



Municipal Emergency Management Plan October 2008

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FOREWORD

The economic and social effects of emergencies including loss of life, destruction of property and dislocation of communities are inevitable. Latrobe City has been subjected to emergencies that have resulted in the damage to property and disruption to the community.

Coping with hazards gives the reason and focus for planning. Hazards exist within all communities whether they are recognised or not. The priority in an emergency is to provide timely support to the affected community and to ensure the social and economic impact is minimised.

To ensure the Latrobe City community will have appropriate management strategies in all emergencies the City has prepared a Municipal Emergency Management Plan in accordance with the requirements of Section 20(1) of the Emergency Management Act 1986.

This MEMPlan has undergone significant review since the 2005 Audit. Completed in September 2008, this review covered the following sections:

- Introduction
- Risk management
- Management arrangements
- Prevention
- Response
- Recovery
- Ancillary support
- Appendices

INTRODUCTION

1. MUNICIPAL ENDORSEMENT

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

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

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

2. STATEMENT OF AUDIT



VICTORIA STATE EMERGENCY SERVICE
- STATE HEADQUARTERS -
188 STURT STREET, SOUTHBANK VIC 3006
TELEPHONE (03) 9684 6666 FACSIMILE (03) 9684 6659
EMAIL: vicse@ses.vic.gov.au



MUNICIPAL EMERGENCY MANAGEMENT PLAN AUDIT REPORT

The Municipal Emergency Management Plan (MEMPlan) for the Latrobe City Council has been audited in accordance with the guidelines issued by the Co-ordinator in Chief of Emergency Management and has been assessed as:

Complying fully or more than adequately with The Guidelines.

The Latrobe City Council MEMPlan will be audited again on 4 November 2011.

As part of this audit report please find attached a copy of the audit tool completed by the audit panel.

While the Latrobe City Council MEMPlan has been assessed as fully complying, there will always be minor changes in terminology and contact details detected in such an audit.

To assist your municipal emergency management planning committee in the further enhancement of the planning process, a copy of this report has been provided to the MEMP committee. The staff of the VICSES East Regional Headquarters will assist in the facilitation of the recommendations made within this report.

In accordance with Section 21A(3) of the Emergency Management Act, within three months, it would be appreciated if you would acknowledge the audit report and provide an undertaking to address any issues identified within. Please direct your response to:

Clint Saarinen
Regional Manager
East Region
Victoria State Emergency Service
P O Box 631
Moe VIC 3825

Trevor White
Director of Operations
27 January 2009

At: MEMPlan Audit Tool





3. AIM

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

4. OBJECTIVES

The broad objectives of this Plan are to:

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

5. CORRELATION

This plan draws on and supplements a range of other community safety plans, strategies and municipal policies developed by Latrobe City as referenced in Latrobe 2021: the vision for the Latrobe Valley (detailed below). Together they form a suite of documents that are consistent in the areas of definitions, risk management and planning.

Latrobe 2021

Latrobe 2021 is the long-term vision for development of the Latrobe Valley community. A series of strategic objectives and actions have been outlined to achieve the vision of a vibrant region, a caring and enterprising community, a harmonious community, and a sustainable, safe, secure region.

Latrobe 2021 is a joint vision for Council and the community, developed through in-depth consultation with the community and other stakeholders. As such, the challenge in moving forward is to identify what we, as individuals and a community, can do to make this vision a reality.

In developing services and programs for the community, Latrobe City has identified four strategic objectives: Sustainability, Liveability, Governance and Community Capacity Building. A fifth internal objective is Organisational Excellence which focuses on Latrobe City Council's ability to deliver on the four strategic objectives.

The Municipal Emergency Management Plan fulfils the Governance Community Outcome and Strategic Action, being ensuring governance and leadership through adherence to legislative requirements and ensuring compliance with relevant legislation.



AREA DESCRIPTION

1. TOPOGRAPHY

The region controlled by Latrobe City contains varying topography ranging from steep, almost inaccessible hills of the Jeeralang and Strzelecki ranges to flat plains of the Latrobe Valley, some of which is noted flood plain. Included in this area are a number of water reservoirs of significant importance. The majority of the region is agriculture land, with large pockets of eucalypt and pine plantation, residential areas and industry, the most significant being coal production. The City contains four major cities these being Moe, Morwell, Traralgon and Churchill.

The boundaries of Latrobe City are depicted in the map at *Appendix "A"*.

There are a number of main roads within the region, the most significant being the Princes Highway which traverses the region from west to east.

The main Gippsland railway line traverses the region aligning at most stages with the Princes Highway.

The Latrobe Valley regional airport is located within Latrobe City between the cities of Morwell and Traralgon. The airport is wholly owned by Latrobe City Council on behalf of the residents and ratepayers of Latrobe City. The Airport is a key economic and community facility providing significant employment opportunities, vital business and community services and valuable recreation and tourism facilities. The flight paths are over Morwell and Traralgon.

The region is well known for the abundant annual rainfall of approximately 1200 mm, the most being experienced during autumn, winter, and spring. High winds are also experienced in the region during late winter and spring.

2. DEMOGRAPHY

The region encompasses a large number of towns of various sizes ranging from settlements of a few dwellings to three major cities. The four major settlements are Moe Morwell, Traralgon and Churchill. Three of these cities are strategically located close to each other on the Princes Highway. All other towns and settlements are within easy access to a neighbouring establishment.

The population of Latrobe City is approximately 71,000 residents.

Latrobe City has many and varied industries within its boundaries. Apart from the normal industries that are expected within a community of 71,000 inhabitants there are some large specialist installations, including a number of electrical installations, the State's major power generation facilities and Australian Paper.



SPECIAL NEEDS GROUPS

Within Latrobe City there are a number of facilities that should be considered under an emergency situation as having special needs. These organisations include:

- Brookfield Park Nursing Home, 69 Liddiard Road, Traralgon
- Dalkeith Memorial Home/Grace Bruce Hmes, Marie Street, Traralgon
- Glenwood Assisted Living, 70 Henry Street, Traralgon
- Gracedale Lodge, 1 Linden Court, Morwell
- Latrobe Regional Hospital Gippsland Psychiatric Services, Princes Highway, Traralgon
- Latrobe Valley Village Hostel, 5 Ollerton Avenue, Moe
- Margery Cole Hostel, Matthews Crescent, Traralgon
- Maryvale Private Hospital, Maryvale Road, Moe
- Mitchell House, 127 Vary Street, Morwell
- Narracan Gardens Aged Care Facility, 11 Amaroo Way, Moe
- St. Hillarys Nursing Home and Daycare Centre, 16 Elgin Street, Morwell
- St. Lawrence Private Nursing Home, 43 McMillan Street, Morwell
- Yallambee Village for the Aged, Yallambee Village, Traralgon

3. MAPS

A set of maps detailing the area covered by this plan can be found in *Appendix A*. The MECC and has been equipped with the following maps:

- Street maps of established towns within Latrobe City
- A series of 1 : 25000 maps of Latrobe City
- Inundation maps applicable to Latrobe City
- CFA Map Book
- VICROADS State Directory

Latrobe City has produced a comprehensive GIS Mapping tool that complements this Emergency Management Plan. A laptop computer containing all Latrobe City's GIS mapping information and a data projector allowing visual application is a standard feature in Latrobe City MECC.

4. HISTORY OF EMERGENCIES

The City has in the past experienced incidents of varying degrees of severity in the following manner:

- * Road Accidents 1997, 2008
- * Fire 1939, 1944, 1962, 1968, 1978, 1982, 1983, 2001, 2005, 2006/07
- * Floods 1978, 1993, 1995, 2007
- * Church St explosion 1990, ESSO Longford Gas Plant Explosion 1998
- * Gas Pipeline Rupture Moe 1997
- * Chemical Spills, Morwell 1998
- Mine Incidents 2007, 2008



MANAGEMENT ARRANGEMENTS

1. MUNICIPAL EMERGENCY MANAGEMENT PLANNING COMMITTEE

This Committee is formed pursuant to Section 21(3) of the *Emergency Management Act 1986*, to formulate a plan for the Council's consideration in relation to the prevention of, response to and the recovery from emergencies within Latrobe City.

The following persons shall make up the Municipal Emergency Management Planning Committee:

- Chairperson – Latrobe City Councillor
- Municipal Emergency Resource Officer (MERO)
- Deputy MEROs
- Municipal Recovery Manager (MRM)
- Deputy MRMs
- Municipal Emergency Response Coordinator
- CFA Representative
- Municipal Fire Prevention Officer (MFPO)
- VICSES Representative
- Police Representative
- Ambulance Representative
- Department of Human Services Representative
- Australian Red Cross Representative
- Latrobe Regional Hospital Representative
- Chairpersons of sub-committees/representatives responsible for Functional Areas

Membership of the MEMPC is reviewed on an annual basis by the Municipal Emergency Coordinator to ensure continuing relevance to Latrobe City community.

To assist in the development and maintenance of the MEMPlan the following Functional Subcommittees have been created:

- Communications
- Flood
- Risk Review
- Pandemic
- Heatwave Strategy

During the development of the plan the Municipal Emergency Management Planning Committee has received information and advice from representatives of the following agencies and organisations:

- Central Gippsland Essential Industries Group
- St. John Ambulance Brigade
- Gippsland Water
- Service Clubs
- VicRoads
- Telstra

- Environmental Protection Authority
- Origin Energy
- Anglicare
- Gippsland Emergency Relief Fund
- Other necessary agencies as required from time to time

2. MUNICIPAL EMERGENCY MANAGEMENT PLANNING COMMITTEE FUNCTIONS

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

This includes planning for:

- (a) the provision of emergency relief to those persons responding to or affected by during the response phase;
- (b) the provision of resource supplementation to Control and relief agencies during response and recovery;
- (c) municipal assistance to agencies during the response to and recovery from emergencies;
- (d) the assessment of the impact of the emergency; and
- (e) recovery activities within the municipality, in consultation with Department of Human Services.

In order to carry out these management functions, Latrobe City will form an Emergency Management Group. This group will consist of:

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

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

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

- The Municipal Emergency Response Coordinator, with respect to the coordination and provision of resources, including where necessary, the escalation to Divisional level
- The Control agency
- The Regional Recovery Coordinator

3. MUNICIPAL EMERGENCY RESOURCE OFFICER

At the present time, the Municipal Emergency Liaison Officer has been appointed to fulfil the function of Latrobe City MERO, pursuant to Section 20(1) of the Emergency Management Act. Specific details are listed in *Appendix H "Contact Directory"*.

Responsibilities

1. To be responsible for the coordination of Municipal resources in responding to emergencies.
2. To establish and maintain an effective infrastructure of personnel whereby Municipal resources can be accessed on a 24 hour basis.
3. To establish and maintain effective liaison with agencies within or servicing the Municipal district and the Municipal Recovery Manager.
4. To maintain the Municipal Emergency Coordination Centre(s) at a level of preparedness to ensure prompt activation when necessary.
5. To facilitate the arrangement of a post emergency debrief as requested by the Municipal Emergency Response Coordinator.
6. To ensure procedures and systems are in place to monitor and record all expenditure by the Municipality in relation to emergencies.
7. To ensure the preparation and updating of the Municipal Emergency Management Plan.
8. To keep a current database of Municipal Resources.(this list to be maintained/updated annually) *Current as of 01/05/08*

MUNICIPAL AUTHORITY

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


The MERO may delegate duties to provide for effective management of the council resources. For the purpose of this plan, Latrobe City's Manager Natural Environment Sustainability, Coordinator Health Services and Manager Recreational Liveability have been nominated as Deputy MEROs.

4. MUNICIPAL RECOVERY MANAGER

The Manager Community Capacity Building has been appointed as Latrobe City Municipal Recovery Manager pursuant to Section 20(1) of the Emergency Management Act. Specific details are listed in *Appendix H "Contact Directory"*.

Responsibilities

1. Coordinate municipal and community resources within the municipality during recovery.
2. Immediately following an emergency, assist with:
 - the collation and evaluation of information gathered in the post impact assessment.
 - the establishment of priorities for the restoration of community services and needs.

- 
3. The MRM is to liaise with the appointed MERO for the best use of municipal resources to enable the recovery by individuals or the community from the effects of an emergency.
 4. Establish an Information and Coordination Centre to be located at the Municipal Offices or a location appropriate to the emergency that has occurred.
 5. Liaise, consult and negotiate on behalf of the affected area with recovery agencies and the municipality.
 6. Liaise with the Regional Recovery Management Committee, and the Department of Human Services as appropriate.
 7. Undertake specific recovery activities as determined by the municipality.

The MRM may delegate duties to provide for effective management of the recovery functions. For the purpose of this plan Latrobe City's Home and Community Care Coordinator and Manager Infrastructure Operations have been nominated as Deputy MRMs.

5. MUNICIPAL FIRE PREVENTION OFFICER

The Municipal Emergency Liaison Officer has been appointed as Latrobe City Municipal Fire Prevention Officer pursuant to the Country Fire Authority Act 1958. Specific details are listed in *Appendix H* of this document, "Contact Directory".

The MFPO may delegate duties to provide for effective management of fire. For the purpose of this plan Latrobe City's Senior Local Laws Officer and the Local Laws Officer have been nominated as Deputy MFPOs.

6. MUNICIPAL EMERGENCY MANAGER (COORDINATOR)

The Municipal Emergency Liaison Officer has been appointed as Latrobe City Municipal Emergency Coordinator (MEC). The MEC is responsible for the effective management of the council's emergency management activities as outlined in Part 6, page 26 of the EMMV. Specific details are listed in *Part Eight* of this document, "Contact Directory".

7. COMMAND, CONTROL, COORDINATION

COMMAND

Command of operational personnel of the various authorities and organisations involved is vested in the command structure of that particular authority or organisation and will remain exclusively with that body.

CONTROL

Control of emergency operations will at all times remain the responsibility of the Emergency Management Agency, or Organisation, directly responsible for controlling the particular type of emergency. The Controlling Authority is to appoint an Incident Controller who will control the operation.



COORDINATION

Coordination involves the bringing together of agencies and elements to ensure effective response to and recovery from emergencies. It is primarily concerned with the systematic acquisition and application of required resources (agencies, personnel and equipment) in accordance with the requirements imposed by emergencies. Coordination relates primarily to resources and operates throughout the management of response or recovery activities.

MUNICIPAL EMERGENCY RESPONSE COORDINATOR

In addition to its role as control or support agency in certain emergencies, the Victoria Police has the responsibility under the *Emergency Management Act 1986* for emergency response coordination. Emergency response coordinators are responsible for ensuring the coordination of the activities of agencies having roles or responsibilities in response to emergencies, with the exception of emergencies involving defence force vessels or aircraft.

The Municipal Emergency Response Coordinator for Latrobe City is the person appointed by as such the State Coordinator. The Deputy Municipal Emergency Response Coordinator is the person nominated by the Divisional Emergency Response Coordinator Region 5, Division 3.

Responsibilities

1. Ensure the Municipal Emergency Resource Officer is activated to provide access to municipal resources.
2. Attend the municipal emergency coordination centre, if activated.
3. Obtain and forward regular advice to the Divisional Emergency Response Coordinator of the potential of an emergency which is not under substantial control of the Control agency.
4. Advise recovery agencies of the emergency.

Any Control Agency requiring municipal support will request that support through the Municipal Emergency Response Coordinator who will pass on all requirements to the Municipal Emergency Resource Officer.

DIVISIONAL EMERGENCY RESPONSE COORDINATOR

When all relevant resources from within the Municipality have been fully committed and there is further requirement for additional resources, all requests must be forwarded to the Municipal Emergency Response Coordinator who will in turn pass on same to the Divisional Emergency Response Coordinator for action. In the absence of the Divisional Emergency Response Coordinator, his/her deputy will be contacted.



8. MUNICIPAL EMERGENCY COORDINATION CENTRE (MECC)

The MECC will coordinate the provision of human and material resources within the municipality, during response and recovery phases of emergencies. It will also maintain an overall view of the operational activities within this Plan's area of responsibility, for record, planning and debrief purposes. The MECC may also become operational during support operations to a neighbouring municipality. Administrative staff for the MECC will be drawn from municipal resources.

Provision of MECC functions may, in the first instance, be conducted from an appropriate Police Station. The Emergency Response Coordinator shall request activation of an identified MECC if required.

The primary Emergency Coordination Centre for Latrobe City is:
Latrobe City Service Centre
Kay Street, Traralgon

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

Latrobe City Morwell Headquarters
Nambur Wariga Room
Commercial Road, Morwell

An agreed set of Standard Operating Procedures for use in the MECC is detailed in *Appendix B*.

9. MUNICIPAL OPERATIONS CENTRE

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

10. DEBRIEFING ARRANGEMENTS

A debrief should take place as soon as practicable after an emergency. The Municipal Emergency Response Coordinator will convene the meeting and all agencies who participated should be represented with a view to assessing the adequacy of the Plan and to recommend any changes. Such meetings should be chaired by the Chairperson of the MEMPC.

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



11. FINANCIAL CONSIDERATIONS

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

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

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

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

12. PUBLIC INFORMATION AND WARNING

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

PREVENTION AND PREPAREDNESS

Any information released to the public on behalf of Latrobe City will be to educate and assist the community to prepare for emergencies. This information must be approved by Latrobe City.

RESPONSE PHASE

Releasing information is normally the responsibility of the Municipal Emergency Response Coordinator in conjunction with the Control Agency(s). General information released by the Municipality must be approved by the MERO or Chief Executive Officer

Information can be categorised under the following headings:

Pre impact

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

During impact

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

Post impact

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



RECOVERY PROCESS

Releasing information will be the responsibility of Latrobe City in liaison with the Department of Human Services in accordance with Council policy.

DISSEMINATION

Immediate use of the media will be made to avoid phone congestion. The public should be advised to direct calls to appropriate agencies and centres with adequate facilities, staff and knowledge to answer questions or disseminate information:- For example, the Victorian Bushfire Information Line (VBIL), Police "Advice Line" should be used if appropriate.

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

METHODS

All methods of disseminating information will be considered including:

- Radio Stations, both ABC Gippsland and local commercial
- Television
- Victorian Bush Fire Information Line (VBIL)
- Police Advice Line
- Local Telephone Information Lines
- Newspapers (particularly in extended response and recovery phases)
- Ethnic group's radio stations and newspapers
- Community Newsletters
- Information Centres ("One Stop Shops")
- Manual door knock of each residence
- Public address system mounted on vehicle

DISABLED OR CALD PERSONS


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

All agency representatives dealing with this situation should carry a language indicator card which can be used to establish the language in question. Copies of this card are available from the Commonwealth Department of Immigration and Citizenship and Latrobe City Citizen Service Centres.

INFORMATION RESOURCES

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

- Electronic Media (including Latrobe City Web Site)
- Police Media Liaison
- Literature/Brochure Information
- Print Media



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

PUBLIC INFORMATION CENTRE

If required, a public and media information centre will be established. Latrobe City shall appoint a Media Liaison Officer.

13. RESPONSE/RECOVERY TRANSITION

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

Latrobe City's Municipal Recovery team will be notified at the initial response phase by the MERO and requested to attend the MECC. This attendance will enable the recovery team to be fully informed of all impacts and exposures in relation to the emergency and allow a seamless transition phase.

It is essential to ensure a smooth transition from the response phase to the recovery process, in any emergency at municipal level. While it is recognised that recovery activities will have commenced shortly after impact, there will be a cessation of response activities and a hand over to recovery agencies. This will occur when the Municipal Emergency Response Coordinator and the Municipal Recovery Manager in conjunction with the Control agency and MERO declares 'Stand Down' of response. The early involvement of the MRM or a Deputy in the initial emergency stages will ensure a smooth transition of ongoing activities from response to recovery.

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

TERMINATION OF RESPONSE ACTIVITIES AND HAND OVER OF GOODS/FACILITIES

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

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

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

14. COMPENSATION OF VOLUNTEER EMERGENCY WORKERS

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

15. MAINTENANCE OF PLAN

FREQUENCY OF MEETINGS

The MEMPC will meet on at least two occasions each year. The dates of these meetings will be scheduled for spring and autumn of each year.

Minutes of all meetings must be taken and a copy sent to the Divisional Emergency Management Coordinator, the Regional Director, Department of Human Services and members of the MEMPC.

Functional Sub Committees, where formed, should meet at least once per year to review and amend their arrangements where necessary.

PLAN REVIEW/AUDITS

Content of this Plan is to be reviewed annually or after an emergency which has utilised part of this plan. Organisations delegated with responsibilities in this Plan are required to notify the MERO of any changes of detail (eg. contact information), as they occur. Contact details are to be verified at each MEMPC meeting.

Review of the plan will specifically focus on the hazards in the City of Latrobe and the Contact Directory of the plan. Amendments are to be produced and distributed by Latrobe City as required. See *Appendix G* for the Amendment History and *Appendix F* for Distribution List.

The plan is required to be audited every three years.

TESTING

Unless already tested by activation due to an actual emergency, testing of this plan should be carried out on an annual basis. This will be done in a form determined by the MEMPC. Any procedural anomalies or short falls encountered during these exercises, or ensuing operations, must be addressed and rectified at the earliest opportunity.

A number of options exist to enable testing of this plan, ranging from table top to in the field practical exercises.



16. RESOURCE SHARING PROTOCOLS

Latrobe City is a signatory to the Municipal Association of Victoria's Protocol for Inter-Council Emergency Management Resource Sharing which is promoted across Victoria to be signed between and the all neighbouring municipalities:

The purpose of the Protocol is to ensure a formal agreement is documented for utilisation of resources which do not fall under the control of Latrobe City Council but are supplied from neighbouring municipalities, and may be used for emergency prevention, response and recovery activities.



PREVENTION ARRANGEMENTS

1. THE ROLE OF THE MUNICIPALITY

Latrobe City recognises it has a key role in prevention and mitigation activities to reduce the risk, or minimise the effects, of emergencies that may occur in the area. Council's enforcement and continued reviewing of existing policies in land use, building codes and regulations, and urban planning, along with the various agencies responsible for prevention activities throughout the community, combine to ensure that all measures possible are addressed to reduce the likelihood of emergency. The Municipal Emergency Planning Committee also plays a role in prevention by identifying potential hazard areas.

2. RISK MANAGEMENT

'Risk management is about identifying potential variations from what we plan or desire and managing these to maximise opportunity, minimise loss and improve decisions and outcomes. Managing risk means identifying and taking opportunities to improve performance as well as taking action to avoid or reduce the chances of something going wrong.'

Source: Companion to AS/NZ 4360:2004

'Risk management involves establishing an appropriate infrastructure and culture and applying a logical and systematic method of establishing the context, identifying, analysing, evaluating, treating, monitoring and communicating risks associated with any activity, function or process in a way that will enable organisations to minimise losses and maximise gains.'

Source: AS/NZS Risk Management Standard 4360:2004

3. RISK REVIEW

During the preparation of this Plan, a risk analysis was carried out to identify potential natural and manufactured hazards within the municipality. The history of their occurrence and the nature of each hazard, especially community vulnerability, has been considered during the analysis process. The results of the risk analysis can be found in *Appendix E*. Due to ongoing changes of seasonal conditions, community development and public attitudes, the rating of the identified threats may vary over a period of time. The Municipal Emergency Management Planning Committee has tasked the Risk Review Subcommittee with the re-assessing of threats to the community from time to time.

A list of identified emergencies and the present hazard rating is included in this document at *Appendix E*.

4. COMMUNITY AWARENESS

The ability of a community to respond to an emergency situation and in turn recover from the effects of an emergency will depend on the attitude of the people affected. Obtaining the preferred response from people during emergencies will require community education and awareness programs to be implemented for this purpose. Latrobe City and the Municipal Emergency Management Planning Committee will support and promote appropriate prevention and awareness programs within the City. Methods of warning the community of an impending emergency are addressed in Part 3.

5. PREVENTION/MITIGATION PLANS

Prevention plans aim to eliminate or reduce the incidence or severity of emergencies and the mitigation of their effects. Mitigation plans detail the measures taken in advance of, or after, a disaster aimed at decreasing or eliminating its impact on society and environment.

Within the City a number of prevention or mitigation plans have been developed. Among the more easily identifiable are those below:

PREVENTION PLANS

- Fire Prevention Plan (currently being incorporated into the Integrated Fire Management Plan)
- Traralgon Creek Flood Warning Plan

COMMUNITY SAFETY STRATEGIES

- Latrobe 2021
- Pedestrian and Traffic Safety Audits at primary and secondary schools
- Immunisation programme
- Community Wellbeing and Safety Plan (2008-2012)
- Municipal Strategic Statement (currently under review)

MUNICIPAL PLANNING SCHEME - LOCAL PLANNING POLICIES

- All planning applications for development projects pass via MERO for comment

ENVIRONMENTAL/PUBLIC HEALTH PLANS

- Municipal Public Health Plan
- Pandemic Plan
- Heatwave Strategy
- Major Event Planning policy



RESPONSE ARRANGEMENTS

1. INTRODUCTION

An agreed set of arrangements for the response to identified emergencies within Latrobe City has been compiled. These arrangements have been tailored to meet local response capabilities based on the agencies available within the municipality. Support Agencies may be able to offer varying levels of support from 'on ground' resources to information. It may be appropriate to consult with a number of identified Support Agencies for advice in relation to any given emergency. It is the prerogative of the Control agency to formulate action plans for a given emergency in consultation with support agencies.

The Emergency Management concept provides the mechanism for the build up of appropriate resources to cope with emergencies throughout the State. It also provides for requests for physical assistance from the Commonwealth when State resources have been exhausted.

Most incidents are of local concern and can be coordinated from local Municipal resources. However, when local resources are exhausted, Emergency Management provides for further resources to be made available, firstly from neighbouring Municipalities (on a Regional basis) and then, secondly on a State wide basis. These arrangements are consistent, and should be read in conjunction with State and Regional response arrangements.

2. ESCALATION

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

ALERT

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

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



STANDBY

As the threat, or the effects of the emergency, becomes imminent, members of the relevant organisation or sections are placed on standby, thus being ready to respond immediately they are required. Some of the activities that should be considered in this phase are:

- Staffing of respective Emergency Centres.
- Prepare equipment and personnel for immediate action.
- Identify assembly areas.

ACTION

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

Some of the activities that should be considered in this phase are:

- Mobilise personnel/equipment as requested.
- Produce sitreps (an emergency situation report) on regular basis for higher authorities.
- Deploy additional resources as required.
- Ensure Volunteer Emergency Workers are registered.

STAND DOWN

Once "Alert", "Stand-by" or "Action" has been implemented, the Municipal Emergency Response Coordinator must declare a "Stand Down". After consultation with the Control Authority and any other relevant agency, and the Municipal Emergency Response Coordinator is satisfied that the response to the emergency has been completed, he/she will advise all participating agencies of 'Stand Down'.

3. EVACUATION

The Victoria Police are responsible for evacuation. The decision to evacuate rests with the Control agency in conjunction with Police and available expert advice. Consideration must be given to the area which is to be evacuated, the route to be followed, the means of transport and the location to which evacuees will be asked to attend.

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



WARNING SYSTEMS

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

- The type of emergency
- The number of people affected
- The cultural and linguistic origins of the affected people
- The requirements of any Special Needs Groups

Methods of alerting are contained in the Communications Plan as at Appendix C.

RECOVERY ARRANGEMENTS

1. INTRODUCTION

The Australian concept of emergency management calls for a comprehensive approach, embracing prevention, preparedness, response and recovery (PPRR). However these elements are not necessarily sequential or mutually exclusive. Recovery Managers and agencies must be involved in the broader processes of disaster management and planning. Recovery and response operations must be simultaneous.

Emergency recovery is the coordinated process of supporting disaster affected communities in the reconstruction of the physical infrastructure and restoration of emotional, social, economic and physical well-being.

The physical and social aspects are critical to effective recovery. Recovery is more than the replacement of what was destroyed and the rehabilitation of individuals. It is a complex social process and is best achieved when the affected community exercises a high degree of self determination. Recovery is a developmental, rather than a remedial process, so the manner in which the physical and social aspects of the process are undertaken will have a critical impact. Activities which are conducted without consultation and recognition of needs and priorities will disrupt and hinder the process (excerpt from "Australian Emergency Manual: Disaster Recovery").

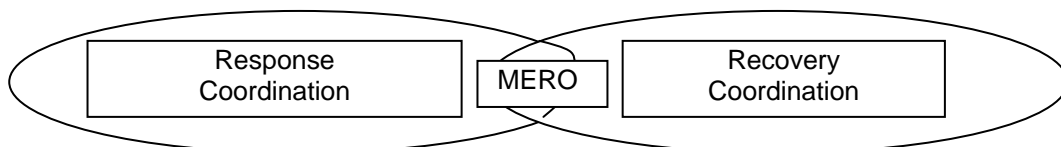
The Latrobe City Recovery Plan, Management Procedures, has been developed as a sub-plan of Latrobe City Council, Municipal Emergency Management Plan and must be read in conjunction with State and Regional Recovery Plans and other sub-plans specifically developed as part of Latrobe City Municipal Emergency Management Plan.

2. OVERVIEW

2.1 Purpose of Emergency Recovery

The purpose of providing emergency recovery services is to assist the emergency affected community towards management of its own recovery. It is recognition that where a community experiences a significant emergency there is a need to supplement the personal, family and community structures which have been disrupted by the emergency.

Latrobe City has developed policies and processes for the coordination of resources during recovery. The request for resources is to be directed via the Municipal Emergency Resource Officer.





3. OBJECTIVES OF THE RECOVERY PLAN

The broad goal of any recovery plan should be to facilitate the recovery of affected individuals, communities and infrastructure as quickly and practicably as possible. This is best achieved through the activation of management arrangements which ensure that the recovery process following an event proceeds as effectively and efficiently as possible.

Specific objectives to be embodied in recovery plans should include:

- the activation of mechanisms which ensure community participation in the recovery process;
- the identification of responsibilities and tasks of key agencies;
- the identification of appropriate recovery measures;
- the setting out of appropriate resourcing arrangements; and
- the outlining of recovery management structures and management processes.

4. ROLES AND RESPONSIBILITIES OF THE RECOVERY MANAGER

The Recovery Manager manages the recovery process on behalf of the nominated lead recovery agency. It is essential that this person be given the necessary authority to effectively carry out this role.

RECOVERY ISSUES

The basic issues confronting the emergency recovery manager will include the following.

- What is the purpose of the recovery process?
- What services are required?
- How should those services be provided?
- Who is best equipped to provide the necessary services?
- How and when should recovery services be withdrawn?

MANAGER'S ROLE

- Ensure that appropriate strategies are put in place.
- Facilitate the acquisition and appropriate application of material, staff and financial resources necessary to ensure an effective response.
- Contribute to the resolution of community and political problems which emerge during the recovery process.
- Ensure the maximum community involvement in the recovery process.
- Ensure that both immediate and long term individual and community needs are met in the recovery process.
- During non-emergency periods increase emergency recovery awareness and promote as much planning as is feasible.



MANAGEMENT TASKS

- Organise and manage the resources, staff and systems necessary for the immediate and longer term recovery.
- Advocate on behalf of the affected community with government departments, voluntary agencies, local government, the wider community, businesses and other organisations involved in the recovery process.
- Liaise, consult and, where necessary, coordinate or direct voluntary agencies, community groups, local government and government departments in order to achieve the most effective and appropriate recovery.
- Provide information to the government, bureaucracy, community and media.
- Mediate where conflicts occur during the relief and recovery process.
- Develop a close and positive working relationship with the key individuals and groups in the affected community.
- Be partially distanced from the immediacy of the event and consider the overall recovery process in establishing priorities and anticipating future requirements.

4.1. Impact Assessment

One of the critical factors in the management of an effective recovery program following an emergency is to gain early, accurate information about the impact of the event upon individuals, the community and physical infrastructure.

To determine service, staffing, resource and general recovery requirements it is necessary to obtain an early but full assessment of the emergency and the needs of the community, e.g. the number, location and circumstances, including ethnicity, of affected people, identify the number of dwellings destroyed or made uninhabitable, establish the extent to which essential services have been disrupted, etc. To do this it is important that key recovery agencies liaise as early as possible with police, State emergency services, local government and any other relevant Controlling and coordinating authorities.

RAPID IMPACT ASSESSMENT

Initial loss and damage assessment can be broken into two components:

- a general overview assessment – initial rapid impact assessment of affected areas.
- a more specific assessment – more detailed assessment of significantly affected locations.

Both assessments are essential in informing and supporting resource and welfare requirements for response and the early stages of recovery.

4.2 Resource Management

Local recovery plans should provide details of agency responsibilities in regard to the provision of resources for recovery management purposes. However, there are also a number of areas which may require specific attention from the recovery manager's point of view. These include staffing and the use of volunteers.



STAFFING

As a consequence of an emergency additional staff may be required to enable agencies to meet their responsibilities. In determining additional staffing requirements the demands of recovery operations as well as the ongoing operational needs of the organisation should be considered. Staffing needs should be assessed at the earliest possible time so that adequate resources can be obtained and made available. Regular training pre emergency will ensure staff are best equipped to carry out their tasks.

Decisions will need to be made as to whether additional staff should be used in recovery operations, leaving normal staff to carry out their existing duties, or whether the additional staff should be used in normal agency duties to free up existing staff to carry out recovery operations. Volunteers are likely to play a significant part in any recovery operation, particularly after large-scale, highly-publicised emergencies.

Regular briefing and debriefing of both paid staff and volunteer workers is another important factor. This process should provide for both structured and informal briefings, depending upon the circumstances and the environment in which workers are operating.

4.3 Information Management

One of the key elements of emergency recovery is effective information management. The media profile given to most emergencies, particularly those on a large scale, means that public and political interest in the recovery process will generally be high. Added to this is the need for adequate information to be provided to affected communities and individuals regarding the effects of the event and the availability of recovery services.

With one of the underlying principles of recovery management being the empowerment of individuals and communities to participate in the management of their own recovery, it is critical that regular and accurate information be provided regarding such things as the cause and effects of the emergency, the type and availability of recovery services and any other relevant information. This information should be made available in as many languages as necessary to meet the needs of people affected by the event from CALD backgrounds. This will enhance the capacity of the community to participate in the management of their own recovery.

There are a range of mechanisms for providing information to the public. These may include local newsletters, press releases, use of the various electronic media and public meetings or forums.

Given the media, political and public profile of emergencies there will also be a need for the provision of up-to-date, accurate information regarding recovery services and advice on the state of the affected community to a range of sources. This need will be particularly prevalent in the early stages of the recovery process, the time at which recovery managers will be under most pressure. Consequently, it is important that effective information management systems be established as soon as possible following an emergency. Ideally systems and protocols for the dissemination of information should have been developed as part of the recovery planning process and should only require minor adjustments to facilitate the flow of information after an emergency has occurred.



MEDIA

During disasters the press, radio, and television have a legitimate interest in obtaining prompt and accurate information. If media access to accurate information is unduly restricted, rumour and speculation may be substituted for fact.

Due to the fact that the recovery process will generally involve a range of different organisations there is a need for coordination of information to the media to avoid confusion or conflict. The most effective means of dealing with this issue is through the nomination of a media liaison officer to represent the overall recovery process.

VISITS TO THE AFFECTED AREA

Following the emergency, an outreach program can also provide valuable information. To avoid over-servicing it may be useful for such programs to be run on a team basis, bringing together representatives from agencies with expertise in a range of areas, such as personal counselling and financial assistance. In this way details can be gathered regarding losses and needs, while at the same time providing support and services to affected persons. Sharing of information between agencies is another means of facilitating this process.

In addition to the level of media interest in emergencies there is also likely to be a number of other visits to the affected area and a high level of interest in the recovery process from politicians and executive management from a range of agencies.

There are a number of issues which need to be considered by the recovery manager involved with, or responsible for hosting, such visits.

- Effective briefings should be provided. These should include accurate and up-to-date information about estimated losses, assistance programs, and financial assistance packages. This will ensure that any information relayed to the affected community or the media is accurate, reducing the risk of falsely raising expectations regarding such things as assistance measures, and reducing the risk of embarrassment. Some pre-visit briefing is also desirable to ensure that the visitor is well-informed of the necessary information prior to their arrival.
- Briefing of any visits should also include details about the current state of the community, including the various emotions they may be experiencing as a result of the emergency, as well as identification of any existing sensitivities.
- Visitors should have a clear understanding of emergency management arrangements and protocols.
- Visitors should also be clearly briefed on the potential impact of their visit and their subsequent role in the recovery process. In particular it should be emphasised that any information provided must be accurate, as the effects of inaccurate or ill-founded information on an emergency affected community may reinforce the impact of the event.
- In the case of an emergency affecting more than one geographic area, care should be taken to ensure that communities are treated equitably and visits are arranged accordingly.



4.4 Withdrawal

One of the last significant tasks to be undertaken in any recovery management process is that of the withdrawal of services. While the emphasis of any recovery program should be on community involvement and self-management the cessation of formalised support services from outside agencies will nevertheless be a critical time in the affected community's recovery. Experience has shown that a gradual handover of responsibilities to local agencies and support services is most effective. It may also be timely for some sort of commemorative event to symbolise the end of the recovery program and the renewal of the community. In the past this has been achieved through such events as tree planting ceremonies, street theatre, church services and a range of other activities which involve the entire community and give a positive focus to the end of the recovery program.

5. MANAGEMENT STRUCTURE

5.1 Introduction

Emergency recovery should be managed and planned for in a structured manner. The broad needs created by the impact of an emergency on a community will only be met through a range of services, provided by a range of both government and non-government organisations.

At the local level the focus of recovery planning and management is on community input. Within their emergency planning responsibilities local arrangements must incorporate recovery planning and, from an operational point of view, a range of services, including both infrastructure and human services, is provided. These arrangements should provide for the coordination of the activities of local agencies.

5.2 Community Recovery Committee

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

COMMUNITY RECOVERY COMMITTEE MEMBERSHIP

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

- Municipal Recovery Manager
- Councillor
- Government agencies
- Community groups
- Affected persons
- Non-government agencies



COMMUNITY RECOVERY COMMITTEE FUNCTIONS

- Monitor the overall progress of the recovery process in the effected community.
- Identify community needs and resource requirements and make recommendations to appropriate recovery agencies, municipal councils and the State's recovery management structure;
- Liaise, consult and negotiate, on behalf of affected communities, with recovery agencies, government departments and municipal councils;
- Liaise with Health and Community Services as Coordinator through the designated Health and Community Services Regional Director or delegate.
- Undertake specific recovery activities as determined by the circumstances and the Committee.

5.3 Recovery Team and Sub Committees

5.3.1 Composition of Recovery Team

Recovery Team should include representatives of key organisations involved in recovery process. Both infrastructure and human service agencies should be represented.

5.3.2 Recovery Team Roles

The roles of recovery team include:

- prepare and maintain a recovery plan;
- meet regularly to maintain liaison between agencies, enhance understanding of agency roles, update contact arrangements and ensure the currency of local arrangements;
- review sub-committee;
- conduct regular exercises and training programs;
- establish arrangements for the conduct of post-emergency impact assessment and for the collation, evaluation and use of the information gathered;
- manage the provision of recovery services at the local level;
- supplement local government resources which may be exhausted by an emergency, eg. building inspectors, environmental health officers, human services staff, etc., to ensure that an adequate recovery program is provided;
- formalise links with regional/district plans and recovery agencies;
- consider all aspects of a local community's recovery, including both the restoration of physical infrastructure and the provision of human services;
- activate and coordinate service delivery;
- identify responsibility for the establishment and maintenance of contact and resource listings.

5.3.3 Structure of Recovery Team

The Recovery Team comprises a series of sub committees each with a team leader. The team leader represents their sub committee on the Emergency Recovery Team. The team leader will appoint a deputy to act in their absence. The following diagram represents the structure of the sub committees.



LATROBE CITY RECOVERY TEAM

MANAGEMENTSteve Tong

- Information/Media Liaison
- Economic Development
- Emergency Relief/Evacuation Centre

COMMUNITY ASSISTANCEKay Jellis

- Aged and Disability Support, Children, Young People and Families
- Transport
- Food and Catering

COMMUNITY SUPPORTHeather Farley

- Personal Support
- Language Service
- Material, Financial Aid Distribution and Fundraising

INFRASTRUCTUREDean Morahan

- Accommodation
- Physical Re-Instatement

ADMINISTRATIONJulie Kyriacou

- Volunteer Coordination
- Animal/Stock Welfare

PUBLIC HEALTH.....Andrew Mackintosh

- Health

5.3.4 Roles of Recovery Sub Committees

Recovery Sub Committees aim to link the key municipal organisations involved in a particular area of recovery so as to ensure maximum access to and use of resources and knowledge.

The roles of the Sub Committees are to:

- Plan the Recovery Process for their area of responsibility.
- Identify and recruit membership to Sub Committees.
- Coordinate the recovery process in the area of responsibility and report back to the Municipal Emergency Recovery Team and MRM.
- Identify local resources and external resources available for recovery.
- Identify and involve the community in planning and implementation of the recovery process.
- Liaise and communicate with other sub committees.
- Liaise and communicate with Community Recovery Team as established after an emergency.



Each Sub Committee will develop operating procedures that outlines the following:

- The membership details of the Sub Committee (including all members and phone contacts).
- Specific roles and responsibilities of the Sub Committee.
- Policies and procedures where appropriate.
- Resources available, where they are and how to access.

All members to have a copy of the operating procedures and each set of procedures to be updated regularly.

5.3.5 Recovery Sub Committee Team Leaders Role

Team Leaders are responsible to the MRM. The roles of Sub Committee Team Leaders are:

- Convene and coordinate Recovery Sub Committees.
- Represent Sub Committee on Municipal Emergency Recovery Team.
- Ensure minutes are kept and copies tabled at the Municipal Emergency Recovery Sub Team.
- Liaise with other Recovery Sub Committees to ensure coordination and information sharing.
- Liaise with relevant state-wide organisations/departments through the MRM which are responsible for specific types of service.

A Deputy Team Leader is to be nominated to relieve when the team leader is unavailable.

5.3.6 Purpose of each Sub Committee

MANAGEMENT

- **Emergency Relief/Evacuation Centres:**
To oversee the coordination, management and staffing of evacuation centres.
- **Information/Media Liaison:**
To coordinate and provide accurate information to the public and media after an emergency.
- **Economic Development:**
To coordinate the economic recovery of the affected community

COMMUNITY ASSISTANCE

- **Aged and Disability Support, Children, Young People and Families:**
To plan for and coordinate the recovery process for aged and disabled people in the City.
- **Children, Young People and Families:**
To plan for and coordinate the recovery process for children and young people.

- **Transport:**
To assist in transport provision after an event so that those affected can access services, shopping etc.
- **Food and Catering:**
To coordinate food provision and catering for the community in the event of an emergency.

COMMUNITY SUPPORT

- **Personal Support:**
To coordinate counselling and personal support services after an emergency.
- **Language Service:**
To coordinate the provision of language services to CALD communities
- **Material and Financial Aid Distribution:**
 - To coordinate the receipt, storage and distribution of material aid.
 - To coordinate and staff, material aid centres as established by MERO and MRM.
 - To coordinate the distribution of financial aid to communities after the event

INFRASTRUCTURE

- **Accommodation:**
To assist in the provision of temporary accommodation after an emergency.
- **Physical Re-Instatement:**
To assess, advise on and repair damage after an event including tree safety/assessment; replanting/revegetation; erosion prevention etc.
To rebuild and restore community infrastructure/utilities after an emergency

ADMINISTRATION

- **Volunteer Coordination:**
To provide a centralised coordination of volunteers after an emergency and to assist other Sub Committees through provision of volunteer assistance as required.
- **Animal/Stock Welfare:**
Assist/destroy injured stock/wildlife. Coordinate disposal of dead stock. Coordinate emergency feed/fodder supplies. Identify holding areas for stock/pets etc. Provide cages/leads etc. for animals at evacuation centres. Round up escaped stock.

PUBLIC HEALTH

- **Health**
To identify the health and medical facilities available within Latrobe City Council and identify the arrangements for activation.

5.2.7 Code Alert Status

CODE GREEN (ALERT/STAND BY)

Team Leaders alerted and on stand by
(at risk special needs contacts to be notified at this stage)

CODE ORANGE (ACTIVATE LOW/MEDIUM)

Team Leaders activated
Team Members alerted and on stand by

CODE RED (FULL ACTIVATION)

Team Leaders activated
Team Members activated

MATRIX OF ALERTING

MAGNITUDE OF EVENT	NOTIFICATION TIMEFRAME
Minor CODE GREEN	By end of next working day
Moderate CODE ORANGE	Within 24 hours
Major CODE RED	Immediately

6. ROLE OF DEPARTMENT OF HUMAN SERVICES IN RECOVERY

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

- Acts as principal recovery planning and management agency at state and regional level.
- Assumes a role of facilitation in developing a coordinated response as appropriate to the circumstances eg when the event is of a magnitude which is beyond the resources of the municipality or the incident affects only a few people but the affected population is dispersed.
- See Section 5: Emergency Recovery Plan – Gippsland Region.

7. SUPPLY OF GOODS/SERVICES

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

The Municipal Recovery Manager will coordinate the acquisition of supply of goods/services which cannot be provided by the City or participating agencies.



8. VICTORIAN GOVERNMENT ASSISTANCE MEASURES

These are contained in the Emergency Management Manual Victoria Part 8
Recovery: Government Post-Emergency Assistance Measures

9. COUNSELLING, EMERGENCY GRANTS AND TEMPORARY ACCOMMODATION

Latrobe City will coordinate the provision of these services at municipal level. If the above functions are outside of the capabilities of the municipal resources, the responsible agency is the Department of Human Services.

Local support can also be obtained from:

Counselling:

- Relationships Victoria
- Latrobe Community Health Services
- Anglicare Gippsland
- Lifeline

Emergency Grants:

- Department of Human Services

10. PUBLIC FUNDRAISING

Gippsland Emergency Relief Fund will be responsible for public fund raising and coordination/dispersal of such funds. Contact details are listed in *Part 8* (Contact Directory) of this plan.



SUPPORT ARRANGEMENTS

1. SUPPORT TASKS AND SERVICES

A comprehensive list of support services and support agencies for both response and recovery can be found in the Emergency Management Manual Victoria. The list is neither exhaustive nor exclusive as many agencies, including Control agencies may have a support role and a functional service role, dependent on the nature of the emergency. In the event that local resources cannot be provided to meet support tasks needed, the request should be passed onto the Divisional Emergency Response Coordinator via the Municipal Emergency Response Coordinator.

Outlined below are the support services Latrobe City has undertaken to provide

2. EMERGENCY RELIEF

Emergency Relief is the provision of life support and essential needs to persons affected by, or involved in the management of, an emergency. At Municipal level, this responsibility rests with Latrobe City. At Regional and State level, Emergency Relief is the responsibility of the Victoria State Emergency Service.

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

The responsibility for payment of Emergency Relief is detailed as follows:


- * Latrobe City Council is responsible for the cost of Emergency Relief measures provided to emergency –affected persons
- * If Emergency Relief is requested by an agency for its own personnel, that agency will be responsible for costs incurred.
- * When a Control Agency requests Emergency Relief on behalf of a number of supporting agencies, the Control Agency will be responsible for costs incurred.

2.1 EMERGENCY RELIEF FUNCTIONAL AREAS

2.1.1 Catering

At municipal level, the Australian Red Cross is responsible for catering arrangements. They will coordinate the provision of catering services. They are supported by other services.

The Red Cross Emergency Services Liaison Officer (ESLO) will be activated, via the Municipal and Regional Emergency Response Coordinators, to arrange catering. The Australian Red Cross ESLO is to be alerted or activated when the nature of the incident indicates any of the following apply:

- 
- more than one substantial meal for those responding to the emergency or other affected persons is required to be supplied
 - reimbursement for incurred costs will be claimed by local providers

Goods are required to be purchased by authorised Australian Red Cross purchasing officers. The Australian Red Cross ESLO will, in conjunction with the local catering providers, ascertain the level of involvement necessary by Australian Red Cross, ensuring that local resources, including those already in operation, are fully utilised.

2.1.2 Material Needs

The Salvation Army is responsible for material needs and will coordinate material needs providers. The convenor is supported by:

- Victoria Relief and Foodbank
- St. Vincent de Paul
- Australian Red Cross

2.1.3 Emergency Shelter

Latrobe City will coordinate the provision of emergency shelter. A list of Emergency Relief Centres identified in Latrobe City, together with contact details, is included in this plan (See *Appendix D*).

Both Relief Centre Identification and Contact details are available on Latrobe Cities Emergency Planning GIS system.

3. OTHER FUNCTIONAL AREAS

3.1 COMMUNITY ORGANISATIONS


Many community organisations will have resources that can be of use in an emergency. It is the responsibility of Latrobe City to provide the management system to coordinate offers of assistance from these organisations. Contact details of organisations able to assist will be maintained by the municipality.

3.2 REGISTRATION

Victoria Police are responsible for the registration of emergency affected people but have delegated the physical task of the registration process to Australian Red Cross.

3.3 COMMUNICATIONS

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



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

3.3.1 Telephone Communications

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

Additional telephones can be provided by Telstra, upon request to the Municipal Emergency Response Coordinator, who will, in turn, submit such requests to the Divisional Emergency Response Coordinator for action. All costs, related to such installations, are the responsibility of the requesting organisation.

Municipal Emergency Coordination Centre telecommunication lines will be tested on a regular basis

3.3.2 Communications Resources

The Communications Subcommittee, chaired by the Municipal Emergency Response Coordinator, has prepared a Communications SubPlan. A copy of this plan is held by the MERO and the MERC.

The following organisations have indicated their willingness to provide communications facilities and resources which may be available in an emergency:


- * Latrobe City
- * Morwell/Traralgon VICSES
- * Wireless Institute Civil Emergency Network.
- * Citizens Radio Emergency Service.
- * RECOM – Red Cross Emergency Communications

4 HEALTH AND MEDICAL

These Municipal Health and Medical arrangements should be considered in conjunction with the State (and Regional) Health Emergency Response Plans. The aim of these arrangements is to identify the Health and Medical facilities available within Latrobe City and identify the arrangements for activation/response to incidents.

4.1 Health

The Municipal Environmental Health Officer has been delegated the responsibility for public health matters. The responsibilities of the Environmental Health Officer in emergencies include:

- 
- Advice on water supply
 - Ensuring hygienic food handling - safe production, storage and distribution
 - Supply of sanitary and hygienic accommodation when required
 - Refuse removal
 - Pest control
 - Control of infectious diseases outbreak, epidemic, pandemic (immunisation)
 - Disposal of dead animals

4.2 Medical

The State (and Regional) Health Emergency Response Plan specifies coordination details for on-site health and medical services and the deployment of medical teams. In so much as these arrangements impact upon the public health function of the City of Latrobe, close liaison will be maintained between the Environmental Health Officer and the Department of Human Services.

5. TRANSPORT AND ENGINEERING

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

Joint responsibility for transport and engineering matters has been delegated to the General Manager, Built and Natural Environment Sustainability and General Manager, Recreation and Cultural Liveability of Latrobe City. Municipal resources should be used in the first instance, prior to engaging private contractors.


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

6. POST IMPACT ASSESSMENT

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

A post impact assessment will be conducted. To assist this process Latrobe City will utilise the Rapid Impact Assessment forms developed by the Department of Human Services.

Once initial rapid loss/damage information has been collected by the Incident Management Team and provided to the ICC for collation and then forwarded to the MECC for validation, an outreach program is required to qualify impacts to principal place of residence (including farms), non-principal places of residences, caravans/temporary accommodation facilities, community facilities and business premises.



An outreach team may be multi-agency and coordinated by Latrobe City. This should generally commence immediately access to affected areas is available and occur/be concluded within a week of the incident to enable recovery services/resources to support affected persons to be prioritised, where applicable.

The rapid loss/damage report will identify premises destroyed, or affected by major or minor damage, and indicate the accessibility situation.

Latrobe City, through the Emergency Management Group, shall as early as practicable perform the following tasks:

- Survey the extent of damage indicating evaluation of financial and material aid needed.
- Develop and implement priorities of community and individual needs to assist agencies in the performance of their functions. A case coordination model is the preferable mechanism to manage the service provision aspects of individual families.
- Monitor the acquisition and application of financial and material aid needed or made available in the restoration period.

The Emergency Management Group may co-opt persons within the community with the appropriate expertise to assist with the above tasks.

MAPS

Maps to be attached are:

To be accessed through Latrobe City's Geographical Information System (GIS) Planning Tool designed to support this plan.

Regional map showing the municipality and its neighbours (below)

A map of the municipality (below)

These maps are accessible through Latrobe City's GIS Emergency Management Layer to be activated upon the MECC setup.



MUNICIPAL EMERGENCY COORDINATION CENTRE STANDARD OPERATING PROCEDURES

The Municipal Emergency Coordination Centre Standard Operating Procedures are now contained within the “Practice Note – Operation of a Municipal Emergency Coordination Centre” as produced by the Office of the Emergency Services Commissioner, June 2008

A copy of this document is held by Latrobe City MERO and MERC.

SPECIAL PLANS AND ARRANGEMENTS

Some special contingency plans have been developed to address recognised municipal issues. Copies are held and maintained by the Controlling authority listed at the relevant threat.

THREAT	CONTROL AUTHORITY	TELEPHONE
Fire	CFA	000
Regional Flood Plan	VICSES	132 500
Traralgon Creek Flood Plan	Latrobe City	5128 5606

EVACUATION PLANS:

Special plans addressing the issues of evacuation have been developed for all the primary and secondary schools within Latrobe City. They are responsible for the preparation and amendment of their respective plan.

All local hospitals are responsible for the development and maintenance of their evacuation plans.

In addition to those copies held by the relevant establishments, copies are also held by Victoria Police at Traralgon.

APPENDIX C

OTHER SPECIAL PLANS:

As mentioned in *Part Four, paragraph 5, (PREVENTION/MITIGATION PLANS)*, other specific special plans have been developed to address hazards which have been identified by the MEMPC. Copies of these are held as indicated:

CATEGORY	DETAILS	HOLDER
<i>Prevention / Mitigation Plans</i>	Fire Prevention Plan (currently being incorporated into the Integrated Fire Management Plan)	Latrobe City MFPO
	Traralgon Creek Flood Warning Plan	Latrobe City MERO
	Communications SubPlan	Latrobe City MERO / MERC
<i>Community safety strategies</i>	Vision 2021	CEO
	Pedestrian and Traffic Safety Audits at primary and secondary schools	
	Immunisation program	Latrobe City Coordinator Health Services
	Community Wellbeing and Safety Plan (2008-2012)	
	Municipal Strategic Statement (currently under review)	
<i>Environmental/public health plans</i>	Municipal Public Health Plan	Latrobe City Coordinator Health Services
	Pandemic Plan	Latrobe City Coordinator Health Services
	Heatwave Strategy	Latrobe City Coordinator Health Services
	Major Event Planning policy	

SCHOOL BUS ROUTES:

A map indicating school bus routes can be accessed through Latrobe City's Geographical Information System Planning Tool. The MERO is responsible for requesting the maintenance and amendment of this plan, which will be amended annually.

EMERGENCY RELIEF CENTRES

A range of facilities have been identified as possible emergency relief centres and have been assessed and found to be potentially suitable for use in times of emergency. Careful consideration must be given to the prevailing circumstances and number of people needing assistance when selecting a site or sites.

Facilities are listed in localities.

A copy of this document is held by Latrobe City MERO, MRM and MERC.

Relief Centre Details
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RISK ANALYSIS

Community Emergency Risk Management

Introduction

In planning for the reduction of emergency-related risks, Latrobe City will endeavour to create a safer environment by identifying, analysing, assessing risks and recommending treatment options by application of a community emergency risk management process which employs the generic guidelines of AS/NZS 4360.

Through the emergency risk management process, communication with stakeholders was enhanced through meetings, the distribution of meeting minutes and information sessions. The City of Latrobe recognises that this process may lead to suggested risk treatments that may affect social, political, economic and/or the environmental aspects of the community. Risk treatment options will be considered irrespective of perceived constraints.

The terms of reference for the Municipal Emergency Management Planning Committee are to identify and consider treatment options for risks that have the potential to become emergencies such incidents that:

- Require action of more than one agency
- Threaten the people, property and environment
- Have the potential to be protracted or to escalate so as to affect the fabric of the community

Review Process

With this in mind, the emergency risk management process will be continually reviewed by the Municipal Emergency Management Planning Committee via the Risk Review Subcommittee on an annual basis. This is a broad risk assessment group which includes representatives from the relevant response agencies together with specialist agencies as required.

The review will be undertaken annually or, where a significant new risk has emerged, immediately. The risk assessment process is consistent with the following:

- AS/NZS Risk Management Standard 4360:2004
- EMA Applications Guide, and
- VICSES CERM process

The Risk Review Subcommittee conducted a full re-assessment of risks during July-September 2008.

Risk Treatment

Implementation of the original recommendations contained in the Municipal Workbook has been since supported by simplification of the associated documentation. The result is in accordance with VICSES recommendations with regard to document format as contained in the attached Action Plans.

These Action Plans enable an identified and prioritised list of treatment strategies which ensure maximum synergies and minimise duplication of activities. In addition they provide a systematic record of treatment strategies including responsibilities for their implementation.

References

The risk assessment process has explored and utilised a range of data in risk identification and vulnerable group needs analysis. Some of these are detailed below:

- Latrobe City community database
- CFA risk advice
- VICSES risk advice
- Bureau of Meteorology
- West Gippsland Catchment Management Authority
- Central Gippsland Essential Industries Group
- Australian Bureau of Statistics – demographic analysis
- Community consultation – Traralgon Creek flood planning
- Vulnerable groups/agencies – Yalamba Village, Latrobe Regional Hospital

Risk Action Plans
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Baw Baw Shire Council → VITO ALBICINI	ONE		✓
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- Narracan Group → Peter Lockwood, TRALGON FIRE STATION	ONE		✓
- Traralgon (Urban Fire Brigade) →	ONE		✓
- Morwell (Urban Fire Brigade) →	ONE		✓
Department of Sustainability and Environment → GEOFF KENNEDY	ONE		✓
Department of Human Services	TWO		✓
Gippsland Water	ONE		✓
Victoria Police - Morwell, Traralgon, Moe →	THREE		✓
Regional Emergency Management Coordinator → BRENDAN SCULLY	ONE		✓
Municipal Emergency Management Coordinator →	ONE		✓
D24 Morwell →	ONE		✓
Municipal Emergency Resource Officer → SHERYL ENGLISH	ONE		✓
Acting Municipal Recovery Manager → STEVE TONG	FOUR		✓
Origin Energy	ONE		✓
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CONTACT DIRECTORY

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