



**MUNICIPAL
EMERGENCY
MANAGEMENT
PLAN**



Banyule
CITY COUNCIL





PUBLIC VERSION

**Banyule
Municipal Emergency
Management Plan**

LAST AMENDED: May 2011

Amendment No. 15

FOREWORD

Emergencies can affect any community at any time causing injury, death, property and environmental damage and/or disruption. The State Government requires every municipality to have a Municipal Emergency Management Plan (MEMPlan) to cope with such events. The Banyule MEMPlan has been developed pursuant to Section 20(1) of the Emergency Management Act 1986. This plan addresses the prevention of, response to and recovery from emergencies affecting the municipality's community. This MEMPlan has been developed and approved by the Municipal Emergency Management Planning Committee (MEMPC).

In establishing the Banyule MEMPlan, the MEMPC has consulted with Victorian State Emergency Services, Victoria Police, Metropolitan Fire Brigade, Country Fire Authority and the Department of Human Services.

Emergency planning involves identifying hazards and assessing risks so action can be taken to avoid, minimise and deal with them if they happen. With this in mind, the MEMPC has prepared a Community Emergency Risk Management (CERM) plan. The CERM is a process which aims to reduce risk within our community.

Councils have an important role in emergency management, due to the resources owned or controlled, ability to access to other resources within our communities and possession of vital information about our communities and vulnerable groups. Whilst response and recovery agencies are actively involved during and immediately after the emergency, Council has a responsibility for, and commitment to, the ongoing well being of our community all of the time.

Banyule City Council considers this MEMPlan to be an integral part of our strategic planning framework and is detailed in the Strategic Resource Plan of our City Plan.

City Plan Link – Protect and improve public health and wellbeing

We are committed to improving public health for our community and identifying and minimising threats to public health. This is a shared responsibility for which we have delegated legislative responsibility, and we undertake this in conjunction with other agencies and partners, such as the Department of Health, with whom we work closely.

We will focus on:

- Planning for, prevention of, response to, and recovery from adverse effects of emergencies that have an impact on Banyule.
- Participation in social strategies for reducing harmful effects of problem gaming associated with the use of electronic gaming machines.
- Improving individual and community access to healthy, safe and affordable food in Banyule.
- Participation in social strategies for addressing drug and alcohol-related harm in Banyule.
- Providing targeted health and wellbeing programs to at-risk sections of our community.
- Supporting the benefits of pet ownership, the care and management of domestic animals in Banyule.

1 TABLE OF CONTENTS

| | | |
|----------|--|-----------|
| 1 | TABLE OF CONTENTS | 3 |
| 2 | INTRODUCTION | 7 |
| 2.1 | MUNICIPAL ENDORSEMENT | 7 |
| 2.2 | STATEMENT OF AUDIT | 8 |
| 2.3 | VISION STATEMENT | 9 |
| 2.4 | MISSION STATEMENT | 9 |
| 2.5 | GOALS | 9 |
| 2.6 | OBJECTIVES | 9 |
| 2.7 | STRATEGIES | 10 |
| 2.8 | MEMPlan AMENDMENT RECORD | 11 |
| 2.9 | MEMP EXERCISE RECORD | 12 |
| 3 | AREA DESCRIPTION AND RISK MANAGEMENT | 13 |
| 3.1 | MUNICIPALITY DESCRIPTION | 13 |
| 3.2 | TOPOGRAPHY | 15 |
| 3.2.1 | Boundaries | 15 |
| 3.2.2 | Transport Linkages | 15 |
| 3.2.3 | Key Sites within the Municipality | 15 |
| 3.3 | DEMOGRAPHY AND COMMUNITY PROFILE | 16 |
| 3.4 | MAPPING | 17 |
| 3.5 | HISTORY OF EMERGENCIES | 17 |
| 3.6 | BANYULE CITY COUNCIL'S RISK MANAGEMENT PRINCIPLES AND PRACTICES | 18 |
| 3.6.1 | Apply Sound Risk Management Principles and Practices | 18 |
| 3.6.2 | Corporate Risk Register and Council's Performance Reporting System | 19 |
| 4 | PLANNING AND MANAGEMENT ARRANGEMENTS | 21 |
| 4.1 | PLANNING FOR MUNICIPAL EMERGENCIES | 21 |
| 4.1.1 | Development and Adoption of the Banyule City Council MEMPlan | 21 |
| 4.1.2 | Sub-Plans and Special Arrangements | 22 |
| 4.1.3 | Sub-Plans and Responsible Council Officers | 23 |
| 4.1.4 | MEMPlan Links with other Municipal Plans and Strategies | 24 |
| 4.1.5 | Banyule City Council Crisis Management Team (BCMT) | 24 |
| 4.1.6 | Banyule City Council Business Continuity Plan (BCP) | 25 |
| 4.2 | MANAGEMENT ARRANGEMENTS AND RESPONSIBILITIES | 26 |
| 4.2.1 | Municipal Emergency Management Planning Committee | 26 |
| 4.2.2 | Frequency of Meetings and Meeting Outcomes | 27 |
| 4.2.3 | MEMPC Membership | 28 |
| 4.2.4 | Emergency Management Team (Incident Control Level) | 30 |
| 4.2.5 | Command, Control, Co-ordination (Emergency Response Terminology) | 30 |
| 4.2.6 | Emergency Management Team Roles and Responsibilities | 31 |
| 4.2.7 | Municipal Emergency Management Group (MEMG) | 33 |
| 4.2.8 | MEMG Roles and Responsibilities | 34 |
| 4.2.9 | Response/Recovery Hand Over | 36 |
| 4.2.10 | Termination of Response Activities and Hand Over of Goods/Facilities | 36 |
| 4.2.11 | Municipal Emergency Coordination Centre (MECC) | 36 |
| 4.3 | MEMPlan OPERATIONAL ADMINISTRATION AND MAINTENANCE | 37 |
| 4.3.1 | Debriefing Arrangements | 37 |
| 4.3.2 | Compensation of Volunteer Emergency Workers | 37 |
| 4.3.3 | Plan Review | 37 |
| 4.3.4 | Plan Caretaker | 37 |
| 4.3.5 | Exercising | 38 |
| 4.3.6 | Audit | 38 |
| 5 | PREVENTION ARRANGEMENTS | 39 |
| 5.1 | THE ROLE OF THE MUNICIPALITY | 39 |
| 5.2 | PREPAREDNESS | 39 |

| | | |
|----------|---|-----------|
| 5.3 | HAZARD REVIEW | 39 |
| 5.4 | COMMUNITY AWARENESS | 39 |
| 5.5 | PREVENTION/MITIGATION PLANS | 40 |
| 5.5.1 | Community Emergency Risk Management..... | 40 |
| 5.5.2 | Summary of the CERM Risk Register..... | 42 |
| 5.5.3 | Fire Prevention Plan..... | 43 |
| 5.5.4 | Flood Response Planning | 43 |
| 5.5.5 | Communication and Media Liaison Sub-Plan | 44 |
| 5.5.6 | Municipal Emergency Financial Management Considerations | 46 |
| 6 | RESPONSE ARRANGEMENTS | 47 |
| 6.1 | PHASES OF ACTIVATION | 47 |
| 6.1.1 | Alert | 47 |
| 6.1.2 | Standby | 47 |
| 6.1.3 | Action | 47 |
| 6.1.4 | Evacuation..... | 48 |
| 6.1.5 | Vulnerable Persons | 49 |
| 6.1.6 | Handover..... | 49 |
| 6.1.7 | Escalation..... | 49 |
| 6.2 | PUBLIC INFORMATION AND WARNING SYSTEMS | 50 |
| 6.2.1 | Emergency Alert..... | 50 |
| 6.3 | MUNICIPAL EMERGENCY CO-ORDINATION CENTRE (MECC) OPERATIONS..... | 51 |
| 6.4 | CURRENT PLANT AND RESOURCES | 51 |
| 6.4.1 | Transport and Engineering..... | 51 |
| 6.4.2 | Protocol For Inter-Council Emergency Management Resource Sharing..... | 52 |
| 7 | RELIEF & RECOVERY ARRANGEMENTS..... | 53 |
| 7.1 | PLANNING & MANAGEMENT ARRANGEMENTS | 53 |
| 7.1.1 | Authority to Activate | 54 |
| 7.1.2 | Escalation..... | 54 |
| 7.1.3 | Banyule Recovery Team..... | 55 |
| 7.1.4 | Flow Chart of Key Actions | 56 |
| 7.1.5 | Recovery Management – Banyule Recovery Team* | 57 |
| 7.1.6 | Role of Department of Human Services in Recovery | 58 |
| 7.1.7 | Municipal Recovery Planning Group..... | 58 |
| 7.1.8 | Community Recovery Committee (CRC) | 59 |
| 7.2 | EMERGENCY RELIEF | 60 |
| 7.3 | EMERGENCY RELIEF & RECOVERY CENTRES | 61 |
| 7.4 | EMERGENCY RECOVERY | 62 |
| 7.4.1 | Functional Services | 62 |
| 7.5 | SUPPLY OF GOODS/SERVICES..... | 62 |
| 7.5.1 | Victorian Government Assistance Measures | 62 |
| 7.5.2 | Agencies Assisting In Recovery..... | 63 |
| 8 | SUPPORT ARRANGEMENTS..... | 65 |
| 8.1 | RAPID IMPACT ASSESSMENT (RIA) | 65 |
| 8.2 | POST IMPACT ASSESSMENT (PIA) | 65 |
| 8.3 | SUPPORT TASKS & FUNCTIONAL SERVICE AGENCIES | 66 |
| 8.4 | OTHER FUNCTIONAL AREAS..... | 67 |
| 8.4.1 | Health and Medical..... | 67 |
| 8.4.2 | Communications Infrastructure | 69 |
| 9 | CONTACT DIRECTORY | 71 |
| 9.1 | MECC COMMUNICATION TELEPHONE LINES | 71 |
| 9.1.1 | Primary MECC – Operations Depot, Bellfield | 71 |
| 9.1.2 | Alternative MECC – Ivanhoe Service Centre, Ivanhoe | 71 |
| 9.2 | KEY PERSONNEL CONTACT LIST | 72 |
| 9.3 | KEY SUPPORT STAFF CONTACT LIST | 73 |
| 9.4 | AGENCIES, AUTHORITIES AND SERVICES CONTACT LIST | 74 |
| 9.5 | MEDIA CONTACT LIST | 79 |

| | | |
|-----------|--|-----------|
| 9.6 | NEIGHBOURING MUNICIPALITIES CONTACT LIST | 80 |
| 10 | APPENDIXES | 85 |
| 10.1 | GLOSSARY OF TERMS | 85 |
| 10.2 | ABBREVIATIONS | 89 |
| 10.3 | REFERENCES | 90 |
| 10.4 | LEGAL DEPOSIT OF MEMPlans | 90 |
| 10.4.1 | National Library of Australia | 90 |
| 10.4.2 | State Library of Victoria | 90 |
| 10.4.3 | Australian Emergency Management Library | 90 |
| 10.5 | MEMPlan HARD COPY DISTRIBUTION LIST | 91 |
| 10.6 | RESPONSE ARRANGEMENTS FOR EMERGENCIES IN BANYULE | 92 |
| 10.7 | COMMUNITY EMERGENCY RISK MANAGEMENT (CERM) PLAN | 94 |
| 10.8 | MAPS | 96 |

***This page has been intentionally left blank.
To enable section breaks in double sided printing.***

2 INTRODUCTION

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

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

This plan is a result of the co-operative efforts of the planning committee after consultation with those agencies and organisations identified therein, which form the Banyule Municipal Emergency Management Planning Committee.

2.1 MUNICIPAL ENDORSEMENT

**THE COMMON SEAL of BANYULE
CITY COUNCIL** is affixed
in the presence of:

.....COUNCILLOR

.....CHIEF EXECUTIVE OFFICER

2.2 STATEMENT OF AUDIT



Certificate of Audit

*THIS IS TO CERTIFY THAT THE
MUNICIPAL EMERGENCY MANAGEMENT PLAN OF*

Banyule City Council

*Has been audited in accordance with the Guidelines issued by the
Co-ordinator in Chief of Emergency Management and has been assessed as*

"Complying with the Guidelines"

A handwritten signature in black ink, appearing to read 'T. White'.

Trevor White
Director

28 June 2011

Date

2.3 VISION STATEMENT

The vision statement of this MEMPlan, closely reflects the vision statement of Banyule City Council, which is supported by the Banyule MEMPC.

To maintain an engaged community, that is healthy, safe, sustainable and resilient in a green, liveable and prosperous city.

2.4 MISSION STATEMENT

The Banyule MEMPC will promote emergency awareness and preparedness across our community in accordance with established emergency management plans to enable appropriate planning for, prevention of, response to and recovery from emergencies which may affect our community.

2.5 GOALS

The outcomes Banyule MEMPC seeks to achieve include:

- Better understanding of our community and vulnerable groups within our community and the impacts of emergency events on them.
- Accurate assessment and effective treatment of identified emergency risks.
- Improved community health, safety, sustainability and resilience.
- Enhanced productive partnerships between community safety stakeholders.

2.6 OBJECTIVES

To achieve our goals the Banyule MEMPC will implement the following actions:

- Engage our community to assist Council to plan for and prevent emergency events that may impact our municipality.
- Document agreed arrangements for the prevention of, response to and recovery from emergencies that could occur in our municipality.
- Identify and assess emergency events that may impact our municipality considering the following aspects: Social, Health & Community Environment; Economic Environment; Natural Environment; and the Built Environment.
- Implement measures to eliminate or minimise the likelihood or consequences of identified emergencies.
- Take action to respond to, and support our community to recover from, emergency events which occur in our municipality and impact:
 - the social, health and community wellbeing of individuals and community resilience
 - the economic prosperity of our community
 - our natural environment
 - the physical infrastructure (built environment) that supports and services our community
- Manage arrangements for the utilisation and implementation of Council's resources in response to emergencies as needed and that may be requested from adjoining municipalities.
- Complement other local, regional and state emergency planning arrangements.
- Assist our community with single incident emergencies wherever possible.

2.7 STRATEGIES

To achieve our objectives the Banyule MEMPC will implement the following strategies:

- Develop an accurate community profile and consult our community in the review of the MEMPlan.
- Undertake the risk analysis and treatment process (CERM) and develop a MEMPlan.
- Identify Council's resources to be used in emergency response and recovery.
- Implement, as required, our MEMPlan and sub-plans.
- Conduct regular and reactive reviews of our MEMPlan and sub-plans to ensure their currency and suitability to current arrangements and conditions.

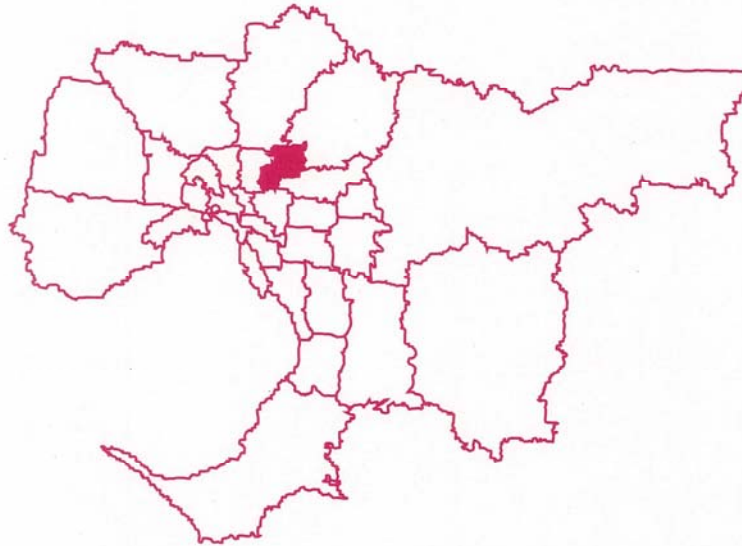
2.8 MEMPlan AMENDMENT RECORD

| Amendment No. | Date of Issue | Page No's. Amended |
|---------------|-----------------|--|
| 1 | 31 March 2003 | Audited issue of MEMP and First Amendment print out which includes Font; Title Page; Management Page 2; Recovery Pages 4, 6, 7, 9 – 25, Appendix B, Distribution List Page 1 |
| 2 | 29 July 2003 | Contact Directory Pages 1-5, Appendix B Page 1 |
| 3 | 17 October 2003 | Introduction Pages 3 & 4, Management Arrangements Pages 1, 2 & 7, Prevention Arrangements Page 1, Response Arrangements Pages 2, 3, 4 & 5, Recovery Arrangements Pages 1, 3, 4 & 6, Contact Directory Pages 1, 4 & 5, Appendix B - Distribution List Page 1 |
| 4 | 12 January 2004 | Introduction Pages 3 & 4, Management Arrangements Pages 1 & 2, Response Arrangements Pages 6, 8, 9 & 11, Recovery Arrangements Page 1, Contact Directory Page 4, Appendix B – Distribution List Page 1. |
| 5 | 14 October 2004 | Full Plan Amended |
| 6 | 16 June 2005 | Audited issue of MEMP |
| 7 | 19 October 2005 | Full Plan Amended |
| 8 | 5 June 2006 | Full Plan Amended |
| 9 | 12 June 2006 | Insert CERM Workbook |
| 10 | 8 February 2007 | Full Plan Amended |
| 11 | December 2007 | Management Arrangements Page 14 -16 |
| 12 | August 2008 | Full Plan – Audited |
| 13 | October 2009 | Emergency Exercise Record Page 13, Management Arrangements Pages 21 & 22, Response Arrangements Page 47, Contact Directory Pages 89, 90, 91 & 93, Appendix C – Distribution List Page 103, Appendix F – Response Arrangements For Emergencies in Banyule Pages 111 & 112, CERM Updated |
| 14 | November 2010 | Contact List updated. |
| 15 | May 2011 | Full plan re-structure and review in accordance with the MEMPlan WorkBook, Audit Tool and Evidence Guide. Authorisation by MEMP Committee 12/05/2011 and Banyule Council 23/05/2011. |

2.9 MEMP EXERCISE RECORD

| Exercise No. | Date | Details |
|--------------|------------|---|
| 1 | Jan 05 | January 2005 – Banyule Storm Activity Debrief Conducted |
| 2 | Mar 05 | Ivanhoe Town Hall Bomb Exercise Debrief Conducted |
| 3 | Sep 05 | Warringal Shopping Centre Evacuation |
| 4 | May 06 | Recovery/Relief Centre Training and Exercise |
| 5 | May 07 | Exercise “Partnership” EM Relief Exercise for City of Banyule, Darebin, Moreland and Nillumbik |
| 6 | Aug 08 | Desktop Exercise “Hi Octane” and Debrief |
| 7 | Dec 09 | Emergency Relief and Recovery Training Exercise for Banyule, Darebin, Nillumbik and Hume |
| 8 | 26/03/2010 | HAZMAT Recovery Focussed Discussion Exercise for the Banyule Recovery Team |
| 9 | 23/04/2010 | MECC Exercise – Timed Set-Up Trial |
| 10 | 12/05/2010 | Storm & Flood Recovery Focussed Discussion Exercise for the Banyule Recovery Team |
| 11 | 30/11/2010 | MECC Exercise – Documentation Process flow |
| 12 | 05/04/2011 | Recovery Focussed Discussion Exercise “Solo Inferno” for Banyule Recovery Team |

3 AREA DESCRIPTION AND RISK MANAGEMENT



Map 1: Banyule City Council within Greater Melbourne

3.1 MUNICIPALITY DESCRIPTION

The city of Banyule is located between 7 and 22 kilometres northeast of central Melbourne. It includes all or part of the suburbs of Bundoora, Bellfield, Briar Hill, Eaglemont, Eltham, Eltham North, Greensborough, Heidelberg, Heidelberg Heights, Heidelberg West, Ivanhoe, Ivanhoe East, Lower Plenty, Macleod, Montmorency, Rosanna, St Helena, Viewbank, Watsonia, Watsonia North and Yallambie. The municipality has an area of approximately 63 square kilometres.

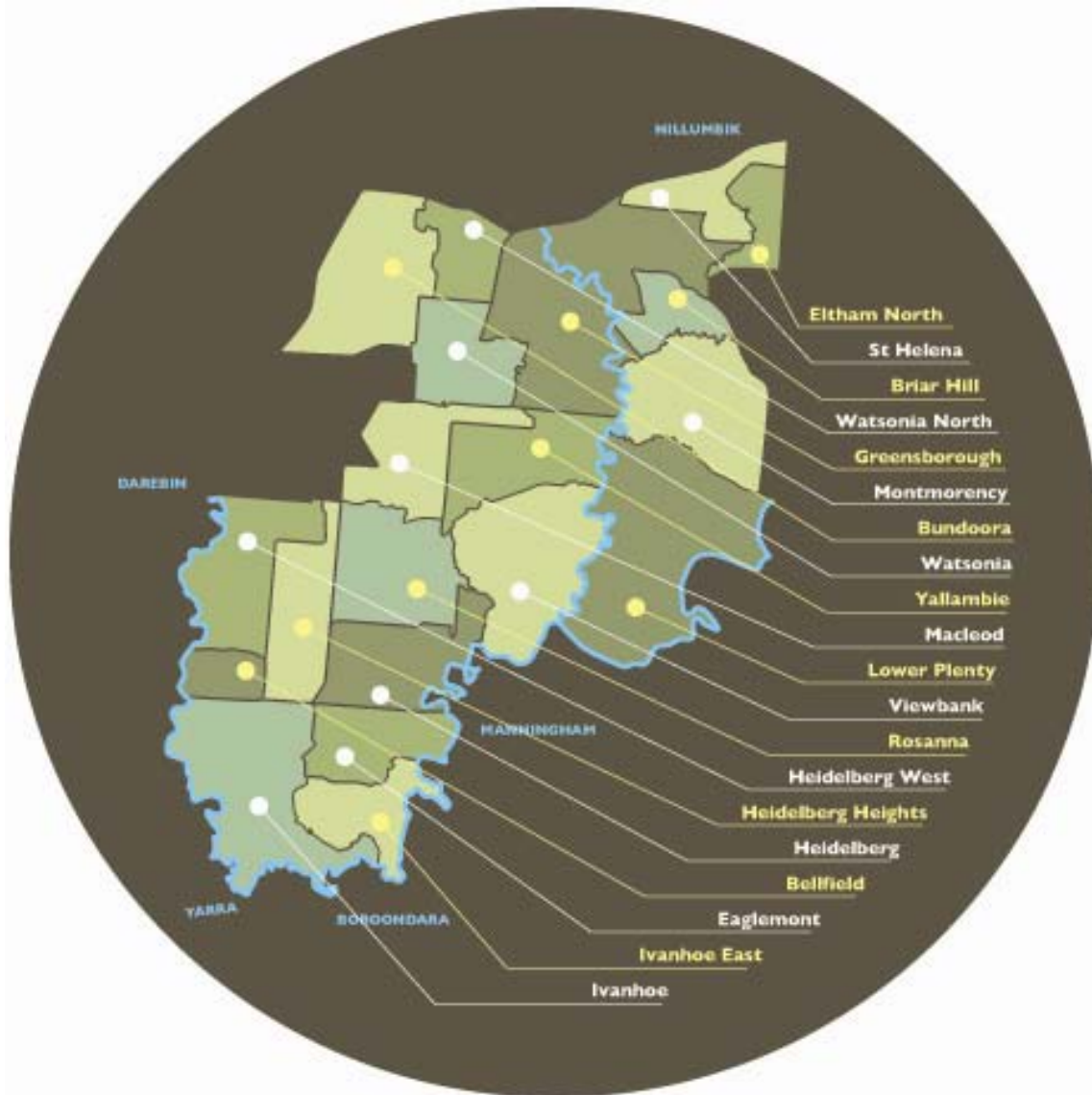
Population numbers have been relatively stable since the 1990's. At the 2006 Census the municipality's population was 120,349, an increase of 1,653 since the 2001 Census. The Municipality is almost fully developed and is mainly residential in character (46,000 households), however it does have pockets of industrial and commercial land.

A small industrial precinct is located in Heidelberg West bordered by Sheehan Road in the West, Bamfield Road in the East, Dougharty Road in the South and Crissane Road in the North. Another two small precincts exist, the first is located off Grimshaw Street in Bundoora, between The Concord and Clements Avenue, the second being in Montmorency off Para Road, near the Sherbourne Road round-a-bout.

Three major water courses traverse the city, the Yarra River, Plenty River and the Darebin Creek each with its own unique characteristics of varying environmental significance. The lay of the land varies from relatively flat plains in Heidelberg West, Watsonia and Bundoora to steep hills around Heidelberg, Lower Plenty, Montmorency and Eltham North. Greensborough is located in the southern most portion of the Plenty Gorge that has one of the highest fire hazard ratings in Victoria.

Much of the city has a low to moderate fire hazard rating, however there are a number of areas that have a high to very high rating. Fire season occurs almost every year and last on average about four months.

The greatest threat of wildfire is from the north and north west with fire entering Banyule from the Shire of Nillumbik and Whittlesea City Council which are both on the urban rural interface.



Map 2: Banyule City Council - Suburb Map

3.2 TOPOGRAPHY

3.2.1 Boundaries

The municipality of Banyule mostly follows well defined physical boundaries, with the Yarra River and Darebin Creek defining the Southern and Western boundaries respectively. In contrast the north east corner by indiscriminate dissection of public land. Other boundaries are La Trobe University and Plenty Road in the Northwest, the Metropolitan Ring Road and Greensborough Highway to the North and Fitzsimons Lane, Bolton Street, Sherbourne Road, Karingal Drive, Progress Road and Ryans Road to the East.

About 75 per cent of the southern boundaries are strongly defined by the Yarra River and the Darebin Creek. The Plenty River runs through the municipality and other water courses include Salt Creek and Banyule Creek.

River courses act as strong topographical delineators and impact heavily on social segmentation and service provision. The 30 kilometres of the city's river boundaries have only eight crossings. This limits interaction between residential areas on either side of the river.

The municipalities of Nillumbik and Whittlesea bound Banyule, generally to the north, Manningham generally to the east, Boroondara to the south and Darebin to the west.

3.2.2 Transport Linkages

Banyule's location makes it highly accessible to both central Melbourne and the urban fringe. Regional roads provide access to the western suburbs and Melbourne Airport – a road network set to improve dramatically with the completion of the Outer Ring Road. There are also road links to the southern and eastern suburbs and the CBD is easily accessible via the Eastern Freeway.

The Hurstbridge railway line provides good regional access with station stops at Darebin, Ivanhoe, Eaglemont, Heidelberg, Rosanna, Macleod, Watsonia, Greensborough and Montmorency. Banyule also has a strong network of bus services.

3.2.3 Key Sites within the Municipality

GREENSBOROUGH DISTRICT CENTRE

The Greensborough District Centre is one of three major commercial centres within the North East Region, the others being Doncaster Shoppingtown and Northland. The Greensborough Centre is located at the eastern end of the Western Ring Road.

AUSTIN HEALTH AND MERCY HOSPITAL FOR WOMEN COMPLEX, HEIDELBERG

The Austin Hospital is located in Heidelberg, 20 minutes north-east of Melbourne's city centre. The hospital was re-opened in 2005 after a major redevelopment. It is housed in one of two new hospital towers, the other tower occupied by Mercy Hospital for Women.

The redeveloped Austin Hospital now features:

- 400 acute beds including a 30-bed intensive care unit
- one of the state's largest adult emergency units and a specialist six-bed unit for children
- a purpose-built, 26-bed high-tech spinal unit to serve all of Victoria and Tasmania
- infectious diseases isolation rooms in each ward
- an expanded mental health precinct with 55 mental health beds, including 15 adult acute psychiatry beds, nine beds for the Mood and Eating Disorder Unit and six beds for the Parent Infant Unit

- ❑ a unique teaching, training and research precinct including a teaching space and laboratory on each level of the Austin Hospital Tower

Mercy Hospital for Women is a major Victorian hospital providing public and private care for women and babies including maternity, obstetrics, gynaecology, gynaecological oncology and neonatal care.

For more information see: www.austin.org.au

SIMPSON ARMY BARRACKS, YALLAMBIE

Simpson Barracks is an Australian Army facility located on Greensborough Road, Macleod. It is home to the DFSS (Defence Force School of Signals), Financial Services Unit, Defence Force School of Music, Land Warfare Centre and the headquarters of 4th Brigade. It also has depots for 4th/19th Prince of Wales's Light Horse Regiment and 108th Signals Squadron. It also is the main workshop for 105th Field Workshop (RAEME). It also houses the Victorian Headquarters for the Australian Army Cadets, and 39th Army Cadet Unit Watsonia.

AUSTRALIAN RADIATION PROTECTION AND NUCLEAR SCIENCE AGENCY, YALLAMBIE

The Australian Radiation Protection and Nuclear Safety Agency (ARPANSA) is located on Lower Plenty Road, Yallambie. ARPANSA is part of the Commonwealth Health and Aged Care portfolio and is Australia's national authority on radiation protection and nuclear safety. The principal objective of ARPANSA is to protect the health and safety of people, and to protect the environment, from the harmful effects of radiation.

3.3 DEMOGRAPHY AND COMMUNITY PROFILE

At the 2006 Census the municipality's population was 120,349, an increase of 1,653 since the 2001 Census. The estimated resident population of Banyule in 2009 is approximately 121,500 people. Banyule's population is projected to increase by a further 7,000 people in the period to 2020. Due to changing family types and decreasing household sizes, it is estimated that an additional 6,000 private dwellings will be required by 2020 to accommodate the expected population increase.

Banyule has an aging population. Currently 15% of the population is aged over 65 years. This is expected to increase to 20% by 2020. A significant contributor to the ageing of Banyule's population is older people moving into the municipality in their retirement, post retirement and senior years.

We are increasingly multi-cultural. Banyule is now home to people from 143 countries, 125 of which are non-English speaking. Almost 1 in 5 people speak a language other than English at home. An increasing proportion of new residents are coming from Asian countries. Banyule's Aboriginal and Torres Strait Islander population now exceeds 500 and is steadily increasing.

More than 5,000 residents have a profound or severe disability. More than 10,000 people act as carers of other people, with the burden of caring falling most on people in their middle years.

Registered marriage remains the principal form of marital arrangement within Banyule, though it is declining with associated increases in de-facto relationships and people who are not married. Families with children remain the main family type, though the proportion is gradually decreasing as families without children and one parent families become more common. Associated with changing family types has been an increase in lone parent households and households without children.

While Banyule is a comparatively advantaged municipality, it also contains within its boundaries some of the most disadvantaged areas in Victoria. About 18% of people living in Banyule spend time doing unpaid voluntary work with a community organisation.

| | | | | |
|---|--|-----------------|-----------------------------|---------------|
| Banyule Municipal Emergency Management | 14485 Banyule MEMPlan.doc PUBLIC Banyule MEMPlan May 2011 | InfoVision Ref: | Last Amended: 23/05/2011 | Page 16 of 96 |
|---|--|-----------------|-----------------------------|---------------|

Characteristics, as shown by the Australian Bureau of Statistics Census 2006, for Banyule City Council include:

- The average age of Banyule residents is 37years. Of those aged over 15 years 51% are married, 9.8% separated, or divorced, 6.6% widowed and 32.6% never married.
- The most common ancestry is Australian, English, Irish and Italian.
- The United Kingdom, Italy and China are the most common birthplaces outside Australia.
- Those who do not speak English at home are most likely to speak Italian (3.7%), Greek (2.2%) and Chinese (1.4%).
- The average weekly income is \$504.
- Banyule has 46,225 dwellings, 80.1% freestanding, 11.1% townhouses or terraces and 8.6% units and apartments.
- 72.6% of residents are home owners, 21.4% rent.
- Of the families in Banyule, 47.7% are couples with children, 34.9% are couples without children and 15.6% are one parent families.

3.4 MAPPING

Council has extensive municipality mapping and property search criteria which may assist in municipal emergency response. Council staff have access to the GIS system (Exponaire), however the Land Information Systems Co-ordinator is the system expert. Other users have also developed expertise and familiarity with Exponaire and related information. The MERO can request specialist mapping from these officers as required.

Specialised plans or maps with specific informational overlays can be obtained from Council's Exponaire GIS system as required.

Basic pictorial maps can be found in Section 3.1 of this plan.

A more detailed Municipality Map (based on the Melways street directory) covering the areas mentioned in this plan can be found at Appendix 10.8.

3.5 HISTORY OF EMERGENCIES

Banyule has a history of emergencies. In brief some of these are:

- Major Road Accidents
- Minor Train Incidents
- Minor Flooding
- Brush Fires
- Power Lines down
- Police Shooting
- Wind Damage
- Single Incidents (incl. house fires, flooding, etc).

3.6 BANYULE CITY COUNCIL'S RISK MANAGEMENT PRINCIPLES AND PRACTICES

Council identifies risk and emergency management in the Strategic Resource Plan of City Plan 2009-2013.

3.6.1 Apply Sound Risk Management Principles and Practices

Council is committed to applying sound risk management principles and practices to protect our staff, contractors, volunteers, community, assets and the environment. We recognise risk management as an integral process in the planning, prioritisation and delivery of services, activities and objectives.

We have a Risk Management program with measurable objectives that are in line with corporate and legislative requirements, Best Value Principles, industry best practice and Australian/International standards. This program covers a range of areas including: Workforce Management, Financial Management, Legal & Commercial Management, Information Management & Technology, Community, Economic & Cultural Management, Asset & Infrastructure Management, Environmental Management, Occupational Health & Safety Management, Business Performance & Quality Management, and Crisis & Emergency Management.

A major component of our risk management program is emergency management. Council has an integrated, best practice model of emergency planning. We have a series of comprehensive emergency management plans in place to coordinate our resources and response in the event of an emergency.

We will respond to emergencies that arise by implementing the following plans:

- Municipal Emergency Management Plan, including the Municipal Recovery Plan and all associated Sub-Plans
- Business Continuity Plan
- Emergency Procedures and Evacuation Plans

Our municipal emergency planning strives to strengthen our community, making them safe, sustainable and resilient. This helps to avoid or minimise emergencies and recover from their effects.

Our business continuity planning includes concepts of business resilience and long term performance. We will sustain good corporate governance, maintain Council's customer satisfaction, reputation and public image and continue to provide services which are relied upon by the community.

Banyule City Council has developed and adopted 05106 Risk Management Policy and Guidelines, which outlines the organisational approach to Risk Management. This Policy:

- commits Council to applying risk management principles to Council's functions and activities;
- provides an overview of the components of the risk management system, consistent with the Risk Management Standard, AS/NZS4360,
- outlines responsibilities and accountabilities;
- cites associated policies, procedures and guidelines; and
- links the Policy statement to Council's Corporate Risk Register and Risk Management Strategy.

The Banyule City Council 07629 Risk Assessment Matrix is based on Risk Management Guidelines and Australian Standard. This Risk Assessment Matrix, has been used to assess all of our emergency related risks in this plan and the CERM Plan. (Initial Risk levels and Residual Risk levels have been assessed).

Risk Assessment is a process where identified hazards are assigned a risk rating that is used to evaluate the level of control or action required, and to prioritise actions where competing demands exist. A Consequence is an outcome or impact of an event, which results from the identified hazard. The Likelihood is the description of how frequently an event and resulting consequence/s are expected to occur or may occur.

Banyule City Council's Risk Assessment Matrix (07629) has been used to determine the level of risk. The table below is a summary of the outcome.

| Likelihood Level | Consequence Severity Level | | | | |
|------------------|----------------------------|--------|--------|-----------|-----------|
| | I | II | III | IV | V |
| A | Medium | High | High | Very High | Very High |
| B | Medium | Medium | High | High | Very High |
| C | Low | Medium | High | High | High |
| D | Low | Low | Medium | Medium | High |
| E | Low | Low | Medium | Medium | High |

To determine the action required and review frequency, the table below has been used.

| Risk Level | Minimum Action Required | Review |
|------------|---|-----------|
| Low | Implementation of simple and cost effective controls required to maintain low level of risk | Annually |
| Medium | Implementation of effective controls required to manage risk | Annually |
| High | Rigorous Management attention required. Implementation of controls to reduce the level of risk to as low as possible. | 6 Monthly |
| Very High | Senior Management attention required. Risk must be eliminated or controlled to reduce level of risk. | 3 Monthly |

3.6.2 Corporate Risk Register and Council's Performance Reporting System.

Council's Corporate Information Database (CID) is an application used to consolidate, integrate and provide access to Corporate Planning Reporting Data. It presents the information in one application that provides sophisticated analytical processing tools. CID consists of various Council Plans including, Annual Business Plans, Service Unit Plans, Corporate Risk Register, Corporate Supporting Plans, (eg: Health Plan, State of the Environment Report) and Indicator Plans (KPI's).

The Corporate Risk Register, managed on CID covers a range of areas including: Workforce Development, Financial Management, Legal & Commercial Management, Information Management & Technology, Community, Economic & Cultural Management, Asset & Infrastructure Management, Environmental Management, Occupational Health & Safety Management, Business Performance & Quality Management, and Crisis & Emergency Management.

The following Corporate Risks have been detailed under Crisis and Emergency Management:

- Business Continuity 1 - Ensuring Council is able to effectively operate during a crisis, delivering critical services to the community, including maintaining Vital Records necessary for day-to-day operations.
- Municipal Recovery Management - Adequately preparing for Recovery activities in the event of a crisis.
- Municipal Emergency Management Plan - Adequately planning, resourcing, implementing and testing of Municipal Emergency

4 PLANNING AND MANAGEMENT ARRANGEMENTS

A community's ability to handle emergencies can be strongly influenced by the preparedness and involvement in emergency management of Council.

Council's emergency management responsibilities include:

- Pursue community safety as a corporate objective;
- Promote a risk based approach to community safety and emergency management;
- Utilise building and planning processes to promote community safety and emergency management objectives and priorities;
- Identify hazards, analyse and assess risks, evaluate and implement controls and manage residual risk;
- Prepare a Municipal Emergency Management Plan (MEMPlan);
- Ensure appropriate council resources (including contracted) are available for use in emergencies and are supported by operational and financial systems;
- Conduct testing of the MEMPlan and exercise emergency management arrangements;
- Support emergency services;
- Support our community's recovery from emergencies.

4.1 PLANNING FOR MUNICIPAL EMERGENCIES

4.1.1 Development and Adoption of the Banyule City Council MEMPlan

Each Victorian council is required by law to prepare a MEMPlan, which must consider each type of emergency situation and develop generic principles and arrangements that can be activated in any event. The Banyule MEMPlan was originally developed in this current format and received initial certification in 2003. Since then, it has been reviewed and amended annually, and as required, implementing improvements from exercises and experience from actual events.

The MEMPlan has document and version control managed by Banyule City Council document management registration system. The regular review is co-ordinated by the MERO and is tabled on the MEMPC agenda. The MERO is responsible to ensure that the MEMPlan is developed, updated and maintained. The MERO facilitates the MEMPlan planning process, usually through the MEMPC.

During periodical key MEMPlan reviews, the MERO, on behalf of Banyule City Council and the MEMPC, may engage relevant emergency management stakeholders or specialists to contribute to the review and update. Significant updates of the MEMPlan are also subject to community consultation. With advice appearing in Council's Community Newsletter, the Banyule Banner, the community is advised of the MEMPlan review and informed that copies of the draft are available on the website or at one of Council's Service Centres. Depending on the nature of the updates, Council may consider advertising the community consultation period for the MEMPlan review in the Diamond Valley Leader, Heidelberg Leader, Banyule & Nillumbik Weekly as well as local radio Plenty Valley FM & 3INR. The community is encouraged to comment on our MEMPlan as it can help to develop a sense of ownership of the plan and the community can provide local knowledge of risks and emergencies.

For additional information on the MEMPC, refer to Section 4.2.

4.1.2 Sub-Plans and Special Arrangements

Separate plans have been developed as supporting plans or sub-plans to this MEMPlan. These address recognised emergency services and agencies responsibilities and include more detail to assist the Banyule MEMPC in Prevention, Response and Recovery aspects of emergency management. Sub-plans are also reviewed annually by the relevant sub-plan owners.

Included in Council's emergency management arrangements are the following support plans and sub-plans:

- 12938 Banyule Community Emergency Risk Management (CERM) Plan – *recorded in Council's corporate information database CID.*
- 14508 Banyule Community Profile
- 14479 Municipal Emergency Relief & Recovery Plan
 - 14480 Municipal Emergency Relief & Recovery Centre Manual
- 14484 MECC Operating Guidelines
- 14342 Municipal Fire Prevention Plan
 - 12572 Plenty Gorge Integrated Fire Management Strategy
 - 14488 Partington Flats Fire Management Plan
- 14397 Municipal Public Health Emergency Management Sub-Plan
 - 13763 Banyule Pandemic Plan and Guidelines
 - 13870 Heatwave Plan
- 14483 Municipal Emergency Management Resources Sub-Plan
 - 12527 After Hours Answering Procedures Manuals for Operations and Parks & Gardens
- 14481 MEMPlan - Communications and Media Liaison Sub-Plan
- 14482 MEMPlan - Financial Management Sub-Plan
- 14489 MEMPlan – Animal Management Sub-Plan

4.1.3 Sub-Plans and Responsible Council Officers

NOT AVAILABLE TO THE PUBLIC

4.1.4 MEMPlan Links with other Municipal Plans and Strategies

Council's other related plans include:

- Banyule City Council - City Plan
- Banyule Business Continuity Plan
- Banyule Community Plan
- Banyule Health and Wellbeing Action Plan
- Draft Banyule Road Safety Plan
- Banyule Integrated Transport Strategy
- Drainage Policy and Strategy
- Environment Strategy
- Disability Policy and Action Plan
- Universal Declaration of Human Rights
- Local Safety Committees' Plan

The plans above have been prepared by various groups across Council, often with consultation amongst senior staff, which includes the MERO and MRM. Council's municipal emergency management responsibilities are considered in the development and review of these plans. Various plans make reference to this MEMPlan.

4.1.5 Banyule City Council Crisis Management Team (BCMT)

Council has an integrated model of emergency planning. Council has a series of comprehensive emergency management plans in place to coordinate our resources and response in the event of an emergency.

Council will respond to emergencies that arise by implementing the following plans:

- Municipal Emergency Management Plan (see 4.1.2 of this plan) – where the emergency impacts the community and requires assistance and support from relevant emergency and community service providers including Council and following an emergency helps the community return to pre-emergency functions.
- Business Continuity Plan (BCP) – where the emergency results in interruption to normal business function, the BCP is activated in an attempt to minimise the impact of the emergency on the organisation and be able to continue to deliver critical services to the community, both internal and external.
- Emergency Procedures and Evacuation Plans – site based procedures for initial Emergency Control Organisation response to an emergency or unconfirmed report of an emergency.

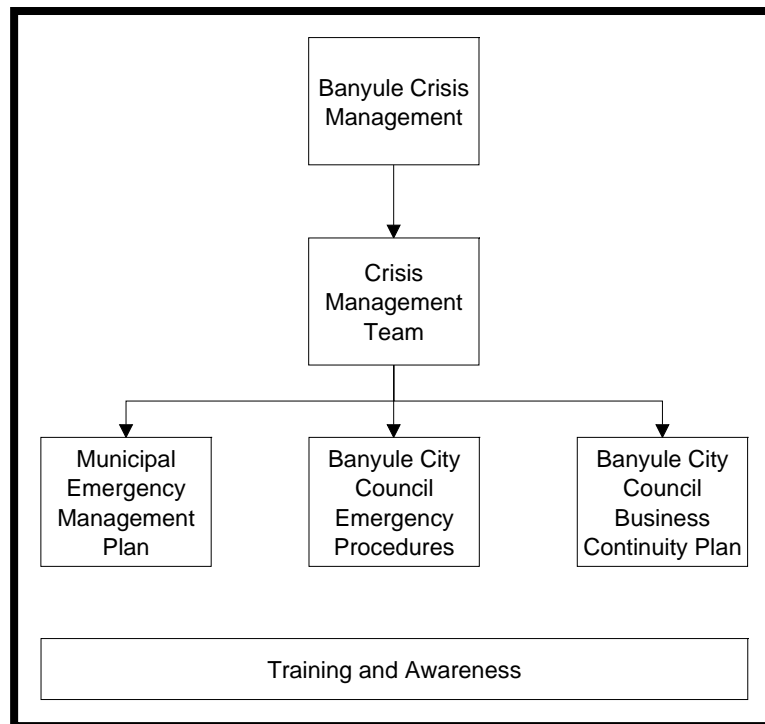
Our municipal emergency planning strives to strengthen our community, making them safe, sustainable and resilient. This helps to avoid or minimise emergencies and recover from their effects.

Council's business continuity planning includes concepts of business resilience and long term performance. It strives to sustain good corporate governance, maintain Council's customer satisfaction, reputation and public image and continue to provide services which are relied upon by the community.

Although developed as separate documents, the above plans will usually be implemented concurrently, hence a central management team or communication body is required to ensure Council responds to the emergency in the most effective and efficient way.

The Banyule Crisis Management Team (BCMT) has been formed to manage the impact of the emergency on the organisation and in turn, our communities.

| | | | | |
|---|--|-----------------|-----------------------------|---------------|
| Banyule Municipal Emergency Management | 14485 Banyule MEMPlan.doc PUBLIC Banyule MEMPlan May 2011 | InfoVision Ref: | Last Amended: 23/05/2011 | Page 24 of 96 |
|---|--|-----------------|-----------------------------|---------------|



The BCMT meets on a quarterly basis to discuss the status of all plans and monitor their currency. This assists Council to be prepared to respond to any emergency in the most appropriate manner.

The BCMT has the following key roles:

- The ongoing development and maintenance of emergency plan linkages. The Committee's key role was to create and maintain the link between all Council's emergency plans to ensure the ongoing implementation and monitoring of emergency management;
- To be the support response team responsible in the event of an emergency;
- To include wider representation from Council to ensure that Banyule has a co-ordinated internal response to emergencies;
- Co-ordinate maintenance, training and regularly update all emergency plans for Banyule.

4.1.6 Banyule City Council Business Continuity Plan (BCP)

Council's Business Continuity Plan (BCP) is the development of strategies, plans and actions which provide protection or alternative modes of operation for those critical activities which, if they were to be interrupted, might otherwise bring about seriously damaging consequences, from tangible (financial) and intangible aspects (impact on stakeholders).

The BCP is an essential component of Council's Risk Management process to minimise the impact of an emergency on Council.

The objectives of the Banyule Business Continuity planning process and this MEMPlan are:

- To identify the critical services of Council's operations which may be exposed to risk in the case of emergencies;
- To ensure all identified critical services of Council can continue during an emergency and until full recovery of Council's normal operations;
- To minimise adverse effects of an emergency and ensure the well being, health and safety of the public, employees, Council and business partners;

- To develop and implement appropriate plans and procedures that will minimise costs, so that the identified critical services can continue in the case of an emergency;
- To protect and minimise the impact of an emergency to Council's reputation and legal standing;
- To develop links between all levels of emergency planning across Council and establish clear roles and responsibilities of officers so that resources are appropriately allocated, and not duplicated and/or not stretched.

4.2 MANAGEMENT ARRANGEMENTS AND RESPONSIBILITIES

4.2.1 Municipal Emergency Management Planning Committee

The Municipal Emergency Management Planning Committee (MEMPC) is formed pursuant to Section 21(3) & (4) of the Emergency Management Act, to develop a plan for Council's consideration in relation to the prevention of, response to and the recovery from emergencies within the Banyule municipality. It is *not* the MEMPC's role to manage emergencies. The MEMPlan must be prepared and maintained, resources identified to aid in the management and support of emergency response and agreed recovery responsibilities.

The MEMPC during the development and review of the plan has received information and advice from representatives of the following agencies and organisations:

- Banyule City Council
- Metropolitan Fire Brigade
- CFA
- VICSES
- Victoria Police
- Department of Human Services
- Australian Red Cross
- St John Ambulance
- Metropolitan Ambulance Service
- Telstra

Membership details for the Banyule City Council MEMPC is detailed overleaf in Section 4.2.3. The Banyule MEMPC includes representatives from organisations which contribute to the management of key risks within the municipality. These include, VicRoads, for the road network and transport issues and Austin Health, as a major hospital within the municipality and as the nominated infectious disease hospital.

The MEMPC meet routinely (4 times per calendar year) and serves to:

- Assist in analysing and evaluating emergency related risks,
- Help produce risk treatment strategies, and
- Prepare response and recovery plans for the municipality.

Meeting Agendas and Minutes of Meeting are produced and distributed to the MEMPC members via email by the MEMPlan Executive Officer/ Plan Caretaker (See Section 4.2.3). Key decisions and meeting outcomes will be recorded in the minutes. The MEMPC will also assist in the periodical review of the MEMPlan and consult with their organisations regarding the proposed amendments. Feedback will be provided to the MEMPC. The MERO is responsible to facilitate the MEMPlan review with the community and relevant emergency management stakeholders and co-ordinate feedback.

The MEMPC may also convene a meeting or sub committee as required following:

- An incident of significance,
- An organisational change,
- A legislative change, or
- A new risk being identified in the municipality.

The MERO or MRM may call a special meeting of the MEMPC or sub-committee as required.

Often key members of the MEMPC will be involved in the incident response and recovery efforts. This group, during the time of the incident, is referred to as the Municipal Emergency Management Group. (see Section 4.2.6). Members of the Municipal Emergency Management Group will liaise to determine what level of activation is required.

From time to time, sub-committees may be formed for special or short term purposes, including the review of sub-plans and the review of relevant incidents assessed in the CERM.

4.2.2 Frequency of Meetings and Meeting Outcomes

The Banyule MEMPC will meet on at least two occasions each year; however four meetings are scheduled each year. The dates of these meetings will be: February, May, August and November.

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.

All key decisions made under MEMPlanning will be taken to the MEMPC and where required will be adopted by the committee. Resolutions of the MEMPC decisions will be documents in the minutes.

4.2.3 MEMPC Membership

Banyule City Council – Municipal Emergency Management Planning (MEMPC) Committee Membership

NOT AVAILABLE TO THE PUBLIC

NOT AVAILABLE TO THE PUBLIC

| | | | | |
|---|--|-----------------|-----------------------------|---------------|
| Banyule Municipal Emergency Management | 14485 Banyule MEMPlan.doc PUBLIC Banyule MEMPlan May 2011 | InfoVision Ref: | Last Amended: 23/05/2011 | Page 29 of 96 |
|---|--|-----------------|-----------------------------|---------------|

4.2.4 Emergency Management Team (Incident Control Level)

The function of the Emergency Management Team is to support the Incident Controller in determining and implementing appropriate Incident Management strategies for the emergency.

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

The Emergency Management Team consists of:

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

For detailed information in relation to roles and responsibilities of the Emergency Management Team see EMMV Part 3, Page 11 and Practice Note Emergency Management Team (available on OESC website – www.oesc.vic.gov.au – under publications).

4.2.5 Command, Control, Co-ordination (Emergency Response Terminology)

COMMAND

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

CONTROL

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

CO-ORDINATION (EMERGENCY RESPONSE)

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

OPERATIONS CENTRE

The centre established by an agency for the command/control functions within their own agency. Council may establish an operations centre, if necessary, to control its own resources in an emergency.

4.2.6 Emergency Management Team Roles and Responsibilities

PRINCIPAL ROLE OF EMERGENCY RESPONSE CO-ORDINATORS (All Levels)

- 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.

FIELD EMERGENCY RESPONSE CO-ORDINATOR

This is usually the senior member of the Victoria Police present at the initial scene of an emergency. The Senior Police Member present at the scene of an emergency has the responsibility of co-ordinating resources to provide the most effective support to the Control Agency and the functional service agencies. This person is known as the Forward Emergency Response Co-ordinator.

Responsibilities

- Ensure that the necessary control agency/s and support agencies are in attendance or have been notified of the emergency and are responding.
- Liaise with all agencies at scene. Ensure an incident controller has been identified.
- Arrange for the satisfaction of requests for provision of resources to the control/support agencies by:
 - Ensuring provision of available resources from within the municipal council area;
 - Utilising municipal emergency relief and supply arrangements; or
 - Requesting additional resources through the municipal/Divisional Emergency Response Co-ordinators.
- Provide situation reports to the Municipal/Divisional Emergency Response Co-ordinator.
- Ensure that consideration has been given to:
 - Alerting the public to existing and potential dangers arising from a serious emergency.
 - The need for evacuation (consult Control Agency).
 - Public Information.
 - Traffic isolation, ingress/egress of emergency vehicles, etc. (Consult Control Agency/Police Commander).
- Make necessary arrangements at scene for media - ie. containment, press releases, etc.

MUNICIPAL EMERGENCY RESPONSE CO-ORDINATOR (MERC)

The Officer In Charge of the Heidelberg Police Station, or deputy is known as the Municipal Emergency Response Co-ordinator (MERC) for Banyule City Council.

The MERC shall undertake the following;

- Take on active role in planning at a local level including representation on the MEMPC.

During an emergency:

- Ensure that the Municipal Emergency Resource Officer is advised of the emergency, and available to provide access to municipal resources as required.
- Ensure the Municipal Emergency Resource Officer is receiving information as appropriate.
- Attend at the Municipal Emergency Co-ordination Centre, if activated.
- Advise the Regional Emergency Response Co-ordinator regarding emergencies which have the potential to require supplementary resources from outside the municipal district.

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

REGIONAL EMERGENCY RESPONSE CO-ORDINATOR

The response roles, responsibilities and duties of the Regional Emergency Response Co-ordinator are:

- Responsible to the State Emergency Response Co-ordinator for the effective co-ordination of resources or services within the emergency response region, having regard to the provisions of section 13 (2) of the Emergency Management Act 1986.
- In an emergency, arrange to provide regional resources requested by a Municipal Emergency Response Co-ordinator, to response of recovery agencies.
- In circumstances where requested resources are not available within the region, to request the resource through the State Emergency Response Co-ordinator
- Monitor the provision of emergency relief and supply.

4.2.7 Municipal Emergency Management Group (MEMG)

Banyule City Council accepts responsibility for management of municipal resources and the response to and recovery from emergencies. This includes the management of:

- The provision of emergency relief to controllers and affected persons during the response phase;
- The provision of resource supplementation to control and relief agencies during response and recovery;
- Municipal assistance to agencies during the response to and recovery from emergencies;
- The assessment of the impact of the emergency; and
- Recovery activities within the Municipality, in consultation with Department of Human Services.

In order to carry out these management functions, Council will form the MEMG. This group will consist of, at a minimum:

- Municipal Emergency Resource Officer (MERO)
- Municipal Recovery Manager (MRM)
- Municipal Emergency Response Co-ordinator (MERC)
- Municipal Fire Prevention Officer (MFPO) as required
- Control Agency Representatives
- Municipal Emergency Co-ordination Centre (MECC) Manager
- Chief Executive Officer (CEO) as required

The functions of the emergency management group will be carried out in consultation with:

- Where appropriate, the Municipal RERC, with respect to the co-ordination and provision of resources; and
- The control agency.

4.2.8 MEMG Roles and Responsibilities

MUNICIPAL EMERGENCY RESOURCE OFFICER (MERO)

Banyule City Council has appointed the Manager of Operations to fulfil the function of Municipal Emergency Resource Officer pursuant to Section 21(1) of the Emergency Management Act. Council has also appointed the Manager Parks and Gardens, Operations Project Co-ordinator and Civil Construction Co-ordinator as the deputy MERO's.

Responsibilities

In accordance with the Emergency Management Manual Victoria (EMMV) Part 6, the MERO's *management* roles are to:

- Chair the MEMPC;
- Lead the development of the MEMPlan and facilitate the review of the MEMPlan with the MEMPC to ensure that it is effective and current;
- Ensure that municipal resources are utilised effectively in a community emergency for response and recovery activities;
- Co-ordinate the emergency management activities of and liaise closely with the MRM and MFPO;
- Ensure that the MECC can be activated at short notice in event of an emergency;
- Arrange meetings of the MEMPC or the Municipal Emergency Management Group (see Section 4.2.6) as appropriate during an emergency;
- Maintain effective liaison with all regional, state or commonwealth emergency related agencies servicing the municipality;
- Ensure that an effective contact base is maintained so that municipal resources can be accessed on a 24-hour basis;
- Ensure that contractual 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; and
- Ensure that appropriate procedures, processes and systems are in place to record and monitor any council expenditure specifically applicable to an emergency.

The MERO's *response* roles are to:

- Co-ordinate municipal resources in emergency response.
- Provide council resources when requested by emergency services or police during response activities.
- Maintain effective liaison with emergency agencies within or servicing the municipal district.
- Maintain an effective contact base so municipal resources can be accessed on a 24-hour basis.
- Keep the MECC prepared to ensure prompt activation if needed.
- Liaise with the MRM on the best use of municipal resources.
- Organise a response debrief if requested by the MERC, an appointee of Victoria Police.
- Ensure procedures and systems are in place to monitor and record expenditure

Municipal Authority

The Municipal Emergency Resource Officer (MERO) 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.

MUNICIPAL RECOVERY MANAGER (MRM)

Council has appointed the Manager, Youth and Family Services to fulfil the function of Municipal Recovery Manager (MRM) pursuant to Section 21(1) of the Emergency Management Act. Council has also appointed the Co-ordinator Youth and Community Partnerships, Co-ordinator Early Childhood and four (4) other Council Officers as Deputy MRM's.

Responsibilities

- Co-ordinate municipal and community resources within the municipality during recovery;
- Immediately following an emergency, assist with:
 - the collation and evaluation of information gathered in the post impact assessment, and
 - the establishment of priorities for the restoration of community services and needs.
- The MRM is to liaise with the appointed MERO for the best use of municipal resources to enable the recovery by individuals or the community from the effects of an emergency;
- Establish an Information and Co-ordination Centre to be located at the Municipal Offices or a location appropriate to the emergency that has occurred;
- Liaise, consult and negotiate on behalf of the affected area with recovery agencies and the municipality;
- Liaise with the Divisional Recovery Management Committee, or Department of Human Services;
- Undertake specific recovery activities as determined by the municipality; and
- Liaise with and assist victims of single incidents whenever possible.

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

MUNICIPAL FIRE PREVENTION OFFICER (MFPO)

The Country Fire Authority Act 1958 and the Metropolitan Fire Brigades Act 1958 require each municipal council to appoint a fire prevention officer. Council has appointed the Senior Municipal Laws Officer & Fire Prevention Officer to fulfil the function of Municipal Fire Prevention Officer (MFPO).

Responsibilities

- Manage the Municipal Fire Prevention Committee as chairperson and executive officer;
- Undertake and regularly review Council's fire prevention planning and plans;
- Liaise with fire services, brigades, other authorities and council regarding fire prevention planning and implementation;
- Advise and assist the MEMPC on fire prevention and related matters;
- Ensure the MEMPlan contains reference to the Municipal Fire Prevention Plan;
- Report to council on fire prevention and related matters;
- Carry out statutory tasks related to fire prevention notices and infringement notices;
- Investigate and act on complains regarding potential fire hazards;
- Advise, assist and make recommendations to the general public on fire prevention and related matters;
- Issue Permits to Burn, under S38 of the CFA Act 1958; and
- Facilitate community fire safety education programs and support Community Fireguard groups in fire-prone areas.

4.2.9 Response/Recovery Hand Over

Emergency response functions are detailed in Part 6, Relief and recovery functions are detailed in Part 7 of this plan.

It is essential to ensure a smooth transition from the response phase to the recovery process, in any emergency at municipal level. While it is recognised that recovery activities will have commenced shortly after impact, there will be a cessation of response activities and a hand over to recovery agencies. This will occur when the Municipal Emergency Response Co-ordinator (MERC) in conjunction with the control agency and MERO declares 'Hand Over' of response. The early notification of recovery agencies involved in the emergency will ensure a smooth transition of on going activities from response to recovery.

Accounts and financial commitments made during the response phase are the responsibility of the MERO through the Municipal Emergency Management Plan arrangements.

4.2.10 Termination of Response Activities and Hand Over of Goods/Facilities

When response activities are nearing completion the Municipal Emergency Response Co-ordinator (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 hand over.

In some circumstances, it may be appropriate for certain facilities and goods obtained under Emergency Response Plan arrangements during the response to be utilised in recovery activities. In these situations there would be an actual hand over to the Recovery Manager of such facilities and goods. This hand over will occur only after agreement has been reached between response and recovery managers.

Payment for goods and services used in the Recovery process is the responsibility of the Municipal Recovery Manager through the Municipal Emergency Management Plan arrangements.

4.2.11 Municipal Emergency Coordination Centre (MECC)

An agreed set of Standard Operating Procedures for use in the MECC is detailed in the 14484 MECC Operating Guidelines.

The MECC is used to 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 be drawn from municipal employees. Provision of MECC functions may in the first instance be conducted from an appropriate Police Station. The Emergency Response Co-ordinator may request activation of an identified MECC if required.

The primary Municipal Emergency Co-ordination Centre for Banyule City Council is:

NOT AVAILABLE TO THE PUBLIC

The alternative MECC in the event that the primary MECC becomes unserviceable is:

NOT AVAILABLE TO THE PUBLIC

4.3 MEMPlan OPERATIONAL ADMINISTRATION AND MAINTENANCE

4.3.1 Debriefing Arrangements

A debrief should take place as soon as practicable after an emergency. The MERO will convene the meeting and all agencies that participated should be represented with a view to assessing the adequacy of the Plan and to recommend any changes. The Municipal Emergency Management Group will appoint an experienced or suitably qualified person to chair the incident debrief.

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

4.3.2 Compensation of Volunteer Emergency Workers

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

4.3.3 Plan Review

The content of this Banyule MEMPlan is to be reviewed annually or after an emergency which has utilised part of this plan. Organisations delegated with responsibilities in this Plan are required to notify the MERO of any changes of detail (eg. contact information), as they occur.

Review of the plan will specifically focus on the hazards in the Banyule municipality and the Contact Directory of the plan.

Amendments will be produced and distributed by Council as required. The MEMPlan will be initially produced in hardcopy and distributed to MEMPC members as detailed in Section 10.5 MEMPlan Hardcopy Distribution List. Updates of the plan will be distributed electronically for each plan holder to print and insert into their hard copy version. Electronic copies will also be available to the community on Council's Website.

Council has also established a secure section of our website where all MEMPC members can log-in with a unique password, to access the MEMPlan and check versions.

The MEMPC members will be advised of all amendments to the MEMPlan at the MEMPC meetings. Confirmation of amendment and receipt of updates will be recorded in the MEMPC meeting minutes.

4.3.4 Plan Caretaker

It is the responsibility of the MERO to ensure that all facets of the Plan, including terminology, are updated on a regular basis. Minutes of meetings will be taken and kept on record.

4.3.5 Exercising

Upon completion of the development of this Plan, and thereafter on at least an annual basis, arrangements pertaining to this plan must be exercised. This will be done in a form determined by the MEMPC. Following all exercises, a debrief should be conducted and minuted and any procedural anomalies or short falls encountered during these exercises, or ensuing operations, must be addressed and rectified at the earliest opportunity.

Council has developed an on-going education schedule, which includes discussion, functional and field exercises across varied aspects of the plan. The MERO is responsible for implementing the schedule in conjunction with the MEMPC where appropriate. Regular exercises ensure staff are utilising skills and are provided with opportunities to test procedures. It also ensures that Banyule continues to be prepared around staff turnover.

The various elements of the plan should be tested including the establishment of the MECC, the response capabilities, and the recovery elements. Different scenarios should be implemented to include learning's around the following elements:

- Social, Health and Community Environment
Refers to the impacts on the health and wellbeing of individual and the community resilience. These functional areas include temporary accommodation, material assistance, financial assistance, personal support, health and medical services and community development.
- Economic Environment
Refers to the economic impact that an emergency may have on individuals and communities in an affected geographical area. The economic impact of an emergency is often hidden and may require detailed assessment to ascertain immediate and long term needs to ensure that economic well being is re-established and that financial hardships for the affected community are ameliorated.
- Natural Environment
Refers to the environmental impacts that an emergency may have on geographical area. These impacts may include air and/or water quality, land degradation and contamination of public lands.
- Built Environment
Refers to the impact that an emergency may have on physical infrastructure and the need to ensure assets of the community damaged or destroyed are re-established or replaced as soon as possible following an emergency. These impacts may include, electricity, gas, water, telecommunication, roads, transport and other essential services (schools, hospitals, bakeries, shops etc).

When an exercise (practical or desktop) is conducted, the Exercise Controller should ensure that those personnel participating in the debrief complete 14036 MEMP Exercise Debrief Attendance Register. The Exercise Controller should also prepare a report of the exercise by completing 14038 MEMP Exercise Report Template or 14133 MEMP Desktop Exercise Summary Report Template.

4.3.6 Audit

Banyule City Council pursuant to section 21A of the Emergency Management Act shall submit the Municipal Emergency Management Plan to the Victoria State Emergency Service for audit. This audit will assess whether the plan complies with guidelines issued by the Co-ordinator in Chief.

The plan will be submitted for audit at least once every three years.

5 PREVENTION ARRANGEMENTS

Council has responsibility for many social programs and community development activities. Councils can implement strategies to reduce individual and community vulnerability to emergencies and increase resilience. Some people and communities are particularly vulnerable to emergencies and must receive special attention when addressing community safety.

5.1 THE ROLE OF THE MUNICIPALITY

Banyule City 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 area. Council's enforcement and continued review of existing policies in land use, building codes and regulations, and urban planning, along with the various agencies responsible for prevention activities throughout the community, combine to ensure that all measures possible are addressed to reduce the likelihood of emergency. The Municipal Emergency Management Planning Committee (MEMPC) also plays a role in prevention by identifying potential hazard areas.

5.2 PREPAREDNESS

Response Arrangements identifies the roles and responsibilities of the various organisations and agencies that exist in the municipality. Each agency's ability to cope with the identified threats was considered during this process. Municipal Emergency Co-ordination Centres (MECC) has been identified, along with an alternative in the event that the Primary MECC should become unserviceable. Likewise, Emergency Relief Centres and/or Emergency Recovery Centres have been identified for use during emergencies.

5.3 HAZARD REVIEW

During the preparation of this Plan, a Community Emergency Risk Management (CERM) process was carried out to identify potential natural and man made hazards within the municipality. The history of their occurrence and the nature of each hazard, especially community vulnerability, have been considered during the analysis process. The results of the risk analysis can be found in Response Arrangements (Part 6 of this MEMPlan). 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. The MEMPC is tasked with the re-assessing of threats to the community from time to time.

5.4 COMMUNITY AWARENESS

The ability of a community to respond to an emergency situation and in turn recover from the effects of an emergency will depend on the attitude of the people affected. Obtaining the preferred response from people during emergencies will require community education and awareness programs to be implemented for this purpose. Fire prevention and community safety programs are widely publicised through media, school presentations and displays.

Council and the MEMPC will continue to promote appropriate prevention and awareness programs within the municipality through editorial and advertising mediums such as Council's community newsletter The Banner and local Leader and Fairfax media outlets, as well as periodical or seasonal brochures and pamphlets in the Council's Service Centres.

Local print and radio includes the Diamond Valley Leader, Heidelberg Leader, Banyule & Nillumbik Weekly, Plenty Valley FM & 3INR.

Community meetings are held by the Municipal Recovery Manager (MRM) as required and the Municipal Fire Prevention Officer periodically.

Methods of warning the community of an impending emergency are addressed in Section 5.2 Public Information and Warning Systems.

5.5 PREVENTION/MITIGATION PLANS

Within the municipality a number of prevention or mitigation plans have been developed. Examples are the Community Emergency Risk Management (CERM) Plan, Fire Prevention, Storm Water Quality Management, Communication and Media Liaison and the Business Continuity Plan.

5.5.1 Community Emergency Risk Management

To create a safer community, Council has worked in partnership with the community, emergency services, agencies and other stakeholders in order to objectively create a Community Emergency Risk Management (CERM) Plan that addresses risks that may affect the people, property and the environment.

The Community Emergency Risk Management process is facilitated by VICSES utilising a model that guides our municipality in completing a Risk Management process for emergencies as per:

- Australian Standard
- EMA Emergency Risk Management Applications Guide
- EMA Implementing Emergency Risk Management Facilitators Guide.

Council recognises that the emergency risk management planning process may raise some social, political, economic and/or environmental issues that will require consideration.

A workbook has been developed to provide the municipality with a guide as to what information should be retained from the CERM process for audit purposes. More importantly, the workbook records the decisions of the group and contains the plans that must be completed in each phase. Using the workbook ensures a consistent approach and methodology. The relevant council officers have signed off the front page of the workbook indicating that the initial development stage is complete.

Risk Treatment Process

- Step 1 – Rank risks in priority.
- Step 2 – Risk treatment plan - Once risks have been assessed and prioritised, the group must develop a risk treatment plan for each risk.
- Step 3 – Sign off completed workbook.

Banyule City Council has developed the CERM in accordance with Council's Best Value Plus Management System. 07629 Risk Assessment Matrix has been used to assess each risk, considering Likelihood and Consequence. The CERM forms part of Council's Risk Management program and is supported by the principles outlined in Council's Internal Management Policy, 05106 Risk Management Policy and Guidelines.

It is the responsibility of the Municipal Emergency Management Planning Committee (MEMPC, see 4.2.1 of this plan) to manage the CERM process, which includes the identification and consideration of treatments for risk where emergency response agencies and municipal

services are required to be coordinated to assist in the safety and welfare of the community (including private and public assets) during and post emergency. This process includes the identification and review of emerging and existing hazards, through means of consultation with appropriate persons, with annual reviews.

Community emergency risk management can be divided into three phases:

- Phase One: Policy and Procedures
- Phase Two: Action
- Phase Three: Decision and Treatment

The arrangements contained in the CERM Plan have been tailored to meet local response capabilities based on the agencies available within the municipality. Support Agencies may be able to offer varying levels of support from 'on ground' resources to information. It may be appropriate to consult with a number of identified support agencies for advice in relation to any given emergency. It is the prerogative of the control agency to formulate action plans for a given emergency in consultation with support agencies.

The CERM was thoroughly reviewed in December 2010 - January 2011. Information was transferred onto Council's corporate reporting database CID, and is now managed electronically. This electronic database provides action review reminders and is used to record actions/treatments which have been identified.

Council acknowledges the positive contribution of the community in the development and review of the CERM. Council will consult with the community to validate significant risks and seek assistance in identifying treatment options. The community are invited to comment on the CERM through Council's website, the Banyule Banner and local media as well as the CERM being publically available for comment during the consultation stage, at Service Centres.

5.5.2 Summary of the CERM Risk Register

| Priority | Incident Type | Residual Risk Rating | Is Risk Tolerable |
|----------|---|----------------------|-------------------|
| 1 | Heat Wave | High | Y |
| 2 | Fire – Natural Environment, Bush & Scrub | High | Y |
| 3 | Fire – Built Environment, Structural | High | Y |
| 4 | Floods, Storm and Extreme Weather | High | Y |
| 5 | Traffic and/or Transport Incident | High | Y |
| 6 | Major Events and/or Festivals | High | Y |
| 7 | Communicable Diseases/Pandemic | High | Y |
| 8 | Publicly Witnessed Death and Major or Domestic Siege | High | Y |
| 9 | Infrastructure and/or Construction Equipment Failure | High | Y |
| 10 | HAZMAT Incident Dangerous Goods & Hazardous Substances and/or Oil Spill/Leak or Pollution | High | Y |
| 11 | Public Health – Food or Water Contamination | High | Y |
| 12 | International Incident | Medium | Y |
| 13 | Significant Sites within Banyule – Acknowledgement of Risk | Medium | Y |

5.5.3 Fire Prevention Plan

The Municipal Fire Prevention Committee and the Municipal Fire Prevention Officer have prepared this plan in conjunction with the other stakeholders.

The plan covers both the Country Fire Authority area and the Metropolitan Fire and Emergency Services Board area. It is reviewed as required by the Committee and updated as necessary. The plan is complimentary to CFA District 14 Fire Prevention Plans as well as Council's Municipal Emergency Management Plan.

Much of the City has a low to moderate fire hazard rating, however there are a number of areas that have a high to very high rating. A fire season lasts, on average about four months.

The greatest threat of bushfire is from the north and northwest with fire entering Banyule from either the City of Whittlesea or Shire of Nillumbik which are both on the urban rural interface. While the municipality is almost fully developed, potential for a disaster being caused by fire within Banyule still exists. The suburbs of Montmorency, Greensborough, Briar Hill and Eltham North are particularly at risk, having large areas of native vegetation, steep hills and poorly designed, also sited homes.

In June 2010, Banyule City Council developed a Neighbourhood Safer Place (NSP) – Place of Last Resort Plan. One potential NSP was identified, Anthony Beale Reserve, however as there were concerns surrounding access and egress, MEMPC and council, did not designate this site as a NSP. As the CFA area within our municipality is predominantly urban, it leaves few options that would meet the CFA NSP Assessment Criteria. Council considered options for a NSP on private or crown land, however given the urban environment, a suitable site within the CFA area can not be found.

Council acknowledges that community education is required to inform people regarding their options as a NSP has not been designated. The community will be provided with information and advice through the Banyule Banner and local media. Essentially, if they are choosing to flee and are seeking a NSP, the many path of travel options will allow them to continue driving away from the danger area and further south into the inner city environment.

5.5.4 Flood Response Planning

Urban drainage systems have been developed to meet the community's need to minimise the threat from flooding. The main focus of development has been on hydraulic and transport capacity. Urbanisation leads to changes in both the quantity and quality of stormwater that is delivered to urban receiving waters but traditionally, little attention or resources have been allocated to considering the environmental impacts of stormwater (VSC, 1999).

5.5.5 Communication and Media Liaison Sub-Plan

See also section 6.2 Information and Warning Systems, of this plan.

The objectives of this Council sub-plan are:

- To establish local community awareness programs for the prevention and preparedness of an emergency situation.
- To establish procedures for the provision of authorised information and warnings to the local community during an emergency in support of messages from control agencies.
- To continue the flow of communication to the local community during the recovery phase.

As part of its commitment to providing clear communication to the local community, Council has developed information to be distributed to the community outlining emergency management procedures.

Communication tools that will be used are:

- Ongoing articles at regular intervals in The Banner and local media.
- Information and Emergency Phone Numbers in the community calendar (delivery to every household annually) and on Council's website.
- Residents Emergency Information Guide brochure available at Council's Service Centres and community events.
- Promotions such as Community Safety Month and displays at libraries, maternal and child health centres and preschools.

PUBLIC INFORMATION

It is important to ensure that public information and warning is maintained at an optimum level. This provides the public with the necessary information to develop an understanding and awareness of the issues associated with the prevention of, response to and recovery from emergencies.

PREVENTION (BEFORE EMERGENCIES)

Any information released to the public on behalf of the Council to educate and assist the community to prepare for emergencies will be approved by Council's Municipal Emergency Management Planning Committee or the Fire Prevention Committee.

RESPONSE PHASE

Releasing information is normally the responsibility of the Control Agency(s) in conjunction with the Municipal Emergency Response Co-ordinator. Any information released by the Municipality must be approved by the MERO (General information) or Chief Executive Officer / Senior Management - (Policy / Financial / Political matters) and be in accordance with Council's Media Policy.

Information can be categorised under the following headings:

Pre Impact

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

During Impact

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

Post Impact

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

| | | | | |
|---|--|-----------------|-----------------------------|---------------|
| Banyule Municipal Emergency Management | 14485 Banyule MEMPlan.doc PUBLIC Banyule MEMPlan May 2011 | InfoVision Ref: | Last Amended: 23/05/2011 | Page 44 of 96 |
|---|--|-----------------|-----------------------------|---------------|

RECOVERY PROCESS

Releasing information will be the responsibility of the Banyule City Council and the Department of Human Services. Any information released must be approved by the MRM (General information) or Chief Executive Officer / Senior Management - (Policy / Financial / Political matters). Liaison must take place so duplication and confusion does not occur.

DISSEMINATION

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

The "Standard Emergency Warning Signal" may be used to alert the public to an actual or impending emergency or maintain the dissemination of public information. Authority to use the signal over electronic media must be given by the Divisional Emergency Response Co-ordinator or his/her representative.

METHODS

All methods of disseminating information should be considered including;

- Electronic Methods – website updates, SMS Alerts etc
- Radio Stations
- Television
- Police Media Liaison
- Local Telephone Information Lines
- Newspapers (particularly in extended response and recovery phases)
- Ethnic groups, radio stations, newspapers
- Community Newsletters
- Information Centres ("One Stop Shops")
- Manual door knock of each residence
- Public address system mounted on vehicle

Refer section 8.4 Contact Details for radio, print and television contact details.

CULTURALLY AND LINGUISTICALLY DIVERSE (CALD) COMMUNITIES & PEOPLE WITH A DISABILITY

Special considerations need to be given to warning disabled and non English speaking groups. In the case where information or communication is required with persons unable to speak English an interpreter service such as the Telephone Interpreter Service may be able to assist (see Contact Directory).

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

Refer to Section 9.3, Agencies, Authorities and Services Contact List of the Banyule MEMPlan, for Telephone Interpreting Service (TIS) and Translation Service details.

INFORMATION RESOURCES

The following systems are an essential part of these arrangements and should be utilised if and when required: (Refer Contact Directory for Media contact details.)

- Local Radio Stations,
- Television Stations, and
- Local Newspapers.

If an emergency requires concurrent media response through radio, television and newspaper outlets, the Police Media Liaison Section may be contacted through the Municipal Emergency Response Co-ordinator.

INFORMATION CENTRE

If required, a public and media information centre will be established. All public and media releases shall be issued from this centre. Banyule City Council shall appoint a Media Liaison Officer.

5.5.6 Municipal Emergency Financial Management Considerations

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

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

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

Council is accountable for any monies donated as a result of any emergency event and will implement systems to receive and account for all such donations.

6 RESPONSE ARRANGEMENTS

The State Emergency Response Plan provides the mechanism for the build up of appropriate resources to cope with emergencies throughout the State. It also provides for requests for physical assistance from the Commonwealth when State resources have been exhausted. Most incidents are of local concern and can be co-ordinated from local Municipal resources. However, when local resources are exhausted, the State Emergency Response Plan provides for further resources to be made available, firstly from neighbouring Municipalities (on a Regional basis) and then, on a state-wide basis. This escalation process is enacted through the MERO and the MERC.

6.1 PHASES OF ACTIVATION

Response arrangements should be implemented at the earliest possible opportunity if the effects of emergencies are to be minimised and for this reason several phases of activation have been accepted. These are:

- Alert;
- Standby;
- Action;
- Evacuation;
- Handover;
- Escalation.

6.1.1 Alert

Upon receipt of warning or information that an emergency may occur or affect the relevant area of responsibility, Council must be alerted to ensure its readiness to act if called upon. Some of the activities that should be considered in this phase are:

- Establish nature and extent of emergency.
- Warning for key personnel.
- Testing of communications arrangements.
- Establish flow of information between Municipality and Control/Support Agencies.

6.1.2 Standby

As the threat, or the effects of the emergency, becomes imminent, members of the Municipal Emergency Management Group are placed on standby, thus being ready to move immediately they are required. Some of the activities that should be considered in this phase are:

- Staff prepared to respond to Municipal Emergency Co-ordination Centres.
- Prepare equipment and personnel for immediate action.
- Identify assembly areas.

6.1.3 Action

This is the operational phase of the emergency when controlling and support agencies are committed to contain or control the emergency. Some operations may necessitate moving to the "Action Phase" immediately without the "Alert" and "Standby" phases being implemented. For this reason, it is mandatory that all organisations having a role in this Plan be in a state of preparedness at all times. Some of the activities that should be considered in this phase are:

- Mobilise personnel/equipment as requested.
- Produce Situation/Status Reports on a regular basis for higher authorities.
- Deploy additional resources as required.
- Ensure Volunteer Emergency Workers are registered.

Emergency Relief and Recovery usually commences when Response commences. The MRM will work closely with the MERO to determine the anticipated relief and recovery requirements early. Relief and recovery arrangements will be deployed when required, even during the action phase.

6.1.4 Evacuation

Evacuation is a strategy to remove people from the threat of the impact of an emergency. It involves 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 any advice, or it may be after an assessment of information provided by a control agency.

People at immediate risk from an emergency or hazard should evacuate upon recommendation being provided by the Incident Controller or Victoria Police.

The Victoria Police are responsible for evacuation with assistance for evacuation planning provided by Council. The decision to evacuate rests with the control agency in conjunction with Police and available expert advice. 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.

Once the decision to evacuate has been made, Council's MERO should be contacted to assist in the implementation of the evacuation. Banyule City Council will provide advice regarding the most suitable Emergency Relief Centre and other resources that may be required (eg. public health, emergency relief considerations or requirements and special needs groups).

Assistance at evacuation relief centres may be provided by the following agencies:

- Australian Red Cross
- Salvation Army
- Centrelink
- DHS
- Municipal Customer Service
- St John Ambulance
- Insurance Council
- Others as required

Warning Systems

The method of alerting people to the need for evacuation will depend on a number of factors.

Consideration should be given to:

- the type of emergency
- the number of people affected
- the ethnic origins of the affected people
- the requirements of any special needs groups

6.1.5 Vulnerable Persons

The 2009 Victorian Bushfires Royal Commission examined community safety and recommended that MEMPlans contain information on vulnerable people. MEMPlans must contain:

- Information about community organisations already working with vulnerable individuals at the local level; and
- A register of facilities where vulnerable people are likely to be situated, eg. aged care facilities, hospitals, schools and child care centres.

A register of facilities where vulnerable people are likely to be situated and community service organisations already working with vulnerable individuals is detailed in the Banyule Community Profile document and supported by Banyule GIS mapping of facilities where vulnerable people are likely to be situated.

6.1.6 Handover

Following "Alert", "Stand-by" and "Action", the Municipal Emergency Response Co-ordinator must declare a "Handover". Handover from Response is usually to Recovery. After consultation with the Control Agency and any other relevant agency, and the Municipal Emergency Response Co-ordinator is satisfied that the response to the emergency has been completed, he/she will advise all participating agencies of Handover. Handover is usually to the MRM and Department of Human Services, where Recovery arrangements will continue to be deployed. The length of recovery is incident dependant and may be required for a short period of time or years following an event.

6.1.7 Escalation

Where Council exhausts its resources or when functional services, or control authorities, exhaust their own avenues of supply and there is a requirement for continued supply, the MERO may escalate response to the Regional and/or State level. Functional Service agencies supplying a service and requiring additional resources will put their request to the MERO in the first instance. The MERO will endeavour to obtain those resources through existing municipal arrangements. If unsuccessful, the request will be passed through the Municipal Emergency Response Co-ordinator to the Regional Emergency Response Co-ordinator. The Victoria State Emergency Service Regional Headquarters will action the request on behalf of the Regional Emergency Response Co-ordinator.

6.2 PUBLIC INFORMATION AND WARNING SYSTEMS

There are established and well practised media and communications protocols across the various control and support agencies. Victoria Police will often take the lead in emergency communications. The media plays a vital role in the provision of public instructions and information. Official emergency broadcasters such as ABC radio and Plenty Valley FM have standard operating procedures to ensure information is provided effectively and efficiently.

The Municipal Emergency Communication and Media Liaison Sub-Plan of this MEMPlan details Council's arrangements for public information and warning systems.

Council's role is to support and reinforce the provision of information:

- As warnings to the community in line with control agencies and key support organisations including Victoria Police, MFB, CFA, VicSES, DHS etc, and
- As general information to the public and media in consultation with control and support agencies.

See also section 5.5.5 Communication and Media Liaison

Individuals and communities can plan and prepare for emergencies. There are many resources available to assist our community. They can visit www.ses.vic.gov.au AND www.cfa.vic.gov.au AND www.redcross.org.au

The Australian Red Cross have developed Emergency REDiPlan, which outlines four simple steps to prepare each household for an emergency, tips to keep in contact with family and friends and useful resources to record an emergency plan.

The four steps are:

- Be informed;
- Make a plan;
- Get an emergency kit; and
- Know your neighbours;

Basic preparation measures can also be taken:

- Know your local area, particularly if there is a history of flooding or you live in an area at risk of fire;
- Have an emergency kit on hand, including a battery operated radio, torch and spare batteries;
- Keep a list of emergency numbers handy;
- Identify evacuation routes;
- Know how to safely turn off your gas, electricity and water when told to do so by officials or by official media broadcasts;
- Keep downpipes and guttering clear;
- If you live near bush or grassland prepare your property for bushfire at least annually. Whether you plan to leave early, before bushfire threatens, or want to stay to actively defend, you must prepare your property.

6.2.1 Emergency Alert

Emergency Alert is a telephone warning system that Emergency Services can use to send a voice message to landline telephones and a text message to mobile phones, during an emergency. If a person receives an Emergency Alert and they want more information, they can follow the instructions in the message.

Emergency Alert is a community warning system that attempts to provide a message to the vast majority of phones in an area defined by the emergency services. Banyule City Council will support this initiative with community information. We will also inform our community that they should not rely solely on receiving this telephone warning.

For further information visit www.emergencyalert.gov.au

6.3 MUNICIPAL EMERGENCY CO-ORDINATION CENTRE (MECC) OPERATIONS

The MECC standard operating procedures is contained in the 14484 MECC Operating Guidelines document as a sub-plan to this MEMPlan.

6.4 CURRENT PLANT AND RESOURCES

A list of plant and resources is detailed in:

- 14483 Municipal Emergency Management Resources Sub-Plan
 - 12527 After Hours Answering Procedures Manuals for Operations and Parks & Gardens

Council is responsible for the costs of providing municipal resources (owned or under the direct control of council) including:

- Equipment such as heavy machinery (even where under existing contract from external suppliers)
- Personnel for response and recovery activities;
- Resources for recovery activities.

The provision of some council resources for response activities may be subject to limits and/or constraints eg. The use of some equipment may be limited due to the expense of its operation.

A list of current plant and resources is available in the Emergency Management Resources Sub-Plan. Further information may also be available in the After Hours Answering Procedures Manuals for Operations and Parks & Gardens

6.4.1 Transport and Engineering

Council's Manager - Operations has been delegated the responsibility for transport and engineering matters.

Aim

The purpose of these arrangements is to identify available transport and engineering resources within the municipality. This will include specialist and technical advice and deployment of those resources.

Requesting Procedure

All requests for transport and engineering resources should be directed to the Municipal Emergency Response Co-ordinator, who will request them through the MERO.

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

Management of Resources

Responsibility for the management of resources shall rest with the MERO.

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

6.4.2 Protocol For Inter-Council Emergency Management Resource Sharing

Emergencies sometimes require councils to source additional resources to ensure that the affected community is restored to normal functioning as efficiently as possible. The Municipal Association of Victoria (MAV) and the Municipal Emergency Management Enhancement Group (MEMEG) identified a need to determine an agreed position between councils regarding the provision of council resources to assist other councils with response and recovery tasks during emergencies and a protocol was developed. Banyule City Council is a participating member. 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. The protocol applies to requests for human resources, equipment and/or facilities in relation to response or recovery activities associated with an emergency.

7 RELIEF & RECOVERY ARRANGEMENTS

The 14479 Municipal Emergency Relief & Recovery Plan (the Recovery Plan) is a separate sub-plan to this master MEMPlan. A brief summary of the main arrangements is provided here. The Municipal Emergency Relief & Recovery Plan is to be read in conjunction with the Banyule Community Profile and the 14480 Municipal Emergency Relief & Recovery Centre Manual (ERC Manual), both of which inform relief and recovery activities.

The State Emergency Relief and Recovery Plan provides directions and processes to enable community recovery from emergencies which impact the State. Most incidents are of local concern and can be co-ordinated from local Municipal resources. However, when local resources are exhausted, the State Emergency Relief and Recovery Plan provides for further resources to be made available, firstly from neighbouring Municipalities (on a Regional basis) and then, on a state-wide basis. This escalation process is enacted through the MRM and DHS.

7.1 PLANNING & MANAGEMENT ARRANGEMENTS

Relief and recovery are integral aspects of emergency planning. Recovery planning involve cooperation between all levels of government, non-government organisations, community agencies, the private sector, affected communities and emergency organisations in consideration of the:

- People, Social, Community and Health Environment** – the emotional, social, spiritual, financial and physical wellbeing of individuals and communities
- Economic Environment** – the revitalisation of the economy of the community to ensure as far as possible that the wellbeing of a community is restored.
- Built Environment** – the restoration of essential and community infrastructure, and
- Natural Environment** – the rehabilitation of the environment.

Recovery from emergencies is a developmental process of assisting individuals, families, neighbourhoods and communities to manage the re-establishment of those elements of society necessary for their wellbeing.

Recovery activities should acknowledge the inherent resilient capabilities of individuals, households, neighbourhoods and communities affected by emergencies. Resilience is also promoted through programs that encourage, create and develop resources and connections that can be drawn on in times of crisis.

As the closest level of government of the affected community, Banyule City Council will take a lead in ensuring the local provision of emergency relief. Where communities are relocated, evacuated or advised to shelter in place, immediate relief services will most likely be required. Emergency relief is defined as the provision of life support and essential needs to persons affected by, or involved in the management of an emergency. The provision of emergency relief is the first stage of emergency recovery. In this respect, emergency relief functions are well integrated with early recovery activities.

Wherever possible, the normal municipal management and administrative structures and practices will be used. Recovery information and recovery services need to be readily accessible to affected individuals, families and communities and be responsive to their needs and expectations.

7.1.1 Authority to Activate

Those authorised to direct the activation of the Recovery Plan include:

- MERC
- MERO
- MRM or deputies.

This authority extends to those 'acting' in these roles or designated delegates.

The activation of the Recovery Plan is not necessarily dependant on the activation of the MECC and will be dependent on the scale of the event and emergency response.

Activation of this plan may require:

- Establishment of an Emergency Relief Centre
- Establishment of a Recovery Centre
- Enlisting specialist staff & agencies for assistance and expert advice/support
- Activation of the Community Recovery Committee and the Municipal Recovery Planning Committee

Incident Controllers are primarily responsible for determining the need to activate emergency relief services in consideration of the nature of the event, and the impact the incident has on peoples living arrangements and essential needs. Where the incident results in mass evacuation or where a number or residents are displaced from their homes, emergency relief services will be required.

The MERO is responsible for notifying the Municipal Recovery Manager (MRM) of the potential need for recovery services. Together, they shall consider the recovery needs of the emergency.

The MRM or a person delegated by him/her is to initiate recovery activities as documented in this section of the plan as soon as possible, when required, after an emergency occurs.

The MRM shall convene a meeting of the Banyule Recovery Team (Banyule City Council staff) and/or the Municipal Recovery Planning Group (Banyule City Council and Recovery Agencies) as soon as is practical where the emergency is of a magnitude that requires their involvement.

7.1.2 Escalation

Where Council exhausts its resources and can not deliver required relief and recovery services to its community, the MRM may escalate the need to the Regional and/or State level. The MRM will work closely with the DHS Regional Recovery Manager to determine this situation.

Banyule City Council has also developed relationships with six other Councils in the Northern catchment of the North West Metro Region, and continues to formalise support arrangements in relief and recovery. Where Council exhausts its resources, support may be requested and provided by these partnering Councils.

7.1.3 Banyule Recovery Team

The Banyule Recovery Team will convene at least twice yearly to:

- Be updated on trends and changes with recovery management.
- Participate in skill retention activities and discussion exercises.
- Verify contacts lists and suppliers.
- Review roles and responsibilities.
- Review any procedures implemented.
- Modify the plan to reflect current needs.

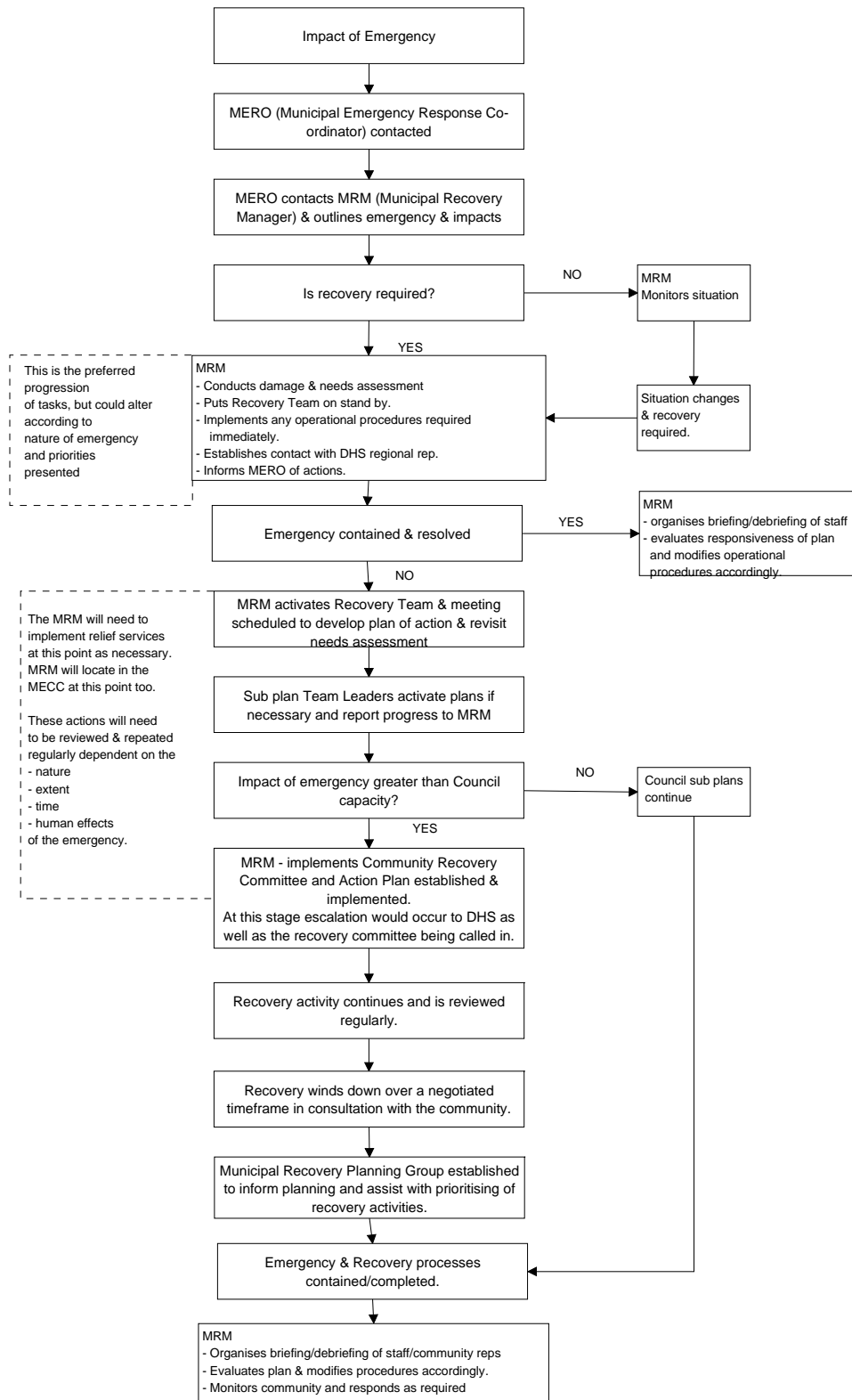
The Banyule Recovery Team will convene in a significant emergency and may expand its membership to include key personnel from the following council areas:

- Animal and Stock Welfare
- Communications and Media Liaison
- Economic Development and Physical Re-Instatement of Environment
- Emergency Accommodation and Personal Support
- Emergency Relief Centres (Evacuation Centres) and Emergency Recovery Centres
- Food & Catering
- Material and Financial Aid
- Public Health
- Support for Vulnerable People
- Transport
- Volunteer Co-ordination

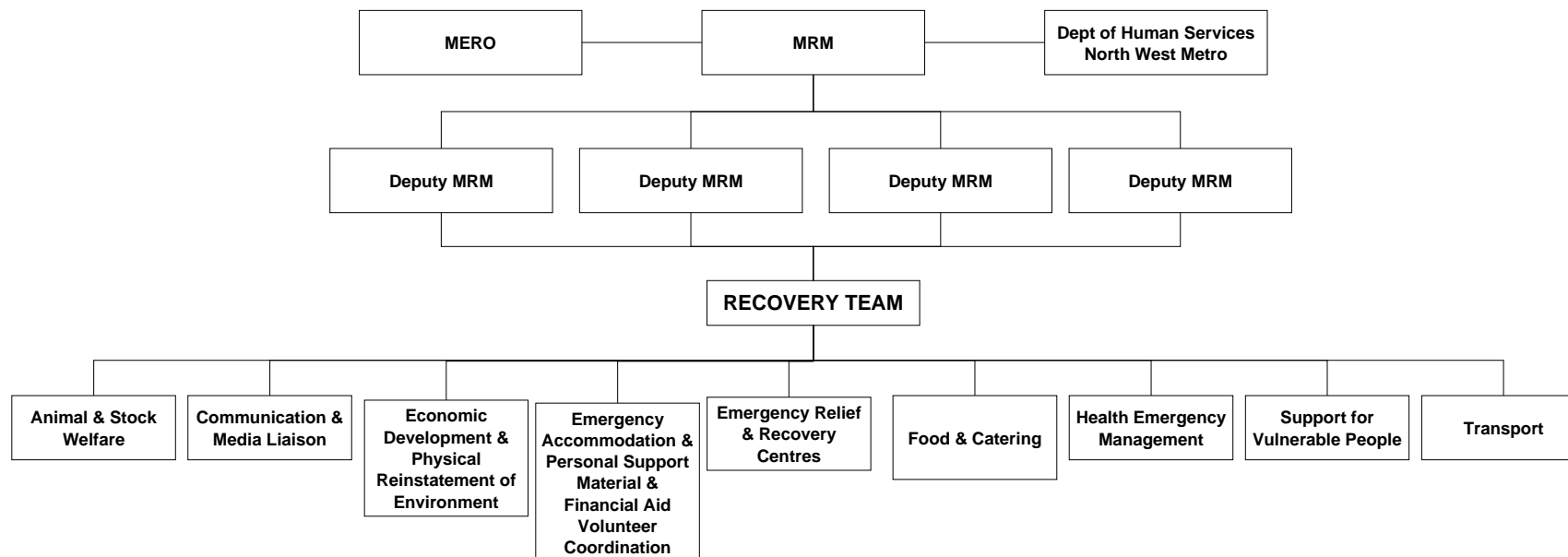
For more detail on roles and responsibilities of the Recovery Functional Areas, refer to Section 5.4 of the Emergency Management Relief and Recovery Plan.

7.1.4 Flow Chart of Key Actions

Detailed below is a flowchart of key actions, which will need to be taken throughout the recovery process. These actions are by no means exhaustive and depending on the nature and location of the disaster and the affected community, a range of other actions may also need to be taken.



7.1.5 Recovery Management – Banyule Recovery Team*



*Details of personnel, roles and responsibilities is included in Section 4.4 and 4.5 of the Municipal Emergency Relief and Recovery Plan.

7.1.6 Role of Department of Human Services in Recovery

In the recovery processes of an emergency, Department of Human Services:

- Co-ordinate recovery planning and management at state and regional levels and at municipal level when the situation exceeds local government capabilities;
- Co-ordinate all aspects of recovery, including State/Commonwealth departments, local government, non-governments organisations and agencies.
- Co-ordinate recovery activities in consideration of:
 - The people, social, health and community environment
 - The economic environment
 - The natural environment
 - The built environment
- Co-ordinate provision of personal support (including psychological first aid) at incident sites and across the community.
- Provide community information and facilitate community redevelopment programs.
- Support council, MEMPC's and community recovery committees in recovery planning and managing recovery activities.
- Provide advice, information and assistance to affected individuals, communities, funded agencies and municipal councils.
- Co-ordinate provision of interim accommodation following emergencies with major housing impacts.

7.1.7 Municipal Recovery Planning Group

The Municipal Recovery Planning Group is made up of representatives from recovery services agencies and organisations. This group is responsible for more strategic recovery activities following an incident, but also convenes annually to ensure that the Municipal Emergency Relief and Recovery Plan is relevant and adequate considering the municipalities CERM and any new or emerging recovery information from agencies or industry. The Municipal Recovery Planning Group plans for and implements recovery activities.

Terms of Reference

- Convened and resourced by Council
- Agencies and organisations will be invited to attend and Council will take responsibility for membership of relevant agencies
- The Municipal Recovery Planning Group shall focus on the planning and preparation of relief and recovery services covered in this MEMPlan and the Municipal Emergency Relief & Recovery Sub-Plan

Municipal Recovery Planning Group Membership

The membership of the reference group should include representatives of:

- Banyule City Council
- Department of Human Services
- Australian Red Cross
- Salvation Army
- Victorian Council of Churches
- Austin Health
- BANSIC – Banyule Support & Community Resource Centre
- Banyule Community Health Centre
- *Case Management Service organisation appointed*

❑ **Municipal Recovery Planning Group Functions**

- Planning and preparation of relief and recovery services as covered in this MEMPlan and the Municipal Emergency Relief & Recovery Sub-Plan.
- Monitor the overall progress of the recovery process in the affected community.
- Obtain reports from the Community Recovery Committee (CRC).
- Identify community needs and resource requirements and make recommendations to the Community Recovery Committee (CRC).
- Undertake specific recovery activities as determined by the circumstances and the Community Recovery Committee (CRC).

7.1.8 Community Recovery Committee (CRC)

Where the magnitude of the event requires community input into the recovery process, one or more Community Recovery Committees (CRC's) may be established within the affected area. Each established CRC reports to the Municipal Recovery Planning Group and informs recovery planning and prioritising of recovery activities.

The composition of the CRC should be mostly community members, community groups and /or community leaders. It is important to ensure that the community feels empowered to make choices and decisions for their recovery. This is also important in improving community resilience and ability to cope with their 'new normal'.

The CRC should meet as frequently as required following an emergency and shall be established for the duration of recovery. The CRC may provide periodical reports to the Municipal Recovery Planning Group to guide more strategic recovery activities.

❑ **Terms of Reference**

- Event focussed for the life of the recovery phase
- Dependent on the needs of the community and could be short or long term
- Convened and resourced by Council
- Relevant groups must participate willingly
- Council will activate and deactivate the Committee as required in consultation with the community.

❑ **Community Recovery Planning Committee Membership**

The composition of the committee will vary depending on the affected area. The membership of the committee should include community leaders and representatives of:

- Community Groups/Leaders
- Affected persons
- Municipal Recovery Manager or delegate
- Councillor
- Community Development Worker

❑ **Community Recovery Committee Functions**

- Monitor the overall progress of the recovery process in the affected community.
- Identify community needs and resource requirements and make recommendations to the Municipal Recovery Planning Group or appropriate recovery agencies, municipal councils and the State's recovery management structure.
- Liaise, consult and negotiate, on behalf of affected communities, with recovery agencies, government departments and municipal councils.
- Liaise with the Department of Human Services as Co-ordinator through the designated Department of Human Services Regional Director or delegate.

- Undertake specific recovery activities as determined by the circumstances and the Committee.
- Inform the overall planning and prioritising of recovery activities.

□ **Implementation**

- The MRM or a person delegated by him/her is to initiate recovery activities as documented in this section of the Plan as soon as possible after an emergency occurs, as directed by the MERO
- The MRM shall convene a meeting of the Municipal Recovery Planning Group as soon as is practical where the emergency is of a magnitude to require co-ordinated community input.
- A range of recovery activities may be required during and after an emergency.

7.2 EMERGENCY RELIEF

Emergency relief is the provision of immediate shelter, life support and personal needs for persons affected by, or responding to, an emergency. It includes the establishment, management and provision of services to emergency relief centres.

The provision of recovery services (such as temporary accommodation and counselling) may occur in parallel with relief services, and may be provided through emergency relief centres. In those circumstances, overall management of each centre remains with Banyule City Council. At State and Regional level, Emergency Relief is co-ordinated by Department of Human Services.

Listed above are the Municipal Emergency Relief Centres and the resources and access available in the centres.

7.3 EMERGENCY RELIEF & RECOVERY CENTRES

The following Emergency Relief/Recovery Centres (ERC) have been assessed and found to be potentially suitable for use in times of emergency. Careful consideration must be given to the prevailing circumstances and number of people requiring assistance when selecting a site or sites. Contact details and plans for the following Halls/Venues can be found in the Emergency Relief & Recovery Centre Manual.

NOT AVAILABLE TO THE PUBLIC

| NAME | LOCATION | CAPACITY | MELWAY MAP REF | CAR PARK | A C C E S S | T O I L E T S | K I T C H E N | S H O W E R S | COMMENTS |
|------|----------|----------|----------------------|-------------|----------------------------|---------------------------------|---------------------------------|---------------------------------|----------|
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |

7.4 EMERGENCY RECOVERY

The organisations listed below have agreed to manage the particular Recovery function. They are responsible to the Municipal Recovery Manager.

| TYPE OF SERVICE | CO-ORDINATED BY |
|-------------------------|--|
| Information Services | Banyule City Council |
| Material Aid | Material Aid Agencies and Banyule City Council |
| Financial Assistance | Department of Human Services (Region) through the Municipal Recovery Manager |
| Temporary Accommodation | Department of Human Services (Region) through the Municipal Recovery Manager |
| Language Services | Department of Human Services (Region) through the Municipal Recovery Manager |
| Rebuilding & Utility | Banyule City Council |
| Community Development | Department of Human Services |

7.4.1 Functional Services

Details of the following functional services are contained in the Municipal Emergency Relief & Recovery Plan:

- Case Co-ordination & Case Management Service
- Emergency Accommodation & Personal Support
- Financial Assistance
- Public Health
- Clean Up
- Reconstruction
- Community Development
- Environmental Management
- Co-ordination of Non-Financial Donations & Material Aid
- Co-ordination of Voluntary Assistance
- Animal Management – Recovery & Disease Control

7.5 SUPPLY OF GOODS/SERVICES

The municipality and other recovery agencies shall obtain and pay for goods/services through their own supply systems. The Municipal Recovery Manager with the assistance of the Department of Human Services will co-ordinate the acquisition and supply of goods/services which cannot be provided by the municipalities or participating agencies. When goods can only be obtained in such a manner, approval for payment from the Department of Human Services is required prior to the goods being obtained.

7.5.1 Victorian Government Assistance Measures

The state government have various emergency grants available, some of which are detailed in the Emergency Management Manual Victoria (EMMV) Part 4, State Disaster Recovery Plan. Grants include Personal Hardship Grants provided by DHS, and Crisis Payment from Centrelink for people in extreme circumstances.

7.5.2 Agencies Assisting In Recovery

Agencies involved in Recovery and available in Banyule City Council are:

- Banyule City Council
- Community Information Diamond Valley (CIDV)
- Department of Human Services
- Banyule Support & Community Information (BANSIC)
- Red Cross
- St Vincent De Paul
- Salvation Army
- Banyule Emergency Housing and Support
- Banyule Community Health
- Volunteers of Banyule
- Austin Hospital
- Berry Street
- Foodshare
- Anglicare
- Smith Street
- Centrelink

Agencies providing restoration services to the municipality:

- TXU
- AGL
- Jemena
- Insurance Council Australia
- Interpretation Services
- Parks Victoria
- Melbourne Water
- Yarra Valley Water
- Optus
- Telstra
- SP AusNet
- VicRoads

Insurance Council of Australia

Role of Recovery: Insurance emergency service - this can be put into operation following natural emergencies such as bush fires, cyclones etc. Designed to streamline process required to assess and settle insurance claims by establishing a control claims bureau in the emergency area.

***This page has been intentionally left blank.
To enable section breaks in double sided printing.***

8 SUPPORT ARRANGEMENTS

8.1 RAPID IMPACT ASSESSMENT (RIA)

A rapid impact assessment gathers critical impact information concerning the extent of damage, disruption and breakdown to the community and its infrastructure as a result of the emergency. RIA captures identifiable impacts across the four key areas of social/people, economic, built and natural environment. This information also assists Banyule City Council and agencies by informing decision making processes to ensure the safety of life and property.

The RIA is undertaken by the control agency as they are on scene in their response capacity. Basic impact assessments will be made and information such as, roads damaged, streets impacted, services disrupted and other collective data will be ascertained. The RIA process aims to gather critical information to provide a snapshot of impact to the area. It is not intended to be specific information on individual impacts, but community based.

Information that the control agency gathers through the Rapid Impact Assessment process during the response to the emergency will be made available to the municipality.

To facilitate the RIA process the Municipal Emergency Management Group, shall as early as practicable, perform the following tasks:

- Survey the extent of damage and provide an early estimate of anticipated financial and material aid required
- Provide a priority listing for restoration of community needs to assist agencies in the performance of their functions
- Monitor the acquisition and application of financial and material aid needed or made available in the restoration period

The Emergency Management Group may co-opt persons within the community with the appropriate expertise to assist with the above tasks. Should the emergency extend beyond the boundaries of the municipality, the RIA may be merged with that of the other affected municipality(s). Information that the control agency gathers through the Rapid Impact Assessment process during the response to the emergency will be made available to the municipality.

8.2 POST IMPACT ASSESSMENT (PIA)

A more detailed analysis of loss and damage, and the impact on the affected community, including individuals, will be undertaken by Banyule City Council once the control agency declares the area safe for entry.

The information collected at this stage, in conjunction with the RIA data, will form the Post Impact Assessment (PIA). The PIA captures identifiable impacts across the four key areas of social/people, economic, built and natural environment. It assists in Relief and Recovery Planning and shall be a program of regular analysis, monitoring and review.

Council will resource personnel to attend to the area of impact and collect information regarding the following:

- Damaged buildings yet to be evacuated, and evacuation requirements
- Specific information on individual property and/or asset damage, ie, roads, trees, bridges, community buildings, places of worship, assembly buildings, commercial properties and residential properties. Basic survey of building damage and estimate on re-occupancy capability
- Monitoring and reporting on the progress of recovery
- Reconciliation of information gathered against ratepayer database (NAR)

8.3 SUPPORT TASKS & FUNCTIONAL SERVICE AGENCIES

The following list of support tasks indicates the functional service agency and relevant support agencies. The list is neither exhaustive nor exclusive as many agencies, including control agencies may have a support role and a functional service role, dependent on the nature of the emergency. In the event that local resources cannot be provided to meet support tasks needed, the request should be passed onto the Divisional Emergency Response Co-ordinator via the Municipal Emergency Response Co-ordinator.

| SUPPORT TASKS | PRIMARY SUPPORT/ CO-ORDINATING AGENCY | SUPPORT AGENCY |
|--|--|--|
| Animals - Relief Welfare | DSE/DPI Victoria (Divisional Response) | Banyule City Council Veterinary Services RSPCA VICPOL Victorian Farmers Federation - others as required |
| Catering | Red Cross | Salvation Army |
| Commonwealth Resources | Emergency Management Australia (through Municipal Emergency Response Co-ordinator) | Commonwealth Departments as required |
| Commonwealth Resources - Defence | Emergency Management Australia (through Municipal Emergency Response Co-ordinator) | Department of Defence |
| Communications | Victoria Police | Banyule City Council Department of Human Services |
| Deceased Persons | State Coroner (through Municipal Emergency Response Co-ordinator) | VICPOL Royal Dental Hospital Australian Funeral Directors Association |
| Environmental Impact Assessment | EPA | DSE |
| Food | VicRelief Foodbank | |
| Material Aid | Salvation Army | |
| Psychological First Aid | DHS | |
| Registration (NRIS) Emergency Affected Persons | Victoria Police as Municipal Emergency Response Co-ordinator | Red Cross Society VICSES - others |

8.4 OTHER FUNCTIONAL AREAS

8.4.1 Health and Medical

The Municipal Environmental Health Officer has been delegated the responsibility for the Public Health Emergency Management Sub Plan.

The content of this Sub-Plan is to instigate preparedness strategies and to contribute to an efficient emergency response in situations of potential, imminent or actual public health risks. In addition to this Sub-Plan specific Banyule plans are also prepared as required to facilitate the emergency management of specific public health issues. These plans should be read in conjunction with this Public Health Sub-Plan and other related documents.

| Current related Banyule plans include: | Banyule Registered Document Number |
|---|---|
| Pandemic Plan and Guidelines | 13763 |
| Heatwave Plan | 13870 |
| Heatwave Action Plan | 13871 |
| Heatwave Profile | 13872 |
| Heatwave Communication Plan | 13873 |

The Municipal Health and Medical arrangements should be considered in conjunction with the Regional Medical Emergency Response Plan and the Regional Hospital Emergency Plans.

Aim

Through the development and implementation of the Public Health Emergency Management Sub-Plan, Council aims to mitigate and manage public health risks in emergencies that affect the municipality.

The aim of these arrangements is to also identify the public health and related resources available within the municipality and identify the arrangements for activation (where possible).

Purpose

The purpose of the Public Health Emergency Management Sub-Plan is to provide for the development and implementation of public health emergency management arrangements. It outlines the municipality's arrangements for the operational management of public health duties.

The Public Health Sub-Plan will be used by Council staff such as Environmental Health Officers to provide public health support of the municipality.

Health

The Environmental Health Officer is responsible for all public health matters in the municipality.

The responsibilities of the Environmental Health Officer in an emergency is the identification of critical public health risks and the application of appropriate actions, which may include:

- Support control agency in contaminated food and drinking water incidents
- Support control agency in the investigation of gastrointestinal outbreaks
- Disseminate information regarding other infectious diseases outbreaks
- Support the control agency in the conduct of vaccination sessions
- Support control agencies with dissemination of public health information in incident where hazardous materials, radiological or CBR incidents occur
- Support control agency in investigation of other public health risks
- Monitor food handling and public health issues around emergency relief centres
- Liaise with the MECC re public Health Issues

Medical

Implementation of the medical arrangements will be automatic where people are injured or require medical assistance. This automatic response will be by Ambulance Victoria and hospitals within the municipality. It shall be activated and initially Co-ordinated by the duty officer at Ambulance Headquarter on 000 who will contact the medical Co-ordinator when response needs dictate.

The Ambulance Service will be responsible for contacting additional first aid support when required (e.g. St John Ambulance and Red Cross and other local suitably qualified persons) to assist with medical needs.

Medical Response Management

The most senior medical officer present will carry out medical response management at an emergency scene. This could be any of the following:

- The highest ranked Ambulance Officer present,
- A member of a Medical Team,
- The Field Medical Officer

The role of the Medical Commander at the scene of an emergency is to:

- Arrange resources required,
- Provide triage, (prioritise patients for treatment),
- Co-ordinate transport of patients,
- Determine destination of patients.

Environmental Health Management

Environmental Health management shall be activated by the Health Services Co-ordinator when called upon by the MERO (Municipal Emergency Resource Officer) and will operate from the Municipal Emergency Co-ordination Centre. The Environmental Health officers will be identified by green striped reflective tabards with Health clearly indicated on them. The Environmental Health Officer is responsible for all public health matters in the municipality.

Health Personnel - Banyule City Council

Refer to the Contact Directory for Municipal Environmental Health Co-ordinator and Environmental Health Officers. Refer to Banyule City Council Public Health Emergency Management Sub Plan for Personnel Contact Details.

The Public Health Emergency Management Sub Plan includes the public health emergency management roles and responsibilities including standard operating procedures (SOP's) on issues such as:

- Post-impact assessment following an emergency;
- Providing safe and adequate water;
- Shelter;
- Food and food related issues;
- Emergency ablution (toilet) facilities;
- Wastewater treatment;
- Refuse collection and disposal;
- Vermin and vector control;
- Infectious disease control;
- Disposal of human bodies;
- Disposal of dead stock/animals;
- Disinfection and cleaning;
- Environmental hazards;
- Assessing emergency affected housing;
- Emergency relief centre venues;
- Activating and managing emergency relief centres.

8.4.2 Communications Infrastructure

The Victoria Police is delegated the responsibility for communications. This is in accordance with the Municipal Emergency Management Plan, which identifies that the Victoria Police are the primary support agency for communications.

Aim

To ensure all organisations understand the arrangements for communication in the event of an emergency.

General

All agencies having a role in these arrangements are responsible for the provision of their own communications systems during emergencies. Any agency requiring communications will put their request to the Municipal Emergency Response Co-ordinator.

Communication equipment made available by Banyule City Council consists of:

- Telephone
- Mobile telephones
- Two-way radio network
- Paging system

Details of other organisations' communication arrangements are not detailed in this document.

Telephone Communications

The Telstra line network will be the initial and primary means of communication in the event of an emergency, when it is available, and should be utilised to capacity where possible. This was taken into full consideration when the MECC's and Emergency Relief Centres were chosen. At this stage Council does not utilise the Optus cable network.

Municipal Emergency Co-ordination Centre (MECC)

The MECC's (Bellfield Operations and Ivanhoe Service Centre) have each been fitted with 6 dedicated displan phone lines.

Assembly Areas

As outlined in Response Arrangements 'Standby Phase' assembly areas will be identified as required and therefore communication to the site(s) will be established at the time.

Relief Centre

All Relief Centres have telephone communication. Details of centres and phone numbers are listed in the Contact Directory under Emergency Relief Centres.

Telephone Directory General

Council's 24 hour number is listed in the Contact Directory.

Additional Phone Requirement

Telstra can provide additional telephones, upon request to the Municipal Emergency Response Co-ordinator who will, in turn, submit such requests to the Regional Emergency Response Co-ordinator for action. All costs, related to such installations, are the responsibility of the requesting organisation.

Mobile Telephones

Council utilises the mobile phone network extensively. Mobile numbers are listed in the relevant section of the sub-plans.

Two-Way Radio

Council is currently operating a VHF high band network. Base stations are provided at both the Ivanhoe and Operations Centre offices with access to aerial points within the MECC's.

All Council work vehicles have two-way radios fitted.

Radio Broadcasting

Radio broadcasting procedures are outlined in the Communication and Media Liaison sub-plan.

TV Broadcasting

TV broadcasting procedures are outlined in the Communication and Media Liaison sub-plan.

9 CONTACT DIRECTORY

All numbers have an Area Code of (03) unless specified.

NOT AVAILABLE TO THE PUBLIC

9.1 MECC COMMUNICATION TELEPHONE LINES

9.1.1 Primary MECC

| Organisation | Position | Direct Phone Number |
|--------------|----------|---------------------|
| | | |
| | | |
| | | |
| | | |
| | | |

9.1.2 Alternative MECC

| Organisation | Position | Direct Phone Number |
|--------------|----------|---------------------|
| | | |
| | | |
| | | |
| | | |
| | | |

| Position & Name | Business Hours | Mobile | After Hours | Fax |
|-----------------|----------------|--------|-------------|-----|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

| Position & Name | Business Hours | Mobile | After Hours | Fax |
|-----------------|----------------|--------|-------------|-----|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

| | | | | |
|--|--|--|--|--|
| | | | | |
|--|--|--|--|--|

| Position & Name | Business Hours | Mobile | After Hours | Fax |
|-----------------|----------------|--------|-------------|-----|
| | | | | |
| | | | | |
| | | | | |

| | | | | |
|--|--|--|--|--|
| | | | | |
|--|--|--|--|--|

| Position & Name | Business Hours | Mobile | After Hours | Fax |
|-----------------|----------------|--------|-------------|-----|
| | | | | |
| | | | | |
| | | | | |

9.5 MEDIA CONTACT LIST

NOT AVAILABLE TO THE PUBLIC

| Position & Name | Business Hours | Mobile | After Hours | Fax |
|--------------------|----------------|--------|-------------|-----|
| LOCAL RADIO | | | | |
| | | | | |
| | | | | |
| RADIO | | | | |
| | | | | |
| | | | | |
| PRINT | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

| Position & Name | Business Hours | Mobile | After Hours | Fax |
|-------------------|----------------|--------|-------------|-----|
| TELEVISION | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

9.6 NEIGHBOURING MUNICIPALITIES CONTACT LIST
NOT AVAILABLE TO THE PUBLIC

| Position & Name | Business Hours | Mobile | After Hours | Fax |
|--------------------------------|----------------|--------|-------------|-----|
| NORTH WEST METRO REGION | | | | |
| CITY OF DAREBIN | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

| Position & Name | Business Hours | Mobile | After Hours | Fax |
|-----------------------------|-----------------------|---------------|--------------------|------------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| CITY OF YARRA | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| EASTERN METRO REGION | | | | |
| CITY OF BOROONDARA | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

***This page has been intentionally left blank.
To enable section breaks in double sided printing.***

10 APPENDIXES

10.1 GLOSSARY OF TERMS

| TERM | DEFINITION |
|---------------------------------------|--|
| Action | The executive command to mount an operation whereby all required personnel are called to their posts. |
| Affected Area | An affected area for the purposes of managing response and recovery is the entire geographic area affected in any significant way by an emergency. |
| Agency | Means a government agency or a non-government agency. |
| Alert | That period when the regional or local emergency response plan co-ordinator, or the chief officer of a control agency, believes an emergency may occur and requires all, or designated, functional services specified in emergency response plan to increase their level of preparedness to cope with the emergency. |
| Assembly Area | A designated location used for the assembly of control or support personnel. |
| Banyule Crisis Management Team (BCMT) | Banyule City Council Crisis Management Team manages operational response to municipal emergencies, affecting Council services (BCP) and the broader community during the response to and recovery from emergencies. |
| Business Continuity Plan (BCP) | Business Continuity Planning at Banyule City Council involves the development of strategies, plans and actions which provide protection or alternative modes of operation for identified critical activities, if they were to be disrupted. It is also predicated on the earliest possible return to normal business. |
| Civil Defence | 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. |
| 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; <ul style="list-style-type: none"> <input type="checkbox"/> Vertically, within an agency, as a function of the authority to command, <input type="checkbox"/> Horizontally, across agencies as a function of the authority to control. |
| Co-ordinator | At regional level, a police officer appointed by the state emergency response plan co-ordinator as regional/deputy regional emergency response plan 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 plan co-ordinator. |
| Control Agency | The agency identified in emergency response 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. |
| Controller (VicSES) | The person appointed to manage and administer a local volunteer unit of the Victoria State Emergency Service (VicSES) |
| Counselling | The provision of psychological support and advice to persons affected by an emergency. |
| Emergency Response Plan | The short title of the Victoria State Emergency Response Plan. |

| TERM | DEFINITION |
|--|---|
| Emergency Response Plan Agency | Means a government or non-government agency committed to Emergency Response Plan. |
| Emergency Response Plan Committee | The emergency response planning committee ensuring the co-ordinated response to emergencies by all agencies having roles and responsibilities under emergency response plan. |
| 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; <ul style="list-style-type: none"> <input type="checkbox"/> An earthquake, flood, windstorm or other natural event; and <input type="checkbox"/> A fire; and <input type="checkbox"/> An explosion; and <input type="checkbox"/> A road accident or any other accident; and <input type="checkbox"/> A plague or an epidemic; and <input type="checkbox"/> A warlike act, whether directed at Victoria or a part of Victoria or at any other state or territory of the commonwealth; and <input type="checkbox"/> A hi-jack, siege or riot |
| Emergency Area | Means an emergency area declared under section 36a of the emergency management act. |
| 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 shelter, life support and human (personal) needs of people affected by, or responding to, an emergency. It includes the establishment, management and provision of services to Emergency Relief Centres. |
| Emergency Management Response Plan | The emergency response plan prepared by the regional emergency response plan committee. |
| Emergency Relief Centres | A building or place established on a temporary basis to provide life support and essential needs to persons affected by, or involved in the management of an emergency. |
| Emergency Services Liaison Officer | An officer designated by his 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 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 phase and is separate to temporary accommodation. |
| Emergency Supply | The provision of resources to a control agency when that agency is unable to procure same through its normal resource system. |
| Evacuation | The planned relocation of persons from dangerous or potentially dangerous areas to safer areas and eventual return. The decision to evacuate rests with the control agency in conjunction with police and available expert advice. |
| Exercising | Upon completion of the development of this plan, and thereafter on at least an annual basis, arrangements pertaining to this plan should be exercised. This will be done in a form determined by the MEMPC. Following all exercises, a debrief should be conducted and minuted and any procedural anomalies or short falls encountered during these exercises, or ensuing operations, must be addressed and rectified at the earliest opportunity (emergency exercise record – page 10). |
| Evacuation Centre | See assembly area and/or emergency relief centre. |
| Field Emergency Response Co-ordinator | Senior member of the police force at the scene of an emergency. |

| TERM | DEFINITION |
|--|---|
| 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: <ul style="list-style-type: none"> <input type="checkbox"/> Catering <input type="checkbox"/> Community organisations <input type="checkbox"/> Emergency accommodation <input type="checkbox"/> Emergency grants, counselling & temporary accommodation <input type="checkbox"/> Material needs <input type="checkbox"/> Registration (national registration & inquiry system, nris) |
| Government Agency | Means- <ul style="list-style-type: none"> <input type="checkbox"/> Any body corporate or unincorporated constituted by or under any act for a public purpose; and <input type="checkbox"/> Any member or officer of such a body. <input type="checkbox"/> 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 |
| Hand Over | The order given by the divisional or municipal emergency response co-ordinator that allows personnel to cease operations reflecting the termination of the emergency. |
| Incident Control Point | The control point established by the control agency in proximity to the emergency and used by the incident controller for forward command/control functions. |
| Incident Controller | 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. |
| Lead Agency | The agency designated to co-ordinate the provision of a functional area of emergency relief and supplementary supply |
| Material Needs | The provision of clothing, bedding and personal requisites, during "emergency relief". |
| Municipal Emergency Co-ordination Centre (MECC) | The centre established at the municipal level to co-ordinate resources and conduct operations ancillary to the control agency, during the response and relief phase. |
| Municipal Emergency Response Co-ordinator (MERC) | The officer in charge of the Heidelberg Police Station or the senior police officer at the scene of the emergency. |
| Municipal Emergency Management Planning Committee (MEMPC) | The committee which, at municipal level, is responsible for the formation and maintenance of a municipal emergency management plan. |
| Municipal Emergency Resource Officer (MERO) | The person appointed by the municipality responsible to council for the co-ordination of municipal owned or controlled resources in emergencies. |
| Municipal Recovery Manager (MRM) | The person appointed by the municipality responsible to council for the co-ordination of municipal relief and recovery activities after emergencies. |
| Municipality | The area contained within the defined boundaries for local government responsibility of a shire, borough, town or city. |
| National Registration & Inquiry System (NRIS) | The commonwealth/state's arrangements for the recording of emergency victims and for satisfying inquiries regarding the whereabouts of persons so affected. |
| Non Government Agency | Means a voluntary organisation or any person or body other than a government agency. |
| Plan Caretaker | It is the responsibility of the mem to ensure that all facets of the plan, including terminology, are updated on a regular basis. Minutes of meetings will be taken and kept on record. |
| Primary Support Agency | The agency to be first considered by an emergency response plan co-ordinator for support in an emergency response plan role. |

| TERM | DEFINITION |
|---|--|
| Recovery | The process by which affected persons and communities are assisted to recover to achieve a proper and effective level of functioning in each of the following environments: the social environment, the built environment, the natural environment and the economic environment.. 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. |
| Recovery Agency | 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. |
| Region | A geographic area comprising a number of municipal districts and specific Victorian waters. Banyule forms part of the North West Metro Region, which includes 14 Councils |
| Regional Emergency Response Planning Committee | The committee which at regional level is responsible for the formation and maintenance of a regional emergency response plan for response to emergencies, the chairman being the regional emergency response co-ordinator or, in his absence, his deputy emergency response co-ordinator. |
| Registered Emergency Worker | Means a person registered under section 26 of the emergency management act 1986. |
| Relief Centres | Centres established to provide groups of persons with any or all of the services, of the functional areas of emergency relief. |
| Relief Phase | The immediate post impact phase of an emergency, preceding the recovery phase. For the purposes of this plan, the end of relief will be when "handover" is advised by the emergency response co-ordinator. |
| Resource Supplementation | Those resources requested under emergency supply unable to be obtained by emergency response plan support agencies. |
| Response | The control of an emergency and the provision of emergency relief, including rescue and the needs of affected persons. |
| Staging Area | A location designated and used during emergencies for the assembly of control or support personnel prior to deployment. |
| Standby | That period normally following alert when the regional or municipal emergency response co-ordinator, or the chief officer of a control agency, believes that the occurrence or the effects of the emergency, are imminent. Members of the relevant agencies are placed on "standby", thus being ready to respond immediately. |
| Support Agency | A government or non-government agency that provides essential services, personnel, or material to support or assist a control agency or affected persons. |
| Temporary Accommodation | 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. |
| Volunteer Emergency Worker | 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 emergency response plan or the state emergency recovery plan applies. |

10.2 ABBREVIATIONS

| | |
|---------|--|
| ARPANSA | Australian Radiation Protection and Nuclear Safety Agency |
| AV | Ambulance Victoria |
| ATSB | Australian Transport Safety Bureau |
| BANSIC | Banyule Support & Community Information |
| BOM | Bureau of Meteorology |
| CAB | Citizens Advice Bureau |
| CIDV | Community Information Diamond Valley |
| CFA | Country Fire Authority |
| CWA | Country Women's Association |
| DSE | Department of Natural Resources and Environment, Agriculture, Victoria |
| DHS | Department of Human Services |
| EHO | Environmental Health Officer |
| EMA | Emergency Management Australia |
| EPA | Environmental Protection Authority |
| ESLO | Emergency Services Liaison Officer |
| MECC | Municipal Emergency Co-ordination Centre |
| MEMPC | Municipal Emergency Management Planning Committee |
| MEMP | Municipal Emergency Management Plan |
| MERO | Municipal Emergency Resource Officer |
| MF&ESB | Metropolitan Fire and Emergency Services Board |
| MRM | Municipal Recovery Manager |
| NGERC | National Gas Emergency Response Centre |
| NRIS | National Registration and Inquiry System |
| OIC | Officer in Charge |
| PTC | Public Transport Corporation |
| RSPCA | Royal Society for the Prevention of Cruelty to Animals |
| SITREP | Situation Report |
| SOP | Standard Operating Procedure |
| VICSES | Victoria State Emergency Service |
| VICPOL | Victoria Police |
| WICEN | Wireless Institute Civil Emergency Network |

10.3 REFERENCES

The following references were used during the preparation of this plan:

- ❑ Emergency Management Manual Victoria
- ❑ Australia. Natural Disasters Organisation. Australian Emergency Manual: Community Emergency Planning Guide. 2nd ed. Canberra: Natural Disasters Organisation, 1992.
- ❑ Victoria. Emergency Management Act

10.4 LEGAL DEPOSIT OF MEMPlans

Under the Victorian Libraries Act 1988, Council is required to provide a copy of the MEMPlan to the State Library of Victoria and the National Library of Australia. The Act requires the deposit, within two months of every new or amended publication published in Victoria.

10.4.1 National Library of Australia

A copy of this MEMPlan shall be sent to National Library of Australia.
Legal Deposit receipt will be issued.

Legal Deposit Unit
National Library of Australia
Canberra ACT 2600

Telephone: 02 6262 1312
Fax: 02 6273 4492
Email: legaldep@nla.gov.au

10.4.2 State Library of Victoria

A copy of this MEMPlan shall be sent to State Library of Victoria
Legal Deposit acknowledgement will be issued.

Legal Deposit Librarian
State Library of Victoria
328 Swanston Street
Melbourne Vic 3000

Telephone: (03) 8664 7138
Email: legaldeposit@slv.vic.gov.au

10.4.3 Australian Emergency Management Library

A copy of this MEMPlan shall be sent to Australian Emergency Management Library
Australian Emergency Management Library
601 Mount Macedon Road
Mount Macedon VIC 3441

Telephone: (03) 5421 5246
Fax: (03) 5421 5273
Email: em.library@ag.gov.au

10.5 MEMPlan HARD COPY DISTRIBUTION LIST
NOT AVAILABLE TO THE PUBLIC

| ISSUED TO | CONTACT | NO. OF COPIES |
|---------------------|---------|---------------|
| | | |
| TOTAL COPIES | | |

10.6 RESPONSE ARRANGEMENTS FOR EMERGENCIES IN BANYULE

| EMERGENCIES/RISKS | CONTROL AGENCY | SUPPORT AGENCY |
|---|--|---|
| Accidents – Civil Aircraft | ASTB Metropolitan Fire Brigade or CFA | VICPOL VICSES Ambulance Service |
| Accidents – Unregistered Aircraft | VICPOL Metropolitan Fire Brigade or CFA | VICSES Ambulance Service |
| Accidents – Military Ship/Aircraft | Department of Defence Metropolitan Fire Brigade | VICPOL VICSES Ambulance Service |
| Accidents – Boiler/Pressure Vessels | Metropolitan Fire Brigade or CFA | Worksafe Ambulance Service |
| Accidents – Dangerous Goods & Hazardous Materials | CFA or Metropolitan Fire Brigade | VICPOL Ambulance Service Worksafe EPA Municipality |
| Accidents – Lifts & Cranes | CFA or Metropolitan Fire Brigade | Worksafe VICPOL Ambulance Service |
| Accidents – Road & Rail | VICPOL CFA or Metropolitan Fire Brigade | VICSES VicTrack Vicroads Ambulance Service |
| Accidents – Trenching/ Tunnelling | CFA or Metropolitan Fire Brigade | Municipality VICSES Worksafe Ambulance Service |
| Animals – Exotic Diseases | DSE | Municipality |
| Earthquake | VICSES | Other Emergency Response Agencies As required |
| Explosion Eg. Gas etc | CFA or Metropolitan Fire Brigade | Municipality VICPOL NGERC Ambulance Service |
| Explosive Devices | VICPOL CFA or Metropolitan Fire Brigade | Worksafe Municipality Dept. of Defence |
| Fire – Structural | Metropolitan Fire Brigade or CFA | Municipality VICPOL Public Utilities |
| Fire – Non Structural | Metropolitan Fire Brigade or CFA | Municipality DSE VICPOL Bureau of Meteorology Electricity Services Telstra VICPOL Parks Victoria |
| Fires – Forest, National Parks & Public Lands | DSE Metropolitan Fire Brigade or CFA | Municipality Bureau of Meteorology Telstra VICPOL Parks Victoria |

| EMERGENCIES/RISKS | CONTROL AGENCY | SUPPORT AGENCY |
|--|--|--|
| Floods | VICSES | DSE Bureau of Meteorology CFA or Metropolitan Fire Brigade DHS Municipality VICROADS VICPOL |
| Food/Water Poisoning/Wilful Contamination & Human Disease | DH Environmental Health Officer | Municipality VICPOL |
| Oil Spills & Pollution (Water Inland) | CFA or Metropolitan Fire Brigade | Municipality Water Authority VICPOL EPA |
| Plague – Plant, Pests & Disease | DSE | Vic. Farmers Federation Municipality |
| Radioactive Materials – Incidents | DHS CFA or Metropolitan Fire Brigade | Bureau of Meteorology Public Hospitals ARPANSA VICPOL |
| Search & Rescue – Land & Water | VICPOL Metropolitan Fire Brigade (water) | Bureau of Meteorology VICSES Volunteer Agencies Ambulance Service |
| Rescue – Road, Rail, Aircraft | CFA or Metropolitan Fire Brigade | Ambulance Service VICSES (Where applicable) |
| Storm | VICSES | Bureau of Meteorology Municipality |
| Threats to Life or Property (unless otherwise designated) | VICPOL | Emergency Response Agencies as required |
| Building Collapse | VICSES | Emergency Response Agencies as required |

10.7 COMMUNITY EMERGENCY RISK MANAGEMENT (CERM) PLAN

A CERM Summary is found in Section 5.5.2.
The full CERM can be found overleaf.

This page has been intentionally left blank.

When collating hard copy of MEMPlan, document 12938 Banyule CERM Plan shall be inserted here.

Next page of MEMPlan is Appendix 10.8 - MAPS - Page 96 of 96

10.8 MAPS