



MUNICIPAL EMERGENCY MANAGEMENT PLAN

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FOREWORD

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

Coping with hazards gives our reason and focus for planning. Hazards exist within all communities whether they are recognised or not. Experience shows, however, that good planning for the use of resources in preventative (risk management) activities, in the response to emergencies and towards the recovery of affected communities and environments, can significantly lessen the harmful effects of those emergencies.

Maroondah City Council's Municipal Emergency Management Plan has been produced pursuant to Section 20(1) of the Emergency Management Act 1986. This plan addresses the prevention of, response to and recovery from emergencies within the municipality of Maroondah and is the result of the co-operative efforts of the emergency management planning committee and assistance from Victoria State Emergency Service Central Regional Headquarters and recognises the previous planning activities of the municipal area.

In its Interim Report, the 2009 Victorian Bushfires Royal Commission recommended that neighbourhood safer places (NSPs), be identified and established to provide persons in bushfire affected areas with a place of last resort during a bushfire.

In response to this recommendation, the Victorian Government has introduced legislation which will require the Country Fire Authority (CFA) to certify NSPs against the CFA's Fire Rating Criteria, and Victorian Councils to identify, designate, establish and maintain suitable places as NSPs in their municipal districts.

This Plan should be read in conjunction with the *Emergency Management Manual Victoria* at www.oesc.vic.gov.au.

MINOR EMERGENCIES

For any emergency of a minor nature, e.g. oil spill on road, trees fallen down, please phone

MAROONDAH CITY COUNCIL AFTER HOURS EMERGENCY NO.

9027 0628

ACTIVATION OF PLAN

In the event of an emergency within the City of Maroondah contact the Officer in Charge, Ringwood Police Station, phone 9871 3000, who will activate the Municipal Emergency Management Plan (MEMP).

The Municipal Emergency Resource Officer (MERO), or his deputies (D/MERO) can also activate the MEMP.

Lex Ritchie, Manager Facilities & Building Services
Municipal Emergency Manager

Sen Thooran, Manager Operations
Municipal Emergency Resource Officer

PART 1. INTRODUCTION

1. MUNICIPAL ENDORSEMENT

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

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

The plan is a result of the co-operative efforts of the Municipal Emergency Management Planning Committee after consultation with those agencies and organizations identified therein.

This plan was endorsed by the Maroondah City Council on the 13th December 2010.

2. STATEMENT OF AUDIT



3. AIM

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

4. OBJECTIVES

The broad objectives of this Plan are to: -

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

5. THREATS

A hazard analysis of all perceived threats to the municipality has been conducted by the MEMPC. This process is not intended to exclude any form of emergency and, to this end; this document has adopted a flexible "all hazards approach".

PART 2. AREA DESCRIPTION

1. TOPOGRAPHY

The City of Maroondah is located in Melbourne's eastern suburbs, about 25 kilometres from the Melbourne CBD. The City of Maroondah is bounded by the City of Manningham in the north, Yarra Ranges Shire in the east, the City of Knox in the south, and the City of Whitehorse in the west.

The City of Maroondah includes the suburbs of Bayswater North, Croydon, Croydon Hills, Croydon North, Croydon South, Heathmont, Kilsyth (part), Kilsyth South, Park Orchards (part), Ringwood, Ringwood East, Ringwood North (part), Vermont (part), Warranwood and Wonga Park (part).

The City of Maroondah is a predominantly residential area, with some commercial, industrial and semi-rural areas, and substantial parklands. The City encompasses a total land area of about 61 square kilometres. Established residential areas are located along the major transport routes and railway lines, while newer residential areas are located in the northern and south-eastern peripheries.

Maroondah is an Aboriginal word meaning "leaf".



The original inhabitants of the Maroondah area were the Wurundjeri Aboriginal people. European settlement dates from the 1840s, with land used mainly for sheep and cattle grazing, farming and timber-gathering. Population was minimal until the late 1800s, with growth through to the 1920s, spurred by the opening of the Melbourne-Lilydale railway line in the 1880s. Land became used more for orchards and market gardens, with some mining and brick-making. Significant development occurred from the post-war years, with rapid growth in the southern suburbs during the 1950s and 1960s. Growth then spread to the northern suburbs, with development of the northern-most areas of Croydon Hills and Warranwood from the 1980s. Population growth continued from the 1990s, with the population of the City increasing from under 88,000 in 1991 to over 102,000 in 2006.

Major features of the City include Eastland Shopping Centre, Croydon Leisure & Aquatic Centre, Ringwood Aquatic Centre, Karralyka Centre, Maroondah Art Gallery, Maroondah Federation Estate, Maroondah Hospital, Dorset Public Golf Course, Eastwood Golf Club, Ringwood Public Golf Course, Canterbury Gardens, Dorset Recreation Reserve, Eastfield Park, Jubilee Park, Proclamation Park, Quambee Reserve, Ringwood Lake Park, Town Park and Wombolano Park. The City is served by the Maroondah Highway and the Belgrave and Lilydale railway lines.

2. ESTIMATED RESIDENT POPULATION

Populations are counted and estimated in various ways. The most comprehensive population count available in Australia is derived from the Population and Household Census conducted by the Australian Bureau of Statistics every 5 years. This population figure includes overseas visitors but excludes Australians overseas.

However, the Census count is not the official population of an area. To provide a more accurate population figure which is updated more frequently than every 5 years, the Australian Bureau of Statistics also produces "Estimated Resident Population" (ERP) numbers. Based on population estimates as at 30 June, ERPs take into account people who missed the count on Census night, including people who were temporarily overseas, plus an undercount adjustment for those who did not complete a Census form, and an over count adjustment for anyone who was double counted.

Estimated Resident Population figures are updated annually taking into account births, deaths, internal and overseas migration. In addition, after every Census, ERP figures for the 5 previous years are "backcast", using information from the current Census, to ensure the most accurate figures are available.

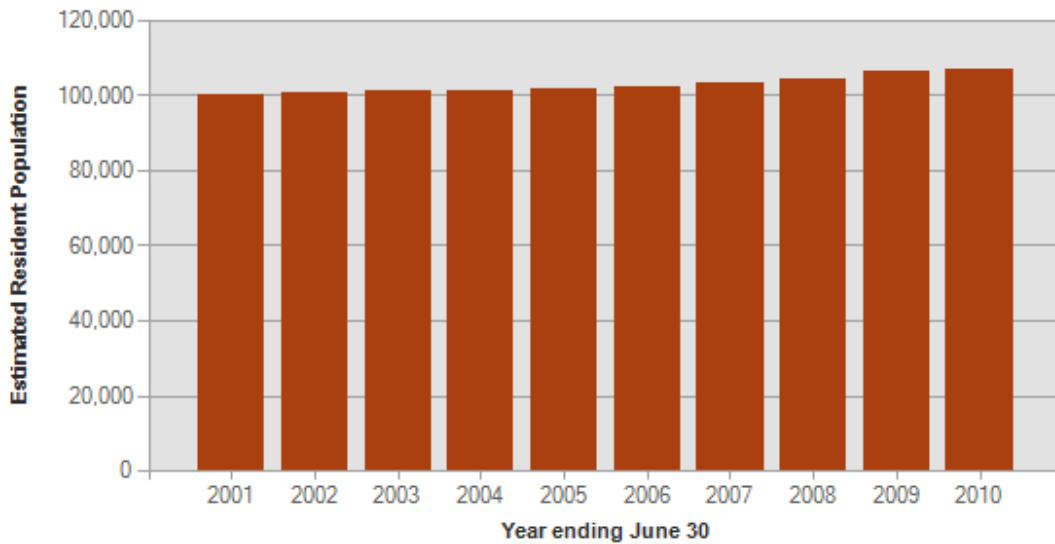
ERP figures displayed here include finalised figures for 2001 to 2006, revised estimates for 2007, 2008 and 2009, in addition to newly issued data for 2010. Population estimates for the latest year are preliminary and still subject to change. ERP estimates for 2010 were made available in March 2011, with further revision expected in April 2012. Population estimates between 2007 and 2011 are still subject to revision and will not be considered final until after the 2011 Census.

Estimated resident population, City of Maroondah (Preliminary updated estimates based on 2006 Census data)		Annual change	
Year (ending June 30)	number	number	Percent (%)
2010	106,932	641	0.6
2009	106,291	1,736	1.7
2008	104,555	1,214	1.2
2007	103,341	880	0.9
2006	102,461	472	0.5
2005	101,989	545	0.5
2004	101,444	316	0.3
2003	101,128	287	0.3
2002	100,841	562	0.6
2001	100,279	--	--

Source: Australian Bureau of Statistics, Cat. No. 3218.0 - Regional Population Growth, Australia, 2009

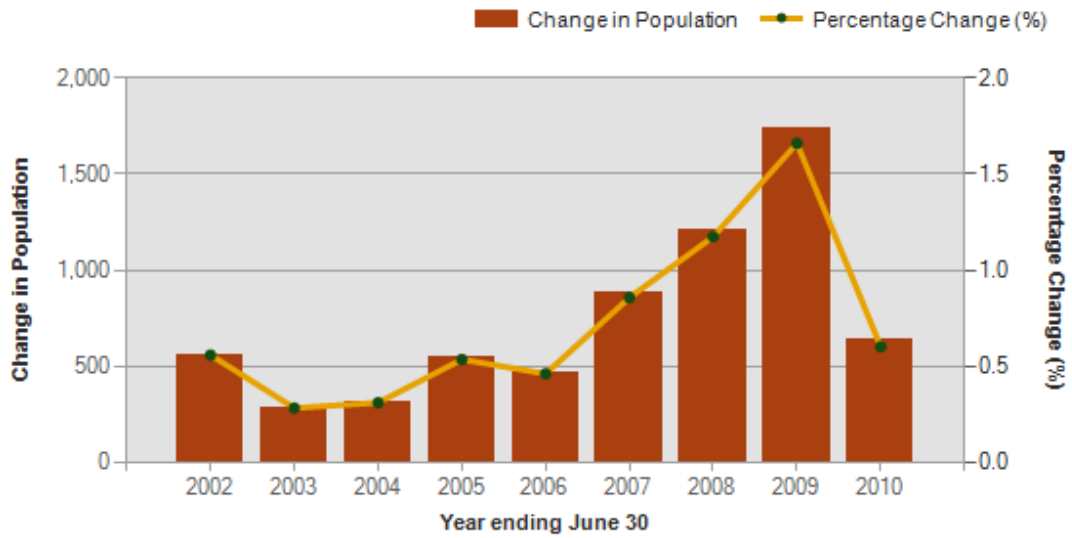
'Preliminary' refers to preliminary figures that may be subject to revision. All other figures are final.

Estimated Resident Population, City of Maroondah



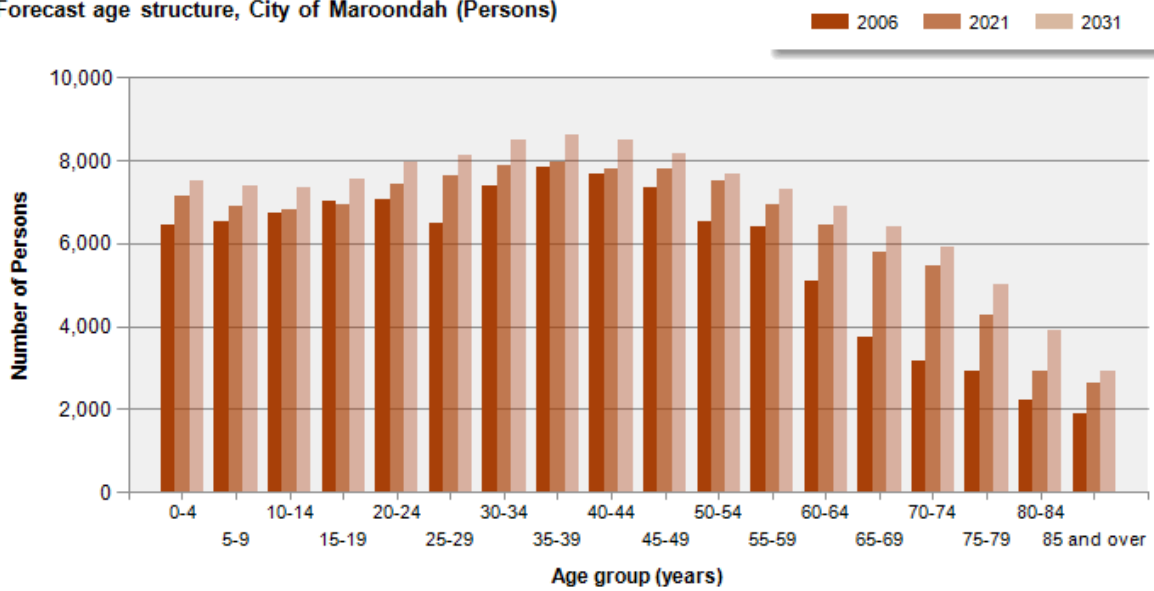
Source: Australian Bureau of Statistics, Cat. No. 3218.0 - Regional Population Growth, Australia, 2009

Change in Estimated Resident Population, City of Maroondah



Source: Australian Bureau of Statistics, Cat. No. 3218.0 - Regional Population Growth, Australia, 2009

Forecast age structure, City of Maroondah (Persons)



3. HISTORY OF EMERGENCIES

BUSHFIRES

Over the years there have been many threats of bushfire to the municipality. Of particular interest a bushfire in January 1913 burnt between Warrandyte and Ringwood and several houses were damaged. In 1927 bushfires threatened properties in the northern area and crossed Maroondah Highway and threatened homes on the southern side of the highway down to the railway line, Croydon.

In 1962 there were massive fires, which circled around Croydon and Ringwood townships. To our knowledge there was no reported damage to buildings during this fire. Again in November 1967 to March 1968 there were major fires through the state. Croydon and Ringwood were again encircled by the bushfires.

Bushfires in February 2009 impacted many areas of Victoria resulting in many lives lost. Maroondah, though not affected directly by the fires did provide resources to Councils affected.

FLOODING

In 1972 Brushy Creek, North Croydon, flooded and it was recorded that during heavy rainfall, water was nearly two feet deep. Council took steps to overcome this problem by effecting major works on the culvert. In 1975 this area was again subject to flooding and Council received a grant for a flood mitigation scheme, which included a nine-foot barrel culvert beneath Maroondah Highway and a retarding basin upstream of the Highway. The problem was alleviated after these works were completed.

There are still issues with flooding in this area however now Melbourne Water is working with residents and Council to overcome these issues.

WIND STORMS

In 1982 an unusual weather pattern caused severe winds and a hailstorm to batter parts of Ringwood, Croydon and Mooroolbark. Extensive damage was caused to property, including damage to Council buildings; private homes, buildings and trees were uprooted.

In 1998 a mini cyclone/windstorm in the Liverpool Road area caused damage to street trees and houses. Damage also included road closures and loss of power to households within the area.

In November 2004 there was a severe storm with major flooding and tree damage to all areas of Maroondah City Council.

February 2 & 3 2005 most of the Melbourne area sustained extensive damage to property and infrastructure as a result of a severe storm with rain levels exceeding 130mm and strong winds.

On 27 January 2006 Maroondah City Council experienced another severe storm, Gracedale Park, South Croydon was the worst affected by a mini tornado.

HEATWAVE 2009

The Victorian Heatwave in January 2009 was a period during which the state experienced the most extreme temperatures. Over the 5 days, 27 – 31 January 2009, maximum temperatures were 12 – 15 °C above normal over much of Victoria with an additional 374 deaths recorded compared to the previous years. During this period it was necessary for Council to activate the Business Continuity Plans across service delivery areas.

PART 3. MANAGEMENT ARRANGEMENTS

1. MUNICIPAL EMERGENCY MANAGEMENT PLANNING COMMITTEE

This Committee is formed pursuant to Section 21(3) & (4) of the Emergency Management Act, to formulate a plan for the Council's consideration in relation to the prevention of, response to and the recovery from emergencies within the municipality of Maroondah.

Municipal Emergency Management Planning Committee will include, but is not limited to, the following representatives of Council and agencies:

- Chairperson
- Municipal Officers
- Municipal Emergency Manager
- Municipal Emergency Response Co-Ordinator (MERC)
- Municipal Resource Officer (MERO)
- Municipal Recovery Manager (MRM)
- Deputy MRM
- Deputy MERO
- Municipal Fire Prevention Officer
- Public Health Co-ordinator
- MECC Facility Manager
- Community Member
- Ambulance Victoria
- Country Fire Authority
- Dept of Health
- Dept of Human Services
- Eastern FM 98.1
- Eastern Health
- Field Emergency Medical Officer Program
- Melbourne East GP Network
- Metropolitan Fire Brigade
- Red Cross Rep
- Regional VICSES Rep
- St John Ambulance
- Telstra
- VICSES Rep
- Victoria Police Rep
- Yarra Valley Water

The MEMPC is one component of a broader structure that enables appropriate planning, response and recovery activities and arrangements at local and regional levels, with sub-Committees and Working Groups who are responsible for planning for fire management; animal welfare, medical & first aid, flood, storm & landslip and relief & recovery. When established terms of references will be developed for individual sub committees and working groups in consultation with MEM.

2. 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)
- Other specialist persons as required.

For detailed information in relation to roles and responsibilities of the Emergency Management Team see EMMV Part 3, Page 12 and Practice Note *Emergency Management Team* (available on OESC website – www.oesc.vic.gov.au – under publications).

3. MUNICIPAL EMERGENCY MANAGEMENT FUNCTIONS

Maroondah City Council accepts responsibility for management of municipal resources and the coordination of community support to counter the effects of an emergency during both the response to and recovery from emergencies.

This includes the management of:

- The provision of emergency relief to combatants and affected persons during the response phase.
- The provision of supplementary supply (resources) to control and support 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, Maroondah City Council will form an Emergency Management Group during emergencies.

This group will consist of:

- Municipal Emergency Manager (MEM)
- Municipal Emergency Resource Officer (MERO)
- Municipal Recovery Manager (MRM)
- Municipal Emergency Centre Coordination Facility Manager
- Chief Executive Officer (CEO)
- Municipal Emergency Response Coordinator (MERC)
- Control Agency Representative
- Environmental Health Officer
- Dept. of Human Services (Recovery)
- *Others co-opted as required*

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

Where appropriate, the functions of the emergency management group will be carried out in consultation with:

- The MERC, with respect to the coordination and provision of resources.
- The relevant Control Agency.

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

4a. MUNICIPAL EMERGENCY MANAGER (M.E.M.)

Maroondah City Council has appointed the Manager Facilities & Building Services to fulfil the function of MEM pursuant to Section 21(1) of the Emergency Management Act.

Responsibilities:

- 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 MERO, MFPO and MRM.
- Ensure that a MECC can be activated at short notice in an event of an emergency.
- Maintain effective liaison with all regional, state and commonwealth emergency related agencies servicing the Municipality.
- 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. Ensure that appropriate procedures, processes and systems are in place to record and monitor any council expenditure specifically applicable to an emergency.
- Ensure that applications for expenditures eligible for assistance from State sources are submitted to appropriate agencies.
- Keep the Council and CEO informed on emergency management activities, including the presentation of an annual report on activities that includes expenditure incurred by the Council during the previous 12 months.

4b. MUNICIPAL EMERGENCY RESOURCE OFFICER (M.E.R.O.)

Maroondah City Council has appointed the Manager Operations to fulfil the function of MERO pursuant to Section 21(1) of the Emergency Management Act.

Responsibilities:

- To be responsible for the coordination of Municipal resources in responding to emergencies.
- To establish and maintain an effective infrastructure of personnel whereby Municipal resources can be accessed on a 24-hour basis.
- To establish and maintain effective liaison with agencies within or servicing the Municipal district and the MRM.
- To maintain the Municipal Emergency Coordination Centre(s) (MECC) at a level of preparedness to ensure prompt activation when necessary.
- To facilitate the arrangement of a post emergency debrief as requested by the MERC.

- To ensure procedures and systems are in place to monitor and record all expenditure by the Municipality in relation to emergencies.

5a. MUNICIPAL AUTHORITY

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

5b. MUNICIPAL RESOURCES

A detailed list of municipal plant and equipment is kept by the Municipal Emergency Resource Officer and is updated on an annual basis every September.

6. MUNICIPAL RECOVERY MANAGER (MRM)

Maroondah City Council has appointed the Manager Community Services to fulfil the function of MRM pursuant to Section 21 (1) of the Emergency Management Act. Council has appointed two staff members as D/MRM's.

Responsibilities:

- On request from the MERO activate municipal recovery personnel.
- Brief municipal recovery personnel and allocate tasks.
- Liaise with the MERO for the best use of municipal resources to enable recovery by individuals or the community from the effects of an emergency.
- Co-ordinate recovery response within the municipality during an emergency.
- Establish an Information and Coordination Centre at the Municipal Offices or a location appropriate to the emergency that has occurred.
- Notify Department of Human Services Recovery Manager and liaise with the Regional Recovery Manager (Department of Human Services) for the effective coordination of the recovery response.
- Liaise, consult and negotiate on behalf of the affected area with recovery agencies and the municipality.
- Undertake specific recovery activities as determined by the municipality.
- Review Recovery Plan annually and after every activation of the Recovery Plan.
- Immediately following an emergency, assist with:
 - The collation and evaluation of information gathered in the post impact assessment.
 - The establishment of priorities for the restoration of community services and needs.
 - Establish a "One Stop" Shop to provide assistance in the form of advice, household goods, bedding, clothing, finance and counselling if applicable.

7. MUNICIPAL FIRE PREVENTION OFFICER (MFPO)

- Council MFP is supported by two Deputy MFPO's whose primary responsibility is the implementation of the CFA Act as it pertains to fire prevention.
- These positions assist in fulfilling Councils obligations under the CFA Act 1958 and the Emergency Management Act 1986.

8. MECC FACILITY MANAGER (Depot)

Depot OH&S Officer and the Depot Administration Officer jointly undertake this position. Responsibilities are shared with exceptions noted below. Upon activation, the Depot Administration Officer is the MECC (Depot) Facility Manager.

Responsibilities:

- Supervision and support of staff involved in servicing MECC – catering, cleaning, registration.
- Welcoming persons entering the MECC, providing orientation, introductions and familiarisation with area.
- Ensure all attendees complete details in attendance sheet (entering and departing).
- Ensure that an effective contact base is maintained so that municipal resources can be accessed on a 24-hour basis.
- Ensure all procedures and systems required to operate the MECC are activated.
- Ensure that the primary MECC is adequately resourced with personnel and equipment to operate for the duration of response and recovery operations.
- Provide support staff within the MECC with information and advice to ensure that they can perform operational functions as requested.
- Manage catering arrangements for the MECC.
- Ensure all attendees are advised of designated meal times and rest areas.
- Ensure all attendees at the MECC operate in accordance with Occupational Health & Safety and Workplace Agreement guidelines
- Ensure operational procedures within the MECC are adhered to.
- Assume Support Facility Manager role if secondary MECC activated.

9. MECC FACILITY MANAGER (Braeside Offices)

In the event Councils primary MECC is deemed unusable for whatever reason establishment of secondary MECC shall result. The Manager Finance & Governance is the MECC (Braeside) Facility Manager.

Responsibilities:

- Supervision and support of staff involved in servicing MECC – catering, cleaning, registration.
- Provide hall keeping staff within the MECC with information and advice to ensure that they can perform operational functions as requested.
- Welcoming persons entering the MECC, providing orientation, introductions and familiarisation with area.
- Ensure all attendees complete details in attendance sheet (entering and departing).
- Ensure all procedures and systems required to operate the MECC are activated.
- In consultation with Support Facility Manager ensure MECC is adequately resourced with personnel and equipment to operate for the duration of response and recovery operations.
- Manage catering arrangements for MECC.
- Ensure all attendees are advised of designated meal times and rest areas.
- Ensure all attendees of MECC follow Occupational Health & Safety and Workplace Agreement guidelines.
- Ensure operational procedures within the MECC are adhered to.

10. MUNICIPAL EMERGENCY RESPONSE CO-ORDINATOR (MERC)

The Officer in Charge at the Ringwood Police Station or his deputy is MERC for Maroondah City Council.

Responsibilities:

- Take an active role in planning at a local level including representation on the Municipal Emergency Management Planning Committee (MEMPC).
- In times of emergencies that require activation of the MECC attend at the MECC as MERC.
- Liaise with local control agencies and support agencies and ensure that an effective control structure has been established by agencies in coping with an emergency at local level.
- Obtain and forward regular advice to the DERC of the potential of an emergency, which is not under substantial control of the control agency.
- Maintain an awareness of local resources, which may be utilised in an emergency.
- Convene post-emergency de-briefing conferences as soon as practicable after a local emergency when required.

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

11. MERO/MUNICIPAL RESOURCES

The Maroondah City Council has appointed two (2) Council Officers to fulfil the function of Municipal Emergency Resource Officer pursuant to Section 21(1) of the *Emergency Management Act*, with the overall responsibility for emergency management activities resting with the Municipal Emergency Manager.

12. COMMAND, CONTROL, COORDINATION (EMERGENCY RESPONSE PLAN)

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.

12.1. 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.

12.2 FIELD EMERGENCY RESPONSE CO-ORDINATOR

This is usually the senior member of the Victoria Police present at the initial scene of an emergency. Primary duties listed in 3.6 of EMMV.

12.3 MUNICIPAL EMERGENCY RESPONSE CO-ORDINATOR

The Officer In Charge of the Ringwood Police Station or his/her deputy is known as the Municipal Emergency Response Co-ordinator (MERC) for Maroondah City Council.

In addition to the roles listed under Section 3.6 of EMMV 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 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.

12.4 REGIONAL EMERGENCY RESPONSE CO-ORDINATOR

In addition to the roles listed under Section 3.6 of EMMV 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.

13. MUNICIPAL EMERGENCY COORDINATION CENTRES (MECC)

The MECC can only be activated at the request of the MERC in consultation with the MERO and/or the MRM.

The primary MECC for Maroondah City Council is: -

Maroondah Parks and Works, 24-28 Lincoln Road, Croydon
Melway Ref. Map 37 A12

The secondary MECC, in the event the primary MECC becomes unserviceable is: -

Maroondah Municipal Offices, Braeside Avenue, Ringwood
Melway Ref. Map 50 A6

The function of the MECC is to coordinate 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. In the event that the scale of an emergency requires the MECC to be open for a protracted period of time, staff from other municipalities will be utilised via the MAV's Inter Council Resource Sharing Protocols and MOUs with neighbouring municipalities.

Provision of MECC functions may in the first instance be conducted from an appropriate Police Station.

It is the responsibility of Council's MERO to ensure that the MECC is set up and adequately staffed to allow for the effective functioning of the MECC.

The MERC, MERO and/or MRM will request activation of an identified MECC if required.

Administrative staff to support the MECC will be drawn from Council employees from various Council units.

14. OPERATIONS CENTRE

The centre established by an agency for the coordination of emergency functions within their own agency. Maroondah City Council may establish an operations centre, if necessary, to control its own resources in an emergency, in the administration building at the depot.

15. DEBRIEFING ARRANGEMENTS

A debrief should take place as soon as practicable after an emergency. The MERC 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 Chairperson of the MEMPC should chair such meetings.

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

16. FINANCIAL 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 Maroondah 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.

Maroondah City 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.

17. PUBLIC INFORMATION AND WARNING

It is important to ensure that public information and warnings are maintained at an optimum level including supporting State and Regional arrangements. 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 Maroondah City Council will be to educate and assist the community to prepare for emergencies.

Response Phase

Releasing information is normally the responsibility of the Control Agency(s) in conjunction with the MERC. Any information released by the Municipality must be approved by the MERO (General information) or Chief Executive Officer / Senior Management - (Policy / Financial / Political matters).

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.

Recovery Process

Where the emergency is localised to the Municipality and the Municipality has co-ordinated all recovery activities, releasing information will be the responsibility of Maroondah City Council.

General information is to be released by the MRM in accordance with the communications and marketing sub plan. Policy, financial or political matters are to be released by the CEO or senior management.

If the emergency is of a large scale and Department of Human Services is significantly involved with the Municipality, both agencies should consult prior to the release of information.

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 DERC.

Methods

All methods of disseminating information should be considered including:

- Radio Stations
- Television
- 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
- National Alerting System

Vulnerable Community Groups

Special consideration needs to be given to warning vulnerable community groups, such as non English speaking groups, people with disabilities, people socially isolated and the elderly. 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. Further information can also be found in Maroondah City Council's Recovery Plan.

Information Resources

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

- Electronic Media
- Police Media Liaison
- Literature/Brochure Information
- Print Media

If an emergency requires concurrent media response through radio, television and newspaper outlets, the Police Media Liaison Section may be contacted through the MERC.

Information Centre

If required, a public and media information centre will be established. All public and media releases shall be issued from this centre. Maroondah City Council shall appoint a Media Liaison Officer (Manager Communications and Marketing or Deputy).

18. RESPONSE/RECOVERY HAND OVER

Emergency Relief functions are detailed in Part 7 and recovery functions are detailed in Part 6 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 MERC in conjunction with the Control Agency and MERO declares 'Stand Down' of response. The early notification of recovery agencies involved in the emergency will ensure a smooth transition of ongoing 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.

If the Emergency is of a significant size which has resulted in the Department of Human Services being actively involved then the MERC/RERC will consult with the MERO, the MRM and Recovery Manager Dept of Human Services to agree on the timing and process of response stand down.

Termination of Response Activities and Hand over of Goods/Facilities

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

In some circumstances, it may be appropriate for certain facilities and goods obtained under Emergency Response arrangements during response to be utilised in recovery activities. In these situations there would be an actual hand over to the MRM of such response and recovery resources.

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

19. 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.

20. MAINTENANCE OF PLAN

Frequency of Meetings

The MEMPC is required under Emergency Management Act to meet on at least two occasions each year. However this committee meets on a quarterly basis being February, May, August and November. In the event of an organisational change, identification of a significant new risk in the municipality and/or following an emergency the MEM shall convene a meeting of the MEMPC to address.

The dates of the meetings for the forthcoming year will be set at the November meeting of each year. Review checklist will be discussed at the November meeting for the following year.

Plan Review

Content of this Plan is reviewed annually or after an emergency on the direction of the MEM, The MRM, with support from administration staff, is responsible for the ongoing maintenance of the plan, the updating of information and the distribution to MEMPC members.

Organisations delegated with responsibilities in this Plan are required to notify Council of any changes of detail (eg. contact information), as they occur.

All members of the MEMPC shall be requested, by MEMPC executive officer, to provide changes to contact details one week prior to MEMPC meetings, updated details shall be forwarded to all members electronically approximately one week after the meeting.

Contact Directory shall be reviewed and verified on a quarterly basis, listing shall be forwarded to Senior Sergeant Ringwood Police one month prior to the MEMPC meetings, updated details shall be forwarded to all members of the MEMPC electronically approximately one week after the meeting by administration officer.

Review of the plan will specifically focus on the hazards in Maroondah City Council and the Contact Directory of the plan.

All MEMPC members shall be issued with a USB device and amendments to the plan will be distributed electronically by Maroondah City Council as required.

Testing

This Plan is tested on an annual basis. This is done in a form determined by the MEMPC. Any procedural anomalies or short falls encountered during these exercises, or ensuing operations, are addressed and rectified at the earliest opportunity.

Audit

Maroondah City Council pursuant to Section 21A of the Emergency Management Act shall submit the MEMPC to VICSES for audit. This audit will assess whether the plan complies with guidelines issued by the Coordinator in Chief.

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

PART 4. PREVENTION (RISK MANAGEMENT) ARRANGEMENTS

1. INTRODUCTION

The proactive process of risk management is integral to the successful achievement of the MEMP objective to “**Implement measures to prevent or reduce the cause or effects of emergencies**”. It is in this context that the Community Emergency Risk Management (CERM) Plan has been developed.

Application of risk management principles and procedures enables Council and all stakeholders in the MEMP to understand the threats that impact community safety and develop control strategies to mitigate or eliminate the risks. The methodology used in this plan is based on the Australian Risk Management Standard AS/NZS ISO 31000 in conjunction with the Victorian State Emergency Service Community Emergency Risk Management Model Guidelines. It has been noted that this methodology has been reviewed by the Victorian State Emergency Service and a new Community Emergency Risk Assessment (CERA) process will be introduced in next year’s review cycle.

Maroondah City Council is committed to meeting its obligations under the Emergency Management Act 1986. In doing so Council acknowledges that the development and implementation of the preventative actions require the allocation of resources (human and financial), multi- agency support and broad consultation to ensure a co-ordinated and well planned approach and outcome.

2. AIM

The Community Emergency Risk Management (CERM) Plan is designed to systematically identify hazards, determine risks and prioritise actions to reduce the likelihood and affects of an emergency.

3. BACKGROUND

Council’s MEMP has historically included a risk management prevention strategy. In keeping with the fundamental elements of the risk management standard, annual review of the plan in 2011 has endeavoured to refine the process to bring it in alignment with Council’s current Risk Management Policy and Strategic Risk Management Plan 2011-2014. Identification and analyses of the risks has been completed in consultation with various stakeholders, whose knowledge and expertise have helped to improve treatment plans for the CERM Risk Register.

Development of Maroondah City Council’s CERM Plan

Formation of this plan follows the risk management model promoted by the Victorian State Emergency Service Risk Management Model Guidelines and is divided into three phases. Refer Appendix (i)

Phase 1. Development of Policies, Procedures and Terms of Reference.

Maroondah through the Municipal Emergency Management Planning Committee (MEMPC) has developed appropriate Policies, Procedures, terms of reference and Context Statement in accordance with the Risk Management Standard and Emergency Management Act.

Maroondah highlighted this process as a key Council Plan Action in the review of the Municipal Emergency Management Plan.

Phase 2. Investigative, Information Gathering and Analysis Phase

- **Identification of Risks**

A comprehensive identification process was undertaken by the MEMPC to identify the hazards or sources of risk within Maroondah.

- **Risk Register**

A significant element in the prevention process is an up to date Risk Register. It is recognized that particular emergency types pose a greater threat to various vulnerable population groups. Review and monitoring of the Risk Register examines the effectiveness of existing controls and additional mitigation strategies are formulated as required. Refer Appendix (ii).

- In regard to CERM risk number 01, Fire-Bushfire & Structural Fire, a further review will be undertaken as Council responds to adopted recommendations arising out of the Black Saturday Royal Commission recommendations released in May 2011. Following this process future evaluation of this risk will occur twice yearly being pre and post the fire season (March and September).

- **Consultation**

Communication and consultation are considered an important component of the risk management process. The draft Risk Register was submitted for review and comment by the internal and external MEMP committee members, all Council emergency response Office Bearers and the Risk Management Cross Functional Working Group. Modifications were made prior to final presentation and agreement by the MEMPC.

- **Analyse the Likelihood and Consequences of Major Risk**

The objective of the analysis was to separate the acceptable minor risks from the major risks and to provide data to assist in the evaluation and treatment of risks. A qualitative analysis was used to determine the level of each risk. The method involved the consideration of the sources of risk, their consequences and the likelihood those consequences may occur in order to identify the level of risk and actions required in accordance with A/NZS ISO 31000.

Prioritise the Risks

Risk Ratings were determined in consultation with key stakeholders including the MEMPC, based on historical local and regional information and additional research sources. Priorities of risk treatment actions were determined according to the level of risk.

Likelihood Table

Level 1	Description	Characteristics
A	Almost Certain	<ul style="list-style-type: none"> The event is expected to occur. High level of recorded incidents and/or very strong anecdotal evidence. A strong likelihood event will reoccur. Great opportunity, reason or means to occur.
B	Likely	<ul style="list-style-type: none"> The event will probably occur. Regular Recorded incidents and strong anecdotal evidence. Considerable opportunity, reason or means to occur.
C	Possible	<ul style="list-style-type: none"> The event should occur at some time. Few infrequency, random recorded incident or little anecdotal evidence. Very few incidents in associated organisations or comparable facilities. Some opportunity, reason or means to occur.
D	Unlikely	<ul style="list-style-type: none"> The event could occur at some time. No recorded incidents or any anecdotal evidence. No recent incidents in associated organisations or facilities. Little opportunity, reason or means to occur.
E	Rare	<ul style="list-style-type: none"> The event may occur only in exceptional circumstances.

Consequence Table

Level 1	Description	Characteristics
1	Insignificant	<ul style="list-style-type: none"> No injuries or fatalities. Small number or nil people are displaced and only for short duration. Little or no personal support required (<i>support not financial or material</i>). Inconsequential or no damage. Little or no disruption to community. No measurable impact on environment. Little or no financial loss.
2	Minor	<ul style="list-style-type: none"> Small number of injuries but no fatalities. First Aid treatment required. Some displacement of people (less than 24 hrs). Some personal support required. Some damage. Some disruption (less than 24 hrs). Small impact on environment with no lasting effects. Some financial loss.
3	Moderate	<ul style="list-style-type: none"> Medical treatment required but no fatalities. Some hospitalisation. Localised displacement of people who return within 24 hrs. Personal support satisfied through local arrangements. Localised damage which is rectified by routine arrangements. Normal community functioning with some inconvenience. Some impact on the environment with no long-term effects or small impact on environment with long term effect. Significant financial loss.
4	Major	<ul style="list-style-type: none"> Extensive injuries, significant hospitalisation, large number displaced (more than 24hrs duration). Fatalities. External resources required for personal support. Significant damage that requires external resources. Community only partially functioning, some services unavailable. Some impact on environment with long term effects. Significant financial loss – some financial assistance required.

Level 1	Description	Characteristics
5	Catastrophic	<ul style="list-style-type: none"> Large number of severe injuries requiring hospitalisation. Significant fatalities. General displacement for extended duration. Extensive personal support. Extensive damage. Community unable to function without significant support. Significant impact on environment and/or permanent damage Huge financial loss – unable to function without significant support

Risk Rating Matrix

Likelihood	Consequences				
	Insignificant 1	Minor 2	Moderate 3	Major 4	Catastrophic 5
A (Almost Certain)	H	H	E	E	E
B (Likely)	M	H	H	E	E
C (Possible)	L	M	H	E	E
D (Unlikely)	L	L	M	H	E
E (Rare)	L	L	M	H	H

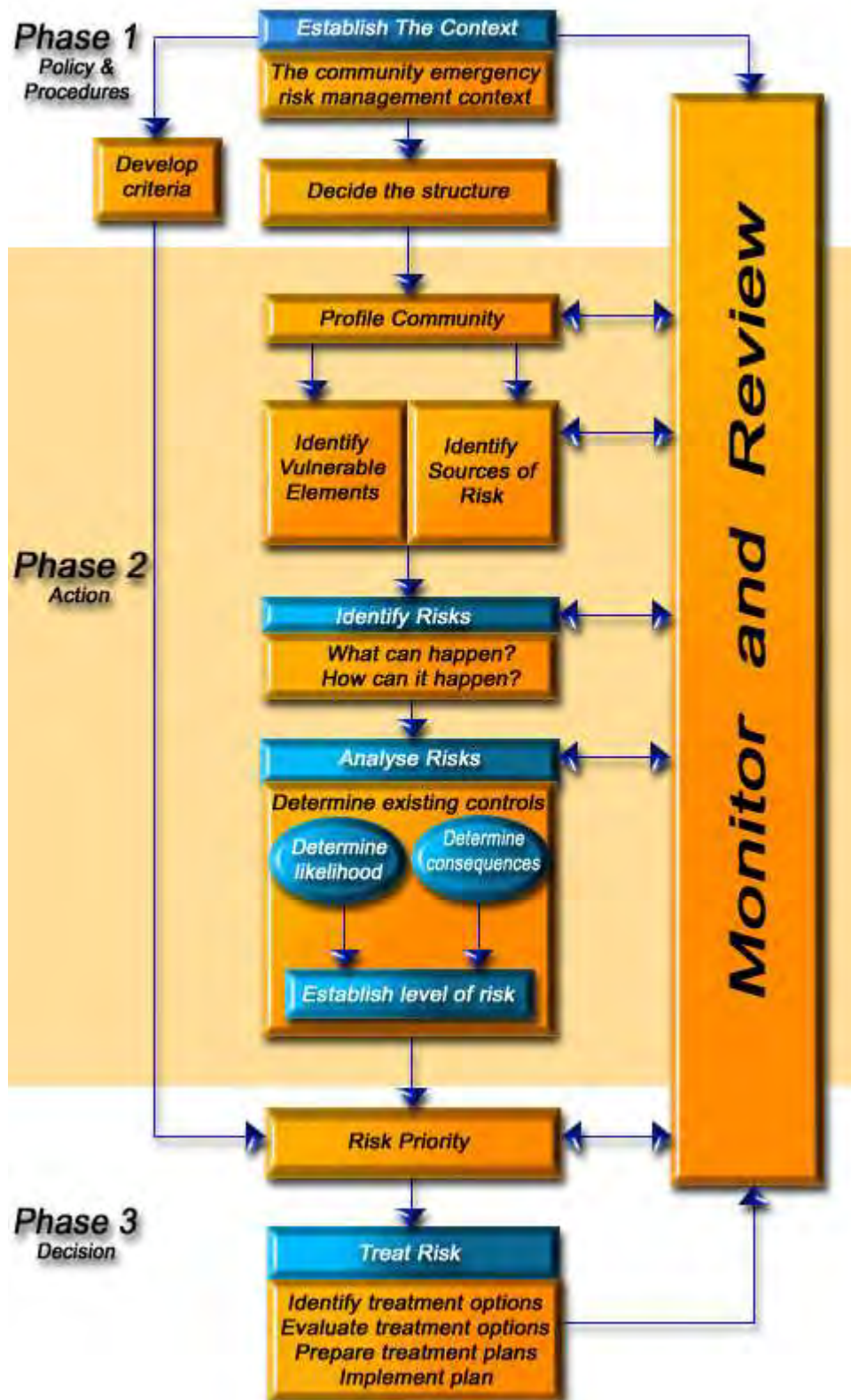
The Categories of Risk

Extreme Risk	Detailed research and management planning required at senior levels. Action must be taken to reduce consequences or likelihood.
High Risk	Senior Management attention required, further research might be required. Some action must be taken.
Moderate Risk	Management responsibility must be specified, specific monitoring or response procedures required.
Low Risk	Manage by routine procedures.

Phase 3. Decision Making and Treatment Phase

This final phase determined the actions that can be done to prevent, mitigate, accept, avoid or transfer risk. The following table summarises the Emergency Risk Register for Maroondah as identified by the MEMPC. The Treatment Plan is listed as Appendix (ii) and the complete Risk Register is attached as Appendix (iii)

Appendix (i)
Community Emergency Risk Management Model



Appendix (ii)
Action Plan – Recommended Treatments

Hazard	Recommended Treatment	Responsible	Due Date
Fire – Bushfire & Structural Fire (CERM01)	Integrated Fire Management Planning process in place. Implementing the Government’s response to the 2009 Victorian Bushfires Royal Commission released May 2011. MAV & Council evaluating specific actions for Local Government arising from recommendations and changes to legislation.	MFPO & MEM Director Operations & Infrastructure	Ongoing Continuing
Climate - includes Extreme Heat (CERM02)	Maroondah Heatwave Plan	MRM	Annually
Sever Storm Event – includes wind and hail (CERM03)	Specific tree species removal program Windstorm Plan	Manager Operations	Annually
Major Road Accident (CERM04)	Annual Disaster Plan exercises Implementation of Local Area Traffic Management Projects & other traffic management measures.	MERO, MEM & MRM Manager Engineering Services	Annually Ongoing
Dangerous Goods/Hazard Materials – ruptured gas pipes, discharge of fumes etc. (CERM05)	Hazardous Materials Plan	MERO	Annually
Flood – includes retarding basin, Brushy Creek & flash flood (CERM06)	Melbourne Water reviewing Melbourne metropolitan flood level maps, (likely to impact planning & building permits). Melbourne Water Flood Mapping Plan Draft SES Flood Plan	Manager Engineering Services SES & MEMPC Flood Sub Committee	Ongoing Ongoing
Biological Hazards in Waterways (CERM07)	Biological Hazards in Waterways Plan	MERO	Annually

**Appendix (iii)
CERM Risk Register**

Risk Fire – Bushfire & Structural fire		Contributors: MERO & Manager Operations, MEM & Manager Facilities & Building Services, Municipal Recovery Manager & Manager Community Services & Team Leader Risk Management			Date Created 15 July 2010	Risk Ref CERM01
Category of Risk: Natural Events	Control Agency: CFA & MFB Other Agencies with risk management responsibility for this risk: VICPOL, VICSES, DSE, Maroondah City DHS, Council, Public Utilities, Hospitals					
RISK DESCRIPTION	Likely Outcome	Existing Controls	Current Risk Rating	Comments and Additional Mitigation Strategies	Target Risk Rating	
<p>Bushfires can result in extensive injuries and deaths, major financial loss and significant physical and environmental damage and may affect essential services. The municipality of Maroondah has some parcels of bushland abutting residential areas. Sections of Council's northern boundary has significant treed reserve interfaces with larger treed reserves located in the City of Manningham.</p> <p>A structural fire could result in the possible loss of life/injury to persons in close proximity, damage to property and temporary damage to the environment.</p>	<p>People:..Extensive injuries requiring emergency medical treatment and hospitalisation. Potential for multiple fatalities. People displaced from damaged homes. Trauma.</p> <p>Property:..Significant damage to buildings and other physical structures.</p> <p>Financial:.. Major financial loss to the Community & Government in relation to clean up and reconstruction of damaged property and infrastructure.</p> <p>Service Delivery:.. Severe fire events will cause significant disruption.</p> <p>Environment:.. Severe fire events will cause short and long term damage to flora and fauna. Air quality impacted by any fire.</p>	<ul style="list-style-type: none"> • Municipal Emergency Management Planning Committee (MEMPC). • Municipal Fire Management Plan. • Extensive training of key staff. • Extensive public communication strategy (website, local papers, publications, signage). • Joint annual inspections & assessment of bushland with CFA/MFB & Council Officers in preparation for the fire season. 	<p>3C H I G H</p>	<ul style="list-style-type: none"> • Integrated Fire Management Planning process in place. Due Date Completed • Implementing the Government's response to the 2009 Victorian Bushfires Royal Commission released May 2011. MAV & Council evaluating specific actions for Local Government arising from recommendations and changes to legislation. 	<p>3C H I G H</p>	
HISTORY: January 1913 Fire burnt between Warrandyte and Ringwood - several houses were damaged. 1927 bushfires threatened properties in the northern area, crossed Maroondah Hwy and threatened homes on the southern side of the highway down to Croydon railway line. 1962 massive fires, which circled around Croydon and Ringwood townships. No reported damage to buildings to our knowledge. November 1967 to March 1968 there were major fires through the state & Croydon and Ringwood were again encircled by the fires. There have been major fires in the region as stated below, but none of these have occurred in the City of Maroondah. <ul style="list-style-type: none"> • Ash Wednesday fires in 1983 – 47 lives lost. • Dandenong Ranges fires in 1997 – 3 lives lost. • Black Saturday bushfires – 7 February 2009 – catastrophic fires throughout Victoria with 173 lives lost, 500 injured and in excess of 2000 homes destroyed. 						

MEMPC Final Approval Date:	MEMPC Comments:		Next Review Due Date: March 2012 & Sep 2012
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Risk Climate (includes Extreme Heat)		Contributors: MERO & Manager Operations, MEM & Manager Facilities & Building Services, Municipal Recovery Manager & Manager Community Services & Team Leader Risk Management		Date Created 15 July 2010	Risk Ref CERM02
Category of Risk Natural Event	Control Agency DHS Other Agencies with risk management responsibility for this risk: Hospitals, Support Agencies as required				
RISK DESCRIPTION	Likely Outcome	Existing Controls	Current Risk Rating	Comments and Additional Mitigation Strategies	Target Risk Rating
<p>The likelihood of a heat wave occurring over the summer months is high and the impact on Maroondah's vulnerable population could be devastating.</p> <p>The Victorian heat wave experienced in January 2009 was a period during which the state experienced the most extreme temperatures; with many records set for high day and night time temperatures, as well as for the duration of extreme heat.</p> <p>Extreme heat is a generic health stressor and can affect all members of the community. The elderly and the very elderly have been found to be especially at risk.</p> <p>Passive but extreme threat.</p>	<p>People: Impact on the elderly, frail & young. Significant hospitalisation. Fatalities. Increased vulnerability to the elderly relates to a combination of an impaired physiological response to heat (reduced thirst response and diminished ability to sweat) and higher prevalence of chronic diseases involving the cardiovascular, respiratory, renal and endocrine systems.</p> <p>Financial: Increased medical costs & loss of productivity/business interruption to some industries.</p> <p>Service Delivery: Interruption to services, which can result in inconvenience, increasing to major disruption and health threat. (ie. prolonged electricity interruption).</p> <p>Environment: Temporary impact on environment with minor clean up of local area. However often associated with high or extreme fire risk day.</p> <p>Property: Inconsequential or no physical damage.</p>	<ul style="list-style-type: none"> • Maroondah City Council Heat wave Plan, including communication strategy for the Maroondah community • BOM Weather warning systems. • Preparedness of hospitals and Department of Human Services. • Response by Emergency Services & Support Agencies. • MECC & Emergency Management Training. • 24 hour health advice service – Nurse on Call. 	<p>A2</p> <p>H I G H</p>	<p>Ongoing Review</p>	<p>A2</p> <p>H I G H</p>

SUPPORTING EVIDENCE:

Over the five days, 27-31 January 2009, maximum temperatures were 12-15°C above normal over much of Victoria. The temperature was above 43°C for three consecutive days from 28-30 January reaching a peak of 45.1°C on 30th January 2009.

A report from the Chief Health Officer shows that there were 374 additional deaths during this five-day period compared to the mean for the previous five years. The greatest number of deaths occurred in those 75 years or older, representing a 64% increase.

The February 2009 heat wave saw over half a million people without power in Victoria, as the heat blew transformers and the power grid was overloaded.

MEMPC Final Approval Date:**MEMPC Comments****Next Review Due Date:** Sept 2012

Risk Severe Storm Event (includes Wind & Hail)		Contributors: MERO & Manager Operations, MEM & Manager Facilities & Building Services, Municipal Recovery Manager & Manager Community Services & Team Leader Risk Management		Date Created 15 July 2010	Risk Ref CERM03
Risk Category Natural Event	Control Agency: VIC SES Other Agencies with risk management responsibility for this risk: MFB, CFA, DSE, Maroondah City Council, Vic Roads, VICPOL, DHS, Utilities, Hospitals				
RISK DESCRIPTION	Likely Outcome	Existing Controls	Current Risk Rating	Additional Mitigation Strategies	Target Risk Rating
Maroondah is a storm prone area. Significant storm events can have the affect of injuries, damage to infrastructure, tree impact to homes, cars and over roads. Power & communication lines can be brought down. Residential & Commercial property can be damaged (particularly roofs torn away from building structure).	People: Possible injuries requiring first aid treatment & hospitalisation. Property: Minor to significant damage requiring make safe and future permanent repairs. Financial: Significant financial loss to property owners in relation to, clean up, payment insurance excesses, repairs and rebuilding of damaged property & infrastructure. Potential business interruption to commercial premises. Service Delivery: Interruption to services delivered from damaged premises. Environment: Temporary impact following damage & loss of vegetation and storm debris. Clean up required but unlikely long term effect.	<ul style="list-style-type: none"> Weather Warnings Bureau of Meteorology. Vic SES Storm smart campaign & other community awareness programs. Council street tree inspection & maintenance program. Electric power line clearance management program. Council response – after hours call out. MECC & Emergency Management Training. Refer to CERM06. 	A2 H I G H	<ul style="list-style-type: none"> Specific tree species removal program. Ongoing monitoring & review. 	A2 H I G H
NOTES/HISTORY: Reference: 2005 Storms – cost of Council infrastructure damage \$165,000, Vic SES Croydon unit received 300-400 annual call outs 17 June 2010 Storm – Council call out requests in first 48 hours post storm = 100					
MEMPC Final Approval Date:	MEMPC Comments:		Next Review Due Date: Sept 2012		

Risk Major Road Accident (ie. Maroondah Hwy, EastLink Freeway/tunnel)		Contributors: MERO & Manager Operations, MEM & Manager Facilities & Building Services, Municipal Recovery Manager & Manager Community Services & Team Leader Risk Management			Date Reviewed: 15 July 2010	Risk Ref CERM04
	Control Agency: VICPOL Other Agencies with risk management responsibility for this risk: MFB, VICSES, CFA, Vic Roads, Connect East, Utilities, EPA, Hospitals				:	
RISK DESCRIPTION	Likely Outcome	Existing Controls	Current Risk Rating	Comments and Additional Mitigation Strategies	Target Risk Rating	
Could result in death or injury, stress and disruption. Could also cause damage to property & environment.	People: Extensive injuries requiring emergency medical treatment & hospitalisation. Fatalities possible. Property: Localised physical damage that may require external resources to rectify. Normal community functioning with some inconvenience. Financial: Impact damage to vehicles and associated infrastructure/assets. Environment: Minimal & temporary impact.	<ul style="list-style-type: none"> VICPOL Incident Control Agency. TAC & Vic Roads proactive traffic safety design, regulations, licensing controls & community education programs. Traffic Engineering Department, Road Management Plan – inspections & maintenance. Rolling Capital Works Road Improvement program. Manager Operations is a member of EastLink Disaster Management Committee. 	B3 H I G H	<ul style="list-style-type: none"> Annual Disaster Plan exercises. Implementation of Local Area Traffic Management Projects & other traffic management measures. 	B3 H I G H	
NOTES/HISTORY:						
MEMPC Final Approval Date:		MEMPC Comments:				Next Review Due Date: Sept 2012

Risk Dangerous Goods/Hazard Materials (ie. ruptured gas pipes, discharge of fumes, etc.)		Contributors: MERO & Manager Operations MEM & Manager Facilities & Building Services, Municipal Recovery Manager & Manager Community Services & Team Leader Risk Management			Date Created 15 July 2010	Risk Ref CERM05
Risk Category Accident	Control Agency: MFB & cfa Other Agencies with risk management responsibility for this risk: VICPOL, VICSES, DPI, WorkSafe, EPA, Vic Roads, Water Authority, Maroondah City Council, DHS, Hospitals					
RISK DESCRIPTION	Likely Outcome	Existing Controls	Current Risk Rating	Comments and Additional Mitigation Strategies	Target Risk Rating	
Contamination that could result in deterioration of health or possible loss of life. Hazardous materials pose a risk to life, property and the environment. Contamination could result from faulty fixed assets or incident to same, or during movement and storage of hazardous materials. Specialist response actions are required and localised or full scale evacuations are the norm.	People: Vast range of health impact or injury from first aid treatment to emergency response and hospitalisation. Fatalities are possible. Potential for large number of people displaced. Property: Minimal unless fire or explosion results. Financial: Potential for substantial liability claims associated with negligence of responsible entity/person. Costs associated with hazard containment and treatment. Service Delivery: Interruptions. Environment: Potential for significant damage.	<ul style="list-style-type: none"> Monitoring of the application of the Regulations for the transport and storage of dangerous goods by WorkSafe and other State Government authorities. Hazardous Materials Plan refer to MEMP. 	E2 L O W	<ul style="list-style-type: none"> Consider further investigation of high hazard exposures within municipality. 	E2 L O W	
NOTES/HISTORY: City of Casey incident 2009						
MEMPC Final Approval Date:	MEMPC Comments:				Next Review Due Date: Sept 2012	

Risk Flood (includes retarding basin, Brushy Creek & flash flood)		Contributors: MERO & Manager Operations, MEM & Manager Facilities & Building Services, Municipal Recovery Manager & Manager Community Services & Team Leader Risk Management		Date Created 15 July 2010	Risk Ref CERM06
Risk Category Natural Event	Control Agency Vic SES Other Agencies with risk management responsibility for this risk: Water Authorities, Maroondah City Council, Vic Roads, CFA, MFB, DHS, Utilities				
RISK DESCRIPTION	Likely Outcome	Existing Controls	Current Risk Rating	Comments and Additional Mitigation Strategies	Target Risk Rating
A flash flood could result in injury to persons and cause inundation to property. The resultant affects on the built and natural environment could cause disruption, temporary housing displacement, economic loss and interruption of services.	People: Minor injuries requiring first aid treatment. Some short term community disruption & inconvenience. Property: Localised physical damage. Financial: Potential for localised significant rectification costs. Environment: Small impact on environment with minor clean up of local area required.	<ul style="list-style-type: none"> Weather Warnings Bureau of Meteorology. Vic SES Flood smart campaign & other community awareness programs. Increased resourcing of regular drainage maintenance. Referral of drainage capacity issues referred to Council Engineering Services. Council response – after hours call out. MECC & Emergency Management Training. Melbourne Water Flood Mapping Plan. SES Draft Flood Plan. 	B1 M E D I U M	<ul style="list-style-type: none"> Ongoing monitoring & review. Melbourne Water reviewing Melbourne metropolitan flood level maps. (likely to impact planning & building permits). 	C1 L O W
NOTES/HISTORY: Reference: 2005 Storms – cost of Council infrastructure damage \$165,000, Vic SES Croydon unit received 300-400 annual call outs					
MEMPC Final Approval Date:	MEMPC Comments:		Next Review Due Date: Sept 2012		

Risk: Biological Hazards or Pollution Hazard in waterways A biological hazard is any micro organism, cell or human endoparasite, including any that have been genetically modified, that can cause infection, allergy, toxicity or otherwise create a hazard to human health.		Contributors: MERO & Manager Operations, MEM & Manager Facilities & Building Services, Municipal Recovery Manager & Manager Community Services & Team Leader Risk Management		Date Created 22 November 2011	Risk Ref CERM07
Risk Category Natural Event Accident	Control Agency EPA, Water Authorities, CFA, MFB, Dept of Health Other Agencies with risk management responsibility for this risk, Maroondah City Council, VIC POL, Utilities, Hospitals				
RISK DESCRIPTION	Likely Outcome	Existing Controls	Current Risk Rating	Comments and Additional Mitigation Strategies	Target Risk Rating
Contamination of water ways through various sources. Blue-green algae, botulism, diseased or decaying aquatic/bird/animal life, nutrients, other bacteria & increased water temperature. Discharge, spillage or dumping of chemical/pollutant/industrial waste, sewage, pesticides/herbicides, heavy metals & oils/surfactants.	People: contact with skin, penetration through skin abrasions, inhalation, drinking, ingestion, direct contact or consumption of contaminated aquatic life causing illness, infection, permanent health condition or death. Potential for impact to multiple people and particularly infants/children or elderly. Property: N/A Financial: Substantial rectification costs, fines, legal costs, future monitoring requirements, media management, Environment: Potential for long term impact to immediate and neighbouring water and land environment, including aquatic life, fauna and flora.	<ul style="list-style-type: none"> Regular testing of popular recreational Ringwood Lake. De-silting of Ringwood Lake channels 4-5 year cycle. Specialist government authority – EPA to advise emergency management response. MFB is responsible for pollution. DoH is responsible for biological. 		<ul style="list-style-type: none"> Clarify emergency management protocol and co-ordination of integrated response. Document and communicate process informing Council Officers responsible for water way monitoring. Consider expanding water quality testing and monitoring of other municipal water bodies. Ensure Officers maintaining water ways are fully informed in OHS procedures 	B2 HIGH
NOTES/HISTORY: De-silting of Ringwood Lake 1997/1998 Diesel leak from adjoining service station into Ringwood Lake reserve 2010. Pollution Abatement Notice issued and remedial works instigated Small sewage spill into Ringwood Lake, following blocked pipe causing pit lid to blow. Yarra Valley Water response & flush by heavy rains. 2011					
MEMPC Final Approval Date:		MEMPC Comments:		Next Review Due Date: Sept 2011	

Refer to detailed treatment action plans, which are located in the MECC for via the MERO for full details. These plans will be reviewed annually and which highlight the risks that are tolerated/not tolerated by the community.

4. UNPREDICTABLE THREATS

It is not possible to speculate on the likelihood of unpredictable threats other than these. Some possibilities would involve major buildings within the city with particular reference to the Eastland Shopping Complex, other major shopping centres and to a lesser degree, the Municipal Offices and Municipal Depot.

A detailed Business Continuity Plan in respect of the Eastland Shopping Complex has been prepared in conjunction with the Centre Management and their Insurance Company, Marsh Pty. Ltd. A copy of this plan is held in the MECC.

A comprehensive Business Continuity Management Plan has been prepared for the Municipal Offices, Customer Service Outlets and Depot, which provides a readily usable document to enable the Council and its officers to:

- Identify those critical aspects of its office operations which may be exposed to risk from fire or other possible hazards.
- Define procedures and actions which can be taken to minimise loss or damage should disaster occur.
- Adopt strategies to maintain essential municipal services through periods of disruption to office accommodation.
- Recover lost spaces and facilities as soon as possible.
- Minimise adverse effects on the public, the staff and the Council.

In the case of tanker and associated accidents, consideration must be given to arrangements arising from a need to evacuate nearby residents as a precautionary measure. This could also apply to a wide scale gas leak from local mains.

Depending on the circumstances of the threat or emergency, agencies may progress from one stage to another or go straight to action. Similarly the reverse can occur as the threat or emergency diminishes.

A Storm and Flood sub plan and Hazardous Materials sub plan are included as Part 8 that are designed to function independently or in conjunction with other combating authorities that may be involved.

5. PREVENTION ARRANGEMENTS

Maroondah City Council recognises it has a key role in prevention and mitigation activities. Council's policies on land management and building codes ensure that all measures are addressed to reduce the likelihood and impact of emergencies.

The Municipal Emergency Management Planning Committee plays a key role in prevention by identifying potential hazards and threats and bringing them to the attention of Council.

The ability of a community to respond to an emergency situation and in turn recover from the effects of an emergency will depend greatly on the attitude of the people affected. The municipality, through its Municipal Fire Management Planning Committee and Municipal Emergency Management Planning Committee, will promote and support appropriate prevention and awareness programs.

6. MUNICIPAL FIRE MANAGEMENT PLAN

Please refer to detailed Municipal Fire Management Plan located in the MECC or available via MERO for further information.

7. BUSINESS CONTINUITY PLANNING

Please refer to the detailed Business Continuity Management Plan located in the MECC or available via the MERO for further information

8. AUSTRALIAN STANDARD 3959 (Construction of Buildings in Bush Fire Prone Areas)

Please contact Councils Building Sub Plan Coordinator for details of standard.

9. COMMUNITY EDUCATION

Maroondah City Council has a range of activities and publications that have been designed and put in place to promote and support community awareness.

Maroondah City Council is a NO BURN area. Burning however can be conducted with a permit, which is available from Resident Services.

Fire Danger Period Advisory Signs: These signs are placed generally on the boundaries of the municipality and at other strategic locations. They are provided by Council to inform the general community of the declared 'Fire Danger Period' and resultant restrictions on the use of fire throughout the area. These signs are erected on the advice of the CFA.

Information Signs: These signs have been installed at the same locations as the fire danger signs to assist residents in identifying which radio station to tune to for emergency information.

Annually an emergency management communication plan is developed by Communications and Marketing in consultation with relevant Council officers.

Emergency Management Communication Plan 2012

Subject	Topic	Media	Timing
Swimming Pool Safety	Gates and fences	Building Commission Brochures (available at service centres)	Ongoing
		Media release	September/October/December January/February Incident generated (ie: prosecution for fencing failure – message reinforced)
		Web	Ongoing Move to front page during Summer
		Focus community newsletter	October
		Community Information Bulletin (available at service centres)	Ongoing

Subject	Topic	Media	Timing
StormSafe	Storm preparation	SES Brochures (available at service centres)	Ongoing
		Media release Councils Fire Preparation brochure available at service centres	July February/March Incident generated – message reinforced
		Web	Ongoing
		Focus community newsletter	August or February (space dependent)
Bushfires	Fire restrictions	Web (links to CFA)	Ongoing – updated on advice from CFA usually October and April
		Community Information Bulletins (available at service centres)	Ongoing – updated on advice from CFA approximately October and April
		Media release	October April
	Fire season preparation	Web (links to CFA)	Ongoing
		Community Information Bulletins	Ongoing
		Focus community newsletter	October/November
		Media release	October, December, April Other as needed Incident generated – message reinforced
	Bushfire (all material exists ready to release as needed)	Web (links to CFA and other agencies as needed)	As needed
		Community Information Bulletins	As needed
		Media release	As needed
		Internal communication	As needed
Heatwave	General and declared days (all material exists for declared days ready to release as needed)	Web	Ongoing Updated on notification of declared days
		Community Information Bulletins	Ongoing As needed following notification of declared days
		Media release	October/November As needed where timely following notification of declared days
		DHS Brochure (available at service centres)	Ongoing
		Focus community newsletter	October/November

PART 5. RESPONSE ARRANGEMENTS

1. INTRODUCTION

The Emergency Response concept 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 a local concern and can be co-ordinated from local municipal resources. However, when local resources are exhausted response provides for further resources to be made available, firstly from neighbouring municipalities and then, secondly on a State-wide basis.

2. CONTROL AND SUPPORT AGENCIES

Detailed below is the agreed set of arrangements for the response to identified emergencies within Maroondah City Council. These arrangements have been tailored to meet local response capabilities based on: the agencies available within the municipality and agencies identified as Control Agencies as specified within Part 7 of the Emergency Management Manual Victoria.

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 responsibilities of the control agency to formulate action plans for a given emergency in consultation with support agencies.

EMERGENCY/THREAT	CONTROL AGENCY (may vary by location)	KEY SUPPORT AGENCIES
ACCIDENT/INCIDENT		
Aircraft	Victoria Police	AMSA, ATSB
Biological Materials	Dept of Health	
Gas Leakage	CFA/MFB	Gas Distribution companies
Hazardous materials, high consequence dangerous goods or dangerous goods	CFA/MFB/ARFF	EPA, AV, Worksafe (workplace, storage facilities and transport)
Lifts, cranes or scaffolding and amusement structures	CFA/MFB	Worksafe
Marine	Victoria Police	MSV, AMSA
Military aircraft and ships	Defence Forces	AMSA, Victoria Police, Airservices Australia.
Radioactive materials	Dept of Health	
Rail and tram	Victoria Police	PTD, DOT, VicTrack, CFA, MFB, VICSES,
Road	Victoria Police	CFA, MFB, VICSES, VicRoads, Municipal Councils, Citylink, Eastlink

EMERGENCY/THREAT	CONTROL AGENCY (may vary by location)	KEY SUPPORT AGENCIES
AGRICULTURAL		
Chemical Contamination of livestock or agricultural produce (Agricultural or Veterinary)	DPI	DFSV, PrimeSafe
Exotic Animal Disease (includes Bees & Aquaculture)	DPI	DSE
Plant Pest or Disease	DPI	DSE
Drought	DPI	
ENVIROMENTAL		
Marine pollution Oil and chemical spills in local ports and state rivers	MSV/Port Operator	DSE, EPA, AMSA, PV, BOM, VRCA
Exotic animal disease (includes bees and aquaculture.	DSE	DPI, PV
Cetacean (whale) stranding or entanglement	DSE	DPI,PV
Vertebrate Pest/Plagues	DPI	DSE
Pollution into inland waters	CFA/MFB	EPA, PV
Pollution of inland waters	EPA/Melbourne Water	PV
ESSENTIAL SERVICE DISRUPTION		
Food supply, critical infrastructure damage or disruption.	Victoria Police	DPI
Electricity	DPI (Energy Sector Development Division)	AEMO, Electricity distributors, Energy Safe Victoria, DSE
Natural Gas	DPI (Energy Sector Development Division)	AEMO, DPI-(Minerals and Petroleum), Energy Safe Victoria, Gas distribution companies
Petroleum and liquid fuels	DPI (Energy Sector Development Division)	DPI (Minerals and Petroleum) Worksafe, Oil Companies
Public Transport	DOT Public Transport Division	Transport providers
Roads/Bridges/Tunnels	VicRoads	Municipal Councils, Citylink, Eastlink.
Water and Sewerage	DSE	Water Authorities, DHS, Municipal Councils
FIRE AND/OR EXPLOSION		
Aircraft	ARFF/CFA/MFB	
Boilers and pressure vessels	CFA/MFB	Worksafe
Explosion	CFA/MFB	DPI, Worksafe
Explosive device	Victoria Police	
Fire	CFA/DSE/MFB	PV, DPI, AVCG, Worksafe, BOM
HUMAN DISEASE/ILLNESS		
Retail food contamination	Dept of Health	
Food/drinking water contamination	Dept of Health	Municipal Councils, DSE, DPI
Human disease	Dept of Health	GPs/Hospitals

EMERGENCY/THREAT	CONTROL AGENCY (may vary by location)	KEY SUPPORT AGENCIES
NATURAL EVENT		
Earthquake	VICSES	All
Flood	VICSES	DSE, CMA's, Water Authorities, Municipal Councils, CFA, MFB, BOM, PV
Storm	VICSES	BOM, DSE, PV
Tsunami	VICSES	BOM, All
RESCUE		
Building, structure	CFA/MFB/ VICSES	BC, AV, VicPol, Worksafe
Cave	Victoria Police	VICSES
Land	Victoria Police	VICSES
Lift, crane, scaffolding or amusement structure	CFA/MFB	VicPol, VICSES, Worksafe, DPI
Mine/quarry	Victoria Police	DOT, DPI, DSE, CFA Worksafe
Rail, aircraft and industrial	CFA/MFB/VICSES	AMSA (aircraft only), WorkSafe (rail & industrial only)
Road	CFA/MFB/VICSES	AV
Trench or tunnel	CFA/MFB	
Water	Victoria Police	VICSES, LSV
SEARCH		
Land and Water	Victoria Police	VICSES, others as per VicPol register
Overdue aircraft	AMSA	VicPol, VICSES, Airservices Australia
OTHER		
Aircraft – in-flight emergency	Airservices Australia	ADF
Dam Safety	DSE	Water Authorities, VICSES, Municipal Councils
Marine casualty – non SAR- (commercial ship) in port waters.	Port operator, VRCA	MSV, AMSA, CFA/MFB, VicPol, AV
Marine casualty – non SAR- (commercial ship) in coastal waters.	MSV	VRCA/Local port operators, CFA, MASA, VicPol, AV
Other threats against persons, property or environment	Victoria Police	

3. TOWNSHIP PROTECTION PLANS (TPP)

Maroondah has areas which fall into the Township Protection Plan covering the greater Warrandyte area (namely South Warrandyte and Wonga Park Township Protection Plans). Maroondah is one of the agencies that work with CFA (lead agency) in the development of these plans. Please refer to our Fire Management Plan.

4. NEIGHBOURHOOD SAFER PLACES (NSPs)

Maroondah does not have any designated Neighbourhood Safer Places.

Following recommendation from the Municipal Planning Committee, Maroondah has no nominated Neighbourhood Safer Places.

An assessment of likely need indicated the following:

- Maroondah is at relatively low risk of fire.
- No suitable sites were available in areas most likely to be impacted by fire (e.g. on Northern boundary).
- Neighbourhood Safer Places located in the Metropolitan Fire Brigade Districts were not deemed as appropriate.
- More appropriate and accessible facilities such as shopping centres, libraries and other community facilities would be available in preference to a Neighbourhood Safer Place.
- In the event that fire impacted significantly on Maroondah or neighbouring municipalities, Maroondah would likely activate relief centres.

5. ORGANISATIONS OUTSIDE OF THE MUNICIPALITY

The involvement of external emergency control agencies will depend on the magnitude and nature of the problem. The introduction of external agencies will be on a coordinated basis at Municipal, State or Federal level, but not necessarily in that order.

External agencies that may be used to reinforce available Council resources include the following:

- Additional Police, Fire and Emergency Services.
- Medical Services.
- Welfare Services.
- Communication and Transportation Services.
- Specialist services available from Government Departments, e.g. Department of Human Services, Civil Aviation, Department of Sustainability & Environment, Parks Victoria and all Departments exercising control over public utilities.
- The Armed Forces.

6. ORGANISATIONS WITHIN THE MUNICIPALITY

The principal emergency combating agencies located within the Municipality are:

- Council
- Metropolitan Fire & Emergency Services Board
- Country Fire Authority
- Department of Sustainability and Environment
- Victoria State Emergency Service
- Victoria Police

Other organisations/community groups in the Municipality who may have an assistance capacity are listed below.

COUNTRY WOMEN'S ASSOCIATION

LIONS – Heathmont, Croydon

ROTARY – Ringwood, Bayswater, Croydon

RSL – Ringwood

PROBUS – Ringwood, Heathmont, Croydon

FOOTMEN CLUB – Croydon

LEGACY – Yarra Valley Group

WHITEHORSE MAROONDAH JUNIOR CHAMBER – Nunawading

WAR WIDOWS ASSOCIATION – Ringwood
YARRA VALLEY VIEW CLUB – Croydon
ST JOHN AMBULANCE – Croydon
MELBOURNE EAST GP NETWORK

(Details for all the above organisations are listed in Councils Community Guide, available from all Council outlets, and on Councils website – www.maroondah.vic.gov.au)

7. RELIEF

Emergency Relief is the provision of immediate support and essential needs to persons affected by, or involved in the management of an emergency. The primary functions of emergency relief are:

- Catering (food and water)
- Material needs
- Emergency Shelter (accommodation)
- Provision of Emergency Relief Centres
- Registration.

Other functions of emergency relief typically include:

- Personal Support including financial assistance
- Sanitation and hygiene, and
- Information provision.

Further information on recovery procedures is in Part 6 of this Plan. A Municipal Recovery Plan is attached as an appendix to this Plan. The Council Officer responsible for this plan is the Manager Community Services.

8. RESPONSE MANAGEMENT

The functions of command, control and coordination are to be exercised as required by the Emergency Management Manual Victoria where:

- a. Command of the operational personnel of various authorities and organizations involved is vested in the command structure of that particular authority/organization and will remain exclusively with that body.
- b. Control of emergency operations at all times remains the responsibility of the Emergency Response agency or organization directly responsible for combating the particular type of emergency. The combating authority is to appoint an incident Controller who will control the operation.
- c. Coordination of resources requested by the Control and Support Agencies is the main function of the Municipal Emergency Response Co-ordinator.

PART 6. RECOVERY ARRANGEMENTS

1. RECOVERY MANAGEMENT PRINCIPLES

Management and service provision will be developed as much as possible to the Local level. State and Regional recovery strategies, services and resources will supplement and compliment the municipalities' initiatives rather than replace local endeavours.

Emphasis will be given to supporting and maintaining the identity, dignity and autonomy of affected individuals, families and the community.

Management of recovery will occur in the context of clear and agreed arrangements, and involve processes of consultation and cooperation through established communication channels.

Wherever possible, the normal municipal management and administrative structures and practices will be used, ensuring that these structures and practices will be responsive to the special needs and circumstances of the affected community.

Recovery information and recovery services need to be readily accessible to affected individuals, families and communities and responsive to their needs and expectations.

2. IMPLEMENTATION

The Municipal Recovery Manager, or a person delegated by the Municipal Recovery Manager is to initiate Recovery activities as documented in this section of the Plan as soon as possible, when required, after an emergency occurs.

The Municipal Recovery Manager shall convene a meeting of the Municipal Recovery Representatives as soon as is practical where the emergency is of a magnitude that requires their involvement.

A range of recovery activities may be required after an emergency. Information on the establishment and operation of an emergency relief centres can be obtained from the Manager Community Services.

3. MUNICIPAL RECOVERY SERVICES

The following organisations have agreed to manage the particular recovery functions listed below. The Municipal Recovery Manager is responsible for the overall coordination of the recovery process at a municipal level.

TYPE OF SERVICE	CO-ORDINATED BY
Accommodation – Emergency	Maroondah City Council – single incidents
Accommodation - Temporary	Department of Human Services Wesley Mission Melbourne
Accommodation - Restored	Insurance Council of Australia
Catering	Australian Red Cross (In the case of a large scale incident contact private companies - details listed in separate equipment contact list held in MECC or available via MERO)
Community Development	Department of Human Services (Eastern Region) in conjunction with Municipal Recovery Manager / Community Recovery Committee
Counselling Programs	Victorian Council of Churches Connections Eastern
Evacuation	Victoria Police
Emergency Relief Centres	Maroondah City Council
Financial Assistance	Department of Human Services (Eastern Region) through the Municipal Recovery Manager
Information Services	Maroondah City Council
Language Services	Centrelink Multilingual Services Via the Municipal Recovery Manager (Private firms also listed in separate contact listing for equipment – list held in MECC or available via MERO)
Material Aid	Salvation Army
Personal Support Services	Department of Human Services
Public Health	Maroondah City Council (Environmental Health Officers)
Rebuilding and Utility Restoration	Maroondah City Council
Restoration of Public Assets	Department of Treasury & Finance – Victoria Grants Commission
Roads & Bridges	Vic Roads

4. COMMUNITY RECOVERY COMMITTEE

Where the magnitude of the event requires community input into the recovery process one or more Community Recovery Committees may be established within the affected area.

Community Recovery 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:

- Municipal Recovery Manager
- Government Agencies
- Community Groups
- Affected Persons
- Non-Government Agencies
- Department of Human Services

Terms of Reference will be developed and adopted as and when a Community Recovery Committee is convened.

Community Recovery Committee Functions

- Monitor the overall progress of the recovery process in the effected community.
- Identify community needs and resource requirements and make recommendations to appropriate recovery agencies, municipal Councils and the State's Recovery Management structure.
- Liaise, consult and negotiate, on behalf of the affected communities, with recovery agencies, government departments and municipal Councils.
- Liaise with 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.

5. ROLE OF DEPARTMENT OF HUMAN SERVICES IN RECOVERY

In the Recovery Processes of an emergency, the Department of Human Services:

- Acts as principal recovery planning and management agency at Regional, State and Divisional level.
- Assumes a role of facilitation in developing a co-ordinated response as appropriate to the circumstances eg. When the event is of a magnitude, which is beyond the resources of the municipality, or the incident affects only a few people but the affected population is dispersed.

6. SUPPLY OF GOODS/SERVICES

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

When the Municipality or participating agencies, cannot provide goods/services, the Department of Human Services via the Recovery Coordinator will obtain the goods/services necessary.

7. AGENCIES ASSISTING IN RECOVERY

Support Tasks & Functional Service Agencies

The under mentioned list of support tasks indicates the functional service agency and relevant support agencies. The list is neither exhaustive nor exclusive as many agencies, including combat 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 Regional DISPLAN Co-ordinator via the Municipal DISPLAN Co-ordinator.

SUPPORT TASKS	PRIMARY SUPPORT AND CO-ORDINATING AGENCY	SUPPORT AGENCY
Accommodation -Emergency	Wesley Mission Melbourne VIC SES	Council Dept. of Human Services Australia Red Cross (Vic Div) Salvation Army
Accommodation -Temporary	Wesley Mission Melbourne Dept. of Human Services	Vic S.E.S. Council
Accommodation	Insurance Council of Australia	Insurance
Animal Housing	Council (Local Laws)	RSPCA Animal Aid Dogs Victoria
Material Aid i.e. Bedding/Clothing Etc.	Salvation Army	Seventh Day Adventists St. Vincent de Paul Victoria Relief Committee Brotherhood of St. Lawrence
Catering	Australia Red Cross (Vic Div)	Salvation Army Council (Meals on Wheels) Seventh Day Adventists
Community Development	Dept of Human Services	Council Rotary, Apex, Lions, Community Groups
Commonwealth Resources	Emergency Management Australia through the MERC.	Relevant Commonwealth Department
Deceased persons	State Coroner Office	Victoria Police Australian Funeral Directors Association
Evacuation	Victoria Police	Relevant Combat Agency i.e. MFB/ CFA Department of Education VIC S.E.S. Councils
Emergency Relief Centres	Council	Dept of Human Services Australia Red Cross (Vic Div) Salvation Army
FINANCIAL ASSISTANCE -Income Security Payment - Emergency Grant - Temporary Living Expenses - Loss of income from home occupation - Re-establishment Grants - Family Grants - Small Business - Municipal Councils	Dept. of Human Services Rural Finance Corp. Vic Dept. Treasury & Finance & Vic. Grants Commission	Centrelink Salvation Army Centrelink

SUPPORT TASKS	PRIMARY SUPPORT AND CO-ORDINATING AGENCY	SUPPORT AGENCY
INTERPRETER SERVICES	Vits - 92801955 pin- 14853	Telephone Counselling Service
INFORMATION SERVICES	Victoria Police	Council
MATERIAL AID Household Goods, Building Equipment, Recreational Aids	Salvation Army In a large scale emergency DHS through its co-ordination & direct supply role would be required to supply household goods, bedding, etc. when supply from material aid agencies is exceeded	Seventh Day Adventists St. Vincent de Paul Australia Red Cross Victoria Relief Committee Brotherhood of St. Lawrence
MEDIA	Victoria Police	All Media Agencies
MEDICAL SERVICES	Field Emergency Medical Officer SHERP	Red Cross St. Johns Divisions of General Practice
PERSONAL SUPPORT SERVICES i.e. Counselling (general, outreach, school children, bereavement) Advice & Information etc. Health & Safety Insurance advice Interpreter service Legal advice Re-building advice Information service & Outreach	Dept of Human Services	Salvation Army Victorian Council of Churches Department of Education & Early Childhood Development Law Institute Local Counselling Services Red Cross
PUBLIC HEALTH	Council (Environmental Health Officers)	Dept. of Health Environmental Health Australia (Vic) inc (EHA).
PUBLIC WARNINGS	Victoria Police	Relevant Combat Agency All Media Agencies
RE-BUILDING & UTILITY RESTORATION	TXU - Gas TXU - Electricity Yarra Valley Water	Council
REGISTRATION (NRIS) - Emergency Affected Persons	Victoria Police Australia Red Cross (Vic Div)	Council
ROADS & BRIDGES	Vic Roads	Councils
RESTORATION OF PUBLIC ASSETS	Vic Grants Commission	

8. MUNICIPAL RECOVERY PLAN (MRP)

Please refer to the current MRP, which outlines the recovery planning and management procedures for emergencies within the municipality. A copy of the plan is available in the MECC and is also available from the Manager Community Services.

PART 7. SUPPORT ARRANGEMENTS

1. RESOURCE SUPPLEMENTATION

The meaning of resources under these arrangements includes but is not limited to:

- Equipment - (eg. plant, vehicles)
- Personnel – (eg. agency support & industry technicians)
- Services – (eg. phone lines, expert technical advice)

A resource is essentially any function or item which a responding agency requires to perform its response roles.

An agency may have arrangements in place to access a wide range of resources through:

- Its own agency arrangements.
- Support agencies.
- Mutual Aid agreements (including memoranda of understanding).
- Contract or supply arrangements with private industry.

A four tiered framework (Municipal, Regional, State and Commonwealth) exists for implementing response to emergencies. Response arrangements are designed to assess an emergency, and to provide for the graduated marshalling and utilisation of the resources required to respond to an emergency in accordance with the emergency response plan and the plans of participating agencies. At the municipal level, resources owned or under the control of the Maroondah City Council are used to supplement those of the control and support agencies. As the effects of the emergency escalate, or the resource requirements outstrip what is available locally, Regional, State and Commonwealth resources may be activated.

At Regional level, the interagency response management structure involves the co-ordination of resources to support operations which cannot be resourced locally, or which extend over more than one municipal district. The highest level of operational co-ordination and support takes place at State level. It is at this level that resource support from other States and/or the Commonwealth is assessed and requested.

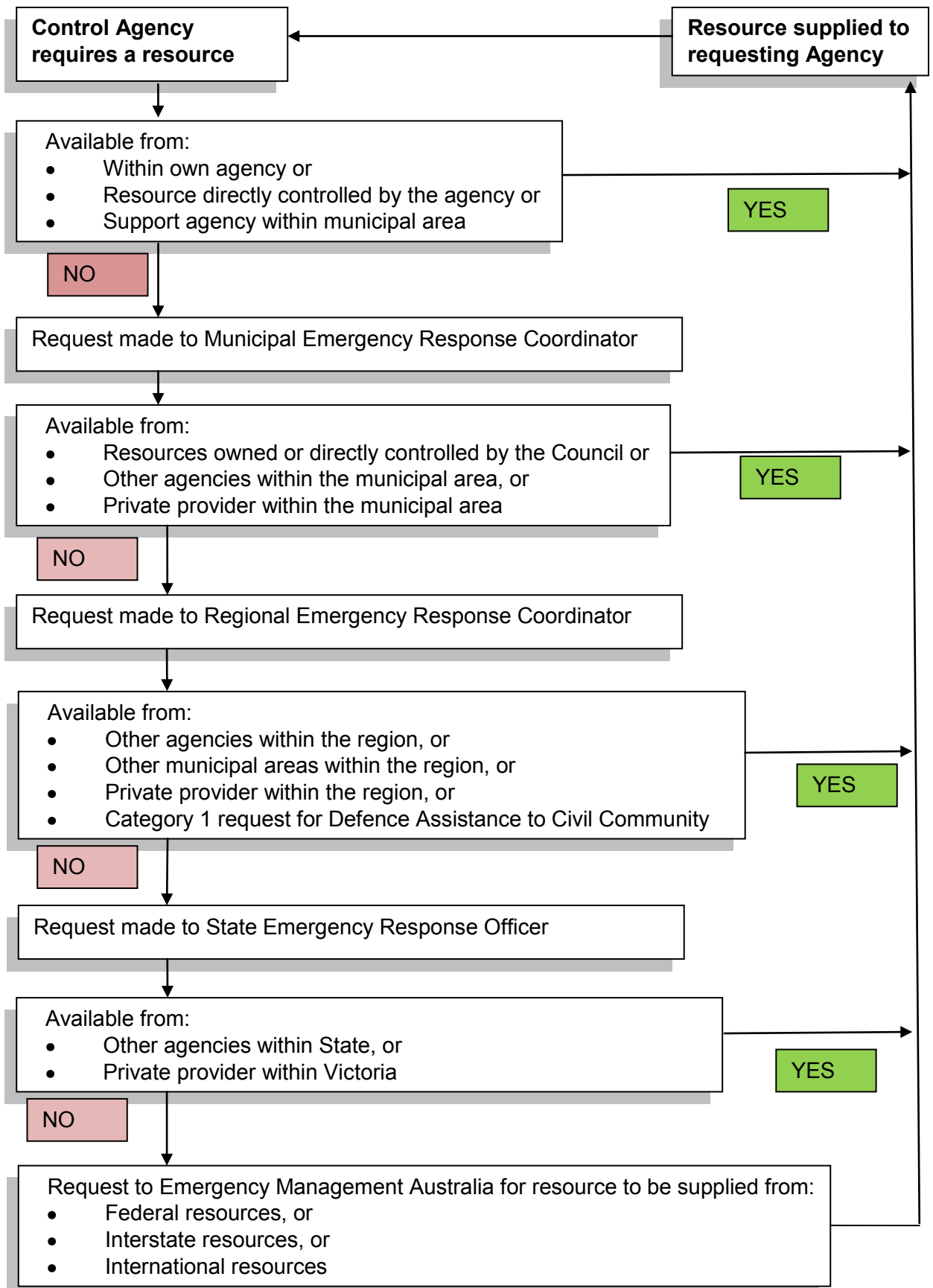
Where an agency requires resources beyond its own capacity to satisfactorily complete a task, it should request assistance as appropriate:

- If at local level, from the MERC.
- If the request cannot be satisfied at the local level, then via the MERC to the Regional Emergency Response Co-ordinator.
- If the request cannot be satisfied at the Regional level, then to the State Emergency Response Co-ordinator or delegate, who will advise the requesting agency of possible suppliers.
- If the request cannot be satisfied from resources within Victoria, it will be referred to the State Emergency Response Co-ordinator or delegate to seek Interstate or Commonwealth assistance.

In all instances, the requesting agency should make appropriate arrangements for delivery, and whichever agency request the resource will be responsible for all costs incurred. Requests for resources should be provided in hard copy and include the name and position of the person requesting the resources and comprehensive details of the tasks to undertaken.

For detailed information in relation to resource supplementation see practice note – *Sourcing Supplementary Emergency Response Resources from Municipal Councils* (available on the OESC website – www.oesc.vic.gov.au under publications).

SUPPLEMENTARY RESPONSE RESOURCE PROCESS FLOWCHART



2. SUPPORT TASKS & FUNCTIONAL SERVICE AGENCIES

The below list of support tasks indicates the primary support agency or managing agency and other support agencies. This list is neither exhaustive nor exclusive as many agencies, including response agencies may have a support role, depending on the effects of the emergency. In the event that local resources cannot be provided to meet support tasks needed, the request should be passed onto the Regional Emergency Response Co-ordinator via the MERC.

SUPPORT TASK	PRIMARY AGENCY	SECONDARY AGENCY
Animal Welfare	DPI	RSPCA, DSE
Catering	Red Cross	Salvation Army
Commonwealth resources	Victoria Police	ADF, EMA
Communications	Victoria Police	ESTA, Telstra, WICEN
Deceased persons: identification	Victoria Police	CCoV
Detection of Emergency Locator Transmitters	AMSA	Airservices Australia
Emergency call taking and dispatch	ESTA	Telstra
Emergency medical care and/or transport	AV	MFB, ARFF, ESTA, Others as per SHERP (DHS),
Emergency Relief Centres or shelters	Municipal Councils	VICSES DHS
Environmental impact assessment	EPA	DSE, PV
Evacuation	Control Agency, Victoria Police	VICSES, Municipal Councils
First Aid	AV	St. John Ambulance, LSV, Red Cross, Others as per SHERP
Food	Vic Relief Foodbank	
Food supply manufacturing and logistics	DPI	DIIRD
Material Aid	Salvation Army	Vic Relief Foodbank (mattresses & blankets)
Media relations	Control Agency	Victoria Police
Produce (food) contamination by chemicals of security concern	DPI	
Psychological First Aid	DHS	VCC, Others as per DHS arrangements
Public warnings	Control Agency, Victoria Police	BOM, Municipal Councils
Registration and inquiries	Victoria Police	Red Cross
Relocation	Control Agency	Victoria Police, VICSES, Municipal Councils
Rural loss and damage assessment	DPI	
Transport, engineering and services support	VicRoads	Others as per TESS Plan

SUPPORT TASK	PRIMARY AGENCY	SECONDARY AGENCY
Weather information and forecasting	BOM	
Work place / work related investigations and technical support	Worksafe	

3. EMERGENCY RELIEF

At State and Regional level, Emergency Relief and Resource Supplementation is the responsibility of VICSES. At Municipal level, this responsibility rests with the City of Maroondah.

3.1 EMERGENCY RELIEF

Emergency Relief is the provision of support and essential needs to persons affected by, or involved in the management of, an emergency. Coordination of Emergency Relief at the Municipal level is the responsibility of Maroondah City Council, at State and Regional level, this coordination function rests with the DHS.

For more detailed information in relation to roles, responsibilities and functions of Emergency Relief refer to the EMMV Part 8, Appendix 2 Page 8-10 and the Human Services Emergency Relief Centre Handbook.

Aim

To coordinate the provision of Emergency Relief to an affected community, and when required, to Control and Support Agencies.

Role

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

Emergency Relief Management

In the event of requirement for any or all of the functional services of Emergency Relief, the request must be channelled through the MERC to the MERO. The MERO will activate the required functional services. All functional services will operate and report back to the MERO.

Emergency Relief catering, material needs, (clothing/bedding), shelter, counselling, financial assistance, emergency grants, community organisations and registrations.

Coordination

Emergency relief is a component of the Municipal Recovery Plan overseen by the Municipal Recovery Manager.

Further information on Recovery procedures is shown in Part 6 of this Plan. A Municipal Recovery Plan is attached as an appendix to this Plan. Council's Emergency Relief Centres locations are shown in Part 8 – for further information refer to the Relief Centre Manual also attached as an appendix to this Plan.

3.2 REGISTRATION

Victoria Police is responsible for the registration of emergency affected people but has delegated this task to Red Cross. Following the 2009 Victorian Bush Fires it was identified the availability of electronic registration would benefit the community and the emergency services.

Resource Supplement

Supplementary supply at municipal level occurs when functional services, or combat authorities, exhaust their own avenues of supply and there is a requirement for continued supply. Functional Service agencies supplying a service and requiring additional resources will put their request to the MERO. The combat and support agencies will make their request through the MERC. The MERO will endeavour to obtain those resources through existing municipal arrangements. If unsuccessful, the request will be passed through the MERC to the DERC. The VICSES Regional Headquarters will action the request on behalf of the DERC.

4. EVACUATION

The decision to recommend evacuation rests with the control agency, in conjunction with Police and any other expert advice unless time constraints prevent this consultation. Once the decision is made Police are responsible for carrying out the evacuation process.

Once the decision to evacuate has been made Maroondah City Council's MERO should be contacted to assist in the implementation of the evacuation. Maroondah 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 in an evacuation may be provided by the following agencies:

- VICSES
- Maroondah City Council
- Victoria Police

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.
- Time of day.
- The number of people affected.
- The ethnic origins of the affected people.
- The requirements of any Special Needs Groups.

5. OTHER FUNCTIONAL AREAS

5.1 COMMUNICATIONS

The Victoria Police is delegated the responsibility for communications.

Aim

To ensure essential communications when requested.

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 MERC.

Telephone Communications

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

Telstra can provide additional telephones upon request to the MERC, who will, in turn, submit such requests to the DERC for action. All costs, related to such installations, are the responsibility of the requesting organisation.

Communications Resources

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

W.I.C.E.N.

5.2 HEALTH AND MEDICAL

Health

The Municipal Environmental Health Coordinator has been delegated the responsibility for public health matters. These arrangements should be considered in conjunction with the Regional Recovery Plan.

Aim

The aim of these arrangements is to identify facilities available within the municipality of Maroondah and identify the arrangements for activation for possible usage (quarantine, mass immunisation).

The EHO is responsible for all public health matters in the municipality.

The responsibilities of the EHO in emergencies include:

- Advice on water supply.
- Ensuring hygienic food handling - safe production, storage and distribution.
- Supply of sanitary and hygienic accommodation when required.
- Refuse removal.
- Pest control.
- Control of infectious diseases (immunisation).
- Coordinate the disposal of dead animals.
- Coordinate site inspections and removal of dangerous materials.

Medical

Implementation of the medical arrangements will be automatic where people are injured or require medical assistance. This automatic response will be by the Ambulance Service Victoria and hospitals within the municipality.

The Ambulance Service will be responsible for contacting additional first aid support when required (eg. St. John Ambulance and Red Cross).

Management of Medical Response

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 Area Medical Coordinator.

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

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

5.3 COMMUNITY RESOURCES

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 MERC, who directs the request to 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. POST IMPACT ASSESSMENT

A post impact assessment is an appraisal of the extent of damage, disruption and breakdown to the community and its infrastructure as a result of the emergency.

Information that the control agency gathers through the *Rapid Impact Assessment* (RIA) process during the response to the emergency will be made available to the municipality. The RIA data will provide input information for a more detailed analysis of loss and damage and the impact on the effected community that will make up the Post Impact Assessment.

A post impact assessment will be conducted. To facilitate this process Maroondah City Council, through the Emergency Management Group (*refer Part 3 Management Arrangements Paragraph 2 Page 3-2*), shall as early as practicable perform the following tasks:

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

The Emergency Management 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 Maroondah City Council the post impact assessment may be merged with that of the other affected municipality(s).

MEMORANDUM OF UNDERSTANDING – MUTUAL AID AGREEMENT

AIM

The aim of the Memorandum of Understanding (MOU) is to ensure that adjoining municipalities, in an emergency, will supply available resources where practicable to the affected municipality following the principles outlined in the MOU.

PRINCIPLES

- That timely support in the way of physical and human resources will be made available to the affected municipality.
- That the affected municipality undertakes to pay all costs associated with the support municipality's response. This includes the cost of contractors that may be used by the support municipality.
- Accounts presented to the affected municipality from the support municipality are to be detailed enough for audit purposes, and be signed off by an authorised officer.
- That the support municipality's staff remain under the control of the support municipality's Municipal Emergency Response Officer (MERO).
- That the support municipality's Municipal Emergency Management Plan, under the direction of the affected municipality's MERO, is used to deal with the response and recovery phases of the emergency.
- That the support municipality will only commit resources that are excess to the required resources to protect its own community during the emergency.

ACTIVATION

The mutual aid agreement will be activated by the MERO of the affected municipality requesting assistance from the MERO of the support municipality.

INTER-COUNCIL EMERGENCY MANAGEMENT RESOURCE SHARING

Council is part of a number of Councils Victoria wide, which has entered into an Inter-council Emergency Management Resource Sharing agreement. A register of participating Councils is maintained by the Municipal Association of Victoria (MAV) and can be viewed on the MAV website.

PART 8. PLANS & SUB PLANS

1. MUNICIPAL FIRE MANAGEMENT PLAN

Please refer to Municipal Fire Management Plan for detailed information – located in the MECC or available via the Municipal Fire Prevention Officer or the website www.maroondah.vic.gov.au.

2. BUSINESS CONTINUITY MANAGEMENT PLAN

Please refer to Business Continuity Management Plan for detailed information – located in the MECC or available via the Municipal Emergency Management.

3. INFLUENZA PANDEMIC PLAN

Please refer to Municipal Influenza Pandemic Plan for detailed information – located in the MECC or available via the Team Leader Public Health.

4. MAROONDAH HEATWAVE PLAN

Please refer to Municipal Maroondah Heatwave Plan for detailed information – located in the MECC or available via the Manager Community Services.

5. EMERGENCY RELIEF CENTRE FACILIT PLANS

Please refer to Emergency Relief Centre Facility Plans for detailed information – located in the MECC or available via the Manager Community Services.

6. MUNICIPAL RECOVERY TEAM ROLES & RESPONSIBILITIES GUIDE

Please refer to Municipal Recovery Team Roles & Responsibilities Guide for detailed information – located in the MECC or available via the Manager Community Services.

7. FLOOD PLAN

INITIAL PROCEDURE

Upon notification that a possibility of serious flooding exists the following procedure shall be implemented:

- (a) The VICSES shall open their Operations Centre and prepare for flood operations as control agency.
- (b) The MERO shall attend the MECC and provide all relevant information to enable the maps to be plotted, etc.

THREAT SURVEY

The Maroondah Operations office shall be responsible for providing reports on all waterways within the city. Where possible, Council vehicles with radios shall be used to enable reports through the Council radio system to the Depot and hence to the MECC.

The Maroondah City Council may also obtain further information from Yarra Valley/Melbourne Water Flood Warning System operated from the office of Melbourne Water/Yarra Valley Water.

VICSES shall provide additional survey teams, as required. All survey reports shall be transmitted direct to the MECC when this is opened and operational.

COMMUNICATIONS

The Croydon VICSES as per the Municipal Emergency Management Plan shall provide all communications support required to supplement the normal available communications of any organisation involved, including Police and Council. Additional telephone lines will only be connected as per the Municipal Emergency Management Plan.

SUPPORT

VICSES as the control agency will call upon identified support agencies as required.

All offers of support or assistance by any person or organisation shall be referred to the MECC to ensure no duplication of resources occurs.

ROAD REPORTS - PUBLIC INFORMATION

All road damage or closure report will be notified to the MECC for collation/coordination.

All relevant information will then be passed to the MERC at MECC for release to the public.

PROPERTY DAMAGE REPORTS AND/OR REQUESTS FOR ASSISTANCE

All property damage reports and/or requests for assistance must be referred to the MECC to enable collation and provision of assistance. In the recovery phase, all community requests for assistance will be referred to the MRM.

COMMUNITY WARNING

The Bureau of Meteorology is responsible for the instigation of warnings to residents as it is considered necessary.

NO WARNING IS TO BE RELAYED TO RESIDENTS WITHOUT PRIOR APPROVAL OF VICSES unless it is considered necessary due to immediate threat to property or personal safety.

VICSES in conjunction with the MERC and MERO will disseminate the information to threatened residents by pre-determined lines of communication.

EVACUATION

If an evacuation is to be implemented, this shall be done in accordance with the Evacuation Plan, as detailed in EMMV Part 3, Section 3.8 Community Safety (page 3:25).

No evacuation shall be ordered by any Agency without the approval of the MERC.

Provided adequate warning is available, property protection may be achievable by sandbagging. In addition, most vulnerable dwellings are only likely to be subject to relatively shallow depths of inundation.

SANDBAGS

A small reserve of sandbags will be held in the Municipal Depot and shall be made available upon request by VICSES Controller for property protection.

SANDBAG ORDERING

VICSES Controller shall be responsible for ordering sandbags through the MERC.

SAND SUPPLIES

Supplies of sand for sandbags will be supplied through the Council.

FEEDING OF EMERGENCY WORKERS

Provision of food and drink to all emergency workers shall be co-ordinated as per the State Emergency Relief Plan - feeding, bedding, community organization.

FLOOD MAPS

Maps showing all relevant information known from previous floods will be compiled by Maroondah City Council's Planning / Engineering Office and copies distributed to the MERC and VICSES.

Other information is available via Council's GIS application.

INFORMATION

All relevant information likely to be required for provision of assistance to victims after the floods recede shall be kept by each organisation involved and forwarded to Council to coordinate the information immediately the flood response ceases.

Council shall establish a Recovery Centre to provide information and assistance to the victims.

8. HAZARDOUS MATERIALS PLAN

ACTIVATION

This plan shall be activated by a decision of the MERC who shall be kept fully informed by the relevant control agency. The MERC will also decide on the use of the Municipal Emergency Control Centre (MECC) as selected whereupon liaison officers from combating and support organisations shall immediately proceed to the MECC.

CONTROL AGENCY

MFB- Fire protection - Containment

SUPPORTING SERVICE

Police.....	Isolation of scene and/or evacuation
VICSES	Assistance as requested by Police
WorkSafe.....	Technical Advice
Environment Protection Authority	Technical Advice
Department of Agriculture & Rural Affairs.....	Technical Advice
Dept. of Health.....	Technical Advice
Bureau of Meteorology	Technical Advice
Melbourne Water (Emergency Response Team)	Technical Advice

CALL OUT

Upon notification of a hazardous materials situation the Local Coordinator shall notify:

- MFB Relevant Group Unit
- Metropolitan Ambulance Service
- Croydon S.E.S. if assistance required
- Public Health Coordinator (if incident involves chemical spill)

POLICE ROLE

- (i) Coordination of assistance to combating authority in attendance.
- (ii) Isolation of scene for a safe distance and traffic diversion.
- (iii) Evacuation, if considered necessary, after consultation with MFB or CFA (depending where the incident occurs). Croydon VICSES would provide assistance to Victoria Police with evacuation.

ASSISTANCE

The Police shall, in liaison with MFB / CFA be responsible for organising assistance as required.

Such assistance available includes:

- (a) Chemical manufacturer, distributor or carrier.
- (b) Hazardous Material Division, Department of Industry, Technology & Resources.
- (c) Environment Protection Authority.
- (d) Health/Welfare Co-ordinator - where drains/streams are affected by spillage.
- (e) Any other relevant authority e.g. Melbourne Water.
- (f) Form of material (liquid, solid, powder, gas).
- (g) Maroondah's Public Health Team eg. provide information to the community, follow up/assist where required, coordinate samples for analysis (water etc).

INFORMATION TO BE PROVIDED

It is important that the following details are given:

- (a) United Nations substance number.
- (b) HAZCHEM code.
- (c) Name and phone number of manufacturer and/or carrier displayed.
- (d) Type of incident (fire or spillage).
- (e) Quantity of material involved.
- (f) Form of material (liquid, power, gas).
- (g) Location of incident and any exposures (houses, highways and water catchments).

RADIOACTIVE SUBSTANCE

Where a radioactive substance is being carried in or on any vehicle involved in a road accident, or where any accident including a fire occurs where a radioactive substance is stored, or where any radioactive material is found by the public and brought to the notice of the Police:

- a) The police member first attending the scene shall immediately deem the area to be isolated by preventing people approaching any nearer than 7 metres from the capsule or substance.
- b) If the capsule is already in the possession of some person the member first attending shall ensure that it is immediately discarded in a yard or open area and a guard established.
- c) In the meantime this member shall cause the Police to be notified who shall contact DHS who are the control agency for such incidents and
- d) The names and addresses of any persons who handled the substances or any other information regarding its loss shall be obtained.
- e) The above instructions also provide for white powder incidents.

9. TRANSPORT ACCIDENT WITH MULTIPLE INJURIES PLAN

CONTROL AGENCY

The Control Agency is the Victoria Police.

ACTIVATION

This plan shall be activated by a decision of the MERC and/or his representative who shall be kept fully informed by the relevant Control Agency. The MERC will also decide on the use of the MECC as required, whereupon liaison officers from Control Agency and support organisations shall immediately proceed to the MECC.

CONTROL POINT ESTABLISHMENT

The first Police vehicle arriving at the scene shall be established as the initial scene on the major access route.

AMBULANCE POINT (CASUALTY CLEARING POST)

Victoria Police shall confer with the ambulance officer in the selection and establishment of the Casualty clearing post, the control of which shall be taken over by the ambulance service upon arrival of the relative Ambulance Control Officer.

CASUALTY CARE (WALKING WOUNDED)

All survivors who do not require immediate medical treatment shall be assembled by the Police at a suitable site and their names recorded.

The Medical Co-ordinator may request the MERC to request establishment of an ERC closest to the casualty clearing post, for victims triaged as not requiring transfer to hospital or further treatment. It may be necessary to request transportation assistance.

TEMPORARY MORTUARY

It may be necessary to arrange a temporary mortuary near the scene to enable identification, etc.

The MERC shall be responsible for its establishment in consultation with the Area Medical Co-ordinator.

18. WINDSTORMS PLAN

CONTROL AGENCY

VICSES (Croydon Unit)

ACTIVATION

This plan shall be activated by a decision of the MERC and/or his representative who shall be kept fully informed by the relevant Control Agency. The MERC will also decide on the use of the MECC as required whereupon liaison officers from Control Agency and support organisations shall immediately proceed to the MECC.

THREAT

History has shown that the municipality is affected by windstorm in varying degrees each year with damage ranging from "minor" to significant damage to buildings.

WARNING

The Melbourne Bureau of Meteorology provides storm warnings via the media to the public.

DAMAGE REPORTS

All damage reports received by Council are to be referred to the Croydon VICSES for action.

Road blockage reports should also be referred to VICSES for collation and action. All relevant information will then be notified to the MERC by VICSES for release to the public. If the reports escalate then the MECC is to be established.

FALLEN TREES

Where necessary, VICSES shall refer reports of fallen trees across public roads to the Maroondah City Council.

COLLATION OF INFORMATION AND REPORTS

At the completion of the emergency, VICSES shall supply all relevant information on damage to municipal assets and/or homeless persons to the MERC and the Maroondah City Council.

CARE OF HOMELESS PERSONS

Care of any displaced or homeless persons due to storm damage will be referred to the MRM for action as per the Recovery Sub Plan.

10. BIOLOGICAL HAZARDS IN WATERWAYS PLAN

CONTROL AGENCY

The control agency is the MFB for pollution and DoH for Biological in conjunction with Maroondah City Council for all Waterways under its control or Melbourne Water for designated main drains.

ACTIVATION

This plan shall be activated by a decision of the MERC who shall be kept fully informed by the relevant lead authority. The MERC will also decide on the use of the MECC as selected whereupon liaison officers from Control Agencies shall immediately proceed to the MECC.

THREAT

The major threat to Waterways in the Municipality of Maroondah is from blue green algae and botulism outbreaks. Maroondah has experienced a blue green algal bloom at Croydon Lake during an extended period of dry weather in January 1997. A botulism outbreak has occurred in Ringwood Lake over a number of years becoming serious in February 1997.

WARNING

On becoming aware of a Waterway risk the Municipality will take appropriate action to warn the public and separate the public from the hazard.

PROCESS

1. Identify potential biological hazard, i.e. Blue/Green Algae or Botulism.
2. Identify the toxicity level in the water body.
3. Implement appropriate monitoring system.
4. Identify risk level to the community.
5. Carry out risk reduction actions, i.e. separate community from the risk.
6. Establish treatment method.
7. Implement treatment.

During this process the Municipality will advise the appropriate authorities.

11. MAROONDAH - EMERGENCY RELIEF CENTRES

No	Location	Melways
1	Maroondah Indoor Sports Centre	63 F1
2	Karralyka Centre	50 A6

For further information refer Maroondah City Council Facility Manuals.

These manuals are located at the MECC or via the Municipal Recovery Manager.

12. 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 Divisional Emergency Response Co-ordinator (DERC) or Municipal Emergency Management Co-ordinator (MERC), or the Chief Officer of a control agency, believes an emergency may occur and requires all, or designated, Functional Services specified in Emergency Management Plan to increase their level of preparedness to cope with the emergency.
ASSEMBLY AREA	A designated location used for the assembly of emergency-affected persons. The area may also incorporate an emergency relief centre.
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.
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.
CONTROL AGENCY	An agency nominated to control the response activities to a specified type of emergency.
CONTROLLER (VICSES)	The person appointed to manage and administer a local volunteer Unit of the Victoria State Emergency Service (VICSES)
COORDINATION	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. Coordination relates primarily to resources and operates vertically, within an agency, as a function of the authority to command, horizontally, across agencies as a function of the authority to control.
EMERGENCY RESPONSE CO-ORDINATOR	At Regional level, a Police Officer appointed by the State Emergency Management Plan Coordinator as Divisional Emergency Response Coordinator (RERC). At Regional 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 Municipal Emergency Resource Co-ordinator (MERC).

TERM	DEFINITION
COUNSELLING	The provision of psychological support and advice to persons affected by an emergency.
EMERGENCY MANAGEMENT PLAN	The Short Title of the Victoria State Emergency Response Plan.
EMERGENCY MANAGEMENT PLAN AGENCY	Means a government or non-government agency committed to Emergency Management Plan.
EMERGENCY MANAGEMENT PLAN COMMITTEE	The emergency response planning committee ensuring the Co-ordinated response to emergencies by all agencies having roles and responsibilities under Emergency Management 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"> - An earthquake, flood, windstorm or other natural even. - A fire. - An explosion. - A road accident or any other accident. - A plague or an epidemic. - A warlike act, whether directed at Victoria or a part of Victoria or at any other State or Territory of the Commonwealth and - A hi-jack, siege or riot.
EMERGENCY COORDINATION CENTRE (ECC)	A centre operating at municipal level to co-ordinate or organise emergency provision of municipal and community resources.
EMERGENCY MANAGEMENT TEAM	The team which enables an incident controller's response strategy to be carried out by support agencies through their own commanders, and assists the Emergency Response Co-ordinator in determining resource acquisition needs and in ensuring a co-ordinated response to the emergency.
EMERGENCY OPERATIONS CENTRE (EOC)	An operations centre established by a response agency for its control function within their own agency, eg. Police Operations Centre (POC), Fire Control Centre (FCC).
EMERGENCY RELIEF	The provision of immediate shelter, life support and human needs of persons affected by, or responding to, an emergency. It includes the establishment, management and provision of services to emergency relief centres.
EMERGENCY RELIEF CENTRES	Centres established to provide groups of persons with any or all of the services, of the functional areas of emergency relief.
EMERGENCY SERVICES OPERATIONS OFFICER	A Operations officer who represents an agency, and is empowered to commit or to arrange the commitment of resources of the agency in the response to or recovery from emergencies, and to provide a communication link with the agency.
EMERGENCY SHELTER	Group shelter provided for affected persons in a community hall or similar. It is part of emergency relief, and is different from temporary accommodation.
EMERGENCY SUPPLY	The provision of resources in emergencies to response agencies, by other than their internal resource acquisition systems.

TERM	DEFINITION
EVACUATION	The planned relocation of persons from dangerous or potentially dangerous areas to safer areas and eventual return. The decision to evacuate rests with the combat agency in conjunction with police and available expert advice.
EVACUATION CENTRE	See Assembly Area and/or Emergency Relief Centre.
FIELD EMERGENCY RESPONSE CO-ORDINATOR (FERC)	Senior member of the Police Force at the scene of an emergency.
FINANCIAL ASSISTANCE	Payments made to people affected by emergencies by various agencies.
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"> - Catering - Community Organisations - Emergency Accommodation - Emergency Grants, Counselling & Temporary Accommodation - Material Needs - Registration (National Registration & Inquiry System, NRIS)
GOVERNMENT AGENCY	Means: <ul style="list-style-type: none"> - Any body corporate or unincorporated constituted by or under any Act for a public purpose; and - Any member or officer of such a body. - Any person in the service of the Crown in the right of the State of Victoria upon whom any function, power, duty or responsibility is conferred by or under the Act.
INCIDENT CONTROL POINT	The control point established by the Combat Agency in proximity to the emergency and used by the incident controller for forward command/control functions.
INCIDENT CONTROLLER	The officer with the overall responsibility for emergency response operations. The incident controller is normally appointed by the control agency, but can also be appointed by an emergency response co-ordinator in circumstances where ss.16 or 16A of the Act apply.
MATERIAL NEEDS	The provision of clothing, bedding and personal requisites, during "Emergency Relief".
MUNICIPAL EMERGENCY RESPONSE CO-ORDINATOR (MERC)	The Officer in Charge of the local Police Station or the senior police officer at the scene of the emergency.
MUNICIPAL EMERGENCY MANAGEMENT PLANNING COMMITTEE	The Committee, which, at municipal level, is responsible for the formation and maintenance of a Municipal Emergency Management Plan.
MUNICIPAL EMERGENCY RESOURCE OFFICER (MERO)	The person appointed by the Municipality responsible to council for the coordination of municipal owned or controlled resources in emergencies.

TERM	DEFINITION
MUNICIPAL EMERGENCY MANAGEMENT PUBLIC HEALTH REPRESENTATIVE	The person responsible for Public Health Planning and Response.
MUNICIPAL RECOVERY MANAGER (MRM)	The person appointed by the Municipality responsible to council for the coordination of municipal recovery activities after emergencies.
MECC FACILITY MANAGER	The person responsible for the operation of the MECC.
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 arrangements for the recording details of evacuees and for handling inquiries about the location of registered persons.
NON GOVERNMENT AGENCY	Means a voluntary organisation or any person or body other than a government agency.
PERSONAL HARDSHIP GRANTS	A term given to a series of payments comprising Emergency Grants, Temporary Living Expenses Grants and Re-establishment Grants. Emergency Grants are payable for Natural Emergencies, Fires, Floods etc. Other grants are only payable after large-scale emergencies when approved by the Ministerial Police.
PRIMARY SUPPORT AGENCY	The agency to be first considered by an Emergency Management Coordinator for support in an Emergency Management Plan role.
RECOVERY	The assisting of persons and communities affected by emergencies to achieve a proper and effective level of functioning.
RECOVERY AGENCY	Means an agency having a role or responsibility under the State Emergency Recovery Plan or in the recovery arrangements.
REGION	A geographic area comprising a number of municipal districts and specific Victorian waters.
DIVISIONAL EMERGENCY RESPONSE PLAN	The Emergency Response Plan prepared and maintained for each emergency response division.
DIVISIONAL EMERGENCY RESPONSE PLAN 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 Divisional Emergency Response Coordinator or, in his absence, his Deputy Divisional Emergency Response Coordinator.
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 STAGE	The immediate post impact stage of an emergency, preceding the recovery phase. For the purposes of this Plan, the end of relief will be when the Emergency Management Plan Coordinator advises, "stand down".
RESPONSE	The combating of emergencies and the provision of rescue and immediate relief services.
STAGING AREA	A location designated and used during emergency response for the assembly of control or support agency personnel prior to deployment.

TERM	DEFINITION
STAND-DOWN	The order given by the Regional or Municipal Emergency Management Coordinator that allows personnel to cease operations reflecting the termination of the emergency.
STANDBY	That period normally following alert when the Divisional Emergency Response Coordinator or Municipal Emergency Management Coordinator, or the Chief Officer of a combat agency, believes that the occurrence or the effects of the emergency, are imminent. Members of the relevant agencies are placed on "Standby", thus being ready to respond immediately.
SUPPLEMENTARY SUPPLY	Those resources requested under emergency supply unable to be obtained by Emergency Management Plan Support Agencies.
SUPPORT AGENCY	An agency, which provides essential services, personnel, or material to support or assist a control agency or affected persons.
TEMPORARY ACCOMMODATION	Accommodation provided over an extended period of days, weeks or months, for individuals or families affected by an emergency. It is different from emergency shelter.
VOLUNTEER EMERGENCY WORKER	A volunteer worker who engages in emergency activity at the request (whether directly or indirectly) or with the express or implied consent of the chief executive (however designated), or of a person acting with the authority of the chief executive, of an agency to which either the state emergency response or recovery plan applies.

13. ABBREVIATIONS

BOM	Bureau of Meteorology
CERM	Community Emergency Risk Management
CFA	Country Fire Authority
DEECD	Department of Education and Early Childhood Development
DERC	District Emergency Response Co-ordinator
DoH	Department of Health
DHS	Department of Human Services
DIIRD	Department of Innovation, Industry and Regional Development
DISPLAN	Disaster Plan
DPCD	Department of Planning and Community Development
DPI	Department of Primary Industries
DSE	Department of Sustainability & Environment
EHO	Environmental Health Officer
EMA	Emergency Management Australia
ERC	Emergency Response Coordinator
ESLO	Emergency Services Liaison Officer
FPO	Fire Prevention Officer
GIS	Geospatial Information System
ICC	Incident Control Centre
IFMP	Integrated Fire Management Planning
MAV	Municipal Association of Victoria
MECC	Municipal Emergency Coordination Centre
MEM	Municipal Emergency Manager
MEMPC	Municipal Emergency Management Planning Committee
MEMP	Municipal Emergency Management Plan
MERC	Municipal Emergency Response Co-ordinator
MERO	Municipal Emergency Resource Officer
MFB	Metropolitan Fire Brigade
MFPO	Municipal Fire Prevention Officer
MRM	Municipal Recovery Manager
NSP	Neighbourhood Safer Places
OESC	Office of the Emergency Services Commissioner
OIC	Officer in Charge
RERC	Regional Emergency Response Coordinator
RSPCA	Royal Society for the Prevention of Cruelty to Animals
SCC	State Control Centre / State Crisis Centre
SERCC	State Emergency Response Coordination Centre
SEWS	Standard Emergency Warning Signal
SHERP	State Health Emergency Response Plan
SOP	Standard Operating Procedure
TAC	Transport Accident Commission
TPP	Township Protection Plan
VCC	Victorian Council of Churches
VICPOL	Victoria Police
VICSES	Victoria State Emergency Service
WICEN	Wireless Institute Civil Emergency Network