. The Director Emergency Management and Health Protection, East Division fulfils the following roles within the Hume Region:

- **Regional Recovery Coordinator** – this role is delegated to the relevant DHHS Area Director when the size and scale of the incident requires it. The Regional Recovery Coordinator is supported by the Regional Recovery Manager.
- **Regional Health and Human Services Commander** – this role is supported by the Deputy Health and Human Services Coordinator.
- **Regional Health Coordinator**

The Regional Recovery Coordinator is supported by a Regional Recovery Manager, a Regional Manager Emergency Management and Regional Emergency Management Coordinator, any of whom, at the discretion of the Regional Recovery Coordinator, may assume the management role for a particular incident.

The Regional Recovery Coordinator is responsible for:

- providing guidance on local relief and recovery planning
- producing incident-specific regional relief plans and incident specific recovery plans when required
- coordinating across relief and recovery agencies, including state/federal departments, local government, non-government organisations and agencies
- coordinating recovery activities across the four environments in the Hume region
- chairing regional emergency relief and recovery planning committees and regional post-incident recovery committees
- liaising, coordinating and planning with local and state recovery coordinators
- requesting resources at the state level to address gaps in local and regional capacity.

The governance structure for Hume regional emergency relief and recovery planning is:

Figure 3: Hume regional emergency relief and recovery planning governance structure
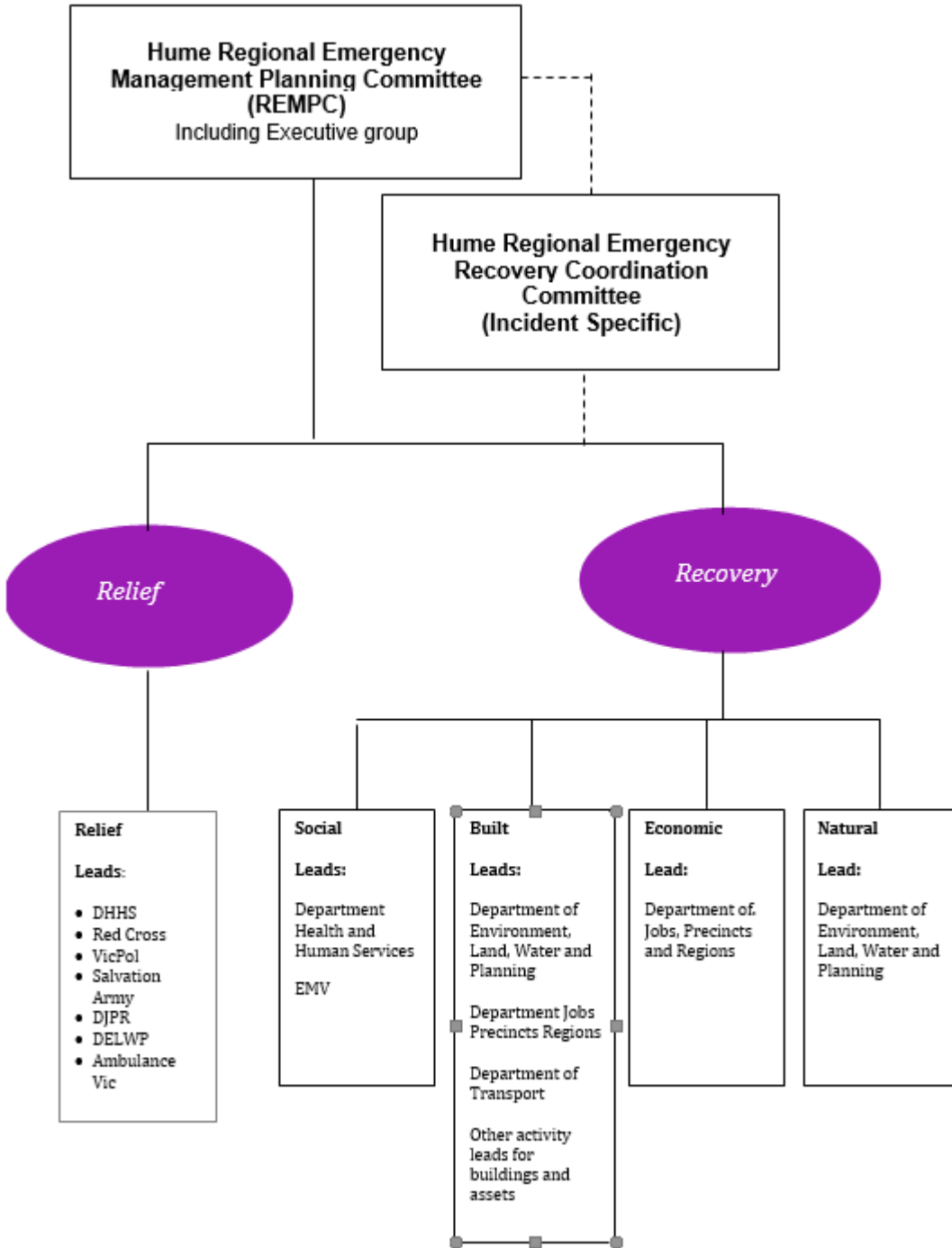
6.5 Relief and recovery activation and escalation
i. Overview

At the local level municipal councils are responsible for coordinating relief and recovery. Councils work with local partners to determine the local arrangements to manage relief and recovery activities. Relief and recovery arrangements at the local level are documented in the municipal emergency management plans developed by each local government authority and alpine resort management board.

Relief and recovery coordination will be devolved as much as possible to the local level. State and regional recovery strategies, services and resources will supplement and complement the municipality's initiatives rather than replace local endeavours.

As required, relief and recovery functions may escalate to regional or state level:

- when requested, because capability is or expected to be exceeded, or
- where an emergency has affected multiple municipalities in one region, or multiple regions within the state, or
- where an emergency has a significant community-wide impact or consequence, in which case the Victorian Government may establish an event-specific relief or recovery coordination structure to oversee a whole-of sector response.

The Victorian relief and recovery arrangements are detailed in Part 4 of the *Emergency Management Manual Victoria*.
https://www.emv.vic.gov.au/policies/emmv

ii.   Activation

The Incident Controller determines the need to activate relief services with advice from the Emergency Management Team (EMT). Once a request for relief services is made by the incident controller this must be actioned by the MERC or the MERO.

The MERO is responsible for notifying the MRM of the required (or potential) relief and recovery services. Together, they consider the needs of the local community in consultation with the MERC and response agencies.

The MRM will activate the required functional services. All functional services will operate and report to the MRM, who will liaise with the MERO. The MRM will notify all council staff including reception staff who may be responding to community enquiries. The MRM will activate the relief centres if required by the control agency.

Council will also, as soon as possible, deploy an EMLO to the Incident Control Centre to be part of the EMT. Members of the EMT provide accurate information about the affected communities to enable better planning and integrated consequence management, communications and relief and recovery activities with response activities.

When the impact of an event results in community needs exceeding the capacity of Council, Council may seek to escalate the level of management to the regional level. This escalation provides an additional layer of management rather than a replacement layer.

The MRM will contact the Regional Recovery Coordinator, DHHS Hume region, to discuss the request.

Where capacity has been completely exhausted at the regional level, a request for recovery coordination assistance will be made to the State Government.

The deactivation of relief services will be based on reduced levels of demand for services.

Relief can be considered the first stage of recovery, and must be seamlessly integrated with any early recovery activities. Recovery activities should start at the first opportunity and continue beyond when relief ceases.

Where an emergency continues to threaten a community the control agency still maintains overall control. However, this should not affect the delivery of relief and recovery services. Response, relief, and recovery are not a simple linear process; especially in long term emergencies like a flood. At some point though there is a formal transition from response to recovery.

iii.   Escalation

The local level coordination of relief and recovery is escalated in larger or more complex events, or when a council requests support from the regional level. If escalated, the State Government at regional and state levels coordinate relief and recovery services to support local service delivery and

provide additional services as required to affected individuals and communities. This involves bringing agencies and resources together to ensure the effective delivery of all relief and recovery objectives and responsibilities.

Where escalation of the relief and recovery coordination function occurs, a primary objective should be the maintenance of a single recovery plan for that incident, which consolidates the required actions (whether local, regional or state-based), risk mitigation activities and accountabilities, drawing on analysis of community profiles and needs. Wherever possible, local decision making should be maintained.

To support escalation arrangements, DHHS may seek additional resources from other agencies if its regional resources are exceeded.

Where capability has been exhausted at the regional level, a request for relief and recovery coordination assistance to the state will be made.

iv. Operational relationships

The relief and recovery functions and their relationships with the response phase of emergencies are detailed in Part 3 of this Plan.

v. Transition from response to recovery

The Incident Controller, MERC and Council's MRM should start planning for the transition to recovery as soon as possible following the initial impact of an emergency.

This is detailed in Part 5 of this Plan.

vi. Activation of Council's emergency relief and recovery staff

The MRM will activate the required relief and recovery arrangements, including and where appropriate, the establishment of relief and recovery centres. The relief and recovery activation level will consider:
- a request from the MERC or Incident Controller
- the nature of the emergency and whether a recurring or ongoing threat is likely
- the extent of the impact on communities
- the level of loss and damage
- the extent to which the community needs emergency relief
- the resources required for the activation of relief and recovery arrangements.

Relief and recovery staff will be notified in readiness for the potential transition from the response phase to a relief and recovery phase. If the situation transitions from response to relief and recovery, staff will be advised accordingly and will remain involved. Staff will be selected from those that are available.

The number and types of positions established will depend upon the scale of emergency, and the recovery requirements of impacted communities. Council may recruit personnel to dedicated positions, and/or delegate responsibility for specific recovery activities relevant to functional areas within Council. These are as follows:
- Emergency Relief Centre Manager
- Community Development Officer (in liaison with DHHS)
- Environment Officers
- Volunteer/Material Aid Coordinator (in partnership with external agencies)
- Communications Officers
- Animal Management Officers
- Economic Development Officer

▪ Building Inspector/s.

On receiving advice of an emergency within the municipality, or when advance notice of an impending emergency is received, the MRM will consider the need to notify and bring together relief and recovery agencies.

The agencies that should be notified in the first instance are the Red Cross and the Victorian Council of Churches – Emergencies Ministry (VCC EM), and other key agencies involved in relief and recovery services. The MRM, or delegate, will request the agency or agencies to make stand by arrangements with volunteers and equipment.

Once further details of the event have been established and expected impact on the community determined further arrangements can be made.

6.6 Council's relief arrangements
i. Overview

Under EMMV Part 7 Council's responsibilities for Relief/Recovery activities are:

- the coordination of local relief and recovery activities

Municipal councils are the lead agency at the local level for the following relief and recovery activities:

- arranging emergency shelter and accommodation for displaced households
- providing personal support and counselling referral
- housing of displaced and lost/stray companion animals. Municipal councils will work with the Victorian Farmers' Federation, RSPCA and Australian Veterinary Association where required.
- secondary impact assessment — gathering and processing of information
- surveying and making a determination regarding 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, including disposal of dead animals (domestic, native and feral) overseeing and inspecting rebuilding/redevelopment
- undertaking the assessment, restoration, clearing and rehabilitation of public buildings and assets (e.g. roads, bridges, sporting facilities, public amenities) where the municipal council is the manager of that building or asset.

Municipal councils support the following agencies in their respective responsibilities to deliver relief and recovery activities:
- EMV for coordination of public information and communication in relation to emergency management for major emergencies
- DEDJTR for:
    - implementing approved actions and projects to assist economic recovery
    - encouraging and bringing forward the resumption of local trade and economic activity
    - monitoring broad economic impacts and consequences
    - Victorian Building Authority for providing building maintenance and safety information to affected persons and residents
    - DELWP and CFA for coordinating local volunteer efforts for damage to private fencing after emergencies, as referred to by DEDJTR
    - DELWP, PV, VicRoads for undertaking erosion control on public land.

For detailed information in relation to roles, responsibilities and functions of Emergency Relief refer to the *Emergency Management Manual Victoria* Part 4 and the DHHS *Emergency Relief Handbook 2013*. https://www.emv.vic.gov.au/policies/emmv

In the event of a requirement for any or all of the services of emergency relief, the request must be made through the MERC to the MERO who will activate the required services. All services will operate and report back to these positions.

ii.   Provision of relief services

Strathbogie Shire Council (SSC) has a primary role in the provision of relief services. However, there are limited resources to maintain relief services beyond a 3 day duration and to date any relief service provision in emergency response has not gone beyond this time frame.

SSC would engage with neighbouring Councils and other agencies, along with Regional support should an emergency event extend beyond a 3 day period or is significant in scale.

The supply of relief services is outlined in the following table, along with their expected capacity to deliver.

Table 1: Local relief services available

Item	Coordinator	Function	Supplier and capacity
Emergency relief centre coordination	SSC	Open and administer an ERC to provide basic needs Community information	MRM coordinates the opening of ERCs. SSC staff– 24 to 48 hours then require external support depending on the level of demand
Community information	Incident Control Centre, SSC	Provide relief and recovery information to assist communities to make informed decisions about their safety	Refer Part 6.9 - Communication with the affected community - Utilisation of pre-approved fact sheets from relevant agencies
Emergency shelter	SSC, DHHS	Ideally support people to stay with friends or family or in commercial accommodation.	MRM arranges temporary accommodation if alternate accommodation with family or friends is unavailable. Options include; motels, B&Bs, caravan parks. Some of which offer pet friendly accommodation where required.. These arrangements are short term only, longer accommodation requirements will be addressed on an individual basis. See Appendix 1 Part 5 MEMP
Food and water in an ERC and to individuals	SSC, Red Cross, various arrangements	At regional and state levels, Red Cross coordinates food and water and provides support at the local level when requested	Provision of Tea, coffee, sugar, milk , biscuits and light snacks are provided at all ERC. In addition the MRM will arrange meals where required. Supplies can be sourced through local supermarkets or local food outlets as identified in Appendix 3 Additionally agreements with local service clubs who have capacity to provide meals will be establised eg Rotary Euroa
Drinking water to households	DELWP	Provision of drinking water for the community	GV Water will support DELWP as the control agency to ensure there is suitable coordination for the provision of drinking water to person's/households/communities impacted by an emergency, disaster or loss of services.
Disbursement of material aid	SSC	Provide essential material aid (non-food items) to emergency affected persons including clothing, bedding and other personal requisites.	Limited local aid provision as indicated above. State aid available as increasing need identified . Local Opportunity shops for assistance/donation of various items: Bowerbird Binney Street Euroa (Euroa Health) ph: 5795 0200

Item	Coordinator	Function	Supplier and capacity
			Anglican Church Op Shop Euroa ph: 5795 1335 Violet Town Community Op Shop is open Thursday & Friday 10.00 am - 3.00 pm, Saturday & Sunday 11.00 - 2.00 pm (no contact number) Agreements will be sought with local service clubs to provide additional support if level of demand warrants; Euroa Rotary Euroa Apex ph: 0418 190 989 Euroa Lions
Reconnecting family and friends	Victoria Police Red Cross	Operate Register Find Reunite program in Emergency Relief Centres or online, to reconnect people with family, friends and their communities	Red Cross Local team available and can draw on regional and state resources. Local response time < 1 hour Regional response time approximately 2 hours
Emergency financial assistance	SSC, DHHS	Information and access to financial information and assistance. Administer relief payments through the Personal Hardship Assistance Program, to help individuals meet their basic needs	MRM to be the initial point of contact for requests for assistance.
Animal welfare	DELWP DJPR SSC	DJPR is the primary agency for animal welfare (other than wildlife) support services DELWP is the primary agency to respond to wildlife welfare	Bureau of Animal Welfare Agriculture Victoria On call basis 24/7 Ph. 136186 Refer to Council's Animal Welfare Plan (draft)
Health and medical assistance	AV, local doctors/hospital	To provide information on increased presentations during and post emergency event and to provide support if required.	Local GP clinics: Euroa Family Medical Practice ph: 5795 2011 Violet Town Medical ph: 5736 4000 Nagambie Medical Centre ph: 5794 1816 Hospitals (private not public):

Item	Coordinator	Function	Supplier and capacity
			Euroa Health ph: 5795 0200 Nagambie Health Care ph: 5736 2900 Honeysuckle Regional Health ph: 5798 1324
Psychosocial Support	DHHS, VCC, Red Cross	Council to activate to ensure the appropriate, vital psychosocial support services are available in relief centres and on an ongoing basis to individuals and families in the community.	VCC EM can respond immediately to a notification of the need for their support services. VCC EM can operate in relief (and recovery centres) and in community meeting environments. VCC aims to have representatives at ERCs within 90 minutes of activation of the ERCs. **Activation 24/7: (03) 9654 1736** Red Cross team can also provide psychosocial support and can draw on regional resources. **Activation: 1800 232 969 (24 hours)** Escalate to DHHS if capacity exceeded.
Food continuity	DJPR	DJPR will support food and grocery supply logistics continuity planning and operations with the major food distribution operators	Supermarket facilities are located at Euroa (2No) and Nagambie together with further catering/service business in these towns which could be call upon for support. See Appendix 3

iii. Emergency Relief Centre

An Emergency Relief Centre is a building or a place that has been activated for the provision of life support and essential personal needs for people affected by, or responding to an emergency, and is usually established on a temporary basis to cope with the immediate needs of those affected by the initial response to the emergency.

Emergency Relief Centres are coordinated and staffed by Council together with other support agencies such as Red Cross, Salvation Army, DHHS, VCC and Victoria Police being in attendance, as the situation scales up or down.

The decision to activate the centre can be by the Incident Controller/control agency and Emergency Management Team.

Once a decision has been made to activate an emergency relief centre the MRM, in consultation with the MERO, will make arrangements to have the building opened and staffed. If an Emergency Relief Centre is activated this must be communicated to the Incident Controller and the Emergency Management Team.

iv. Management of an Emergency Relief Centre
The Emergency Relief Centre kit contains a collection of items that are immediately required to set up an Emergency Relief Centre. The MRM (or their delegate) is responsible for establishing and maintaining the Emergency Relief Centre kits.

v. Emergency Relief Centre locations
There are five (5) Emergency Relief Centres locations across Strathbogie Shire Council that have been assessed and found to be potentially suitable for use as an Emergency Relief Centre in times of emergency. Careful consideration must be given to the prevailing circumstances and number of people needing assistance when selecting a site or sites.

vi. Relief and recovery communications
The affected community will need to be advised of the recovery services available to them. The MRM will ensure the community is advised of the recovery services through appropriate media.

Community information and briefings are vital components that assist in the recovery of emergency affected individuals and communities. Community information sessions will be conducted as soon as possible after an emergency in partnership with Victoria Police, CFA and SES.

Strathbogie Shire Council will actively engage the community through a range of mechanisms including media releases, advertisements, newsletters, local radio, Council website, social media and local services networks. See Part 6.9 Communication with Affected Community; and Strathbogie Shire Council's *Communications and Engagement Policy* (Refer Appendix 1)*.*

vii. Emergency registration – reuniting families
Red Cross coordinates and resources the registration of affected people in relief/recovery centres, and the off-site management of registrations and inquiries in the State Inquiry Centre. Registrations are collected via the personal information form. Victoria Police is the commissioning agency for *Register, Find, Reunite* and delegates the responsibility for administering the service to Red Cross.

viii. Non-major emergencies

Non-major emergencies are emergencies that damage or destroy a home or residence rendering it uninhabitable. Common causes of non-major emergencies include house fires, flash flooding, storms and gas leaks.

When this occurs, Council, DHHS and agencies may provide short term relief assistance to affected people. Where needed, this can include temporary short term emergency accommodation and material aid such as food, clothing and other essential items to affected individuals and households. Council staff may also attend the property to determine the health and safety risk associated with damaged or affected buildings or property.

This assistance is not intended to replace insurance or to act as compensation for loss. Services provided by agencies may also be subject to the personal circumstances and eligibility of each affected person/s.

When notified of a non-major emergency, Council's internal arrangements include notification of Council's:

- Municipal Recovery Manager (MRM), and may lead to other officers/departments being notified as required including;
    - Building Services and Municipal Building Surveyor
    - Environmental Health officer
    - Statutory Planning
    - Rates and Valuations
    - Other notifications as required.

The circumstances of the emergency will determine Council's role. Council has produced a "Non-Major Emergency Incident Assistance Guide" to assist those impacted by these events.(Refer Appendix 2)

Coordination of relief services will be in partnership with the support agencies. These arrangements are detailed in Part 6.6 Council's Relief Arrangements and Part 6.7 Council's Recovery Arrangements.

6.7 Council's recovery arrangements
i. Recovery environments

Recovery coordination from an emergency focuses on four environments:

Table 2: Recovery environments

Social environment	The emotional, social, spiritual, financial and physical wellbeing of affected individuals and communities
Built environment	The restoration of essential and community infrastructure
Economic environment	The revitalisation of the affected economy, including agriculture
Natural environment	The rehabilitation of the affected environment

The four recovery environments are interrelated and provide a framework within which recovery can be planned, reported, monitored and evaluated. There are 14 functional areas

across the four environments. Within each functional area there are a number of recovery activities. An activity is a defined recovery program, service or product. At the state and regional level each activity has a lead agency responsible for its delivery.

The 14 functional areas of recovery are:

Figure 4: Functional areas of recovery
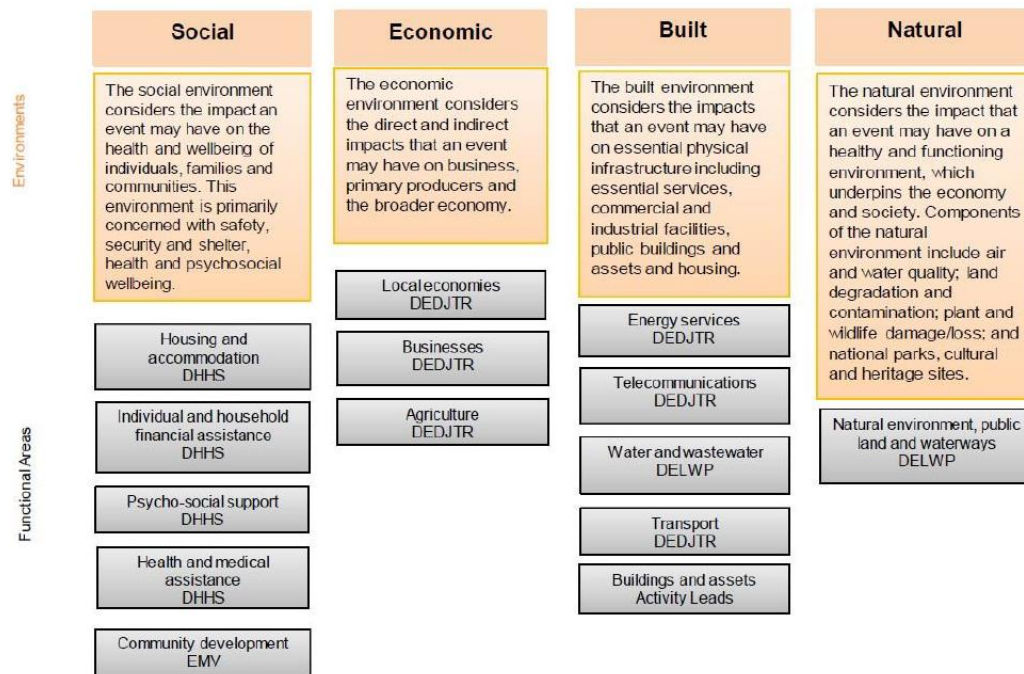
Source: Emergency Management Manual Victoria Part 4

For detailed information in relation to roles, responsibilities and recovery functions and activities refer to Part 4 of the *Emergency Management Manual Victoria*. https://www.emv.vic.gov.au/policies/emmv

ii.   Relief and recovery service providers

Based around 7.3.1 Part 4 of the *Emergency Management Manual Victoria*, the following table outlines the recovery functions and the necessary coordinating agencies across the four recovery environments.

- **Functional areas** describe a community need and bring together a number of related recovery activities.
- **An activity** is a defined recovery program, service or product that is delivered to assist the community.

The scale and consequences of emergencies can vary significantly, and each emergency event will be considered on its own merit to determine the activation of the municipal recovery arrangements and involvement of these agencies/organisations and resources.

The table is arranged in recovery environment order:

Social environment	Economic environment	Built environment	Natural environment

Table 3: Recovery functions and necessary coordinating agencies

Social environment		Service coordinator *as needed	Service providers/support agencies *as needed
Functional area	**Activities**		
Housing and accommodation *Assist people displaced by the emergency to access temporary accommodation*	▪ Support securing interim accommodation ▪ Survey and determine occupancy of damaged buildings ▪ Building advice and information to residents ▪ Transition to permanent housing	Strathbogie Shire Council ▪ Municipal Recovery Manager ▪ Municipal Building Surveyor	Strathbogie Shire Council DHHS Defence Aid to the Civil Community
Individual and household financial assistance *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 ▪ Australian Government financial assistance ▪ Insurance advice and information	Strathbogie Shire Council ▪ Municipal Recovery Manager	Department of Treasury and Finance RRV DHHS DHHS - Centrelink Salvation Army Rural Bank (formerly Rural Finance Corp) Rural Financial Counselling Service Victoria **1300 045 747** Regional Development Victoria Consumer Affairs Victoria – Insurance, banking and financial hardship – disaster advice Council relief and recovery arrangements detailed in the MEMP
Psycho-social support *Support the emotional, spiritual, cultural, psychological and social needs of affected people and communities during an emergency and as they resume normal life*	▪ Psychological first aid ▪ Emotional and spiritual care including counselling and targeted psychosocial support ▪ Personal support in relief and recovery centres and through community outreach ▪ Referrals to psychosocial services for primary producers and animal owners	▪ Municipal Recovery Manager ▪ Emergency case managers	Strathbogie Shire Council DHHS VCC Emergencies Ministry Salvation Army Australian Red Cross
Health and medical assistance *Ensure that health and medical emergency*	▪ Public health advice ▪ Advice on wellbeing in recovery ▪ Primary and acute health	DHHS	DHHS

Social environment			Service coordinator *as needed	Service providers/support agencies *as needed
Functional area	**Activities**			
responses are coordinated and appropriate	services			
Community development *Support communities to share responsibility in recovery activities*	▪ Community information ▪ Formation, leadership and support of municipal and/or community recovery committees ▪ Local community events ▪ Provision and staffing of recovery and information centres ▪ Provision and management of community development services ▪ Coordination of spontaneous volunteers		Strathbogie Shire Council ▪ MRM ▪ Community ▪ Communications ▪ Director Innovation & Performance	Strathbogie Shire Council DHHS Department of Treasury and Finance Australian Red Cross RRV St John Ambulance VCC Emergencies Ministry

Economic environment			Service coordinator *as needed	Service providers/support agencies *as needed
Functional area	**Activities**			
Local economies *Mitigate the impact of emergencies on economic activity in affected communities*	▪ 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		Strathbogie Shire Council ▪ MRM ▪ Economic Development ▪ Communications	Strathbogie Shire Council Department of Treasury and Finance RRV DJPR Rural Development Victoria Rural Financial Counselling Service Victoria **1300 045 747** Council relief and recovery arrangements detailed in the MEMP
Businesses *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 ▪ Information and advice to small businesses to support decision making and encourage a return to business ▪ Implement available NDRRA initiatives to assist small business' recovery ▪ Coordinate the insurance		Strathbogie Shire Council ▪ MRM ▪ Economic Development ▪ Communications	Strathbogie Shire Council Department of Treasury and Finance RRV DJPR Rural Development Victoria Rural Bank (formerly Rural Finance Corp) Rural Financial Counselling Service Victoria **1300 045 747** Consumer Affairs Victoria

Social environment		Service coordinator *as needed	Service providers/support agencies *as needed
Functional area	**Activities**		
	industry response, information, advice and government liaison		– Insurance, banking and financial hardship – disaster advice
			Council relief and recovery arrangements detailed in the MEMP

Economic environment		Service coordinator *as needed	Service providers/support agencies *as needed
Functional area	**Activities**		
Agriculture *To assist the agriculture sector to recover and minimise long term social and economic impact on primary producers and other animal lovers*	▪ Implement available NDRRA initiatives to assist primary producers' recovery ▪ Deliver recovery programs and advice to primary producers, and rural land managers and other animal businesses ▪ Assist farmers repair and restore fences damaged by fire or suppression activities	Strathbogie Shire Council ▪ MRM ▪ Economic Development ▪ Communications	Strathbogie Shire Council
			Department of Treasury and Finance
			RRV
			DJPR
			Rural Development Victoria
			Rural Bank (formerly Rural Finance Corp)
			Rural Financial Counselling Service Victoria **1300 045 747**
			Consumer Affairs Victoria – Insurance, banking and financial hardship – disaster advice
			Council relief and recovery arrangements detailed in the MEMP Blaze Aid
	▪ Assist farmers with animal welfare	DJPR	Strathbogie Shire Council
			DJPR
			Victorian Farmers Federation
			Australian Veterinary Association
			Council relief and recovery arrangements detailed in the MEMP

Built Environment		Service coordinator *as needed	Service providers/support agencies *as needed
Functional area	**Activities**		
Energy services *To build resilience within communities and the energy sector from emergencies and minimise the impact on Victoria's economy and communities*	▪ Electricity services assets reinstatement and return to reliable supply ▪ Gas services assets reinstatement and return to reliable supply ▪ Restoration of liquid fuel supply	DJPR	DJPR
Telecommunications *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	DJPR

Built Environment		Service coordinator *as needed	Service providers/support agencies *as needed
Functional area	**Activities**		
Water and wastewater *Restoration of water supplies and wastewater services for domestic use*	▪ Recovery and rehabilitation of essential water supply for domestic users ▪ Restoration of sewerage, sanitation systems and wastewater management	DELWP	DELWP
			GV Water
	▪ Restoration of sewerage, sanitation systems and wastewater management	GV Water	Department of Treasury and Finance
			RRV
			Goulburn Valley Water
	Replacement of essential water used in bushfire fighting	DELWP	Strathbogie Shire Council
			Goulburn Valley Water
			Goulburn Murray Water
Transport *To build resilience within the transport sector from emergencies and*	Airports restoration to normal activity	DJPR	DJPR
	Restoration of major arterial roads and bridges	RRV	RRV

minimise the impact on Victoria's economy and communities	Restoration of bus and rail services	PTV	PTV
	Assistance with food supply logistics interdependencies, contingencies and reconstruction	DJPR	DJPR
	Restoration of local roads and bridges	Strathbogie Shire Council ▪ MERO ▪ Manager Operations ▪ Manager Infrastructure ▪ Manager Projects ▪ Manager Finance	Strathbogie Shire Council Department of Treasury and Finance RRV
Buildings and assets *Management of risks and facilitating restoration of buildings and assets*	▪ Coordination of clean-up activities ▪ Provision of financial assistance to municipal councils for the restoration of essential municipal assets ▪ Restoration, clearing and rehabilitation of public buildings and assets managed within agencies portfolios	Strathbogie Shire Council ▪ MERO ▪ Manager Operations ▪ Manager Projects ▪ Manager Infrastructure	Strathbogie Shire Council Representatives of state organisations and agencies with management responsibilities of damaged assets Department of Treasury and Finance RRV

Natural Environment		Service coordinator *as needed	Service providers/support agencies *as needed
Functional area	**Activities**		
Natural environment, public land and waterways *Manage consequence and mitigate risk to the natural environment on public land*	▪ Undertake erosion control on public land ▪ Restoration, clearing and rehabilitation of public land and assets managed directly by Department of Environment, Land, Water and Planning, Parks Victoria or Goulburn Broken Catchment Management Authority ▪ Provision of advice and information services to municipal councils and delegated public land managers and	▪ DELWP ▪ Parks Victoria ▪ Goulburn Broken Catchment Management Authority	▪ DELWP ▪ Parks Victoria ▪ Goulburn Broken Catchment Management Authority Strathbogie Shire Council ▪ Land Care

	community groups ▪ Surveying and protecting threatened bird, marsupia, aquatic and plant species ▪ Surveying and protecting ecosystems ▪ Wildlife welfare ▪ Waste Pollution management strategies		
	On council managed land and water bodies: ▪ Undertake erosion control ▪ Clearing, rehabilitation and restoration of land and assets ▪ Surveying and protecting threatened bird, marsupia, aquatic and plant species ▪ Wildlife welfare ▪ Waste management strategies • Tree assessment, removal and replanting	Strathbogie Shire Council ▪ MERO ▪ Environment ▪ Parks, Sports and Recreation ▪ Operations ▪ Waste	Strathbogie Shire Council Department of Environment, Land, Water and Planning As determined by the consequences of the emergency, representatives of agencies and organisations RSPCA Parks Victoria Goulburn Broken Catchment Management Authority EPA Federal Department of Environment (Environment Protection Biodiversity Conservation Act)

6.8. Council's management of relief and recovery

i. Overview

The MRM in conjunction with the SSC Emergency management team manage the relief and recovery process on behalf of Council.

Council's recovery responsibilities include:

- provide information services to affected communities, using e.g. information lines, newsletters, community meetings and websites
- Use of pre-approved fact sheets from relevant agencies
- provide the facility and staffing of Recovery/Information Centre(s)
- form and provide leadership of Municipal/Community Recovery Committee(s)
- secondary impact assessment — gathering and processing of information
- assist with determinations regarding occupancy of damaged buildings
- provide environmental health management – which may include food and sanitation safety, and coordination of issues, such as the removal of dead animals (domestic, native or feral) from waterways and other public areas
- oversight of the rebuilding/redevelopment
- co-ordinate the provision of community development services
- co-ordinate personal support services, e.g. counselling, advocacy
- contribute to clean-up activities, including disposal of dead stock (domestic, native and feral) and other wastes
- arranging emergency shelter and accommodation for displaced persons (households)
- co-ordinate the inspection, repair and restoration of council owned infrastructure, e.g. roads, bridges, sporting facilities, public amenities.

ii. Municipal Recovery Manager (MRM)

Strathbogie Shire Council has appointed the Asset Engineering Officer to fulfil the function of MRM. Council appoints two officers as Deputy MRM's. These emergency management roles and responsibilities are included in the relevant council position descriptions.

The municipal arrangements, roles and responsibilities for the MRM are detailed in Part 3 of this Plan.

In addition, responsibilities specific to recovery include:

- assess the impact of the emergency
- seek input of the affected community into decision-making
- bring together the responsible agencies to ensure that services and activities are provided in a coordinated manner
- communicate with the affected community the range of activities that will be provided.

The MRM does not have the authority to direct organisations. However, there is an expectation that through the relief and recovery processes agencies will provide services.

Prior to commencing any recovery processes the MRM should liaise with the EMC and DHHS to determine if the recovery processes will be activated and coordinated at the regional or municipal level. The process of liaising between the municipal and regional level should be ongoing as the circumstances of the event may change.

iii. Strathbogie Shire Council Municipal and Community Recovery Committee (incident specific)

A Municipal and Community Recovery Committee (incident specific) may be formed in response to an emergency that affects the municipality.

A Municipal and Community Recovery Committee (incident specific) is the primary method for supporting recovery arrangements following an emergency. Municipal councils are responsible for establishing these committees as soon as possible. The decision to form this Committee will be made by Council's MRM in consultation with a representative from DHHS, Council and other agencies as appropriate. The MRM is responsible for establishing this Committee.

Considerations to form this Committee will include the nature and consequence of the event and the impact on the functional areas within the four environments.

The key recovery partners on the Committee are those that can assist to deliver services relating to the recovery activities as well as members of the affected community/ies.

Membership of the Committee will depend on the consequences of the event and needs of the affected areas and may include:
- MRM, or representative
- Mayor/Councillor
- Council Community Development Officer (if appointed)
- Representative from relevant government agencies
- Representatives from personal support providers:
  - VCC Emergency Ministry
  - Salvation Army
  - Municipal recovery agencies
- Representative/s of the Community
- Representatives from key business/industry stakeholders
- Representatives from community service providers in the affected area
- Representative of the control agency
- MERC
- Representative from Council as appropriate:
  - Marketing and Communications
  - Environmental Health
  - Planning
  - Assets
- Representative from community service groups
- Business and tourism associations
- Non-government agencies
- Recruitment of community representatives of organisations and individuals with a broad range of skills, experiences and interests.
-

This Committee forms a pivotal connection between the Regional Recovery Committee (if established), MEMPC, affected community and Council. It provides a mechanism for community within an affected area direct access to the formal recovery processes at both municipal and regional levels.

This Committee is also the forum for capturing the data for the Secondary Impact Assessment (SIA) and Post Emergency Needs Assessments (PENA).

The functions of this Committee include:
- monitor the overall progress of the recovery process in the affected community
- identify community needs and resource requirements and make recommendations to appropriate recovery agencies, Council and the state's recovery management structure
- liaise, consult and negotiate, on behalf of affected communities, with recovery agencies and government departments
- liaise with the Department of Health and Human Services through the designated delegate
- undertake specific recovery activities as determined by the circumstances and the Committee.
- represent the affected community
- undertake specific recovery activities as agreed by the Committee
- provide Community Recovery Committee representation on the MEMPC during an emergency.
-

Terms of Reference will be developed each time a committee is established. These should be developed by the Committee with the assistance of Council staff. A draft Terms of Reference for Municipal and Community Recovery Committee (incident specific) in Part 7 of this Plan.

iv.   Municipal and Community Recovery Plan (incident specific)

The purpose of a Municipal and Community Recovery Plan (incident specific) is to set out the arrangements for managing the planning and delivery of emergency recovery activities across the municipality in response to a specific emergency event.

The Strathbogie Shire Council Municipal and Community Recovery Committee is responsible for determining if a *Municipal and Community Recovery Plan* is required for a specific emergency event. The Plan is developed by the Committee with the assistance of Council staff and Community

Significant emergencies can affect Council services, assets and infrastructure. If appropriate a summary of the impact and consequences of an emergency on Council's services, assets and infrastructure will be included in the *Municipal and Community Recovery Plan*.

Key points to consider when supporting communities to undertake this process are to:
- Determine what support the community wants or needs from the relevant agencies in facilitating the process
- provide good facilitation and structure of the planning process
- ensure the four recovery environments are considered
- ensure relevant approval agencies are included as early as possible in the process i.e. local government, Goulburn Valley Water, DELWP etc

- ensure good community consultation and engagement practices are undertaken, give community a range of times and mechanisms to contribute to the planning process
- provide clear, consistent and transparent messages about what is and is not possible
- determine how the results will be communicated to community members and other agencies
- plan for need rather than according to funding availability.

A Municipal and Community Recovery Plan (incident specific) guidance is located in Part 8 of the Disaster Recovery Toolkit for Local Government on the Emergency management Victoria website.

Additional information to assist Committees includes the Community Recovery Handbook from the Australian Institute for Disaster Resilience; https://knowledge.aidr.org.au/resources/handbook-2-community-recovery/

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v.   Community Recovery Officer

This position may be established in response to large scale events that impact multiple areas within the municipality. In these circumstances the coordination of multiple community recovery activities exceeds council's capacity.

The decision to establish this position rests with Council in consultation with the MRM, the Regional Recovery Coordinator, DHHS, and the Municipal Recovery Committee. The MRM is responsible for establishing this position.

If approved, Council may be funded to appoint a Community Recovery Officer dedicated to the recovery process from an emergency event. This position would be a member of the Municipal and Community Recovery Committee.

The role of a Community Recovery Officer is to assist community recovery activities and act as a conduit between affected community, Council and the regional and municipal recovery processes.

Specific roles and responsibilities of a Community Recovery Officer will be developed to be appropriate to the nature and consequences of each emergency event.

6.9 Communication with affected community

i. Controllers and Regional Recovery Managers

During an emergency, the control agency is responsible for coordinating community information and engagement, which will include information to the community regarding the activation of emergency relief centres and general support services available to the community. This information is integrated within emergency warnings; detailed in Part 5 of this Plan - Public Information and Warnings.

The control agency, regional recovery coordinator and affected councils must work together to develop strategies to ensure that affected communities are well informed about the support and services available from all levels of government and partner agencies. Affected communities need consistent, repeated and coordinated information that spans immediate needs in line with the functions delivered by relief and recovery agencies.

DHHS is responsible for coordinating and distributing regional relief and recovery information for the public. Municipal councils lead the provision of local public information to affected individuals and communities.

DHHS can assist municipal councils with initial (short-term) public information and communication, if requested or required. All communication plans should strive to ensure a high level of community engagement and encourage local connection using appropriate engagement strategies such as community meetings and forums.

ii. Council Communications

Council's relief and recovery communication objectives are consistent with the Hume region DHHS and work towards achieving the following overarching objectives:

- inform affected people in the region of the assistance available to them to assist in their relief and recovery
- inform affected people in the region of the progress of relief and recovery and processes established to address relief and recovery issues
- develop and implement targeted communications relevant to the Hume region incorporating regional and local demographics and using existing communication channels to assist with the strategic distribution of communication
- liaise with stakeholders and relief and recovery partners to promote a coordinated approach to communication and consistent messages to affected people.

Council's relief and recovery communication will also be consistent with the Red Cross "*Communicating in Recovery*" guide; a guide for people or organisations working and managing information in a post emergency environment.
https://www.redcross.org.au/

It is noted that agency FACT sheets (eg food spoilage, contaminated water or smoke hazards) are a valuable source of information for distribution via the identified outlets to assist the community in their recovery.

iii. Phases of communication

Council's relief and recovery communications will have three phases:

Table 4: Strathbogie Shire Council relief and recovery communications

Phase One	Awareness building (short term)

Phase Two	Maintaining support and assistance (medium term)
Phase Three	Transition and continuing support (long term)

Consistent with the Red Cross "*Communicating in Recovery*" guide, all relief and recovery communication will be:

- Relevant
- Clear
- Targeted.

iv.   Audience

Communication should also be targeted to meet the relief and recovery needs of the relevant audience. The following is an example of the type of information that may be provided to affected groups:

Table 5: Type of information that may be provided to affected groups

Audience group	Possible impact	Information needs
Individual/families (consider the community diversity and the needs of vulnerable people)	- Damage to home (rented or own home) - Displaced from home - Interruption from work and income (due to closure, access or damage to home) - Health and safety - Disruption to local services and roads	- Financial assistance - Accommodation options - Health and safety information - Psychosocial support. - Clean-up and rebuilding - Up-to-date local information on recovery progress - Agency FACT sheets
Agriculture and business e.g. tourism operators, farmers, local shops	- Damage to land, business or livestock - Loss of income - Health and safety - Disruption to local services and roads	- Clean-up and rebuilding - Health and safety information - Financial assistance - Industry specific information for recovery - Psychosocial support - Up-to-date information on recovery progress - Agency FACT sheets
Government and community services e.g. local council, recovery support agencies, schools, health services.	- Affected directly by emergency (damage / access restriction) - Increased demand for services due to emergency	- Information on supports available so that requests are managed and/or referred (available in community languages as required) - Up-to-date information on recovery progress - Agency FACT sheets
Community groups, industry peak bodies and local networks e.g. CALD, sports groups, Critical Incident Support Services, Citizens Advice Bureau	- Affected directly by emergency (damage / access restriction) - Increased demand for services due to emergency	- Information on supports available so that requests are managed and/or referred (available in community languages as required) - Up-to-date information on recovery progress - Agency FACT sheets

v.   Communication tools

Communication tools and outlets that can be used as needed during or after emergencies to effectively communicate to affected people and communities have been previously detailed in this Plan and include:

- Part 3
    - Municipal partnerships, strategies and plans
- Part 5
    - Public information and warnings
    - CALD communities
    - Vulnerable persons
    - Communications
- Part 6
    - Development and use of community networks in recovery.

Council's communication during, and/or after emergencies, will be to utilise a combination of these capabilities.

Council will consider a range of formats for the distribution of information including face to face meetings (individuals or community groups), updates on the Council's website and social media pages home visits, letter drops, newsletters, newspaper updates and radio announcements,

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

6.10 Supporting arrangements
i. Councils relief and recovery local arrangements

Council undertakes planning to build local arrangements and to understand capacity and capability in support of relief and recovery. This work is ongoing and continually evolving.

These have been developed to be consistent with Part 7 of the *Emergency Management Manual Victoria*.

ii. Spontaneous volunteer management and coordination arrangements

Strathbogie Shire Council currently does not have the capacity to manage or maintain a volunteers' register. The MRM may nominate a Council officer to coordinate volunteer offers and direct offers to agencies and organisations more suited to managing the offers.

Individuals and groups may volunteer their services during an emergency by contacting agencies directly, such as VicSES, Red Cross, Churches etc.

Compensation for volunteers
The Emergency Management Manual Victoria Part 8 lists legal protection for emergency volunteer workers;

- Compensation in the case of injury or death
- Protection for volunteer emergency workers from legal liability; and
- Other protection.

iii. Donated goods

Strathbogie Shire Council does not have the capacity to manage donated goods. Donations and offers of goods will be directed to the relevant agency, service organisation and/or community group to manage this function on behalf of Council.

iv.   Donated fodder and offers of agistment

During an emergency DJPR will generally coordinate donated fodder and offers of agistment on behalf of impacted persons. During a smaller event, Strathbogie Shire Council may negotiate with DJPR to coordinate fodder and offers of agistment.

v.   Offers of assistance

Offers of assistance will be forwarded or directed to the appropriate agency or organisation best suited to manage and utilise the offer. The MERC, MERO and MRM will liaise to ensure that the process is set up and can be sustained.

Agencies, organisations and community groups who can assist with offers may include:
- Local clubs and groups (eg service clubs and sporting clubs)
- Regional and state based clubs and groups
- Specialist support organisations (eg Uniting Church Fencing, BlazeAid)
- Corporate and other commercial groups

vi.   Community health organisations

DHHS has developed agreements with the region's community health organisations to assist in the provision of coordination and services delivery of psychological first aid, counselling and personal support.

These arrangements can be activated through consultation between the MRM, DHHS Regional Health Coordinator and Regional Recovery Manager. This is further referenced in the DHHS *Hume Regional Relief and Recovery Plan*.

vii.   Community networks

Recovery planners, coordinators and managers should always be aware of the value of existing community networks as a conduit for information delivery, needs identification and support of those affected. These established networks are significant in the community and often have an inherent value that newly developed service networks have not developed.

Where possible and appropriate, existing community networks in an affected community should be actively engaged and supported in the relief and recovery processes.

Council's municipal partnerships, strategies and plans detailed in Part 3 of this Plan are a resource that can be considered. Council also has an extensive and diverse network of partnerships and relationships that can be utilised. In a broad sense these include:
- community and township networks
- community leaders and champions
- networks developed through the management of animal welfare, environment and waste
- business and industry

- visitors and tourism
- building, planning and infrastructure.

Council's will seek to use these community networks to assist in the relief and recovery effort for affected communities.

Development and use of community networks should also consider members of CALD communities, these and the community networks are detailed in Part 5 of this Plan.

vi. Community meetings

Community meetings may be conducted by response agencies as part of their role in keeping communities aware of the current emergency situation before, during and after events. Council will consider including appropriate relief and recovery services in those meetings.

As soon as practicable after an emergency, the Recovery Coordinator, either regional or municipal level, should arrange community meetings. These sessions are the first practical step in the process of ensuring a community is actively involved in the recovery process.

These sessions can also be used to support the development of Municipal and/or Community Recovery Committees. The role of community meetings in the recovery context is to provide:
- clarification of the emergency event (control agency)
- advice on services available (recovery agencies)
- input into the development of management strategies (Council)
- advice to affected individuals on how to manage their own recovery, including the provision of preventative health information (specialist advisers).

vii. Community engagement

Community engagement for the purposes of recovery will be consistent with Council's *Communications and Engagement Policy*. (refer Appendix 1)

viii. Emergency Relief and Recovery Centre

An Emergency Relief and Recovery Centre (ERRC) is a building set up and staffed to be a "one stop shop" for affected residents to access services to assist with their emotional, social, economic, and physical well-being needs to support the community in resuming a semblance of normal life as quickly as possible.

ERRC's are coordinated and staffed by Council and other service delivery personnel from agencies and government departments. The time span of, and the services offered by a recovery centre is dependent on the needs of the community.

Council's MRM is responsible for establishing ERRC's. Detailed information and locations are included in Part 10 of this Plan. Alternative locations will be activated if an emergency situation renders current ERRC locations unviable.

Table 6 Current ERRCs in Strathbogie Shire

Showgrounds, Euroa
Avenel Memorial Hall

Longwood Community Centre
Nagambie Regatta Centre
Violet Town Community Complex

ix.   Council's business continuity

Significant emergencies can affect Council services, assets and infrastructure. If these are affected it may be necessary to activate Council's business continuity arrangements to:

- ensure that Council services continue to community
- assess, repair and/or reinstatement of Council assets and infrastructure
- coordinate Council's internal recovery from the emergency event.

Council's business continuity plan sets out the organisation's response to an event which impacts on Council's services, assets or infrastructure. A summary of the impact and consequences of an emergency on Councils services, assets and infrastructure will be included in the *Municipal Recovery Plan* (if activated). A copy of Council's Business Continuity Plan can be found in Part 8 of this Plan.

It may not be necessary for these arrangements to be activated for every event.

x.   Supply of goods and services

Municipal councils and other relief agencies obtain and pay for goods and services through their own supply systems. The MRM, with the assistance of DHHS, will coordinate the acquisition and supply of goods and services which cannot be provided locally by Council or its municipal partners. When goods can only be obtained in such a manner, approval for payment from the DHHS is required prior to the goods being obtained.

xi.   Emergency financial assistance

Emergency financial assistance is intended to help eligible individuals meet their basic needs in a dignified manner. Depending on the scale of an emergency this may be considered at both the State and Federal levels.

xii.   DHHS emergency relief assistance

Emergency relief assistance payments are available to reduce personal hardship following an emergency, by helping to meet the immediate essential health, safety and wellbeing needs of affected Victorians. Emergency relief payments are available to eligible residents within seven days of an emergency.

Emergency relief assistance is provided on a needs assessment basis, and is available to assist households after house fires, and after the following natural emergency events:

- Bushfires
- Floods
- Severe storms
- Earthquakes.

https://services.dhhs.vic.gov.au/personal-hardship-assistance-program

xiii.   Centrelink crisis payments

Crisis payments provide a one off payment to help people who are experiencing difficult or extreme circumstances. The eligibility for crisis payment is based on current circumstances -

the reason why severe financial hardship is being experienced. Crisis payment may be available if residents:

- are eligible for an income support payment
- have severe financial hardship, and
- go through a natural disaster not covered by the specific Disaster Recovery Payment.

https://www.humanservices.gov.au/customer/services/centrelink/crisis-payment

xiv. Disaster Recovery Funding Arrangements

Joint arrangements between the Australian and Victorian governments provide funding through the Disaster Recovery Funding Arrangements to government departments, municipal councils and affected community to assist in the recovery process. In Victoria this is oversighted by the Victorian Department of Treasury and Finance.

More information can be found on the Victorian Department of Treasury and Finance web site: http://www.dtf.vic.gov.au/Victorias-Economy/Natural-disaster-financial-assistance

xv. Animal welfare

In the first instance the responsibility for the welfare of an animal remains with the person or persons in charge of that animal. In support of this, many agencies and organisations are available to assist during emergencies in Victoria.

The arrangements for animal welfare are determined by the *Victorian Emergency Animal Welfare Plan*. This determines that:

- the DJPR is the primary state agency for the provision of welfare support for all animals other than wildlife in emergencies
- the DELWP is the primary state agency for the provision of welfare support for all wildlife in emergencies
- Municipal councils are responsible for the coordination of:
  - Identification of affected animals (registration of companion animals and livestock)
  - Management of animals at Emergency Relief Centres
  - Management of stray or roaming animals
  - Overall animal welfare assessment
  - Veterinary treatment and triage
  - Humane destruction or salvage slaughter
  - Carcass disposal
  - Provision of emergency pet food, livestock fodder and water
  - Coordination of donations and offers of assistance through the Victorian Farmers Federation.

xvi. Release of personal information

The *Privacy and Data Protection Act 2014* (PDPA) recognises that information privacy law is not a barrier to appropriate information sharing in emergencies and includes provisions that permit personal information to be shared in circumstances including where an individual's life or safety is at risk.

In the context of planning for, and in the event of an emergency, there is often little time to assess the situation fully. The potential risk associated with not sharing personal information

in an emergency needs to be considered. Tragedies should not occur as a result of a misunderstanding of privacy legislation.

Organisations collect and handle a wide variety of personal information for a range of purposes. During an emergency, information held by one organisation may be of significant benefit to another organisation involved in emergencies.

Personal information may be useful in an emergency situation for the purposes of:

- identifying those who are injured, missing or dead, or otherwise involved in the emergency
- helping individuals to access services including repatriation, medical or other treatment, health, financial or other humanitarian aid
- assisting law enforcement
- coordinating or managing the emergency
- ensuring people who are responsible for individuals (such as next of kin) are kept informed about the emergency or disaster response to those individuals.

The PDPA is legislation that provides a level of assurance to individuals that their personal information will be collected and handled appropriately and will not be misused by Victorian public sector organisations. One of its objects is to balance individuals' right to privacy with the free flow of information. The PDPA supports information sharing where there is a legitimate purpose.

Further Information in regard to this is available from the Commissioner for Privacy and Data Protection, Information Sheet 02.10, June 2016;
https://ovic.vic.gov.au/

Appendix 1- Part 6 - MEMP Communications and Engagement Policy

COUNCIL POLICY	
Document ID:	578876
Effective Date:	18 June 2019
Last Review:	
Current Review:	
Adopted by Council:	18 June 2019
Next Review Date:	Annually
Responsible Officer/s:	Director Innovation and Performance

1. PURPOSE

1.1. The Communications and Engagement Policy provides guidance for Strathbogie Shire Council (Council) on internal and external communications and engagement. This includes the way Council communicates and engages with stakeholders and involves them in dealing with the challenges and opportunities that matter most. It is the process of working collaboratively with members of our community to make well informed decisions about major developments and strategic directions for the Strathbogie Shire.

1.2. The purpose of this Policy is to:

1.2.1. Demonstrate Council's commitment to continually improve the way it communicates and engages with people internally and in our communities;

1.2.2. Demonstrate Council's commitment to good governance; and

1.2.3. Provide direction to the Council's staff and elected members.

2. SCOPE

This policy applies to all areas of Council and provides a framework for Councillors, Council Officers and consultants and agencies acting on behalf of Council.

OBJECTIVES

2.1. The implementation of continuous quality Communications and Engagement strategies will lead to:

2.1.1. Increased opportunities for Council to collaborate with its stakeholders;

2.1.2. Increased capacity and participation by all sections of the community in engagement activities;

2.1.3. Improved knowledge about the role of Council and the democratic decision-making process;

2.1.4. Improved decision making by Council that better reflects the best interests of all sections of our community; and

2.1.5. Improved community confidence in Council and the decisions that it makes

2.1.6. Increased awareness about Council services and functions through an increase in the provision of consistent, timely and reliable information to the community and key stakeholders

3. **POLICY STATEMENT**

3.1. Communications and engagement are essential foundations of a strong community and promote mutual understanding, active citizenry, participation and a healthy democracy. Council recognises effective integrated communications and engagement supports decision making and enhances planning, service delivery and capital works.

3.2. Implementation of communications and engagement strategies enables a closer relationship between Council and our community through an active exchange of information and ideas, promoting shared understanding, innovation and decisions which better represent the interests of the broader community. Council will involve community in a variety of interest and issue-based engagements; including changes to service delivery, policy and strategy development; infrastructure and capital works projects; and legislative requirements.

5 **PRINCIPLES**

5.1. The Principles that underpin Council's approach to Communications and Engagement are:

- Clear Remit – a community engagement process must have a clearly defined objective and scope;
- Informed – participants in community engagement must have access to objective, relevant and timely information to inform their participation;
- Representative – participants in community engagement must be representative of the persons and groups affected by the matter the subject of the community engagement;

- **Supportive and Inclusive** – participants in community engagement are entitled to support to enable meaningful and informed engagement;
- **Transparent and Accountable** – participants in community engagement are informed of the ways in which the community engagement process will influence Council decision making

5.2 The International Association Public Participation (IAP2) Public Participation Spectrum describes different levels of public participation that may be appropriate in a community engagement program. Differing levels of participation are legitimate depending on the goals, timeframes, resources and level of community interest. When approaching a community engagement activity, Council staff will consider what level of community involvement is required for each project.

5.3 The procedural implementations are documented in specific Strategies, Guidelines and/or Implementation Plans, maintained by the Innovation and Performance Directorate. These documents are reviewed in collaboration with internal and external stakeholders, as required.

5.4 While community engagement is not mandated in all cases, in some matters Council is bound by legislation to engage with the community. In these cases, Council will adhere to the legislative requirement as a minimum standard.

5.5 Major decisions will continue to be subject to debate and a vote at Council Meetings.

6 DEFINITIONS

Terms not defined in this document will be included in program specific guidelines.

COMMUNICATIONS
A process of reaching mutual understanding, in which participants not only exchange information, news, ideas and feelings, but also create a shared meaning.

COMMUNITY
A real or online group of people united by at least one common characteristic such as geography, shared interests, experiences, values or attitudes.

ENGAGEMENT
The many ways in which a council connects with community, and the community connects with a council to exchange views, ideas and information in the development and implementation of strategy, policies, programs and services.

PUBLIC PARTICIPATION
The involvement of those affected by a decision in the decision-making process.

STAKEHOLDER
A person, group or organisation that may be affected by, have a specific interest in, or influence over, a council decision or issue under consideration.

7 → RELATED LEGISLATION AND DOCUMENTS

Local Government Act 1989
Strathbogie Shire Council Plan
Strathbogie Shire Council Liveability Plan (Municipal Public Health and Wellbeing Plan)
Community Engagement Strategy 2019 (under review)
Media Policy and Protocols 2019 (under review)
Social Media Policy 2019 (under review)
Customer Service Charter 2019 (under review)

8 → CHARTER OF HUMAN RIGHTS AND RESPONSIBILITIES ACT 2006 AND THE EQUAL OPPORTUNITY ACT 2010

The Council acknowledges the legal responsibility to comply with the Charter of Human Rights and Responsibilities Act 2006 and the Equal Opportunity Act 2010. The Charter of Human Rights and Responsibilities Act 2006 is designed to protect the fundamental rights and freedoms of citizens. The Charter gives legal protection to 20 fundamental human rights under four key values that include freedom, respect, equality and dignity.

8 FEEDBACK

Council staff and community may provide feedback about this document by emailing info@strathbogie.vic.gov.au.

Appendix 2 – Part 6 – MEMP - Non major emergency incident guide

SES is the control agency for storms, flood and earthquakes

The 132 500 number is for those that need help during a flood or storm. For example, a large tree or branch has fallen and blocked access, your house has been damaged or your property flooded. If the situation is life-threatening, call 000.

SES FLOOD STORM EMERGENCY 132 500

Department of Health and Human Services
The Department of Health and Human Services provides a 24-hour state-wide toll free phone services that can connect you with housing and support workers in your area.
Phone:
(03) 5771 1600 (BH)
1800 825 955 (AH)

Disaster Legal Assistance
Disaster Legal Help Victoria provides free information about legal issues and options for ongoing assistance after an emergency.
Phone: 1800 113 432 or see www.disasterlegalhelp.org.au

VIC Emergency
The Vic Emergency website provides information on a range of support services and programs.
See www.emergency.vic.gov.au/relief

Emergency Phone Contacts

In an emergency: Dial 000
Strathbogie Shire Council Contacts:

Municipal Recovery Manager (MRM)
The MRM is the first person you should contact after an emergency if your house is uninhabitable and you require assistance.
Phone: xxxxxxxxxxx

After Hours emergencies
Local Laws — emergency situation such as stock on roads or dog attacks.
Phone: xxxxxxxxxxx

Engineering — emergency situation such as a collapsed bridge or trees over roads.
Phone: xxxxxxxxxxx

Vic Emergency Hotline 1800 226 226

Call for information on the Fire Danger Rating or other key bushfire information, the location of relief centres, recovery after a bushfire, community information guides and planned burning info.

Strathbogie shire

If you have trouble understanding this leaflet:

- Translating and Interpreting Service (TIS) 131 450
- Vicdeaf (03) 9473 1118

Non-Major Emergency Assistance Guide

Non—Major Emergency Assistance

Strathbogie shire

A non major emergency is defined as an event that has occurred on a small scale, where individuals or families may have had their home or possessions severely damaged or destroyed, through an incident such as a house fire, localised flood, storm or vandalism.

If you need support as a result of an emergency, call the Municipal Recovery Manager on xxxxxxxxxxxx

Red Cross help people affected by an emergency with immediate needs during the first few days following an incident.
The service is designed to assist for the immediate term only. This service is available 24 hours a day. There is a budgetary limit that can be spent per person and where possible it is recommended for affected people to stay with friends and relatives; this provides emotional support much needed at a traumatic time. Red Cross can assist with short term accommodation if this is not possible.

Services provided include:
- Accommodation — 2-3 nights motel accommodation.
- Clothing – new essential items per household member
- Toiletries and groceries
- Bedding — new essential items per household member
- Emotional support and assistance contacting other organisations when required.

Relief Assistance Payments
Emergency relief assistance payments are available to reduce personal hardship following an emergency. These payments help to meet the immediate essential health, safety and wellbeing needs of affected Victorians. Payments are available to eligible residents up to seven days following an emergency event.

Emergency relief assistance is provided on a needs assessment basis, and is available to assist eligible households after house fires, and after the following natural emergency events:

- bushfires
- floods
- severe storms
- and earthquakes

If you need further information about your eligibility for emergency relief assistance, please contact the **Vic Emergency Hotline**

Phone: 1800 226 226

Key Phone Numbers
- Lifeline: 131 114
- Victorian Council of Churches: (03) 9654 1736
- Mental Health Assistance Line : 1300 280 737
- Beyondblue Information Line: 1300 224 636
- Centrelink: 132 850
- Energy Safe Victoria: 1800 800 158
- Register. Find. Reunite. Australian Red Cross: 1800 727 077
- Victorian Legal Aid: 1800 677 402

Crisis Payments—Centrelink
A Crisis Payment may be available to assist those in severe financial hardship who have been forced to leave their home and establish a new one because of an extreme circumstance (domestic violence or their house burning down).

Contact Centrelink between 8am—5pm Monday to Friday for more information:
- Financial Information Services **Phone: 132 300**
- Exceptional Circumstances Relief Help **Phone 132 850**

Nurse on Call
For 24-hour health advice for the cost of a local call from anywhere in Victoria.
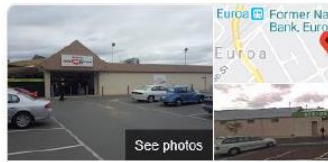**Phone: 1300 60 60 24**

Fire Foundation Assistance
Fire Foundation is a Registered Australian Charitable Organisation solely for fire and burns Victims. The Fire Foundation is a Not-For-Profit entity that supports all forms of fire victims, in any form, throughout Australia. The Fire Foundation can provide many levels of immediate assistance including but not limited to: immediate accommodation, emergency funds, basic living essentials, medical incidentals and proof of identification.
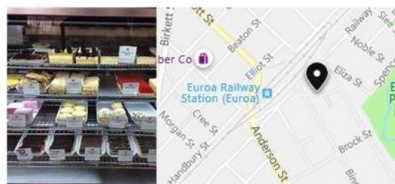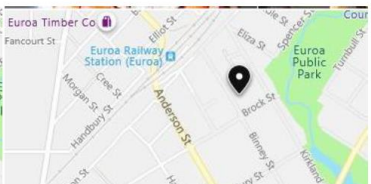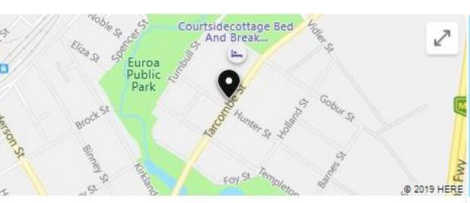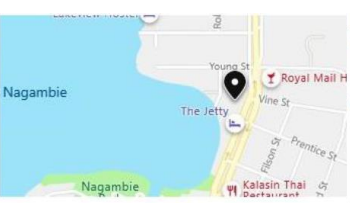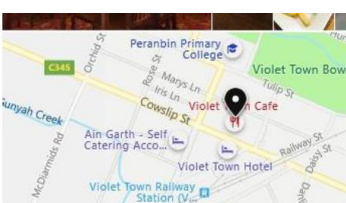**Phone: 1300 478 776**

Appendix 3 – Part 6 – MEMP – Supermarkets & Catering

Supermarkets available in an Emergency

Burtons SUPA IGA
Website | Directions | Save
4.1 ★★★★ · 128 Google reviews
Supermarket
Address: 75 Binney Street West, Euroa VIC 3666
Hours: Open · Closes 6PM ▾
Phone: (03) 5795 2004

Champions IGA Nagambie Plus Liquor
Website | Directions | Save
4.2 ★★★★ · 232 Google reviews
Grocery store
Address: 259 High St, Nagambie VIC 3608
Hours: Open · Closes 7PM ▾
Phone: (03) 5794 2943

Violet Town Supermarket & Newsagency
Website | Directions | Save
3.5 ★★★☆ · 33 Google reviews
Grocery store
Address: 32 Cowslip St, Violet Town VIC 3669
Hours: Open · Closes 6PM ▾
Phone: (03) 5798 1304

Café's/catering available in an Emergency

Mawsons Bakery Cafe
Directions
Address: 19 Binney Street, Euroa Victoria 3666
Phone: 03 5795 2425

Burkes Bakery
Directions
Address: 67 Binney Street, Euroa Victoria 3666
Phone: 03 5795 2738

McDonald's
★★☆☆☆ 14 TripAdvisor reviews
Burger · Price for two: $15 ~ $35 · ~1.6 km
Directions | Website
Euroa Service Centre, Hume Highway, Euroa Victoria 3666
03 5795 1185

Olivers Fine Food
Directions
Address: Hume Fwy, Tenancy 4, Freeway Service Centre, Euroa Victoria 3666
Phone: 03 5795 1343

Nagambie Bakery
Directions
Address: 333 High Street, Nagambie Victoria 3608
Phone: 03 5794 2414

Violet Town Cafe
Directions | Menu
Address: 37-39 Cowslip Street, Violet Town Victoria 3669
Phone: 03 5798 1380

Old Lake Kitchen
Street: 295 High St, Nagambie
Phone: 03 5794 2705
Relaxed eat in or takeaway cafe, sandwiches and homemade goodies available.
Opening Hours:
Breakfast & Lunch - 7 days a week.
Located in: Cafes

Cafe 3 One 7
Street: 317 High St, Nagambie
Phone: 03 5794 1964
Casual Cafe in the heart of Nagambie. Salads, sandwiches and hot daily specials. Lunch only.
Located in: Cafes