MUNICIPAL EMERGENCY MANAGEMENT PLAN
2017
FOREWORD

The economic and social effects of emergencies including loss of life, destruction of property, and dislocation of communities are inevitable.

Coping with hazards gives our reason and focus for planning. Hazards exist within all communities whether they are recognised or not.

The Indigo Shire Council Municipal Emergency Management Plan has been produced pursuant to Section 20(1) of the Emergency Management Act 1986. This plan addresses the prevention of, response to and recovery from emergencies within the Indigo Shire Council and is the result of the co-operative efforts of the Municipal Emergency Management Planning Committee and assistance from Victoria State Emergency Service North East Regional Headquarters and recognises the previous planning activities of the municipal area.
TABLE OF CONTENTS

FOREWORD.............................................................................................................................................. 2

MUNICIPAL EMERGENCY MANAGEMENT PLANNING COMMITTEE CONTACT LIST ........................................ 8

PART 1: INTRODUCTION.......................................................................................................................... 10

1.1 MUNICIPAL ENDORSEMENT............................................................................................................. 10
1.2 STATEMENT OF AUDIT..................................................................................................................... 11
1.3 AIM.................................................................................................................................................... 12
1.4 OBJECTIVES...................................................................................................................................... 12
1.5. AUTHORITY ..................................................................................................................................... 12
1.6 AMENDMENT RECORD.................................................................................................................... 13

PART 2: AREA DESCRIPTION.................................................................................................................... 16

2.1 SUMMARY.......................................................................................................................................... 16
2.2 TOPOGRAPHY..................................................................................................................................... 16
2.3 DEMOGRAPHY..................................................................................................................................... 17
2.4 VULNERABLE GROUPS..................................................................................................................... 18
2.5 MUNICIPAL INFRASTRUCTURE........................................................................................................... 19
  2.5.1 Infrastructure managed by Indigo Shire Council ....................................................................... 19
  2.5.2 Major Roads............................................................................................................................... 19
  2.5.3 Rail............................................................................................................................................... 20
  2.5.4 Reticulated Water and Sewerage Infrastructure ....................................................................... 20
  2.5.5 Utilities......................................................................................................................................... 20
  2.5.6 Flooding....................................................................................................................................... 21
  2.5.7 Telecommunications .................................................................................................................. 21
  2.5.8 Media.......................................................................................................................................... 22
2.6 MAPS.................................................................................................................................................. 22
2.7 HISTORY OF EMERGENCIES ........................................................................................................ 22

PART 3: PLANNING ARRANGEMENTS.................................................................................................... 24

3.1 PLANNING STRUCTURES AND RESPONSIBILITIES........................................................................ 24
  3.1.1 Emergency Management Act 1986 & 2013 ............................................................................ 24
  3.1.2 Council Emergency Management Functions ............................................................................ 25
  3.1.3 Municipal Emergency Management Planning Committee .................................................. 25
  3.1.4 Municipal Emergency Resource Officer .................................................................................. 31
3.1.5 Municipal Recovery Manager..................................................31
3.1.6 Municipal Fire Prevention Officer...........................................32
3.1.7 Municipal Emergency Management (Coordinator) (EMC)............33
3.1.8 Emergency Management Liaison Officer (EMLO)........................33
3.1.9 Other Agency Roles and Responsibilities..................................34
3.1.10 Partnerships, Strategies and Plans..........................................35
3.1.11 Sub Plans.................................................................................36
3.1.12 Business Continuity Plans.....................................................36
3.1.13 Crisisworks............................................................................36
3.1.14 Plan Review and Continuous Improvement.............................38
3.1.15 Audit Requirements..............................................................38
3.1.16 Plan Testing and Exercises....................................................38

Part 4: PREVENTION / MITIGATION ARRANGEMENTS.........................39

4.1 Role of the Municipality...............................................................39
4.2 Community Awareness...............................................................39
4.3 Community Safety........................................................................40
4.4 Risk Engagement..........................................................................40
4.5 Community Emergency Risk Assessment - CERA.......................40
  4.5.1 Hazard, Exposure, Vulnerability and Resilience.......................41
  4.5.2 Risk Assessment Process.......................................................41
  4.5.3 The CERA Process...............................................................41
  4.5.4 Hazard Identification............................................................42
  4.5.5 Risk Evaluation.......................................................................43
  4.5.6 Monitoring and Review.........................................................45
  4.5.7 Treatment Plans......................................................................45
4.6 Mitigation......................................................................................45
  4.6.1 Sub-plans................................................................................46

Part 5: RESPONSE ARRANGEMENTS..................................................47

5.1 INTRODUCTION............................................................................47
5.2 COMMAND, CONTROL, CO-ORDINATION...............................49
  5.2.1 Command...............................................................................51
  5.2.2 Control....................................................................................51
  5.2.3 Coordination (Emergency Response)......................................51
  5.2.4 Incident Management Teams (Incident & Regional)...............52
5.2.5 State Emergency Management Priorities..................................................53
5.3 MUNICIPAL RESPONSE ARRANGEMENTS AND RESPONSIBLE AGENCIES
54
  5.3.1 Municipal Response Activities..............................................................54
  5.3.2 Resource Management at Municipal Level.............................................55
  5.3.3 Transport and Engineering.....................................................................56
  5.3.5 Request Procedure for Support..............................................................56
  5.3.6 Municipal Authority ..............................................................................59
  5.3.7 Municipal Emergency Coordination Centre (MECC)..............................59
  5.3.8 Financial Arrangements..........................................................................60
  5.3.9 Evacuation ..............................................................................................61
  5.3.10 Public Information and Warnings.........................................................61
  5.3.11 Disabled or Culturally and Linguistically Diverse (CALD) Communities ..............................................................................................62
  5.3.12 Provision of Information and the Privacy Act .......................................63
  5.3.13 Neighbourhood Safer Places – Places of Last Resort .........................63
  5.3.14 Cross Boundary Arrangements.............................................................63
  5.3.15 Resource Sharing Protocols.................................................................64
  5.3.16 Response/Recovery Transition.............................................................65
  5.3.17 Termination of Response Activities Handover of Goods/Facilities .65
  5.3.18 Impact Assessments.............................................................................66
  5.3.19 Initial Impact Assessments....................................................................66
  5.3.20 Debriefing Arrangements.....................................................................67
Part 6: RELIEF AND RECOVERY ....................................................................68
  6.1 INTRODUCTION .......................................................................................68
    6.1.1 Purpose and scope ................................................................................68
    6.1.2 Relief and recovery defined...................................................................68
    6.1.3 Aim and objectives...............................................................................69
  6.2 GOVERNANCE .........................................................................................69
    6.2.1 State Level Coordination .....................................................................69
    6.2.2 Regional Level coordination.................................................................69
    6.2.3 Municipal Level coordination...............................................................70
    6.2.4 Natural disaster financial assistance (NDFA) .......................................70
    6.2.5 Natural disaster relief and recovery arrangements (NDRRA)............70
6.3 RELIEF AND RECOVERY PLANNING ................................................................. 71
   6.3.1 Relief and recovery risks .......................................................................... 71
   6.3.2 Consequence ......................................................................................... 71
   6.3.3 Capacity and capability ........................................................................... 72
   6.3.4 Triggers for activation, escalation and resource requests ......................... 73
   6.3.5 Communications and community engagement ......................................... 73
   6.3.6 Municipal recovery roles ......................................................................... 75
   6.3.7 Emergency Relief Centre (ERC) staff ...................................................... 75
   6.3.8 Secondary and Post impact assessments .................................................... 75
   6.3.9 Data Collection and reporting .................................................................. 77
6.4 RELIEF ........................................................................................................... 77
   6.4.1 Relief principles ....................................................................................... 77
   6.4.2 Relief activation and escalation ............................................................... 78
   6.4.3 Emergency Relief centres ......................................................................... 78
6.5 RELIEF ASSISTANCE ..................................................................................... 79
   6.5.1 Community Information .......................................................................... 79
   6.5.2 Emergency shelter ................................................................................... 80
   6.5.3 Food and water for emergency relief centres ............................................. 80
   6.5.4 Drinking water for households .................................................................. 81
   6.5.5 Food Supply Continuity ........................................................................... 81
   6.5.6 Psycho-social support ............................................................................. 81
   6.5.7 Disbursement of material aid (non-food items) ......................................... 81
   6.5.8 Reconnecting family and friends - (registration & reconnection) ............ 82
   6.5.9 Healthcare and First Aid .......................................................................... 82
   6.5.10 Emergency financial assistance ............................................................. 82
   6.5.11 Animal welfare ...................................................................................... 83
   6.5.12 Volunteer management .......................................................................... 83
   6.5.13 Deactivation of Emergency Relief Centre/s ............................................. 83
6.6 RECOVERY ..................................................................................................... 84
   6.6.1 Recovery coordination principles ............................................................ 84
   6.6.2 Recovery coordination function and activities ........................................... 85
   6.6.3 Community recovery committee .............................................................. 85
   6.6.4 Communications planning ....................................................................... 86
   6.6.5 Recovery environments ............................................................................ 86
6.6.6 Health and wellbeing and the recovery environments..........................87
6.6.7 Social Environment........................................................................89
6.6.8 Economic Environment....................................................................92
6.6.9 Built Environment............................................................................98
6.6.10 Natural Environment.................................................................103

APPENDIX 1 - Capacity and Capability....................................................106
APPENDIX 2 – Recovery environment contacts........................................108
APPENDIX 3: SPECIAL PLANS AND ARRANGEMENTS..............................123
  A3.1 MUNICIPAL FIRE MANAGEMENT PLAN:........................................123
  A3.2 NEIGHBOURHOOD SAFER PLACES - PLACES OF LAST RESORT......123
  A3.3 COMMUNITY INFORMATION GUIDES - BUSHFIRE......................124
  A3.4 FLOOD EMERGENCY PLAN: .......................................................124
  A3.5 HEAT WAVE PLAN......................................................................124
  A3.6 PANDEMIC INFLUENZA PLAN......................................................124
  A3.7 HEALTHY COMMUNITIES PLAN..................................................124
  A3.8 DAM SAFETY EMERGENCY PLANS:...........................................124
  A3.9 EMERGENCY ANIMAL WELFARE PLAN....................................125
  A3.10 OTHER SPECIAL PLANS: ..........................................................125
    A3.10.1 School Bus Routes: ..............................................................125

APPENDIX 4 – INDIGO SHIRE PLANT LIST June 2017..............................127
APPENDIX 5: CONTACT DIRECTORY......................................................128
APPENDIX 6 – MEMP DISTRIBUTION LIST.............................................134
APPENDIX 7 GLOSSARY OF TERMS.......................................................136
APPENDIX 8 ABBREVIATIONS................................................................141
APPENDIX 9 – TRAINING EXERCISES......................................................143
APPENDIX 10 – MAPS............................................................................143
APPENDIX 11 – TERMS OF REFERENCE...............................................155
MUNICIPAL EMERGENCY MANAGEMENT PLANNING COMMITTEE CONTACT LIST

The Municipal Emergency Management Planning Committee (MEMPC) will vary from time to time depending on need, but the following are regular members of the committee:

<table>
<thead>
<tr>
<th>POSITION</th>
<th>NAME</th>
<th>PHONE</th>
</tr>
</thead>
<tbody>
<tr>
<td>COUNCILLOR (CHAIRPERSON):</td>
<td>Cr. Larry Goldsworthy</td>
<td></td>
</tr>
<tr>
<td>MUNICIPAL EMERGENCY RESOURCE OFFICER: (Executive Officer)</td>
<td>Paul McLachlan</td>
<td></td>
</tr>
<tr>
<td>MUNICIPAL RECOVERY MANAGER</td>
<td>Sven Erikson</td>
<td></td>
</tr>
<tr>
<td>MUNICIPAL EMERGENCY RESPONSE CO-ORDINATOR</td>
<td>Sgt. Brian Curran</td>
<td></td>
</tr>
<tr>
<td>FIRE SERVICE REP: CFA</td>
<td>Mark Owens</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(Operations Officer District 24)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>CFA</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ron Leary</td>
<td></td>
</tr>
<tr>
<td></td>
<td>DELWP</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Jarrod Hayse</td>
<td></td>
</tr>
<tr>
<td>VIC SES REP: REGIONAL VICSES REP</td>
<td>Charlie Sexton</td>
<td></td>
</tr>
<tr>
<td>Rutherglen Unit</td>
<td>Irene Cracknell</td>
<td></td>
</tr>
<tr>
<td>Yackandandah Unit</td>
<td>Jackie Ashman</td>
<td></td>
</tr>
<tr>
<td>POLICE REP:</td>
<td>Sgt. Brian Curran</td>
<td></td>
</tr>
<tr>
<td>POSITION</td>
<td>NAME</td>
<td>PHONE</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>-------------------------------</td>
<td>-------</td>
</tr>
<tr>
<td>VICTORIAN COUNCIL of CHURCHES</td>
<td>Bethley Sullivan</td>
<td></td>
</tr>
<tr>
<td>RED CROSS:</td>
<td>Lynne Jones</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Divisional Operations Officer</td>
<td></td>
</tr>
<tr>
<td></td>
<td>All Emergencies</td>
<td></td>
</tr>
<tr>
<td>AMBULANCE VICTORIA</td>
<td>Tom Gladstone</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Communications Centre</td>
<td></td>
</tr>
<tr>
<td>SALVATION ARMY:</td>
<td>Pauline Middleton</td>
<td></td>
</tr>
<tr>
<td>NORTH EAST REGION WATER AUTHORITY</td>
<td>Mark Goldsworthy</td>
<td></td>
</tr>
<tr>
<td>DEPARTMENT OF HEALTH HUMAN SERVICES</td>
<td>Sally McCarron</td>
<td></td>
</tr>
<tr>
<td>BEECHWORTH HEALTH SERVICE</td>
<td>Kelli Hicks</td>
<td></td>
</tr>
<tr>
<td></td>
<td>OH&amp;S Co-ordinator</td>
<td></td>
</tr>
<tr>
<td>St. JOHN AMBULANCE</td>
<td>Josh Jarrott</td>
<td></td>
</tr>
<tr>
<td>DEPARTMENT OF PRIMARY INDUSTRY - District</td>
<td>Jeff Cave</td>
<td></td>
</tr>
<tr>
<td>Veterinary Officer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DEPARTMENT OF EDUCATION &amp; TRAINING</td>
<td>Petra Mackay</td>
<td></td>
</tr>
<tr>
<td>BEECHWORTH CORRECTIONAL CENTRE</td>
<td>Terry Jose</td>
<td></td>
</tr>
<tr>
<td>PARKS VICTORIA</td>
<td>Orrin Pritchard</td>
<td></td>
</tr>
<tr>
<td>COMMUNITY REPRESENTATIVE</td>
<td>Bruce Ray</td>
<td></td>
</tr>
</tbody>
</table>

Committee Contact List, has been checked and updated by Chris Rule on 16/8/2018

TRIM: INTERNAL17/1762
PART 1: INTRODUCTION

1.1 MUNICIPAL ENDORSEMENT

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

The Indigo Shire Council understands and accepts its roles and responsibilities as described in Part 4 of the Emergency Management Act 1986.

Indigo Shire Council and the member agencies of the Municipal Emergency Management Planning Committee (MEMPC) understand that they are the custodians of the Plan on behalf of the community of the Indigo Shire Council. Responsibility for the prevention and preparedness, planning, response and recovery from an emergency lies with each member of the community and the organisations existing or working within the municipality.

This plan is a result of the co-operative efforts of the MEMPC after consultation with the representatives of those agencies and organisations identified therein and endorsed by the full MEMPC.

This Plan was considered and endorsed by the

Indigo Shire Council

at its meeting of 25 July 2017.

In the presence of

Gerry Smith .................................................. Chief Executive Officer.

Cr. Jenny O’Connor .............................................. Mayor
1.2 STATEMENT OF AUDIT

This plan has been produced by and with the authority of the Indigo Shire Council pursuant to Section 20(2) of the Emergency Management Act 1986.

The plan is a result of the co-operative efforts of the MEMPC after consultation with those agencies and organisations identified therein.

The plan is audited in accordance with the guidelines issued by the Chief Officer, VICSES and is current to 21st September, 2020 and must be audited at least once every 3 years.

Certificate of Audit

THIS IS TO CERTIFY THAT THE MUNICIPAL EMERGENCY MANAGEMENT PLAN OF

Indigo Shire Council

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

"Complying with the Guidelines"

David Baker
Acting Chief Officer, Operations

21 September 2017

Date
1.3  AIM

The aim of this Plan is to detail the agreed arrangements for the prevention of, preparedness for, the response to, and the recovery from, emergencies that could occur in the Indigo Shire Council.

In achieving this aim Indigo Shire Council acknowledges the linkages between this Plan and other municipal plans including, the Indigo Shire Flood Emergency Plan, Municipal Fire Management Plan, Pandemic Influenza Plan, Heatwave Plan, Emergency Animal Welfare Plan, Emergency Relief and Recovery Plan (incorporated within this Plan).

1.4  OBJECTIVES

The broad objectives of this Plan are to:

a. Implement measures to prevent or reduce the causes or effects of emergencies
b. Manage arrangements for the utilisation and implementation of municipal resources in response to emergencies.
c. Manage support that may be provided to or from adjoining municipalities.
d. Assist the affected community to recover following an emergency.
e. Complement other local, regional and state planning arrangements.

1.5.  AUTHORITY

This Plan is developed by the Municipal Emergency Management Planning Committee pursuant to the requirements of the Emergency Management Act. 1986, Part 4.

All enquiries, amendments or comments relating to this Plan should be addressed to:

Municipal Emergency Resource Officer
Indigo Shire Council
PO Box 28
Beechworth 3747
Ph 03 5728 8000
Email: mero@indigoshire.vic.gov.au
1.6 AMENDMENT RECORD

A complete review of the MEMP was undertaken during June/July 2017 and a new plan developed. The new plan was developed by the MEMPC and endorsed at its meeting on 23 June 2017.

<table>
<thead>
<tr>
<th>Version</th>
<th>Release Date</th>
<th>Page(s) amended</th>
<th>Description of Change</th>
<th>Endorsed By Council</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1997 - 2016</td>
<td></td>
<td>Original version adopted by Council and amended over the years.</td>
<td>31 May 2016</td>
</tr>
<tr>
<td>2.0</td>
<td>June 2017</td>
<td>All</td>
<td>Full review of Plan</td>
<td>N/A</td>
</tr>
<tr>
<td>2.2</td>
<td>July 2017</td>
<td>Various</td>
<td>Minor administrative amendments to various sections</td>
<td>25 July 2017</td>
</tr>
<tr>
<td>2.2</td>
<td>September 2017</td>
<td>17</td>
<td>Part 2.5.2 Major Roads paragraph amended</td>
<td></td>
</tr>
<tr>
<td>2.2</td>
<td>September 2017</td>
<td>18</td>
<td>Part 2.5.5 Update of Ausnet Services website</td>
<td></td>
</tr>
<tr>
<td>2.2</td>
<td>September 2017</td>
<td>41</td>
<td>Part 4.5.5 updated CERA Heat Map</td>
<td></td>
</tr>
<tr>
<td>2.2</td>
<td>September 2017</td>
<td>42</td>
<td>Part 4, Hazard-Flood-Treatment Plan, website changed from SES.SA to SES.Vic</td>
<td></td>
</tr>
<tr>
<td>2.2</td>
<td>September 2017</td>
<td>45</td>
<td>Part 5.1 Emergency Control Agency table added</td>
<td></td>
</tr>
<tr>
<td>2.2</td>
<td>September 2017</td>
<td>46</td>
<td>Added paragraph on Operational Tiers</td>
<td></td>
</tr>
<tr>
<td>2.2</td>
<td>September 2017</td>
<td>47</td>
<td>Part 5.2.3 added word “control”</td>
<td></td>
</tr>
<tr>
<td>2.2</td>
<td>September 2017</td>
<td>48</td>
<td>Part 5.2.4 Changed references to EMT to IMT</td>
<td></td>
</tr>
<tr>
<td>2.2</td>
<td>September 2017</td>
<td>49</td>
<td>5.2.5 added regarding State Emergency Management Priorities</td>
<td></td>
</tr>
<tr>
<td>2.2</td>
<td>September 2017</td>
<td>49</td>
<td>Part 5.3.1 Line added to Municipal Response Activities</td>
<td></td>
</tr>
<tr>
<td>2.2</td>
<td>September 2017</td>
<td>51</td>
<td>Part 5.3.4 MERO activation paragraph added and staging areas information added</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Date</td>
<td></td>
<td>Changes</td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>------------</td>
<td>---</td>
<td>-------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>2.2</td>
<td>September 2017</td>
<td>54</td>
<td>Part 5.3.5 Information added re road closures, blocked drains and tree removal</td>
<td></td>
</tr>
<tr>
<td>2.2</td>
<td>September 2017</td>
<td>58</td>
<td>Part 5.3.15 paragraph 2, line 2, phrase “MECC” removed</td>
<td></td>
</tr>
<tr>
<td>2.2</td>
<td>September 2017</td>
<td>73</td>
<td>Part 6.3.7 Red Cross to complete PIF</td>
<td></td>
</tr>
<tr>
<td>2.2</td>
<td>September 2017</td>
<td>78</td>
<td>Part 6.5.3 Food packs provided by Food Victoria</td>
<td></td>
</tr>
<tr>
<td>2.2</td>
<td>September 2017</td>
<td>83</td>
<td>Part 6.6.7 Local public appeals arranged by ISC not Red Cross</td>
<td></td>
</tr>
<tr>
<td>2.2</td>
<td>September 2017</td>
<td>153</td>
<td>Appendix 10 CFA Staging area map added</td>
<td></td>
</tr>
<tr>
<td>2.3</td>
<td>November 2017</td>
<td>11</td>
<td>New Certificate of Audit added</td>
<td></td>
</tr>
<tr>
<td>2.3</td>
<td>November 2017</td>
<td>18</td>
<td>Part 2.4 – Vulnerable persons hyperlink updated</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Part 2.5.1 – Amendment to Infrastructure numbers</td>
<td></td>
</tr>
<tr>
<td>2.3</td>
<td>November 2017</td>
<td>19</td>
<td>Part 2.5.5 Natural Gas line description include words “high pressure”</td>
<td></td>
</tr>
<tr>
<td>2.3</td>
<td>November 2017</td>
<td>20</td>
<td>Part 2.5.6 – Added hyperlink to flood plan</td>
<td></td>
</tr>
<tr>
<td>2.3</td>
<td>November 2017</td>
<td>24</td>
<td>Part 3.1.2 Added acronym MERC</td>
<td></td>
</tr>
<tr>
<td>2.3</td>
<td>November 2017</td>
<td>37</td>
<td>Part 3.1.16 Changed reference from Appendix 10 to Appendix 9</td>
<td></td>
</tr>
<tr>
<td>2.3</td>
<td>November 2017</td>
<td>39</td>
<td>Part 4.3 Changed Council Plan reference from 2013-2017 to 2017-2021</td>
<td></td>
</tr>
<tr>
<td>2.3</td>
<td>November 2017</td>
<td>55</td>
<td>Part 5.3.4 Corrected spelling errors in CFA Staging areas</td>
<td></td>
</tr>
<tr>
<td>2.3</td>
<td>November 2017</td>
<td>58</td>
<td>Part 5.3.7 Amended MECC telephone number</td>
<td></td>
</tr>
<tr>
<td>2.3</td>
<td>November 2017</td>
<td>105</td>
<td>Appendix 1 – Changed reference to EMT to Executive Management Team</td>
<td></td>
</tr>
<tr>
<td>2.3</td>
<td>November 2017</td>
<td></td>
<td>Contact Directory – Various telephone number amendments</td>
<td></td>
</tr>
<tr>
<td>2.3</td>
<td>December 2017</td>
<td></td>
<td>Community Representative added to committee list &amp; distribution list</td>
<td></td>
</tr>
<tr>
<td>2.4</td>
<td>August 2018</td>
<td>8-9</td>
<td>MEMPC Contact List amended</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Date</td>
<td>Change to</td>
<td>Details</td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>------------</td>
<td>-----------</td>
<td>-------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>2.4</td>
<td>August 2018</td>
<td>30-31</td>
<td>Change to description of council appointment of MERO, MRM &amp; MFPO</td>
<td></td>
</tr>
<tr>
<td>2.4</td>
<td>August 2018</td>
<td>79</td>
<td>Single Incident – change of providers from Red Cross to Indigo Shire</td>
<td></td>
</tr>
<tr>
<td>2.4</td>
<td>August 2018</td>
<td>Appendix 5</td>
<td>Change to Ambulance Vict phone number</td>
<td></td>
</tr>
</tbody>
</table>
PART 2: AREA DESCRIPTION

2.1 SUMMARY

The Indigo Shire Council is located in the northeast of Victoria generally between the cities of Wangaratta and Wodonga and approximately 250km northeast of Melbourne. It has an area of 2,016 square kilometres and is approximately 100km long and 25km wide. It is generally bounded by the Murray River to the north, flat plains to the west and south and undulating hills to the east.

It adjoins the following municipalities:

- Wodonga City Council to the north
- Towong Shire Council to the northeast
- Alpine Shire Council to the east
- Rural City of Wangaratta to the south

2.2 TOPOGRAPHY

The municipality varies from flat grazing and cropping plains in the Western portion of the shire through to undulating hills through the central portion, too steeper hills and fertile valleys in the Eastern end of the shire. This area includes densely forested land including areas of softwood plantation between Beechworth, Stanley and Yackandandah townships.

The municipality is bisected by the Hume Freeway from south west of Chiltern to north east of Barnawartha. The Murray Valley Highway traverses the north western part of the shire from Barnawartha North through Rutherglen to the Ovens River. The Murray Valley Highway also traverses a small portion of the shire along the Hume Weir from Huon towards...
Tallangatta. The Kiewa Valley Highway traverses the shire from north of the Kiewa township to Besley Lane.

The main Melbourne-Sydney railway is adjacent to the Hume Freeway for much of its length from south west of Chiltern to north east of Barnawartha.

Generally the climate throughout the shire is of a temperate nature however some colder than average temperatures are experienced in Stanley during the winter months, including snowfalls for short periods.

Rainfall varies throughout the shire from 630mm in the west around Rutherglen, to 850mm around Yackandandah, Kiewa and Sandy Creek.

The Chiltern-Mt. Pilot National Park is located around the Chiltern township and between Chiltern and Beechworth. A map of this park can be found at the following link.


The Beechworth Historic Park is located around the Beechworth Township and a map of the Park can be found at the following link.


### 2.3 DEMOGRAPHY

Indigo Shire had a population of 15,952 as at the 2016 ABS Data. The main urban centres are as follows:

- Beechworth urban centre 3859
- Yackandandah urban centre 1811
- Chiltern 1605
- Rutherglen urban centre 2378
- Tangambalanga 542
- Kiewa 474
- Stanley 364
- Barnawartha 904
- Wahgunyah 1098

The Shire generally has an ageing population with 20.6% aged 65 years or over which compares to the State figure of 15.6%. 17.9% of the population are children aged from 0 to 14 years, compared to the State figure of 18.3%, 19.9.1% are aged 25 to 44 years and 32.0% are aged 45 to 65 years, (ABS Census 2016)

Only 15.5% of the population were born overseas compared to the state figure of 35.1%, with 90.8% of the Indigo Shire population speaking only English at home. (ABS Census 2016)

In relation to family characteristics 46.7% of the population are couple families with children and 12.9% are single parent families. The majority of residents live in separate dwellings which are fully owned or being purchased. 25.4% of the population are classified as lone person households which is similar to the State and National figures.

16.9% of all Indigo Shire households do not have any internet connection.
North East Victoria attracts 1.5 million domestic overnight visitors per annum, many of these staying in Indigo Shire, particularly in the warmer months of the year. Indigo Shire has approximately 412,000 visitors per annum.

Our ageing population and the significant numbers of visitors presents special challenges for our emergency response and recovery responsibilities. Issues of vulnerability and the identification of vulnerable groups is further reflected in the Healthy Communities Plan, Heatwave Strategy and the Pandemic Influenza Plan.

Industries include wineries, farming, and tourism with larger factories currently located at Wahgunyah (Uncle Toby’s) and Tangambalanga (Murray Goulburn Dairy) with the Murray Goulburn Dairy due to close by 2019.

2.4 VULNERABLE GROUPS

Since the February 2009 bushfires and the subsequent Royal Commission enquiry there has been a strong focus on recognising the particular needs of members of the community who are vulnerable.

Residents can become vulnerable for a number of reasons. Vulnerable persons may be isolated due to their geographic locations, socioeconomic situation and/or their mental or physical health. This adds another dimension of complexity to the development and implementation of prevention and preparedness activities.

The Indigo Shire is responsible for coordination and administration of the Vulnerable Persons Register within their boundaries. The register is maintained within Crisisworks or can be obtained from the MRM.

The DHHS provides guidance on determining those members of the community who are at greatest risk during a bushfire and potentially other natural emergencies.

The Indigo Shire Council has identified a number of special need groups and individuals who has vulnerability in terms of emergency. We will continue to develop strategies to help improve the resilience and safety of these groups and individuals before, during and after an emergency. Some of these activities include:

- Management of a list of facilities where vulnerable people are likely to be situated
- Working in partnership with Red Cross to support the inclusion of people not receiving services

The needs of vulnerable individuals, groups and communities will always be taken into account when considering the restoration of critical infrastructure or coordinating any relief or recovery activity.
More information on vulnerable persons in emergencies is available from DHHS at:

2.5 MUNICIPAL INFRASTRUCTURE

2.5.1 Infrastructure managed by Indigo Shire Council

Council is responsible for, and manages, a range of infrastructure throughout the municipality which includes:

- 1,317 Km sealed and gravel roads
- 147 Bridges and major culverts
- 84 Km footpaths
- 54 playgrounds and parks

2.5.2 Major Roads

The municipality is traversed by a number of major road transport networks as follows:

Hume Freeway (M31) This road bisects the municipality in a north/south direction and carries approximately 8,100 vehicles per day in both directions use this major road link between Melbourne and Sydney. It is a road of national significance in the nations transport network.

Murray Valley Highway (B400) Traverses from west to east through Rutherglen, Barnawartha North, and Huon and carries approximately 1,200 vehicles per day. This road is a significant arterial road in North East Victoria with a large volume of tourist traffic.

Kiewa Valley Highway (C531) Traverses the Kiewa Valley from west of Kiewa through to Gundowring. It carries approximately 1,900 vehicles per day.

These roads, managed by VicRoads, essentially provide north-south and east-west links for major traffic flows in addition to offering alternative routes for traffic east and west of Melbourne to link into the Hume Freeway.

There are 17 other main roads within this municipality that are managed by VicRoads. These roads predominately connect the major towns. In the event of an emergency and the need for the closure of these roads, the controlling agency will make this decision. Municipal staff will assist where necessary and the MERO will advise on possible alternate routes.

In addition Indigo Shire maintains a network of roads within the Municipality that are vital for local and regional traffic movements within and through the municipal area.
2.5.3 Rail

A national rail link follows the Hume corridor and bisects the municipality from north to south generally adjacent to the Hume Freeway. The rail system is utilised for both passenger trains as well as bulk freight movements.

Major Road and Rail Network

2.5.4 Reticulated Water and Sewerage Infrastructure

North East Water supplies drinking water and wastewater services to all towns in the municipality except Stanley. The Stanley community relies solely on tank water and septic tanks. In the provision of its services North East Water maintains emergency response arrangements for its drinking water and wastewater infrastructure, dams and other associated storage facilities. This includes provision of an emergency customer call centre, on-call response crews and incident management and business continuity response capability in regards to Australasian Inter-Service Incident Management System (AIIMS).

2.5.5 Utilities

- High Pressure Natural Gas - the municipality is traversed north-south by the main high pressure Sydney/Melbourne Natural Gas pipeline with a branch heading west from Chiltern.
- Telecommunications - the optic fibre cable between Melbourne and Sydney also traverses the municipality.
2.5.6 Flooding
Indigo Shire is not heavily impacted by overland flooding events. Some flash flooding events have occurred that have impacted on the Beechworth and Chiltern townships. A Flood sub Plan has been prepared and is available on Crisisworks and can be found at https://indigoshire.mecccentral.com/register/item/view/id/10354
Seasonal water flow information from the BOM can also be found at http://www.bom.gov.au/water/ssf/index.shtml#map=vic

2.5.7 Telecommunications
Internet access and mobile phones are essential for both lifestyle and business. Indigo Shire has mobile coverage within the town centres, however there may be areas where the level of service is not of the same standard that is provided to larger population centres.

The National Broadband Network is currently being rolled out in parts of the municipality. Specific details of a where this is occurring can be obtained from the NBN Co - National

A map detailing the date and locations of mobile phone black spots can be accessed at; https://www.communications.gov.au/what-we-do/phone/mobile-services-and-coverage/mobile-black-spot-programme

2.5.8 Media

Radio: ABC Goulburn Murray 106.5 FM. Edge FM 102.1fm., 3NE 1566 AM

Newspaper: Ovens and Murray Advertiser (printed weekly on Wednesday; content required by Monday am), Border Mail (printed daily, content required 2 days prior)

2.6 MAPS

GIS mapping is available through Council’s Assets Department. (See Appendix 5 Contact Directory).

A set of maps detailing the area covered by this plan can be found in Crisisworks and Appendix 10.

2.7 HISTORY OF EMERGENCIES

Due to the nature of the country, particularly through the eastern part of the municipality, where we have heavily timbered bushland on steep and undulating hills, bushfires are a significant threat to the lives and well being of the residents.

There have been a number of significant bush fires throughout the shire over the last 45 years. The worst of these include the 1939 fires when large portions of the shire were burnt. Others include:

- 1945 Wooragee Valley.
- 1951 Yackandandah.
- 1952 Cornishtown through Barnawartha to the Hume Weir.
- 1967 Dederang.
- 1978 Mongans Bridge.
- 1981 Sandy Creek-Eskdale Spur.
- 1985 Woolshed Valley
- 2003 Eldorado/Mt Pilot
- 2003 Stanley
- 2009 Beechworth/Stanley/Brarong
- 2015 Barnawartha/Indigo Valley
- 2016 Beechworth Supermarket Fire
In January 2016 the Beechworth Supermarket was completely destroyed by fire which had a huge impact on the Beechworth community.

The most recent bushfire in the municipality occurred on 20 December 2015. The fire started approximately 1.5km south west of the Barnawartha township near Rileys Rd. and then proceeded in a south easterly direction towards the Melbourne-Sydney Railway and the Hume Freeway. The fire crossed both the railway line and the freeway and then proceeded to burn up the Indigo Valley and was stopped near the Beechworth-Wodonga Rd. The fire burnt a total of approximately 6,500 ha. and 3 houses were lost.

A major factory fire occurred at Uncle Toby's, Wahgunyah, in 1990.

The “Black Saturday” February fires of 2009 started approximately 4 km south of Beechworth and travelled in a south easterly direction towards Stanley and Mudgegonga and northerly towards Bruarong with approximately 2,000 ha burnt in the Indigo Shire. The fire impacted significantly on the adjoining Alpine Shire including the localities Mudgegonga, Rosewhite, Running Creek, and Dederang with some 35,000 ha burnt.

In January 2003 a significant fire affected the municipality. 2 fires burnt, one in the Eldorado-Mt Pilot area and the other in the Stanley area. The Eldorado-Mt Pilot fire burnt an area of approximately 10,000 ha and the Stanley fire burnt an area of approximately 5,000ha. These fires started on 21st January and burnt for approximately 6 days and impacted quite heavily on the Beechworth, Stanley, Indigo Valley, Woolshed, Mt Pilot and Yackandandah communities.

Several motor vehicle accidents have occurred throughout the municipality, mainly on the Hume Freeway, with only one of these developing into a major emergency, that being a Gas Tanker crash on the Hume Freeway near Chiltern in 1985.

Some minor flooding of the Black Dog Creek occurs around Chiltern but does not usually pose a serious threat to life and property. The last major flooding in Chiltern occurred in November 2005.

Major flooding occurred on the Yackandandah Ck. in 1974/75 that required the evacuation of the Yackandandah Caravan Park.

Other significant flooding occurs on the Kiewa River, adjacent to the Kiewa township, but has not in the past, caused serious damage to life or property.

A wind storm in 2005 impacted heavily upon the Yackandandah district.

A Tornado event impacted primarily on the Rutherglen Township in March 2013. Approximately 18 residential and commercial properties suffered structural damage as well as a small number of rural properties.
PART 3: PLANNING ARRANGEMENTS

The Emergency Management Act 1986 s4A defines emergency response as the combating of emergencies and the provision of rescue and immediate relief services. Emergency response provides the mechanism for the build-up of appropriate resources to cope with emergencies throughout the State. It provides the mechanism to request physical assistance from the Commonwealth when State resources have been exhausted.

This section details Indigo Shire Council’s arrangements for response to an emergency.

3.1 PLANNING STRUCTURES AND RESPONSIBILITIES

3.1.1 Emergency Management Act 1986 & 2013

The Emergency Management Act 1986 and the Local Government Act 1989, identify councils as playing a critical role in Victoria’s emergency management arrangements and systems. Councils have emergency management responsibilities as they are the closest level of government to their communities and have access to specialised local knowledge about the environmental and demographic features of their municipalities. People will naturally seek help from their local council and emergency management agencies during emergencies and the recovery process.

The Emergency Management Act 2013 is yet to have an effect at the municipal level. It is anticipated that the 2013 Act will in time supersede the 1986 Act. However, until such time, the Emergency Management Act 1986 largely dictates local municipal requirements.

The Emergency Management Act 2013 established Emergency Management Victoria (EMV) as the overarching body for emergency management in Victoria.

The Act also established the following positions and functions:

- **The State Crisis and Resilience Council**
  This Council is an emergency management advisory body responsible for providing advice to the Minister for Police and Emergency Services on emergency management policy and strategy

- **The Emergency Management Commissioner (EMC)**
  The Commissioner is responsible for coordinating the response to major emergencies (including ensuring appropriate control arrangements are in place) and operating effectively during Class 1 and Class 2 emergencies

- **The Inspector General of Emergency Management Victoria (IGEM)**
  Responsible for developing and maintaining a monitoring and assurance framework, and evaluating the performance of the sector.
The *Emergency Management Act 2013* is the first of four planned stages to renew emergency management arrangements in Victoria, it focuses on governance and first principle legislative requirements.

EMV has responsibility for the coordination of relief and recovery at the State level, and delegated it to the Department of Health and Human Services at the regional level.

### 3.1.2 Council Emergency Management Functions

Indigo Shire Council accepts responsibility for the management of municipal resources and the coordination of community support to counter the effects of an emergency during both the response and recovery phases. Council’s emergency management responsibilities include:

- The provision of emergency relief to affected persons during the response phase
- The provision of supplementary supply (resources) to lead relief agencies during response and recovery
- Municipal assistance to agencies during the response and recovery phases of emergencies
- Assessing the impact of the emergency; and recovery activities within the municipality, in consultation with the Department of Health and Human Services (DHHS).

In order to carry out these management functions, the Indigo Shire Council will form an Emergency Management Group. This group will consist of:

- Municipal Emergency Resource Officer (MERO)
- Municipal Recovery Manager (MRM)
- Chief Executive Officer
- Municipal Emergency Response Co-Ordinator (MERC)
- Control Agency Representative
- Others co-opted as required

The Emergency Management Group or part thereof will convene when the scale of the emergency dictates the requirement for the provision of any of the functions outlined above. Members of the Emergency Management Group will liaise to determine what level of activation is required.

The functions of the Emergency Management Group will be carried out in consultation with:

- The Municipal Emergency Response Co-Ordinator, with respect to the co-ordination and provision of resources.
- The Control agency.

The specific responsibilities of the MERO and the MRM are detailed below.

### 3.1.3 Municipal Emergency Management Planning Committee

This Committee is formed pursuant to Section 21(3) & (4) of the *Emergency Management Act 1986*, to formulate a plan for the Councils’ consideration in relation to the prevention of, response to and the recovery from emergencies within the Indigo Shire Council.
The Committee operates as a ‘planning committee’ performing the following role:

- Producing the Municipal Emergency Management Plan (MEMP) for consideration by Council
- Assessing and reviewing hazards and risks facing the community
- Preparing risk specific response and recovery plans for the municipal district
- Reviewing and updating the MEMP annually, including reviewing risks
- Every three years, conducting a review of the Community Emergency Risk Assessment (CERA)
- Arranging regular tests/exercises of the MEMP

Section 21(3) of the Act recommends that Council appoint to the MEMPC representatives of:

- The municipal council (members and employees)
- Response agencies
- Recovery agencies
- Local community groups involved in emergency management issues

The following agency representatives shall make up the Municipal Emergency Management Planning Committee: (Refer page 8 at front of plan for committee member names).

- Chairperson - Councillor
- Municipal Emergency Resource Officer
- Municipal Recovery Manager
- Municipal Emergency Response Co-Ordinator.
- Fire Service Representative
- VICSES Representative
- Victoria Police Representative
- Medical / Ambulance Representative
- Red Cross Representatives
- Victorian Council of Churches
- Salvation Army Representative
- Department of Environment Land Water & Planning
- Department of Health & Human Services
- Beechworth Health Service
- Department of Economic Development Jobs Transport & Resources
- Parks Victoria
- Beechworth Correctional Centre
- Community Representative
- North East Region Water Authority

Terms of Reference detailing the context, purpose, role and membership of the committee as well as the structure, schedule and administrative arrangements of committee meetings are contained in Crisisworks.

The Contact details for MEMPC members are contained in the MEMPC Contact List, Part 1 Page 8.

The MEMPC may, from time to time invite other agencies or persons that are subject matter experts with specific knowledge on risks or hazards that are identified by the MEMPC to attend or be co-opted on to the MEMPC.

TRIM: INTERNAL17/1762
3.1.3.1 FREQUENCY OF MEETINGS

The MEMPC is required, by its Terms of Reference, to meet quarterly, and following emergencies involving the Municipality and as required from time to time. The dates of these meetings generally will be in March, June, September & December. An out of session meeting may be called following an incident, on identification of a significant new risk or a significant change in staff or organisational change.

All meeting agendas will include but not be limited to:

- The MEMP is updated and amended as necessary – including feedback from the risk review process, risk treatment updates and outcomes from any exercises.
- Contact Directory update
- Reports are presented and considered
- General business

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

3.1.3.2 RECORD KEEPING

A copy of the previous minutes of each MEMPC meeting shall be circulated at each meeting, and kept on the council record keeping database.

Sub-committee meeting minutes shall be forwarded to committee members and an agreed distribution list for the committee.

The Executive Officer for each committee shall ensure that the minutes and meeting outcomes are recorded and filed in accordance with Council’s record keeping and information management policies.

Amendments and updates to all Plans (as identified in this MEMP) and associated documents shall as a minimum include:

- Version control
- Amendment and/or current date
- Comply with Council policy on record keeping and information management

3.1.3.3 SUB-COMMITTEES

Municipal Fire Management Planning Committee

The role of the Indigo Shire Council, Municipal Fire Management Planning Committee (MFMPC) is to provide a municipal level forum to build and sustain organisational partnerships, generate a common understanding and shared purpose with regard to fire management and ensure that the plans of individual agencies are linked and complement each other.

The MFMPC also has two key deliverables as outlined in the Integrated Fire Management Planning Framework:

TRIM: INTERNAL17/1762
MUNICIPAL EMERGENCY MANAGEMENT PLAN
PART THREE

Produce the Municipal Fire Management Plan (MFMP) for consideration by Council. Monitor, review and report to Council and community through the MEMPC on issues in this area.

A copy of the Municipal Fire Management Plan is located on Crisisworks.

Community Emergency Risk Assessment (CERA) Committee
The CERA process has been established by SES Victoria with the assistance of Emergency Management Victoria to identify and prioritise emergency risks within a local municipality.

The output of the assessment process can be used to ensure communities are aware of and better informed about hazards and the associated emergency risks that may affect them. In accordance with the framework, this process is undertaken every three years, or if a new hazard is identified, by a working group consisting of hazard specific experts in the identified hazard areas and local emergency service personnel.

The MEMPC appoints a CERA Sub-Committee consisting of representatives from SES, Victoria Police, CFA, DELWP, DETDJR, Ambulance Victoria, Indigo Shire Council, North East Water and DHHS to complete the CERA process at set intervals.

The CERA Sub-Committee worked through the State-wide SES CERA template to review the community emergency risk profile and risks for Indigo Shire Council. Results of the CERA process undertaken by the Sub-Committee are detailed in Part 4.5.

3.1.3.4 EMERGENCY MANAGEMENT COORDINATION GROUP (EMCG)
The Emergency Management Coordination Group (EMCG) is a key municipal decision making group that includes the MERC, MERO and MRM and performs a leadership role in the MECC (if activated). This ensures a constant information flow and regular consultation between these positions.

The EMCG provides a link between the Incident Control Centre, Emergency Management Liaison Officers and the MECC staff to ensure that requests for resources and any other related requirements can be addressed.

The EMCG has delegated powers to coordinate and allocate council resources, as identified in Appendix 4, for use during an emergency, including the expenditure of funds.

3.1.3.5 COUNCIL ROLES AND RESPONSIBILITIES

Part 3 of this Plan, identifies the key emergency management roles required by legislation and the EMMV, and Indigo Shire Council’s capacity to delegate roles to officers within its organisational structure.

TRIM: INTERNAL17/1762
Other roles activated during emergency response, relief and recovery activities are described in their relevant Part or sub-Plan to the MEMP.

3.1.3.6 INDIGO SHIRE COUNCIL EMERGENCY MANAGEMENT TEAM (EMT)

The Indigo Shire Council, Emergency Management Team (EMT) is the Council’s internal group of officers who coordinate, plan and manage Council’s emergency management planning, response and recovery arrangements. The EMT is broadly based on the concepts of AIIMS (Australian Interagency Incident Management System).

It has a broad role that includes both planning and operational functions. The EMT is responsible for developing, implementing and maintaining the emergency management arrangements for Indigo Shire Council. It also carries out the emergency management functions of Council as detailed in the Municipal Emergency Management Plan. Council is developing an internal Emergency Management Procedure to support the EMT.

The EMT performs an important role in the internal management of emergencies for the Council as it provides a ‘Whole-of-Council’ approach to emergency management with representatives from all directorates. One of the EMT’s primary functions is to ensure that Council can maintain business continuity throughout the duration of an emergency.

Representatives on the EMT include:

- MERo and Deputies
- MRo and Deputies
- MEMPC Executive Officer
- Emergency Management Coordinator
- MFPO and Deputies
- Communications Staff
- And others as required eg:
  - Environmental Health Officer
  - Building Inspector
  - OHS/Risk Management
  - Human Resources
3.1.3.7 COUNCIL’S EMERGENCY MANAGEMENT STRUCTURE

The following emergency planning and operational organisation chart outlines the key planning, emergency response, relief and recovery roles fulfilled by Indigo Shire Council.

Organisational Chart

3.1.3.8 COORDINATION OF COUNCIL RESOURCES

The MERO has the delegated authority to identify and coordinate Council resources to ensure they are available to meet Council’s emergency management responsibilities. To ensure availability, the MERO prepares and manages a list/roster of Council’s plant and equipment, officer availability and contact numbers.

The list/roster of Council resources is prepared and maintained in Crisisworks. The MERO may delegate the maintenance and verification of the resource list/roster to an appropriate Council officer (generally the EMC).

The Council’s resource list is continually updated, and verified at least once per calendar year.
3.1.4 Municipal Emergency Resource Officer

Indigo Shire Council has appointed one council officer to fulfil the function of Municipal Emergency Resource Officer pursuant to Section 21(1) of the Emergency Management Act 1986 including the position of Executive Officer for the MEMPC. Council has appointed other officers as the deputy MERO's.

The Municipal Emergency Resource Officer is responsible for the co-ordination of municipal resources in responding to emergencies, and has full delegated powers to deploy and manage council's resources during emergencies.

The MERO has also been appointed as the Executive Officer of the MEMPC

Responsibilities

- Co-ordinate Municipal resources in emergency response. A list of both plant and human resources is maintained by the MERO and updated as required.
- Provide Council resources when requested by emergency services or police during response activities.
- Maintain an effective contact base so Municipal resources can be accessed on a 24 hour basis.
- Maintain effective liaison with emergency agencies within or servicing the Municipal district.
- Keep the Municipal Emergency Co-ordination Centre(s) prepared to ensure prompt activation if needed.
- Liaise with the MRM on the best use of municipal resources.
- Organise a response debrief in consultation with the Municipal Emergency Response Co-ordinator (MERC).
- Ensure procedures and systems are in place to monitor and record expenditure by the Municipality in relation to emergencies.
- Review and amend Appendix 5 Contact Directory at least twice annually and as required.
- Co-ordinate MEMPC meetings and record minutes.
- Maintain contact lists in the MEMP and Crisisworks.
- Coordinate the production and distribution of the MEMP.
- Maintain MEMP distribution List at Appendix 6.

3.1.5 Municipal Recovery Manager

Indigo Shire Council has appointed one council officer to fulfil the function of Municipal Recovery Manager. Council has appointed other officers as deputy MRM's.

Responsibilities

- Co-ordinate municipal and community resources for relief and recovery.
- Assist with collating and evaluate information gathered in the post impact assessment.
- Co-ordination of relief and recovery processes and activities within the municipality.
- Establish priorities for the restoration of community services and needs.
MUNICIPAL EMERGENCY MANAGEMENT PLAN
PART THREE

- Liaise with the MERO on the best use of municipal resources
- Establish an Information and Co-ordination Centre to be located at the Municipal Offices or a location more appropriate to the affected area.
- Liaise, consult and negotiate with recovery agencies and Council on behalf of the affected area and community recovery committees.
- Liaise with the Regional Recovery Committee, or Department of Health & Human Services.
- Undertake other specific recovery activities as determined

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

3.1.6 Municipal Fire Prevention Officer

Indigo Shire Council has appointed one council officer to fulfil the function of Municipal Fire Prevention Officer pursuant to Section 96A of the Country Fire Authority Act 1958.

Responsibilities

- Undertake and regularly review council’s fire prevention planning and plans together with the Municipal Fire Management Planning Committee.
- Liaise with fire services, brigades, other authorities and council’s regarding fire prevention planning and implementation.
- Advise and assist the Municipal Emergency Management Planning Committee on fire prevention and related matters.
- Ensure the MEMPlan contains reference to the Municipal Fire Management Plan.
- Carry out statutory tasks related to fire prevention notices and infringement notices
- Investigate and act on complaints regarding potential fire hazards
- Advise assist and make recommendations to the general public on fire prevention and related matters.
- Issue permits to burn under Sect 38 of the Country Fire Authority Act.
- Facilitate community fire safety education programs and support Community Fireguard groups in fire prone areas. Support fire services in the delivery of community fire safety education programs
3.1.7 Municipal Emergency Management (Coordinator) (EMC)

Indigo Shire Council has one council officer to fulfil the function of EMC.

Responsibilities:

- Coordinate the Municipal Fire Management Planning Committee and arrange meetings of the committee as appropriate.
- Ensure an effective contact base is maintained so that municipal resources can be accessed on a 24 hour basis.
- Help co-ordinate the emergency management activities of and liaise closely with the MERO, MFPO and MRM.
- Maintain effective liaison with all regional, state and commonwealth emergency related agencies servicing the Municipality.
- Ensure that arrangements with contractors to provide response or recovery support during an emergency are agreed to and documented in advance of such events.
- Ensure that appropriate operating procedures and processes are developed, documented and tested by those required to use them during an emergency, and that suitable training takes place.

3.1.8 Emergency Management Liaison Officer (EMLO)

The EMLO provides face-to-face coordination and serves as the primary contact for support agencies assisting at an incident to communicate with Council and the MERO. This role reports directly to the MERO and, during recovery, to the MRM. An EMLO is a person that acts as a go-between or link between two organisations to communicate and coordinate activities. This is best achieved through using the resources or employing the services of one organisation.

The EMLO’s responsibilities:

- Is appointed to represent Council in another agency’s facility utilised to manage an emergency response; and/or
  - at a co-ordination centre; and/or
  - as part of an emergency management team
- Is empowered to commit, or arrange the commitment of, the agency’s resources in response to an emergency in consultation with the MERO
- Represents the interests of the agency
- Provides advice in relation to impacts and consequence management
- Assists the community to respond to, and recover from the emergency; and
- Should have previous experience in this role or have attended an EMLO training course
3.1.9 Other Agency Roles and Responsibilities

3.1.9.1 MUNICIPAL EMERGENCY RESPONSE COORDINATORS MERC

The role of Municipal Emergency Response Coordinator (MERC) is identified in the Emergency Management Act 1986 s13(1) and the Emergency Management Act 2013 s56(1), where the Chief Commissioner of Police appoints a MERC for each municipal district.

The appointed MERC for Indigo Shire Council is located at the Beechworth Police Station and is supported by a nominated Deputy MERC from the Rutherglen Police Station.

The MERC is a member of the Municipal Emergency Management Planning Committee.


- Ensure the MERO is advised of the emergency, and available to provide access to municipal resources if required.
- Ensure the MERO is receiving information as appropriate.
- Attend or arrange a delegate to attend the MECC, if activated.
- Advise the Regional Emergency Response Coordinator (RERC) of emergencies that have the potential to require supplementary resources from outside the municipal district.
- Consider registration of persons evacuated or otherwise affected across the municipality.
- Consider the provision of relief to evacuees and agency personnel where necessary and advise the MRM of requirements.
- Ensure the MRM has been notified by the incident controller of the emergency.
- Provide the RERC with information or advice on issues relating to consequence management, the provision of relief and the transition to recovery.

3.1.9.2 REGIONAL EMERGENCY RESPONSE COORDINATORS RERC

The role of Regional Emergency Response Coordinator (RERC) is identified in the Emergency Management Act 1986 s13 and the Emergency Management Act 2013 s56, where the Chief Commissioner of Police appoints a RERC for each region.

The role of the RERC is fully detailed in the EMMV Part 3 State Emergency Response Plan, Appendix A – Role Statements. The following summarises the RERC’s role in supporting the Council and MERC:

- Source resources and services requested by the MERC and escalate requests unable to be fulfilled by the region to the Emergency Management Commissioner through the Senior Police Liaison Officer.
- Ensure the Regional Recovery Coordinator has been notified of the emergency.
- Consider registration of persons evacuated or otherwise affected across the region.
- Monitor the provision of relief across the region.
3.1.9.3 REGIONAL RECOVERY COORDINATOR RRC

The Regional Recovery Coordinator is an employee of the Department of Health and Human Services.

The Regional Recovery Coordinator is responsible for preparing and maintaining regional recovery plans for their individual regions.

The Regional Recovery Coordinator also provides guidance on local relief and recovery planning.

The key role of the Regional Recovery Coordinator is:

- Provide leadership for relief and recovery activities across the Region.
- Identify and manage strategic regional risks to relief and recovery activities.
- Coordinate the development of the Regional Relief and/or Recovery Plan.
- Liaise with and inform stakeholders across the Region.

3.1.10 Partnerships, Strategies and Plans

Local Government’s role in preparing for risks is central, and partnerships, strategies and plans are implemented based on detailed knowledge of the local community, its characteristics, strengths, vulnerabilities and a detailed appreciation of the risks faced by the community.

Indigo Shire Council together with other State government authorities and agencies, as well as emergency response and recovery agencies have a key role and responsibility in preparedness and mitigation activities. Government authorities and agencies along with the community and emergency services have a key role in implementing strategies and plans which reduce the risk associated with emergency events.

To complement the emergency management process, Council enforces and reviews existing policies in land use, building codes and regulations, urban planning, community safety and health.

To achieve this Council promotes the social, economic and environmental viability and sustainability of the municipality; ensures that resources are used efficiently and effectively and that services and facilities are accessible and equitable. It undertakes community consultation, engagement and planning to reduce the likelihood of emergencies and to build community resilience and capacity to recover from events that do occur. Council achieves this through strategic partnerships and the development of a range of policies and strategies that inform emergency management.

These include:

- Hume Region Local Government Network
- Hume Region Municipal Emergency Management Enhancement Group (HRMEMEG)
- Hume Region Emergency Management Planning Committee
- Hume Region Strategic Fire Management Planning Committee
3.1.11 Sub Plans
Details of councils sub plans, including for fire and flood are listed in 4.6 – Mitigation and Appendix 3. They are also located on Crisisworks.

3.1.12 Business Continuity Plans
A Business Continuity Policy and a Business Continuity Crisis Management Plan has been developed and applies across the organisation. These include the development of strategies, plans and actions which provide protection of, or alternative methods of operation for, Council’s services in the event of a sustained loss of critical dependencies.

Council’s Business Continuity comprises a number of plans – both organisational-based (Council) and community-based.

Where a Council response is required to a community-based incident, the Municipal Emergency Resource Officer (MERO) will coordinate the response (in accordance with arrangements within the Municipal Emergency Management Plan). Where a community-based incident affects Council’s ability to operate, or the incident only affects Council, Council’s Business Continuity Plan will be activated to coordinate and maintain Council service delivery.

3.1.13 Crisisworks
Crisisworks is the emergency management software program that Indigo Shire Council uses during an emergency to record its response, relief and recovery activities, requests for assistance, deployment of resources and other information.

Crisisworks is an incident management software program which combines incident request tracking with agency logs, workspaces, geographical mapping, strong security and workflow, resource cost tracking and a recovery database to assist in helping affected people and property.

The system is primarily focused on providing a common operating picture across local government plus creating a complete record of Council’s response to any incidents or

Version: 2.4 August 2018
other actions. Its key strength is in its ease of use. It allows for direct agency involvement, and being cloud-based, allows for remote operation, along with easy and secure information sharing. Being ‘cloud-based’, the data is safe and secure away from the incident.

Only authorised persons may access Crisisworks. Those without authorisation will not be able to access Crisisworks via the hyperlinks in this document. To access Crisisworks, MEMPC members and emergency agency representatives need to register their interest with the MEMPC Executive officer, contact details are:

MEMPC Executive Officer

Indigo Shire Council
PO Box 28
Beechworth  3747
Ph: 57288000
Email: mero@indigoshire.vic.gov.au

Throughout this document, the following link will take you to Indigo Shire Council’s Crisisworks login page:
3.1.14 Plan Review and Continuous Improvement

Content of this Plan is to be reviewed annually or after an emergency which has used part of this Plan. Organisations with delegated responsibilities in this Plan are required to notify the MERO of any changes of detail (e.g. contact information), as they occur. Amendments are to be produced and distributed by the Indigo Shire Council MEMPC Executive Officer as required and distributed to MEMPC members and emergency agencies. The MEMP will only be provided in electronic format.

The Council recognise the need for ongoing improvement based on its own learnings from situations as well as the learnings of others. For this reason the MEMPC provides a platform for co-ordinating the continuous improvement and updating of this plan.

3.1.14.1 RISK ASSESSMENT REVIEW

Risk assessments completed as part of the MEMP planning process will be reviewed by the MEMPC prior to an audit (i.e. at least once every three years).

3.1.15 Audit Requirements

Pursuant to the Emergency Management Act 1986 s21A, Indigo Shire Council shall submit the Municipal Emergency Management Plan to the Victoria State Emergency Service for audit at least once every three years. This audit will assess whether the Plan complies with guidelines issued by the Emergency Services Commissioner and the Inspector General Emergency Management.

3.1.16 Plan Testing and Exercises

3.1.16.1 TESTING

This Plan will be tested on an annual basis unless there has been activation during the period. The MEMPC will determine the style and theme of the test and the agencies participating in the test. Any procedural anomalies or short falls encountered during these exercises, or ensuing operations, must be addressed and rectified at the earliest opportunity. A number of options exist to enable testing of this Plan, these include debriefs, training and a variety of exercises.

The MERO/MRM is responsible for overseeing the conduct of and debrief from an exercise as well as maintaining a record of outcomes. Where applicable the MERO/MRM will ensure debrief outcomes are reflected in amendments to this Plan. The MEMPC also encourages participation in activities of partner agencies and other stakeholders wherever possible to promote a learning culture.

A record of the recent MEMP exercises is contained in Appendix 9.
Part 4: PREVENTION / MITIGATION ARRANGEMENTS

4.1 Role of the Municipality

Indigo Shire Council recognises it has a key role in prevention and mitigation activities to reduce the risk, or minimise the effects of, emergencies that may occur in the municipal area. Council's enforcement and continued reviewing of existing policies in relation to land use, building codes and regulations and urban planning, along with the various agencies responsible for prevention activities throughout the community, combine to ensure that all measures possible are addressed to reduce the likelihood of emergency.

In conjunction with the Municipal Emergency Management Planning Committee (MEMPC) and community stakeholders, Indigo Shire Council has undertaken a community risk identification and assessment process (CERA).

4.2 Community Awareness

The ability of a community to respond to an emergency situation and then recover from the effects of an emergency will depend on the attitude and the resilience of affected communities. Assisting, and where required, helping to create more resilient communities through coordinating community education and awareness programs is a key role of the MEMPC. Resilient communities are informed communities.

Communities are becoming more aware of and wanting to participate in community led emergency planning. Evidence from previous emergencies has shown that communities that plan and manage their own needs before, during and after an emergency recover more quickly and suffer less long term effects. Community led emergency planning processes have resulted in the development of community plans, which support community resilience by strengthening the ability of the community to establish collaborative relationships between individuals and groups to achieve common objectives.

The Council and the MEMPC will investigate and facilitate, where possible community groups that have the desire and capacity to undertake community led emergency planning. As these community plans are developed, the MEMPC will consider how and where they integrate into the broader municipal emergency management planning environment.

The Council and the MEMPC will support and promote appropriate prevention and awareness programs within the municipality, including media releases, advertisements, newsletters, Council’s website, social media, community events, and through service networks.
4.3 Community Safety

Indigo Shire Council has a number of strategies which support community safety, which are included in the Indigo Shire Council Plan 2017-2021.

In addition to this wide-ranging plan Indigo Shire Council has developed many other internal plans and procedures, including but not limited to, Asset Management Plans, Fire Hazards Procedures, Health Services Policies and Business Continuity Plans. Refer to the Indigo Shire Council's website www.indigoshire.vic.gov.au for more information.

4.4 Risk Engagement

Indigo Shire Council utilises the model from the ISO 31000:2009 Risk Management - Principles and Guidelines Standard for the identification, assessment and treatment of risks. This process has been applied to the Community Emergency Risk Assessment (CERA) process.

The Council has a responsibility under the Emergency Management Act 1986 and the Local Government Act 1989 to protect the safety of its community and visitors to the municipality. Furthermore, we are committed to engaging the community in the development of strategies which enhance public safety, through effective service delivery and asset management.

To minimise or eliminate risks within the municipality, the MEMPC is responsible for carrying out an assessment and subsequent reviews to identify existing and potential risks and develop treatment management plans.

4.5 Community Emergency Risk Assessment - CERA

The Community Emergency Risk Assessment (CERA) provides Municipal Emergency Management Planning Committees (MEMPC) with a framework for considering and improving the safety and resilience of their community from hazards and emergencies.

The CERA approach aims to understand the likely impacts of a range of emergency scenarios upon community assets, values and functions. As such, CERA provides an opportunity for multiple community impacts and consequences to be considered enabling collaborative risk treatment plans and emergency preparedness measures to be described.

The CERA Tool provides a robust framework for a ‘community of interest’ to identify and prioritise those emergency risks that are likely to create most disruption to them. The assessment helps users to identify and describe hazards and assess impacts and consequences based upon the vulnerability or exposure of the community or its functions.

The outputs of the assessment process can be used to inform emergency management planning, introduce risk action plans and ensure that communities are
aware of and better informed about hazards and the associated emergency risks that may affect them.

4.5.1 Hazard, Exposure, Vulnerability and Resilience

4.5.1.1 HAZARD

A hazard is described as a source of potential harm or a situation with a potential to cause loss. Identified hazards are supported by the MEMPC as providing sources of risks in Indigo Shire and Risk Statements were generated to establish a credible relationship between a source of risk and elements at risk.

4.5.1.2 EXPOSURE

Risk Exposure is defined as the ‘The situation or set of circumstances where the probability of harm to an area or its population increases beyond a normal level’.

4.5.1.3 VULNERABILITY

Vulnerability is defined as a condition resulting from physical, social, economic, and environmental factors or processes, which increases the susceptibility of a community to the impact of a hazard.

4.5.1.4 RESILIENCE

Community resilience can be understood as the communities:

- Capacity to absorb stress or destructive forces through resistance or adaptation;
- Capacity to manage, or maintain certain basic functions and structures, during disastrous events; and
- Capacity to recover or ‘bounce back’ after an event.

4.5.2 Risk Assessment Process

During the preparation of this Plan, a risk analysis was carried out to identify potential natural and manufactured hazards within the municipality. The history of their occurrence and the nature of each hazard, especially community vulnerability has been considered during the analysis process. Due to ongoing changes of seasonal conditions, community development and public attitudes, the rating of the identified threats may vary over a period of time.

4.5.3 The CERA Process

The Community Emergency Risk Assessment (CERA) process was utilised in the preparation of the MEMP by the MEMPC. It provides a framework for considering and improving the safety and resilience of their community from hazards and emergencies that aligns with the ISO 31000:2009 Risk Management Standard. The ISO31000 Standard emphasises the need to establish and manage the risk to the objectives that you have set during the plan development process.
The CERA approach aims to understand the likely impacts of a range of emergency scenarios upon community assets, values and functions. As such, CERA provides an opportunity for multiple community impacts and consequences to be considered enabling collaborative risk treatment plans and emergency preparedness measures to be described.

To use the CERA process, the CERA tool, developed by the State Emergency Service was utilised. It provides a robust framework for a ‘community of interest’ to identify and prioritise those emergency risks that are likely to create most disruption to them. The assessment tool assisted in identifying and describing hazards and assesses impacts and consequences based upon the vulnerability or exposure of the community or its functions.

The outputs of the assessment process were used to inform the MEMP, introduce risk action plans and ensure that communities are aware of and better informed about hazards and the associated emergency risks that may affect them.

4.5.4 Hazard Identification

The Indigo Shire Municipal Emergency Management Planning Committee (MEMPC) conducted the CERA process in January 2015. Hazard analysis was carried out to identify potential natural and manmade hazards within the municipality. The history of their occurrence and the nature of each hazard, especially community vulnerability has been considered during the analysis process.

The results of the hazard analysis resulted in the following 7 Hazards being identified.

- Large Bushfire
- Structural Fire
- Storm
- Flood
- Heatwave
- Exotic animal disease
- Pandemic
4.5.5 Risk Evaluation

The heat map below summarises overall risk rating information.

![Community Emergency Risk Assessment (CERA) Heat Map](image)

### Indigo Shire Council
5 April 2017

<table>
<thead>
<tr>
<th>Code</th>
<th>Risk</th>
<th>Ratings</th>
<th>Confidence</th>
<th>Residual Risk Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>BF-L</td>
<td>Buahfire - large, regional</td>
<td>High</td>
<td>High</td>
<td>High</td>
</tr>
<tr>
<td>I-01</td>
<td>Other - Structure Fire</td>
<td>High</td>
<td>High</td>
<td>High</td>
</tr>
<tr>
<td>ST</td>
<td>Storm</td>
<td>High</td>
<td>High</td>
<td>High</td>
</tr>
<tr>
<td>I-2</td>
<td>Flood - Major</td>
<td>High</td>
<td>High</td>
<td>High</td>
</tr>
<tr>
<td>I-01</td>
<td>Other - Heatwave</td>
<td>Med</td>
<td>Medium</td>
<td>Medium</td>
</tr>
<tr>
<td>AE</td>
<td>Exotic Animal Disease</td>
<td>High</td>
<td>High</td>
<td>High</td>
</tr>
<tr>
<td>IE</td>
<td>Human Epidemic / Pandemic</td>
<td>Med</td>
<td>Medium</td>
<td>Medium</td>
</tr>
</tbody>
</table>

Note: Size of bubble reflects level of residual likelihood.
The results of the CERA hazard analysis resulted in the 7 hazards being identified. Indigo Shire MEMP manages these identified hazards with the following treatment plans.

<table>
<thead>
<tr>
<th>Hazard</th>
<th>Large Bushfire</th>
</tr>
</thead>
<tbody>
<tr>
<td>Control agency</td>
<td>Country Fire Authority and Dept of Environment Land Water and Planning</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hazard</th>
<th>Structural Fire</th>
</tr>
</thead>
<tbody>
<tr>
<td>Control agency</td>
<td>Country Fire Authority</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hazard</th>
<th>Storm</th>
</tr>
</thead>
<tbody>
<tr>
<td>Control agency</td>
<td>State Emergency Service</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hazard</th>
<th>Flood</th>
</tr>
</thead>
<tbody>
<tr>
<td>Control agency</td>
<td>State Emergency Service</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hazard</th>
<th>Heatwave</th>
</tr>
</thead>
<tbody>
<tr>
<td>Control agency</td>
<td>EMV/EMC &amp; Regional Controller</td>
</tr>
<tr>
<td></td>
<td><a href="https://indigoshire.mecccentral.com">https://indigoshire.mecccentral.com</a></td>
</tr>
</tbody>
</table>
### Hazard: Exotic Animal Disease

- **Control agency**: DEDJTR
  - [https://indigoshire.mecccentral.com](https://indigoshire.mecccentral.com)
- **State Emergency Animal Welfare Plan**

<table>
<thead>
<tr>
<th>Hazard</th>
<th>Pandemic</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Control agency</strong></td>
<td>DHHS</td>
</tr>
</tbody>
</table>
| **Treatment Plan** | Victorian Action Plan for Pandemic Influenza 2015
  - Indigo Shire Council Pandemic Influenza Plan 2016
  - [https://indigoshire.mecccentral.com](https://indigoshire.mecccentral.com) |

### 4.5.6 Monitoring and Review

A risk assessment process or review will be undertaken every three years or:

- When other hazards identified in the Hazard Selection Sheet have not been assessed as part of this initial process.
- When new Hazards are identified and assessed in the original CERA process.
- When there are changes to the municipal area, organisation responsibilities or legislation.
- Following a major emergency event.

### 4.5.7 Treatment Plans

Treatment plans that deal with specific risks identified above in the CERA results table are included in the MEMP sub-plans detailed below. Those sub-plans list in detail the processes undertaken to develop the action plans and the review processes required to keep them current.

### 4.6 Mitigation

The outcome of the CERA process informs the action necessary to mitigate the identified emergency risks. Mitigation of these emergency risks is contained within the MEMP sub-plans listed below. They detail the processes undertaken to develop, manage and monitor the action necessary to minimise the impact of the emergency risk on the community.
4.6.1 Sub-plans

Indigo Shire Council has a number of sub-plans that deal with specific risks and include treatment plans and risk prioritisation. These include:

- Indigo Shire Council Relief and Recovery Plan (2016 incorporated within the MEMP in Part 6)
- Indigo Shire Council Heatwave Plan 2018
- Indigo Shire Council Emergency Animal Welfare Plan 2018
- Indigo Shire Council Flood Emergency Plan 2016
- Indigo Shire Council Municipal Fire Management Plan 2013-2017

Copies of these sub-plans are available on Crisisworks for MEMPC members or emergency agency representatives (https://indigoshire.mecccentral.com) - Refer to Appendix 3 for more information
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.

Below is a tables outlining the responsible Control Agency for a particular emergency.

<table>
<thead>
<tr>
<th>Emergency (as per the Emergency Management Act 2013)</th>
<th>Form of emergency</th>
<th>Control agency (agency with the primary responsibility for responding to the emergency)</th>
<th>Class of major emergency</th>
</tr>
</thead>
<tbody>
<tr>
<td>An earthquake, flood, wind-storm or other natural event</td>
<td>Earthquake</td>
<td>VICSES</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Flood</td>
<td>VICSES</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Heat</td>
<td>EMC</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Storm</td>
<td>VICSES</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Tsunami</td>
<td>VICSES</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Landslide</td>
<td>VICSES</td>
<td>1</td>
</tr>
<tr>
<td>Fire and explosion</td>
<td>Aircraft</td>
<td>ARFF /CFA/MFESB</td>
<td>1 (2 if ARFF)</td>
</tr>
<tr>
<td></td>
<td>Boilers and pressure vessels</td>
<td>CFA/MFESB</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Explosion</td>
<td>CFA/MFESB</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Explosive device</td>
<td>Victoria Police</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Fire</td>
<td>CFA/MFESB/DELWP</td>
<td>1</td>
</tr>
<tr>
<td>Emergency (as per the Emergency Management Act 2013)</td>
<td>Form of emergency</td>
<td>Control agency (agency with the primary responsibility for responding to the emergency)</td>
<td>Class of major emergency</td>
</tr>
<tr>
<td>---------------------------------------------------------</td>
<td>------------------</td>
<td>-------------------------------------------------</td>
<td>--------------------------</td>
</tr>
<tr>
<td>Road accident or any other accident</td>
<td>Aircraft</td>
<td>Victoria Police</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Biological materials (including leaks and spills)</td>
<td>DHHS</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Gas leakage</td>
<td>CFA/MFESB</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Hazardous materials, high consequence dangerous goods or dangerous goods (including leaks and spills)</td>
<td>CFA/MFESB/ARFF (2 if ARFF)</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Lifts, cranes or scaffolding and amusement structures</td>
<td>CFA/MFESB</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Building collapse</td>
<td>CFA/MFESB/VICSES</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Marine (not including marine pollution)</td>
<td>Victoria Police</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Military aircraft and ships</td>
<td>Defence Force</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Radioactive materials (including leaks and spills)</td>
<td>DHHS</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Rail and tram</td>
<td>Victoria Police</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Road</td>
<td>Victoria Police</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Aircraft – inflight emergency</td>
<td>Airservices Australia</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Maritime casualty – non SAR (all vessels) in commercial and local port waters</td>
<td>Commercial or Local Port Manager / TSV</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Maritime casualty – non SAR (all vessels in coastal waters) not in commercial and local port waters</td>
<td>TSV</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Cetacean (whale and dolphin) stranding, entanglement and vessel strike</td>
<td>DELWP</td>
<td>2</td>
</tr>
<tr>
<td>Plague or an epidemic or contamination</td>
<td>Chemical contamination of livestock or agricultural produce (agricultural or veterinary)</td>
<td>DEDJTR</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Exotic animal disease (includes bees and aquaculture)</td>
<td>DEDJTR</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Plant pest or disease</td>
<td>DEDJTR</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Marine pollution oil spills in Victorian coastal waters up to three nautical miles</td>
<td>DEDJTR/Port Manager</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Wildlife affected by marine pollution</td>
<td>DELWP</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Exotic marine pest incursion</td>
<td>DELWP</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Vertebrate pest/plagues</td>
<td>DEDJTR</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Pollution into inland waters</td>
<td>CFA/MFESB</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Pollution of inland waters</td>
<td>EPA</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Retail food contamination</td>
<td>DHHS</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Food/drinking water contamination</td>
<td>DHHS</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Human disease</td>
<td>DHHS</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Blue-green algae</td>
<td>DELWP</td>
<td>2</td>
</tr>
</tbody>
</table>
Emergency (as per the Emergency Management Act 2013)

<table>
<thead>
<tr>
<th>Emergency</th>
<th>Form of emergency</th>
<th>Control agency</th>
<th>Class of major emergency</th>
</tr>
</thead>
<tbody>
<tr>
<td>A warlike act or act of terrorism, hijack, siege or riot</td>
<td>A warlike act or act of terrorism, hijack, siege or riot</td>
<td>Victoria Police</td>
<td>3</td>
</tr>
<tr>
<td>Other threats against persons, property or environment</td>
<td>Other threats against persons, property or environment</td>
<td>Victoria Police</td>
<td>3</td>
</tr>
<tr>
<td>A disruption to an essential service</td>
<td>Food supply, critical infrastructure damage or disruption</td>
<td>Victoria Police</td>
<td>2</td>
</tr>
<tr>
<td>Electricity</td>
<td>Electricity</td>
<td>DELWP</td>
<td>2</td>
</tr>
<tr>
<td>Natural gas</td>
<td>Natural gas</td>
<td>DELWP</td>
<td>2</td>
</tr>
<tr>
<td>Petroleum and liquid fuels</td>
<td>Petroleum and liquid fuels</td>
<td>DELWP</td>
<td>2</td>
</tr>
<tr>
<td>Public transport</td>
<td>Public transport</td>
<td>PTV</td>
<td>2</td>
</tr>
<tr>
<td>Roads/bridges/tunnels</td>
<td>Roads/bridges/tunnels</td>
<td>VicRoads</td>
<td>2</td>
</tr>
<tr>
<td>Water and sewerage</td>
<td>Water and sewerage</td>
<td>DELWP</td>
<td>2</td>
</tr>
<tr>
<td>Rescue (note – not listed in the EM Act 2013 and potentially a support service)</td>
<td>Building, structure</td>
<td>CFA/MFESB/VICSES</td>
<td>1</td>
</tr>
<tr>
<td>Cave</td>
<td>Cave</td>
<td>Victoria Police</td>
<td>2</td>
</tr>
<tr>
<td>Land</td>
<td>Land</td>
<td>Victoria Police</td>
<td>2</td>
</tr>
<tr>
<td>Lift, crane, scaffolding or amusement structure</td>
<td>Lift, crane, scaffolding or amusement structure</td>
<td>CFA/MFESB</td>
<td>1</td>
</tr>
<tr>
<td>Mine/quarry</td>
<td>Mine/quarry</td>
<td>Victoria Police</td>
<td>2</td>
</tr>
<tr>
<td>Rail, aircraft and industrial</td>
<td>Rail, aircraft and industrial</td>
<td>CFA/MFESB/VICSES</td>
<td>1</td>
</tr>
<tr>
<td>Road</td>
<td>Road</td>
<td>CFA/MFESB/VICSES</td>
<td>1</td>
</tr>
<tr>
<td>Trench or tunnel</td>
<td>Trench or tunnel</td>
<td>CFA/MFESB</td>
<td>1</td>
</tr>
<tr>
<td>Water</td>
<td>Water</td>
<td>Victoria Police</td>
<td>2</td>
</tr>
<tr>
<td>Search (as above)</td>
<td>Land</td>
<td>Victoria Police</td>
<td>2</td>
</tr>
<tr>
<td>Water</td>
<td>Water</td>
<td>Victoria Police / AMSA</td>
<td>2</td>
</tr>
<tr>
<td>Overdue aircraft</td>
<td>Overdue aircraft</td>
<td>AMSA</td>
<td>2</td>
</tr>
</tbody>
</table>

5.2 COMMAND, CONTROL, CO-ORDINATION

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

- State tier
- Regional tier
- Incident tier

Not all tiers will be active for every emergency. In general the state and regional tiers are active only for major emergencies or where major emergencies are anticipated to occur.

Non-major emergencies are managed only at the incident tier. The people and agencies with roles and responsibilities for responding to emergencies work together in teams at each tier to ensure a collaborative and coordinated whole of government approach.

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

Command refers to the direction of personnel and resources of an agency in the performance of that organisation’s role and tasks. Authority to command is established in legislation or by agreement within an agency. The term ‘chain of command’ refers to the organisational hierarchy of an agency and identifies people or positions with accountability.

5.2.2 Control

Control refers to the overall direction of response activities in an emergency. Authority for control is established in legislation or in an emergency response plan, and carries with it the responsibility for tasking other agencies in accordance with the needs of the situation.

Control relates to situations and operates horizontally across agencies.

Control of emergency operations will at all times remain the responsibility of the control authority responsible for controlling the particular type of emergency. The controlling authority is to appoint an Incident Controller (IC) who will control the operation.

The EM Act 2013 prescribes the responsibilities of controllers according to the scale and/or type of emergency, as follows:

- Class 1 emergency (s.37)
- fire, other than a major fire (s.38)
- Class 2 emergency (s.39).

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


5.2.3 Coordination (Emergency Response)

Coordination is the bringing together of agencies and resources to ensure effective control and 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 and 2013 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.

The MERC is the primary emergency coordinator at a municipal level.
Refer to the EMMV Part 3, State Response Plan, Appendix A – Role Statements for details of the role and responsibilities of Emergency Response Coordinators. Further details at:

- 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.
- In the event of uncertainty, determine 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.
- In consultation with the control agency, consider the need for the declaration of an emergency area.
- Cooperate with all participating agencies and authorities

### 5.2.4 Incident Management Teams (Incident & Regional)

In anticipation of a major emergency or in response to a major emergency, the incident controller will normally operate from an incident control centre or other suitable facility, with active support and direction provided by the state and regional tier teams. For a major emergency, an Incident Management Team (IMT) and an Incident Emergency Management Team (IEMT) support the incident controller. The IEMT for a major emergency has a wider membership and a broader focus on consequence management than an IEMT established for a non-major emergency.

The EMMV Part 3, State Emergency Response Plan also provides details on the role and function of IMT’s. It can be accessed at https://www.emv.vic.gov.au/policies/emmv/

Emergency Management Victoria emphasises the requirement to have Council engaged and connected to both incident and regional level IMT’s. It is important there is a strong connection and relationship maintained between all levels.
The IMT consists of:

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

Council’s role in an IMT is to:

- Support the control agency through application of local knowledge
- Coordinate integration of relief and recovery services at municipal level
- Facilitate community connection, engagement and communications with communities
- Provide advice on impact of an emergency and consequence management
- Provide advice on road closures, access and management of local communities
- Provide access to Council expertise and resources
- Facilitate stakeholder management e.g. business and industry

Council will nominate a delegate to the Hume Regional Emergency Management Team (REMT) during readiness, response and recovery:

- The MERO or MRM will be the delegate, or their nominated representative (at the appropriate level)
- Represent the interests of the community and Council in the actual or potential emergency impacted area
- Be authorised to liaise with the MERO/MRM of all municipalities in emergency management response in regards to seeking specific community representation at the REMT and/or equivalent IEMT as appropriate
- Be empowered to commit, or to arrange the commitment of resources of Council to the response to an emergency in line with current emergency management arrangements
- Provide advice on the impacts of an emergency and consequence management to the REMT
- Provide information to other agencies and/or organisations to assist in recovery efforts

5.2.5 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.

5.3 MUNICIPAL RESPONSE ARRANGEMENTS AND RESPONSIBLE AGENCIES

Part 7 of the Emergency Management Manual Victoria (EMMV) details the agreed set of arrangements for the response to identified emergencies within Indigo Shire Council. It is the role of the control agency to formulate action plans for a given emergency in consultation with support agencies. Support Agencies offer varying levels of support from “on ground” resources to information. Indigo Shire Council will consult with a number of identified Support Agencies for advice in relation to any given emergency.

Municipal emergency management roles and functions have been defined in Part 3 of this Plan. Emergency management roles and functions not included in Part 3 of this Plan are in accordance with Part 7 – EMMV [https://www.emv.vic.gov.au/policies/emmv/]

5.3.1 Municipal Response Activities

Indigo Shire Council has a responsibility to manage its assets and provide services to the community, and provides an afterhours service to support the community during an emergency incident. An overview of the After Hours Emergency Service is listed below.
Indigo Shire Council also supports control agencies during incidents by providing the following:

- Provide a conduit to volunteers, spokespeople and community leaders
- Establishing and operating centres and facilities
- Municipal Emergency Co-ordination Centre
- Emergency Relief and Information Centres
- Supporting the co-ordination of the provision of emergency food and water for the affected community during some incidents
- Facilitating the provision of Information in consultation with the Incident Controller and Municipal Emergency Response Coordinator
- Providing advice and assisting with access to transport services within the Shire
- Providing and co-ordinating the provision of resources including Council’s own resources, those under contract to Council, and those sourced from outside, including community resources.
- Provision of specialist personnel including Council building surveyors, engineers, arborists, etc.
- Provision of specialist information and mapping
- Resident and business information is available through Council databases.
- Information in relation to the vulnerable persons register and vulnerable facilities.
- Specialist information in relation to traffic management, including load limits and Council’s stormwater management network.

After Hours Emergency Services are available continuously as directed by Council’s Emergency Management Team and the MERO.

The MERO is responsible for the after-hours call out procedures and rosters.

### 5.3.2 Resource Management at Municipal Level

Municipal resources should be used in the first instance, which may include engaging Council approved private contractors. Responsibility for the management of resources rests with the MERO.

Lists of plant and equipment and preferred contractors utilised by the municipality in an emergency are available from the MERO. Contractor resources may be limited or unavailable depending on what other demands/emergencies are occurring in the region.

These lists are maintained by the MERO and located in Crisisworks via this link: [https://indigoshire.mecccentral.com](https://indigoshire.mecccentral.com)

A list of current municipal plant and equipment is also located in Appendix 4.
5.3.3 Transport and Engineering

The MERO is responsible for all transport and civil engineering matters. 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 consult with the MERO to determine the appropriate resource to be deployed.

5.3.4 C.F.A Staging Areas

There are several C.F.A staging areas located in Indigo Shire. A staging area is a designated area where people, vehicles, resources and equipment are assembled.

The following is a list of staging areas within the shire:

- Mayday Hills Oval, Beechworth
- Sandy Creek Reserve, Sandy Creek
- Coulston Park, Tangambalanga
- Barnawartha Recreation Reserve, Barnawartha
- Rutherglen Showgrounds, Rutherglen

A map of these areas is shown in Appendix 10

5.3.5 Request Procedure for Support

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.

The MERO activation procedure is detailed in the MERO Guidelines & Contacts folder. Hard copies of this folder are stored at the workstations of the MERO and the Emergency Management Coordinator.

This procedure is also available at https://indigoshire.mecccentral.com

If a MERO is requested to source plant/equipment, the MERO will do so, however the requesting agency is expected to ensure that:

- The plant is appropriate for use on site
- The operator has the necessary skills for the task requested
- All OH&S and safety requirements are met
- Induction is provided
All requests for Council owned or controlled resources are to be directed to the MERO in the first instance. Upon receipt of a request for a resource the MERO is to:

1. Log the details of the request including (usually in Crisisworks):
   - Date and time of request
   - Resource required
   - Location required
   - Person and organisation making request (for possible cost recovery)

2. MERO is to attempt to source resources from Council and/or Council contractors and ascertain an estimated response time to the request.

3. If a Council contractor, they will be expected to respond in accordance with the terms and conditions of their contract with Council.

4. If the MERO is unable to secure the required resource from within the municipality, the request is to be passed to the MERC who will forward the request to the RERC to locate a suitable resource from within the region.

5. Once a resource has been located and an estimated response time determined, the MERO is communicate that time back to the originator of the request and log the details.

The procedure for obtaining supplementary resources is described in Part 3 of the EMMV. It should be read in conjunction with the practice note Sourcing Supplementary Response Resources from Municipal Councils. http://www.mav.asn.au/search/Results.aspx?k=Sourcing%20Supplementary%20Response%20Resources%20from%20Municipal%20Councils

As the needs and efforts of the emergency escalate, or resource requirements outstrip what is available locally, the request for supplementary resources can be escalated to regional, State, Commonwealth, interstate or internationally. The following flowchart from Part 3 – State Emergency Response Plan describes the escalation process for supplementary resources.
MUNICIPAL EMERGENCY MANAGEMENT PLAN
PART FIVE

Control Agency requires a resource

Available from:
- Within own agency? or
- Resources directly controlled by the agency? or
- Support agency within municipal area?

NO

Request made to Municipal Emergency Response Coordinator (MERC)

Available from:
- Resources owned or directly controlled by the council/shire: or,
- Other agencies within the municipal area: or,
- Private provider within the municipal area?

NO

Request made to Regional Emergency Response Coordinator (RERC)

Available from:
- Other agencies within the region; or,
- Other municipal areas within the region, or
- Category 1 request for Defence Assistance to Civil Community?

NO

Request made to Emergency Management Coordinator (EMC)

Available from:
- Other agencies within state: or
- Private provider within Victoria

NO

Request to Emergency Management Australia for resources to be supplied from:
- Federal resources: or
- Interstate resources; or
- International resources

YES

TRIM: INTERNAL17/1762
Version: 2.4 August 2018
58
5.3.6 Municipal Authority

The MERO is responsible for the coordination of municipal resources in responding to emergencies, and has full delegated powers to deploy and manage Council’s resources during emergencies.

In the event of an emergency, through the MERO, Council will assist in facilitating road closures, tree removal and blocked drains. In a non-emergency situation, contact details for these services are available on the council website.

During the relief and recovery phase, the Municipal Recovery Manager (MRM) has delegated powers to deploy and manage Council’s resources to deliver relief and recovery services to the affected community.

5.3.7 Municipal Emergency Coordination Centre (MECC)

Whilst the emphasis for managing emergencies is directed to the Incident Control Centre (ICC) with key Council staff attending including the MERO & MRM and Agency EMLO’s, the Municipal Emergency Coordination Centre (MECC) may still be activated by Council. It is a facility at which key agencies can be brought together to coordinate and manage the provision of council and community resources during an emergency for the response, relief and recovery effort.

The MECC will co-ordinate the provision of human and material resources within the municipality, during emergencies. It will also maintain an overall view of the operational activities within this Plan’s area of responsibility, for record, planning and debrief purposes.

The MECC may also become operational during support operations to a neighbouring municipality.

Administrative staff for the MECC will generally be drawn from Council employees.

Provision of MECC functions may, in the first instance, be conducted from any location deemed appropriate. The type, scale and duration of an incident will dictate the provision of MECC functions, the MERC in consultation with the MERO will determine the appropriate location for the MECC.

The MECC can operate as:

- **Infield**: may be set up for personnel assisting the Control Agency at the incident scene or operating from the MERO’s current location.
- **Virtually**: incident large enough to activate a number of MECC functions but not requiring the MECC facility to be opened.
- **Facility**: the MERC has requested the MERO open the MECC

Depending on the nature of the emergency, the MECC for Indigo Shire Council will operate from:

- **Primary**: Indigo Shire Council, Council Chambers, 2 Kurrajong Way, Beechworth, 3747

- **Secondary**:

TRIM: INTERNAL17/1762
MECC operating procedures are available on Crisisworks

5.3.8 Financial Arrangements

The financial responsibilities for expenditure on response activities are detailed in Part 8 Appendix 1 of the EMMV, this means when a control agency requests services and supplies (for example, catering), the control agency will be responsible for costs incurred. [http://files.em.vic.gov.au/Backups/EMV-website/EMMV-Part-8.pdf](http://files.em.vic.gov.au/Backups/EMV-website/EMMV-Part-8.pdf)

Financial accounting for Indigo Shire Council resources utilised in emergencies must be authorised by the MERO or the MRM and shall be in accordance with the normal financial arrangements of Indigo Shire Council. Any requests for resources must be approved by the MERC to ensure proper accountability and authorisation.

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

The EMMV states:

- Where an agency’s expenditure is in order to fulfil its own responsibilities, that agency is responsible for the costs, including services and resources sourced from others.
- An agency cannot transfer its responsibility for the cost of undertaking its roles/responsibilities if the activity is in compliance with the direction or request of a response controller from another agency.
- 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.

Generally, Council is expected to provide municipal resources without charge, however some resources may be subject to limits and/or constraints. Such limits and/or constraints should be reasonable, commensurate with Council’s capacity to provide such resources.

Depending on the magnitude of the emergency some government financial assistance may be available for prevention, response and recovery activities. Refer to the Department of Treasury and Finance website ([www.dtf.vic.gov.au](http://www.dtf.vic.gov.au)) for details on Natural Disaster Financial Assistance.
5.3.9 Evacuation

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

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

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

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

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

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

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

Once the decision to evacuate has been made, the 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 and other resources that may be required (e.g. public health, emergency relief considerations or requirements and special needs groups).

Evacuation plans for specialised services in the municipality such as hospitals and schools, are the responsibility of the site managers.

In consultation with Council and fire agencies the MERC will develop pre-evacuation planning guides/maps of high bushfire risk areas for use by the Victoria Police Evacuation Manager when considering evacuation of communities under bushfire threat.

5.3.10 Public Information and Warnings

Indigo Shire Council understands the importance of timely, accurate and consistent public information before, during and after an emergency incident. As such Indigo 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.

TRIM: INTERNAL17/1762
All messaging will align with the Victoria Warnings System (for the latest version visit https://www.emv.vic.gov.au/responsibilities/victorias-warning-system

These 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 (incl. SMS)
- Emergency Alert
- Emails
- Verbal Messages
- Door knocks
- Social Media/Social Networking
- Variable Message Boards
- Information Board

In the emergency and post emergency phases of an incident, Council’s Customer Service Centres 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, or advice and instructions to residents will be released only from the MERO/MRM via the Communications Coordinator after consultation with Victoria Police and/or Control Agency.

Media communications is generally managed by the Incident Controller and/or Control Agency. Requests for interviews and provision of any additional information to the media will occur in accordance with Council’s Communications Policy 2014 and as amended.

5.3.11 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. They are also available from the Multicultural Affairs website:

5.3.12 Provision of Information and the Privacy Act

Council may provide property owner details during emergency situations. Emergency situations will vary and Council must use its discretion to decide what, how and when personal information is released.

Where information is disclosed, a written note must be made on the relevant file as to why the information was released and to whom the information was released.


5.3.13 Neighbourhood Safer Places – Places of Last Resort

Neighbourhood Safer Places – Places of Last Resort (NSPs) are not community fire refuges or emergency relief centres. NSPs are places 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 open spaces or buildings designated and signposted by Indigo Shire Council that meets guidelines issued by the Country Fire Authority.

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

The locations of Neighbourhood Safer Places – Places of Last Resort are shown in;

- Crisisworks via https://indigoshire.mecccentral.com
- Also listed on the CFA Neighbourhood Safer Places website.
- A map detailing the locations of NSPs is also located in Appendix 3.2

5.3.14 Cross Boundary Arrangements

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 Indigo Shire Council’s MEMP to Councils bordering Indigo Shire Council.
- 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.

5.3.15 Resource Sharing Protocols

Indigo 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 can be found on the MAV website at: http://www.mav.asn.au/policy-services/emergency-management/Pages/resource-sharing-protocol.aspx

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 Part 6 of the EMMV.

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 verbal or in writing, however verbal requests must be confirmed in writing as soon as is practicable and in most cases will be logged with the MERO. 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 how long the resources will be required.
- 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 Regional Emergency Response Coordinator (RERC) are to be kept informed and aware of any resource requests and movements. Requests for resources should be logged in Crisisworks. https://indigoshire.mecccentral.com

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.

### 5.3.16 Response/Recovery Transition

It is essential to ensure a smooth transition from the response activities to the recovery process, in any emergency at municipal level. While it is recognised that recovery activities will have commenced shortly after impact, at some point there will be a cessation of response activities and a hand over to recovery agencies. This will occur when the MERC in conjunction with the Control Agency and MERO declares ‘Stand Down’ of response.

The MRM should be notified at the initial response phase by the MERO and requested to attend the ICC. This will ensure the MRM is fully informed and allow a seamless transition phase. Early notification of recovery agencies involved in the emergency will ensure a smooth transition of activities from response to recovery.

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

- Nature of the hazard/threat and whether there is a risk of a recurring threat.
- Extent of impact on communities, as this may determine if a prolonged transition period will be required
- Extent of and known level of loss and damage associated with the emergency.
- Level and type of resources required for effective recovery arrangements.

To formally transition from response activities to recovery, the Regional Recovery Coordinator, will oversee the signing of the Transition to Recovery document. See 6.3.8

Accounts and financial commitments made by Council during the response phase are the responsibility of the MERO as outlined in the MEMP.

### 5.3.17 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.

Refer to Part 6.3.8 for more details of the process to transition from response to recovery, and an example of the Transition to Recovery document.

5.3.18 Impact Assessments

Post Emergency Needs Assessment • Estimates the psychosocial impacts on communities, cost of destroyed assets, potential resultant economic impact and business interruption which may be considered during the recovery phase.

Assessing the damage incurred and subsequent needs of communities in impacted areas will involve:

- Initial Impact Assessments (in the first 48 hours - response phase);
- Secondary Impact Assessment – refer to 6.3.8.1 for further detail
- Post Emergency Needs Assessments – refer to 6.3.8.2 for further detail

5.3.19 Initial Impact Assessments

The aim of the initial impact assessment (visual inspection and quantifiable early date) is to provide immediate information in relation to the impact the emergency incident has had on people, premises, essential community infrastructure and animals. This initial assessment of loss and damage impacts in the affected community is critical to ensure continuity of essential community support and recovery and the establishment of effective recovery coordination arrangements.

The Incident controller is responsible for initiating the initial impact assessments can be carried out by personnel from response agencies such as CFA, VicSES or VicPol. are to provide the results to both DHHS and affected municipalities. These results are forwarded to the Incident Control Centre (ICC) and are released to the DHHS and affected municipalities concurrently to enable these organisations to plan for recovery. There may be a merging of the first and second phases of impact assessment.
5.3.20 Debriefing Arrangements

A ‘hot’ debrief refers to participants during or directly after an incident meeting to discuss issues related to the event. It may be undertaken at the end of a shift or at the immediate end of the operation of the Incident. A hot debrief may identify issues that need to be dealt with immediately or that might otherwise be forgotten as time passes.

A ‘cold’ debrief should take place as soon as practicable after an emergency. A cold debrief permits all participants to fully discuss the event and to develop solutions to issues raised.

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 Municipal Emergency Management Planning Committee.

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

Considering the extended period of time involved with Emergency Recovery a number of debriefs may be required. The MRM should determine a suitable arrangement depending upon the circumstances of the incident being managed.
Part 6: RELIEF AND RECOVERY

6.1 INTRODUCTION

6.1.1 Purpose and scope

Relief and recovery activities aim to assist any affected community manage its own recovery. It is recognised that when a community experiences a significant event, there is a loss of social fabric and therefore a need to supplement the personal, family and community structures that have been disrupted by the event.

The process of recovery requires practical planning, management and support which is sensitive to local community needs.

The Plan covers the agreements and arrangements between Council, government, other agencies, communities and individuals to ensure the aims of local recovery are achieved. It outlines the recovery process, the roles and responsibilities of the Indigo Shire Council, partner agencies, communities and individuals consistent with Part 4 of the Emergency Management Manual found at: https://www.emv.vic.gov.au/responsibilities/emergency-management-manual-victoria and the Hume Region Emergency Relief and Recovery Plan 2016 v2.0

The plan sets out the arrangements for managing relief and recovery arrangements to assist individuals and communities by:

- Identifying and developing a range of relief and recovery processes
- Identifying and appointing leadership roles to deliver relief and recovery programs and services;
- Identification of governance arrangements and interaction with external groups and organisations; including escalation arrangements and triggers;
- Identification of community engagement principles and communication arrangements across the community during an emergency;
- Integration of relief and recovery activities in the response phase; and,
- Assessment of capacity and business continuity function across Indigo Shire.

6.1.2 Relief and recovery defined

The Emergency Relief Handbook: A Planning Guide (2013) defines emergency relief as “a component of response and is the provision of essential and urgent assistance to individuals, families and communities during and in the immediate aftermath of an emergency”.

Section 4A(c) of the Emergency Management Act 1986 defines recovery as ‘the assisting of persons and communities affected by emergencies to achieve a proper and effective level of functioning’.

Emergency relief is generally only required for a defined period immediately after an incident and begins as soon as an emergency impacts. After the impact, the relief process moves into recovery as the need for essential or urgent assistance has
generally passed. In contrast to the delivery of relief where needs are immediate and urgent, the delivery of recovery services is usually through three phases, short, medium and longer term recovery, which can last a number of years.

6.1.3 Aim and objectives

6.1.3.1 AIM:
The aim is to provide a plan that both involves and assists the community in recovering from an emergency to return to an effective level of functioning as soon as possible.

6.1.3.2 OBJECTIVES:
The objectives of the Indigo Relief and Recovery Plan are to:

- Involve the community in the planning for impacted community’s recovery by determining the needs, interests, resources and the capacity of local communities to recover;
- Develop and build on partnerships with local, regional and State government organisations, agencies and non-government organisations in the delivery of relief and recovery across Indigo Shire; and,
- Understand and plan for the capacity and capability of Indigo Shire’s relief and recovery role.

6.2 GOVERNANCE

6.2.1 State Level Coordination
Emergency Management Victoria (EMV), on behalf of the Emergency Management Commissioner, is the agency appointed for relief and recovery coordination at the State level with Australian Red Cross has the supporting role.

Emergency Management Victoria provides strategic leadership and coordination of the outputs of the relief and recovery sector and its partners. The Emergency Management Commissioner is supported by a State Relief and Recovery Manager, whose role is the coordination of state-wide relief and recovery. A State relief and recovery team supports the State Relief and Recovery Manager in the coordination of activities across the state.

6.2.2 Regional Level coordination
The Department of Health and Human Services (DHHS) is responsible for relief and recovery coordination at the regional level and has appointed a Regional Recovery Coordinator, who is responsible for the preparation and maintenance of regional relief and recovery plans.
6.2.3 Municipal Level coordination

At a local level the coordinator of relief and recovery is local government. Indigo Shire Council has planned for emergencies through the Municipal Emergency Management Planning Committee (MEMPC).

The MEMPC is responsible for developing and reviewing emergency management plans, including relief plans, at the local level. Indigo Shire Council also works with local partners and adjoining local government bodies to determine arrangements for recovery and relief.

6.2.4 Natural disaster financial assistance (NDFA)

The Victorian Department of Treasury and Finance (DTF) provides Natural Disaster Financial Assistance (NDFA) at its discretion for local Councils to assist in the recovery process. Assistance is available for approved emergency protection works and the approved restoration of municipal and other essential public assets in most emergency events. Approval for assistance is assessed by a VicRoads auditor on behalf of the DTF. They will liaise with Councils on request to discuss eligibility of activities, including inspections of damaged assets.

Councils can claim any extraordinary salaries, wages or other expenditure which would not have been incurred had the emergency not occurred. Details regarding the eligibility criteria and lodging of a claim for financial assistance are available via the DTF website http://www.dtf.vic.gov.au/Victorias-Economy/Natural-disaster-financial-assistance/Eligibility-of-natural-disaster-expenditure

6.2.5 Natural disaster relief and recovery arrangements (NDRRA)

Joint arrangements between the Australian and Victorian governments provide funding through the Natural Disaster Relief and Recovery Arrangements (NDRRA) to help pay for natural disaster relief and recovery costs. Based on the type of emergency, municipal Councils, agencies and departments may be eligible for reimbursement through the NDRRA.

Relief and recovery services, including establishing and operating a Municipal Emergency Coordination Centre (MECC) are not automatically eligible for reimbursement. However, the DTF can determine, on a case-by-case basis, if these costs may be reimbursed.

VicRoads will also assess any claims under the NDRRA process in conjunction with the DTF.
6.3 RELIEF AND RECOVERY PLANNING

6.3.1 Relief and recovery risks

There are a number of risks associated with the delivery of relief activities and recovery programs. The risks that require consideration relate mainly to the capacity and capability of the Indigo Shire and agencies to manage and meet the relief and recovery requirements and the capacity of agencies to identify the needs of impacted communities. Some of the risks identified that have potential to occur in Indigo Shire are:

- Ability of Indigo Shire to undertake relief and recovery coordination due to geographic isolation or in ability to reach communities;
- Capacity of Indigo Shire to meet the demand of identified community needs if:
  - The event is rapidly escalating;
  - Is impacting on municipal staff;
  - Requires specialist skills, outside of the municipal skill set.
- Sequential failures outside of ISC to contain or support the event or recovery;
- Availability of timely and adequate short term funding; and
- The ability of some communities to cope with an event.
- Limitations of Indigo Shire Council to ensure a skilled pool of experienced EM personnel for extended emergencies.
- Limitations of Indigo Shire Council to maintain relief and recovery operations and activities;
- Capacity of Indigo Shire Council to provide timely and effective information around relief and recovery operations;
- Ability of Indigo Shire to access and co-ordinate provision of appropriate support to isolated communities;
- Capacity to conduct timely, consistent and accurate impact assessments to enable the assessment of the appropriate recovery outcomes;
- Variations in community resilience, both prior to and after an emergency event which hinders an individual’s or community recovery capacity; and,
- A detailed assessment of general risk is found in Part Four of the MEMP.

6.3.2 Consequence

Consequence can be divided into a number of categories that lead the relief and recovery process to better understand the full impacts of an event. To fully appreciate the cumulative effects of any event all the categories of consequence as described in *Environmental Hazards. Assessing and reducing disaster* (K. Smith 1992) should be assessed against individual events.
### Direct Losses
- Fatalities
- Injuries
- Cost of repair or replacement of damaged or destroyed structures
- Relocation costs /temporary housing
- Loss of business inventory/agriculture
- Loss of income/rents
- Response costs
- Community response costs
- Clean-up costs

### Indirect Losses
- Loss of income
- Input/output losses to business
- Reduction in business/personal spending
- Loss of institutional knowledge
- Loss of social capital
- Mental illness
- Bereavement

### Intangible losses
- Cultural losses
- Heritage losses (aesthetic value)
- Stress
- Mental illness
- Sentimental value
- Environmental losses (aesthetic value)

**Table One: List of consequence types.**

#### 6.3.3 Capacity and capability
A key driver in the municipality’s planning for relief and recovery is its ability to manage its own resources, knowing that at some point during an event its ability to function effectively (within its resource base) will deteriorate due to the following:

- Duration of the event;
- Complexity of the event;
- Fatigue;
- Escalation of the event;
- Mitigating factors – staff involved in the emergency, lack of access, absenteeism;
- Lack of available skilled staff;
- Distance;
- Multiple competing obligations; and,
- Not having the appropriate skill set.

An assessment of likely scenarios was developed to identify the timeline, situation or complexity of incident/s that would test the internal capacity of the Shire to deliver successful outcomes and trigger escalation of joint sharing protocols.

Tables One and Two in **Appendix 1** demonstrate the limits of the Shire to run single multiple and long duration Emergency Relief Centres across Indigo Shire. The average summer emergency volunteer register for staff across Indigo Shire is 24 persons, not including those staff members with a legislated role. Once capacity is beyond the Shire capability, the event will escalate to a regional level in consultation with DHHS. Use **Action Statement A9** for creating MOU with appropriate surrounding LG. 5.3.13  5.3.14
Indigo Shire has a Crisis Management Plan, with a business continuity process embedded. The crisis management team would play an important role in consultation with the emergency management group for the identification and escalation of support staffing and continuity of critical roles within Indigo Shire Council.

### 6.3.3.1 EXTERNAL PROVIDERS’ CAPACITY

External agency capacity is difficult to assess for most external providers. Those external providers operating at a State or regional level will have knowledge of capacity and a structure in place to escalate support requests either from within or through the emergency management structure. Service providers unique to Indigo Shire Council will have agreements in place stating their capacity and time frames for supply. All agreements will be updated annually and stored in Crisisworks and in Indigo Shire’s record management system.

### 6.3.4 Triggers for activation, escalation and resource requests

Indigo Shire is developing an understanding of local capacity, to aid in the effective coordination of resources in a timely manner. This will assist in the identification and request for resources in a timely manner, ensuring an efficient escalation to watch communities demand. Further detail regarding response arrangements is found in Part 5 of the MEMP.

### 6.3.5 Communications and community engagement

Effective community engagement is essential to the success of the relief and recovery plan. Due to the immediate need for information in an emergency Indigo Shire Council will use Social Media (Facebook) as its key communication tool in these situations. Council’s Facebook Emergency Guidelines and Procedures set out clearly who is responsible for this communication and the procedures to follow. The Communication Unit will manage the collection, assessment and release of information during an emergency. It is important to note that the information circulated via Facebook will link directly to Council’s website and other relevant websites for further details. While Council has Facebook Emergency Guidelines and Procedures in place as stated, Council also has a Community Engagement Plan, Communications Policy and Social Media Policy that governs the way we communicate. These documents set out the avenues and processes used across the municipality to communicate and the principles we use to communicate and they underpin the Facebook emergency guidelines and procedures mentioned above. Engagement with the community is critical to target effective relief and recovery. Early engagement via the Community Recovery Committee will be an initial step in the engagement process. Copies of these documents are stored in Crisisworks and in Indigo Shire’s record management system.
### PHASES OF COMMUNICATION

Communications to affected communities needs to be targeted, timely and clear. The process of communications starts well before an emergency.

<table>
<thead>
<tr>
<th>Audience group</th>
<th>Possible impact</th>
<th>What do they need information about</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual / families (consider the community diversity and the needs of vulnerable people)</td>
<td>Damage to home (rented or own home)</td>
<td>Financial assistance</td>
</tr>
<tr>
<td></td>
<td>Displaced from home</td>
<td>Accommodation options</td>
</tr>
<tr>
<td></td>
<td>Interruption from work and income (due to closure, access or damage to home)</td>
<td>Health and safety information</td>
</tr>
<tr>
<td></td>
<td>Health and safety</td>
<td>Psychosocial support</td>
</tr>
<tr>
<td></td>
<td>Disruption to local services and roads</td>
<td>Clean up and rebuilding</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Up-to-date local information on recovery progress</td>
</tr>
<tr>
<td>Agriculture and business (e.g. tourism operators, farmers, local shops)</td>
<td>Damage to land, business or livestock</td>
<td>Clean-up and rebuilding</td>
</tr>
<tr>
<td></td>
<td>Loss of income</td>
<td>Health and safety information</td>
</tr>
<tr>
<td></td>
<td>Health and safety</td>
<td>Financial assistance</td>
</tr>
<tr>
<td></td>
<td>Disruption to local services and roads</td>
<td>Industry specific information for recovery</td>
</tr>
<tr>
<td>Government and community services (e.g. local Council, recovery support agencies, schools, health services)</td>
<td>Affected directly by emergency (damage/ access restriction)</td>
<td>Psychosocial support</td>
</tr>
<tr>
<td></td>
<td>Increased demand for services due to emergency</td>
<td>Up-to-date information on recovery progress</td>
</tr>
<tr>
<td>Community groups, industry peak bodies and local networks (e.g. ethnic groups, sports groups, Critical Incident Support Services)</td>
<td>Affected directly by emergency (damage/ access restriction)</td>
<td>Information on all supports available (to distribute to their members) in community languages as required</td>
</tr>
<tr>
<td></td>
<td>Increased demand for services due to emergency</td>
<td>Up-to-date information on recovery progress</td>
</tr>
</tbody>
</table>

*Table Two: Stakeholder analysis – for incident information*
6.3.6 Municipal recovery roles

Part Three of the MEMP details the structure and function of the emergency management arrangements for the Indigo Shire. The provision of emergency relief and emergency recovery falls under the following key roles and incumbents:

- Municipal Emergency Resource Officer – Deputy Municipal Emergency Resource officer;
- Municipal Recovery Manager – Deputy Municipal Recovery Manager;
- Municipal Emergency Response Coordinator;
- Emergency Relief Centre Manager

6.3.7 Emergency Relief Centre (ERC) staff

ERC volunteers from within Indigo Shire Council will be directed in their duties by the ERC manager or one of their deputies. ERC staff may be required to fulfil a number of roles at the ERC including:

- Set up the ERC and monitor ERC supplies;
- Meet and greet community members and answer questions;
- Fill out Personal Information Form (PIF) in conjunction with Red Cross; Administration support on Crisisworks including adding people to the People and Property Tab;
- Ensure attendant care and support services are available for people with additional needs;
- Update information on ERC noticeboard and hold briefings on the hour to keep affected people and staff up to date;
- Distribution of food;
- Ensure affected people are accommodated, if required;
- Coordination of any animal welfare at the ERC;

For further details on Emergency Relief Centre, operations see Action Checklists AC1, AC2 and AC3 stored in Crisisworks and on Indigo Shire Council’s record management system. Copies of Action checklists are found in Emergency Relief Centre Kit documentation folders.

6.3.8 Secondary and Post impact assessments

Secondary and post impact assessments are coordinated by Indigo Shire Council.

Once the incident has transitioned to recovery, the MRM will gather a multi discipline team to conduct a Secondary Impact Assessment in the areas of impact relating to their speciality. The size of this team will be based on the extent of the emergency.

The assessment is used to describe the scale and characteristics of the impact on the natural, built, social and economic environments which will inform the Indigo Shire Council on the needs for recovery.
The recovery of the community relies to a large degree on the timely restoration of critical infrastructure and services, communication links and transport links. Restoration of these services allows the restoration of other critical services such as banking, education, health and retail trade to be restored.

A Post Impact Assessment will be conducted based on the data from the secondary impact assessment. It is used to estimate the cost of destroyed assets and resulting changes in trends of affected economy. It will assist in planning for mitigation, economic considerations, recovery support and community planning.

### 6.3.8.1 SECONDARY IMPACT ASSESSMENT

The assessment will be completed using Action Statement A11 stored in Crisisworks and Indigo Shire’s record management system.

Copies of all Action Statements and checklists are found in Emergency Relief Centre Kit documentation folders. Larger scale events may require Council to request assistance from other municipalities to perform the Secondary Impact Assessment and any other required assessments. If this assistance is not available, the MRM may need to source assistance by employing third party agencies.

All data collected from the Secondary Impact Assessment will kept on an excel spreadsheet along with any notes or reports written on the progress of recovery. A copy of the spreadsheet, notes and any reports will be stored in Crisisworks and Indigo Shire’s record management system.

### 6.3.8.2 POST EMERGENCY NEEDS ASSESSMENT

The assessment will be completed using Action Statement A12 stored in Crisisworks and Indigo Shire’s record management system.

If necessary the EMCG may co-opt persons within the community with the appropriate expertise to assist with the above tasks.

At a regional level the DHHS will undertake a risk assessment of regional impacts/interests for overall recovery including community impacts, business and client service continuity assessments. Should the emergency extend beyond the municipal boundaries of Indigo Shire Council, the post impact assessment may be merged with that of the other affected municipalities.

6.3.9 Data Collection and reporting

The Indigo Shire Council is responsible for the collection and management of the loss and damage data for properties across the municipality. All data collected, including data from the Secondary Impact Assessment will be kept on an excel spreadsheet along with any notes or reports written on the progress of recovery. A copy of the spreadsheet, notes and any reports will be stored in Crisisworks and Indigo Shire’s record management system.

6.4 RELIEF

Emergency relief is a component of response, and is the provision of essential and urgent assistance to individuals, families and communities during and in the immediate aftermath of an emergency.

Emergency relief can include:

- Immediate provision of emergency relief at the site of the emergency; or,
- Provision of relief services elsewhere (Indigo Shire Council is developing joint protocols with adjoining shires to enable relief centres to be available in surrounding municipalities);

The provision of emergency relief typically commences during the response phase of an emergency and continues into the recovery stage until it is no longer needed.

6.4.1 Relief principles

The principles for the coordination and delivery of relief in Indigo Shire are:

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

An Emergency Relief Centre may be activated on advice from the incident controller; this may be in consultation with the Incident Emergency Management team if the team is formed.

The provision of emergency relief services can also be activated by the Municipal Emergency Response Coordinator, Municipal Emergency Resource Officer, or the Municipal Recovery Manager in consultation with the incident controller.

Activation of an Emergency Relief Centre is determined once the location of the emergency is known and is typically located well away from any threat to ensure public safety.

Indigo Shire will activate relief services following Action Statement A7 – Relief Services opening the appropriate facility/s in response to the type, nature and location of the emergency.

The Municipal Recovery Manager as appropriate or in conjunction with one or more; must consider the need to escalate relief from local to regional coordination. Where this is deemed likely or the potential exists, the Regional Recovery Coordinator must be informed, and a formal request for regional support should be made.

Escalation triggers and guidelines are in Crisisworks, aimed at triggering support in a timely and effective manner.

6.4.3 Emergency Relief centres

An Emergency Relief Centre is a building or place established to provide essential assistance to people affected by an emergency. They are established for a short period of time to assess and support the immediate needs of the community during the initial response phase of the emergency.

Relief/recovery centres are located as follows:

- Beechworth Memorial Hall, Ford Street, Beechworth
- Yackandandah Public Hall, High Street, Yackandandah
- Tangambalanga Community Centre, Kiewa East Road, Tangambalanga
- Chiltern Memorial Hall, Conness Street, Chiltern
- Rutherglen Memorial Hall, High Street, Rutherglen

Details are reviewed annually to ensure they maintain their functionality and relevance. Copies are stored in MRM and DMRM folders as well as in Crisisworks and Indigo Shire’s record management system.

It is the responsibility of municipal Councils to establish and operate relief centres during emergencies. A variety of services may be delivered at a relief centre, depending on the initial needs of the community. Some of these services may be delivered by local providers, agencies or organisations while some may be delivered by regional or state services.
The Indigo Shire MRM/DMRM will nominate staff to be allocated to the relief centre/s as required. Briefing of relevant staff will be undertaken prior to the allocation of duties for staff. Details on relief centre operations can be found in Action Checklists AC2 and AC3 stored in Crisisworks and in Indigo Shire Council’s record management system. Copies of Action checklists are found in Emergency Relief Centre Kit documentation folders held by MRM and DMRMs.

6.5 RELIEF ASSISTANCE

Emergency relief provides for the essential needs of individuals, families and communities during and in the immediate aftermath of an emergency over eleven relief activities. The Municipal council is supported by lead agencies to provide appropriate goods and services to affected people.

<table>
<thead>
<tr>
<th>FUNCTIONAL AREA</th>
<th>LEAD AGENCY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Information</td>
<td>ISC Manager Communications</td>
</tr>
<tr>
<td>Emergency Shelter</td>
<td>ISC</td>
</tr>
<tr>
<td>Food and Water</td>
<td>Red Cross</td>
</tr>
<tr>
<td>Drinking water for households</td>
<td>ISC and NE Region Water Authority</td>
</tr>
<tr>
<td>Psycho-social Support</td>
<td>VCC</td>
</tr>
<tr>
<td>Dispersal of material aid</td>
<td>Salvation Army</td>
</tr>
<tr>
<td>Reconnecting families and Friends</td>
<td>Red Cross</td>
</tr>
<tr>
<td>Healthcare &amp; first aid</td>
<td>St Johns Ambulance</td>
</tr>
<tr>
<td>Financial Assistance</td>
<td>DHHS</td>
</tr>
<tr>
<td>Food Supply continuity</td>
<td>ISC supported by DEDJTR</td>
</tr>
<tr>
<td>Animal Welfare</td>
<td>ISC and DEDJTR</td>
</tr>
<tr>
<td>Volunteer Management</td>
<td>ISC and VV</td>
</tr>
</tbody>
</table>

*Table 3 – Relief responsibilities and coordination arrangements with lead agencies*

6.5.1 Community Information

Council will clearly communicate to the community that it will only provide for an Emergency Relief Centre in the instance of an active emergency situation.

Council will work with the control agency to ensure that affected communities are well informed about the support and services available from all levels of government and partner agencies.
The following will form the basis of key messages that will be distributed in preparedness to any emergency:

- Emergency Relief Centres are not the most comfortable places to relocate to. Community members should first consider relocating to family and friends’ homes or other individual options away from emergency-affected areas.
- An Emergency Relief Centre provides only basic support services such as food and water, first aid and emergency shelter.
- Emergency Relief Centres may or may not have facilities for animal support. Companion animals will be the responsibility of the owners. Indigo Shire Council has an Emergency Animal Welfare Plan. The plan is a sub plan to the MEMP.
- Individuals who seek to relocate to an Emergency Relief Centre need to ideally bring with them sturdy footwear, change of clothes for hot and cool weather, toiletries and medication.
- Individuals relocating in preparedness for a not yet active emergency are to consider their own options in relocating to places such as family and friends’ homes or other individual options away from fire-prone or other emergency affected areas.
- 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 will be integrated within emergency warnings. Council will work with the control agency to ensure that affected communities are well informed about the support and services available from all levels of government and partner agencies.

6.5.2 Emergency shelter

There are a number of shelter options co-ordinated by Indigo Shire Council. The Council has identified five Emergency Relief Centres across the shire. Emergency shelter and accommodation is available at ERCs, where provision of essential requirements is in a supervised environment.

6.5.2.1 INDIGO SHIRE COUNCIL – SINGLE INCIDENT ONLY

Indigo Shire Council can assist with accommodation following the loss of a primary place of residence in a single incident emergency. Council may be assisted by other agencies.

6.5.3 Food and water for emergency relief centres

Red Cross is the local coordinating agency for food and water supplies for relief at Emergency Relief Centres. Food Victoria can provide emergency relief packs to isolated communities.
6.5.4 Drinking water for households
The Department of Environment, Land Water and Planning (DELWP) are responsible supporting Indigo Shire Council for coordinating drinking water supplies.
North East 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.

6.5.5 Food Supply Continuity
The maintenance of food and water supplies in an emergency is critical for the wellbeing of the community. DEDJTR is responsible for the maintenance of the food chain and ensuring security of supply.

6.5.6 Psycho-social support
The objective is to support the emotional, spiritual, cultural, psychological and social needs of affected people and communities during an emergency. This support can range from personal support, community information and counselling, to specialised mental health services.

Personal support can include the provision of information, practical assistance, assessment of immediate needs and referral to other support agencies and services. It can be provided in relief and recovery centres, and through community outreach.

Indigo Shire Council is responsible for the coordination of psycho-social support with assistance from Victorian Council of Churches. Relief centre staff need to identify the need for provision of support for members of the community using relief centres and ensure requests are made for the provision of this service.

6.5.7 Disbursement of material aid (non-food items)
Individuals, families and communities affected by the emergency may require essential material aid (non-food items) such as clothing, bedding materials and personal necessities, to help ensure their personal comfort, dignity, health and wellbeing.

The Salvation Army will coordinate the provision of material aid supported by agencies including St Vincent de Paul and Foodbank Victoria.
6.5.8 Reconnecting family and friends - (registration & reconnection)
Victoria Police, with the assistance of Red Cross, are responsible for the registration of and reuniting of emergency affected persons. Register-Find-Reunite is managed by the Red Cross. This service registers, finds and reunites family, friends and loved ones after an emergency whilst working with the complexities of privacy and safety issues. [https://register.redcross.org.au/](https://register.redcross.org.au/)

6.5.9 Healthcare and First Aid
DHHS is responsible for the State Health Emergency Response Plan, which ensures that health and medical emergency responses are coordinated and appropriate. Ambulance Victoria is responsible for pre-hospital care.

Basic healthcare and first aid is provided at ERCs by St Johns Ambulance with more severe cases being referred to Beechworth Health Service or Ambulance Victoria.

6.5.10 Emergency financial assistance
Emergency financial assistance is intended to help eligible individuals meet their basic needs in a dignified manner.

The DHHS is responsible for:

- Administering relief payments from the Personal Hardship Assistance Program.

6.5.10.1 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; and,
- Earthquakes.
6.5.10.2 CENTRELINK CRISIS PAYMENTS
Crisis payments provide one 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 or are receiving an income support payment
- meet residence requirements
- are in severe financial hardship, and
- have left their home due to a natural disaster, and have set up or intend to set up a new home


6.5.11 Animal welfare
Indigo Shire Council has developed an Emergency Animal Welfare Plan (a sub plan of the MEMP) to provide for the care and direction of companion and domestic animals during emergencies.

6.5.12 Volunteer management
Spontaneous volunteers are people that turn up during or after an event willing to help but are not affiliated with any group or club. Traditionally, spontaneous volunteers have been difficult to coordinate for municipalities as they may require training, accommodation, food and close management or supervision.

Indigo Shire Council is investigating an MOU with Volunteering Victoria, which provides a service of training appropriate people to co–ordinate volunteers during emergencies. Municipal Spontaneous Emergency Volunteer Co-ordinator (MSEV).

Working within existing emergency management structures, the MSEV could assist with relief and recovery activities, generally within the first three or four weeks of an event when the cohort of spontaneous volunteering is at its peak.

ISC are also looking to identify community liaisons who can be appropriately trained to be activated during an emergency to support in ERCs and in other recovery activities.

6.5.13 Deactivation of Emergency Relief Centre/s
The decision to de-activate emergency relief centre/s will be done in consultation with the MRM, MERC, Municipal Relief Recovery Manager; or the Regional Recovery Co-ordinator.
The decision to close the Emergency Relief Centre will be based on

- The requirement for immediate relief to the impacted community;
- Decline in demand for emergency provision due to the change in the emergency situation; and,
- Guidance from relief centre manager and MERC in consultation with the incident controller.

If suitable, relief centre/s may be transitioned into recovery centres, providing support and information to impacted communities. These centres usually have set hours and do not operate 24 hours.

Information is provided prior to the de-activation, covering the reason for de-activation and follow up information covering ongoing support provisions and services. Details on de-activation of emergency relief centre are found in Action Checklist AC3 stored in Crisisworks and Indigo Shire Council’s record management system. Copies of Action checklists are found in Emergency Relief Centre Kit documentation folders held by MRM and DMRMs.

6.6 RECOVERY

6.6.1 Recovery coordination principles

The nationally recognised disaster recovery principles that are fundamental for successful recovery involve:

- Understanding the context;
- Recognising complexity;
- Using community-led approaches;
- Ensuring coordination of all activities;
- Employing effective communication; and,
- Acknowledging and building capacity.

The key objectives for emergency recovery are to:

- Provide people, enterprises, local governments and others affected by emergencies with the information, support and services needed to pursue their recovery;
- Plan for the delivery of recovery supports in a manner consistent with the National Principles for Disaster Recovery;
- Plan and deliver a coordinated range of recovery services across four key across-government recovery environments;
- Support recovery at the local level;
- Inform recovery at the state level, so that state-led recovery initiatives are appropriate; and,
- Mitigate known and potential risks resulting from an emergency.
6.6.2 Recovery coordination function and activities

Recovery assistance aims to support individuals and communities to manage the re-establishment of those elements of society necessary to ensure an effective level of functioning. A local guide to available services across the Indigo Shire Council is listed in Appendix 2 across all the recovery environments.

Recovery requires collaboration between individuals, communities, all levels of government, non-government organisations and businesses. Recovery assistance is organised by environments, functional areas and activities. The four recovery interrelated environments provide a framework within which recovery can be planned, reported, monitored and evaluated. They do not, however, have a single agency responsible for their coordination.

Functional areas describe a community need and bring together a number of related recovery activities. They provide the sector and broader public with a clear understanding of relief and recovery services and the agency responsible for coordinating delivery. Table 5 lists the functional areas under the relevant recovery environment. Activation of recovery activities is done in consultation with DHHS using Action Statement A9 – Development of a Recovery Plan.

6.6.3 Community recovery committee

Depending on the level and nature of the event and community needs the formation of one or more local community recovery committee/s may be formed.

The group/s will comprise of members of the local government, partners, and in particular members of the impacted community.

The membership of the Community Recovery Committee/s (CRC) should include:

- Representation from Indigo Shire Council (Councillor and MRM and/or Deputy MRMs);
- Relevant government agencies i.e. the DELWP, DHHS, DEDJTR,
- Personal support providers, Gateway Health; Salvation Army,
- Community members;
- Non-government agencies; i.e. Rural Financial Counselling, Red Cross, Upper Hume Primary Care Partnership;
- Other non-government agencies where required; Beechworth Neighbourhood Centre, Yackandandah Community Education Network;
- Council’s Community Development Officer (if applicable);
- Relevant Control Agency; and,
- Victoria Police.

Generic Terms of reference, roles and responsibilities and Community Recovery Plan Template are stored in Crisisworks and in Indigo Shire’s record management system.
6.6.4 Communications planning

Recovery communication involves gathering, managing, evaluating and sharing appropriate information in the response, relief and recovery stages of an emergency. Well planned and well executed public information campaigns are vital for community communications. However, these should go beyond merely sending information, to forming a conversation with the community. Information community members have could be helpful to others. The primary means of communication in response to an emergency would be social media because of its immediacy. During the relief and recovery stages, social media still has a significant role to play but other communication methods can come into play as well, such as Council’s website, emails and newsletters. Council has a Social Media Policy and Social Media Procedures for use in emergencies, with strict protocols in relation to who can access Social Media in order to present ‘one voice’ to the community. Council has a Community Engagement Plan and guidelines, a Communications Policy and procedures that are applicable during relief and recovery phases.

6.6.5 Recovery environments

Recovery is a developmental process that could continue for months, if not years. Therefore, planning must address short, medium and long-term recovery needs and goals.

<table>
<thead>
<tr>
<th>ENVIRONMENT</th>
<th>RECOVERY GOALS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social Environment</td>
<td>Emotional, social, spiritual, financial and physical wellbeing of affected individuals</td>
</tr>
<tr>
<td>Economic Environment</td>
<td>Revitalisation of the affected economy</td>
</tr>
<tr>
<td>Built Environment</td>
<td>Restoration of essential community infrastructure</td>
</tr>
<tr>
<td>Natural Environment</td>
<td>Rehabilitation of the affected environment</td>
</tr>
</tbody>
</table>

Table 4 – Environments and recovery goals
6.6.6 Health and wellbeing and the recovery environments

Health and wellbeing is an important indicator of effective recovery in communities. It is the interaction of individuals across the four key environments that will determine the level of wellbeing and ultimately the level of impact upon communities.

Indigo Shire Council has distinct obligations as defined by legislation across the five recovery environments:

- The Local Government Act 1998, 3C (1). requires Council to: ‘endeavour to achieve the best outcomes for the local community having regard to the long-term and cumulative effects of decisions.’
- The Victorian Public Health and Wellbeing Act 2008, requires Council to: ‘to seek to protect, improve and promote public health and wellbeing within the municipal district;’
- The Victorian Planning and Environment Act, requires Council to: ‘…’further the objectives of planning in Victoria’, which include:
  a. To provide for the fair, orderly, economic and sustainable use, and development of land;
  b. To provide for the protection of natural and man-made resources and the maintenance of ecological processes and genetic diversity;
  c. To secure a pleasant, efficient and safe working, living and recreational environment for all Victorians and visitors to Victoria.

Impact across communities will depend upon a number of factors, the severity and scope of the impact, the impact on social capital, and the capacity of communities to cope. The direct impact to individuals and groups can be understood by the impact across the five environments.
## Recovery Environment

<table>
<thead>
<tr>
<th>Social environment:</th>
<th>Coordination responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Housing &amp; accommodation</td>
<td>Indigo Shire Council supported by Department of Health &amp; Human Services (DHHS)</td>
</tr>
<tr>
<td>• Financial assistance</td>
<td>Indigo Shire Council supported by Victorian Council of Churches (VCC)</td>
</tr>
<tr>
<td>• Psycho-social support</td>
<td>St Johns Ambulance &amp; Beechworth Health supported by Department of Health and Human Services (DHHS)</td>
</tr>
<tr>
<td>• Health &amp; medical assistance</td>
<td></td>
</tr>
<tr>
<td>• Community development</td>
<td>Indigo Shire Council</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Economic environment:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Local economies</td>
<td>Indigo Shire Council supported by Department of Economic Development, Jobs, Transport and Resources (DEDJTR)</td>
</tr>
<tr>
<td>• Businesses</td>
<td></td>
</tr>
<tr>
<td>• Agriculture</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Built environment:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Telecommunications</td>
<td>Department of Economic Development, Jobs, Transport and Resources (DEDJTR) or nominated agency</td>
</tr>
<tr>
<td>• Energy services</td>
<td>Department of Environment Land Water &amp; Planning (DELWP)</td>
</tr>
<tr>
<td>• Water &amp; wastewater</td>
<td>North East Water supported by Department of Environment Land Water &amp; Planning (DELWP)</td>
</tr>
<tr>
<td>• Transport</td>
<td>Indigo Shire Council, Vic Roads and PTV</td>
</tr>
<tr>
<td>• Buildings &amp; assets</td>
<td>Indigo Shire Council</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Natural environmental:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Natural environment</td>
<td>Department of Environment, Land, Water &amp; Planning (DELWP)</td>
</tr>
<tr>
<td>• Public land &amp; waterways</td>
<td></td>
</tr>
</tbody>
</table>

*Table 5 - Local Recovery Coordination Responsibilities*
6.6.7 Social Environment

The social recovery environment addresses the impact an emergency could have on the health and wellbeing of individuals, families and communities. Social recovery is closely inter-related to the other four recovery environments. At the local level, municipal Councils are responsible for coordinating the social recovery environment. At the regional and state level, DHHS is the coordinator.

<table>
<thead>
<tr>
<th>Functional area</th>
<th>Recovery activity</th>
<th>Activity coordination</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing &amp; accommodation</td>
<td>• Support securing interim accommodation</td>
<td>ISC supported by DHHS</td>
</tr>
<tr>
<td></td>
<td>• Advice to councils on accommodation standards</td>
<td>DHHS</td>
</tr>
<tr>
<td></td>
<td>• Survey and determination re occupancy of damaged buildings</td>
<td>ISC Building Surveyor and EHO</td>
</tr>
<tr>
<td></td>
<td>• Building advice and information to residents</td>
<td>ISC supported by VBA</td>
</tr>
<tr>
<td></td>
<td>• Transition to permanent housing</td>
<td>DHHS</td>
</tr>
<tr>
<td>Financial assistance</td>
<td>• Personal hardship Assistance program</td>
<td>DHHS</td>
</tr>
<tr>
<td></td>
<td>• Commonwealth government financial assistance</td>
<td>DHHS (Vic Gov liaison)</td>
</tr>
<tr>
<td></td>
<td>• Insurance advice and information to customers</td>
<td>Dept. Treasury &amp; Finance</td>
</tr>
<tr>
<td>Psychosocial support</td>
<td>• Psychological first aid</td>
<td>ISC and VCC supported by DHHS</td>
</tr>
<tr>
<td></td>
<td>• Emotional and spiritual care, inc targeted psychosocial support</td>
<td>Coroners court and Victims Support agency</td>
</tr>
<tr>
<td></td>
<td>• Support for the bereaved</td>
<td>IS and VCC supported by DHHS</td>
</tr>
<tr>
<td></td>
<td>• Personal support in relief and recovery centres &amp; through community outreach</td>
<td>Victims support agency</td>
</tr>
<tr>
<td></td>
<td>• Support in emergencies caused by criminals</td>
<td>IS and VCC supported by DHHS</td>
</tr>
<tr>
<td></td>
<td>• Specialist staff provide support and advice to aid schools and early childcare services</td>
<td>Dept. Education &amp; training</td>
</tr>
</tbody>
</table>
### 6.6.7.1 HOUSING AND ACCOMMODATION

If required, the Department of Health and Human Services can support the Indigo Shire Council as requested for individuals, families and householders whose primary residence has been damaged, or destroyed.

The Indigo Shire will provide building advice to individuals who have homes, buildings or structures destroyed or damaged that require replacement or reconstruction.

Impacted persons will be encouraged to surround themselves with friends and family whilst in interim accommodation to have a better chance of recovering from the impact.

#### 6.6.7.1.1 SALVATION ARMY

The Salvation Army offers a range of assistance to families and individuals. Salvation Army Beechworth has some capacity to provide this function.

#### 6.6.7.1.2 RURAL HOUSING NETWORK

The RHN is a community housing agency that provides housing for individuals and families who require short and mid-term accommodation rather than emergency housing.

---

<table>
<thead>
<tr>
<th>Table 6 - Social recovery activities</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Health &amp; medical assistance</strong></td>
</tr>
<tr>
<td>- Referrals to services for primary producers and animal owners</td>
</tr>
<tr>
<td>- Public health advice</td>
</tr>
<tr>
<td>- Advice on wellbeing in recovery</td>
</tr>
<tr>
<td>- Primary and acute health services</td>
</tr>
<tr>
<td><strong>Community development</strong></td>
</tr>
<tr>
<td>- Community information</td>
</tr>
<tr>
<td>- Formation, leadership &amp; support of municipal/community recovery committees</td>
</tr>
<tr>
<td>- Local community events</td>
</tr>
<tr>
<td>- Provision and staffing of recovery information centres</td>
</tr>
<tr>
<td>- Organisation of local public appeals</td>
</tr>
<tr>
<td>- Coordination of spontaneous volunteers</td>
</tr>
</tbody>
</table>
6.6.7.4 REPLACEMENT OF ESSENTIAL WATER SUPPLIES

DELWP is the local coordinating agency for the replacement of essential water used in response to bushfires within Indigo Shire. Indigo Shire Council aligns its water replacement policy with the Victorian Government Essential Water Replacement Scheme October 2016. A copy of the Policy and Guidelines are available on Crisisworks. This scheme only covers ‘essential’ water taken by fire agencies during fire suppression of a bushfire, not to all water taken by fire agencies.

6.6.7.5 PSYCHO-SOCIAL SUPPORT

Recovery programs are generally in the form of advice and services for affected individuals and communities, rather than direct financial support. Individuals and households are expected to actively protect their own property and assets (e.g. through adequate insurance), to minimise the financial impact of emergencies and support their recovery.

The DHHS is responsible for administering income-tested personal hardship assistance re-establishment payments to help eligible households re-establish as quickly as possible.

Broader financial assistance may be available through Regional Development Victoria and other state and federal initiatives to assist with recovery.

6.6.7.6 FINANCIAL ASSISTANCE

Recovery programs are generally in the form of advice and services for affected individuals and communities, rather than direct financial support. Individuals and households are expected to actively protect their own property and assets (e.g. through adequate insurance), to minimise the financial impact of emergencies and support their recovery.

The DHHS is responsible for administering income-tested personal hardship assistance re-establishment payments to help eligible households re-establish as quickly as possible.

6.6.7.7 SUPPORT FOR INDIVIDUALS AND HOUSEHOLDS

The Indigo Shire Council is responsible for locally managing and delivering recovery services for affected individuals and communities. Indigo Shire Council will consider appropriate support strategies, including how individuals will access information, the coordination of services, and case support for a given emergency. The Department of Health and Human Services can assist if requested.

6.6.7.8 HEALTH AND MEDICAL ASSISTANCE

If the normal medical services within the municipality are unable to cope in an emergency, the Health Commander is responsible for the activation of the State
Health Emergency Response Plan (SHERP), which has been prepared by the Department of Health and Human Services (DHHS) and provides procedures to enable total medical response to an emergency.

Council’s Environmental Health Services will monitor all aspects of public health and effect control or remedial measures as necessary. This may involve frequent assessment inspections of the site of the emergency and may require assistance from DHHS and/or neighbouring municipalities.

During the emergency, Council’s Health Services will arrange to provide technical advice to the community and will liaise with DHHS.

The SHERP can be found at http://www.health.vic.gov.au/sherp/

6.6.7.9 COMMUNITY DEVELOPMENT

Depending on the type and impact of a disaster the physical impact upon the community may be a key determinant in the community’s recovery. The physical impact of events could significantly impact upon the capacity of an affected community. Consequently, there may be a need to initiate community development activities.

Community development may be required when:

- The emergency has a demonstrated impact upon community networks;
- Where an affected area is experiencing or is likely to experience socio-economic disadvantage as a result of the emergency; and,
- The nature of the emergency incurs a high-degree of stress within the community that will impact upon its health and wellbeing.

Over time, community recovery programs should transition into regular mainstream services and activities that shift the focus from recovery, to community development. The Indigo Shire and any agencies should consult with communities on this transition of services, to ensure adequate support for the most vulnerable.

6.6.8 Economic Environment

The economic recovery environment addresses the economic impact of an emergency, which may include impacts on individuals and households, small and large businesses, industries, tourism and the broader economy. Economic impacts range from immediate and intense, such as loss of personal income or loss or damage to business premises, to long-term and chronic, such as loss of workforce due to displacement, loss of workplace and/or resource (e.g. a forest) or reluctance of tourists to travel to hazard-prone areas. Early consideration of the economic consequences of an event is critical for community recovery. The viability of communities affected by emergencies can be dependent on the ability of local businesses to recover. Often local community leaders are also local business leaders. The viability of local businesses can impact on decisions within the broader community about whether or not residents will return.
Hancocks Victoria Plantation (HVP) have a number of assets located across Indigo Shire. These assets are long-term plantation timber, which can be vulnerable to natural disasters. HVP has a regime of plans to minimise the risk to their assets across the ISC.

<table>
<thead>
<tr>
<th>Functional area</th>
<th>Recovery activity</th>
<th>Activity coordination</th>
</tr>
</thead>
</table>
| Local economies     | • Implement available NDRRA initiatives to assist voluntary non-profit groups, communities and economies  
                      • Implement approved actions and projects to assist economic recovery  
                      • Encourage and bring forward the resumption of local trade and economic activity  
                      • Monitor broad economic impacts and consequences | DTF  
                      ISC supported by DEDJTR  
                      ISC supported by DEDJTR  
                      ISC supported by DEDJTR |
| Business            | • 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  
                      • Implement approved actions to assist business recovery  
                      • Provide opportunities for the enhancement of knowledge and skills within small business  
                      • Coordinate the insurance industry response, information, advice and government liaison | ISC supported by DEDJTR  
                      ISC supported by DEDJTR  
                      ISC supported by DEDJTR  
                      ISC supported by DEDJTR  
                      ISC supported by DTF |
6.6.8.1 LOCAL ECONOMIC SUSTAINABILITY

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

Indigo Shire Council is the coordinator of the activities required in the economic recovery environment. At the regional and state level, DEDJTR is responsible. Local economic rebuilding and recovery is essential to the effective recovery of the wider community as the community and the economy are very closely linked.

The immediate challenge for an impacted community is to restore markets and access to markets for goods, services and labour affected by the emergency. Coherent and comprehensive strategies for post-emergency employment promotion are essential as post emergency employment supports short-term stability, reintegration, economic growth and the recreation of a sustainable economy.

6.6.8.2 SUPPORT FOR INDIVIDUALS AND HOUSEHOLDS

The economic consequences of emergency events for individuals and households can include impacts on:

- Employment security (either the availability of work or the ability of people to undertake work);
- Family income – payment of salaries or wages;
- Ability to service debts; and,
- Access to bank accounts, liquefiable assets and insurance payouts.

Individuals and households are responsible for maintaining insurance and other risk mitigation strategies to minimise the economic impact of emergencies.
A variety of programs may be made available to assist with the immediate economic impact of an emergency on individuals and households. Recovery programs will focus on supporting individuals and households to return to their pre-existing livelihoods or establish alternative livelihoods.

Recovery programs are generally in the form of advice and services, rather than direct financial support.

6.6.8.3 SUPPORT FOR BUSINESS

The economic consequences of emergency events for businesses can include:

- Unavailability of workers;
- Damage to physical premises and/or stock;
- Reduction in trade for individual’s businesses;
- Impact on cash flow and viability.

Individuals businesses are responsible for maintaining insurance and business continuity plans to minimise the economic impact of emergencies.

Targeted recovery activities will focus on the provision of information and advice to businesses to support decision making and encourage a return to business. They may also involve the use of local businesses in recovery activities, development and promotion of local employment opportunities, local tourism and support of locally affected businesses.

Indigo Shire Council is responsible for the local management and delivery of economic recovery activities for businesses in the Shire. At the state and regional level DEDJTR can assist municipal Councils with this role. In the case of major disasters, a specialist authority may be established to coordinate rebuilding and recovery initiatives.

6.6.8.4 MITIGATION AND PLANNING FOR EMERGENCIES

Preparing business communities for disaster is a critical pillar of overall community planning and resilience. Investment into building local business capacity is never a bad investment as whether it is a natural disaster or an economic crisis, sound planning can provide a buffer and a solid building block for recovery.

6.6.8.5 RECOVERY – ESTABLISHING A BUSINESS RECOVERY CENTRE

Establishing a business recovery centre will be considered when planning for business response to an emergency. If the size and nature of the event requires a dedicated business recovery centre DEDJTR would support the ISC to establish a centre in partnership with qualified agencies.
6.6.8.6 **FINANCIAL ASSISTANCE**

Natural disaster financial assistance is sometimes made available to help alleviate the financial burden experienced by individuals and businesses following a natural disaster. This is administered in accordance with the natural disaster relief and recovery arrangements or alternative delivery arrangements.

6.6.8.7 **BUSINESS RECOVERY GROUP**

If the circumstances warrant, Indigo Shire Council will assist in the creation of a business recovery group to coordinate local business recovery actions. The recovery initiatives should be undertaken and coordinated through an established local organisation and/or regionally developed ‘economic’ recovery group. Key stakeholders may include (but not be limited to):

- Local businesses and tourism association;
- Regional Development Victoria;
- Office of the Victorian Small Business Commissioner;
- Small Business Mentoring Service;
- Agribusinesses association (regional);
- Rural Finance Corporation; and,
- Indigo Shire Council.

This group should be established to assist with:

- Consultation and stakeholder engagement, develop knowledge and information systems that identify the medium to long-term recovery needs of businesses affected by the event;
- Developing and coordinating local, region and metropolitan programs and events that will assist the recovery of businesses affected by the event;
- Informing and influencing Government and associated agencies in relation to programs and funding needs to aid business recovery;
- Publicising and the event; and,
- Monitoring and reporting to stakeholders and Government on the outcomes of business recovery programs.

Business Victoria’s website provides guidance on business preparedness, risk mitigation and business continuity


CPA Australia also has a toolkit for business recovery post disaster

6.6.8.8 AGRICULTURE

The Department of Economic Development, Jobs, Transport and Resources (DEDJTR) is responsible for policy development, state-wide coordination and operational delivery in this area.

The following agencies are responsible for coordinating activities:

- Local Level – DEDJTR with assistance from Indigo Shire Council;
- Regional and state level – DEDJTR;

DEDJTR focuses on:

- Assessing losses of agricultural assets and livestock, and the needs of affected persons and communities;
- Assessing injured stock and provide advice on options such as humane destruction, emergency slaughter or treatment;
- Assisting with humane destruction of injured livestock where feasible;
- Advising individuals, communities and government agencies on re-establishing rural enterprises or alternative strategies for economic recovery;
- Advising local Councils and shires on disposal of dead or injured stock;
- Advising distribution bodies (such as the Victorian Farmers Federation) on needs for donated fodder;
- Support with rehabilitation of productive land;
- Delivering recovery projects identified by government to support the short and medium term recovery of individuals, communities and industries.

After bushfire and floods, the Department of Economic Development, Jobs, Training and Resources (DEDJTR) has a primary support role in the recovery of rural enterprises.

6.6.8.9 EMERGENCY ANIMAL WELFARE PLAN

Further information on the delivery of animal services during the relief and recovery phase can be found in the Indigo Shire Council Emergency Animal Welfare Plan, a sub plan of the Indigo Shire MEMP.

6.6.8.10 EMERGENCY FODDER

The Indigo Shire Council and the Victorian Farmers’ Federation (VFF) may provide emergency fodder for a maximum of four weeks following an emergency where significant amounts of pasture and/or fodder has been lost. ISC and VFF will jointly consider the need on a case-by-case basis.
6.6.8.11 FENCING

It is the responsibility of the owner of private land to fence their property and secure stock within their boundary. Landholders are expected to manage their risks to their assets from the potential impact of emergencies. All landholders are expected to have appropriate levels of insurance cover for fences. Assistance can often be provided to rural landholders by volunteer groups to assist in dismantling damaged fences and reconstructing fences. Indigo Shire Council will co-ordinate any volunteer groups such as blaze-aid to provide assistance to affected properties.

6.6.9 Built Environment

Infrastructure underpins the ability of private and public community services to function and assists impacted communities in their daily lives. Restoring impacted infrastructure post emergency, quickly and efficiently, assists communities in returning to an effective level of functioning more swiftly. Similarly, to be able to deliver effective relief and recovery services to impacted individuals and communities the restoration of essential infrastructure and services that supports the delivery of relief and recovery needs to be prioritised.

Local infrastructure may also form an important part of community identity and connectedness. For example, some public buildings have an important symbolic role and the loss of such buildings can have a negative impact on community morale.

Built environment impacts include:

- Essential utilities and services;
- Water, electricity, gas and telecommunications;
- Roads (including bridges) and transport (including supply chains);
- Residential buildings;
- Water and wastewater management;
- Waste and pollution management; and,
- Community and public buildings and assets.

<table>
<thead>
<tr>
<th>Functional area</th>
<th>Recovery activity</th>
<th>Activity coordination</th>
</tr>
</thead>
<tbody>
<tr>
<td>Energy services</td>
<td>• Electricity services assets reinstatement and return to reliable supply</td>
<td>DELWP supported by Ausnet Services services</td>
</tr>
<tr>
<td></td>
<td>• Gas services assets reinstatement and return to reliable supply</td>
<td>DELWP supported by Australian Pipelines Authority</td>
</tr>
<tr>
<td>Functional area</td>
<td>Recovery activity</td>
<td>Activity coordination</td>
</tr>
<tr>
<td>-------------------------</td>
<td>----------------------------------------------------------------------------------</td>
<td>----------------------------------------</td>
</tr>
<tr>
<td>Telecommunications</td>
<td>• Telecommunications assets reinstatement and return to reliable supply</td>
<td>DELWP supported by Telstra &amp; NBN</td>
</tr>
<tr>
<td>Water and wastewater</td>
<td>• Recovery and rehabilitation of essential water supply for domestic use</td>
<td>NE Water supported by DEWLP &amp; EPA</td>
</tr>
<tr>
<td></td>
<td>• Restoration of sewerage, sanitation systems &amp; wastewater management</td>
<td>NE Water supported by DELWP &amp; EPA</td>
</tr>
<tr>
<td></td>
<td>• Replacement of essential water used in bushfire firefighting</td>
<td>DELWP</td>
</tr>
<tr>
<td>Transport</td>
<td>• Restoration of major arterial roads, minor roads, bridges and tunnels</td>
<td>VicRoads and ISC</td>
</tr>
<tr>
<td></td>
<td>• Restoration of Bus and Rail services</td>
<td>PTV</td>
</tr>
<tr>
<td></td>
<td>• Assist with food supply logistics independencies, contingencies and reconstruction</td>
<td>ISC supported by DEDJTR</td>
</tr>
<tr>
<td>Building and assets</td>
<td>• Coordination of clean-up activities</td>
<td>ISC</td>
</tr>
<tr>
<td></td>
<td>• Restoration of essential municipal assets</td>
<td>ISC – funding from DTF</td>
</tr>
<tr>
<td></td>
<td>• Restoration, clearing and rehabilitation of public buildings and assets managed.</td>
<td>ISC</td>
</tr>
<tr>
<td></td>
<td>• Oversight and inspection of rebuilding / redevelopment</td>
<td>ISC</td>
</tr>
</tbody>
</table>

Table 8 – Built recovery activities

6.6.9.1 CRITICAL INFRASTRUCTURE

Critical infrastructure is directly linked to a community’s ability to recover from an emergency. The time delay involved in the recommissioning of these services can play a major role an in individual, group, or communities ability to recover.

Infrastructure owners and managers are directly tasked with the planning for replacement /re reinstatement of their assets after an emergency event.
Damage and loss to energy systems has far-reaching implications for infrastructure in other sectors, upon which it is dependent, in whole or in part.

- Transportation systems - Rail systems, traffic signals, liquid fuel supplies.
- Water - Loss of pressure from pump failure, contamination issues and sewerage systems.
- Communication systems - Cellular services, computer systems, internet and cable television.
- Business systems – Termination of services and economic loss.
- Domestic customers - Loss of basic needs and personnel wellbeing.
- Agriculture - Animal welfare and termination of essential processes e.g. dairy.

Restoration of services is often a complex task involving a diversity of stakeholders and priorities should be determined as quickly as possible. The Department of Environment, Land, Water & Planning is the portfolio department responsible for power and gas supplies.

6.6.9.2 ENERGY SERVICES
The Department of Environment, Land, Water & Planning (DELWP) is responsible for liaising with industry and advise government on the use of emergency powers and the progress of restoration of services such electricity, gas and liquid fuel supply.

6.6.9.3 TELECOMMUNICATIONS
The loss of telephone services, both cabled and cellular, and the disruption to internet services will adversely impact other infrastructure operators, in addition to general commerce and the function of communities.

The loss of television and radio services can be anticipated to have a negative bearing on the psyche of impacted communities.

The Department of Economic Development, Jobs, Transport and Resources (DEDJTR) is responsible for liaising with industry and the coordination of information regarding the restoration of these services.

6.6.9.4 WATER AND WASTE WATER
When a community is impacted by an emergency, it often requires the provision of emergency water and wastewater management to support health and wellbeing.

When the size and complexity of emergency recovery exceeds the local resources, coordination of emergency drinking water supplies and sewerage services becomes the responsibility of DELWP. The DHHS is responsible for providing advice to the Indigo Shire about the safety of drinking water.
6.6.9.5 WASTE AND POLLUTION

As a direct result of an emergency or due to the emergency response, considerable quantities of additional waste and disruption to waste collection and disposal systems occur. The waste management system is dependent on the functioning of other municipal systems, in particular road networks and communications. These dependencies can result in the impacting of the emergency on waste services to properties directly affected, and also those not directly involved.

Air, water pollution and soil contamination can result from the waste derived from an emergency, which may generate larger volumes of waste, and more hazardous waste, can under normal conditions.

The Indigo Shire Council has the responsibility for delivering waste collection and disposal services from households, businesses and public areas. During and after any emergency, Council will remain responsible for ongoing collection and disposal of household waste via the kerbside service. This service will continue to the fullest extent possible during the emergency. In the early recovery and stabilisation phases the focus will be on ensuring all ratepayers have bins or access to bins for disposal of household and putrescible waste.

If necessary communal collection points can be established as a first response, to be followed by full re-instatement of the kerbside collection service as soon as practicable.

Indigo Shire has two Transfer Stations located at Beechworth and Rutherglen. In the event of an incident ISC can make these facilities available for the regulation of clean-up activities.

6.6.9.6 ROADS AND RAIL

Transportation systems, including rail, and road, provide mobility for passengers as well as the movement of goods from one point to another. Highways are among the oldest of infrastructure lifeline systems. These systems can often be interrupted and destroyed from the impact of a various number of hazards. Bridges represent a particularly vulnerable link in transport systems.

Disruption to transport systems affects communities and impedes recovery efforts, such as the restoration of other critical infrastructure and services. In any major recovery effort, the situation demands simultaneous actions at an accelerated pace.

The restoration of roads within Indigo Shire Council will focus on:

- The restoration of arterial routes and local road infrastructure, providing access and egress to the affected areas;
- The re-establishment of public transport services where possible;
- Prioritisation and re-instatement of critical supply chains such as road access to allow deliveries of food, fuel and other essential community needs;
- Those roads jointly assessed by ISC and VicRoads as identified as high priority for re-opening.
6.6.9.7 PUBLIC BUILDINGS AND ASSETS

The State Government, the Indigo Shire, community and private sector all have responsibilities when community facilities are damaged or destroyed.

Damaged facilities can include:

- Community/neighbourhood centres and places for congregation;
- Schools and learning institutions;
- Kindergartens and child care facilities;
- Places of spiritual worship (including churches, mosques, graveyards and memorials);
- Sporting and recreational facilities and clubs;
- Cultural centres;
- Entertainment venues; and,
- Restaurants and cafes.

Each of these facilities has the potential to assist the community in its recovery process, but if damaged, they would unable to perform their community functions. The damage may be structural damage to buildings or damage to furnishings and contents, or both.

The property manager is responsible for ensuring adequate building insurance is in place to enable the restoration of community facilities. Critical public buildings, infrastructure and facilities are pre-identified as priorities in the recovery planning process and adequate arrangements developed for their restoration or replacement if required.

The Indigo Shire Council is responsible for Council-owned and managed assets and infrastructure, working with local businesses where appropriate.

6.6.9.8 RESIDENTIAL BUILDINGS

Residential losses can contribute significantly to individual, family and community disruption. Residential damage affects:

- Provision of shelter;
- Protection of household contents;
- The feeling of belonging that is ‘home’;
- Vulnerable sectors of the community;
- Coordination of recovery and reconstruction operations.

Damage may be a combination of structural and non-structural damage that may:

- Render the residence dangerous for entry;
- Allow entry but prevent occupation of the building;
- Require building repairs;
- Be fixed by minor work;
- Involve damage to contents.
Victoria Police will direct the evacuation of any building or facility as deemed unsafe for entry. The Indigo Shire Council will arrange for the Municipal Building Surveyor and Environmental Health Officer, if required, to conduct a survey using Action Checklist AC5 – Impact Assessment to determine the damage and occupancy suitability of any damaged buildings.

6.6.9.9 CLEAN UP AND DEMOLITION OF DAMAGED STRUCTURES

The Indigo Shire Council will coordinate the clean-up and demolition of its own damaged assets. It is the responsibility of the householder, private owner or insurance company to clean up and dispose of privately owned damaged structures.

The Indigo Shire Council offers:
- A Building Surveyor to offer advice, on demolition, clean up, and assessment of buildings if required.
- Support in applying to the Environment Protection Authority to seek emergency disposal of Prescribed Waste.
- Council may give consideration to the partial or complete waiving of disposal fees, and extension of opening hours, at the Transfer Stations to assist affected community.

6.6.9.10 BUILDING ADVICE AND INFORMATION

Impacted persons that believe that they may have asbestos on site or require an assessment of personal buildings impacted by an emergency are encouraged to contact Council’s building department.

6.6.10 Natural Environment

There are a number of unique landscapes that contribute to the make-up and appeal of Indigo Shire. This comprises of an array of vegetation types, riverine environments and topographical features, heritage areas, all forming the visual rooms that make Indigo Shire.

A proportion is under the control of public land managers, in particular Chiltern-Mt Pilot National Park, Beechworth Historic Park, Stanley Plateau, Mt Big Ben and Mt Murrumurrangbong.

<table>
<thead>
<tr>
<th>Functional area</th>
<th>Recovery activity</th>
<th>Activity coordination</th>
</tr>
</thead>
<tbody>
<tr>
<td>Energy services</td>
<td>• Natural Environment</td>
<td>DELWP</td>
</tr>
<tr>
<td></td>
<td>• Public land and waterways</td>
<td>DELWP</td>
</tr>
</tbody>
</table>

Table 9 – Natural recovery activities
6.6.10.1 NATURAL ENVIRONMENT ROLES AND RESPONSIBILITIES

The Department of Environment, Land, Water and Planning (DELWP) is responsible for coordinating natural environment recovery activities at the local, regional and state level, by working closely with partner agencies such as Parks Victoria, the EPA, catchment management authorities and communities. The Code of Practice for Bushfire Management on Public Land (2012) outlines how the DELWP approaches recovery after bushfire, and a similar approach is taken for other emergency events.

6.6.10.2 COUNCIL’S ROLE AND RESPONSIBILITY

Council’s main role in the natural recovery environment is as a support agency to government and community agencies and landholders. Local government is able to link community members, groups and agencies to state departments and is also able to lobby for and connect groups and landholders with funding arrangements to carry out post impact restoration works in the natural recovery environment.

6.6.10.3 BIODIVERSITY AND ECOSYSTEM IMPACTS

Generally, the natural environment will recover from emergencies over time without the need for intervention, but sometimes assistance is needed to help ecosystems recover, and the activities that can be undertaken include:

- Repairing the damage caused by the emergency or emergency response;
- Protecting water quality and supply;
- Controlling and preventing erosion after emergencies;
- Protecting threatened habitats by controlling the spread of invasive species of plants and animals within the impacted area/s;
- Surveying and protecting threatened bird, marsupial and aquatic species;
- Surveying and protecting threatened plant species;
- Surveying and protecting aquatic and terrestrial ecosystems;
- Regenerating forests for ecological purposes; and,
- Wildlife rescue.

These activities are led by DELWP, but will usually be assisted by ISC staff where it involves land under Council control.

6.6.10.4 ECONOMIC IMPACTS

Emergencies on public land or water environments can lead to impacts on the economies and region through the direct damage to the forestry, fishing, apiary and farming industries and indirectly to other industries such as nature-based tourism, cultural-based tourism and recreational tourism.

Indigo Shire is particularly impacted by interruption to tourism, as a high proportion of local business is sensitive to decline in tourism across the Shire.
6.6.10.5 SOCIAL IMPACTS
Natural environments have value to communities as they provide opportunities for recreation and a sense of connectedness to the environment and land. By undertaking recovery activities, the social values that have been impacted can start to be restored. Social impact recovery actions can include:

- Reopening/repairing walking and cycling tracks;
- Restoring/repairing recreational facilities; and,
- Surveying and protecting sites of cultural heritage significance.

6.6.10.6 PROTECTING WATER QUALITY AND SUPPLY
Bushfires in particular can affect the quality and supply of drinking water by contaminating catchment areas. Most critical effects occur if there is heavy rain soon after fire as loss of vegetation and altered soil structure can make fire-affected soil more erodible. Runoff can carry sediments and pollutants that affect aquatic environments, drinking water quality and agricultural industries.

The extent to which water quality is affected is dependent on a number of factors including:

- The size and extent of the fire;
- The type of surrounding vegetation;
- Soil and erosions;
- The geographical features and size of the catchment; and,
- The time period between the last fire and a significant rain event.

6.6.10.7 CONTROLLING AND PREVENTING EROSION POST BUSHFIRE
DELWP is the responsible agency for the control and prevention of erosion post bushfire on public land in Victoria. Council may assist DELWP if and when required.

DEDJTR will coordinate programs and support for the agricultural community regarding control and prevention of erosion on private land post bushfire. This may include field days and demonstration days that educate landholders on erosion control techniques suitable for use on impacted properties.

6.6.10.8 RESTORING COUNCIL MANAGED PUBLIC LAND
There is a need to prioritise areas that require restoration, concentrating on areas that have the greatest environmental significance coupled with the consideration of social and economic impacts of people.

This process will either result in projects to refurbish existing or construct new assets, all of which have an impact on the natural environment. Projects need to ensure appropriate environmental impact assessments are undertaken, and that strategies to manage impacts are adopted into design, planning, delivery and finalisation of each project.
APPENDIX 1 - Capacity and Capability

Indigo Shire Council has determined its capacity to run Emergency Relief Centres for both large and small emergencies. It is assumed in the prediction of event size that there will be a sliding scale – the larger an event, or the greater complexity of the event, the longer an Emergency Relief Centre/s will need to run, and the more staff required. Indigo Shire has a finite capacity when fatigue is considered, along with availability of impacted staff and or lack of access for staff. The difficult part in documenting capacity is predicting how large an impact will be as smaller and short duration impacts will require less staffing.

Indigo Shire has produced a table in the endeavour to establish the capacity of its internal staff.

APPENDIX 1 TABLE 1 – EMERGENCY MANAGEMENT REQUIREMENTS AND BUSINESS CONTINUITY

<table>
<thead>
<tr>
<th>Indigo Shire Emergency Management Requirements and Business Continuity</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Function</strong></td>
</tr>
<tr>
<td>ISC Emergency Management team</td>
</tr>
<tr>
<td>Business Continuity</td>
</tr>
<tr>
<td>Secondary and Post impact assessment</td>
</tr>
<tr>
<td>Post emergency needs assessment</td>
</tr>
<tr>
<td>Community Recovery Committee</td>
</tr>
<tr>
<td>Emergency Animal Welfare</td>
</tr>
<tr>
<td>Community engagement</td>
</tr>
</tbody>
</table>
## APPENDIX 1 TABLE 2 – EMERGENCY RELIEF CENTRE CAPACITY

### INDIGO SHIRE COUNCIL CAPACITY TO RUN EMERGENCY RELIEF CENTRES FROM WITHIN ITS RESOURCES

<table>
<thead>
<tr>
<th>No of ERCs</th>
<th>Days required to run</th>
<th>Number of shifts run</th>
<th>Number of staff on each shift (8hrs)</th>
<th>Total number of hours req’d</th>
<th>Total staff rostered</th>
<th>Total staff non-rostered</th>
<th>Number of shifts run</th>
<th>Number of staff on each shift (12hrs)</th>
<th>Total number of hours req’d</th>
<th>Total staff rostered</th>
<th>Total staff non-rostered</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>16-20</td>
<td>2</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>1</td>
<td>3</td>
<td>2</td>
<td>48</td>
<td>6</td>
<td>6</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>32-40</td>
<td>8</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>1</td>
<td>3</td>
<td>2</td>
<td>96</td>
<td>12</td>
<td>6</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>2</td>
<td>3</td>
<td>2</td>
<td>288</td>
<td>24</td>
<td>6</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>432</td>
<td>27</td>
<td>9</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1</td>
<td>4</td>
<td>32-40</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>2</td>
<td>4</td>
<td>64-80</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3</td>
<td>4</td>
<td>72</td>
<td>12</td>
<td>12</td>
</tr>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3</td>
<td>4</td>
<td>144</td>
<td>24</td>
<td>12</td>
</tr>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3</td>
<td>4</td>
<td>288</td>
<td>48</td>
<td>12</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3</td>
<td>4</td>
<td>288</td>
<td>48</td>
<td>24</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3</td>
<td>4</td>
<td>576</td>
<td>96</td>
<td>24</td>
</tr>
</tbody>
</table>

*Staff may run multiple shifts across a number of days, maximum 5 days x 8 hour shifts, followed by 2 day break*
APPENDIX 2 – Recovery environment contacts

These pages contain the Indigo Shire Contact data base for all relief and recovery contacts available to Indigo Shire Council. The database is arranged in recovery environment order.

- Social Environment
- Economic Environment
- Built Environment
- Natural Environment
## Social Environment

### Recovery service

<table>
<thead>
<tr>
<th>Service coordinator</th>
<th>Service providers</th>
<th>Comments/additional information (Should include capacity of the provider and any other emergency commitments – e.g. other municipalities)</th>
</tr>
</thead>
</table>
| **Housing & Accommodation** | Municipal Recovery Manager (MRM), Indigo Shire Council | • Local Government / MRM  
• DHHS  
Provision of public housing stock – not emergency accommodation  
Large scale event - consider establishing temporary villages  
• Defence Aid to the Civil Community (DACC)  
Possible provision of tents as per agreement  
• Caravan Parks  
  • Lake Anderson Caravan Park (Chiltern)  
  • Lake Sambell Caravan Park (Beechworth)  
  • Rutherglen Caravan Park  
  • Silver Creek Caravan Park (Beechworth)  
  • Riverside Caravan Park (Bundalong)  
  • Yackandandah Holiday Park  
• Motels/Hotels  
Possible shortage during peak holiday periods  
• Red Cross  
For single incident - primary residences only; shopping for supplies |

- Assist in the provision of temporary accommodation after an incident.
### Financial assistance

- Support for individuals and communities after an emergency during times of hardship.
- A range of financial grants and subsidies may be offered by various agencies requiring coordination.

<table>
<thead>
<tr>
<th>Manager</th>
<th>Service Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Salvation Army – Beechworth</strong></td>
<td>Limited ability</td>
</tr>
<tr>
<td><strong>Rural Housing Network</strong></td>
<td>Not emergency housing. Can assist with sourcing temporary and long-term housing</td>
</tr>
<tr>
<td><strong>Relief centres</strong></td>
<td>Refer to 6.4.3 of MEMP for locations</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Manager</th>
<th>Service Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>DHHS</strong></td>
<td>Grant processing</td>
</tr>
<tr>
<td><strong>Centrelink</strong></td>
<td>Financial grants</td>
</tr>
<tr>
<td><strong>Salvation Army</strong></td>
<td>Disaster cards available</td>
</tr>
<tr>
<td><strong>Rural Finance Corporation</strong></td>
<td>Finance subsidies and planning</td>
</tr>
<tr>
<td><strong>Rural financial counselling Service Victoria</strong></td>
<td>Financial counselling</td>
</tr>
<tr>
<td><strong>Insurance Council of Victoria</strong></td>
<td>Financial advice</td>
</tr>
<tr>
<td><strong>Regional Development Victoria (RDV)</strong></td>
<td>Business financial planning</td>
</tr>
<tr>
<td><strong>Country Women’s Association (CWA)</strong></td>
<td>Financial grants. Refer Appendix 5 of MEMP for contact details</td>
</tr>
</tbody>
</table>
### Material aid
- Coordinate distribution of material aid to affected members of the community following an emergency.

### Salvation Army
- Salvation Army
- Beechworth Community Support Committee
- Churches
- Victorian Relief

### Donations coordination
- Coordinate the collection and distribution of donated goods, services and money following an emergency.
  - It is recommended that an external organisation be recruited to manage this service area.

### Red Cross
- Red Cross – Divisional Operations Officer
- Local Government – Finance Department.
- Other providers to be determined, including VFF Beechworth Community Support Committee

### Provision of bedding, material aid, furniture etc.
- Can also provide bulk non-perishable food to Council and community groups

<table>
<thead>
<tr>
<th>Red Cross</th>
<th>Salvation Army</th>
</tr>
</thead>
<tbody>
<tr>
<td>Role in monitoring activities and on recovery committee</td>
<td>Management of donated funds in a multi municipality emergency needs careful management</td>
</tr>
</tbody>
</table>
### Personal support

- Coordinate the provision of personal support and counselling services during and after an emergency.
- Case management of affected members of the community will be the preferred approach. Outreach services will be coordinated from this service area.

<table>
<thead>
<tr>
<th>Gateway Health</th>
<th>Personal support, case management, outreach services, counselling</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gateway Community Health (Wodonga)</td>
<td></td>
</tr>
<tr>
<td>Regional and State authorities</td>
<td>Personal Support, e.g. VicRail in the event of train crash, TAC in the event of road accident</td>
</tr>
<tr>
<td>Victorian Council of Churches</td>
<td>Personal support, outreach services</td>
</tr>
<tr>
<td>Beechworth Health Service</td>
<td>Personal support – limited capacity</td>
</tr>
<tr>
<td>Psychiatric Services</td>
<td>Personal support</td>
</tr>
<tr>
<td>Salvation Army</td>
<td>Personal support</td>
</tr>
<tr>
<td>Lifeline</td>
<td>Personal support, case management, outreach services</td>
</tr>
<tr>
<td>Advocacy Services as required</td>
<td>Personal support</td>
</tr>
<tr>
<td>Red Cross – Divisional Operation</td>
<td>Personal support, Outreach services and recovery</td>
</tr>
</tbody>
</table>

### Health and Medical Assistance

<table>
<thead>
<tr>
<th>DHHS</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Department of Health and Human Services (DHHS)</td>
<td></td>
</tr>
<tr>
<td>Beechworth Health</td>
<td></td>
</tr>
</tbody>
</table>

### Aged and disability support

<table>
<thead>
<tr>
<th>Indigo Shire Council</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Children’s services</td>
<td>Community Services Coordinator, Indigo Shire Council</td>
</tr>
<tr>
<td>---------------------</td>
<td>------------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td>• Beechworth Health Service</td>
</tr>
<tr>
<td></td>
<td>• Indigo North Health Rutherglen</td>
</tr>
<tr>
<td></td>
<td>• Indigo North Health Chiltern</td>
</tr>
<tr>
<td></td>
<td>• Department of Health and Human Services</td>
</tr>
<tr>
<td></td>
<td>Liaise with agencies re: possible additional support required</td>
</tr>
<tr>
<td></td>
<td>• Rural Access Worker</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Early Years Officer, Indigo Shire Council</th>
<th>Community Services Coordinator, Indigo Shire Council</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• ISC Community Services</td>
</tr>
<tr>
<td></td>
<td>• Upper Murray Family Care (Family Day Care)</td>
</tr>
<tr>
<td></td>
<td>• Maternal and Child Health Service (ISC)</td>
</tr>
<tr>
<td></td>
<td>Contact via ISC Community Services</td>
</tr>
<tr>
<td></td>
<td>• Childcare Centres</td>
</tr>
</tbody>
</table>
### MUNICIPAL EMERGENCY MANAGEMENT PLAN
### APPENDICES

<table>
<thead>
<tr>
<th>Communication</th>
<th>Media Officer, Indigo Shire Council</th>
<th>Community development/engagement</th>
<th>Manager Community Planning, Indigo Shire Council</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Coordinate and provide accurate information to the public and media after an emergency.</td>
<td>- Mayor/CEO</td>
<td>- Coordinate community events and activities that will assist</td>
<td>- Indigo Shire Council</td>
</tr>
<tr>
<td></td>
<td>- Police</td>
<td></td>
<td>- Department. of Health and Human Services (DHHS)</td>
</tr>
<tr>
<td></td>
<td>- Local Media</td>
<td></td>
<td>Funding for Community Development Officer (CDO)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Department of Planning and Community Development</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Funding for Community Development</td>
</tr>
</tbody>
</table>

- Preschools
  - Refer to ISC Community Services for contact details
- Outside School Hours Care Providers
  - Indigo North Health (Chiltern and Rutherglen)
  - Beechworth Primary School
  - Beechworth After School
  - Early Years Yackandandah
  - Kiewa Valley Primary School

- Mayor
- Police
- Local Media
- Media Liaison / Community Engagement staff with other organisations

Funding for Community Development Officer (CDO)
**Relief and Recovery Centre Management**

- Coordinate and staff relief and recovery centres as established by the MERO and MRM, and liaise with other Service Coordinators.
- Regular maintenance of the centre registers and support resources is part of the coordinator’s role.

**Volunteer co-ordination**

- Recruit, support and coordinate the work of volunteers after an emergency. Assist other recovery service areas through provision of volunteers as required.

<table>
<thead>
<tr>
<th>MRM, Indigo Shire Council</th>
<th>MRM, Indigo Shire Council</th>
<th>MRM, Indigo Shire Council</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Municipal Recovery Manager (MRM)</td>
<td>• Indigo Shire Community Recovery Committee</td>
<td>• ISC</td>
</tr>
<tr>
<td>• Community group representatives</td>
<td></td>
<td>• Service Clubs</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Others as determined</td>
</tr>
</tbody>
</table>

**Planning for, and managing CDO**

<table>
<thead>
<tr>
<th>ISC Manager Community Planning</th>
</tr>
</thead>
</table>

**Relief centre Locations - Refer to Cl. 6.4.3 of MEMP for full details**

<table>
<thead>
<tr>
<th>Department of Health and Human Services (DHHS)</th>
<th>Recovery centre support; information and coordination</th>
</tr>
</thead>
<tbody>
<tr>
<td>Red Cross</td>
<td>Registration, catering,</td>
</tr>
<tr>
<td>Victoria Police</td>
<td>Security, queries re: registration</td>
</tr>
<tr>
<td>St John Ambulance Australia</td>
<td></td>
</tr>
<tr>
<td>Personal Support Providers</td>
<td></td>
</tr>
</tbody>
</table>

**Others as determined**

<table>
<thead>
<tr>
<th>Department of Health and Human Services (DHHS)</th>
<th>Recovery centre support; information and coordination</th>
</tr>
</thead>
<tbody>
<tr>
<td>Red Cross</td>
<td>Registration, catering,</td>
</tr>
<tr>
<td>Victoria Police</td>
<td>Security, queries re: registration</td>
</tr>
<tr>
<td>St John Ambulance Australia</td>
<td></td>
</tr>
<tr>
<td>Personal Support Providers</td>
<td></td>
</tr>
<tr>
<td>Economic Environment Recovery Service</td>
<td>Service Coordinator</td>
</tr>
<tr>
<td>--------------------------------------</td>
<td>---------------------</td>
</tr>
<tr>
<td><strong>Fencing</strong></td>
<td></td>
</tr>
<tr>
<td>▪ Coordinate the reconstruction of boundary fencing of rural properties following damage incurred by an emergency.</td>
<td>MRM, Indigo Shire Council</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Economic Development
- Coordinate and initiate economic development activities to assist recovery of local businesses following an emergency.
- Organise employment of Business Development Officer.

<table>
<thead>
<tr>
<th>Economic Development Officer, Indigo Shire Council</th>
<th>Economic Development Officer</th>
<th>Tourism development assistance and marketing</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Rural Development Victoria (RDV)</td>
<td>• Rural Finance Corporation (RFC)</td>
<td>Economic development assistance and planning</td>
</tr>
<tr>
<td>• Rural financial counselling Service Victoria</td>
<td>• DEDJTR</td>
<td>Business planning advice</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Delivery of recovery programs and advice to primary producers, and land managers and other animal businesses</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Technical advice to primary producers and rural land managers on re-establishment or alternative strategies</td>
</tr>
<tr>
<td>Clean up/equipment provision</td>
<td>MERO, Indigo Shire Council</td>
<td>Coordinate equipment, Transfer Station sites, contractors etc</td>
</tr>
<tr>
<td>------------------------------</td>
<td>-----------------------------</td>
<td>----------------------------------------------------------</td>
</tr>
<tr>
<td>▪ Coordinate clean-up process after an emergency, including the provision of temporary resources as required.</td>
<td>• MERO Refer Appendix 5 for contact details</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Environmental Health Officer (EHO) Refer Appendix 5 for contact details</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Arborists Tree clean-up</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Local Contractors (e.g. earthmovers) Refer MERO for contact details</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Service Clubs</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Beechworth Gaol, Com. Work gangs</td>
<td></td>
</tr>
</tbody>
</table>
## Built Environment
### Recovery Service

<table>
<thead>
<tr>
<th>Service Coordinator</th>
<th>Service Providers</th>
<th>Comments/Additional Information (Should include capacity of the provider and any other emergency commitments – e.g. other municipalities)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Energy services</strong></td>
<td>MERO, Indigo Shire Council</td>
<td>- MERO Coordinate restoration of public infrastructure</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Ausnet Services Restore power supply to properties</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Gas Companies Restore gas supply to properties</td>
</tr>
<tr>
<td><strong>Telecommunications</strong></td>
<td>MERO, Indigo Shire Council</td>
<td>- Telstra Restore phone connections to properties</td>
</tr>
<tr>
<td><strong>Water and waste water</strong></td>
<td>MERO, Indigo Shire Council</td>
<td>- North East Water Restore water supply to properties, repair water supply infrastructure</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- North East Water Restoration of sewerage, sanitation systems and waste water</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- DEWLP Replacement of essential water used in fire fighting</td>
</tr>
<tr>
<td><strong>Transport</strong></td>
<td>MERO, Indigo Shire Council</td>
<td>- MERO Restoration of roads, bridges and tunnels</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- MERO Coordinate transport of people, water, fuel and other resources</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- VicRoads Restoration of major arterial roads, bridges</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Commercial Transport Companies Cross reference to MERO's response list to avoid duplication</td>
</tr>
</tbody>
</table>
## Building and assets

Plan for and coordinate the clean-up process after an emergency, including the provision of temporary resources as required, e.g. toilets, generators, earthmoving equipment, furniture.

<table>
<thead>
<tr>
<th>Role/Activity</th>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Transport Providers</td>
<td></td>
</tr>
<tr>
<td>Indigo Shire Community Cars</td>
<td></td>
</tr>
<tr>
<td>Taxis/buses</td>
<td></td>
</tr>
<tr>
<td>Other groups as required</td>
<td></td>
</tr>
</tbody>
</table>

### MERO, Indigo Shire Council

- **Coordination of clean-up activities**
- **Restoration of essential municipal assets**
- **Restoration, clearing and rehabilitation of public buildings and assets managed**
- **Oversight and inspection of rebuilding / redevelopment**

### Environmental Health

- Assess, advise on and minimise the public health impact of an emergency e.g. safe water supply, food safety/disposal, septic systems, safe disposal of waste, provision of temporary toilets/facilities etc.

<table>
<thead>
<tr>
<th>Role/Activity</th>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regional Environmental Health Officer</td>
<td></td>
</tr>
<tr>
<td>Municipal Environmental Health Officer</td>
<td></td>
</tr>
</tbody>
</table>

- **Public Health warnings, advice and information**
- **Public Health warnings, advice and information, e.g. disposal of hazardous materials**

Refer Appendix 5 for contact details.
### Natural Environment Recovery Service

#### Service Coordinator
- **Environment Officer, IndigoShire Council (LGA)**

#### Service Providers
- Department of Environment, Land, Water and Planning (DELWP)/Parks Victoria
- North East Catchment Management Authority
- EPA
- Landcare Groups
- LGA Parks and Gardens
- Department of Economic Development, Jobs, Transport and Resources (DEDJTR)
- North Eastern Catchment Management Authority (NECMA)
- Local Contractors
- Municipal Environmental Health Officer

#### Comments/Additional Information (Should include capacity of the provider and any other emergency commitments – e.g. other municipalities)
- Restoration of public lands and national parks
- Protect catchment areas/assets
- Volunteer work teams – ensure adequate insurance arrangements
- Manage local water supply issues

---

**Environment**
- Assess, advise on and repair damage after an event, including tree safety/assessment; replanting/revegetation; erosion prevention and control.
## Rapid Impact Assessment

- Refer to 5.4.19

## Secondary and Post Impact Assessment

- Coordinate assessment of damage and losses following an emergency.
- The gathered information will greatly assist the recovery planning and service provision in the recovery process.

<table>
<thead>
<tr>
<th>Municipal Building Surveyor, Indigo Shire Council</th>
<th>Department of Primary Industry (DPI)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Municipal Building Surveyor</td>
<td>Department of Primary Industry (DPI)</td>
</tr>
<tr>
<td>MEROMRM</td>
<td>Organising assessment</td>
</tr>
<tr>
<td>Personal Support Providers</td>
<td></td>
</tr>
<tr>
<td>Municipal Environmental Health Officer</td>
<td></td>
</tr>
<tr>
<td>Arborists</td>
<td></td>
</tr>
<tr>
<td>Department of Environment, Land, Water and Planning (DELWP)</td>
<td></td>
</tr>
<tr>
<td>Business Development Manager</td>
<td></td>
</tr>
</tbody>
</table>
APPENDIX 3: SPECIAL PLANS AND ARRANGEMENTS

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

A3.1 MUNICIPAL FIRE MANAGEMENT PLAN:

Indigo Shire Council, Municipal Fire Management Plan has been developed by the Municipal Fire Management Planning Committee. The Plan provides for a risk based approach to fire prevention and is a sub-plan of the MEMP.

A3.2 NEIGHBOURHOOD SAFER PLACES - PLACES OF LAST RESORT

Neighbourhood Safer Places - Places of Last Resort have been assessed and are located at the following sites:

1. Beechworth Memorial Hall, Ford St. Beechworth
2. Beechworth Police Paddocks, High St. Beechworth
3. Yackandandah Senior Citizens, Wellsford St. Yackandandah
4. Yackandandah Memorial Gardens, High St. Yackandandah
5. Chiltern Memorial Hall, Conness St. Chiltern
6. Tangambalanga Community Centre, 29 Kiewa East Rd. Tangambalanga
7. Stanley Recreation Reserve Pavilion, Pioneer Rd., Stanley
8. Rutherglen Showgrounds Reserve Open Space, High St., Rutherglen
9. Barnawartha Recreation Reserve Pavilion, Havelock St., Barnawartha
10. Sandy Creek Recreation Reserve Pavilion, Lockharts Gap Rd., Sandy Creek

Neighbourhood Safer Place Locations
A3.3 COMMUNITY INFORMATION GUIDES - BUSHFIRE
(Formerly known as Township Protection Plans)
Community Information Guides-Bushfire have been developed by the CFA for the Beechworth, Stanley, Chiltern and Yackandandah Townships and the Allans Flat area. http://www.cfa.vic.gov.au/plan-prepare/community-information-guides/

A3.4 FLOOD EMERGENCY PLAN:
The Indigo Shire Flood Emergency Plan has been reviewed and endorsed by the MEMPC at its meeting of 2 August 2016. The Flood Emergency Plan has been developed by the SES and this identifies areas of the municipality subject to flooding and the response and recovery arrangements required to manage floods. The Flood Emergency Plan is a sub-plan of the MEMP.

A3.5 HEAT WAVE PLAN
The Indigo Shire Heatwave Plan has been reviewed and endorsed by the MEMPC at its meeting of 2 August 2016. The Plan identifies vulnerable groups, outlines health, community and emergency services actions and response arrangements to a heatwave alert and provides a clear communication strategy to initiate alert, response and recovery phases. The Heat Wave Plan is a sub-plan to the MEMP.

A3.6 PANDEMIC INFLUENZA PLAN
The Indigo Shire Pandemic Influenza Plan has been reviewed and endorsed by the MEMPC at its meeting of 13 December 2016. It provides an effective response framework to minimise the health effects associated with an influenza pandemic. It focuses on how to contain the virus, whilst maintaining and supporting critical services. It also addresses how recovery support is provided to affected communities. The Pandemic Influenza Plan is a sub-plan to the MEMP.

A3.7 HEALTHY COMMUNITIES PLAN
The Healthy Communities plan is Council's Municipal Public Health Plan. It outlines Council's actions to achieve better health outcomes within the community and how to address the key health issues.

A3.8 DAM SAFETY EMERGENCY PLANS:
Dam Safety Emergency Plans are held by the MERO for a number of privately owned dams throughout the municipality. The Dam Safety Emergency Plan sets out the
procedures the dam owner is obliged to take in the case of a major event or incident occurring at the dam.

A3.9 EMERGENCY ANIMAL WELFARE PLAN

The Indigo Shire Emergency Animal Welfare Plan has been reviewed and endorsed by the MEMPC at its meeting of 2 August 2016. The Emergency Animal Welfare Plan identifies the arrangements for the welfare of animal during an emergency event. This plan is a sub-plan of the MEMP.

A3.10 OTHER SPECIAL PLANS:

Other specific special plans have been developed to address those hazards which have been identified by the MEMPC. The details of those plans and copy holders are as follows:

A3.10.1 School Bus Routes:

The Senior Bus Operations Officer of Public Transport Victoria is responsible for the maintenance and amendment of this plan. The plan is amended annually and copies are held by:

- Indigo Shire Council
- school bus co-ordinator at
  - Beechworth Secondary College
  - Chiltern Primary School
  - Kiewa Valley Consolidated School
  - Rutherglen High School
  - Yackandandah Primary School
## APPENDIX 4 – INDIGO SHIRE PLANT LIST June 2017

<table>
<thead>
<tr>
<th>Plant No.</th>
<th>Plant Identifier A</th>
<th>Plant Identifier B</th>
<th>Plant Identifier C</th>
<th>Make</th>
<th>Model</th>
<th>YOM</th>
<th>Location</th>
<th>Reg. (if app.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>20</td>
<td>Grader</td>
<td>Caterpillar</td>
<td>120M</td>
<td>Caterpillar</td>
<td>120M</td>
<td>2010</td>
<td>RGlen</td>
<td>XGJ368</td>
</tr>
<tr>
<td>45</td>
<td>Grader</td>
<td>Caterpillar</td>
<td>12M</td>
<td>Caterpillar</td>
<td>12H Turbo</td>
<td>2007</td>
<td>Yack</td>
<td>UPO 787</td>
</tr>
<tr>
<td>51</td>
<td>Mower</td>
<td>Caterpillar</td>
<td>120M</td>
<td>Caterpillar</td>
<td>120M</td>
<td>2016</td>
<td>RGlen</td>
<td>1K93JE</td>
</tr>
<tr>
<td>55</td>
<td>Mower</td>
<td>Reed-0n</td>
<td>Zero-Turn</td>
<td>Kubota</td>
<td>ZD331LP</td>
<td>2015</td>
<td>Chiltern</td>
<td>1M31RF</td>
</tr>
<tr>
<td>65</td>
<td>Mower</td>
<td>Reed-0n</td>
<td>Out-front</td>
<td>Kubota</td>
<td>F3680</td>
<td>2013</td>
<td>RGlen</td>
<td>1AR5UU</td>
</tr>
<tr>
<td>70</td>
<td>Mower</td>
<td>Reed-0n</td>
<td>Zero-Turn</td>
<td>Kubota</td>
<td>ZD331LP</td>
<td>2013</td>
<td>Yack</td>
<td>1AR5UX</td>
</tr>
<tr>
<td>75</td>
<td>Mower</td>
<td>Reed-0n</td>
<td>Zero-Turn</td>
<td>Kubota</td>
<td>ZD331LP</td>
<td>2012</td>
<td>B'Worth</td>
<td>YXM 610</td>
</tr>
<tr>
<td>80</td>
<td>Mower</td>
<td>Reed-0n</td>
<td>Out-front</td>
<td>Kubota</td>
<td>F3680</td>
<td>2013</td>
<td>B'Worth</td>
<td>1AR5UUW</td>
</tr>
<tr>
<td>95</td>
<td>Forklift</td>
<td>2.5T</td>
<td>Nissan</td>
<td>2.5T</td>
<td>PJ02A25U</td>
<td>1998</td>
<td>Yack</td>
<td>WLN819</td>
</tr>
<tr>
<td>111</td>
<td>Backhoe</td>
<td>Loader</td>
<td>4WS</td>
<td>Komatsu</td>
<td>WB97S-5EO</td>
<td>2013</td>
<td>RGlen</td>
<td>ZYV 629</td>
</tr>
<tr>
<td>116</td>
<td>Backhoe</td>
<td>Loader</td>
<td>4WS</td>
<td>Komatsu</td>
<td>WB97S-5EO</td>
<td>2013</td>
<td>Yack</td>
<td>ZYV 628</td>
</tr>
<tr>
<td>119</td>
<td>Excavator</td>
<td>5.5T</td>
<td>Kobelco</td>
<td>SK5SSRX6</td>
<td>2016</td>
<td>Yack</td>
<td>1GM9PA</td>
<td></td>
</tr>
<tr>
<td>120</td>
<td>Excavator</td>
<td>5.5T</td>
<td>Kobelco</td>
<td>SK5SSRX6</td>
<td>2016</td>
<td>Yack</td>
<td>1GM9OZ</td>
<td></td>
</tr>
<tr>
<td>140</td>
<td>Skidsteer</td>
<td>High Flow</td>
<td>John Deere</td>
<td>326D</td>
<td>2012</td>
<td>Yack</td>
<td>YHP997</td>
<td></td>
</tr>
<tr>
<td>150</td>
<td>Skidsteer</td>
<td>High Flow</td>
<td>New Holland</td>
<td>L225</td>
<td>2014</td>
<td>RGlen</td>
<td>1BY9BW</td>
<td></td>
</tr>
<tr>
<td>200</td>
<td>Truck Tipper + Crane</td>
<td>4T</td>
<td>Fuso</td>
<td>2T</td>
<td>2006</td>
<td>RGlen</td>
<td>UGF025</td>
<td></td>
</tr>
<tr>
<td>220</td>
<td>Truck Tipper</td>
<td>2T</td>
<td>Isuzu</td>
<td>10m3</td>
<td>2014</td>
<td>Yack</td>
<td>1BE3X5</td>
<td></td>
</tr>
<tr>
<td>225</td>
<td>Truck Tipper</td>
<td>4T</td>
<td>Isuzu</td>
<td>4T</td>
<td>2016</td>
<td>Yack</td>
<td>WXY309</td>
<td></td>
</tr>
<tr>
<td>235</td>
<td>Truck Tipper</td>
<td>4T</td>
<td>Isuzu</td>
<td>4T</td>
<td>2009</td>
<td>Chiltern</td>
<td>WXY307</td>
<td></td>
</tr>
<tr>
<td>255</td>
<td>Truck Tipper</td>
<td>8T</td>
<td>Isuzu</td>
<td>8T</td>
<td>2012</td>
<td>Yack</td>
<td>ZEL533</td>
<td></td>
</tr>
<tr>
<td>265</td>
<td>Truck Tipper</td>
<td>6T</td>
<td>Isuzu</td>
<td>6T</td>
<td>2015</td>
<td>Yack</td>
<td>1FS4DH</td>
<td></td>
</tr>
<tr>
<td>271</td>
<td>Patcher</td>
<td>Flocon</td>
<td>Mitsubishi</td>
<td>Fighter</td>
<td>2010</td>
<td>Yack</td>
<td>YFV984</td>
<td></td>
</tr>
<tr>
<td>275</td>
<td>Truck Tipper</td>
<td>8T</td>
<td>Isuzu</td>
<td>8T</td>
<td>2014</td>
<td>RGlen</td>
<td>1DR35G</td>
<td></td>
</tr>
<tr>
<td>280</td>
<td>Truck Tipper</td>
<td>4T</td>
<td>Isuzu</td>
<td>4T</td>
<td>2014</td>
<td>Yack</td>
<td>1CQ3,7N</td>
<td></td>
</tr>
<tr>
<td>285</td>
<td>Truck Tipper</td>
<td>4T</td>
<td>Isuzu</td>
<td>4T</td>
<td>2009</td>
<td>Yack</td>
<td>WXY308</td>
<td></td>
</tr>
<tr>
<td>290</td>
<td>Truck Tipper</td>
<td>4T</td>
<td>Isuzu</td>
<td>4T</td>
<td>2011</td>
<td>B'Worth</td>
<td>YAI974</td>
<td></td>
</tr>
<tr>
<td>295</td>
<td>Truck Tipper</td>
<td>6T</td>
<td>Isuzu</td>
<td>6T</td>
<td>2011</td>
<td>Chiltern</td>
<td>YKN950</td>
<td></td>
</tr>
<tr>
<td>300</td>
<td>Truck Tipper + Crane</td>
<td>3T</td>
<td>Fuso</td>
<td>3T</td>
<td>2006</td>
<td>Yack</td>
<td>UHL977</td>
<td></td>
</tr>
<tr>
<td>350</td>
<td>Woodchopper Trailer</td>
<td>15&quot;</td>
<td>Bandit</td>
<td>1390XP</td>
<td>2011</td>
<td>Chiltern</td>
<td>U37242</td>
<td></td>
</tr>
<tr>
<td>835</td>
<td>Water Tank</td>
<td>Skid-On</td>
<td>National Water Carts</td>
<td>8000ltr</td>
<td>2015</td>
<td>RGlen</td>
<td>n/a</td>
<td></td>
</tr>
<tr>
<td>842</td>
<td>Sweeper</td>
<td>For Skidsteer</td>
<td>Norm. Eng.</td>
<td>1800mm</td>
<td>2014</td>
<td>RGlen</td>
<td>n/a</td>
<td></td>
</tr>
<tr>
<td>843</td>
<td>Sweeper</td>
<td>For Skidsteer</td>
<td>Norm. Eng.</td>
<td>1800mm</td>
<td>2015</td>
<td>Yack</td>
<td>n/a</td>
<td></td>
</tr>
<tr>
<td>844</td>
<td>Sweeper</td>
<td>For Skidsteer</td>
<td>Norm. Eng.</td>
<td>2100mm</td>
<td>2016</td>
<td>RGlen</td>
<td>n/a</td>
<td></td>
</tr>
<tr>
<td>846</td>
<td>Slasher</td>
<td>For Skidsteer</td>
<td>Digga</td>
<td>8T</td>
<td>2012</td>
<td>Yack</td>
<td>n/a</td>
<td></td>
</tr>
<tr>
<td>847</td>
<td>Slasher</td>
<td>For Skidsteer</td>
<td>Norm. Eng.</td>
<td>7T</td>
<td>2014</td>
<td>RGlen</td>
<td>n/a</td>
<td></td>
</tr>
<tr>
<td>900</td>
<td>Trailer Plant</td>
<td>Beavertail</td>
<td>Beavertail</td>
<td>9.0T</td>
<td>2013</td>
<td>Yack</td>
<td>V35396</td>
<td></td>
</tr>
<tr>
<td>901</td>
<td>Trailer Plant</td>
<td>Beavertail</td>
<td>Beavertail</td>
<td>9.0T</td>
<td>2014</td>
<td>RGlen</td>
<td>956105</td>
<td></td>
</tr>
<tr>
<td>902</td>
<td>Trailer Plant</td>
<td>Beavertail</td>
<td>Beavertail</td>
<td>9.0T</td>
<td>2016</td>
<td>Yack</td>
<td>04979-S</td>
<td></td>
</tr>
</tbody>
</table>
## APPENDIX 5: CONTACT DIRECTORY

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>BUSINESS</th>
<th>AFTER HOURS</th>
<th>FACSIMILE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulance Victoria (AV)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Regional Health Commander</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ausnet Services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(HV Transmission Lines)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Electricity Supply)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Centrelink (DHHS)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cleanaway</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Country Fire Authority</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>District 24 Headquarters</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bogong Group Headquarters</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rutherglen Group Headquarters</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Country Womens Association</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Head Office</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Department of Defence (Albury)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Department of Education &amp; Training (DET)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Department of Health &amp; Human Services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>On Call Number (Emergency Activation)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Manager Emergency Management</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emergency Management Co-ordinator</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emergency Management Officer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>State Health Emergency Response Plan</td>
<td></td>
<td>(</td>
<td></td>
</tr>
<tr>
<td>Regional Health Coordinator</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Department of Justice</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Beechworth Correctional Centre</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Department of Economic Development</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jobs, Transport and Resources (DEDJTR)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AGENCY</td>
<td>BUSINESS</td>
<td>AFTER HOURS</td>
<td>FACSIMILE</td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>----------</td>
<td>-------------</td>
<td>-----------</td>
</tr>
<tr>
<td>Emergency Response Co-ordinator</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Victoria Police)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Municipal (MERC)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Region (REMI)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emergency Management Victoria (EMV)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Environmental Protection Authority</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>24 Hr Emergency Response Officer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Environment, Land, Water and Planning</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Benalla Region Office</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Beechworth Office</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wodonga Office</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hancock Victorian Plantations</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Health Services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Beechworth</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yackandandah</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Indigo Shire Building Surveyor</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Indigo Shire Environmental Health Officer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Indigo Shire G.I.S. &amp; Mapping</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Indigo Shire Cleaning Contractor</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
# MUNICIPAL EMERGENCY MANAGEMENT PLAN
## APPENDICES

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>BUSINESS</th>
<th>AFTER HOURS</th>
<th>FACSIMILE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Media</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3NE Radio (Wangaratta)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ABC Goulburn Murray Radio (Wodonga – news room)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Radio 2AY (Albury)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Edge FM (Wodonga)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The River FM (Albury)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Star FM (Albury)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prime TV (Albury)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Win TV (Ballarat)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wangaratta Chronicle</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Border Mail (Albury) (news room direct)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ovens &amp; Murray Advertiser</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Municipal Emergency Resource Officer (MERO)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Deputy Municipal Emergency Resource Officer</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Municipal Recovery Manager (MRM)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Deputy Municipal Recovery Manager</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Municipal Fire Prevention Officer (MFPO)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Municipal Emergency Management Planning Committee</strong></td>
<td>See Forward Page 2</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Neighbourhood Houses/Centres</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Beechworth</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yackandandah</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>North East Catchment Management Authority</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>North East Region Water Authority</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Duty Manager</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

TRIM: INTERNAL17/1762
Version: 2.4 August 2018
<table>
<thead>
<tr>
<th>AGENCY</th>
<th>BUSINESS</th>
<th>AFTER HOURS</th>
<th>FACSIMILE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australian Pipelines Authority APA</td>
<td>Gas Supply, Gas Leaks</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public Transport Victoria (PTV)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Parks Victoria (PV)</td>
<td>Beechworth</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Police Station</td>
<td>Beechworth</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Chiltern</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Rutherglen</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tangambalanga</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Yackandandah</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Wangaratta</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Wodonga</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Railways</td>
<td>ARTC (both tracks)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Red Cross</td>
<td>For ALL Red Cross emergency assistance</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Divisional Operations Officer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RSPCA</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rural Finance Corporation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rural Financial Counselling</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Salvation Army</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Salvos CSS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service Clubs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Beechworth Rotary Club</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Beechworth Lions Club</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Chiltern Lions Club</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Rutherglen Lions Club</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
# APPENDICES

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>BUSINESS</th>
<th>AFTER HOURS</th>
<th>FACSIMILE</th>
</tr>
</thead>
</table>
| Rutherglen Rotary Club  
Rutherglen Apex Club  
Kiewa/Tangambalanga Lions Club  
Yackandandah Lions Club | | | |

**Schools**

Barnawartha Primary School  
Beechworth Primary School  
St.Josephs Beechworth  
Beechworth Montessori  
Chiltern Primary School  
St.Josephs Chiltern  
Kiewa Valley Consolidated  
Middle Indigo Primary School  
Osbornes Flat Primary School  
Rutherglen Primary School  
St.Marys Rutherglen  
Upper Sandy Creek Primary School  
Wahgunyah Primary School  
Wooragee Primary School  
Yackandandah Primary School  
Beechworth Secondary College  
Rutherglen High School

**School Bus Co-ordinator**

PTV Incident Response

**Duty Officer**

- Beechworth Area  
- Chiltern Area  
- Kiewa Area  
- Rutherglen Area  
- Yackandandah Area

**St. Vincent de Paul**

Chiltern

**St. Johns Ambulance Australia (Victoria)**
<table>
<thead>
<tr>
<th>AGENCY</th>
<th>BUSINESS</th>
<th>AFTER HOURS</th>
<th>FACSIMILE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telstra</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>VicRoads</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Victorian Council of Churches</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emergencies Ministry (VCC EM)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Victorian Farmers Federation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Victoria State Emergency Service</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Regional Headquarters</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Regional Duty Officer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Beechworth Unit</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chiltern Unit</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rutherglen Unit</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Office</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yackandandah Unit</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SES: Flood and Storm Damage</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wireless Institute Civil Emergency Network (W.I.C.E.N.)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NE &amp; Hume Coordinator</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assist Coordinator</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>State Co-ordinator</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Duty Officer</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Appendix 5.** Contact Directory, has been checked and updated by Chris Rule on 16/8/2018
## APPENDIX 6 – MEMP DISTRIBUTION LIST

<table>
<thead>
<tr>
<th>ISSUED TO</th>
<th>NUMBER OF COPIES HELD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adjoining Municipalities:</td>
<td></td>
</tr>
<tr>
<td>Alpine</td>
<td>1</td>
</tr>
<tr>
<td>Towong</td>
<td>1</td>
</tr>
<tr>
<td>Wangaratta</td>
<td>1</td>
</tr>
<tr>
<td>Wodonga</td>
<td>1</td>
</tr>
<tr>
<td>Ambulance Victoria (Wangaratta, Beechworth &amp; Ballarat)</td>
<td>3</td>
</tr>
<tr>
<td>Dept. of Environment, Land, Water &amp; Planning (Myrtleford, Benalla &amp; Wodonga)</td>
<td>3</td>
</tr>
<tr>
<td>Dept. of Education &amp; Training</td>
<td>1</td>
</tr>
<tr>
<td>Country Fire Authority - Group Officers:</td>
<td></td>
</tr>
<tr>
<td>Bogong Group</td>
<td>1</td>
</tr>
<tr>
<td>Rutherglen Group</td>
<td>1</td>
</tr>
<tr>
<td>Country Fire Authority - Headquarters:</td>
<td></td>
</tr>
<tr>
<td>Wangaratta District 23</td>
<td>1</td>
</tr>
<tr>
<td>Wodonga District 24</td>
<td>1</td>
</tr>
<tr>
<td>Ausnet Services</td>
<td>2</td>
</tr>
<tr>
<td>Dept. of Health &amp; Human Services</td>
<td>1</td>
</tr>
<tr>
<td>North East Water</td>
<td>1</td>
</tr>
<tr>
<td>Municipal Chief Executive Officer</td>
<td>1</td>
</tr>
<tr>
<td>Municipal Emergency Response Co-ordinator</td>
<td>1</td>
</tr>
<tr>
<td>Municipal Environmental Health Officer</td>
<td>1</td>
</tr>
<tr>
<td>Municipal Emergency Resource Officer</td>
<td>1</td>
</tr>
<tr>
<td>Deputy Municipal Emergency Resource Officer</td>
<td>1</td>
</tr>
<tr>
<td>Municipal Recovery Manager</td>
<td>1</td>
</tr>
<tr>
<td>Deputy Municipal Recovery Manager</td>
<td>1</td>
</tr>
<tr>
<td>Municipal Director Development &amp; Community Services</td>
<td>1</td>
</tr>
<tr>
<td>Municipal Councillor Representative</td>
<td>1</td>
</tr>
<tr>
<td>ISSUED TO</td>
<td>NUMBER OF COPIES HELD</td>
</tr>
<tr>
<td>-------------------------------------------------------</td>
<td>-----------------------</td>
</tr>
<tr>
<td>Police Station(s)</td>
<td></td>
</tr>
<tr>
<td>Beechworth</td>
<td>1</td>
</tr>
<tr>
<td>Chiltem</td>
<td>1</td>
</tr>
<tr>
<td>Rutherglen</td>
<td>1</td>
</tr>
<tr>
<td>Tangambalanga</td>
<td>1</td>
</tr>
<tr>
<td>Yackandandah</td>
<td>1</td>
</tr>
<tr>
<td>Regional Emergency Response Co-ordinator (Wangaratta)</td>
<td>1</td>
</tr>
<tr>
<td>Deputy Regional Emergency Response Co-ordinator (Wodonga)</td>
<td>1</td>
</tr>
<tr>
<td>Red Cross</td>
<td>2</td>
</tr>
<tr>
<td>Salvation Army</td>
<td>1</td>
</tr>
<tr>
<td>Victoria State Emergency Service - Local Units:</td>
<td></td>
</tr>
<tr>
<td>Beechworth</td>
<td>1</td>
</tr>
<tr>
<td>Chiltem</td>
<td>1</td>
</tr>
<tr>
<td>Rutherglen</td>
<td>1</td>
</tr>
<tr>
<td>Yackandandah</td>
<td>1</td>
</tr>
<tr>
<td>Victoria State Emergency Service - Regional Headquarters</td>
<td>2</td>
</tr>
<tr>
<td>Vic Roads Regional Office Benalla</td>
<td>1</td>
</tr>
<tr>
<td>Victorian Council of Churches</td>
<td>1</td>
</tr>
<tr>
<td>St. Johns Ambulance</td>
<td>2</td>
</tr>
<tr>
<td>Fire Management Planning Network Manager</td>
<td>1</td>
</tr>
<tr>
<td>Emergency Management Australia (Mt Macedon)</td>
<td>1</td>
</tr>
<tr>
<td>Beechworth Health Service</td>
<td>1</td>
</tr>
<tr>
<td>Gateway Community Health</td>
<td>1</td>
</tr>
<tr>
<td>State Library Victoria</td>
<td>1</td>
</tr>
<tr>
<td>MEMPC Community Representative</td>
<td>1</td>
</tr>
</tbody>
</table>
### APPENDIX 7  GLOSSARY OF TERMS

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACTION</td>
<td>The executive command to mount an operation whereby all required personnel are called to their posts.</td>
</tr>
<tr>
<td>AFFECTED AREA</td>
<td>An affected area for the purposes of managing response and recovery is the entire geographic area affected in any significant way by an emergency.</td>
</tr>
<tr>
<td>AGENCY</td>
<td>Means a Government agency or a non-Government agency.</td>
</tr>
<tr>
<td>ALERT</td>
<td>That period when the Regional or Local Emergency Response Co-ordinator, or the Chief Officer of a combat agency, believes an emergency may occur and requires all, or designated, Functional Services specified in Emergency Management Manual Victoria to increase their level of preparedness to cope with the emergency.</td>
</tr>
<tr>
<td>CIVIL DEFENCE</td>
<td>The term Civil Defence means the performance of humanitarian tasks intended to protect the civil population of Victoria against the dangers of and to help it recover from, the immediate effects of a war-like act.</td>
</tr>
</tbody>
</table>
| CO-ORDINATION | The bringing together of agencies and elements to ensure effective response to emergencies and is primarily concerned with the systematic acquisition and application of resources (agency, manpower and equipment) in accordance with the requirements imposed by the emergency or emergencies. Co-ordination relates primarily to resources and operates;  
  - vertically, within an agency, as a function of the authority to command,  
  - horizontally, across agencies as a function of the authority to control. |
| CO-ORDINATOR | At Divisional level, a Police Officer appointed by the State Emergency Response Co-Ordinator as Divisional/Deputy Divisional Emergency Response Co-Ordinator. At local level, it shall be the Officer in Charge of the Police Station or the senior member of the Police Force at the scene of the emergency who shall act as the Emergency Response Co-Ordinator. |
| CONTROL AGENCY | The agency identified in the Municipal Emergency Management Plan which is primarily responsible for responding to a specified emergency.                                                                    |
| COMMAND    | The direction of members and resources of an agency in the performance of the organisation's role and tasks. Authority to command is established in legislation or by agreement within an agency. Command relates to agencies and operates vertically within an agency. |
| CONTROL    | The overall direction of response activities in an emergency situation. Authority for control is established in legislation or in an emergency response plan, and causes with it the responsibility for tasking and co-ordinating other agencies in accordance with the needs of the situation. Control relates to situations and operates horizontally across agencies. |
| COUNSELLING | The provision of psychological support and advice to persons affected by an emergency.                                                                                                                  |
**MUNICIPAL EMERGENCY MANAGEMENT PLAN**  
**APPENDICES**

<table>
<thead>
<tr>
<th><strong>EMERGENCY MANAGEMENT COMMITTEE</strong></th>
<th>The emergency management planning committee ensuring the Co-ordinated response to emergencies by all agencies having roles and responsibilities under Emergency Management Manual Victoria.</th>
</tr>
</thead>
</table>
| **EMERGENCY**                     | Emergency means an emergency due to the actual or imminent occurrence of an event which in any way endangers or threatens to endanger the safety or health of any person in Victoria or which destroys or damages, or threatens to destroy or damage any property in Victoria, including, without limiting the generality of the foregoing;  
  • an earthquake, flood, windstorm or other natural event; and  
  • a fire; and  
  • an explosion; and  
  • a road accident or any other accident; and  
  • a plague or an epidemic; and  
  • a warlike act, whether directed at Victoria or a part of Victoria or at any other State or Territory of the Commonwealth; and  
  • a hi-jack, siege or riot |
| **EMERGENCY AREA**                | Means an emergency area declared under Section 36A of the Emergency Management Act 1986. |
| **EMERGENCY CO-ORDINATION CENTRE (ECC)** | The Centre established at Divisional or Municipal level to co-ordinate resources and conduct operations ancillary to the combat agency, during the response phase. |
| **EMERGENCY GRANT**              | The provision of finance to affected persons as dictated by Government Policy, during Emergency Relief. |
| **EMERGENCY MANAGEMENT GROUP**   | The group formed to assist the municipality in the performance of its Municipal Emergency Management functions. |
| **EMERGENCY OPERATIONS CENTRE (EOC)** | The centre established by each agency for the command/control function within their own agency. eg. Police Operations Centre (POC), Fire Control Centre (FCC). |
| **EMERGENCY RELIEF**             | Relief is the provision of immediate life support and human needs of persons affected by, or responding to, an emergency. |
| **EMERGENCY RELIEF CENTRES**     | Centres established to provide groups of persons with any or all of the services, of the functional areas of emergency relief. |
| **EMERGENCY SERVICES LIAISON OFFICER (ESLO)** | An Officer designated by his/her Agency to represent it and who is empowered to commit or to arrange the commitment of resources of the agency to the countering of emergencies, and to provide a communication link with his/her Agency. |
| **EMERGENCY SHELTER**            | Group shelter provided for affected persons in a community hall or suchlike, including “relief centres”. It is provided during the emergency relief stage and is separate to temporary accommodation. |
| **EMERGENCY SUPPLY**             | The provision of resources to a combat agency when that agency is unable to procure same through its normal resource system. |
| **EMERGENCY MANAGEMENT COMMISSIONER** | The Emergency Management Commissioner has legislated coordination and control responsibilities over all major emergencies in the State of Victoria |
| **EMERGENCY MANAGEMENT LIAISON OFFICER (EMLO)** | An EMLO is a person appointed by an agency, who:  
- represents his/her agency in another agency’s facility utilised to manage an emergency response; or  
- a coordination centre; or  
- an emergency management team; and  
- is empowered to commit, or to arrange the commitment, of resources of the agency to the response to an emergency; and  
- represents the interests of the agency and provides advice in relation to impacts and consequence management.  
The EMLO may be named Emergency Services Liaison Officer (ESLO) by some agencies. |
| **EVACUATION** | The planned relocation of persons from dangerous or potentially dangerous areas to safer areas and eventual return. The decision to evacuate rests with the combat agency in conjunction with Victoria Police and available expert advice. |
| **EVACUATION CENTRE** | See Emergency Relief Centre. |
| **FIELD EMERGENCY RESPONSE CO-ORDINATOR** | Senior member of Victoria Police at the scene of an emergency. |
| **FINANCIAL ASSISTANCE** | See Emergency Grant. |
| **FUNCTIONAL AREAS** | The categorisation of services required for Emergency Relief for the purposes of allocating responsibility to nominated agencies. These are:  
- Catering  
- Community Organisations  
- Emergency Accommodation  
- Emergency Grants, Counselling & Temporary Accommodation  
- Material Needs  
- Registration (Register Find Reunite) |
| **GOVERNMENT AGENCY** | Means—  
- Any body corporate or unincorporated constituted by or under any Act for a public purpose; and  
- Any member or officer of such a body.  
- Any person in the service of the Crown in the right of the State of Victoria upon whom any function, power, duty or responsibility is conferred by or under the Act. |
<p>| <strong>INCIDENT CONTROL POINT</strong> | The control point established by the Control Agency in proximity to the emergency and used by the incident controller for forward command/control functions. |
| <strong>INCIDENT CONTROLLER</strong> | An officer appointed by the control authority responsible for the resolution of an emergency. This title shall also extend to the person appointed under the provisions of Section 16 of the Emergency Management Act 1986. |
| <strong>LEAD AGENCY</strong> | The agency designated to co-ordinate the provision of a functional area of emergency relief and supplementary supply. |
| <strong>MATERIAL NEEDS</strong> | The provision of clothing, bedding and personal requisites, during “Emergency Relief”. |</p>
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>MUNICIPAL EMERGENCY RESPONSE CO-ORDINATOR (MERC)</td>
<td>The Officer in Charge of the local Police Station or the senior police officer at the scene of the emergency.</td>
</tr>
<tr>
<td>MUNICIPAL EMERGENCY MANAGEMENT PLANNING COMMITTEE</td>
<td>The Committee which, at municipal level, is responsible for the formation and maintenance of a Municipal Emergency Management Plan.</td>
</tr>
<tr>
<td>MUNICIPAL EMERGENCY RESOURCE OFFICER (MERO)</td>
<td>The person appointed by the Municipality responsible to council for the coordination of municipal owned or controlled resources in emergencies.</td>
</tr>
<tr>
<td>MUNICIPAL RECOVERY MANAGER (MRM)</td>
<td>The person appointed by the Municipality responsible to council for the coordination of municipal recovery activities after emergencies.</td>
</tr>
<tr>
<td>MUNICIPALITY</td>
<td>The area contained within the defined boundaries for local Government responsibility of a Shire, Borough, Town or City.</td>
</tr>
<tr>
<td>NEIGHBOURHOOD SAFER PLACE (NSP)</td>
<td>NSPs are places of last resort during the passage of a bushfire, and are intended to be used by persons whose primary bushfire plans have failed.</td>
</tr>
<tr>
<td>NON GOVERNMENT AGENCY</td>
<td>Means a voluntary organisation or any person or body other than a government agency.</td>
</tr>
<tr>
<td>PRIMARY SUPPORT AGENCY</td>
<td>The agency to be first considered by an Emergency Response Coordinator for support in an EMMV role.</td>
</tr>
<tr>
<td>RECOVERY</td>
<td>The process by which affected persons and communities are helped to recover to a proper level of functioning. It commences as soon as practicable after the impact of an emergency, and usually continues long after cessation of response activities. Refer also to the State Disaster Recovery Plan.</td>
</tr>
<tr>
<td>RECOVERY AGENCY</td>
<td>A recovery agency is an agency or person which assists individuals, families and communities to attain a proper level of functioning, by providing information, specialist services and resources, and may include Commonwealth, State and local government and non-government agencies.</td>
</tr>
<tr>
<td>REGION</td>
<td>A geographic area comprising a number of municipal districts and specific Victorian waters.</td>
</tr>
<tr>
<td>REGIONAL EMERGENCY RESPONSE PLAN</td>
<td>The Emergency Response Plan prepared by the Regional Emergency Response Planning Committee.</td>
</tr>
<tr>
<td>REGIONAL EMERGENCY RESPONSE PLANNING COMMITTEE</td>
<td>The committee which at regional level is responsible for the formation and maintenance of a divisional emergency response for response to emergencies, the chairman being the Regional Emergency Response Coordinator or, in his absence, his Deputy Emergency Response Coordinator.</td>
</tr>
<tr>
<td>REGISTERED EMERGENCY WORKER</td>
<td>Means a person registered under Section 26 of the Emergency Management Act 1986.</td>
</tr>
<tr>
<td><strong>RELIEF CENTRES</strong></td>
<td>Centres established to provide groups of persons with any or all of the services, of the functional areas of Emergency Relief.</td>
</tr>
<tr>
<td>--------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>RELIEF STAGE</strong></td>
<td>The immediate post impact stage of an emergency, preceding the recovery phase. For the purposes of this Plan, the end of relief will be when &quot;stand down&quot; is advised by the Emergency Response Co-Ordinator.</td>
</tr>
<tr>
<td><strong>RESPONSE</strong></td>
<td>The control of an emergency and the provision of emergency relief, including rescue and the needs of affected persons.</td>
</tr>
<tr>
<td><strong>STAGING AREA</strong></td>
<td>A location designated and used during emergencies for the assembly of combat or support personnel prior to deployment.</td>
</tr>
<tr>
<td><strong>STAND-DOWN</strong></td>
<td>The order given by the Divisional or Municipal Emergency Response Co-Ordinator that allows personnel to cease operations reflecting the termination of the emergency.</td>
</tr>
<tr>
<td><strong>STANDBY</strong></td>
<td>That period normally following alert when the Divisional or Municipal Emergency Response Co-Ordinator, or the Chief Officer of a combat agency, believes that the occurrence or the effects of the emergency, are imminent. Members of the relevant agencies are placed on &quot;Standby&quot;, thus being ready to respond immediately.</td>
</tr>
<tr>
<td><strong>SUPPORT AGENCY</strong></td>
<td>A government or non-government agency which provides essential services, personnel, or material to support or assist a combat agency or affected persons.</td>
</tr>
<tr>
<td><strong>SUPPLEMENTARY SUPPLY</strong></td>
<td>Those resources requested under emergency supply unable to be obtained by EMMV Support Agencies</td>
</tr>
<tr>
<td><strong>TEMPORARY ACCOMMODATION</strong></td>
<td>Accommodation provided for individuals or families affected by an emergency. It is separate to emergency shelter. This accommodation includes caravans and suchlike, and will normally be arranged by the recovery agency. In some cases this will occur during the Response Phase.</td>
</tr>
<tr>
<td><strong>VOLUNTEER EMERGENCY WORKER</strong></td>
<td>Means a volunteer worker who engages in emergency activity at the request (whether directly or indirectly) or with the express or implied consent of the chief executive (however designated), or of a person acting with the authority of the chief executive, of an agency to which state emergency response or the state emergency recovery plan applies.</td>
</tr>
</tbody>
</table>
APPENDIX 8 ABBREVIATIONS

DPI (AgVic)  Agriculture Victoria
AV  Ambulance Victoria
BOM  Bureau of Meteorology
CASA  Civil Aviation Safety Authority
CFA  Country Fire Authority
CERA  Community Emergency Risk Assessment
CWA  Country Women’s Association
DACC  Defence Assistance to the Civil Community
DELWP  Department of Environment, Land, Water & Planning
DEDJTR  Department of Economic Development, Jobs, Transport & Resources
DET  Department of Education & Training
DHHS  Department of Health & Human Services
DPCD  Department of Planning & Community Development
EHO  Environmental Health Officer
EMA  Emergency Management Australia
EMC  Emergency Management Commissioner
EMV  Emergency Management Victoria
EMT  Executive Management Team
EMMV  Emergency Management Manual Victoria
EOC  Emergency Operations Centre
EPA  Environmental Protection Authority
EMLO  Emergency Management Liaison Officer
ESTA  Emergency Services Telecommunications Authority
GMW  Goulburn Murray Water
ICC  Incident Control Centre
HSO  Health and Safety Organisation
MAV  Municipal Association of Victoria
MECC  Municipal Emergency Co-ordination Centre
MERC  Municipal Emergency Response Co-ordinator
MEMEG  Municipal Emergency Management Enhancement Group
MEMPC  Municipal Emergency Management Planning Committee
MEMP  Municipal Emergency Management Plan
MERO  Municipal Emergency Resource Officer
MFPO  Municipal Fire Prevention Officer
MPHP  Municipal Public Health Plan (Indigo Shire Healthy Communities Plan)
MRM  Municipal Recovery Manager
NDRRA  Natural Disaster Relief and Recovery Arrangements

TRIM: INTERNAL17/1762

Version: 2.4 August 2018
NEW  North East Water
NECMA  North East Catchment Management Authority
NRIS  National Registration and Inquiry System
NSP  Neighbourhood Safer Place
OESC  Office of the Emergency Services Commissioner
POC  Police Operations Centre
PSTN  Public Subscriber Telephone Network
PTC  Public Transport Corporation
REMI  Regional Emergency Management Inspector
RERC  Regional Emergency Response Coordinator
RSPCA  Royal Society for the Prevention of Cruelty to Animals
SCC  State Control Centre
SEWS  State Emergency Warning Signal
SHERP  State Health Emergency Response Plan
SITREP  Situation Report
SOP  Standard Operating Procedure
VCC  Victorian Council of Churches
VFF  Victorian Farmers Federation
VICSES  Victoria State Emergency Service
VICPOL  Victoria Police
WICEN  Wireless Institute Civil Emergency Network
APPENDIX 9 – TRAINING EXERCISES

Below is a list of training exercises conducted by the MEMPC

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
<th>Exercise Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>December 2014</td>
<td>Beechworth Senior Citizens Clubrooms</td>
<td>MECC exercise - Crisisworks</td>
</tr>
<tr>
<td>December 2016</td>
<td>Beechworth Memorial Hall</td>
<td>Emergency Relief Centre desktop exercise</td>
</tr>
</tbody>
</table>

APPENDIX 10 – MAPS

- Indigo Shire
- Barnawartha Township
- Beechworth Township
- Chiltern Township
- Kiewa Township
- Rutherglen Township
- Stanley Township
- Tangambalanga Township
- Wahgunyah Township
- Yackandandah Township
- CFA Staging Areas
MUNICIPAL EMERGENCY MANAGEMENT PLAN
APPENDICES

TRIM: INTERNAL17/1762
Version: 2.4 August 2018
Municipal Emergency Management Planning Committee

Terms of Reference

Adopted by MEMPC 2 August 2016
1. Purpose
The purpose of the Indigo Shire Council, Municipal Emergency Planning Committee (MEMPC) is to formulate, maintain and test the Municipal Emergency Management Plan.

2. Authority & Background
Section 20 (1) Part 4 of the Emergency Management Act 1986; ‘a municipal council must prepare and maintain a municipal emergency management plan’.
Section 21 (3) Part 4 of the Emergency Management Act 1986, ‘a municipal council must appoint a municipal emergency planning committee which has members and employees of the municipal council, response and recovery agencies and local community groups involved in emergency management issues.
Section 21 (4) Part 4 of the Emergency Management Act 1986; ‘the function of the municipal emergency planning committee is to prepare a draft municipal emergency management plan for consideration by the municipal council’

3. The Role of the Committee is to:
- Develop and maintain the Indigo Shire Council Municipal Emergency Management Plan for endorsement by the Municipal Emergency Planning Committee and adoption by the Indigo Shire Council.
- Determine the need for and participate in functional sub-committees and working groups to plan for specific emergencies, address issues and develop and implement projects
- Assist in identifying, analysing and evaluating existing and new and emerging emergency related hazards and risks.
- Provide input into risk treatment strategies.
- Prepare risk specific response and recovery plans for the Shire.
- Contribute to the continuous improvement of the Indigo Shire Council Municipal Emergency Management Plan through monitoring, review and development.
- Contribute to testing the Municipal Emergency Management Plan through conducting and participating in emergency exercises.
4 Municipal Emergency Planning Committee Membership
Councillor (Chairperson)
Municipal Emergency Resource Officer (MERO) / or Deputy (Deputy Chairperson)
Municipal Emergency Manager (MEM) or equivalent
Municipal Recovery Manager (MRM) / or Deputy
Municipal Emergency Response Coordinator (MERC) / or Deputy (Victoria Police)
Municipal Fire Prevention Officer (MFPO) / or Delegate

Local Emergency Service Representatives
Victorian State Emergency Service
Country Fire Authority
Department of Environment Land Water & Planning
Ambulance Victoria
Parks Victoria

Local Recovery Agency Representatives
Department of Health & Human Services
Red Cross – Australia
Salvation Army
St John Ambulance
St Vincent de Paul Society
Victorian Council of Churches

Government Agency Representatives
Department of Education & Training
Department of Economic Development, Jobs, Transport & Resources
EPA Victoria
VicRoads
North East Water
Goulburn Murray Water
North East Catchment Management Authority
WorkSafe
Utility Company Representatives
Ausnet Services
Telstra
United Energy

Other Relevant Representatives
Community Representatives
Others as required including: Interested community groups (i.e. but not limited to, Lions International, Rotary International)

5 Quorum
A quorum of the MEMPC will be achieved with six members of the Committee.

No resolutions can be made if a quorum is not reached but a meeting can be held; minutes taken and issues referred for resolution to the next meeting of the MEMPC at which a quorum is reached.

6 Role of the Chairperson
The Chairperson is responsible for making sure that each meeting is conducted appropriately and that matters are dealt with in an orderly, efficient manner. The Chairperson carries the authority to keep order and maintain progress in line with the agenda. The Chairperson must make the most of all his/her committee members and 'lead the team'. This also involves regularly reviewing the Committee's performance and identifying and managing the process for renewal of the Committee through recruitment of new members. The Chairperson is an Indigo Shire Councillor nominated by the Council annually.

Another Councillor or the MERO or Deputy MERO will fill the role of Chairperson in the event of a casual absence.

The position of Chairperson will be appointed by the Councillors in November each year, to hold the position for a period of one year or until Council appoints another Councillor in their place.

In accordance with Section 76E of the Local Government Act 1989, a Councillor must not improperly direct or influence a member of Council staff in the exercise of any power or in the performance of any duty or function.
7 Meeting Frequency

The MEMPC will meet quarterly and following emergencies involving the Municipality, or as required from time to time.

The MEMP Committee are not required to give public notice of their meetings, and meetings are not required to be open to the public.

The Indigo Shire Council will provide a suitable venue and catering for the MEMP Committee meetings.

Agencies are expected to provide representatives that are authorised and empowered to deliver outcomes.

8 Minutes and Agendas

Calls for topics for the MEMP Committee agenda will be circulated to the Members one month prior to the meetings.

Members are to provide a written report to the MERO outlining any agency specific emergency management actions and issues of interest to the MEMP Committee not less than seven days prior to the meeting. Meeting minutes will be taken by the MERO and circulated to the MEMP Committee membership not later than fourteen days after the meeting.

Reports to Council will be made where specific issues require a Council determination based on the recommendation of the MEMPC.

Responsibilities and actions will be identified, where appropriate, subject to time lines in the minutes.

9 Sub-Committees & Working Parties

The MEMP Committee will determine the need to establish sub-committees / working parties in order to investigate and report on specific issues that will assist the Municipal Emergency Management Planning Committee in meeting its obligations under the Emergency Management Act 1986.

The MEMP Committee will determine the Terms of Reference and reporting timeframes for the sub-committees and/or working parties. The MEMP Committee can delegate this task to the sub-committee or working party but will endorse or accept them at a quarterly meeting.

The membership of any sub-committee and/or working party will consist of agencies and organisations represented on the Municipal Emergency Planning Committee, and other representatives deemed necessary.

The established sub-committees will report to the Municipal Emergency Management Planning Committee for any actions to be undertaken and recommendations that will be required to go to Council.
Minutes will be taken at all sub-committee / working party meetings and will be distributed in accordance with the Municipal Emergency Planning Committee Meeting minutes and agendas.

10 Conduct and Interest Provisions

In performing the role of the Municipal Emergency Planning Committee Member, a person must:

- Act with integrity
- Impartially exercise his/her responsibilities in the interests of the local community
- Not improperly seek to confer an advantage or disadvantage on any person
- Treat all persons with respect and have due regard to the opinions, beliefs, rights and responsibilities of other persons
- Commit to regular attendance at meetings
- Not make improper use of information acquired because of their position or release information that the member knows, or should reasonably know, is confidential information

Where a Councillor or officer declares a conflict of interest in relation to a matter in which the committee is concerned, they must disclose the interest to the committee before the matter is considered or discussed at the meeting. Disclosure must include the nature of the relevant interest and be recorded in the minutes of the meeting. The member must leave the room while the matter is being considered and may return only after consideration of the matter and all votes on the matter have been concluded.

Where a community member has an interest or a ‘Conflict of Interest’ (as defined in the Local Government Act) in relation to a matter in which the committee is concerned, or is likely to be considered or discussed, the community member must disclose the matter to the group before the matter is considered or discussed. Disclosure must include the nature of the relevant interest or conflict of interest and be recorded in the minutes of the meeting. It will be at the discretion of the Chairperson if the community member remains or leaves the room whilst the matter is discussed, and this must also be recorded in the minutes of the meeting.
11 References and Related Documents

| ACTS                                                                 | Building Act 1993  
|                                                                    | Bushfires Royal Commission Monitor Implementation Act 2011  
|                                                                    | Country Fire Authority Act 1958  
|                                                                    | Electrical Safety Act 1986  
|                                                                    | Emergency Management Act 1986  
|                                                                    | Emergency Management Act 2013  
|                                                                    | Environment Protection Act 1970  
|                                                                    | Local Government Act 1958  
|                                                                    | Planning and Environment Act 1987  
|                                                                    | Public Health & Wellbeing Act 2008  
|                                                                    | Radiation Act 2005  
|                                                                    | Road Management Act 2004  
|                                                                    | Road Safety Act 1986  
|                                                                    | Terrorism (Community Protection) Act 2003  
|                                                                    | Victoria State Emergency Services Act 2005  
|                                                                    | Water Act 1989  
|                                                                    | Water Industry Act 1994  
| REGULATIONS                                                         | Building Regulations 2006  
|                                                                    | Country Fire Authority Regulations 2004  
|                                                                    | Electrical Safety (Electric Line Clearance) Regulations 2010  
|                                                                    | Radiation Regulations 2007  
|                                                                    | Emergency Management (Critical Infrastructure Resilience) Regulations 2015  
| OTHER                                                               | Australian Emergency Manuals Series  
|                                                                    | Emergency Management Manual Victoria  
|                                                                    | Emergency Relief Handbook: A Planning Guide  
|                                                                    | Local Government Emergency Management Handbook  
|                                                                    | Victorian Flood Review  
|                                                                    | Victorian Bushfire Royal Commission Recommendations  
|                                                                    | Victorian Emergency Management Reform White Paper  
|                                                                    | Victorian Planning Schemes  
|                                                                    | State Heat Plan  

12 Contact with the Media

Contact with the media by Municipal Emergency Planning Committee members will be conducted in accordance with the Council and Staff Media Policies. Community members should defer any media enquiries to the Municipal Emergency Resource Officer (MERO) in the first instance and should take care not to respond as a representative of the committee.
13 Charter of Human Rights Compliance
It is considered that these Terms of Reference do not impact on any human rights identified in the *Charter of Human Rights & Responsibilities Act 2006*

14 Review Date
The Terms of Reference will be reviewed every three years. Next review third quarter meeting 2019.

15. Adoption
The Terms of Reference were adopted by the Municipal Emergency Management Planning Committee at the meeting held on 2 August 2016.