

Maroondah Municipal Emergency Management Plan



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1 Introduction

1.1 Acknowledgement of Country

The Municipal Emergency Management Planning Committee (MEMPC) acknowledges the Traditional Custodians of the land now known as the City of Maroondah, where Indigenous Australians have performed age old ceremonies. We acknowledge and respect their unique ability to care for Country and their deep spiritual connection to it. The committee also acknowledges and pays respect to the Elders, past and present and is committed to working with Aboriginal and Torres Strait Islander communities to achieve a shared vision of safer and more resilient communities.

1.2 Plan Aim and Objectives

The aim of this Municipal Emergency Management Plan (MEMP) is to outline the agreed multi-agency and community arrangements for the prevention of, the response to, relief for and the recovery from emergencies that could occur in the municipality as identified in [Emergency Management Act 2013](#) (Vic) Part 6A.

The broad objectives of this MEMP are to:

- Implement an “all communities, all emergencies” approach to emergency management.
- Identify emergency hazards and determine the level of risk within the municipality.
- Support local and regional collaboration in preparation, response to and recovery from emergencies.
- Develop and administer programs that reduce community vulnerability to emergencies and increase its capacity for resilience and self-reliance to prevent or reduce the causes and/or effects of emergencies.
- Assist the affected communities to recover following an emergency.
- Managing arrangements for requesting and using municipal resources in response to emergencies and manage the process for resource supplementation when resources within the municipal are exhausted.
- Compliment and not duplicate other local, regional and state planning arrangements but, where relevant, should identify and refer to those plans to ensure effective interoperability.

1.3 Plan Audience and Use

This MEMP is developed and designed to be used by emergency management personnel due to the technical nature of the information. Operational detail has been removed from this Plan and placed in Sub-Plans to this MEMP. The MEMP sub and complimentary plans are listed in Appendix D.

This MEMP is publicly available via Maroondah City Council [website](#). Sensitive information, such as the location of critical infrastructure and contacts lists have been removed. Refer to Appendix C for a list of redacted information. A complete version is available to authorised personnel. This Plan will also be available on the Emergency Management Common Operating Picture (EM-COP) and Crisisworks and will be deposited with State Library Victoria under section 49 of the [Libraries Act 1988](#) (Vic). Refer to Appendix B for a full MEMP distribution.

1.4 Authority, Governance and Administration

In 2018, the [Emergency Management Legislation Amendment Act 2018](#) (Vic) amended the [Emergency Management Act 2013](#) (Vic) to provide for new integrated arrangements for emergency management planning in Victoria at the State, regional and municipal levels and create an obligation for a MEMPC to be established in each of the municipal districts of Victoria, including the alpine resorts which, for the purposes of the [Emergency Management Act 2013](#) (Vic), are taken to be a municipal district. Each MEMPC is a multi-agency collaboration group whose members bring organisation, industry or personal expertise to the task of emergency management planning for the municipal district.

This MEMP has been prepared in accordance with and complies with the requirements of the [Emergency Management Act 2013](#) (Vic) including having regard to the guidelines issued under s77, [Guidelines for Preparing State, Regional and Municipal Emergency Management Plans | Emergency Management Victoria - 2024](#). Refer to Appendix E for a full list of reference material used in formulating this MEMP.

This MEMP refers to organisations and people by acronym. For a full list of acronyms used in this Plan, refer to Appendix A.

This MEMP was developed using the Eastern Metropolitan Region (EMR) Municipal Emergency Management Plan Template which has been developed by the EMR Municipalities of Boroondara, Knox, Manningham, Maroondah, Monash, Whitehorse and Yarra Ranges¹. The template is administered and maintained by the EMR Self Assurance and Governance Sub-Committee of the EMR Regional Emergency Management Planning Committee (EM-REMPC). This MEMP template will be reviewed:

- Via a standing item on the Self Assurance and Governance Sub-Committee meeting agenda. This template must be completely reviewed at least every three years in line with the statutory MEMP self-assurance process.
- Following after action reviews following a significant emergency or incident.
- After an emergency management exercise where the exercise identifies an opportunity for improvement.
- A change in relevant legislation in the response, relief and recovery sector.
- Organisational change that may affect the template.
- Changes to previously identified hazards or roles and responsibilities.
- Changes to the EMR Self Assurance and Governance Sub-Committee membership that may impact the template.

1.5 Plan Assurance and Approval

1.5.1 Assurance²

A Statement of Assurance (including a checklist and certificate) has been prepared and submitted by the MEMPC pursuant to the EMR-REMPC [Emergency Management Act 2013](#) (Vic) (s60AG). Items that require assurance are identified as footnotes.

1.5.2 Approval

This plan has been prepared by the MEMPC and is approved by the EMR-REMPC. Refer to Appendix H.

1.5.3 Dispute Resolution

Disputes may arise about matters including but not limited to:

- Agency role or responsibility
- Agency capacity to undertake planning tasks
- The process, content and approval of the plan
- The decision of a relevant approver
- Assurance and review of the MEMP
- Timeliness, as soon as practical, preferably within six to nine months of raising, ensuring resolution within a period not exceeding 12 months.

¹ **Assurance 9:** In the case of a MEMPC that has collaborated with other MEMPCs in preparing its own MEMP or Sub-Plan, the MEMPC has separately ensured that its own MEMP or Sub-Plan has been prepared in accordance with the Act and relevant guidelines issued under the [Emergency Management Act 2013](#) (Vic) s77(s60ADB).

² **Assurance General:** Plan has been prepared with regard to the following guidance in Ministerial guidelines issued under the [Emergency Management Act 2013](#) s77 ([Guidelines for Preparing State, Regional and Municipal Emergency Management Plans | Emergency Management Victoria - 2024](#)).

When a dispute arises, the parties should seek to resolve the differences as soon as possible in a constructive, respectful and transparent way.

Escalation of disputes to the next planning level will only occur as a last resort, and where an issue is significant. Matters related to the non-approval of this MEMP may be escalated to the EMR-REMPC and then the Emergency Management Commissioner (EMC). Formal escalation will be undertaken through formal correspondence and include details of the issue and the steps taken to resolve it.

1.6 Plan Review³

Reviews of the MEMP will be conducted to ensure it remains current, effective, integrated, coordinated and comprehensive in its approach to emergency management. This plan will be reviewed:

- At least every three years in line with the statutory MEMP self-assurance process.
- Following after action reviews post a significant emergency or incident.
- After an emergency management exercise where the exercise identifies an opportunity for improvement.
- A change in relevant legislation in the response, relief and recovery sector.
- Changes to previously identified hazards.
- Changes to relevant MEMPC membership.

Minor changes such as organisational name changes or membership changes will be noted in MEMPC meeting minutes.

Amendments to the municipal information and re-issuing this MEMP is the responsibility of the MEMPC Chair after the endorsement of the MEMPC.

Urgent reviews and updates to this MEMP by the Eastern Metropolitan Councils Emergency Management Partnership (EMCEMP) are permitted outside regular plan reviews if there is significant risk that life or property will be endangered if the plan is not updated ([Emergency Management Act 2013](#) (Vic) s60AM). Urgent updates come into effect when published on the municipal Council website and remain in force for a maximum period of three months at which time a review by the regional Working Group consisting of members of the MEMPC will be conducted.

After each major update to the MEMP or associated Sub-Plans, the MEMPC will determine whether to undertake the MEMP assurance process and resubmit a statement of assurance to the REMPC:

<https://www.emv.vic.gov.au/publications/statement-of-assurance-template-memp-or-memp-Sub-Plan>

This MEMP will be reviewed and updated if necessary but not later than March 2029.

This MEMP is current at the time of publication and remains in effect until modified, superseded or withdrawn. Please refer to this MEMP's amendment history located in Appendix G.

1.7 Planning Context

This MEMP, prepared by the MEMPC⁴, reflects the shared responsibilities of government, emergency management agencies and communities for the actions they will take to prepare for, respond to, provide relief for and recovery from emergencies.

It is important for enhancing resilience that community, emergency services and relief and recovery agencies work together. This MEMP is the overarching document for the integrated management of emergencies in the municipal area.

It is supported by a range of hazard Sub-Plans as determined by a risk identification process and a number of response-based Sub-Plans or standard operating procedures listed in Appendix D to ensure smooth coordination of service delivery in emergencies including:

- Management arrangements that contain general information about emergency planning, response and recovery arrangements and roles and responsibilities of people and organisations involved in emergency management.

³ **Assurance 2:** In the case of an updated MEMP or Sub-Plan, the plan has been reviewed within three years or sooner as required ([Emergency Management Act 2013](#) (Vic) s60AN and s6.1).

⁴ **Assurance 1:** The MEMP or Sub-Plan has been prepared by the municipal emergency management planning committee (MEMPC) (Ministerial guidelines issued under the [Emergency Management Act 2013](#) (Vic) Sections 59D(a) and 60ADB(1)).

- Sub-Plans, including hazard specific Sub-Plans and Standard Operating Procedures (SOP) which are to be used during actual emergency events and are designed to be used as stand-alone operational documents.
- Appendices that contain ancillary information including a contact directory that lists contact details for all persons and organisations that have a role in this Plan, administration details and a list of municipal resources.

For more information about emergency management sub and complimentary plans, please refer to [EMV's Emergency Management Plans – additional guidance document](#).

1.8 Plan Preparation⁵⁶⁷

This MEMP, prepared by the MEMPC, was undertaken using the following planning principles:

- Develop the plan in a collaborative manner by gathering plan feedback from MEMPC members and members of the community.
- Ensure this MEMP complements and does not repeat the Regional Emergency Management Plan (REMP) and State Emergency Management Plan (SEMP).
- Develop the plan efficiently and effectively by utilising the EMR EMCEMP MEMP template.
- Develop the plan in a manner that acknowledges and reflects the importance of community emergency management planning.
- Follow the principles from [Guidelines for Preparing State, Regional and Municipal Emergency Management Plans | Emergency Management Victoria - 2024](#) which underpins the contents of the MEMP including:
 - Reducing the:
 - Likelihood of emergencies by planning for risk-based emergencies such as extreme heat, flood and storm and pandemic.
 - Effect of emergencies on communities by undertaking community emergency risk assessments.
 - Consequences of emergencies for communities through relief and recovery planning.
 - Ensuring a comprehensive and integrated approach to emergency management by including input from the MEMPC agencies and community representatives.
 - Promoting community resilience in relation to emergencies through community outreach.
 - Promoting appropriate interoperability and integration of emergency management systems through Sub-Plan development.

⁵ **Assurance 10:** In developing the MEMP or Sub-Plan, the following have been consulted and engaged:

- Any sector of the community the MEMPC considers appropriate.
- Had regard to any relevant Community Emergency Management Plan.
- Any Body, Department or other agency the MEMPC considers appropriate.

(Ministerial guidelines issued under the [Emergency Management Act 2013](#) (Vic) Section 60AFB(1), sections 4.2 and 4.2.3).

⁶ **Assurance 1:** The MEMP or Sub-Plan is consistent with the principles underlying the preparation of emergency management plans.

Principles require that the plan is:

- prepared in a collaborative manner;
- prepared efficiently and effectively;
- prepared in a manner that acknowledges and reflects the importance of community emergency management planning.

(Ministerial guidelines issued under the [Emergency Management Act 2013](#) (Vic) s60AA(1), S3.1 and S4.1).

⁷ **Assurance 4:** The MEMP or Sub-Plan is consistent with the principles underlying the contents of emergency management plans.

Principles require that the plan:

- aims to reduce the likelihood of emergencies and the effect and consequences they have on communities
- ensures a comprehensive and integrated approach to emergency management
- promotes community resilience in relation to emergencies; and
- promotes appropriate interoperability and integration of emergency management systems (Ministerial guidelines issued under the [Emergency Management Act 2013](#) (Vic) S60AA(2), s60ADB(1), s3.6.3).

This MEMP was developed collaboratively within the MEMPC. This MEMP:

- Places the community at the centre.
- Makes effective use of resources.
- Focuses on risks, consequences, community outcomes and resilience.
- Considers existing capability and capacity, and future development needs.
- Encourages participation, as well as debate and independent thought.
- Represents diversity within the community.
- Considers partnerships with Indigenous Peoples to acknowledge their sovereignty and wisdom and learn from their ways of knowing and being.
- Is respectful, inclusive and fosters trust.
- Seeks consensus and collective action.
- Uses transparent decision-making processes.
- Shares key learnings and information.

2 Municipal District Location and Characteristics

2.1 Municipal Location Map



Figure 1 - Municipal Location Diagram

2.2 Topography

The City of Maroondah is a predominantly residential area, with some commercial, industrial and semi-rural areas and substantial parklands and covers a land area of 61.4 square kilometres in Melbourne's outer east. Maroondah is 25 kilometres from Melbourne CBD and includes the suburbs of Bayswater North, Croydon, Croydon Hills, Croydon North, Croydon South, Heathmont, Kilsyth South, Ringwood, Ringwood East, Ringwood North and Warranwood and small sections of Kilsyth, Park Orchards, Vermont and Wonga Park.

Maroondah has the strategic advantage of being located at the north-eastern junction of the Eastern Freeway – Eastlink corridor. There are two train lines and many bus routes linking the city with other regions. In addition, our sustainable transport links continue to expand with 684km of footpaths and 68kms of shared paths. Maroondah is currently home to 649 hectares of Council-owned/managed land including 578 parks and reserves. There are more than 750,000 trees (mostly native species) in parks and reserves providing shade and shelter, helping to control water runoff, evaporation and erosion, and providing a home for wildlife.

Ringwood is one of 10 Metropolitan Activity Centres across Melbourne, and Croydon is a Major Activity Centre. Both offer a diverse range of shops, services, jobs, and housing and are well served by numerous public transport options.

Further information can be found at:

- [Maroondah's website - Population Profile and Resources](#)
- [Maroondah Maps](#)
- [Maroondah Profile ID](#)
- [Wikipedia](#)

2.3 Demography

The City of Maroondah Estimated Resident Population for 2024 is 119,354 with a population density of 1,945 persons per square km. The population is forecast to grow to 139,974 in 2046.

Population 2026 121,331 forecast.id	Population 2046 139,974 forecast.id	Change 2026-46 15.37% forecast.id
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Maroondah Population Highlights.....

Medium age is 39 years old	0.6% of our residents are Aboriginal or Torres Strait Islander	34% are couples with children
24% are couples without children	24% lone person households	14% medium and high-density housing
\$1,866 medium weekly household income	21% households renting	2.4% live in social housing
72% were purchasing or owned their own home	27% residents live and work in Maroondah	4.0% unemployment rate
41% university qualification	18% trade qualification	1,041 - SEIFA index of disadvantage

We provide...

133 public play spaces	31 neighbourhood centres	3 aquatic centres
2 golf courses	2 indoor sports stadiums	1 indoor cricket training centre
2 athletic tracks	1 theatre and function centre	8 community hall facilities
49 sport fields including ovals and soccer fields	2 libraries	7 maternal and child health centres
1 youth centre	1 social support centre	28 early year facilities

We maintain...

578 parks and reserves	473 kms of Council owned local roads	787 kms of stormwater drainage pipes
68 kms of shared paths	128,000 street trees	684 kms of footpaths

Culturally and Linguistically Diverse (CALD) communities....

Maroondah has a culturally diverse population with 25% of people born overseas. There are 20% of our residents that speak a language at home other than English with 78 different languages spoken.

Further demographic information can be found:

- [Maroondah Social Profile](#)
- [Maroondah Community Atlas](#)
- [Maroondah Population Forecasts](#)
- [Maroondah Demographic Profile](#)
- [Australian Bureau of Statistics](#)

2.4 Vulnerable Persons (Community Organisations and Facilities)

Vulnerability refers to the characteristics and circumstances of a community, system or asset that make it susceptible to the damaging effects of a hazard.

Planning for the needs of vulnerable people and undertaking appropriate activities before, during and after an emergency at a municipal level begins with:

- The identification of vulnerability factors.
- The location of vulnerable people and communities.
- Building relationships with local, community-based service providers working with key groups on a day-to-day basis.

Vulnerability factors may include:

- Age (children, youth, older people with or without family of social support)
- Disability
- Lack of familiarity with an area or environment (e.g. tourists and seasonal workers)
- Language, culture, settlement
- Health (physical and mental)
- Social issues (family violence, financial stress, homelessness, poor quality housing)
- Isolation and disconnectedness

Vulnerability is more prevalent in the following groups:

- Zones of low SEIFA⁸ rating (Refer [Maroondah Profile ID](#))
- People experiencing homelessness
- Age (children, youth and older adults (Refer [Maroondah Profile ID](#))
- Health status (people with acute injury, illness, chronic disease or conditions, and disability - Refer [Maroondah Profile ID](#)).
- Culturally diverse communities not having timely access to appropriate emergency information and support
- People who are isolated or disconnected
- People experiencing family or intimate partner violence, including elder abuse
- Low English proficiency
- Low digital literacy and connection
- Uninsured or under-insured (people, homes, assets, businesses)
- Critical infrastructure entities that have not planned and mitigated against emergencies, such as those relying on outdated software, hardware, inadequate business continuity contingencies, and/or limited resources.

For more information please refer to the Department of Families, Fairness and Housing (DFFH) [Vulnerable People in Emergencies Policy](#).

⁸ SEIFA combines Census data such as income, education, employment, occupation, housing and family structure to summarise the socio-economic characteristics of an area. Each area receives a SEIFA score indicating how relatively advantaged or disadvantaged that area is compared with other areas. SEIFA is a collection of four indexes, each summarising a different aspect of the socio-economic conditions in an area using different Census data:

- the Index of Relative Socio-economic Advantage and Disadvantage (IRSAD) focuses on both advantage and disadvantage
- the Index of Relative Socio-economic Disadvantage (IRSD) focuses on relative socio-economic disadvantage
- the Index of Education and Occupation (IEO) focuses on relative Education and Occupation advantage and disadvantage
- the Index of Economic Resources (IER) focuses on Economic advantage and disadvantage.

The same area may score differently for each index due to their constituent variables.
(Reference [ABS 2023](#))

2.4.1 Vulnerable Persons Register (VPR)

The VPR is a list of the most vulnerable people living in the community who meet the following criteria:

- Frail, and/or physically or cognitively impaired.
- Unable to comprehend warnings and directions and/or respond in an emergency, and.
- Cannot identify personal or community support networks to help them in an emergency, and
- Consent to be on the VPR.

The purpose of the VPR is to improve the safety of vulnerable people in emergencies through supporting their personal emergency planning and assist Victoria Police in their evacuation planning in an emergency. This register is only required to be maintained by municipalities wholly, or partly in a Country Fire Authority (CFA) district. It is managed by DFFH and coordinated by Councils, hosted in Crisisworks.

People are added or removed from the register bases on an assessment against the eligibility criteria by an agency providing support or care to the person, who should also provide additional information about the person regarding their unique circumstances that will assist Victoria Police in contacting and engaging with the person. Council manages agency VPR users, not the vulnerable people.

Victoria Police have access to the VPR and can use it in planning for evacuation. Each person is advised before being placed on the register and that there is no guarantee they will be evacuated during an emergency.

2.4.2 Facilities Housing Vulnerable People Listing

Facilities housing vulnerable persons refers to:

- Buildings where vulnerable people are likely to be situated, including aged care facilities, hospitals, schools, disability group homes and childcare centres.
- Facilities funded or regulated by DFFH and Department of Education (DE).
- Commonwealth funded residential aged care facilities.
- Other locally identified facilities likely to have vulnerable people situated in them.
- For more information refer to the [DFFH Vulnerable People in Emergencies Policy](#).

The facilities housing vulnerable people listing is maintained by Council and may be obtained from the Municipal Emergency Management Officer (MEMO) or Municipal Recovery Manager (MRM).

All communities have varying degrees of vulnerabilities relating to their people, infrastructure, climate, systems and assets, that should be considered and addressed during all phases of emergency management, planning for, mitigation against, response to, and recovery from emergencies. Refer to section 4.2.3 for a full description.

2.5 History of Emergencies

A list of previous significant emergencies is provided below in Table 1. This list does not include non-major emergency events which are generally short term in nature and handled by local resources.

Emergency Date(s)	Emergency Type	Emergency Location	Emergency Details/Impacts
27 August - 2 September 2024	Wind Event	Melbourne/ Maroondah	Tree debris and some fences down. No significant property damage. Power outages affected Ringwood, Ringwood North and Park Orchards. 1,756 properties affected.
13 February 2024	Storm/Power Outage	Melbourne/ Maroondah	Significant storm event where more than 500,000 homes and businesses were without power statewide. A large proportion of residents in Maroondah were without power.
12 October 2022	Storm/ Flooding	Victoria/ Maroondah/	Maroondah experienced a number of trees down and blocked drains causing flash flooding. Several areas across Victoria experienced major flooding. Maribyrnong was the worst impacted suburb with several homes and businesses inundated. In northern Victoria, towns along the Goulburn River, towns along the Campaspe River such as Rochester, along the Loddon River (Kerang) also experienced major flooding.
29 October 2021	Windstorm	Melbourne/ Maroondah	A number of trees down across the municipality Widespread damage across southwest and metropolitan areas with 526,000 households suffering power outages.
9 June 2021	Storm/ Power Outage	Eastern Metropolitan Region including Maroondah and Macedon Ranges	Significant storm damage. Melbourne under lockdown conditions. 73 requests received for minor flooding, 232 jobs were received by the operations team for trees and 35 incident reports, SES reported approx. 400 jobs to attend. Warriem Reserve Playground in Croydon was destroyed and 4 residential properties significantly damaged/uninhabitable. Damage was widespread with power outages approx. to 10,000 properties in Maroondah. Some of these areas also experienced internet outages. Power was restored over time, with all properties back on power by 20th June.
25 January 2020	Pandemic	Worldwide	Coronavirus disease 2019 (COVID-19) is a contagious disease caused by severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2). The first known case was identified in Wuhan, China, in December 2019. The disease spread worldwide, leading to an ongoing pandemic.
15 December 2018	Flash Flooding	Melbourne/ Maroondah	Flash flooding event in CBD and eastern suburbs including Maroondah with 31 millimetres of rain falling in 16 minutes. Trains services across the East were seriously disrupted.
29 December 2016	Storm	Melbourne/ Maroondah	A major storm on the afternoon of caused widespread flash flooding through Maroondah and most of metropolitan Melbourne.
14-17 January 2014	Heatwave	Victoria	Although maximum temperatures were slightly lower than those observed during earlier heatwaves, mean temperatures were high and the heat lasted for a longer time with Victoria experiencing the hottest 4-day period on record.
17 October 2013	Windstorm	Melbourne/ Maroondah	A mini windstorm on caused extensive tree damage and damage to property in parts of Maroondah.

Emergency Date(s)	Emergency Type	Emergency Location	Emergency Details/Impacts
1 December 2010 4 February 2011 9 November 2011	Flooding	Melbourne/ Maroondah	Maroondah experienced significant flash flooding throughout many areas of the municipality. The heaviest impact occurred around Civic Square in Croydon with several properties significantly inundated.
6 March 2010	Hailstorm	Melbourne/ Maroondah	A severe hail event impacted Victoria on causing widespread damage to much of metropolitan Melbourne. Many properties sustained significant damage from both the hailstorm and the heavy rain that followed.
27-31 January 2009	Heatwave	Victoria	The State experienced the most extreme temperatures over the 5 days. Maximum temperatures were 12 to 15 degrees above normal over much of Victoria with an additional 374 deaths recorded compared to the previous years.

Table 1 - History of significant emergencies in the municipality

A non-exhaustive list of Emergencies/Events that have impacted the State but either had no significant impact for Maroondah or were managed as part of normal business is provided below in Table 2.

Emergency Date(s)	Emergency Type	Emergency Location	Emergency Details/Impacts
17 March 2025	Bushfire	Montrose - Dr Ken Leversha Reserve	Bushfire started at 1330 hours Saturday with significant fire movement overnight due to an unexpected massive downdraft wind over the fire area. Ember attack and spot fire spread into residential properties. One house sustained significant internal damage, one partial loss at rear of house and one backyard structure.
16 December 2024 - 7 January 2025	Bushfire	Grampians National Park	A bushfire in the Grampians National Park burned more than 76,000 hectares and had a fire footprint of 442 kilometres.
26 January 2022	Storm	East and Southeast Regions, Melbourne	No significant impact for Maroondah. The storm moved through the eastern and south-eastern suburbs dumping 30-40mm of rain resulting in road closures due to trees down and about a dozen people rescued from their cars in Melbourne.
22 September 2021	Earthquake	The epicentre was south of Mansfield	No damage was experienced in the Maroondah municipality. The earthquake was a magnitude 5.8 with subsequent 4.0 and 3.1 aftershocks.
January 2020	Air Quality Warning	Victoria	An air quality warning was issued for warning for very poor to hazardous conditions across East Gippsland. Northeast of Victoria, Geelong, the Latrobe Valley Melbourne and the central region due to bushfires in the State's East.
Nov 2019 - March 2020	Bushfire	East Gippsland	Bushfires in Clifton Creek, Sarsfield, Buchan, Mallacoota, Genoa, Bruthen, Orbost, Cann River and Goongerah. Maroondah Council deployed staff to East Gippsland to support relief and recovery efforts.
9 February 2009	Black Saturday	Victoria	Bushfires impacted many areas of Victoria resulting in many lives lost.

Table 2 - History of emergencies/events that have impacted the other areas in the State

3 Municipal Planning Arrangements⁹

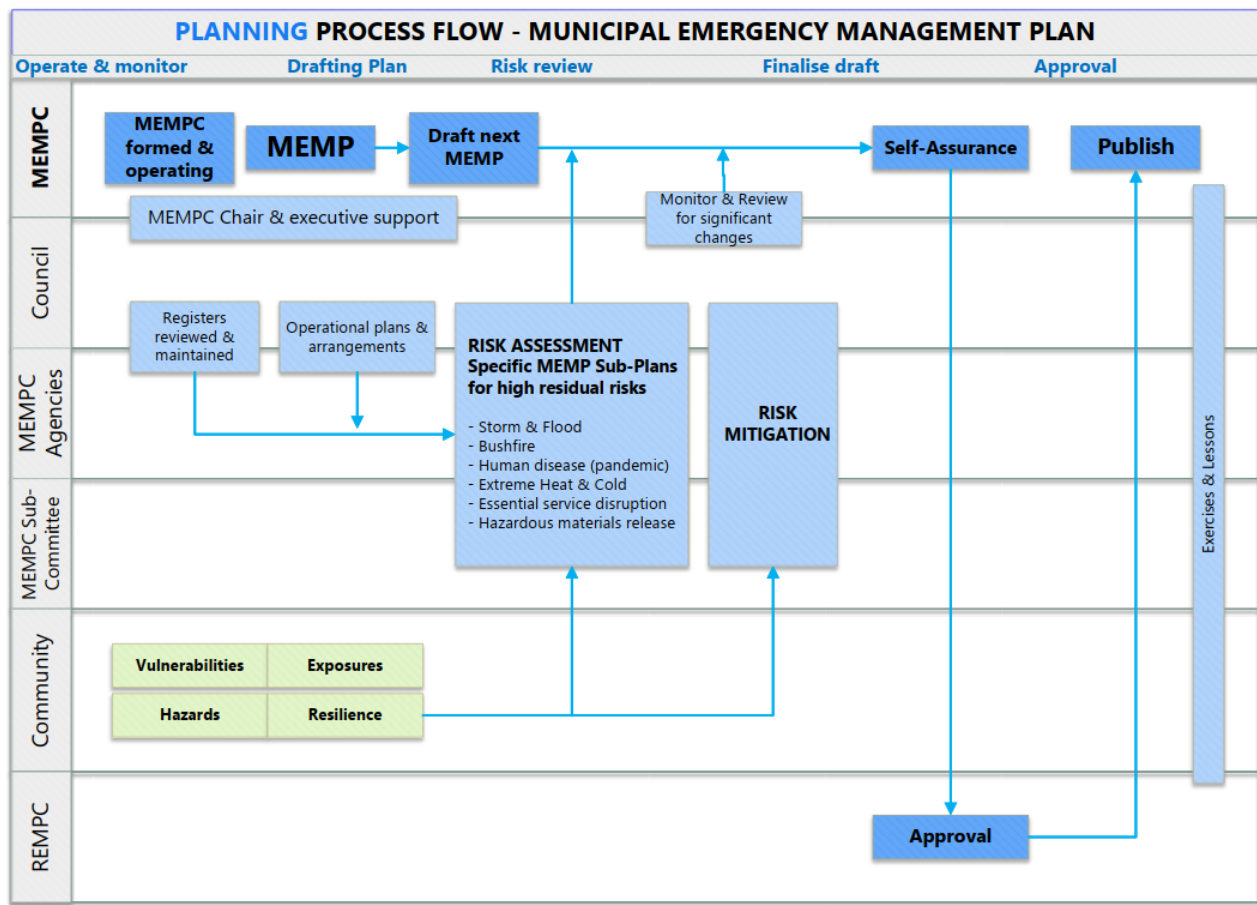


Figure 2 - MEMP planning flow chart

3.1 Victoria's Emergency Management Planning Framework

This Plan supports holistic and coordinated emergency management arrangements within the municipality. It is consistent with and contextualises the [SEMP](#) and the [EMR REMP](#). The REMP is a subordinate plan to the SEMP and this MEMP is a subordinate plan to the REMP.

To the extent possible, this MEMP does not conflict with or duplicate other in-force emergency management plans.

Figure 3 below outlines this MEMP's position in Victorian emergency planning hierarchy. This MEMP should be read in conjunction with the SEMP and the REMP.

⁹ **Assurance 3:** To the extent possible, the MEMP or Sub-Plan does not conflict with or duplicate other plans in relation to emergency management that are currently in force within Australia (Ministerial guidelines issued under the [Emergency Management Act 2013](#) (Vic) s60AC(c), section 4).

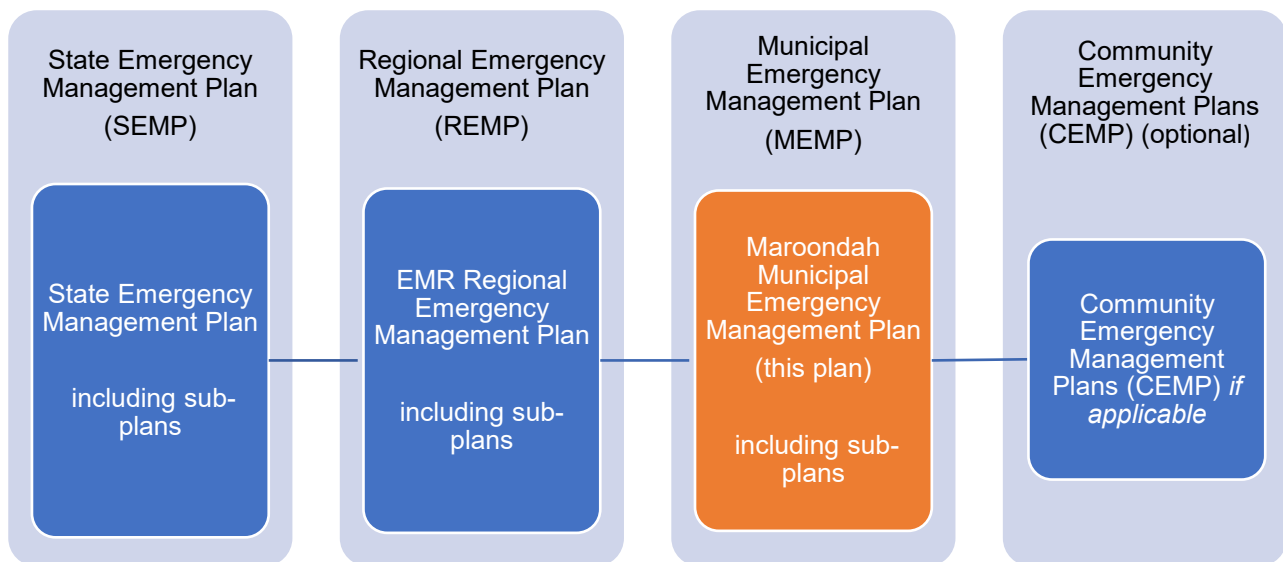


Figure 3 - Victorian emergency management planning hierarchy

3.2 The MEMPC, Sub-Committees and Working Groups

3.2.1 MEMPC responsibilities

The MEMPC is responsible for undertaking:

- Regular emergency risk assessments to understand and manage municipal risk profiles and to support planning.
- Mitigation actions and planning including:
 - Being responsible for the preparation and review of the MEMPC.
 - Considering community emergency management plans if they have been developed.
 - Ensuring the MEMPC is consistent with the SEMPC and with the relevant REMPC.
 - Providing reports and recommendations to the region's REMPC in relation to any matter that affects or may affect emergency management planning in their municipal district.
 - Sharing information with the region's REMPC and with other MEMPCs to assist effective emergency management planning in accordance with [Emergency Management Act 2013](#) (Vic) Parts 6 and 6A.
 - Collaborating with any other MEMPC that the MEMPC considers appropriate in relation to Emergency Management planning including preparing MEMPCs.

The MEMPC governance arrangements conform to legislation and are detailed in the MEMPC Terms of Reference (available from MEMPC Chair - Council). The MEMPC is assured through a process required by the [Emergency Management Act 2013](#) (Vic) Section 60AG. Further information can be found through the EMV - [Statement of Assurance Advisory Material](#).

3.2.2 MEMPC Structure¹⁰

Section 59A of the [Emergency Management Act 2013](#) (Vic) specifies the minimum membership requirements of the MEMPC. The committee may invite additional people with key skills or knowledge to join the MEMPC, as necessary. The Maroondah MEMPC consists of representatives from the following:

Voting members

- Maroondah Municipal Recovery Manager (MRM - Chairperson)
- Maroondah Municipal Emergency Management Officer (MEMO)
- Victoria Police - Municipal Emergency Response Coordinator (MERC)
- Country Fire Authority (CFA)
- Fire Rescue Victoria (FRV)
- Ambulance Victoria (AV)
- Victoria State Emergency Service (Vic SES)
- Department of Families Fairness and Housing (DFFH)
- Department of Health (DH)
- Emergency Management Victoria (EMV)
- Australian Red Cross
- Community representative/s
- Other persons as nominated

Other Agencies/Organisations/Local Businesses

- Other Maroondah Council Representatives
- Victorian Council of Churches Emergencies Ministry (VCC-EM)
- Department of Energy, Environment and Climate Action (DEECA)
- Department of Education
- Salvation Army
- Yarra Valley Water (YVW)
- Eastern Health
- QIC - Eastland
- Connect East - Eastlink
- Metro Trains
- Ausnet Services
- Department of Transport
- St John Ambulance
- Services Australia

3.2.3 Special Sub-committees and Working Groups

The MEMPC may form, or contribute to, special permanent or temporary sub-committees or working groups to plan for the management of hazard specific identified risks or functions which require an additional level of planning. Examples of these include municipal fire management, flood and storms, risk management and municipal relief and recovery. Refer to Figure 4 for the relationship between the MEMPC and its sub-committees.

¹⁰ **Assurance 1:** The MEMPC consists of membership from required agencies (Ministerial guidelines issued under the [Emergency Management Act 2013](#) (Vic) s59A).

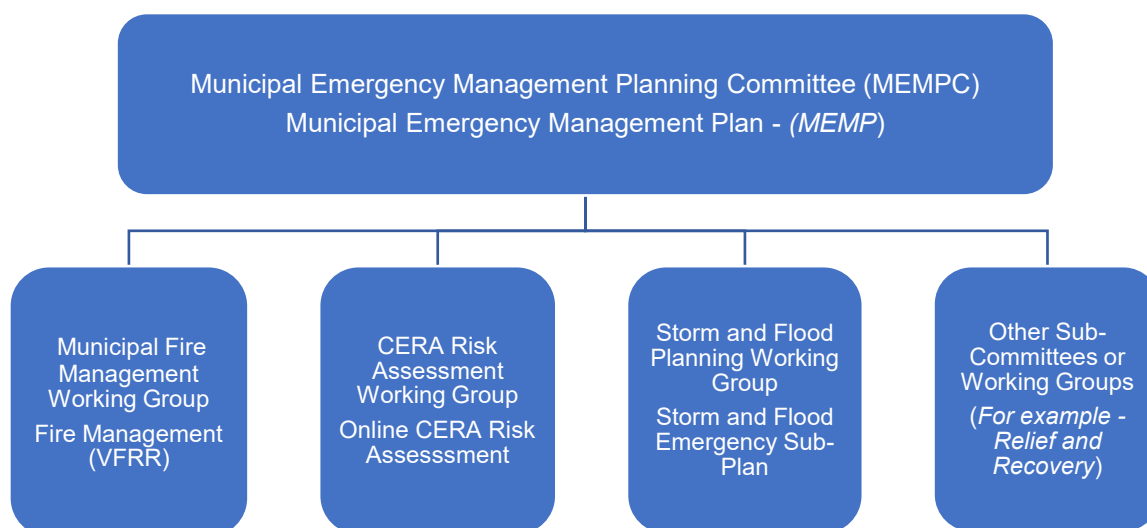


Figure 4 - Possible MEMPC committee hierarchy

3.3 Sub-Plans and Complementary Plans

3.3.1 Sub-Plans

The MEMPC will determine if a Sub-Plan is required.

If the emergency risk identifies catastrophic consequences or a very high to extreme overall risk rating, a MEMP Sub-Plan is considered to detail more specific or complex arrangements that either enhance or contextualise this MEMP. Hazard-specific MEMP Sub-Plans will be prepared by the relevant Control Agency/ies on behalf of, and in collaboration with, the appropriate planning committee members to ensure coordination, cooperation and clarity of roles and responsibilities of agencies, for example a municipal flood response Sub-Plan.

All Sub-Plans to this MEMP are subject to the same preparation, consultation, assurance, approval and publication requirements as this MEMP, as outlined in the [Emergency Management Act 2013](#) (Vic) Part 6A.

Agencies with roles or responsibilities in a Sub-Plan must act in accordance with the Plan ([Emergency Management Act 2013](#) (Vic) S60AK).

Sub-Plans for the MEMP are developed and reviewed to ensure alignment with both state and regional plans. These plans may have been developed by a MEMPC sub-committee or in collaboration with neighbouring municipalities. These plans could also be supported by operational documents or complementary plans.

In the EMR, the EMCEMP may produce regionally consistent hazard-based municipal sub plans for hazards that are relevant across the entire region. Sub-Plans produced by the EMCEMP will require approval by each MEMPC.

A list of Sub-Plans that have significance to the comprehensive, coordinated and integrated emergency management arrangements in the municipal district are at Appendix D.

3.3.2 Complementary Plans

Complementary plans are prepared by industry/sectors or agencies for emergencies that do not fall within the [Emergency Management Act 2013](#) (Vic) Part 6A. They are often prepared under other legislation, governance or statutory requirements for a specific purpose.

Complementary plans do not form part of this MEMP and are not subject to approval, consultation and other requirements under the [Emergency Management Act 2013](#) (Vic).

A list of complementary plans that have significance to the comprehensive, coordinated and integrated emergency management arrangements in the municipal district are at Appendix D.

3.4 Plan Exercising¹¹

The MEMP and Sub-Plans should be tested annually as determined by the MEMPC, examples include:

- Through an annual, regional exercise e.g., Exercise East.
- Through a desktop review of a specific hazard or risk from the Community Emergency Risk Assessments (CERA) with relevant members of the MEMPC.
- To be tested in conjunction with other agencies.

MEMP and MEMP Sub-Plan exercise lessons will be assessed and will be used to make planning improvements. Exercise lessons may also be documented in <https://share.em.vic.gov.au/>.

For a list of recent exercises refer to Appendix F.

¹¹ **Assurance 15:** Exercises have been undertaken during the planning life cycle to test the MEMP or Sub-Plan (Ministerial guidelines issued under the [Emergency Management Act 2013](#) (Vic) s77 and s44 (step 5)).

4 Mitigation Arrangements

4.1 Introduction

The MEMPC has a key role in reducing risks, mitigating the impact of events and minimising the consequences of emergencies that may occur in the municipality. At the municipal level, this is achieved by conducting the CERA process using the Victorian State Emergency Service (VICSES) [on-line CERA system](#), to draw on local and expert knowledge to identify risks and strategies for risk management and create safer and more resilient communities. This process aligns with the [National Disaster Risk Reduction Framework](#).

4.2 Hazard, Exposure, Vulnerability and Resilience¹²

4.2.1 Hazard

A hazard can be defined as a dangerous phenomenon, substance, human activity or condition that may cause loss of life, injury or other health impacts, property damage, loss of livelihoods and services, social and economic disruption, or environmental damage.

The hazards of concern are of natural origin and related environmental and technological hazard and risks. Such hazards arise from a variety of geological, meteorological, hydrological, biological and technological sources, sometimes acting in combination. In technical settings hazards are measured quantitatively by the likely frequency of occurrence of different intensities for different areas, as determined from historical data or likely future climate-related impacts.

This MEMP, informed by the Community Emergency Risk Assessment (CERA), includes identified hazards which would lead to sources of municipal risks. Risk statements are generated to establish a credible relationship between a source of risk and an element of risk. An overview is provided with detailed information in the [online CERA system](#) maintained by VICSES.

4.2.2 Exposure

Exposure refers to people, property, systems or other elements present in hazardous zones that may be subject to potential losses.

While the literature and common usage often mistakenly combine exposure and vulnerability, they are distinct. It is possible to be exposed but not vulnerable (for example by living in a floodplain but having sufficient means to modify building structure and behaviour to mitigate potential loss). However, to be vulnerable to an extreme event, it is necessary to also be exposed.

Exposure includes but is not limited to potential loss for people, property, systems or environment may increase in the municipality includes:

- Increased number of residents moving into the municipality (refer to [Maroondah Profile ID](#))
- Expansion of the Culturally and Linguistically Diverse (CALD) community and their needs (refer to [Maroondah Profile ID](#))
- Ageing population (refer to [Maroondah Profile ID](#))
- Increased number of high-rise developments ([refer Plan for Victoria](#))
- Residents/businesses located in flood or grass/bushfire zones
- Heat island effects in urban areas
- Potential increased environmental impacts due to climate change ([refer BOM State of the Climate](#))

4.2.3 Vulnerability

Vulnerability refers to the characteristics and circumstances of a community, system or asset that make it susceptible to the damaging effects of a hazard. There are many aspects of vulnerability, arising from various physical, social, economic, and environmental factors.

¹² **Assurance 11:** The MEMP or Sub-Plan provides a brief municipal level overview and environmental scan that explains the hazard profile and key considerations for emergency management arrangements across the key areas of mitigation, response and recovery. (Ministerial guidelines issued under the [Emergency Management Act 2013](#) (Vic) s77, s6.2 and s.3.6.3)

Examples may include poor design and construction of buildings, inadequate protection of assets, lack of public information and awareness, limited official recognition of risks and preparedness measures, and disregard for sustainable environmental management. Vulnerability varies significantly within a community and over time. Vulnerability may also be caused by the loss of critical infrastructure and commercial and community services.

Vulnerable characteristics and circumstances of communities, systems or assets in the municipality are listed in Section 2.4 of the MEMP.

The MEMP will utilise the [Victorian Emergency Management Planning Toolkit for People Most at Risk](#) and the Victorian Community Resilience Framework for Emergencies ([Community Resilience Framework for Emergency Management | Emergency Management Victoria](#)) to assess community cohort vulnerabilities and:

- Develop scenarios and create adaptive and dynamic risk assessments that determine the impact a hazard/emergency may have for a community cohort/s.
- Show how varied factors and considerations emerge when assessing risks in the context of varying hazard/emergency scenarios.
- Customise the support materials to support planning discussions and/or processes.
- Identify opportunities to enable and enhance shared responsibility, e.g.:
 - Engage with communities and people with lived experience to co-design approaches as well as further foster shared responsibility.
 - Collaborate with relevant sector partners.
- Review the efficacy of implemented strategies to reduce, eliminate or manage identified risks.

4.2.4 Resilience

Resilience can be defined as the ability of a system, community or society exposed to hazards to resist, absorb, accommodate to and recover from the effects of a hazard in a timely and efficient manner, including through the preservation and restoration of its essential basic structures and functions. It is the shared responsibility and capacity of individuals, institutions, businesses and systems within a city to adapt, survive and thrive no matter what kind of chronic stresses and acute shocks they experience.

Whilst the MEMPC is focused on building general community-wide preparedness and resilience, the MEMPC has identified that there are sections of the community that require more targeted support. These include but are not limited to:

- CALD communities
- Disability sector
- Children and Youth
- Older Adults
- People experiencing hoarding and environmental neglect
- People who are homeless
- Indigenous
- Newly arrived residents to the community

Key strategies to enhance engagement and build resilience are:

- Community level emergency planning
- Council and agency community engagement
- Council and agency notifications through multiple social and print media
- Plain language and easy to read English – tailored to audiences
- Multiple engagement channels - focus on audience's existing networks
- Greater regular communications and engagement – audiences reminded and updated
- Outreach preferably in-place – go to where audiences meet.

The Victorian Community Resilience Framework for Emergencies ([Community Resilience Framework for Emergency Management | Emergency Management Victoria](#)) defines seven resilience characteristics:

- Connected, inclusive and empowered (networks, social capital)
- Sustainable built and natural environment
- Reflective and aware

- Culturally rich and vibrant
- Safe and well
- Dynamic and diverse local economy, and
- Democratic and engaged.

(References: [Community Resilience Framework for Emergency Management | Emergency Management Victoria](#) and [Maroondah Profile ID](#))

4.3 Risk Assessment Process and Results¹³

The MEMPC has a responsibility under the [Emergency Management Act 2013](#) (Vic) to protect the safety of its community and visitors to the municipality. Furthermore, the MEMPC is committed to engaging the community in the development of strategies which enhance public safety, through effective service delivery and asset management.

Through the use of CERA, the MEMPC implements the [AS/NZS ISO 31000 Risk Management Standard](#) for the identification, risk and consequence assessment and treatment of risks following the [National Emergency Risk Assessment Guidelines \(NERAG\)](#). This risk process is an all-hazards approach through the CERA system in collaboration with VICSES. The CERA assessment process helps identify hazards and assess impacts and consequences based upon the vulnerability or exposure of the community using:

- The history of municipal emergency events and events in similar and neighbouring municipalities.
- Municipal demographics and topography.
- Known vulnerable locations and people.
- Existing 'single hazard' risk assessments, (e.g., the Victorian Fire Risk Register (VFRR), Strategic Fire Management Planning and Flood studies).
- Subject matter experts and local community representatives.

A working group of the MEMPC including Council staff and key stakeholders from the emergency service/support organisations consider emergency risks within the following context:

- Whole of community perspective.
- Responsibility for the whole municipality.
- Consideration of events which require multi-agency responses.
- Consideration and acknowledgement of existing controls.
- Mitigation activities and their effectiveness, and
- Residual level of risk.

Risks are assessed and rated according to consequence and likelihood scales and risk matrices in the CERA tool kit.

The risk assessment process comprises:

- Identifying the risks that pose the most significant threat to the whole community.
- Identifying, describing and understanding the exposure and vulnerability of key community assets, values and functions essential to the normal functioning of the community.
- Discussing and understanding the consequence and likelihood, causes and impacts for each risk.
- Identifying opportunities for improvement to prevention, control, mitigation measures and collaboration.

The results of the assessment process are used to inform emergency management planning and to develop risk action plans and help inform communities about hazards and the associated emergency risks that may affect them. The process is documented, and the recommended treatment options presented to the MEMPC for consideration and action. The risks are subject to regular review by the MEMPC.

¹³ **Assurance 13:** An appropriate risk management process (consistent with Australian / New Zealand ISO 31000, such as the Community Emergency Risk Assessment) has been conducted by the MEMPC during the development of the MEMP or Sub-Plan. (Ministerial guidelines issued under the [Emergency Management Act 2013](#) (Vic) s77, s3.2 and s4 (step 1).

The progress of implemented treatment options is regularly monitored on at least an annual basis by the MEMPC through reports provided by agencies listed as “owners” of the treatment options at MEMPC meetings or after any significant event. The CERA risk assessment process is summarised in Figure 5.

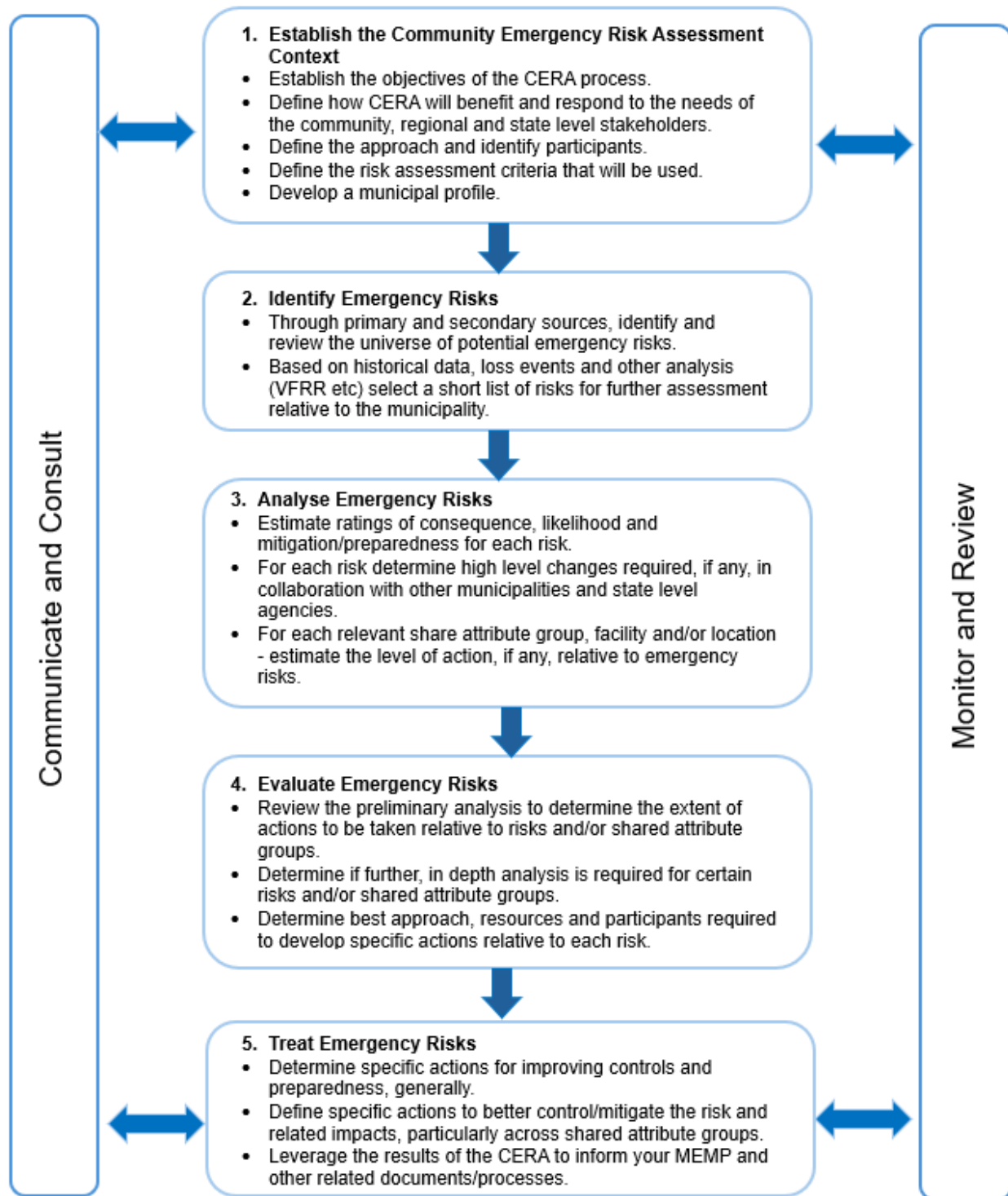


Figure 5 - CERA process

The likelihood, consequence and risk matrices used for CERA are documented in the [National Emergency Risk Assessment Guidelines \(NERAG\)](#).

The resulting list of risks and CERA risks for Maroondah are shown in Table 3 below.

Risk	Confidence Rating	Residual Risk Rating
Extreme Temperatures	High	Medium
Storm	High	Medium
Bushfire/ Grassfire	High	Medium
Civil Disturbances	High	Medium
Essential Services Disruption	High	Medium
Fire - Commercial/Industrial/High rise (commercial)	High	Low
Human Disease (pandemic)	High	Medium

Table 3 -CERA list of risks and ratings for Maroondah

For more detail about the Municipal CERA data refer to the municipal [CERA website](#).

4.3.1 Victorian Fire Risk Register - Bushfire (VFRR-B)

The VFRR is a systematic process that identifies assets at risk of bushfire on a consistent state-wide basis using the [Australian/New Zealand Risk Management Standard ISO:31000](#).

The aim of the VFRR-B is to minimise the risk of adverse impact of bushfires on assets and values in human settlement, cultural heritage, economic and environmental contexts for parts of the municipality that lie within the Bushfire Prone Areas (BPA).

The objective of the VFRR-B is to:

- Identify and rate bushfire risks to assets.
- Identify current mitigation treatments to manage the risk.
- Identify the agencies responsible for implementing mitigation treatments and strategies.
- Produce an integrated document and risk register across responsible agencies, and
- Support and inform planning at a local level.

The primary outputs of the VFRR-B process are a series of maps displaying assets at risk, plus a municipal bushfire risk register, listing the risk rating for each asset and current risk mitigation treatments. Details of the VFRR outputs for the municipality are available on the [VFRR](#) website or by contacting the Municipal Fire Prevention Officer (MFPO) appointed by Council.

4.4 Hazard Tree Electric Line Clearance

Under the [Electricity Safety Act 1998](#) Division 2A MEMPs must specify procedures for the identification of trees that are hazardous to electric lines. Council street trees are inspected in a biennial cycle, street trees under high voltage power lines are inspected annually. Facility trees, playground and carpark trees are inspected biennially. "Low use area" park trees are inspected on a four-year cycle. All inspections include an industry standard TRAQ (Tree risk assessment qualification) risk assessment. Council annually updates the [Electric Line Clearance Management Plan \(ELCMP\)](#) with the inspection results.

In the instance where a hazardous tree has been reported to Council either by staff, contractor, or a third party the tree must be inspected by a suitably qualified arborist and confirmed as hazardous. For the purposes of this plan a hazardous tree may include any tree that may fall into or otherwise come into contact with an electric line. At the time of inspection, the timeframe for action will be determined. Any urgent works undertaken for electric line clearance must not prune greater 1m from the minimum clearance space unless required to meet the requirements of Australian Standard (AS) 4373 and the [Electricity Safety \(Electric Line Clearance\) Regulations 2020](#) (Vic).

4.5 Treatment/Mitigation Plans¹⁴

Mitigation strategies have been developed to address known and emerging risks from a consequence management perspective. The MEMPC undertakes regular and comprehensive emergency risk assessments to better understand and manage the risk profile based on likelihood and consequences.

The treatment and mitigation of risks are incorporated in MEMP Sub-Plans, complementary plans and standard operating procedures that have been developed as part of the risk management process and, if required, in the Council and agency strategic plans and Sub-Plans. Refer Appendix D for a list of Sub-Plans and Complementary Plans linked to this MEMP.

4.6 Monitoring and Review

The MEMPC is responsible for reviewing the municipal risks in Table 3 via the CERA process at least once every three years or upon a significant emergency event.

¹⁴ **Assurance 5:** The MEMP or Sub-Plan contains provisions for the mitigation of emergencies (Ministerial guidelines issued under the [Emergency Management Act 2013](#) (Vic) s60AE(a), s3.2).

5 Response¹⁵

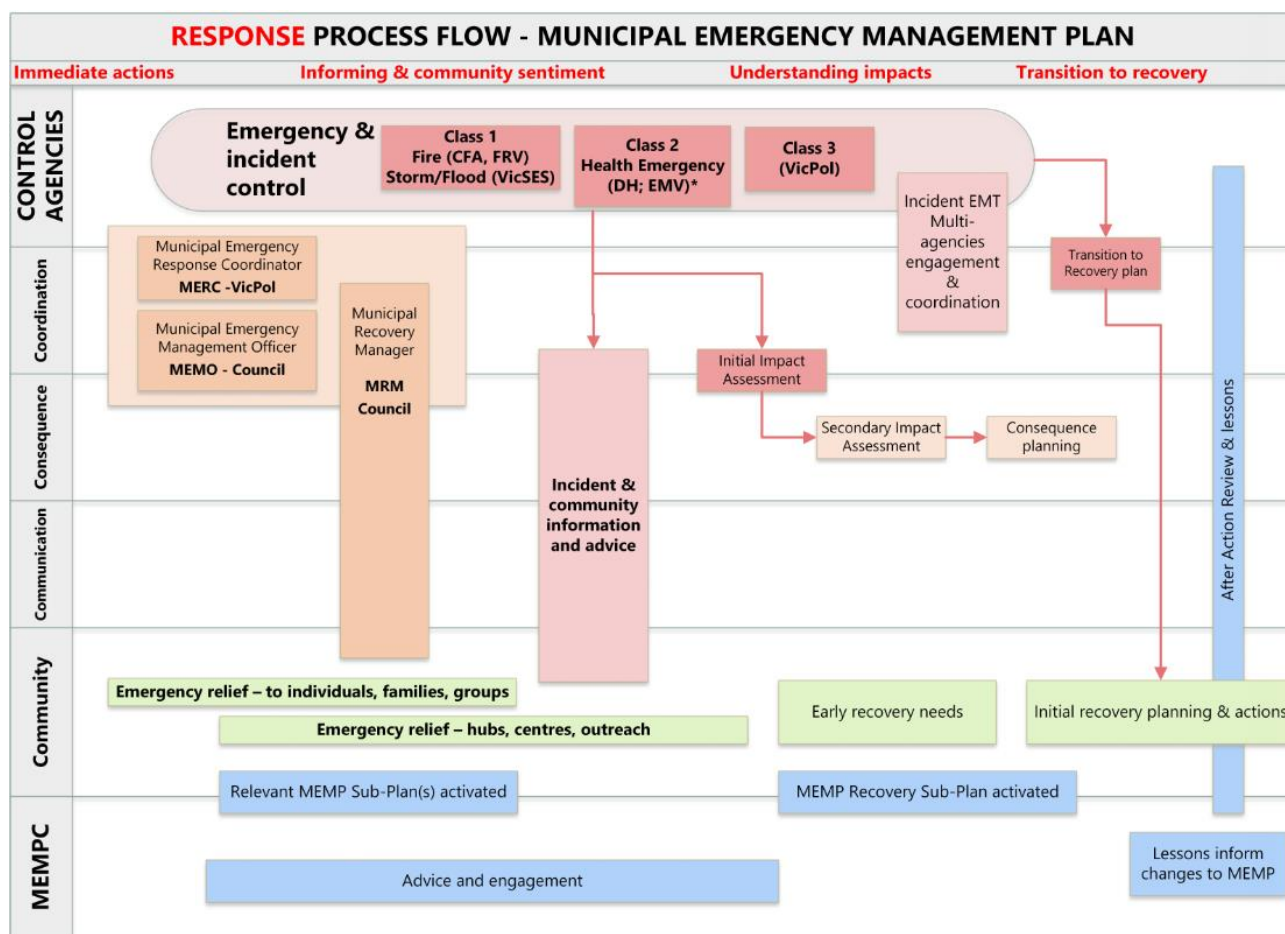


Figure 6 – Emergency response flow chart **Control agencies for Class 2 Emergencies are not limited DH, EMV.

5.1 Introduction

Emergency response is the action taken immediately before, during and in the first period after an emergency to reduce the effect and consequences of emergencies on people, their livelihoods and wellbeing, property and the environment and to meet basic human needs.

The Victorian state emergency management priorities underpin and guide all decisions made during emergencies in Victoria. The priorities are:

- Protection and preservation of life is paramount. This includes:
 - Safety of emergency response personnel and safety of community members, including vulnerable community members and visitors/tourists.
 - Issuing of community information and community warnings detailing incident information that is timely, relevant and tailored to assist community members to make informed decisions about their safety.
- Protection of critical infrastructure and community assets that support community resilience.
- Protection of residential property as a place of primary residence.
- Protection of assets supporting individual livelihoods and economic production that supports individual and community financial sustainability.

¹⁵ **Assurance 6:** The MEMP or Sub-Plan contains provisions for the response (including relief) to emergencies (Ministerial guidelines issued under the [Emergency Management Act 2013](#) (Vic) s60AE(b), s3.3, s3.6.2 and s3.6.3).

- Protection of environmental and conservation assets that considers the cultural, biodiversity, and social values of the environment.

The SEMP 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.

Emergency response operations are managed via three operational tiers which include State, regional and incident levels. Most incidents are of local concern and can be coordinated from local municipal resources. When those resources are exhausted, however, the regional emergency response arrangements provide for further resources to be made available, firstly from neighbouring municipalities and then, secondly, on a state-wide basis.

All response arrangements within this document are consistent with the arrangements detailed in the [SEMP](#) to ensure the continuity of resources with all levels of government.

Particular effort has been made by agencies and Council within the municipality to ensure that relationships have been formed with neighbouring municipalities and local and regional emergency and support agencies in the event resource support and coordination is needed between the operational tiers.

5.1.1 Definitions of Emergencies

Table 4 defines the types of emergencies that may occur:

Term	Definition
Major Emergency	Major emergencies are distinguished by their scale, the effort required to respond to them and their consequences to the community and infrastructure. They are defined as: a) a large or complex emergency (however caused) which: i. has the potential to cause or is causing loss of life and extensive damage to property, infrastructure or the environment; or ii. has the potential to have or is having significant adverse consequences for the Victorian community or part of the Victorian community; or iii. requires the involvement of two or more agencies to respond to the emergency; or b) a Class 1 emergency; or c) a Class 2 emergency.
Non-Major Emergency	A small emergency incident managed by the public or through the business-as-usual arrangements of agencies or private enterprises in a small area, promptly and without call on further resources. Significant consequences for the community are not anticipated, and major emergency arrangements are not proposed.
Class 1 Emergency	a) a major fire; or b) any other major emergency for which the Fire Rescue Victoria (FRV), Country Fire Authority (CFA) or VICSES Authority is the control agency under the SEMP. <i>(EM Act 2013 s3)</i>
Class 2 Emergency	Means a major emergency which is not a) a Class 1 emergency; or b) a warlike act or act of terrorism, whether directed at Victoria or a part of Victoria or any other state or territory of the commonwealth; or c) a hi-jack, siege or riot. <i>(EM Act 2013 s3)</i>
Class 3 Emergency	A Class 3 emergency means a warlike act or terrorist act, whether directed at Victoria or a part of Victoria or at any other state or territory of the commonwealth, or a hijack, siege or riot. Class 3 emergencies may also be referred to as security emergencies. <i>(Vic Pol Class 3 Emergencies sub-plan)</i>

Table 4 - Classification of emergencies

5.2 Control, Command, Coordination, Consequences, Communication and Community Connection

The six Cs of emergency management in the state of Victoria are detailed below in Table 5:

Six C's of Emergency Management	Description
Control	Control is the overall direction of response activities in an emergency, operating horizontally across agencies. Control of an emergency situation will at all times remain the responsibility of the designated agency or authority for that type of emergency. The control agency is required to appoint an Incident Controller, who will control operations. (A list of the control agencies can be found in the SEMP.)
Command	Command is the internal direction of personnel and resources, operating vertically within an agency. Each agency has a 'chain of command', which is the agency's organisational hierarchy that identifies the link between each individual and their supervisor.
Coordination	Coordination is the bringing together of agencies and resources to support the response to and recovery from emergencies.
Consequences	Consequence management involves the coordination of the activities of agencies with a role in delivering of services to the community, with the aim of minimising the adverse consequences of emergencies on the community. It is a precursor to relief and recovery activities. During a major emergency all agencies may need to activate their business continuity arrangements in order to manage the adverse consequences of the emergency on their area of responsibility. The Emergency Management Commissioner is responsible for consequence management for major emergencies.
Communication	Communications relate to the engagement and provision of information across agencies, communicating to the public, reporting to government and communicating with stakeholder agencies during emergencies. The Emergency Management Commissioner (EMC) is responsible for the communication function for Class 1 and 2 emergencies. During a Class 3 emergency, Victoria Police (specifically the Chief Commissioner of Police) with or without the assistance from the EMC are responsible for the communication function.
Community Connection	The understanding of and connecting with trusted networks, identified leaders of community groups, including multicultural and faith-based leaders and all communities to support resilience and decision-making.

Table 5 - The Six Cs of Victorian emergency management ([SEMP](#))

Table 6 below describes the responsibilities of the Six Cs during emergencies.

	Command	Control	Community Connection	Communication		Consequence Management	Coordination		
Emergency Class	All Classes	All Classes	All Classes	Class 1 or 2 – Emergency Management Commissioner		All Classes	Response		Relief and Recovery
				Class3 - Chief Commissioner of Police			Class 1 or 2	Class 3	All Classes
State Tier	Agency Chain of Command	State Control Team	Emergency Management Commissioner/ Chief Commissioner of Police State Strategic Comms Cell (SSCC)	Emergency Management Joint Public Information Committee (EMJPIC) Public Information Section (PIS) at SCC	Emergency Management Commissioner/ Chief Commissioner of Police State Strategic Comms Cell (SSCC)	State Emergency Management Team (SEMT)	Emergency Management Commissioner	Chief Commissioner of Police	State Relief and Recovery Team
Regional Tier		Regional Control Team	Regional Joint Public Information Committee (RJPIC) PIS at RCC	Regional Joint Public Information Committee (RJPIC) PIS at RCC	SSCC Representative (If required)	Regional Emergency Management Team (REMT)	RERC		Regional Recovery Planning Committee (or equivalent)
Incident Tier		Incident Management Team (IMT) (Major Emergencies)	Incident Joint Public Information Committee (IJPIC) PIS at ICC	Incident Joint Public Information Committee (IJPIC) PIS at ICC	SSCC Representative (If required)	Incident Emergency Management Team (IEMT) (Major Emergencies)	MERC / IERC		Municipal Recovery Planning Committee (or equivalent)
	Incident Emergency Management Team (IEMT) (Non-Major Emergencies)								

Table 6 - Six Cs roles and responsibilities for emergencies (SEMP)

5.3 Local Response Arrangements and Responsible Agencies

The objective of the response phase of this Plan is to minimise the effects of an emergency on affected persons and property within the municipality.

This is achieved by coordinating municipal resources to assist responding agencies, and in providing community support, as requested, or as the situation requires. The basic functions at a local level can include all or any of the following:

- Provision of resources as available and needed by the community and response agencies.
- Establishment of Municipal Emergency Coordination Centre (MECC) – facilities and staffing.
- Under the direction of the control agency, facilitate the delivery of warnings to the community.
- Guided by the control agency, provision of information to public and media.
- Coordination of the provision and operation of Emergency Relief Centres (ERC) and emergency shelters.
- Undertake Impact Assessments to inform both response and transition to recovery. This may include Rapid Impact Assessment, Initial Impact Assessment and Secondary Impact Assessments. Impact Assessment processes are defined in various plans and SOPs.
- Clearance of blocked drains and reinstatement of local roads, including tree removal and other physical works as deemed appropriate and where possible.
- Support to Victoria Police for partial/full road closures and determination of alternative routes.
- Repairing or replacing damaged public utilities, services and assets.

Resource support by municipalities occurs when services or control agencies exhaust their own avenues of supply and there is a requirement for continued supply. Council-managed resources available during an emergency include Council staff resources for the ERC and municipal emergency coordination activation and Council equipment that can be used to assist response agencies.

Responding agencies requiring support or additional resources should make their request through the Municipal Emergency Response Coordinator (MERC), Municipal Emergency Management Officer (MEMO) or Municipal Recovery Manager (MRM). If the request cannot be achieved, the request will be passed to the Regional Emergency Response Coordinator (RERC).

During an emergency activation, the MERC, MEMO and MRM perform a leadership role and provide a link between the Incident Control Centre (ICC), Council and agency Emergency Management Liaison Officers (EMLO) and the MECC/ERC support staff to ensure that requests for resources and any other related requirements can be addressed. These roles have the responsibility for the coordination of municipal resources during the response phase of an emergency.

The MEMO, MRM and MERC will refer to the MEMP contact directory (Refer Appendix C) if additional resourcing or services are required. Role descriptions for these roles can be found in the [EMR Municipal Emergency Coordination \(MEC\) Sub-Plan](#).

Emergencies may range from small through to large scale and will require different response levels:

5.3.1 Level 1 – Small Scale Incidents/Non-Major Emergencies

A small-scale emergency (including non-major emergencies) that can be resolved through people's own resources or using local agencies or response arrangements. Local small-scale incident response will be coordinated at either an incident level, or where slightly larger, at the municipal level by the MERC. The request usually comes from the officer in charge of the response agency who is at the incident. A physical MECC might not be activated however the MERC and MEMO will work in close communication. Response activities may be coordinated via a "virtual MECC" (which can be set up using Crisisworks remotely to log the event activities) at the site/scene of the incident.

Along with the officer in charge or the incident controller, the MERC and MEMO will undertake the planning and logistics functions concurrently. They may direct and authorise the use of physical resources in response to the local incident and activate the MRM to provide relief and recovery support if required. They will also monitor the emergency and its impact on the area, the community, the weather, and other elements/variables which may lead to a higher level of activation.

Following the direction of the Incident Controller, the MERC, in consultation with the MEMO, may also formally direct the establishment of a virtual or physical MECC or ERC to be placed on standby.

5.3.2 Level 2 – Medium scale incidents

A medium-scale emergency is more complex in size and nature than a small-scale emergency. A virtual or physical MECC may be activated. If activated the function will be the deployment of resources beyond initial response, and multi-agency representation in the MECC. The emergency may potentially require forward planning to address response issues, and for recovery during the response phase.

5.3.3 Level 3 – Large scale incidents

A large-scale emergency is characterised by levels of complexity that require the activation and establishment of all MECC functions. This level of emergency will require forward planning as the emergency continues and will specifically require recovery planning during the early stages of the response phase of the emergency.

Attendance at an ICC by the MERC and MEMO may be sought in conjunction with the above mentioned “virtual MECC” arrangements.

Emergency events impacting on an area larger than the local region will also involve the activation of the Regional Control Centre (RCC) and the State Control Centre (SCC).

These descriptions are in line with the Australasian Inter-Service Incident Management System (AIIIMS) Classification of incidents. Further information on accessing supplementary supplies can found in [Practice Note - Sourcing Supplementary Emergency Response Resources from Municipal Councils](#).

5.3.4 Emergency Response - Control Agencies

A single agency is appointed as the control agency at each emergency. If it is unclear which agency will be in control at any incident the responding agencies should determine the control agency by agreement. Where there is any doubt as to who the control agency is, the Emergency Management Commissioner (EMC), RERC, MERC or Incident Emergency Response Coordinator (IERC) will determine who will exercise control.

During the emergency response the control agency may change depending upon the circumstances. Handover of control must be made to the appropriate agency representative, be formal in nature and the details of the handover must be noted.

It is the control agency’s responsibility to plan for the relevant emergency and ensure that adequate resources are in place. Agencies and Council may support agencies during emergencies. This may be in relation to the agency performing a specific response, relief or recovery function, or to ensuring the continuity of its normal services during a major emergency, as part of consequence management.

Refer to the [SEMP](#) for a list of the Response Agencies for incidents including Lead Response Support Agencies (RSA):

5.4 Emergency Response Coordination Roles

Emergency Response Coordination Roles	Role Description	Supporting Emergency Management Team	Team Description
Incident Emergency Response Coordinator (Victoria Police - IERC)	The IERC is usually the most senior Victoria Police member at the scene of the emergency or where control is being exercised at the incident level. Members of greater or lesser seniority may be the IERC as the emergency escalates or deescalates.	Incident Emergency Management Team (IEMT)	The IEMT supports the incident controller. Their focus is on managing the effects and consequences of an emergency. Agencies may assign an EMLO to assist the Incident Controller as a member of the IEMT.
Municipal Emergency Response Coordinator (Victoria Police - MERC)	A Senior Sergeant at a local police station or his/her deputies and appointed by Victoria Police. Coordinates agencies and resources within a municipal district to support the municipality's response activities.	Municipal Emergency Coordination Group (MECG) at the MECC	The primary role of the MECC and the MECG is to coordinate the provision of human and material resources within the municipality during emergencies. They will also maintain an overall view of the operational activities within this Plan's area of responsibility, for recording, planning and debrief purposes.
Regional Emergency Response Coordinator (Victoria Police - RERC)	Coordinates agencies resources in the region to support the region-tier response to the emergency.	Regional Emergency Management Team (REMT)	The REMT supports the RERC and those exercising control at a regional level (Regional Controllers). Their focus is to raise awareness of the emergency across the whole of government, identify and manage strategic tasks and consequences and develop a regional strategic plan outlining the high-level actions of all agencies. The EMR assigns a Local Government REMT Representative who acts on behalf of all Councils in the EMR to assist the Regional Controller as a member of the REMT.
Emergency Management Commissioner (EMC)	Ensure control arrangements are in place for Class 1 and Class 2 emergencies. Responsible for the coordination of agencies with Class 1 or Class 2 emergency response roles. Responsible for coordinating recovery.	State Emergency Management Team (SEMT)	The SEMT is usually located at the State Control Centre or other location determined by the control agency. The role of the SEMT is to develop a state strategic plan with high-level actions for agencies to manage consequences including to identify the potential consequences of emergencies and develop mitigation and response strategies to reduce impacts on Victorians, including a focus on people most at-risk in emergencies.

Table 7 - Emergency response coordination roles and teams - [SEMP](#)

5.5 Control, Coordination and Operations Centres and Areas

5.5.1 Incident and Regional Control Centres

The designated Incident and Regional Control Centres in the Eastern Region are listed Attachment F of the [EMR Emergency Management Plan | Emergency Management Victoria](#).

5.5.2 Municipal Emergency Coordination Centre(s) (MECC)

Activation and operation of Municipal Emergency Coordination is detailed in the Complementary Plans: [EMR Municipal Emergency Coordination \(MEC\) Sub-Plan](#) and Council MECC Facility Plans.

Municipal emergency coordination and the MECC may be activated upon request MERC or may be activated at the discretion of the MEM and/or MRM. Its primary function is to coordinate the use of municipal resources, relief, information management and operations. Municipal emergency coordination can be undertaken from a variety of locations which provide flexible options including operating in the designated MECC, virtually, the emergency site or at an ICC if required.

The designated Municipal Emergency Coordination Centres for the municipality listed in Table 8:

MECC Type	Address
Primary MECC	Maroondah Operations Centre, 24-28 Lincoln Road, Croydon
Secondary MECC	Maroondah Council Offices, Realm, 179 Maroondah Highway, Ringwood

Table 8 - Designated MECC locations

5.5.3 Crisisworks

Crisisworks is an emergency incident operating system activated by Council that may be activated to manage an incident. It comprises a suite of cloud-based tools for Council and emergency agency and managers providing enhanced coordination, communication, situational awareness and resilience across all phases including planning, preparedness, response and recovery. It also incorporates Post Impact Assessment and Recovery, Vulnerable Persons Registers, Fire Prevention Register and Community View.

Crisisworks is used to record the following information and can be used by Council and agency staff:

- Communications between agencies in the ICC, MECC and ERC.
- Requests for assistance.
- A full account of assigned tasks given to Council and agencies.
- Telephone logs.
- Emergency management documentation.

5.5.4 Emergency Management Common Operating Picture (EM-COP)

[EM-COP](#) is a web-based information gathering, planning and collaboration tool that runs on any full screen device with a modern browser such as desktop computers, laptops and tablets. It is designed to provide users with a simple way to gather, organise, create and share emergency management information between emergency managers at no cost to agencies. It also acts as a portal to state government agency websites and planning tools.

EM-COP can be used in any Control Centre, Shire, Council, not-for-profit relief organisation, essential service provider or on the ground. It is used before an emergency (to help plan and prepare), during and after an emergency (to assist with recovery). EM-COP can also be used to manage planned events.

5.5.5 Operations Centres/Staging Areas/Marshalling Points

An Operations Centre is established by an agency for the command / control functions within their own agency. Council will establish an operations centre when it becomes necessary to control its own resources in an emergency.

Staging areas and marshalling points are strategically placed areas where support response personnel, vehicles and other equipment can be held in readiness for use during an emergency. They are predominately managed by control agencies but may be shared with other agencies. They may also be co-located with the Council's operations centre or alternatively may be established at one of Council's alternative locations (depending upon the nature, size, and location of the event). A detailed list of all of Council's facilities is available via the MEMO.

Table 9 lists the locations of designated operations centres, staging areas and marshalling points.

Location Type	Agency	Address
Staging Area/Marshalling Point	Victoria Police	Quambee Reserve, Wonga Road, Ringwood North
Operations Centre	SES/Council	24-28 Lincoln Road, Croydon

Table 9 - Operations centres, staging area and marshalling points for the municipality

5.6 Financial Considerations

Control agencies are responsible for all costs involved for that agency to respond to an emergency. Government agencies supporting the control agency are expected to defray all costs from their normal budgets. When a control agency requests services and supplies (for example, food and water) on behalf of a number of supporting agencies, the control agency will be responsible for costs incurred.

A requesting agency will be responsible for all associated costs for the provision of resources to support the response to an emergency event. Council can keep track of resources distributed by recording their provision in Crisisworks.

Municipal Councils are responsible for the cost of MECC setup and emergency relief services and provisions however, depending on the magnitude of the emergency, some financial assistance may be available for prevention, response or recovery activities.

All expenditure is to be authorised by the MEMO or MRM in accordance with the normal Council financial arrangements and recorded and logged for potential cost recovery.

Municipal employees from other Councils who volunteer during a municipal emergency are to claim staff costs through their Council finance systems which in turn may claim against the affected Council(s).

Depending on the magnitude of the emergency some government financial assistance may be available through the administration of the Victorian [Disaster Recovery Funding Arrangements \(DRFA\)](#). The DRFA is a cost sharing arrangement between the Commonwealth and State governments to support certain relief and recovery activities following an eligible disaster. The Natural Disaster Financial Assistance Team should be contacted as soon as practicable after an event to register a potential application and can be contact via email ndfa@justice.vic.gov.au.

5.7 Neighbourhood Safer Places (Places of Last Resort) and Community Fire Refuges

Based on the bushfire risk in the municipality, Neighbourhood Safer Places - Places of Last Resort (NSP) and Community Fire Refuges (CFR) are available for the community in some areas as short term, last resort survival options during bushfire in some areas.

NSPs and CFRs do not replace having a well thought out and practiced survival plan. For more information on bushfire shelter options, as a component of overall bushfire safety, refer to [EMV's Community Fire Refuge information](#).

Maroondah's municipal area does not have any designated Neighbourhood Safer Places - Bushfire Places of Last Resort or Community Fire Refuges. This is based on the relatively low risk of bushfire and recommendation from the MEMPC. Residents and visitors are encouraged to leave or avoid visiting areas of high bushfire risk on days of elevated fire danger.

5.8 Planning for Cross Boundary Events¹⁶

Planning for response, relief and recovery at the regional level supports effective incident management when emergencies traverse multiple municipal boundaries. Further, planning for cross boundary events is necessary as services provided by state government agencies are often administered and delivered at a regional level. To support regional planning the following forums, operate in the EMR.

5.8.1 Regional Emergency Management Planning Committee (REMPC)

At least one MEMPC representative is a member of the EMR REMPC. The REMPC undertakes planning activities to support capability and capacity across the seven municipalities of the EMR including:

- Assessing existing capability and capacity levels, gap analysis, developing and implementing an improvement strategy.
- Conducting integrated training and exercising activities to support seamless transition from readiness to response to recovery.
- Reviewing previous season effectiveness of the coordination, control, consequence management and communications functions/outcomes/actions/improvements.
- Coordinating pre-season fire and severe weather briefings.
- Preparing and renewing interagency partnership agreements and memorandums of understanding as required.
- Preparing and reviewing joint agency procedures.
- Supporting and encouraging collaborative initiatives and activities such as the Eastern Metro Councils Emergency Management Partnership (EMCEMP).
- Coordinating and integrating actions across the sector and phases of emergencies.

5.8.2 Eastern Metropolitan Councils Emergency Management Partnership (EMCEMP)

Council is a member of EMCEMP is constituted through a Memorandum of Understanding (MOU) (Available from the MEMO) to manage and coordinate Council activities before, during and after emergencies by promoting consistent practices by Councils across the region as well as facilitating inter-Council collaboration and resource sharing. EMCEMP meets regularly to collaborate on a range of emergency management issues. The partnership has developed Sub-Plans and standard operating procedures to provide consistent guidance to emergency support teams.

¹⁶ **Assurance 14:** The MEMP or Sub-Plan assesses existing and future capability and capacity requirements for the municipality utilising the Victorian Preparedness Framework. Through this process the MEMP or Sub-Plan considers where emergency management capability would be drawn from that cannot be met from within the municipality and mechanisms to escalate requests for emergency management capacity (Ministerial guidelines issued under the [Emergency Management Act 2013](#) (Vic) s3.5).

EMCEMP comprises the following EMR municipal Councils:

- Boroondara
- Knox
- Manningham
- Maroondah
- Monash
- Nillumbik (also a member of the North and West Region)
- Whitehorse
- Yarra Ranges.

The members of the EMCEMP have agreed to collaborate in the following areas:

- Developing, reviewing and be guided by a three-year rolling Strategic Plan.
- Effectively collaborating on Emergency Management matters amongst Councils, with existing partners and any new groups identified.
- Advocating on relevant emergency management matters.
- Seeking appropriate funding and resources as enablers to support the Partnership.
- Developing and improving common ways of working for consistency of approach – planning for shared risks.
- Strengthening communities.
- Building capacity and capability through joint training, exercises and other forms of professional development.
- Developing processes to enable effective activation of the MAV Protocol for Inter-Council Emergency Resource Sharing.

5.9 Resource Supplementation and Sharing Protocols¹⁷

5.9.1 EMCEMP

In times of emergencies, requests for support from the EMCEMP partners will be made by the MRM or MEMO of the affected Council with approval from their Chief Executive Officer (CEO) to the CEO (or the officer with the delegated authority to action requests for support) of the assisting Council. The MAV Resource Sharing Protocol will be followed as per section 5.9.1.

Requests need to be made in writing and, in most cases, will be logged in Crisisworks.

5.9.2 Municipal Association of Victoria (MAV) Protocol for Inter-Council Emergency Resource Sharing

Council is a signatory to the [MAV Protocol for Inter-Council Emergency Resource Sharing](#). The Protocol provides an agreed position between Victorian Municipal Councils for the provision of inter-Council assistance for response and recovery activities during an emergency. This Protocol is most commonly enacted for emergency support staff requests to fulfil MECC and ERC shifts. Requests for resources will be made by the MRM or MEMO of the affected Council with approval from their CEO to the CEO (or the officer with the delegated authority to action requests for support) of the assisting Council.

Requests need to be made in writing using the resource request form and, in most cases, will be logged in Crisisworks. The MERC or RERC of the assisting Council should be contacted before the physical resources are moved.

Council will initially seek assistance from surrounding Councils to reduce travel times and expenses for assisting Councils to respond and return to base.

¹⁷ **Assurance 12:** The MEMP or Sub-Plan identifies and plan for cross-agency/cross boundary/cross-border opportunities (Ministerial guidelines issued under the [Emergency Management Act 2013](#) (Vic) s3.6.2 and s3.6.3).

5.10 Response Escalation

Each agency is expected to maintain the capability to fulfil its emergency response role and responsibilities and must notify the Emergency Management Commissioner (EMC) of situations that may affect its capability to respond to emergencies.

If resources are required beyond the capacity of the control agency, requests are made through the MERC. If the resources are those owned or under the control of Council, or relate to a responsibility of Council, the request will be directed to the MEMO or MRM.

If the required/requested resources are beyond the capacity/control of Council, the MEMO or MRM should advise the MERC accordingly, and it is the responsibility of the MERC to raise the request to the RERC.

5.11 Relief Arrangements

Emergency relief is the provision of essential needs to individuals, families and communities in the immediate aftermath of an emergency. The activation of relief services is the responsibility of the incident controller at the municipal level.

Relief services could be provided at the site of an emergency, a dedicated relief centre, places of community gathering, to isolated communities, transit sites or other safe locations as appropriate. Relief must be seamlessly integrated with all other early recovery activities.

Planning for emergency relief and recovery must integrate with the preparation and response phases to provide a seamless transition between each phase.

Figure 7 illustrates the integrated prevention, response and recovery model linking emergency activities.

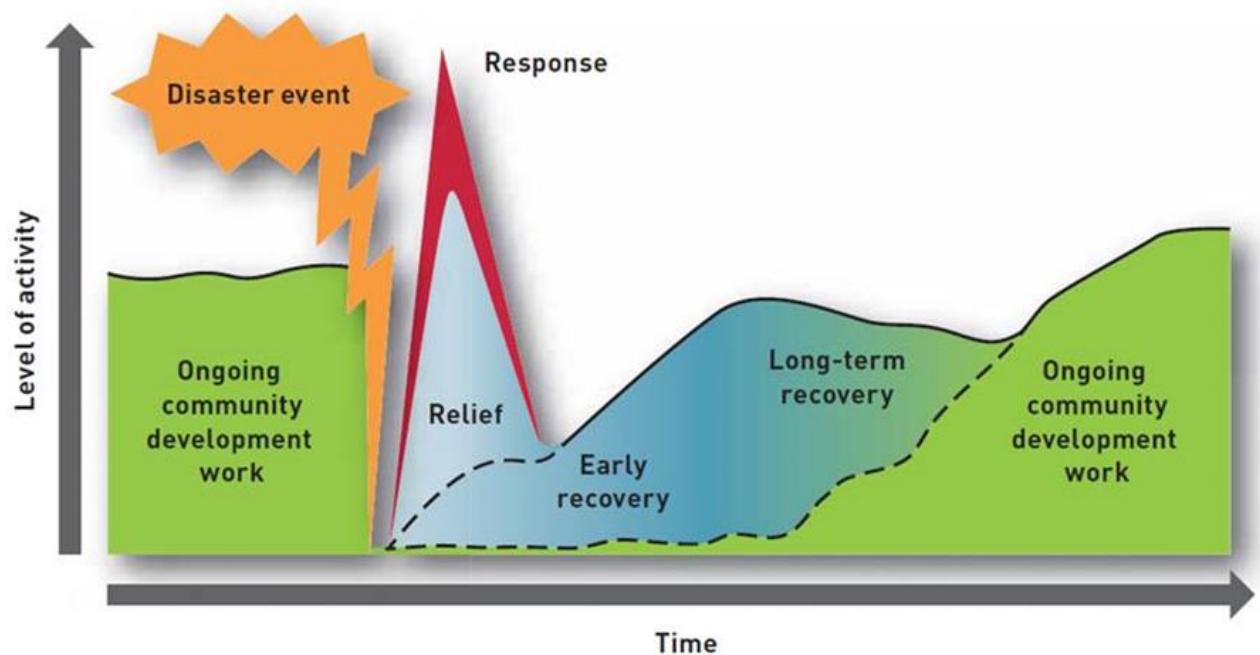


Figure 7 - Relationship between Preparation, Response, Relief and Recovery

Relief and recovery are responsibilities that require collaboration and coordination between individuals and communities, non-government organisations, businesses and government agencies. They occur in the context of clear and agreed arrangements and involves processes of consultation and cooperation through established communication channels. Wherever possible, short (relief) and longer-term recovery activities will become part of core business to ensure they remain responsive to the needs of the affected community.

5.12.1 Principles and Scope of Relief

Emergency Management agencies with relief responsibilities incorporate the following principles into their planning, decision-making and delivery of services:

- Emergency-affected communities receive essential support to meet their basic and immediate needs.
- Relief assistance is delivered in a timely manner, in response to emergencies.
- Agencies communicate clear, relevant, timely and tailored information and advice to communities about relief services through multiple, appropriate channels.
- Relief promotes community safety and minimises further physical and psychological harm.
- Relief services recognise community diversity.
- Relief is adaptive, based on continuing assessment of needs.
- Relief supports community responsibility and resilience.
- Relief is well-coordinated, with clearly defined roles and responsibilities.
- Relief services are integrated into emergency management coordination efforts.
- Relief is coordinated and delivered as close to the community as possible, supported by regional and state-based activities as required.

Relief encompasses:

- Community information
- Emergency Shelter (including Emergency Relief Centres)
- Food and water to individuals
- Drinking water for households
- Food supply continuity
- Psychosocial support
- Disbursement of material aid (non-food items)
- Reconnecting family and friends
- Health care and first aid
- Emergency financial assistance
- Animal welfare
- Legal aid
- Coordination of good will (including spontaneous volunteer management).

For more detail, refer to the [EMCEMP ERC Sub-Plan](#) (EM-COP).

5.12.2 Relief Management Structure

Relief tier coordination responsibilities are:

- State relief coordination: Emergency Management Victoria (EMV)
- Regional relief coordination: Emergency Management Victoria (EMV)
- Municipal relief coordination: Municipal Councils.

Municipal Councils take the lead in delivering on-the-ground relief (and recovery) services, because they are considered to be closest to an affected community. The Victorian government supports municipalities to fulfil these local responsibilities.

Council is responsible for the coordination and provision of relief services for an affected community during times of emergency. Council has adopted the [EMCEMP ERC Sub-Plan](#) (EM-COP). The ERC Sub-Plan details the arrangements that are in place for the activation, management and deactivation of ERCs for major emergencies.

For detailed information on how Relief is coordinated at the regional tier, refer to the [Eastern Metropolitan REMP](#).

5.12 Transition to Recovery

Relief and recovery activities are integrated with response and managed under response arrangements until such time as transition to recovery is required. Response agencies may be required after transition to support recovery.

The Incident Controller is responsible for taking the lead in facilitating the transition with support from the Municipal Recovery Manager (MRM) and Municipal Emergency Response Coordinator (MERC) in discussions relevant to planning, timing, resources and expectations (Refer Figure 8).

At the response/relief to recovery transition, the responsibilities of Victoria Police as the response coordinator are handed over to local government as the responsible agency for municipal recovery coordination. It is the responsibility of the MRM to ensure recovery management structures are defined and in place at handover to ensure a smooth transition. It is the responsibility of the Tier Controller (Incident, Regional or State) to advise all agencies involved in the emergency at the time of the transition from response to recovery and the associated transition responsibilities.

Issues to be considered for the timing of transition from response to recovery include:

- The nature of the emergency and what ongoing specialist resources are required.
- Whether a recurring threat is likely to occur compounding the impact on the community.
- The extent of the impact on communities, as this may determine the length of the transition period.
- The level of loss/damage and the extent to which this has been validated (the stage of impact assessment reached e.g., if phasing into secondary/post impact stages may indicate transition requirements).
- The extent to which the community requires emergency relief services.
- The resources required for the activation of recovery arrangements.

This and other arrangements (transition activities and tasks, information management, communication and signatories) will be documented in a transition plan developed between the Incident Controller, MERC, MRM and if appropriate EMV. The level of recovery coordination will depend on the scale of the emergency.

In large scale emergencies, municipal recovery operations will continue to be managed from the MECC with a consolidated team responsible for the continued coordination and delivery of relief (if required) and recovery operations.

Further information on transition from response to recovery refer to the [EMR Municipal Recovery Sub-Plan](#), (EM-COP) , the [EMV Transition to Recovery Plan Template](#) and [EMV Guidance Note](#).

A flowchart of the escalation/de-escalation and handover process is below in Figure 8.

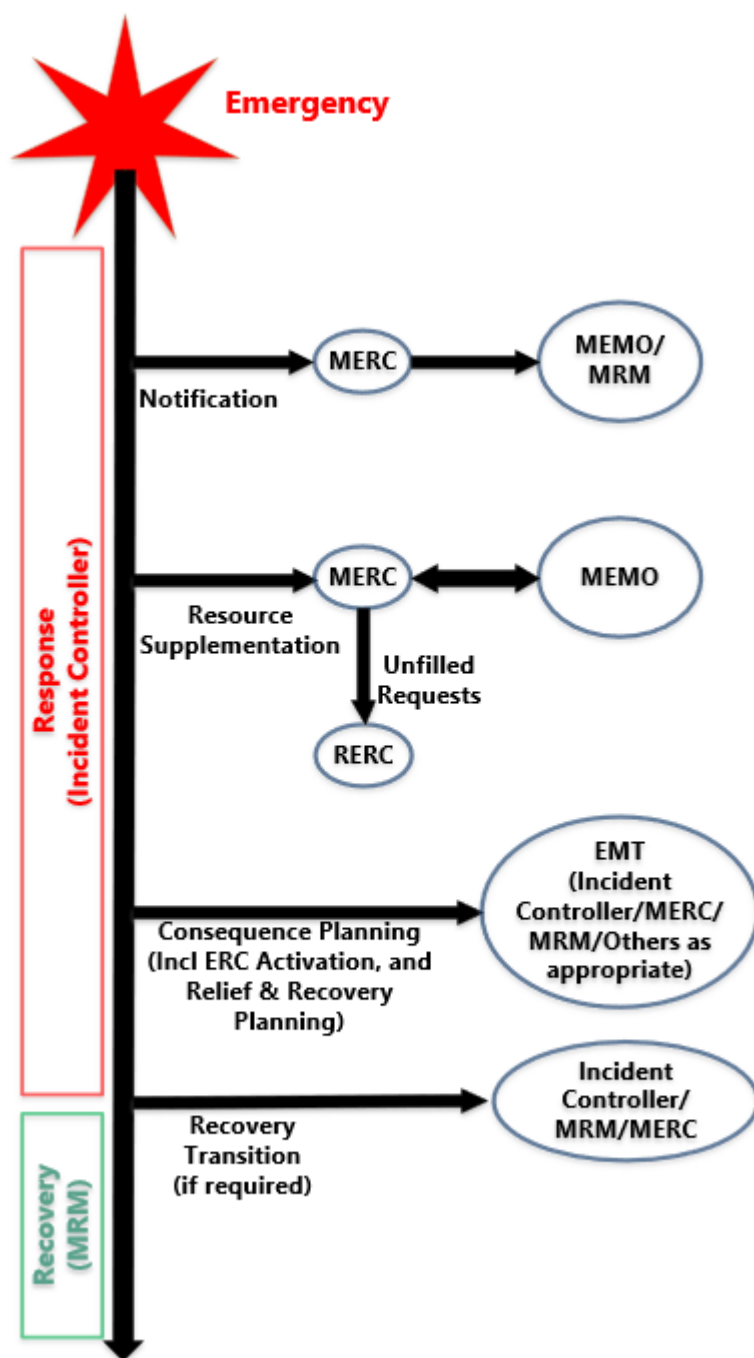


Figure 8 - Municipal tier - Key notification, resource supplementation and transition roles

5.12.1 Handover of Resources

In some circumstances, it may be appropriate for facilities and goods obtained under emergency response arrangements during response to be utilised in recovery activities. In these situations, there would be an actual handover to the MRM of such facilities and goods, and the details should be included in the transition agreement. This handover will occur only after agreement has been reached between response and recovery managers. Payment for goods and services used in the recovery process is the responsibility of the MRM through the MEMP arrangements.

Resources acquired for the response, which are not required for recovery, remain under the control of the requesting response agency who are responsible for their return or disposal.

6 Recovery Arrangements¹⁸

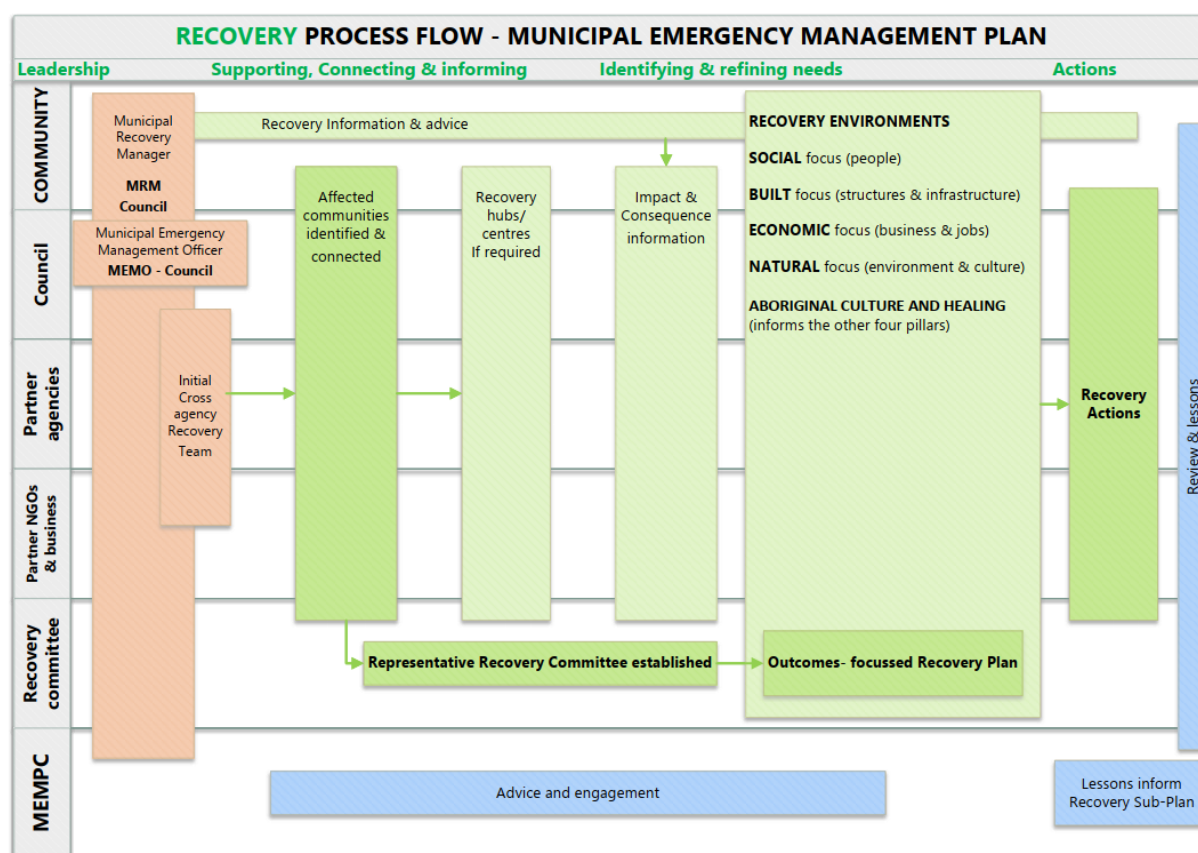


Figure 9 - MEMPC Recovery Flow Chart

6.1 Introduction

Recovery is assisting individuals and communities affected by emergencies to achieve an effective level of functioning. Recovery planning must ensure that there is a clear understanding of the community context (prior to the emergency) and is informed by an initial and continuing assessment of impacts and needs. The coordination of recovery in Victoria is outlined in the [Emergency Recovery Victoria – Recovery Framework](#).

As in the case of relief, planning for emergency recovery must integrate with the preparation and response phases to provide a seamless transition between each phase. Refer to Figure 7 which illustrates the integrated prevention, response and recovery model linking emergency activities.

Relief and recovery are responsibilities that require collaboration and coordination between individuals and communities, non-government organisations, businesses and government agencies. They occur in the context of clear and agreed arrangements and involves processes of consultation and cooperation through established communication channels. Wherever possible, short (relief) and longer-term recovery activities will become part of core business to ensure they remain responsive to the needs of the affected community.

¹⁸ **Assurance 7:** The MEMPC or Sub-Plan contains provisions for the recovery from emergencies ([Emergency Management Act 2013](#) (Vic) s60AE(c) and s3.4)

6.2 Principles and Scope of Recovery

To ensure successful recovery is delivered to affected communities, recovery at all levels of government is implemented in alignment with the nationally recognised disaster recovery principles as outlined in the [National Principles for Disaster Recovery](#):

- Understanding the context
- Recognising complexity
- Using community-led approaches
- Coordinating all activities
- Communicating effectively
- Recognising and building capacity.

There are five recovery environment categories as defined by EMV and many recovery services that are encompassed within each environment category. The five categories include Aboriginal Culture and Healing which underpins the other four environments. These environments set the direction of the recovery planning process at the municipal level. Refer to Figure 10.

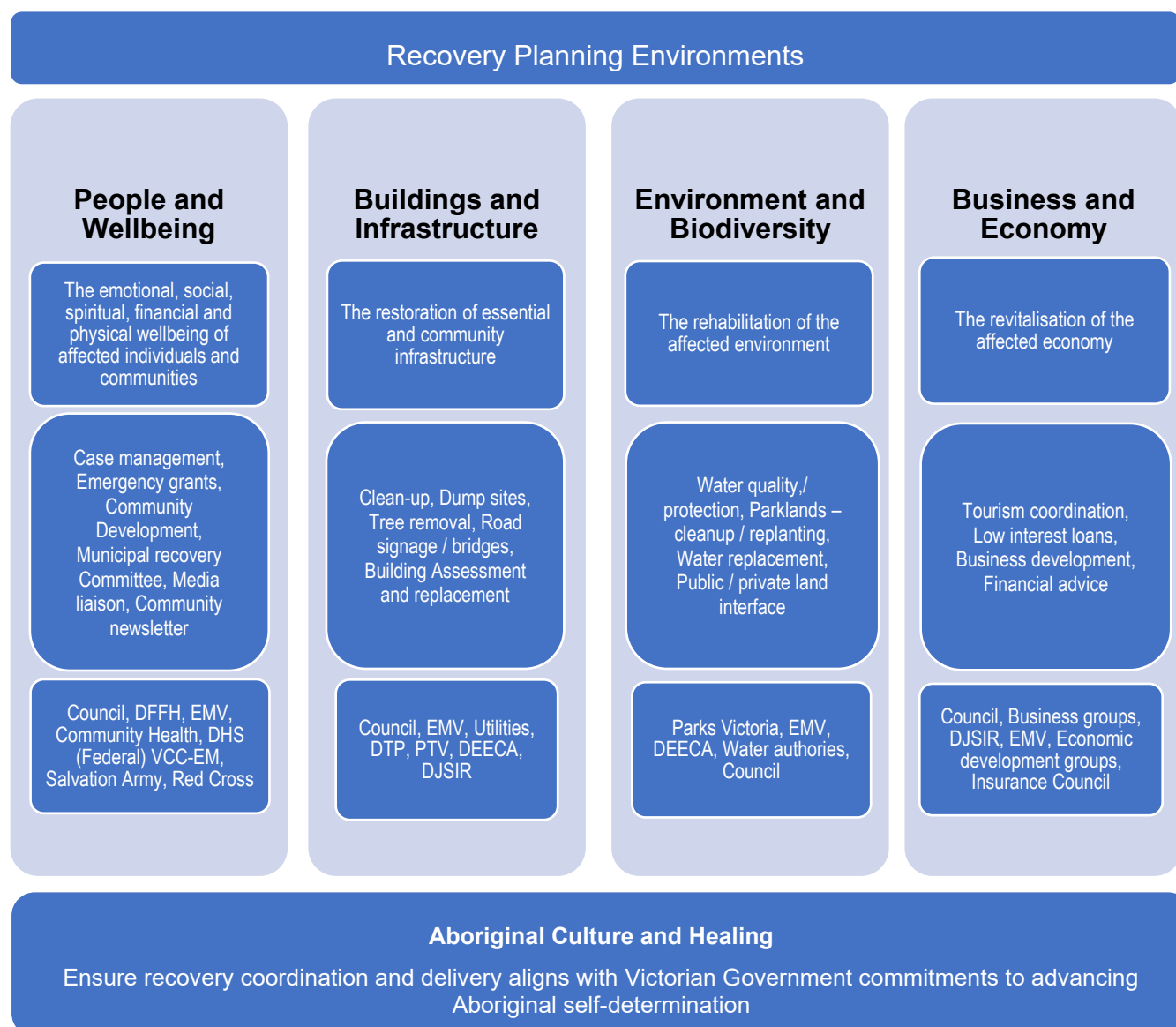


Figure 10 – Five environments of recovery (Refer to the [SEMP](#) for more detail)

The implementation of recovery requirements in each of the functional environments will be coordinated by the MRM. EMV plays a coordinating role in all environments.

Note: Relief and recovery initiatives may address specific elements of one or multiple aspects of the above recovery environments. For more detail, refer to the [EMR Municipal Recovery Sub-Plan](#). (EM-COP).

6.3 Impact Assessments and Consequence Management

Good decisions about recovery require timely, accurate and progressively more comprehensive information about the impact of an emergency. This informs the type of relief and recovery services required.

Disaster impacts may be described as “.....the total effect, including negative effects (e.g., economic losses) and positive effects (e.g., economic gains), of a hazardous event or a disaster. The term includes economic, human and environmental impacts, and may include death, injuries, disease and other negative effects on human physical, mental and social well-being”. ([Disaster | UNDRR](#). United Nations for Disaster Risk Reduction).

In general, impacts are therefore best characterised as most obvious effects immediately and in the very short term. Impacts lead to Consequences. Consequences may be described as what follows those immediate and very short-term impacts through to the medium and long term. These may not be obvious without consideration of how the whole community and systems handle impacts and changing circumstances over time.

Impact, needs, and loss and damage assessments will be informed by using the following sources of information:

- Initial impact assessment conducted by the response agency.
- Secondary impact assessment coordinated by local Councils in partnership with EMV and recovery agencies.
- The Victorian Impact Assessment Model developed by EMV.
- Post impact needs (loss) assessment conducted by local government and Victorian government departments and agencies ([EMV Impact Assessment Guidelines](#)).
- Information provided by relief and recovery agencies and non-for-profit organisations.

The initial stage focuses more on response and immediate relief, and wellbeing needs but may also inform recovery as time progresses. The [EMV Impact Assessment Guidelines](#) have been written primarily for government and emergency responders with a responsibility for impact assessment in Victoria. The guidelines support the [Victorian Preparedness Framework](#) Impact Assessment core capabilities.

The MRM, or delegate, will seek to capture early impact data to inform initial recovery planning which will be stored in Crisisworks. This data will be sought through the Incident Controller unless agreement has been reached and transition to secondary impact assessment has occurred. Support for this activity may be sought from the Regional Relief and Recovery Coordinator (EMV).

A template to capture early impact data to inform initial recovery planning is available in the [Community Recovery Toolkit](#).

Data captured in EM Impact, Crisisworks or other Councils' programs may be made available at the discretion of the State Recovery Coordinator to assist in the collation of data across agencies. The EMV Regional Relief and Recovery Coordinator, assisted by a line of recovery lead agencies, will consolidate and report regional data in support of the State Recovery Coordinator.

6.4 Recovery Management Structure

Recovery tier coordination responsibilities are:

- State recovery coordination: Emergency Management Victoria (EMV)
- Regional recovery coordination: Emergency Management Victoria (EMV)
- Municipal recovery coordination: Municipal Councils.

Municipal Councils take the lead in delivering on-the-ground recovery services, because they are considered to be closest to an affected community. The Victorian government supports municipalities to fulfil these local responsibilities.

The recovery structure operates under four functional areas of recovery (social, economic, built, and natural environments). Affected communities will be appropriately represented through either established Community Recovery Committees or other suitable arrangements set up during or immediately after an event.

A Municipal Recovery Committee and underpinning recovery structures will need to be flexible, scalable and adaptive to the diverse range of community needs.

EMV also plays a part in the emergency recovery process by:

- Acting as principal recovery planning and coordination agency at the regional level.
- Assuming a role of facilitation in developing a coordinated response as appropriate to the circumstances e.g. when the event is of a magnitude which is beyond the resources of the municipality.
- Being responsible for state-level recovery coordination.

For detailed information on post incident municipal recovery arrangements including triggers for transition from response to recovery to normal business, refer to the EMR Municipal Relief and Recovery Sub-Plans and supporting standard operating procedures and templates.

6.5 Government Assistance Measures

Councils may claim assistance via such programs as the Disaster Recovery Funding Arrangements (DRFA) and Natural Disaster Financial Assistance (NDFA). The Victorian Government provides funding through the Natural Disaster Relief and Recovery Arrangements (NDRRA) Fund to assist the Victorian community through natural disaster relief and recovery payments and infrastructure restoration. Details of these arrangements are contained in the [EMR Municipal Emergency Coordination Standard Operating Procedures](#). Alternatively, information can be located at emv.vic.gov.au.

Individuals, families and business may source other government assistance, where available, from agencies such as Services Australia, DFFH, Australian Red Cross and The Salvation Army and others. As each emergency is different, services can vary and will reflect the situation and needs of the community, therefore, people who should contact Council or attend recovery centres for further information.

6.6 After Action Review

An After-Action Review (AAR) should take place as soon as practicable after a major emergency. An AAR is a structured review process to identify strengths, weaknesses and lessons learned.

The MERC is responsible for ensuring that an AAR is conducted and that all relevant response and relief agencies participate, with a view to assessing the adequacy of this MEMP and Sub-Plans and to recommend any changes. Such meetings can be chaired by the MEMPC Chair or an appropriate facilitator.

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

The RERC holds these responsibilities for regional level events, which must include local response agency participation.

Where a MECC has been activated during an emergency, all emergency support staff that undertook their allocated MECC roles will be debriefed by the MEMO or their delegate as soon as practicable following the cessation of MECC operations. The MECC debrief has the aim to assess the adequacy of the MECC operations and to identify and make recommendations for future planning and operations related to the MECC.

Response and relief agencies involved in the emergency should undertake their own operational AAR to inform municipal and regional reviews.

7 Roles and Responsibilities¹⁹

7.1 Agency Roles and Responsibilities

An agency that has a role or responsibility under this MEMP must act in accordance with the MEMP.

The SEMP and REMP outline agreed agency roles and responsibilities, noting that existing duties, functions, power, responsibility or obligation conferred on an agency by law, licence, agreement or arrangement prevail to the extent of its inconsistency with this Plan ([Emergency Management Act 2013](#) (Vic) s60AK).

The roles and responsibilities outlined in this Plan are specific to the region and are in addition to, or variations on, what is outlined in the SEMP and REMP. In the case of municipal-specific modifications or additions, these are clearly identified as modifications/additions.

All agencies with responsibilities under the MEMP should provide written confirmation of their capability and commitment to meet their obligations. This can be evidenced by their endorsement of the draft MEMP, including revisions, before it is presented to the REMPC for consideration.

This MEMP details emergency management agency roles and responsibilities for mitigation, response, relief and recovery. It also maps agency roles for core capabilities and critical tasks under the [Victorian Preparedness Framework \(VPF\)](#) for the management of major emergencies.

Table 10 provides links to agency roles and responsibilities as detailed in the SEMP.

Agency	SEMP Roles and Responsibilities Link
Ambulance Victoria (AV)	Role statement - Ambulance Victoria Emergency Management Victoria
Australian Red Cross (ARC)	Role statement - Australian Red Cross Emergency Management Victoria
Australian Maritime Safety Authority (AMSA)	Role Statement - Australian Maritime Safety Authority
Country Fire Authority (CFA)	Role statement - Country Fire Authority Emergency Management Victoria
Department of Education (DE)	Role statement - Department of Education Emergency Management Victoria
Department of Energy, Environment and Climate Action (DEECA)	Role statement - Department of Energy, Environment and Climate Action Emergency Management Victoria
Department of Families Fairness and Housing (DFFH)	Role statement - Department of Families, Fairness and Housing Emergency Management Victoria
Department of Health (DH)	Role statement - Department of Health Emergency Management Victoria

¹⁹ **Assurance 8:** The MEMP or Sub-Plan specifies the roles and responsibilities of agencies in relation to emergency management (Ministerial guidelines issued under the [Emergency Management Act 2013](#) (Vic) s60AE9d) and S3.3 and S3.5).

Agency	SEMP Roles and Responsibilities Link
<u>Department of Justice and Community Safety (DJCS)</u>	<u>Role statement - Department of Justice and Community Safety Emergency Management Victoria</u>
<u>Department of Jobs, Skills, Industry and Regions (DSIR)</u>	<u>Role statement - Department of Jobs, Skills, Industry and Regions</u>
<u>Department of Transport and Planning (DTP)</u>	<u>Role statement - Department of Transport and Planning (including Head, Transport for Victoria) Emergency Management Victoria</u>
<u>Emergency Management Victoria (EMV)</u>	<u>Role statement - Emergency Management Victoria Emergency Management Victoria</u>
<u>Emergency Recovery Victoria (ERV)</u>	<u>Role statement - Emergency Recovery Victoria Emergency Management Victoria</u> *transitioning to Emergency Management Victoria
<u>Fire Rescue Victoria (FRV)</u>	<u>Role statement - Fire Rescue Victoria Emergency Management Victoria</u>
<u>Forest Fire Management Victoria (FFMV)</u>	<u>Role statement - Department of Energy, Environment and Climate Action Emergency Management Victoria</u>
<u>Municipal Councils</u>	<u>Role statement - Councils Emergency Management Victoria</u>
<u>Salvation Army – Victorian Emergency Services</u>	<u>Role statement - Salvation Army Emergency Management Victoria</u>
<u>Services Australia</u>	<u>Role statement - Services Australia Emergency Management Victoria</u>
<u>St John Ambulance (Victoria)</u>	<u>Role statement - St John Ambulance Australia (Victoria) Emergency Management Victoria</u>
<u>Victoria Police (VicPol)</u>	<u>Role statement - Victoria Police Emergency Management Victoria</u>
<u>Victoria State Emergency Service (VICSES)</u>	<u>Role statement - Victoria State Emergency Services Emergency Management Victoria</u>
<u>Victorian Council of Churches – Emergencies Ministry (VCC EM)</u>	<u>Role statement - Victorian Council of Churches - Emergencies Ministry Emergency Management Victoria</u>

Table 10 - Agency roles and responsibilities detailed in the [SEMP](#)

7.2 Community and Business Organisation Roles and Responsibilities

The role of community and business organisation representatives is to:

- Provide advice and feedback.
- Advocate for stakeholder/community views.
- Represent and communicate with communities on behalf of the MEMPC and control agencies.
- Give suggestions for quality improvement, and
- Actively participate in MEMPC decision making before, during and after emergencies and disasters.

They bring valuable perspectives but cannot represent all diverse groups, so the MEMPC needs to support these representatives to reach into and draw information and support from their extensive networks.

A full list of business and community representative members on the MEMPC is listed in Section 3.2 and in the MEMPC Terms of Reference (Available from MEMPC Chair - Council).

8 Appendices

Appendix A - Acronyms

Acronym	Description
AAR	After Action Review
AIIMS	Australasian Inter Service Incident Management System
BOM	Bureau of Meteorology
BPA	Bushfire Prone Area
CEO	Chief Executive Officer
CERA	Community Emergency Risk Assessments
CFA	Country Fire Authority
CFR	Community Fire Refuges
CIG	Community Information Guides
CMT	Crisis Management Team
DEECA	Department of Energy, Environment and Climate Action
DE	Department of Education
DFFH	Department of Families, Fairness and Housing
DJSIR	Department of Jobs, Skills, Industry and Regions
DH	Department of Health
DPC	Department of Premier and Cabinet
DTP	Department of Transport and Planning
ECLIP	Electronic document and records management system
EMC	Emergency Management Commissioner
EMCEMP	Eastern Metropolitan Councils Emergency Management Partnership
EM-COP	Emergency Management Common Operating Picture
EMLO	Emergency Management Liaison Officer
EMR	Eastern Metropolitan Region
EMT	Executive Management Team
EMV	Emergency Management Victoria (also includes previously named ERV)

Acronym	Description
ERC	Emergency Relief Centres
FFMV	Forest Fire Management Victoria
FRV	Fire Rescue Victoria
ICC	Incident Control Centre
IEMT	Incident Emergency Management Team
IERC	Incident Emergency Response Coordinator
IIA	Initial Impact Assessment
JSOP	Joint Standard Operating Procedure
LGEMLO	Local Government Emergency Management Liaison Officer
LGV	Local Government Victoria
MAV	Municipal Association of Victoria
MEC	Municipal Emergency Coordination
MECC	Municipal Emergency Coordination Centre
MECG	Municipal Emergency Coordination Group
MEMO	Municipal Emergency Management Officer
MEMP	Municipal Emergency Management Plan
MEMPC	Municipal Emergency Management Planning Committee
MERC	Municipal Emergency Response Coordinator
MFMP	Municipal Fire Management Plan
MFMPC	Municipal Fire Management Planning Committee
MFPO	Municipal Fire Prevention Officer
MOU	Memorandum of Understanding
MRM	Municipal Recovery Manager
NERAG	National Emergency Risk Assessment Guidelines
NSP	Neighbourhood Safer Places - Places of Last Resort
PENA	Post Emergency Needs Assessment
REMP	Regional Emergency Management Plan

Acronym	Description
REMP	Regional Emergency Management Planning Committee
REMT	Regional Emergency Management Team
RERC	Regional Emergency Response Coordinator
SCC	State Control Centre
SEMP	State Emergency Management Plan
SEMT	State Emergency Management Team
SIA	Secondary Impact Assessment
SOP	Standard Operating Procedure
TOR	Terms of Reference
VCC EM	Victorian Council of Churches – Emergencies Ministry
VFRR	Victorian Fire Risk Register
VicPol	Victoria Police
VicSES	Victorian State Emergency Service
VPF	Victorian Preparedness Framework
VPR	Vulnerable Persons Register

Appendix B - Document Distribution List

The most up to date amended versions of this MEMP and Sub-Plans will be distributed by the MEMPC Executive Officer by:

- Loading on to the Council website
- Emergency Management Victoria website
- Storing in the Council document management system
- Distributing electronically by email with link to the website
- Legal Deposit with [National eDeposit system](#)
- Storing in the Emergency Management Victoria document library
- Sending by Australia Post when requested
- Loading into Crisisworks.

Organisation	Recipient Officer	Contact Email	Distribution Method
EMV	N/A	N/A	EMV Document Library
Council	MEMO	maroondah@maroondah.vic.gov.au	Council Website – De-sensitised version only Council document management system Council Customer Service – hard-copy of the de-sensitised version only
REMPC	REMPC Executive Officer		Email
Regional Municipal Partners	MEMOs and MRMs	Refer contact list	Email with link to Council website
Crisisworks	Officers with Crisisworks access	Refer contact list	Crisisworks document library

Appendix C - Restricted Information

A short summary of the restricted information is included here, including who the contact point is should the user of this Plan seek access to this information.

Summary of the restricted information	Restriction Reason	Agency that holds this information in full	Contact point/s
Maroondah MEMP Contact Directory	Personal Information	Municipal City Council	MEMO
MEMPC TOR	Personal Information	Municipal City Council	MEMPC Chair

Appendix D – Sub-Plans and Complementary Plans

Complementary/ Sub-Plan Name	Plan Type Complementary/ Sub-Plan	Emergency Type	Plan Revision Date	Responsible Agency	Link (If exists)
EMR Municipal MECC Sub-Plan	Sub-Plan	General	2022	EMCEMP	EM-COP
MECC Facility Plan	Complimentary	General	2022	Council	Contact MEMO
EMR Municipal ERC Sub-Plan	Sub-Plan	General	2025	EMCEMP	EM-COP
ERC Facility Plans	Complimentary	General	2021	Council	Contact MRM
Evacuation Plans	Complimentary	General	Under Review	Police	Contact MERC
EMR Municipal Emergency Relief Sub-Plan	Sub-Plan	General	2024	EMCEMP	EM-COP
EMR Municipal Emergency Recovery Sub-Plan	Sub-Plan	General	2025	EMCEMP	EM-COP
Maroondah Council Business Continuity Plan	Complimentary	General	2025	Council	Contact MEMO
Maroondah Municipal Storm and Flood Emergency Sub-Plan	Sub-Plan	Storm and Flood	2024	VicSES	Victoria State Emergency Service - VICSES
Maroondah Municipal Local Flood Guides	Complimentary Plan	Flood	2025	VicSES	Victoria State Emergency Service - VICSES
EMR Municipal Public Health Emergency Sub-Plan	Sub-Plan	Health	2024	EMCEMP	EM-COP
EMR Municipal Pandemic Sub-Plan	Sub-Plan	Health	2024	EMCEMP	EM-COP
Maroondah Pandemic Operational Plan	Complimentary Plan	Health	2023	Council	Contact MEMO
EMR Municipal Extreme Heat Sub-Plan	Sub-Plan	Health	2025	EMCEMP	EM-COP
Maroondah Heatwave Operational Plan	Complimentary Plan	Health	2025	Council	Contact MEMO
EMR Municipal Emergency Animal Welfare Sub-Plan	Sub-Plan	General	2021	EMCEMP	EM-COP

Complementary/ Sub-Plan Name	Plan Type Complementary/ Sub-Plan	Emergency Type	Plan Revision Date	Responsible Agency	Link (If exists)
Maroondah Animal Management Operational Plan	Complimentary Plan	General	2025	Council	Contact MEMO

A copy of these Sub-Plans and Complimentary Plans can be found on [EM-COP](#) or by contacting the Council MEMO.

Appendix E – References

Does not include Sub-Plans and complementary plans (Refer Appendix D)

Reference Document	Emergency Type	Plan Revision Date	Responsibility	Link (If exists)
Victorian State Emergency Management Plan	General	September 2024	Emergency Management Victoria	https://www.emv.vic.gov.au/responsibilities/state-emergency-management-plan-semp
Eastern Region Regional Emergency Management Plan	General	September 2023	Emergency Management Victoria	Eastern Metro Regional Emergency Management Plan Emergency Management Victoria
Victorian Emergency Management Strategic Action Plan – 2025-28	General	2025	Emergency Management Victoria	https://www.emv.vic.gov.au/about-us/strategic-priorities/strategic-action-plan-sap-2025-28
Victoria's Climate Change Strategy - 2026-30	General	2026	Dept of Energy, Environment and Climate Change	https://www.climatechange.vic.gov.au/victorias-climate-change-strategy
Department of Transport and planning "Plan for Victorians"	General	March 2025	Dept of Transport and Planning	https://www.planning.vic.gov.au/planforvictoria/housing-for-all-victorians/housing-targets
Eastern Metro Environmental Scan	General	2025	Emergency Management Victoria	Regional Environmental Scans Emergency Management Victoria
Sendai Framework for Disaster Risk Reduction 2015-2030	Risk	2015	United Nations Office for Disaster Risk Reduction	Sendai Framework for Disaster Risk Reduction 2015-2030 UNDRR
National Disaster Risk Reduction Framework	Risk	2018	Department of Home Affairs	National Disaster Risk Reduction
National Emergency Risk Assessment Guidelines (NERAG)	Risk	2020	Australian Institute for Disaster Resilience	AIDR National Emergency Risk Assessment Guidelines
Victorian Emergency Management Planning Toolkit for People Most at Risk	Risk	2024	Emergency Management Victoria and Department of Families, Fairness and Housing	Victorian Emergency Management Planning Toolkit for People Most at Risk Emergency Management Victoria
Municipal Risk Assessment (CERA Online)	Risk	December 2020	VicSES	https://www.ses.vic.gov.au/em-sector/community-emergency-risk-assessment-cera

Reference Document	Emergency Type	Plan Revision Date	Responsibility	Link (If exists)
Community Resilience Framework for Emergency Management	Resilience	April 2017	Emergency Management Victoria	https://www.emv.vic.gov.au/how-we-help/resilience/community-resilience-framework-for-emergency-management
National Strategy for Disaster Resilience	Resilience	2011	National Emergency Management Committee	National-Strategy-for-Disaster-Resilience
Resilient Recovery Strategy	Resilience	November 2019	Emergency Management Victoria	Resilient Recovery Strategy Emergency Management Victoria
Victorian Preparedness Framework	Preparedness	2022	Emergency Management Victoria	Victorian Preparedness Framework Emergency Management Victoria
Victorian Emergency Operations Handbook	Response	2022	Emergency Management Victoria	Victorian Emergency Operations Handbook Emergency Management Victoria
Regional Relief and Recovery Plan	Relief and Recovery	2021	Department of Families, Fairness and Housing/ Emergency Management Victoria	EM-COP
Resilient Recovery Strategy	Recovery	November 2019	Emergency Management Victoria	https://www.emv.vic.gov.au/how-we-help/resilient-recovery-strategy
National Principles for Disaster Recovery	Recovery	February 2018	Australian Institute for Disaster Resilience (AIDR)	https://knowledge.aidr.org.au/resources/national-principles-for-disaster-recovery/
Victorian State Emergency Management Plan – Extreme Heat Sub-Plan	Heat	December 2025	Emergency Management Victoria	https://www.emv.vic.gov.au/responsibilities/semv-Sub-Plans/semv-extreme-heat-Sub-Plan
Victorian State Emergency Management Plan – Bushfire Sub-Plan	Bushfire	December 2023	Emergency Management Victoria	https://www.emv.vic.gov.au/responsibilities/semv-Sub-Plans/semv-bushfire-Sub-Plan
Victorian State Emergency Management Plan – Energy Sub-Plan	Energy	June 2023	Department of Premier and Cabinet (DPC)	https://www.emv.vic.gov.au/responsibilities/semv-Sub-Plans/semv-energy-Sub-Plan
Victorian State Emergency Management Plan – Flood Sub-Plan	Flood	June 2025	State Emergency Service	https://www.emv.vic.gov.au/responsibilities/semv-Sub-Plans/semv-flood-Sub-Plan
Victorian State Emergency Management Plan – Storm Sub-Plan	Storm	June 2025	State Emergency Service	https://www.emv.vic.gov.au/responsibilities/state-emergency-management-plan-sub-plans/semv-storm-sub-plan

Reference Document	Emergency Type	Plan Revision Date	Responsibility	Link (If exists)
Victorian State Emergency Management Plan – Earthquake Sub-Plan	Earthquake	May 2023	State Emergency Service	https://www.emv.vic.gov.au/responsibilities/semp-Sub-Plans/semp-earthquake-Sub-Plan
Victorian State Emergency Management Plan – Health Emergencies Sub-Plan	Health	August 2025	Department of Health	https://www.emv.vic.gov.au/responsibilities/semp-Sub-Plans/semp-health-emergencies-Sub-Plan
Victorian State Emergency Management Plan – Pandemic Sub-Plan	Health	December 2025	Department of Health	https://www.emv.vic.gov.au/responsibilities/state-emergency-management-plan-sub-plans/semp-pandemic-sub-plan
Victorian State Emergency Management Plan – Public Transport Disruption Sub-Plan	Infrastructure	October 2024	Department of Transport and Planning	https://www.emv.vic.gov.au/responsibilities/semp-Sub-Plans/semp-public-transport-disruption-Sub-Plan
MEMPC Document Template	MEMP Development	October 2020	Emergency Management Victoria	https://www.emv.vic.gov.au/publications/mempc-document-template
Advisory Material for the Development of a Municipal Emergency Management Plan	MEMP Development	December 2020	Emergency Management Victoria	https://www.emv.vic.gov.au/publications/advisory-material-for-the-development-of-a-municipal-emergency-management-plan-memp
Advisory Material for the Development of a Municipal Emergency Management Planning Committee Terms of Reference	MEMP Development	December 2020	Emergency Management Victoria	https://www.emv.vic.gov.au/publications/advisory-material-mempc-terms-of-reference
Fact Sheet: Integrated Emergency Management planning	MEMP Development	December 2020	Emergency Management Victoria	https://www.emv.vic.gov.au/publications/fact-sheet-integrated-emergency-management-planning
Fact Sheet: Municipal Level Planning	MEMP Development	December 2020	Emergency Management Victoria	https://www.emv.vic.gov.au/publications/fact-sheet-3-empr-municipal-level-planning
Transition Guide for Reforming Municipal Emergency Management Planning Arrangements	MEMP Development	December 2020	Emergency Management Victoria	https://www.emv.vic.gov.au/how-we-help/emergency-management-planning-reform-program/resource-library/transition-guide-for
Guidelines for preparing State, Regional and Municipal Emergency Management Plans	MEMP Development	October 2024	Emergency Management Victoria	Guidelines for Preparing State, Regional and Municipal Emergency Management Plans Emergency Management Victoria

Reference Document	Emergency Type	Plan Revision Date	Responsibility	Link (If exists)
MEMPC Written Reports to REMPC Template	MEMP Assurance	December 2020	Emergency Management Victoria	https://www.emv.vic.gov.au/publications/mempc-written-report-to-the-rempc
Assurance Framework for Emergency Management	MEMP Assurance	September 2019	Inspector-General for Emergency Management	Assurance Framework for Emergency Management Inspector-General for Emergency Management Victoria
Statement of Assurance Template for MEMP or MEMP Sub-Plan	MEMP Assurance	December 2020	Emergency Management Victoria	https://www.emv.vic.gov.au/publications/statement-of-assurance-template-memp-or-memp-Sub-Plan
Emergency Recovery Victoria – Recovery Framework	Recovery	July 2023	Emergency Management Victoria	Emergency Recovery Victoria - Recovery Framework vic.gov.au
Maroondah Council Plan 2025 - 2029	General	2029	Council	Planning for our future Maroondah City Council
Maroondah City Council Electric Line Clearance Plan (ELCMP)	General	2026	Council	https://www.maroondah.vic.gov.au/About-Council/Planning-for-our-future/Strategies-and-plans/Electric-Line-Clearance-Management-Plan

Appendix F - MEMP and Sub-Plan Exercise Record

- Exercise records prior to 2022 are located in previous versions of the Municipal Emergency Management Plan and available on request.

Exercise Date	Exercise Name	Exercise Description	Exercise Convenor	Participating Agencies
9 December 2025	Exercise Auxilium	Regional High-Rise Evacuation Exercise	EMR Councils and Agencies	All Agency Exercise, Eastern Region Councils
1 December 2025	Active Armed Offender	Regional Response Exercise	Victoria Police	All Agency Exercise, Eastern Region Councils
22 October 2025	Exercise East	Regional Relief Exercise - ERC Council Site	Nillumbik/Monash Councils	DFFH, VCC-EM, Salvation Army, Red Cross Vic SES, VicPol, Eastern Region Councils
30 October 2024	Exercise East	Regional Relief Exercise - ERC Council site	Manningham/ Yarra Ranges Councils	DFFH, VCC-EM, Salvation Army, Red Cross Vic SES, CFA, FRV, Dept of Health, VicPol, Gender & Disaster Aust, Eastern Region Councils
14 September 2023	Exercise East	Regional Relief Exercise - ERC Council site	Maroondah/Whitehorse Councils	DFFH, VCC-EM, Salvation Army, Red Cross, Vic SES, VicPol, CFA, FRV, ERV, Eastern Community Legal Centre (ECLC), Services Aust, Dept of Transport (DoT), Dept of Health (DH), AV, Eastern Region Councils, Bendigo Council
26 March 2023	ERC Setup Exercise	ERC set up and test exercise the Maroondah Nets facility plan arrangements	Maroondah Council	Red Cross, Salvation Army, VCC-EM, Vic SES, VicPol, Council, Gender & Disaster Aust.
15 November 2022	Exercise East	Regional Relief Exercise - ERC Council site	Knox/Boroondara Councils	DFFH, VCC-EM, Salvation Army, Red Cross Vic SES, VicPol, Eastern Region Councils
31 May 2022	MOTUS	Dandenong Ranges Bushfire emergency evacuation exercise	Victoria Police	All Agency Exercise, Eastern Region Councils

Appendix G - Amendment History

Version	Author	Update Details	MEMPC Approval Date
	EMCEMP Working Group	Complete re-write of the MEMP based on the EMCEMP MEMP Template – Version 1 (January 2022)	2022
1.0	MEMPC Executive Officer	Populated template and updated layout based on updated EMCEMP MEMP Template Version 1.1	2022
1.1	MEMPC Executive Officer	Minor administrative changes made based on feedback from Maroondah SES Unit and DFFH	2022
2.0	MEMPC	Plan endorsed by the MEMPC	17 November 2022
	MEMPC Executive Officer	Minor administrative change to department name changes for DoT to DTP, DJPR to DJSIR, DET to DE and DELWP to DEECA	January 2023
	MEMPC Executive Officer	Plan noted by REMPC - minor administrative change to role of ERV	May 2023
	MEMPC Executive Officer	MEMPC endorsed updated paragraph for Section 5.7 Neighbourhood Safer Places, Bushfire Places of Last Resort and Community Fire Refuges.	August 2023
	MEMPC Executive Officer	MEMPC endorsed an additional table be added to the MEMP for a list of emergencies/events that have impacted the State but had no significant impact for Maroondah or were managed as part of normal business under Section 2.5.	November 2023
3.0	MEMPC Executive Officer	Populated plan based on updated EMCEMP MEMP template - Version 1.5 and DFFH review	August 2025
	MEMPC Executive Officer	Updated CERA flowchart (administrative), included additional sentence under 5.10 under response escalation for requested resources and minor administrative changes from feedback from FRV, ERV and VicPol.	October 2025
	MEMPC Executive Officer	Updated Response Process flowchart under Class 2 emergencies wording to Health Emergencies based on feedback from Department of Health.	November 2025
	MEMPC Executive Officer	Administrative change to replace Emergency Recovery Victoria (ERV) references to Emergency Management Victoria (EMV) due to agency restructure.	
	MEMPC	Plan endorsed by MEMPC - EClip Reference 25/221768	February 2026

Appendix H - Authorisation

Plan Preparer: Maroondah Municipal Emergency Management Planning Committee

I certify that the Maroondah Municipal Emergency Management Plan complies with the requirements of the [Emergency Management Act 2013](#), including having regard to any relevant guidelines issued under section 77 of that Act, to the extent outlined in the attached checklist.

On behalf of the Maroondah Municipal Emergency Management Planning Committee:  Belinda Rose Deputy Chair, Municipal Emergency Management Planning Committee 26/02/2026	On behalf of the EMR - Regional Emergency Management Planning Committee:  Tim Landells Chair, Regional Emergency Management Planning Committee 13/07/2026
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A signed copy of the Certificate of Assurance and Checklist will be stored in Maroondah City Councils record management system.

Appendix I – Maps

Hard copy maps are no longer included in this document as there are numerous online mapping systems available.

In respect of an emergency response, Council's Corporate GIS mapping system is accessible to all relevant staff online, (including those operating remotely) and has numerous layers of information, including retirement villages, aged care sites, education facilities, hospitals, etc. as well as the full range of infrastructure dealt with by Council.

The sub layers under "Community Services" include accommodation, case management and support, counselling, medical centres, meeting spaces, retirement villages, student accommodation, while "Facilities" has sub layers showing facilities such as aged activity groups, aged care centres, childcare centres, education establishments and hospitals.

There is a further range of layers relating to physical assets of Council, drainage, contours, catchment areas etc.

This mapping system is also interactive with "street view" aerial images, and Melway overlay. Other relevant mapping systems are available from member MEMPC agencies, EM-COP and Google maps.

Information on Maps of Maroondah is located at: [Maps of Maroondah | Maroondah City Council](#)