

South Gippsland Municipal Emergency Management Plan

Version 4.0



2018 - 2021



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South Gippsland Municipal Emergency Management Plan [MEMP] 2018 - 2021

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| Appendix G | Language Identification Cards (further material is available online by clicking this link) | D2814215 |
| Appendix H | South Gippsland Needs Identification Form (Secondary Assessment) | D3425418 |
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FORWARD

The economic, social and environmental effects of emergencies including loss of life, destruction of property and dislocation of communities are inevitable. South Gippsland Shire has been subjected to emergencies that have resulted in 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, economic and environmental impact is minimised.

To ensure the South Gippsland community will have appropriate management strategies in all emergencies the Municipal Emergency Management Planning Committee [MEMPC] has prepared a Municipal Emergency Management Plan [MEMP] in accordance with the requirements of Section 20(1) of the *Emergency Management Act 1986 and the Emergency Management Act 2013 (Vic)*. This Act must be read and construed as one with the **Emergency Management Act 1986**.

MEMPC Membership and Terms of Reference

Membership of the MEMPC will vary from time to time depending on need. Contact details for members of the Committee are included in [Appendix F \(xiv\)](#) and are reviewed as a standing item at each meeting. Terms of Reference have been developed from business rules identified in the MEMP and are also contained in [Appendix J](#). It is a standing item on MEMPC Meeting Agenda and is reviewed at each meeting.

Part 1 - Introduction

1.1 Approval & Authority

This MEMP has been produced by and with the authority of the South Gippsland Shire Council (SGSC) pursuant to Section 20(1) of the *Emergency Management Act 1986*.

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

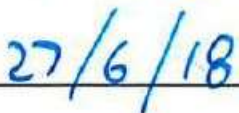
This plan is a result of the co-operative efforts of the Municipal Emergency Management Planning Committee (MEMPC) after consultation with those agencies and organisations identified therein.

This MEMP Version 4.0 February 2018, was adopted by the MEMPC on the 22 May 2018, and will be considered for endorsement by Council and signed off by the CEO.

Signed by CEO:



Dated:



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This plan is administered by Council's Coordinator Major Projects /Emergency Management

Address all enquiries to:

Coordinator Major Projects /Emergency Management
South Gippsland Shire Council
Private Bag 4
Leongatha Vic 3953

Telephone: 5662 9200

Web access: <http://www.southgippsland.vic.gov.au>

1.2 Statement of Audit

Under the *Emergency Management Act 1986*, this plan is to be audited by the Director, Victoria State Emergency Service (SES) at least once every three years.

The audit process is intended to ensure a high quality MEMP consistent with the Guidelines provided by the Emergency Management Manual of Victoria (EMMV). The audit report will indicate not only if the plan complies with the guidelines but also if there are opportunities to improve the plan or the planning process.

A MEMP that does not comply will be audited again within 12 months.

The South Gippsland MEMP was last audited on 28 May 2015 and is valid for a period of three years. The next audit date is set for 20 July 2018.

1.3 Certificate of Audit July 2015

The South Gippsland MEMP was audited in accordance with the guidelines issued by the Minister and was assessed as 'Complies adequately with the Guidelines'. A Certificate of Audit was issued on 23 July 2015 and can be found in [Appendix A](#).

1.4 Aim

The aim of this plan is to detail the agreed arrangements for the prevention of, the response to, and the recovery from, emergencies that could occur in the South Gippsland Shire in accordance with Part 4 of the *Emergency Management Act, 1986*.

1.5 Objectives

The broad objectives of this plan are to:

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

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- e. Complement other local, regional and state planning arrangements.

1.6 Correlation

This plan draws on and in turn, supplements a range of other community safety plans, strategies and municipal policies developed by the South Gippsland Shire Council. Together they form a suite of documents that are consistent in the areas of definitions, risk management and planning. These documents are identified in Section 4.3.2.



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Part 2 - Area Description and Historical data

Further Statistical Data can be obtained at Councils website:

- <http://profile.id.com.au/south-gippsland>
- http://www.southgippsland.vic.gov.au/homepage/125/shire_and_community_statistics

REMPlan

- Community Profile: <http://www.communityprofile.com.au/southgippsland>
- Economic Profile: <http://www.economyprofile.com.au/southgippsland>

[Australian Bureau of Statistics - South Gippsland - 2016 Census Quick Stats](#)

2.1 Topography

2.1.1 Boundaries - Area

South Gippsland Shire Council was formed in 1994 from the amalgamation of four municipalities. Located 90 minutes south east of Melbourne, the Shire has an expanding population of almost 29,000. It occupies an area of 3,300 square kilometres with substantial coastal frontage. The Shire is bordered by Latrobe City Council, Baw Baw Shire Council, Cardinia Shire Council, Bass Coast Shire Council and Wellington Shire Council and form part of the Gippsland regional LGA which encompasses East Gippsland, Baw Baw, Latrobe City, Bass Coast, Wellington and Alpine Shires.

Its major centres are Leongatha, Korumburra, Mirboo North and Foster, and other significant townships include Nyora, Toora, Venus Bay, Sandy Point, Poowong, Port Welshpool, Loch, Dumbalk, Welshpool, Meeniyan, Fish Creek, Port Franklin, Koonwarra, Kongwak and Tarwin Lower.

Fact Sheets are available on 18 small towns, highlighting interesting statistics within South Gippsland Shire on Council's website [Spotlight on Small Towns](#)

Community Infrastructure Plans are available for the towns of:

- Foster
- Korumburra
- Leongatha
- Mirboo North
- Nyora
- Tarwin Lower/Venus Bay
- Further statistical data can be found on Councils website 'Who we are'

2.1.2 Our Environment

South Gippsland Shire is characterised by a diverse topography of ranges, plains, low lying land and coastal areas. Of significance is Wilsons Promontory National Park [The Prom] which has diverse vegetation communities including warm temperate and cool temperate rain forests, tall open forests, woodlands, heathlands, swamp and coastal communities. It has a variety of geological and landform features of national geological and geomorphological significance. The waters surrounding The Prom are protected as a marine national park and marine park. South Gippsland also contains a large number of parks and reserves comprising flora and fauna of State and National significance.

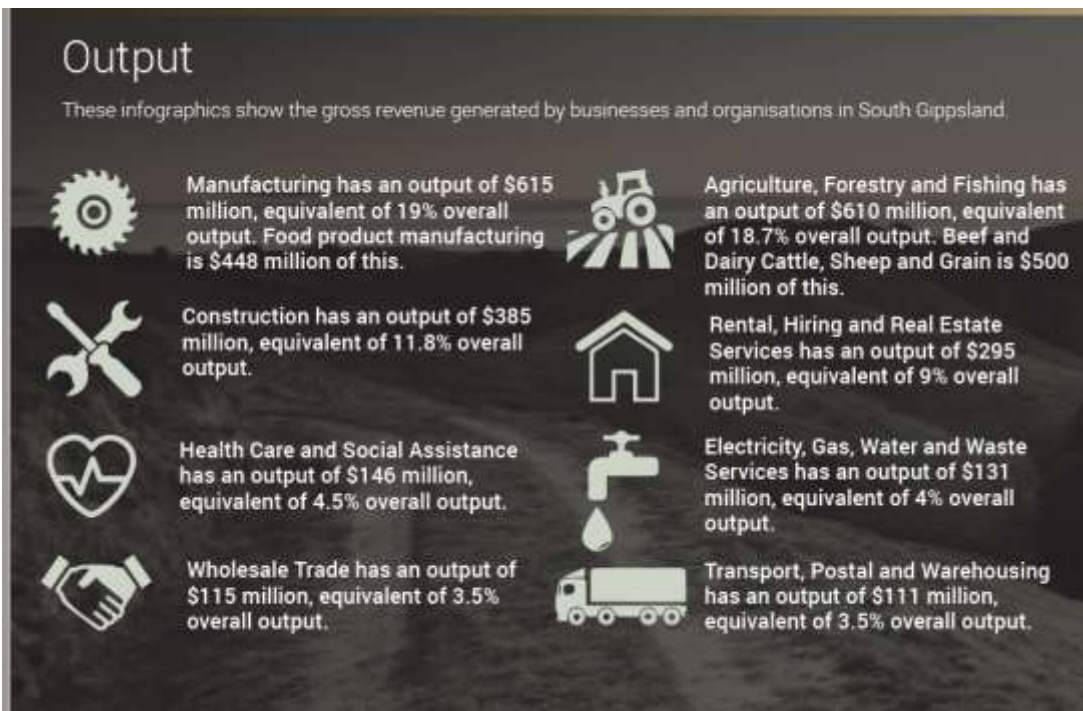
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2.1.3 Industry and our Economic Base

South Gippsland Shire has an economy with 7,000+ businesses. The total output estimate for South Gippsland (S) is \$3,262.459 million

Key industry sectors contributing to this output are:



Source: **REMPAN** Economic Modelling and Planning System © 2017

2.1.4 Climate

The climate is typically seasonal with a high average rainfall. The closest statistics available are from Wonthaggi as at December 2017:

- Average minimum temperature 9.7°C
- Average maximum temperature 18.8°C
- Temperature extremes typically vary from -2.2°C to 45°C
- Average rainfall 930mm

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Wonthaggi Climate

WONTHAGGI LONG-TERM AVERAGES

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Ann |
|------------------|------|------|------|------|------|------|------|-------|------|------|------|------|-------|
| Mean Max (°C) | 23.9 | 24.6 | 22.8 | 19.7 | 16.7 | 14.2 | 13.5 | 14.5 | 16.1 | 18.2 | 20.0 | 22.0 | 18.8 |
| Mean Min (°C) | 13.1 | 13.4 | 12.3 | 10.4 | 8.7 | 6.7 | 6.2 | 6.8 | 7.8 | 8.8 | 10.4 | 11.7 | 9.7 |
| Mean Rain (mm) | 48.2 | 44.9 | 60.1 | 78.0 | 98.2 | 95.9 | 96.9 | 100.8 | 88.8 | 87.1 | 68.9 | 60.1 | 930.1 |
| Median Rain (mm) | 39.9 | 35.0 | 51.9 | 71.0 | 90.0 | 87.3 | 91.0 | 100.5 | 88.5 | 77.9 | 66.6 | 57.2 | 895.4 |
| Mean Rain Days | 7.7 | 6.9 | 9.5 | 12.2 | 15.1 | 15.5 | 17.1 | 16.9 | 14.9 | 13.5 | 11.0 | 9.4 | 146.6 |

WONTHAGGI DAILY RECORDS

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Ann |
|----------------|------|-------|------|------|------|------|------|------|------|------|------|-------|-------|
| High Max (°C) | 43.7 | 45.0 | 39.3 | 32.8 | 26.1 | 23.0 | 21.0 | 24.0 | 29.5 | 34.0 | 36.1 | 41.7 | 45.0 |
| Low Max (°C) | 15.0 | 15.7 | 14.0 | 12.0 | 10.0 | 8.3 | 7.8 | 7.8 | 8.1 | 10.8 | 12.0 | 13.0 | 7.8 |
| High Min (°C) | 25.0 | 23.5 | 22.0 | 22.8 | 17.3 | 14.0 | 13.5 | 14.5 | 19.0 | 21.0 | 21.6 | 23.5 | 25.0 |
| Low Min (°C) | 4.0 | 3.1 | 3.3 | 0.5 | -1.0 | -1.8 | -2.2 | -1.5 | -0.6 | 0.0 | 0.5 | 2.0 | -2.2 |
| High Rain (mm) | 90.7 | 117.5 | 94.7 | 58.2 | 69.6 | 67.8 | 59.9 | 56.9 | 59.9 | 58.4 | 59.4 | 102.9 | 112.5 |

WONTHAGGI MONTHLY RECORDS

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Ann |
|-------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|
| High Mn. Max (°C) | 26.8 | 28.0 | 26.0 | 22.0 | 18.9 | 15.8 | 14.8 | 16.3 | 18.0 | 19.5 | 23.8 | 26.0 | 20.7 |
| Low Mn. Max (°C) | 20.7 | 22.2 | 20.3 | 16.9 | 14.6 | 13.0 | 12.1 | 13.1 | 13.2 | 16.1 | 18.2 | 16.4 | 17.6 |
| High Mn. Min (°C) | 15.2 | 16.2 | 14.9 | 12.9 | 11.0 | 9.4 | 8.1 | 8.1 | 10.0 | 10.3 | 12.8 | 13.6 | 10.9 |
| Low Mn. Min (°C) | 10.0 | 10.9 | 9.9 | 8.4 | 7.0 | 4.0 | 3.2 | 5.5 | 5.6 | 7.4 | 8.7 | 9.9 | 8.3 |
| High Rain (mm) | 182.5 | 187.4 | 209.8 | 224.9 | 232.2 | 249.3 | 209.4 | 215.8 | 218.8 | 164.6 | 167.0 | 143.2 | 1779.0 |
| Low Rain (mm) | 0.0 | 0.2 | 0.0 | 1.0 | 11.0 | 14.6 | 25.8 | 21.7 | 18.0 | 4.0 | 7.3 | 4.6 | 483.9 |

Wilson's Promontory Climate

- Average minimum temperature 7.8°C
- Average maximum temperature 16.5°C
- Temperature extremes typically vary from -0.6°C to 42°C
- Average rainfall 1057.6mm

Wilson's Promontory Climate

WILSONS PROMONTORY LONG-TERM AVERAGES

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Ann |
|------------------|------|------|------|------|-------|-------|-------|-------|------|------|------|------|--------|
| Mean Max (°C) | 20.6 | 20.7 | 19.5 | 17.4 | 15.1 | 13.1 | 12.3 | 12.7 | 14.2 | 15.9 | 17.3 | 18.8 | 16.5 |
| Mean Min (°C) | 14.6 | 15.3 | 14.7 | 13.1 | 11.5 | 9.8 | 8.7 | 8.7 | 9.4 | 10.4 | 11.7 | 13.0 | 11.7 |
| Mean Rain (mm) | 51.8 | 46.6 | 69.7 | 83.9 | 114.0 | 120.5 | 123.2 | 121.9 | 98.6 | 92.2 | 71.2 | 64.2 | 1057.6 |
| Median Rain (mm) | 45.6 | 36.7 | 55.6 | 78.6 | 100.5 | 115.6 | 109.2 | 112.6 | 96.7 | 84.9 | 67.9 | 55.2 | 1057.9 |
| Mean Rain Days | 9.9 | 9.1 | 12.1 | 14.5 | 17.8 | 18.9 | 19.4 | 19.6 | 17.7 | 16.1 | 13.4 | 12.0 | 178.3 |

WILSONS PROMONTORY DAILY RECORDS

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Ann |
|----------------|-------|------|-------|-------|-------|------|------|------|------|------|------|------|-------|
| High Max (°C) | 41.4 | 42.0 | 36.9 | 32.2 | 25.7 | 22.2 | 22.0 | 24.4 | 30.0 | 32.8 | 36.7 | 37.1 | 42.0 |
| Low Max (°C) | 12.8 | 13.9 | 11.7 | 11.3 | 8.3 | 8.5 | 8.2 | 7.8 | 8.3 | 8.9 | 10.4 | 12.8 | 7.8 |
| High Min (°C) | 27.1 | 25.0 | 24.4 | 23.4 | 21.0 | 14.6 | 15.0 | 19.3 | 22.0 | 25.8 | 21.4 | 24.5 | 27.1 |
| Low Min (°C) | 5.6 | 7.2 | 5.4 | 3.3 | 3.3 | -0.6 | 0.0 | 0.6 | 0.6 | 2.3 | 1.7 | 2.8 | -0.6 |
| High Rain (mm) | 121.0 | 92.5 | 110.0 | 116.1 | 123.2 | 64.0 | 86.6 | 75.8 | 47.2 | 77.5 | 68.6 | 65.4 | 123.2 |

WILSONS PROMONTORY MONTHLY RECORDS

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Ann |
|-------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|
| High Mn. Max (°C) | 23.5 | 24.1 | 22.0 | 20.4 | 17.3 | 15.3 | 14.9 | 14.7 | 16.9 | 19.5 | 20.3 | 21.9 | 17.8 |
| Low Mn. Max (°C) | 18.1 | 18.4 | 17.6 | 15.1 | 12.9 | 11.9 | 10.9 | 11.4 | 11.5 | 13.8 | 15.0 | 16.5 | 15.6 |
| High Mn. Min (°C) | 16.4 | 17.4 | 16.5 | 14.9 | 13.3 | 11.3 | 10.7 | 10.3 | 11.3 | 12.4 | 14.0 | 14.7 | 12.8 |
| Low Mn. Min (°C) | 11.7 | 13.4 | 12.7 | 10.9 | 8.9 | 7.6 | 5.4 | 6.3 | 6.7 | 7.6 | 9.5 | 8.6 | 9.8 |
| High Rain (mm) | 198.6 | 210.6 | 499.5 | 246.3 | 349.4 | 258.9 | 338.8 | 354.4 | 219.8 | 234.5 | 170.8 | 185.4 | 1190.4 |
| Low Rain (mm) | 0.3 | 0.8 | 8.4 | 6.4 | 9.7 | 22.4 | 19.6 | 31.8 | 6.2 | 5.1 | 7.5 | 4.7 | 634.0 |

Source: www.weatherzone.com.au

2.1.5 Main Rivers

The Shire's rivers are:

- Tarwin River
- Franklin River
- Agnes River
- Bass River

The head waters of the Powlett River and Morwell River are also located within South Gippsland Shire.

2.2 Infrastructure

Further information regarding South Gippsland Shire can be obtained from South Gippsland Shire Council's website at www.southgippsland.vic.gov.au

2.2.1 Significant Hazards Infrastructure

South Gippsland's significant hazards infrastructure includes the following:

- Extensive provision of reticulated water and sewerage services across the Shire
- Access to reticulated natural gas in some areas
- Lang Lang Gas Pipeline
- Extensive recreational and commercial boating infrastructure
- Key retail centres providing a wide range of retail, industrial and service businesses
- Businesses supporting the agriculture, fishing and forestry industries
- National Broadband Network
- Mobile Telephone Network
- Passenger Bus Services
- Power Supply (AusNet Services)
- Airports

South Gippsland Shire has no major airports. There are several private airfield strips across the shire with a licensed airfield in Leongatha and another airfield in Yanakie.

- Leongatha Aerodrome is located at 105 Aerodrome Road, Leongatha. Operated by Woorayl Air running charter flights, air ambulance and crop spraying.
- Prom Country Scenic Flights located at 3510 Meeniyan Promontory Road Yanakie, run mainly tourist charter flights over the Prom.

2.2.2 Community Infrastructure

South Gippsland has a wide range of community assets. These include:

- 3 public hospitals and 6 medical centres;
- Aged care residential services located in four towns;
- Services provided by Council, include Maternal & Child Health, Immunisation programs and Home and Community Care services which include Meals on Wheels, Personal Care, Respite Care, Home Maintenance and Community Transport;
- Childcare centres operate in Leongatha, Korumburra and Mirboo North and Foster. Uniting Care Gippsland facilitate Family Day Care which is available across the Shire;
- 5 public libraries plus mobile services to 7 towns;
- Daily V/Line Coach services to and from Melbourne and the Latrobe Valley, Yarram and Wonthaggi;
- 29 galleries and museums, a cinema, theatres and clubs;
- Over 200 sporting clubs with facilities such as a cycling velodrome and indoor basketball stadiums, a regional Leisure Centre incorporating a heated indoor swimming pool, 6 public swimming pools of which 2 are heated, 8 skate parks and 7 golf courses;
- The Great Southern Rail Trail, which includes 75km of bike/walking trails traversing from Leongatha through to Port Welshpool;
- The 13km Grand Ridge Rail Trail
- Over 50 parks, reserves and sanctuaries including coastal/beach assets, trails in the Strzelecki Ranges, Wilsons Promontory, Coal Creek Community Park & Museum and Mossvale Park at Berrys Creek.
- Community Halls
- South Gippsland is serviced by a number of education facilities. These are identified in Contacts and Resources [Appendix F \(xii\)](#)

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2.2.3 Main Arterial Roads

The main roads that run through the Shire are:

- **South Gippsland Highway [A440]** – is the main route running through the virtual centre of the Shire. It is used to travel to Melbourne linking onto the M1. It runs through the Shire passing through Nyora, Loch, Korumburra, Leongatha, Koonwarra, Meeniyan, Foster and Welshpool.
- **Bass Highway [B460]** – runs from Leongatha to Inverloch.
- **Strzelecki Highway [B460]** – runs from Leongatha to Mirboo North and then on to the Latrobe Valley.
- **Meeniyan - Promontory Road [C444]** – runs from Meeniyan to Wilsons Promontory National Park. It carries a large volume of tourist traffic during peak seasons to the Prom.
- **Foster – Promontory Road [C446]** – runs from Foster to Wilsons Prom (merges into Meeniyan Promontory Road at Soldiers Road)
- **Korumburra – Warragul Road [C425]** – runs from Korumburra to Warragul
- **Korumburra – Wonthaggi Road [C437]** – runs from Korumburra to Wonthaggi
- **Inverloch – Venus Bay Road [C442]** – Venus Bay to Inverloch
- **Tarwin Lower Road [C443]** – runs from South Gippsland Hwy (west of Meeniyan) to Tarwin Lower
- **Buffalo – Tarwin Lower Road [C442]** runs from Buffalo to Tarwin Lower
- **Meeniyan – Mirboo North Road [C455]** runs from Meeniyan to Mirboo North (via Dumbalk)
- **Nerrena Road [C454]** – runs from Leongatha to Dumbalk
- **Boolarra South – Mirboo North Road [C457]**
- **Waratah Road [C445]** runs from Fish Creek to Waratah Bay / Sandy Point
- **Lang Lang – Poowong Road [C434]** runs from Lang Lang to Poowong via Nyora
- **Drouin – Korumburra Road [C432]** runs from Drouin to Strzelecki Hwy via Poowong
- **Fish Creek – Foster Road [C445]** runs from Fish Creek to Foster

2.2.4 Ports

South Gippsland Shire has a number of Ports that make up the Port of Corner Inlet. Gippsland Ports located in Port Welshpool are the management authority for the Ports. The Port of Corner Inlet is made up of:

- **Barry Beach Marine Terminal** – providing support and services for the manned and unmanned Oil and Gas industry facilities in eastern Bass Strait, owned and operated by ExxonMobil (ESSO). Products shipped include fuel, water, food, glycol, methanol etc. Support base for management of production platforms, drilling, installation, maintenance and repair. Dangerous Goods are shipped from this facility. BBMT is a Security Regulated Port Facility. Every year, around 70,000 tonnes of cargo is shipped to the Bass Strait platforms from Barry Beach.

Esso has awarded a contract to Qube Energy, a part of Qube Holdings, to operate the Barry Beach Marine Terminal on its behalf. Qube commenced operations in November 2017.

- **Port Anthony Marine Terminal (PAMT)** – currently providing support and services for the manned and unmanned Oil and Gas industry facilities in central Bass Strait, owned and operated by Origin Energy. The berth is currently restricted to vessels approved by the Harbour Master, Gippsland Ports and is at its early stage of operation. Dangerous Goods will be shipped from this facility. Proposals are currently under consideration for bulk cargo exports/imports, additional to the works being undertaken for Origin Energy. PAMT is a Security Regulated facility.
- **Port Welshpool** – provides facilities for Tasmanian Flinders Island / King Island shipping, small commercial vessel operations, offshore and inshore commercial fisheries, recreational craft, slipway

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facilities and is the base for South Gippsland operations for Gippsland Ports. There is a major regional boat ramp at Port Welshpool. It is home to the Port Welshpool Coast Guard Flotilla. Two berths at Port Welshpool are Security Regulated facilities. It is expected to increase visitor numbers, with the Port Welshpool Long Jetty restoration to be completed in 2018.

- **Port Franklin** – provides facilities for the Corner Inlet commercial fishery and recreational craft. There is a slipway facility for small craft, wharf facilities and many private jetties. There is no boat ramp facility.

2.2.4 Power Supply

In 2017, AusNet Services connected 13,808 new electricity customers across the state. Of the new connections for 2017, the South Gippsland Shire would make up approximately 600 of these connections. AusNet feeds approximately 690,000 customers.

The electricity network comprises a 'sub-transmission' network that consists of predominantly overhead lines that operate at 66 kV, and a 'distribution' network, which generally operates at a voltage of 22 kV and consists mainly of overhead lines but also includes underground cables.

The 22 kV distribution network is currently supplied by fifty-six zone substations (145 transformers), which are located near to the load centres. In the South Gippsland Shire area there are 2 zone substations which are the Leongatha Zone Substation (3 transformers) and the Foster Zone Substation (2 transformers). However, there are other zone substations that feed into the outer areas of the Shire such as Lang Lang Zone substation, Wonthaggi Zone substation, Moe Zone substation, Warragul Zone substation etc ([Appendix T](#)).

There is a Leongatha South Switching Station for the Bald Hills Windfarm which is located at the corner of Bass Hwy and Koonwarra-Inverloch Rd, Leongatha South.

2.3 Demography

2.3.1 Population Growth

The latest population estimate is 29,124 people as at June 2017. Council's population forecasts project that the Shire's population will increase to 35,982 by 2036. This is an increase of 24.36% of the population. The Shire has approximately 15,900 dwellings, with 73.7% occupancy and almost 19,900 rateable properties.

South Gippsland Shire's population is estimated to increase between 45,000 to 50,000 during the peak summer season.

Source: [Population and household forecasts, 2016 to 2036, prepared by Profile .id, November 2017.](#)

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Population summary

| South Gippsland Shire | Forecast year | | | | | Change between 2016 and 2036 | |
|------------------------------|---------------|---------------|---------------|---------------|---------------|------------------------------|----------------------|
| | 2016 | 2021 | 2026 | 2031 | 2036 | Total change | Avg. annual % change |
| South Gippsland Shire | 28,934 | 30,436 | 32,116 | 34,023 | 35,982 | +7,049 | +1.10 |
| Korumburra | 4,510 | 5,060 | 5,581 | 6,069 | 6,563 | +2,053 | +1.89 |
| Leongatha | 5,741 | 6,347 | 6,890 | 7,476 | 8,038 | +2,297 | +1.70 |
| Mirboo North - Baromi | 2,347 | 2,323 | 2,358 | 2,409 | 2,476 | +129 | +0.27 |
| Nyora - Poowong & District | 2,790 | 3,060 | 3,497 | 4,038 | 4,608 | +1,818 | +2.54 |
| Rural North East | 2,904 | 2,838 | 2,804 | 2,815 | 2,844 | -60 | -0.10 |
| Rural West | 2,417 | 2,392 | 2,436 | 2,482 | 2,538 | +121 | +0.24 |
| South East Coastal District | 5,397 | 5,537 | 5,615 | 5,725 | 5,838 | +440 | +0.39 |
| South West Coastal District | 2,827 | 2,878 | 2,937 | 3,009 | 3,078 | +251 | +0.43 |

Population and household forecasts, 2016 to 2036, prepared by id, the population experts, November 2017.

2.4 Maps

Townships and localities in South Gippsland include:

Agnes, Allambee Reserve, Allambee South, Arawata, Baromi, Bena, Bennison, Berrys Creek, Bingenwarri, Boolarong, Boorool, Buffalo, Darby River, Darlimurla, Delburn, Dollar, Dumbalk, Dumbalk North, Fairbank, Fish Creek, Foster, Foster North, Gunyah, Hallston, Hazel Park, Hedley, Jeetho, Jumbunna, Kardella, Kardella South, Kongwak, Koonwarra, Koorooman, Korumburra, Korumburra South, Leongatha, Leongatha North, Leongatha South, Loch, Mardan, Meeniyah, Middle Tarwin, Mirboo, Mirboo North, Mount Best, Mount Eccles, Mount Eccles South, Moyarra, Nerrena, Nyora, Outtrim, Poowong, Poowong East, Port Franklin, Port Welshpool, Pound Creek, Ranceby, Ruby, Sandy Point, Stony Creek, Strzelecki, Tarwin, Tarwin Lower, Thorpdale South, Tidal River, Toora, Toora North, Trida, Turtons Creek, Venus Bay, Walkerville, Walkerville North, Walkerville South, Waratah Bay, Welshpool, Whitelaw, Wild Dog Valley, Wilsons Promontory, Wonga, Woorarra East, Woorarra West, Wooreen, Yanakie.



Maps of these townships can be found in [Appendix B](#), or on Council's website;

http://www.southgippsland.vic.gov.au/homepage/117/my_area

South Gippsland Shire Council use Intramaps as their GIS Mapping program. Additional maps of the municipality can be produced using this program. The Geographical Information Systems and Support team can be contacted for assistance on 5662 9200.

2.5 History of Emergencies

Tourism is one of South Gippsland's emerging sectors, with approximately 1 million visitors to the region annually. Tourism contributes over \$100 million to the local economy and supplies approximately 650 direct jobs.

Wilsons Promontory National Park is a key tourist attraction for the region, with over 400,000 visitors per annum. Visitors to the park enjoy the walks, beaches and beautiful scenery. The natural disasters that have occurred within Wilsons Promontory National Park have included:

- the 2005 and 2009 bushfires; and
- the 2011 flood

Natural disasters have a significant impact on the region, these include:

- The closure of the Prom, in some instances for extended periods of time.
- Immediate booking cancellations within the Prom and the wider region, especially properties in the direct vicinity or on route to the Prom.
- Loss of income for businesses
- Decline in future bookings
- Extended periods of park closure lead to a greater impact directly on businesses and flow on effect to other businesses within the region who do not necessarily have a direct benefit from the visitor economy.
- If the media depicts the region as being closed and impacts on visitor's decisions, it can take some time for a region to recover from an event.

The Shire has in the past experienced incidents of varying degrees of severity including:

2.5.1 Fire

- Major fires have occurred at Wilsons Promontory in 1939, 1951, 2005 and 2009. The Wilsons Promontory fire was contained within the park but affected businesses throughout the Shire, due to the closure of the park.
- The Delburn Complex Fire in 2009 was deliberately lit and affected the townships of Darlimurla and Mirboo North. There were 128 properties directly impacted by this fire.
- In 2013, a fire started in Hallston from a DELWP planned burn and burnt 562 hectares. Losses included public land (267 Ha), pine and blue gum plantations (151 Ha), private forest (95 Ha) and private pasture (49 Ha).
- In March 2018, a fire started near the McDonalds Track at Seaview in the Strzelecki Ranges south west of Yarragon. Although not in the shire, the ICC in Leongatha was activated to provide assistance. Approximately 254 hectares was burnt. No evacuations had taken place, however some community members self-relocated in accordance with their own bushfire survival plan. A Community Information Session was held for the Mirboo North Community with representatives from the CFA ICC and VCC giving updates on the fire situation.

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2.5.2 Severe Weather (Wind, Storm, Floods, Storm Surges)

Severe Weather including wind storms, thunderstorms and floods occur on a yearly basis in South Gippsland. Tornadoes and microbursts are a phenomena which have occurred throughout South Gippsland. The most serious incident occurring in June 1993 at Wonthaggi in adjoining Bass Coast Shire when a microburst caused approximately \$1 million damage to the central business district and significant damage to surrounding areas including parts of South Gippsland Shire.

In April 2008 the MECC was opened due to a severe windstorm that caused damage across the entire Shire. A microburst caused significant damage to trees and houses in the Dumbalk North area in July 2009.

There is a history of minor flooding in Toora, Welshpool, Tarwin and Meeniyan. In March 2011 there was flash flooding of Fish Creek and Wilsons Promontory where the damage to the bridge caused the largest air lift evacuation of stranded people since Cyclone Tracey. The flood caused significant damage to park assets, access roads / tracks and infrastructure.

Storm surges have caused minor damage to the coast line. In the past, beach access and dunes have required repair work. Other significant severe weather incidents have occurred across the Shire in the past few years.

| Event | Date | Locations / damage |
|-------------------------|-------------------|--|
| Wind Event | 18/03/2018 | South Gippsland experienced significant damage as a result of a wind event that incurred on Saturday 18 and Sunday 19 March 2018. The event incurred Counter Disaster Operations/Emergency Works for the removal of trees or damaged limbs from roadside verges. |
| Storm | 14/02/2018 | Municipal Operations Centre set up at the Leongatha Depot with VicSES EMLO in attendance. Council responded to 70 trees fallen. |
| Severe Weather Event | 1 – 3 /12/2017 | Due to the Severe Weather Warnings occurring over the weekend, a number of major events were rescheduled to ensure the safety of the community |
| Storm / Flood | 29/12/2016 | Flooding in Leongatha |
| Storm /Flood | 12/07/2016 | Foster - creek overflow and other areas in the Corner Inlet |
| Storm /Flood / Wind | 5/07/2016 | extensive road network |
| Storm / Wind | 1/05/2016 | extensive road network with another storm occurring on the 3 May |
| Wind | 18/03/2016 | responded to over 100 single incidents |
| Storm / Wind | 31/07/2014 | extensive road network |
| Wind | 26/09/2013 | extensive road network |
| Flood | 27/08/2013 | extensive road network |
| Flood | 3/06/2013 | extensive road network |
| Storm / Flood | 12/07/2012 | Poowong Pre-school and Mossvale Park |
| Storm / Landslide | 22/06/2012 | various locations |
| Storm / Flood | 3/06/2012 | extensive road network |
| Storm / landslip / wind | 25/05/2012 | Wide spread landslips, fallen trees and road closures |

2.5.3 Land Search and Rescue

Many searches occur along the coastal fringe for lost persons particularly in Wilsons Promontory. Several lost or missing persons have never been located despite extensive searches.

2.5.4 Marine Incidents

Numerous incidents involving small pleasure craft, fishing boats (both recreational and professional) have occurred, and ocean going merchant ships have frequently been involved in marine search and rescue

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operations. This has also included aircraft lost at sea. There have been some incidents of biological and chemical hazards on beaches due to containers falling or dumped from passing ships.

2.5.5 Whale stranding

Whale strandings are not uncommon along the Victorian coast. To date, small strandings have been managed by Parks Victoria rangers.

2.5.6 Oil Spillage

Minor marine oil spills have occurred due to the proximity of merchant shipping lanes and the gas and oil offshore platforms located east of Longford.

In the South Gippsland Shire, GippsPorts are the response agency for oil spills along the coastline from Wilsons Prom to the east of the shire and the Port of Hastings Development Authority are the response agency for oil spills along the coast between Cape Schank to Wilsons Promontory.

The CFA are the response agency for controlling spills and contaminates on land waterways and rivers.

2.5.7 Drought

During 1997 and 1998 the region suffered extensively from dry weather drought which caused extensive financial hardship to the dairy industry. In 2007 the Shire was officially declared a drought affected area for the first time.

2.5.8 Water Contamination

In October 2004, a water contamination incident occurred in Leongatha as a result of rural effluent overflow.

2.5.9 Exotic Animal Disease

There have been recorded outbreaks of Anthrax and Johnes disease within the South Gippsland Shire with the last outbreak occurring north of Leongatha in 1995. It is important to note that anthrax spores remain viable for a number of years in the soil.

2.5.10 Earth Tremors

There have been a number of earth tremors as demonstrated in the table below. The most severe was near Korumburra reaching a magnitude of 4.8 in 2009.

South Gippsland continues to experience earth tremors and has experienced the following since 2012 resulting in minor inconvenience and damage.

| Magnitude | Date | Location |
|-----------|------------|----------------------|
| 2.9 | 12/02/2018 | West of Wilsons Prom |
| 2.7 | 10/11/2017 | Near Leongatha |
| 2.0 | 15/7/2017 | West of Foster |
| 3.5 | 1/02/2017 | Mirboo |
| 1.9 | 6/8/2016 | Near Arawata |
| 2.1 | 5/8/2016 | Near Korumburra |
| 2.0 | 12/7/2016 | Near Ranceby |
| 3.0 | 12/6/2016 | Off Cape Liptrap |
| 3.2 | 5/4/2016 | Meeniyan |
| 3.4 | 3/12/2014 | Korumburra, Vic. |
| 2.3 | 9/11/2014 | Near Leongatha, VIC. |

| Magnitude | Date | Location |
|-----------|------------|-----------------------|
| 2.6 | 21/05/2014 | Near Leongatha, VIC. |
| 2.6 | 22/12/2012 | Near Korumburra, Vic. |
| 1.7 | 29/10/2012 | Near Korumburra, Vic. |
| 2.3 | 13/09/2012 | Korumburra, Vic. |
| 2.7 | 23/06/2012 | Korumburra, VIC. |
| 2.4 | 23/06/2012 | Korumburra, VIC. |
| 2.5 | 25/05/2012 | Near Korumburra, VIC. |
| 2.6 | 3/05/2012 | Korumburra, Vic. |
| 3.1 | 24/03/2012 | Korumburra, VIC. |

Source: Geoscience Australia Earthquakes <http://www.ga.gov.au/earthquakes/>

2.5.11 Extreme Temperature

The January 2009 heatwave in Victoria not only set many new temperature records across the state, but in addition, 374 deaths were recorded. This substantially exceeded the death toll from the Black Saturday fires on 7 February of that year.

In August 2005, a cold front delivered snow to many parts of southern Victoria. Snow was observed in coastal towns, and most places across the shire above 200 metres elevation recorded at least 5 centimetres of snow, with Melbourne's temperature dropping to a low of 4.6 degrees at 7.14am and reached only 10.4. Up to 120 students were stranded at the Mirboo North primary school, one of the worst affected areas, and were prepared to spend the night at school. The South Gippsland Highway and the Strzelecki Highway, as well as nearby secondary roads, were closed because conditions were too dangerous.

The July 2016 winter cold snap across Victoria highlighted the need to include extreme cold alerts into the South Gippsland Extreme Temperature Sub-plan. The aim of this Subplan is to prepare the South Gippsland Shire for effects of a declared heatwave / HeatHealth Alert, Extreme Cold Alert or other extreme temperature advise – on our community, infrastructure, operational capacity, plans and policies

Although South Gippsland is fortunate to have no recorded extreme temperature related fatalities, planning for heatwaves and other extreme weather events is essential to ensure the health and well-being of our community.

2.5.12 Dam Failure

The consequences of a dam failure can range from very low to extreme depending on the size of the dam and the extent of inundation it causes. Large dams that can cause high or extreme consequences are designed to stringent safety standards and are very unlikely to fail. However, in the unlikely event a large dam should fail, significant farming, commercial and residential areas would be inundated by flood water, endangering life and causing extensive damage to infrastructure and the environment and disrupting essential services.

On 9 June 2011, a dam wall broke on a farming property on the corner of O'Grady's Ridge Road and Hoddle Road in Foster. It release water from two dams, one with a capacity of around 30 to 40ML, the other measuring around 100ML. It was fortunate that there was not enough water to cause any significant damage or injuries, though it necessitated a massive clean-up in the vicinity of Gardiners Road and Stockyard Creek. The water dispersed very quickly, leaving a a thick layer of mud and other debris. South Gippsland Shire Council removed more than 70 truck loads of debris from the area around Stockyard Creek.

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2.5.13 Conclusion

These are only the significant events that have occurred over this period, however on a daily basis, emergency response and support agencies are kept active attending to emergencies (business as usual).

Individual incidents, such as single house fires, vehicle accidents, minor wind storms and flooding are not noted here, such as single incidents. These are noted at the MEMPC meetings. Activities are recorded for notation in the MEMP when an incident becomes a multi agency response involving a response which activates the Municipal Emergency Management arrangements.

The MEMPC encourages agencies that are conducting their own 'stakeholder' exercises to invite members of the committee to attend for observation. Presentations are an agenda item on the MEMPC and encourage agencies to present on identified hazards and mitigation responses.

2.6 History of exercises/ operations

| Date | Operation Type | Description |
|--|-------------------|---|
| History of exercises / operations pre- 2015 are detailed in MEMP Version 3.0 | | |
| 5/3/15 | Training Exercise | Introduction to AIIMs |
| 6/8/2015 | Exercise | Collaboration in Crisis – Preparing South Gippsland with guest speaker Craig Lapsley |
| 15/10/2015 | Exercise | Training Exercise 'Facultas II' - Emergency Response & Recovery |
| 1 – 3/5/2016 | Virtual MECC | Wind / Storm Event. Severe damage across South Gippsland |
| 19/5/2016 | Training Exercise | EMLO Training |
| 5 – 6/7/2016 | Virtual MECC | Storms / Floods – Foster, Welshpool and Port Franklin |
| 12/7/2016 | MOC Depot | Foster - creek overflow and other areas in the Corner Inlet |
| 17/11/2016 | Training Exercise | UNIFY Music Festival – Desktop exercise |
| 29/12/2016 | MOC Depot | Flooding in Leongatha |
| 9/11/2017 | Training Exercise | Wilson's Prom – joint exercise with VicPol and ParksVic |
| 1/12/2017 | MOC Depot | Severe Weather – 1 – 3 December |
| 14/2/2018 | MOC Depot | Municipal Operations Centre set up at the Leongatha Depot with VicSES EMLO in attendance. Council responded to 70 trees fallen. |
| 18/3/2018 | MOC Depot | South Gippsland experienced significant damage as a result of a wind event. The event incurred Counter Disaster Operations/Emergency Works for the removal of trees or damaged limbs from roadside verges |
| | | |



Part 3 – Management Arrangements

3.1 Municipal Emergency Management Planning Committee

It is not the role of the MEMP Committee to manage emergencies. This is the responsibility of the agencies and personnel identified under the EMMV. The MEMP Committee is required to prepare the Municipal Emergency Management Plan which documents response and recovery operational arrangements.

South Gippsland Shire Council convenes a MEMPC as required by Section 21(3) and (4) of the *Emergency Management Act 1986*.

The following agencies and roles are represented in the Municipal Emergency Management Planning Committee:

- Chairperson - Coordinator Major Projects / Emergency Management [MRM] -SGSC
- Deputy Chair - Municipal Emergency Response Coordinator (MERC) -VicPol Senior Sergeant – South Gippsland Cluster
- Municipal Emergency Resource Officer (MERO) –SGSC Strategic Planning Officer
- Community House representative/s
- Council Mayor or nominated Councillor - SGSC
- Executive Officer- SGSC Major Projects / Emergency Management Support Officer
- Ambulance Victoria
- AusNet Services
- Australian Volunteer Coast Guard
- Business Emergency Liaison Group representative/s [BELG]
- Country Fire Authority (CFA)
- Department of Health and Human Services (DHHS)
- Department of Economic Development, Jobs, Transport and Resources (DEDJTR)
- Department of Education and Training (DET)
- Department of Environment, Land, Water & Planning (DELWP)
- Environment Protection Agency (EPA)
- Gippsland Ports
- Gippsland Southern Health
- Life Saving Victoria (LSV)
- Lions (as service club representative)
- Parks Victoria
- Port of Hastings Development Authority [PoHDA]
- Red Cross
- Regional Development Victoria
- Salvation Army
- South Gippsland Hospital
- St Vincent de Paul Society
- VicRoads
- VicSES
- Victorian Council of Churches Emergency Ministry (VCC EM)
- Water Authorities / CMAs - South Gippsland Water, West Gippsland Catchment Management Authority, Southern Rural Water
- Other service clubs and agencies as required

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Membership and Terms of Reference of the MEMPC is reviewed at each quarterly MEMPC Meeting, by the members of the MEMPC to ensure continuing relevance to the South Gippsland Shire community. The MEMPC Terms of Reference are found in [Appendix J](#).

The Executive Officer to the MEMPC is responsible for:

- Arranging meeting locations and production and distribution of agendas and minutes
- Collecting and administering reports from MEMPC members
- Overseeing the conduct of MEMPC exercise debriefs
- Arranging out of session meetings of MEMPC as required
- Ongoing maintenance and update of the MEMPC including distribution of updates to agencies
- Lead ongoing development of the MEMPC

3.1.1 Municipal Emergency Management Sub-Committee and working groups

To assist in the development and maintenance of the MEMPC the following sub-committee has been formed:

3.1.1.1 Municipal Fire Management Planning Committee [MFPMC]

Role of MFPMC: To provide a municipal level forum to build and sustain organisational partnerships, generate a common understanding and shared purpose with regard to fire management and ensure that the plans of individual agencies are linked and complement each other. MFPMC Terms of Reference are located in [Appendix J](#).

3.1.1.2 Municipal Emergency Management Working Groups

The MEMPC will form working groups as required. Relevant agencies will be called together on an as needs basis to address a specific issue, or complete a task such as reviewing or developing subplans.



3.2 Meetings

3.2.1 Meeting Function

The function of the MEMPC is to prepare and maintain the MEMPC and to ensure all the subjects listed in the plan outline are investigated and adequately provided for. The ongoing role of the committee is to review and amend the operational components of the plan. All meeting agendas will include but not be limited to:

- MEMP updates and review including contact details
- Strategic issues management
- Recommendations for amendments
- Working Groups report on sub-plan updates and reviews as needed
- General Business

Minutes of each meeting are taken and a copy forwarded to the MEMPC and the Regional Emergency Management Inspector [REMI].

3.2.2 MEMPC Meeting Schedule

A Gippsland regional calendar of all scheduled meetings is maintained in EM-COP. Members can access dates of the South Gippsland MEMPC meetings through [the Emergency Management Common Operating Picture \[EM-COP\]](#). Registered user access is required.

3.3 Maintenance of the Plan

3.3.1 Plan Review

This plan and each sub-plan will be reviewed every 3 years during an audit cycle or after a significant emergency and will be undertaken by the MEMPC.

Amendments to the plans are placed on the MEMPC agenda. Updated versions of the Plan are managed using version control and dates in the footnotes of the Plan. List of amendments are local [Appendix M](#).

3.3.2 Time frame for MEMP and Subplans reviews

| Plan / SubPlan | Due for review |
|-------------------------------------|----------------|
| Municipal Emergency Management Plan | 2021 |
| Severe Weather Emergency Plan | 2020 |
| Extreme Temperature Plan | 2020 |
| Municipal Fire Management Plan | 2021 |
| Pandemic Plan | 2020 |
| Emergency Animal Welfare Plan | 2020 |

3.3.3 Testing of the MEMP / exercises

The plan will be tested in a form determined by the MEMPC. Testing may be in a real situation or in an exercise situation. The plan should be tested after any major amendments to the plan. Exercises should be created giving consideration to all sub-plans of the MEMP. This will ensure that all linkages between the plans are tested. Details of the exercises run by the MEMPC are recorded in *History of exercises / operations* (refer 2.6).

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3.3.4 Municipal Emergency Management Functions

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

This includes the management of:

- The provision of emergency relief to service agencies where they have exhausted their capacity and affected persons during the response phase.
- The provision of supplementary supply (resources) to control and relief agencies during response and recovery.
- Assistance to agencies during the response to and recovery from emergencies.
- The assessment of the impact of the emergency.
- Recovery activities within the municipality, in consultation with the Department of Health and Human Services [DHHS].

3.4 Agency Resources & Escalation Process

This Plan details general arrangements for the management of an emergency at the municipal level and is predicated on the following:

- The responsibility for responding to an emergency lies with the responsible agency' as identified in [State Emergency Response Plan](#) and identified as the control agency' in the [Emergency Management Manual Victoria \(EMMV\)](#).
- Control agencies will have response plans and standard operating procedures which underpin this Plan; these will contain resource and contact lists that will enable control agencies to carry out their mandated role in time of emergency.
- Any agency requiring additional support outside their capabilities (including when agency resources are exhausted) should request it through the MERC who, in consultation with Council's Municipal Emergency Resource Officer [MERO], can then determine whether the request can be met locally, and also determine if there is a requirement to activate an internal Municipal Control Centre [MCC] function to manage resource requests. Further information regarding the set-up of a MCC is in Part 5 – Response Management Principals – 5.1.1 – Municipal Control Centre.
- When all locally available resources have been fully committed and there is a requirement for additional resources, the MERC may pass on requests to the Regional Emergency Response Coordinator [RERC] for action.

3.5 Emergency Management Positions – Roles and Responsibilities

Below is a summary of the roles carried out in prevention, response, relief and recovery by key emergency personnel. Refer to Contacts and Resources List (see [Appendix F-xiv](#)).

3.5.1 Municipal Emergency Response Coordinator [MERC]

In addition to its role as control or support agency in certain emergencies, Victoria Police has the responsibility under the *Emergency Management Act 1986 and 2013* for emergency response co-ordination. Emergency response coordinators are responsible for ensuring the co-ordination of the activities of agencies having roles or responsibilities in response to emergencies, with the exception of emergencies as noted in the EMMV.

The Municipal Emergency Response Coordinator (MERC – VicPol appointee) for South Gippsland Shire is the Senior Sergeant South Gippsland Cluster. Contact details for the MERC are located in [Appendix F \(xiv\)](#) SG MEMPC Distribution List, or contact Wonthaggi Police Station 5671 4100.

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The role of the MERC is to:

- Take an active role in planning at a local level including representation on the MEMPC.
- Ensure the Municipal Emergency Resource Officer [MERO] is activated to provide access to municipal resources.
- Attend the Incident Control Centre, if activated.
- Obtain and forward regular advice to the Regional Emergency Response Coordinator of the potential of an emergency which is not under substantial control of the Control agency.
- Advise recovery agencies of the emergency.
- Convene post emergency debriefing conferences as soon as practicable after a local emergency when required.

Any Control Agency requiring municipal support will request that support through the MERC who will pass on all requirements to the Municipal Emergency Resource Officer [MERO].

3.5.2 Municipal Emergency Resource Officer [MERO]

The South Gippsland Shire has appointed Council officer – Strategic Planning Officer to fulfil the function of Municipal Emergency Resource Officer (MERO) and Council officer - Manager Infrastructure Planning as the Deputy MERO pursuant to Section 21(1) of the *Emergency Management Act 1986*. Contact details for the MERO are located in [Appendix F \(xiv\)](#) SG MEMPC Distribution List.

The role of the MERO is to:

- To be responsible for the co-ordination of Municipal resources in responding to emergencies.
- Attend the Incident Control Centre, if activated.
- To provide council resources when requested by emergency services or police during response activities.
- To establish and maintain an effective infrastructure of personnel whereby Municipal resources can be accessed on a 24 hour basis.
- To establish and maintain effective liaison with agencies within or servicing the Municipal district.
- To maintain an effective contact base so municipal resources can be accessed on a 24 hour basis.
- To maintain a level of preparedness to ensure prompt activation when necessary.
- To facilitate the arrangement of a post emergency debrief if requested by the MERC.
- To ensure procedures and systems are in place to monitor and record all expenditure by the Municipality in relation to emergencies. The MERO is responsible for the co-ordination of municipal resources in responding to emergencies and has full delegated powers to deploy and manage Council's resources during emergencies.

3.5.3 Municipal Recovery Manager [MRM]

The South Gippsland Shire has appointed Council officer - Coordinator Major Projects / Emergency Management to fulfil the functions of Municipal Recovery Manager [MRM] and Council officer - Coordinator Coal Creek Community Park and Museum as the Deputy MRM. Contact details for the MRM are located in [Appendix F \(xiv\)](#) SG MEMPC Distribution List.

The role of the MRM is to:

- Coordinate municipal and community resources within the municipality during relief and recovery.
- Attend the Incident Control Centre, if required.
- 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.
- 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.

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- Establish an Information and Coordination Centre to be located at the Municipal Offices or a location appropriate to the emergency that has occurred.
- Liaise, consult and negotiate on behalf of the affected area with recovery agencies and the municipality.
- Liaise with the Regional Recovery Coordination Group and DHHS.
- Undertake specific recovery activities as determined by the municipality.

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

3.5.4 Deputy MERO and MRM

In the event the MERO and MRM are required to undertake other functions such as planning, meetings or briefing sessions; the Deputy MERO and MRM are to undertake the roles of MERO and MRM. This also includes taking on the primary roles during extended leave periods. The Deputy MERO and/or MRM may also be required to fulfil other functions, for example, facilitate community information sessions, assist operational officers or undertake inspections of the Emergency Relief Centres. Contact details for the Deputy Mero / MRM are located in [Appendix F \(xiii\)](#) SG Senior EM Staff.

3.5.5 Emergency Management Coordinator [EMC]

The EMC is Council officer - Coordinator Major Projects / Emergency Management, responsible to the Director of Infrastructure for the effective management of the Council's emergency management activities. The role of the EMC is to:

- Undertake the role of Chairperson of the MEMPC;
- Ensure the MEMP is effective and current through facilitation of updates;
- Ensure that municipal resources are utilised effectively in a community emergency, for response and recovery activities;
- Coordinate the emergency management activities of, and liaise closely with the MERO, MRM and MFPO;
- To maintain a level of preparedness to ensure prompt activation in event of an emergency;
- Arrange meetings of the MEMPC or the Emergency Management Group as appropriate during an emergency;
- Maintain effective liaison with all Regional, State or Commonwealth emergency related agencies servicing the municipality;
- Ensure that an effective contact base is maintained so that municipal resources can be accessed on a 24-hour basis;
- Ensure that contractual arrangements with contractors to provide response or recovery support during an emergency are agreed to and documented in advance of such events;
- Ensure that appropriate operating procedures and processes are developed, documented and tested by those required to use them during an emergency, and that suitable training takes place;
- Ensure that appropriate procedures, processes and systems are in place to record and monitor any Council expenditure specifically applicable to an emergency.
- Ensure that applications for expenditures eligible for assistance from State sources are submitted to appropriate agencies;
- Ensure that debriefing sessions are held for any response and recovery operation after an emergency to examine effectiveness of the MEMP, and amend it as necessary.
- For South Gippsland Shire Council, the Emergency Management Coordinator is also the MRM.

3.5.6 Municipal Fire Prevention Officer (MFPO)

The South Gippsland Shire Council has appointed Council officer Coordinator Local Laws to fulfil the functions of Municipal Fire Prevention Officer (MFPO) and Local Laws Officers as Deputy MFPO pursuant to the *Country Fire Authority Act 1958*. Contact details for the MFPO is located in [Appendix F \(xiii\)](#) SG Senior EM Staff.

The role of the MFPO is to:

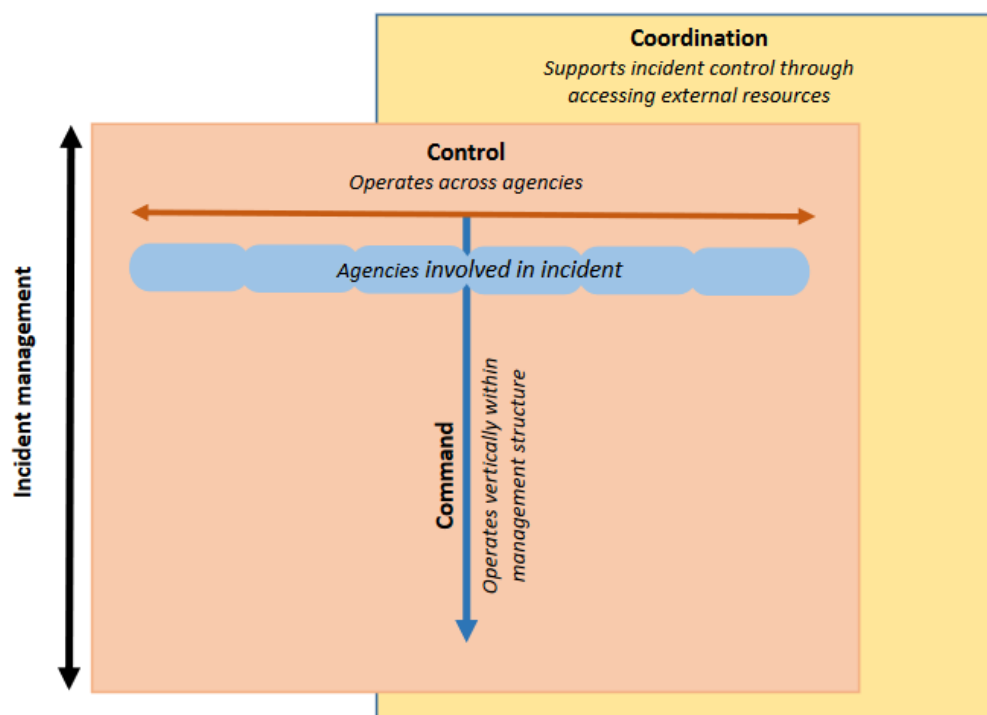
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- Undertake and regularly review Council's fire prevention planning and plans, together with the MFMPC.
- Liaise with fire services, brigades, other authorities and councils regarding fire prevention planning and implementation.
- Advise and assist the MFMPC on fire prevention and related matters.
- Ensure the MEMP contains reference to the Municipal Fire Management Plan [MFMP].
- Report to Council on fire prevention and related matters.
- Carry out statutory tasks related to fire prevention notices and infringement notices.
- Investigate and act on complaints regarding potential fire hazards.
- Advise, assist and make recommendations to the general public on fire prevention and related matters.
- Issue permits to burn (under Section 38 of the CFA Act).

3.6 Co-ordination (Emergency Response), Control, Command

The aim of response management is to bring together, in an integrated organisational network, the resources of the many agencies and individuals to take appropriate and timely action. Response management is based on the three key management tasks of coordination, control and command.

Figure 1 – Conceptual depiction of the relationship between control, command, and coordination in emergency response (shown at the incident tier)



These roles and responsibilities are defined as follows:

3.6.1 Co-ordination (Emergency Response)

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

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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.

3.6.2 Command

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

3.6.3 Control

Control involves the overall direction of response activities in an emergency situation. Authority for control is established in legislation or in an emergency response plan, and carries with it the responsibility for tasking other agencies in accordance with the needs of the situation. Emergency response agencies are designated, in respect of particular types of emergencies, as either control or support agencies. An agency may also be both a control agency and a support agency under different circumstances. 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 Control Agency is to appoint an Incident Controller who will manage the operation. [Part 7 of the EMMV](#) contains a table that identifies the control agencies for specific types of emergencies.

3.6.4 Emergency Management Team (EMT)

The function of the EMT is to support the Incident Controller in determining and implementing appropriate incident management strategies for the emergency. If an emergency requires a response by two or more agencies, the Incident Controller is responsible for forming the EMT.

The EMT consists of the Incident Controller, Support and Recovery functional agency commanders (or their representatives), the Emergency Response Coordinator (or representative), and other specialist persons as required.

For detailed information in relation to roles and responsibilities of the EMT see [Part 3 Section 3 of the Emergency Management Manual Victoria \(EMMV\)](#) and [Practice Note: Emergency Management Team, referenced in Appendix 10, part 8 of the EMMV](#)

3.7 Regional 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 MERC who will in turn pass on same to the Regional Emergency Response Coordinator [RERC] for action. In the absence of the RERC, his/her deputy will be contacted.

3.8 Emergency Operations Centre

An Emergency Operations Centre is established by an agency for the command/control functions within their own agency, such as the CFA ICC located in Leongatha. The South Gippsland Shire Council may establish a Municipal Operations Centre [MOC] or Municipal Control Centre [MCC], if necessary, to control its own resources in an emergency. Council may choose to activate where a situation is assessed to be a genuine (or potential) emergency. This decision would normally be as a result of consultation between members of the EMCG (MERC, MERO & MRM). Further information on the establishment of a MOC / MCC can be found in 5.1.1

3.9 Debriefing Arrangements

A response and recovery debrief should take place as soon as practicable after an emergency. The MERC will convene the meeting and all agencies who participated should be represented with a view to assessing the

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adequacy of the Plan and to recommend any changes. Such meetings should be chaired by the MEMPC Chair.

3.10 Financial Considerations

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

Financial accounting for Council owned resources utilised in emergencies must be authorised by the MERO or the MRM.

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

3.11 Public Information and Warning

Emergency warning systems have been established to warn individuals and communities in the event of a major emergency. Although these systems aim to improve the ability to warn communities about emergencies, individuals and communities still need to prepare themselves in case of an emergency. It is important to ensure that public information and warnings are maintained at an optimum level for specific circumstances where community action is necessary, primarily to protect lives, and also for the protection of property and environment.

Warnings and the release of other information should be authorised by the Incident Controller as they are closest to the emergency and informed by local knowledge.

The Control Agency has the responsibility to issue warnings to the potentially affected communities and other agencies. Where this is not practicable, the Incident Controller must notify the Emergency Response Coordinator, who in turn will facilitate the issuing of warnings.

3.11.1 Prevention and Preparedness

Information released to the public on behalf of South Gippsland Shire will be to educate and assist the community to prepare for emergencies. The information is provided 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.

3.11.2 Response Information

Releasing response information is normally the responsibility of the Incident Controller [IC] in consultation with the MERC, MERO and MRM. For local level media arrangements, the MRM will liaise with Council's Manager Executive Support and Community Information (or proxy), concerning all communications external to Council.

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.

3.11.3 Recovery Process

Releasing recovery information will be the responsibility of South Gippsland Shire Council in liaison with Department of Health & Human Services [DHHS].

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3.11.4 Warnings and Desimmination

Warnings should be used under specific circumstances where community action is necessary primarily to protect lives, and also for the protection of property or the environment. The warning arrangements are set out in the [Victorian Warning Protocol](#) – referenced in [Part 8 Appendix 14 of the EMMV](#).

[Sections 42 and 43 of the EM Act 2013](#) provide for warnings and information in relation to fires in Victoria. The provision of these warnings and information must be consistent with any guidelines, procedures and protocols developed by the Emergency Management Commissioner (EMC).

For all other emergencies the control agency should issue warnings and provide information to the community.

3.11.4.1 Content and format of warnings

Warning systems vary and might include, but are not limited to:

- agency websites
- radio and television
- voice and SMS phone messaging through the use of Emergency Alert (EA)
- emails
- verbal messages
- sirens
- social media and/or social networking web sites

Agencies should, as far as possible, inform the community regarding warning systems and procedures likely to be used during an emergency. Warnings will be most effective, and reach the most people, when a combination of warning systems is used. This is critical as people often rely on one information medium.

3.11.4.2 Methods of Dissemination

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.

All methods of disseminating information will be considered but are not limited to:

- [Victorian Bushfire Information Line](#) (VBIL)
- [Emergency Vic Website](#)
- [CFA & DELWP Websites](#)
- [Bureau of Meterology](#) (BoM)
- Radio Stations, both ABC Gippsland and local commercial
- Television
- Police Emergency Information Line
- Local Telephone Information Lines
- [Council's Web Site](#)
- Newspapers
- Ethnic group's radio stations and newspapers
- Community Newsletters
- Information Centres ('One Stop Shops')
- Manual door knock of each residence
- Community Notice Boards
- T.V. displays at Visitor Information Centres
- Social Media such as Facebook or Twitter

3.11.5 Public Information Centre

If required, a public and media information centre will be established. The South Gippsland Shire Council shall appoint a Media Liaison Officer.

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3.11.6 Disabled or Culturally and Linguistically Diverse [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. The New Hope Foundation (NHF) has been providing settlement, welfare, advocacy and individual support and referral services for migrants, refugees and CALD clients and will provide assistance in contacting and providing culturally targeted communication in an emergency.

All agency representatives dealing with this situation should carry a Language Identification Card which can be used to establish the language in question. Copies of this card are available from the [Australian Government Department of Immigration and Border Protection \(Appendix G\)](#) and is also contained in the Emergency Relief Centre kit.

Vision Australia provides support services to people who are blind or have low vision. Resources and information are available from Vision Australia (1300 84 74 66) to assist with alternative format publications; <http://www.visionaustralia.org.au/info.aspx?page=740>

Vic Deaf (TTY 03-9473 1199) provides support services for people who are deaf or hard of hearing including interpreting and case management. Detailed information is available from the Vic Deaf website, <http://www.vicdeaf.com.au/> Calls to deaf or hearing impaired individuals can also be made via National Relay Service on 133 677.

3.11.7 Vulnerable Persons Register [VPR]

A Vulnerable Persons Register [VPR] has been developed, that provides contact information for identified Vulnerable Persons within the community and the details of agencies that deal with Vulnerable Persons. Access to this information is restricted to the MERC, MERO, MRM and Deputies. Further information regarding the VPR and Vulnerable People can be found in 6.17.1.

3.12 Spontaneous Volunteers

Spontaneous volunteers are not permitted to work or enter an Emergency Relief Centre or Recovery Centre and will be strongly discouraged from going directly to any affected community. Eligible organisations involved in emergency management can:

- Register as a client organisation with Go Volunteer <https://govolunteer.com.au/>
- Receive tailored information and support to help prepare for emergency volunteering
- Submit requests for volunteers to assist with specific tasks before, during or after an emergency

Individuals who wish to volunteer in an emergency can also register directly with <https://govolunteer.com.au/volunteering>

People who wish to train as a Manager of Spontaneous Emergency Volunteers should refer to the Volunteering Victoria webpage [Managers of Spontaneous Emergency Volunteers - Volunteering Victoria](#)

State laws require emergency assistance volunteers to be registered to protect the safety and security of the people and property affected by an emergency event, as well as ensure that those providing assistance are qualified to do so and covered by the participating agencies liability plan.

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Part 4 – Prevention / Mitigation Arrangements

4.1 Introduction

The underlying guiding principle which drives risk mitigation at all levels is the protection and preservation of life, property and the environment. The process used is emergency risk management. This process aims to reduce risks within a community. This can be done by identifying the risks that a community faces, assessing the vulnerability of the community to those risks and providing options to reduce or eliminate the risks.

The emergency response, relief and recovery agencies that operate within South Gippsland recognise they have a key role in risk management - prevention and mitigation - activities to reduce the risk, or minimise the effects, of emergencies that may occur in the Shire.

To complement the emergency risk management process the MEMPC is tasked with carrying out risk assessment reviews to identify existing and potential risks. An ‘all hazards’ approach is used to ensure all potential hazards are identified.

A community emergency risk management review based on Australian/New Zealand Standard ISO 31000:2009 *Risk Management – Principles and Guidelines* is undertaken with input requested of all the MEMPC membership annually via the Risk Working Group. It addresses context, community profile, vulnerable elements, risk identification, analysis and rating, culminating with a range of suggested treatment/control options for each risk. The process is fully documented and the recommended control options are presented to the responsible agencies for consideration and action.

The outcome of this process, the development of risk reduction strategies that enhance personal safety and security within South Gippsland, form part of this plan and can be found in [Appendix E: CERA Risk Analysis and Risk Assessment Tool VIC Version 7.7](#).

4.2 Risk Assessment

4.2.1 Risk Assessment Development Tool

The process used in the development of this plan is the Community Emergency Risk Assessment Tool (CERA), based on ISO 31000, a global risk management standard.

CERA is designed to take an “all hazards approach” and to focus on those emergency risks that have the most significant potential to impact the community and where the MEMPC can play a practical and impactful role in better mitigating the risk and/or monitoring the controls in place to address them. The intended outcome of this process is the development of risk reduction strategies that enhance personal safety and security within South Gippsland.

The CERA approach combines hazard information and intelligence from a number of sources, including subject matter experts and the community, to gain a clear understanding of the elements that define ‘risk’ within a specific area. (Refer to [Appendix E: CERA ‘Informing Emergency Management Planning Participant Workbook Version 2.0](#)).

The CERA program generates an overall risk rating low through to extreme and a risk confidence level of low to high.

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4.2.2 CERA Risk Review

The MEMPCs responsibility is to review existing risks identified by previous risk reviews and to identify any new risks using the CERA standard list of hazards. This review is done on an annual basis through a workshop with invites to external subject matter experts that provide more detailed advice. The last risk review was conducted in August 2017.

Ten hazards were identified for review which were then presented at the workshop by the subject matter expert. The subject matter expert provided their specialist knowledge / data / evidence to inform the MEMPC about the risk, identify contributing factors, impacts and possible improvement opportunities. This information was used to support decision making to prioritise and rank the risks.

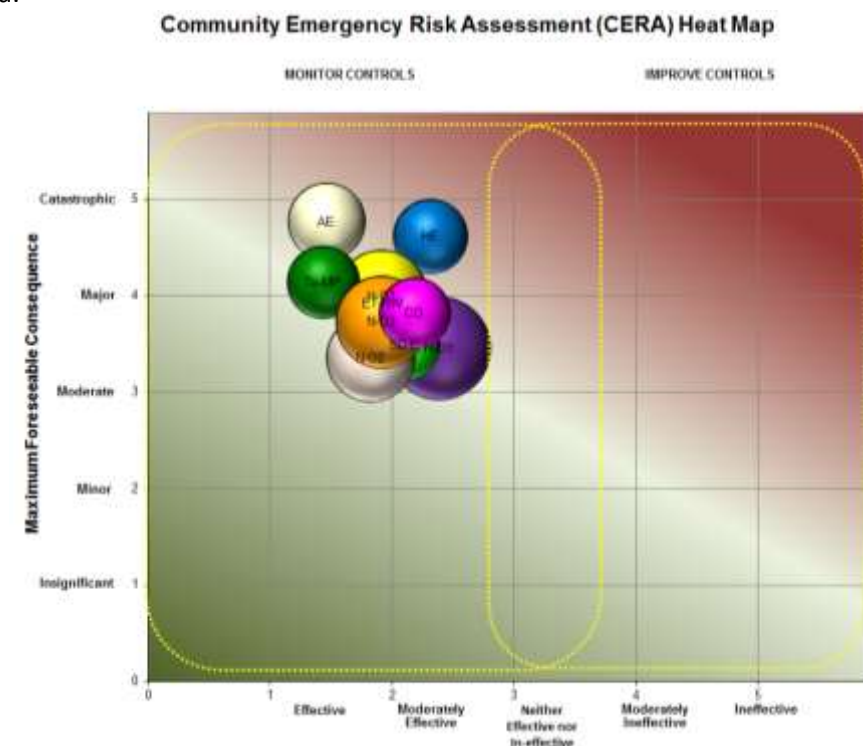
To help guide the process, the risk assessment ratings are summarised in a simple format of a 'heat map'. The heat map tab contains two key elements:

- A heat map graphic that plots your assessment of Residual Consequence, Control Effectiveness and Likelihood.
- A supporting table that provides confidence and the residual risk ratings (low, medium, high or extreme) for each risk and a risk ranking.

The heat map helps inform the level and type of action to be taken relative to each risk. The actions can be roughly grouped into two areas:

- Improve controls – Generally speaking, if a risk has a high residual consequence rating and a high control effectiveness rating (current controls are assessed as being ineffective), then action should be taken to review and improve controls.

Monitor controls – Conversely, if a risk has a high residual consequence rating and an low control effectiveness (i.e. current controls are assessed as having good effect on the risk), then action should be taken to monitor and validate the effectiveness of current controls. The size of the bubbles reflects level of residual likelihood.

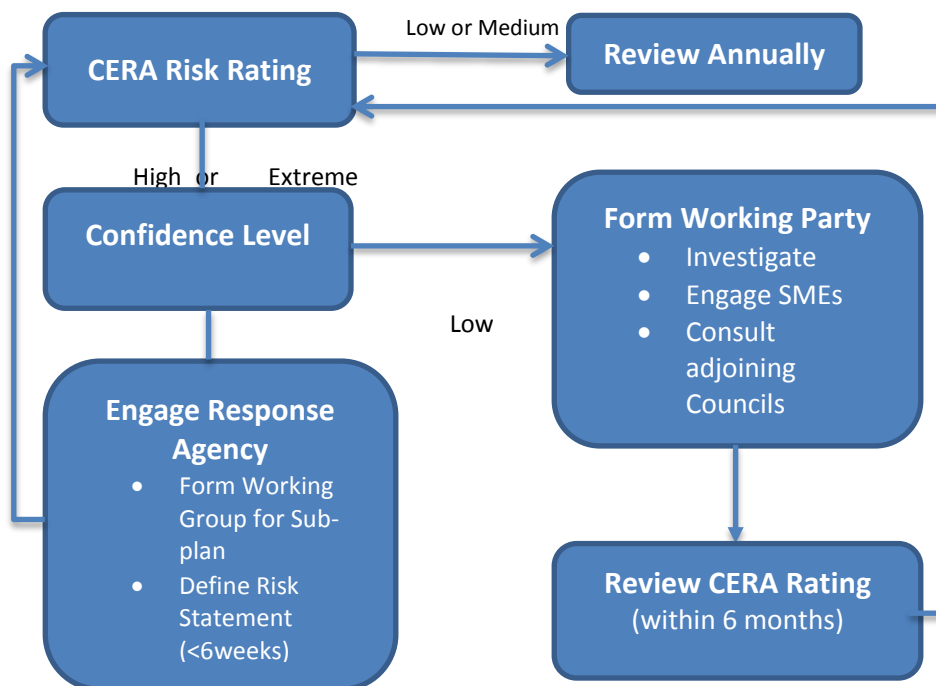


The heat map alone is not an absolute determinant of responsive action. The table below contains two additional reference points – the confidence level of the ratings as well as a residual risk rating. For further information in regards to the analysis of the review process, refer to [Appendix E: CERA ‘Informing Emergency Management Planning Participant Workbook Version 2.0’](#). The completed CERA Risk Workbook file is located in [Appendix E](#).

| South Gippsland Shire Council | | | |
|-------------------------------|-------------------------------------|--------------------|----------------------|
| 22 August 2017 | | | |
| Code | Risk | Ratings Confidence | Residual Risk Rating |
| N-O1 | Severe Weather Event | High | High |
| HE | Human Epidemic / Pandemic | Med | Medium |
| | | Select | |
| | | Select | |
| ET-HW | Heat Health | Med | High |
| H-O1 | Wilsons Promontory - Visitor Econon | High | High |
| | | Select | |
| | | Select | |
| | | Select | |
| | | Select | |
| AE | Exotic Animal Disease | High | High |
| | | Select | |
| | | Select | |
| | | Select | |
| | | Select | |
| SD-E | Service Disruption - Electricity | High | High |
| Te-MP | Marine Pollution | High | Medium |
| N-O2 | Fire - Structure (Significant) | High | Medium |
| N-O3 | Bushfire - Significant | High | High |
| CO | Food / Water Supply Contamination | High | Medium |

*As the CERA workbook is locked, some ‘risk identifier’ cells can’t be changed. ET-HW HeatHealth is ‘Extreme Temperature’ Emergency Subplan. As Service Disruption – Electricity was identified as a new High risk, the MEMPC determined that rather developing a subplan, this risk can be incorporated into the MEMP (refer 2.2.4 Power Supply).

CERA Risk Review flowchart



4.3 The Role of the Municipality Council

South Gippsland Shire Council recognises it has a key role in prevention and mitigation activities to reduce the risk, or minimise the effects, of emergencies that may occur in the 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. Other response activities that Council may provide are:

- provision of available municipal resources needed by the community and response agencies
- provision of facilities for emergency services' staging areas
- Facilitation of the delivery of warnings to the community
- provision of information to public and media
- coordination of the provision and operation of emergency relief (includes catering, emergency relief centres, emergency shelters and material needs)
- clearance of blocked drains and local roads, including tree removal
- support to VicRoads for partial/full road closures and determination of alternative routes.

The MEMPC also plays a role in prevention by identifying potential hazard areas.

4.3.1 Development of Sub-plans

Any risk which receives a High or above rating should have a Response Sub-plan developed in a timely manner. All sub plans will be reviewed every three years or after a significant event.

The cyclic review of the risk management process will result in a report provided to the MEMPC meeting identifying any adjustments and will be used by the Committee to identify if any amendments or updates required to the MEMPC.

4.3.2 Emergency Sub-plans

To ensure preparedness in relation to the identified hazards in South Gippsland the following plans, works and activities are in place to reduce the impact of, and prepare for, emergency situations these hazards may cause for residents and visitors of South Gippsland The following 5 Subplans have been developed in relation to several of these identified hazards or sources of risk links the responsible agency.

- South Gippsland Municipal Severe Weather Emergency Plan - VicSES
- South Gippsland Municipal Fire Management Plan - CFA
- South Gippsland Pandemic Plan - DHHS
- South Gippsland Extreme Temperature Plan – EMV (with support from DHHS)
- South Gippsland Emergency Animal Welfare Plan – DEDJTR
- Wilsons Promontory – Economic Impact – Council (currently being developed)

4.3.3 Other Community guides

- [Tarwin Lower Local Flood Guide - VicSES](#)
- [CFA Community Information Guides](#) (Bushfire) for:
 - [Cherry Tree Road and McDonalds Track, Nyora](#)
 - [Mirboo North](#)
 - [Walkerville](#)
 - [Waratah Bay](#)
 - [Sandy Point](#)
 - [Venus Bay](#)
 - [Koonwarra](#)

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4.3.4 Gippsland Response and Recovery Standard Operating Procedures

The Gippsland Municipal Emergency Management Enhancement Group (Gippsland MEMEG) has developed a Gippsland Response and Recovery Standard Operating Procedure to ensure all six Councils have a standard approach and shared understanding of the requirements during the response and recovery phases of an emergency. The standard operating procedures are reviewed annually by Gippsland MEMEG and held by the MERO.

4.3.5 Other Plans

To ensure preparedness in relation to the identified hazards in South Gippsland the following plans, works and activities are in place to reduce the impact of, and prepare for, emergency situations these hazards may cause for residents and visitors of South Gippsland Shire.

- South Gippsland Shire Council Business Continuity Plan
- South Gippsland Emergency Relief Centre Standard Operating Procedures
- South Gippsland Natural Reserve Fire Management Plans
- South Gippsland Municipal Public Health and Wellbeing Plan - Includes treatment strategies for health related risks
- South Gippsland Emergency Animal Welfare Plan
- South Gippsland Dam Safety Emergency Plan – DELWP
- Business Continuity and Resilience - BELG Toolkit - February 2018

4.4 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. In educating the community around preparedness during and after an emergency, South Gippsland Shire and the MEMPC will support and promote appropriate prevention and awareness programs within the Shire.

The MEMPC will also consider relevant policies and legislative requirements such as planning schemes, building codes (Building Code of Australia – BCA) and Environmental Health Plans as necessary.

4.4.1 Working with people affected by an emergency

Emergencies pose threats to people, their property and environment. In dangerous situations, uncertainty becomes a threat in itself and results in affected people becoming highly emotional.

Being under threat puts the body into an instinctive survival state. It increases chances of survival by mobilising reserves of physical, mental and emotional energy. This is a state of heightened arousal and activates whatever functions the person needs to survive. Awareness of threatening aspects of the environment are heightened at the expense of reassuring features, or placing threats in context.

4.4.2 Addressing family violence in communities recovering from emergencies

The [Addressing family violence in communities recovering from emergencies: A strategy to integrate family violence services with emergency recovery](#) was developed by the Department of Health and Human Services Emergency Management Branch to help reduce the risk and impact of family violence after emergencies. Implementation of this strategy is a priority for recovery programs following emergencies, but has broader application to ongoing recovery planning.

DHHS have developed a one page guidance sheet that outlines key actions to be considered to help address family violence following an emergency. The guidance sheet is an appendix in the Regional Relief and Recovery Plan ([Appendix Q](#)).

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Part 5 - Response Management Principles

5.1 Introduction

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

Most incidents are of local concern and can be coordinated from local municipal resources. However, when local resources are exhausted, Emergency Response provides for further resources to be made available, such as from neighbouring municipalities (on a regional basis) and then, secondly on a state-wide basis.

Municipal emergency response is coordinated from the ICC. The primary role of these facilities is to provide a coordinated approach to emergency response, relief and recovery. Requests for Relief and Recovery Centres are directed to the ICC to provide support to affected communities.

5.1.1 Municipal Control Centre [MCC] / Municipal Operations Centre [MOC]

A Municipal Control Centre established by Council is for the command/control functions within their own agency. South Gippsland Shire Council may establish a control centre, if necessary, to control its own resources in an emergency.

The MCC may be virtual, or established in the most appropriate facility depending on the nature and location of the emergency. The MCC may also be activated to support neighbouring municipalities.

Administrative staff for the MCC will be drawn from the South Gippsland Shire Council's employees), and in the event that the scale of an emergency requires the MCC to be open for a protracted period, staff from other municipalities may be utilised and will be activated through the Gippsland resource sharing arrangements.

It should be recognised that MCC functionality may continue for some time during the Recovery Phase dependant on the scale of the event.

A Municipal Operations Centre [MOC] will be for council operational purposes at the Council Depot located on Yarragon Road in Leongatha and will liaise directly with the MERO and MRM. Relevant agencies will be called upon as required, to assist with response requests.

5.1.2 Resource Lists / Activation

Councils current resource lists are located in the Contacts and Resources spreadhseet – SGSC Plant Resources [Appendix F\(xv\)](#).

South Gippsland Shire Council has an extensive list of contracted suppliers identified and managed by our procurement department. A list of current contractors is located in [\(Appendix Fxvi\)](#). The South Gippsland Shire MERO/Deputy MERO's are responsible for activating the response of all Council resources for an emergency when requested through the appropriate channels for prevention, response, relief and recovery within South Gippsland Shire.

Upon request by an Incident Controller, the MERO will contact the on call depot officer or the relevant council manager to obtain the resources as required.

For non-council owned resources, the MERO will contact the appropriate council supplier through the identified contractors list.

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- Upon request of a resource, council owned or non-council owned, the MERO will log this request in Council's Record Management System.
- The MERO will access the appropriate resource to comply with this request.
- If council does not have the appropriate resources to assist with this request, the MERO will access the contractor resource list to engage the appropriate contractor to assist in fulfilling this request.
- The MERO needs to identify the following information for the contractor so that any request can be complied with:
 - Resource requirement
 - Intended use of resource
 - Location of resource
 - Time resource is required to be on site or estimated time of arrival
 - Duration of use of resource
 - Person who will be responsible for direction of use or management of resource.
 - Safety requirements
 - Responsible funding agency

Where council is unable to provide any resources as requested this will then be escalated to the MERC who in turn will escalate this to the regional level and further through to the state as per the state arrangements.

5.2 Phases of Activation

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

5.2.1 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.

5.2.2 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 Relief Centres;
- Prepare equipment and personnel for immediate action;
- Identify assembly areas.

5.2.3 Action

This is the operational phase of the emergency when controlling and support agencies are committed to contain or control the emergency. Some operations may necessitate moving to the "Action" phase immediately without the "Alert" and "Standby" phases being implemented. For this reason, it is mandatory that all agencies 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:

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- Mobilise personnel/equipment as requested;
- Produce situation reports on regular basis for higher authorities;
- Deploy additional resources as required.

5.2.4 Scaling Down

The process for transition from response to recovery will commence after consultation between the Control Agency, other relevant agencies, MERC, MERO and MRM once the threat of the emergency has passed, recovery is the main focus and response is scaling down (Refer 6.12) Transition from Response to Recovery.

5.2.5 Activation Procedure

In the first instance, the control agency will feed in to the MERC that there is a requirement for additional resources. The MERC will contact the MERO. At the municipal level, resources owned or under the control of Council may be used to supplement those of the control and support agencies.

Resource Request Flow



The South Gippsland Shire Councils 24/7 number 5662 9200 also provides access to the MERO to initiate Municipal Emergency Management Plan Response arrangements as required.

The activation level is dependent upon the scale of the emergency and is determined by the EMCG (MERC, MERO & MRM).

5.2.5.1 Level 1 - Small Scale Incidents (less than 24hr impact)

A small scale emergency that can be resolved through the use of local or initial response resources. The MERC and MERO will be in close communication at all times. Consequently the MERC and MERO will undertake the planning and logistics functions concurrently and will activate the MRM as required 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 that might lead to a higher level of activation.

5.2.5.2 Level 2 - Medium Scale Incidents

A medium scale emergency and is more complex in size, resources or risk. The ICC will be activated with the function being the deployment of resources beyond initial response, and multi-agency representation in the ICC and the establishment of ERC(s). The emergency may potentially require forward planning to address response issues, and for recovery during the response phase.

5.2.5.3 Level 3 - Large Scale Incidents

A large scale emergency is characterised by levels of complexity that require the activation and establishment of all ICC functions plus ERC(s) and an Emergency Call Centre (if required). 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.

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

5.3 Evacuation

Evacuation is the planned relocation of persons from dangerous or potentially dangerous areas to safer areas and their eventual return. Evacuation may be undertaken by individuals, families and households on their own volition and independent of any advice, or it may be after an assessment of information provided by a Control agency.

Where people are at immediate risk from an emergency or hazard incident, they should evacuate upon recommendation being provided by the Incident Controller. In making this decision the Incident Controller should, if time permits, consult with Victoria Police and consider other expert advice. Examples of events that may require immediate evacuation include fire, floods, hazardous materials accidents/incidents, air crash or earthquake. In some life threatening circumstances, and in an effort to preserve life, this decision to evacuate may be made by any agency representative and in the circumstances, the Incident Controller must be notified of the decision as soon as possible.

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 the MERC, MERO and MRM should be contacted to assist in the implementation of the evacuation and to consider the requirement to establish ERCs. Further information on evacuation can be found in [Part 3 of the EMMV](#) and the [Evacuation Guidelines in Part 8 Appendix 9 of the EMMV](#). This includes further considerations for vulnerable people.

5.3.1 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 ethnic origins of the affected people; and
- the requirements of any special needs group.

(Refer to Section 3.11.1) Public Information and Warning.

5.3.2 Neighbourhood Safer Places and Fire Refuges

5.3.2.1 Neighbourhood Safer Places – Places of Last Resort

Neighbourhood Safer Places - Places of Last Resort (NSP - PLR) are not part of any shelter in place or evacuation strategies. They are places of last resort; (where other plans have failed or cannot be followed) where a person's prospects of survival may be better than other places, but cannot be guaranteed.

NSPs are identified buildings or spaces within the community that may afford some protection from radiant heat, the biggest killer during bushfire. They are designated and signposted by Council and meet guidelines issued by the Country Fire Authority and the criteria of the South Gippsland Shire Municipal Neighbourhood Safer Places Plan ([Appendix L](#)).

In South Gippsland Shire the following location has been certified by CFA and designated by Council as a Neighbourhood Safer Place - Place of Last Resort:

Sandy Point Community Centre, 7 Church Parade (cnr of Ocean View Parade and located within the T P Taylor Reserve), Sandy Point, 3959.

A Municipal Neighbourhood Safer Places Plan has been developed for this site. The Sandy Point NSP-PLR Standard Operations Procedure ([Appendix L](#)) (this is a secured copy, not available to the public).

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5.3.2.1 Fire Refuges

There are no designated fire refuges in South Gippsland Shire.

5.4 Planning for cross boundary events

Planning for both response and recovery at the regional level is required because many emergencies traverse municipal boundaries, and because many services provided by State government agencies are administered and delivered at a regional level.

At a local level, communication of identified risks across municipal boundaries take place through provision of MEMP plans to municipalities that border South Gippsland Shire. Every opportunity is taken to include bordering shires with MEMP exercises and to contact those municipalities if new risks are identified that may impact them. South Gippsland actively participates in the Regional Emergency Management Planning Committee (REMPC).

5.5 Resource sharing protocols

South Gippsland Shire Council is a signatory to the [Municipal Association of Victoria's \(MAV\) Protocol for Inter-Council Emergency Management Resource Sharing \(Appendix N\)](#) which is promoted across Victoria and has been signed by neighbouring municipalities. This protocol details the process for initiating requests for resources from another council and identifies associated operational and administrative requirements.

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 South Gippsland Shire Council but are supplied from neighbouring municipalities, and may be used for emergency prevention, response and recovery activities. These resource sharing protocols are contained in the Gippsland Regional Response and Recovery Standard Operating Procedures [\(Appendix Q\)](#).

This protocol applies to requests for human resources, equipment and/or facilities in relation to response or recovery activities associated with an emergency. Duties undertaken by council staff seconded to another council for assisting with response and recovery operations will be within the scope of Council's emergency management responsibilities as set out in [Part 6 of the EMMV](#).

Resources can be requested at any time during an emergency including the recovery stages. Requests for assistance may be initiated by the CEO (or person acting in this role) or by any person nominated by the CEO at the receiving council. Requests should be directed to the CEO, or any person nominated by the CEO, at the assisting council. It is noted that in many cases the person nominated by the CEO will be the MERO at both the assisting and receiving council.

Such requests may be oral or in writing, however oral requests must be confirmed in writing as soon as is practicable and in most cases will be logged within Council's Records Management System. Requests for assistance should include the following information:

- A description of the emergency for which assistance is needed;
- The number and type of personnel, equipment and/or facilities (resources) required;
- An estimate of time as to how long the resources will be required; and
- The location and time for the staging of the resources and a point of contact at that location.

The MERC or RERC should be contacted before the resources are moved. Where additional resources are required for Relief and Recovery, request for resources will be escalated to the Regional Recovery Coordinator.

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Requests for resources should be emailed to em@southgippsland.vic.gov.au

It is anticipated that a requesting council will initially seek assistance from surrounding councils. This will reduce travel times and expenses for assisting councils to respond and return. Detailed information is provided in the [MAV Resource Sharing Protocol](#).

5.6 Response / Recovery Transition

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. The early involvement of the MRM or 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 MERO through the Municipal Emergency Management Plan arrangements.

5.6.1 Termination of Response and Handover of Facilities and Goods

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

In some circumstances, it may be appropriate for certain facilities and goods obtained under Emergency Management arrangements during response to be utilised in recovery activities. There may be an actual handover to the Recovery Manager of response facilities and/or goods to be utilised in recovery activities. This handover will occur only after agreement has been reached, and after any necessary documentation has been completed to the mutual satisfaction of the Response and Recovery Coordinators.

Resources acquired for the response, which are not required for recovery, remain under the control of the requesting response agency. That agency is responsible for their return or disposal. Payment for goods and services used in the recovery process is coordinated by the MRM. Refer to Part 6.12 'Transition from Response to Recovery' for further information.



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Part 6 – Relief and Recovery Arrangements

Introduction

This section of the MEMP specifically addresses the relief and recovery issues and management arrangements that are likely to arise within the municipality resulting from an emergency.

Emergency relief and recovery is a multi-agency responsibility that needs to be managed and planned for in a structured manner. The broad needs created by the impact of an emergency on a community will be met through a range of services and provided by both government and non-government organisations, community agencies and the private sector.

South Gippsland Shire Council assisted by other organisations and with the support of DHHS as the organisation responsible for relief coordination at the regional and state level, is responsible for implementing emergency relief measures and coordinating local recovery.

The definition and purpose of relief and recovery is as follows:

Emergency Relief is the provision of essential needs to people and communities during and in the immediate aftermath of an emergency. Essential needs relates to immediate shelter, life support and personal needs.

Recovery is defined as assisting people and communities affected by an emergency to achieve an effective level of functioning. It is a coordinated process to support the community towards managing its own recovery.

Recovery activities should commence as soon as possible after an emergency begins. Waiting for response activities to scale down or stop before starting recovery activities can make problems worse.

Key references to this section of the MEMP:

- [Emergency Management Act 1986](#)
- [Emergency Management Act 2013](#)
- [Emergency Management Manual Victoria \(EMMV Part 4\)](#)
- Gippsland Regional Response and Recovery Plan ([Appendix Q](#))
- Gippsland Emergency Relief Centre Standard Operation Procedures ([Appendix Q](#))
- [The Red Cross Emergency Relief Handbook](#)
- Emergency Management Victoria – [Disaster Recovery Toolkit for Local Government](#)

6.1 Relief and Recovery Management Principles

These are the principles of relief and recovery that have been agreed to through the development of this plan:

- Management and service provision will be devolved as much as possible to the local level. State and regional recovery strategies, services and resources will supplement and complement municipal initiatives rather than replace local endeavours.
- The emergency relief and recovery function and roles along with the nominated agencies responsible at the local level will be designated in this plan.
- Emphasis will be given to supporting and maintaining the identity, dignity and autonomy of affected individuals, families and the community.

- Management of relief and recovery will occur in the context of clear and agreed arrangements and involve processes of consultation and co-operation through established communication channels.
- Where possible, the normal municipal management and administrative structures and practices will be used ensuring that these structures and practices will be responsive to the special needs and circumstances of the affected community.
- Relief and Recovery information and services need to be readily accessible to affected individuals, families and communities and responsive to their needs and expectations.
- Relief and Recovery from emergencies is best achieved where the process begins with the commencement of the impact of the emergency.

6.2 Relief and Recovery Management Arrangements

6.2.1 Municipal Recovery Manager

The Municipal Recovery Manager (MRM) is a selected staff member of Council. Currently the MRM function is appointed to the Coordinator Major Projects / Emergency Management. The MRM coordinates relief and recovery operations at municipal level and activates municipal agencies and resources and is required to take an active role in emergency planning as an emergency continues. The MRM may delegate duties to provide for effective management of recovery functions.

The MRM is assisted by a Deputy MRM who is also a Council staff member. The Deputy MRM will assume the role of MRM in the absence of the MRM. The appointed Deputy MRM is Coordinator Coal Creek Community Park & Museum.

Contact details for the MRM and Deputy MRM is located in [Appendix F \(xiii\)](#) SG Senior EM Staff.

6.2.2 South Gippsland Shire Council Allocation of Staff Resources for Relief and Recovery

Council will arrange for staff to fill relevant relief and recovery positions to ensure that there is a timely response to the needs of the community. The types of positions filled and level of involvement with the relief and recovery process will depend on the scale of the emergency and relief and recovery requirements identified. Wherever possible, these roles will link with staff members normal roles at Council i.e. Community Strengthening, Economic Development, Environmental Health, Building Surveyor and Local Laws.

As a minimum Council is required to appoint and/or nominate the staff resources to adequately meet the relief and recovery arrangements. In addition, the nominated staff will be required to undertake, as the basic minimum training, an Introduction to Emergency Management Course. Further, more specific training is recommended in the operations of relief and recovery management and centre operations as offered by relevant agencies. A corporate emergency management training budget has been allocated for employees to assist with identified training etc.

- The MRM is required to be available and contactable and on call at all times (24/7). It is a further expectation that staff will be available to work out of normal business hours i.e. establishment of a Emergency Relief Centre. Appointment, recognition and remuneration of Council staff to emergency management positions and responsibilities are a matter for internal Council policy development and do not form a part of this plan. Council has a legislative responsibility in relation to emergency management at a municipal level. All staff are required to contribute to emergency management activities when directed by the CEO.

Business continuity planning has been completed that will support the MRM and key relief and recovery staff if they have to be moved off-line from their substantive duties to concentrate on relief and recovery coordination.

6.2.3 Role of Department of Health and Human Services [DHHS] in relief and recovery

Under the State Emergency Relief and Recovery Plan, DHHS is responsible for facilitating and coordinating the overall planning and coordinating management of recovery activities at the State and regional levels, as delegated by the Emergency Management Commissioner [EMC].

Its role as facilitator and coordinator does not extend to DHHS assuming responsibility for or exercising authority over other agencies or municipal authorities in the way recovery functions are carried out.

DHHS assumes a coordination role of facilitation in developing a coordinated response when the event is of a magnitude that is beyond the resources of the municipality, affects multiple municipalities in a region or across the state, or when the incident affects only a small number of people but the affected population is dispersed across a region or state.

During recovery, reference should be made to the Gippsland Regional Response and Recovery Plan ([Appendix Q](#)) for regional level processes to be followed. This plan sets out the roles and responsibilities of DHHS - Gippsland Region and other regional authorities and organisations involved in the provision of regional emergency recovery services and suggested activity timelines.

6.3 Municipal Relief and Recovery Working Group

A Municipal Relief and Recovery Working Group (MRRWG) may be established by the MRM, either formally (larger events) or informally (smaller events), to oversee the local relief and recovery process and develop a Post Incident Recovery Plan (refer 6.13). The MRRWG is activated following an emergency as required.

The membership of the MRRWG will be dependent on the nature of the emergency and impacts on the community. The group will be chaired by the MRM, with representation consisting of key relief and recovery agencies from the MEMPC, Council staff and other primary service providers as identified. The MRRWG will report to the MEMPC via the MRM. The MRRWG will disband when the need is no longer apparent.

6.3.1 Municipal Relief and Recovery Working Group Function

The role of the MRRWG is to provide a local focus for the coordination of relief and recovery activities through collaboration between Council, related agencies, state government departments and utilities, thereby supporting relief and recovery actions in affected communities.

Objectives:

- Facilitate effective communication and positive stakeholder relationships.
- Undertake an assessment of incident impacts on the affected community.
- Fulfil the general principles for relief and recovery articulated in the Gippsland Regional Recovery Plan and relevant guidelines issued by the State.
- Coordinate the development of a post incident recovery plan.
- Report on post incident relief and recovery operations, debriefs, reviews and evaluations to the MEMPC and Regional Recovery Committee.
- Consider the establishment Recovery Centre and Community Recovery Committee.

A generic Terms of Reference for the MRRWG is located in [Appendix Q](#).

6.4 Activation

The Incident Controllers are primarily responsible for determining the need to activate emergency relief services and will notify the MERC, MERO or MRM.

The MRM is to initiate relief and recovery or preparation activities as documented in this section of the plan when required or after an emergency occurs, or in anticipation of advanced notice of an impending event is known.

Key Council relief and recovery staff will be notified in the event of emergency and where possible put on standby if there is advance warning of a potential or imminent threat e.g. Code Red Day, and activate if necessary.

Council's 24/7 number 5662 9200 is a single point of notification for the relief and initial recovery process or until such time as relief and recovery centres are established. Council's customer service representatives will be briefed on where calls and queries should be directed.

Circumstances when a Regional Recovery Coordinator (DHHS) may be required to inform the MRM of the need for relief and recovery activities may include those where:

- the event has occurred outside the municipal district
- the response to the event is small scale, but the potential impacts are large
- there has been no need to activate local resources during the response to the event.

The relief and recovery plan may be implemented in support of events where no response activities were required such as an overseas emergency.

6.4.1 Single Incident Notifications

In the event of a single incident emergency which displaces a resident from their home, the Incident Controller is responsible in activating their internal process on notify the MRM via Councils 24/7 phone number 5662 9200 at the time of the event. For example; house fire, storm damage, flood damage and structural damage. It is the responsibility of each response agency to ensure this process is conveyed to all ICs and complied with.

6.5 Implementation

The organisations listed in the Relief and Recovery Services and Providers section of this document (refer 6.7) have agreed to provide services or coordinate a function in a particular area as part of the MEMPC Terms of Reference. Access to these services will be provided by the MRM based on available information.

Coordinators of relief and recovery services shall maintain their own resource list which can be used during an emergency. Council shall maintain a contacts/resource directory of service providers of relief and recovery functions as detailed in this plan which is located in [Appendix F \(xvii\)](#) Recovery Support Agencies.

During the response phase of an emergency, activities will reach a stage where a formal handover of the coordination of activities and resources from the MERC to the MRM will be required. To ensure efficient transition at this stage, the process will be conducted in accordance with the response/recovery transition element of this plan.

6.6 Recovery environments and functional areas

The municipal relief and recovery planning process is structured to address key services/activities within the four recovery environments as identified in [Part 4 of EMMV the State Emergency Relief and Recovery Plan](#). These include:

6.6.1 Social environment

The social environment considers the impact an event may have on the health and wellbeing of individuals, families and communities. This environment is primarily concerned with safety, security and shelter, health and psychosocial wellbeing.

6.6.2 Built environment

The built environment considers the impacts that an event may have on essential physical infrastructure including essential services, commercial and industrial facilities, public buildings and assets and housing.

6.6.3 Economic environment

The economic environment considers the direct and indirect impacts that an event may have on business, primary producers and the broader economy.

6.6.4 Natural environment

The natural environment considers the impact that an event may have on a healthy and functioning environment, which underpins the economy and society. Components of the natural environment include air and water quality; land degradation and contamination; plant and wildlife damage/loss; and national parks, cultural and heritage sites. Each of these areas overlaps considerably and requires coordination and collaboration to address issues arising from an emergency. Recovery from emergencies is a developmental process to manage the re-establishment of those elements of society necessary for their wellbeing.

6.7 Relief and Recovery Services and Providers

Relief and recovery operations involve cooperation between all levels of government, non-government organisations, community agencies, the private sector and affected communities. Management processes have been developed with relevant identified agencies and Council staff using the four key recovery environments.

This is a defined arrangement between agencies and organisations to coordinate access to relief and recovery services and provides for a planned and coordinated set of arrangements that have been endorsed by local relief and recovery agencies, Council and the MEMPC to ensure relief and recovery tasks are met satisfactorily.

The process for review of these arrangements is through discussions at MEMPC meetings, exercises and through regular review of the standard operating procedures.

6.7.1 Immediate Relief and Recovery Arrangements

The primary needs of people affected by an emergency are safety, shelter, clothing, food, medical attention and personal support. These basic needs must be provided with urgency and given a high priority. The MRM coordinate these arrangements.

The following table is an overview of the details of relief and initial recovery services and providers. Where possible, an external agency will be sought to coordinate the service provision that has the required skills, processes and contacts.

| Type of Service | Primary Source Providers/ Coordinated by | Details |
|---|--|---|
| Community Information | <ul style="list-style-type: none"> South Gippsland Shire Council (Council) Control Agency | Coordinate and provide accurate information to the public and media during and after an emergency |
| Reconnecting families and friends (registration) | <ul style="list-style-type: none"> Victoria Police Red Cross | Register. Find. Reunite |
| Psychosocial / Personal support | <ul style="list-style-type: none"> Victorian Council of Churches Emergency Ministry (VCC EM) Red Cross | Coordinate provision of initial personal support |
| Emergency Financial Assistance | <ul style="list-style-type: none"> Department of Health & Human Services (DHHS) Salvation Army MRM | <ul style="list-style-type: none"> Coordinate the distribution of Personal Hardship Payments Gippsland Emergency Relief Fund (GERF) |
| Public Health | <ul style="list-style-type: none"> DHHS Council - Environmental Health unit | Assess, provide advice and minimise public health impact of an emergency on the community |
| Emergency Shelter | <ul style="list-style-type: none"> MRM | Coordinate the provision of emergency/temporary accommodation after an incident. This may include the establishment of an Emergency Relief Centre (ERC) - refer 6.8.1 |
| First Aid | <ul style="list-style-type: none"> Ambulance Victoria | As per the State Health Emergency Response Plan [SHERP] |
| Food & Water | <ul style="list-style-type: none"> Red Cross | Coordinate the basic food and water requirements to an affected community / relief centres |
| Animal Welfare | <ul style="list-style-type: none"> Department of Economic Development, Jobs, Transport and Resources (DEDJTR) SGSC - Local Laws RSPCA | Provide advice to agencies, organisations and the community regarding animal welfare management in emergencies and risk management planning |
| Material Needs (Non-food items) | <ul style="list-style-type: none"> Salvation Army | Coordinate the provision for Material Aid |
| Volunteer Liaison | <ul style="list-style-type: none"> South Gippsland service clubs (Lions, Rotary, Apex) | Current lead service group is the Strzelecki Lions Club |

6.7.2 Co-ordination and Management of Clean Up and Repair Activities

The MRM in conjunction with the MRRWG will coordinate the services and programs required to implement clean up and repair activities following the cessation of the Response stage. Development of arrangements requiring the utilisation of resources to support this activity will be developed in conjunction with the MERC and MERO pre declaration of stand down for the Response phase and prior to transition from response to recovery.

Clean up and repair activities may include the disposal of deceased, maimed or distressed animals (including livestock), native and feral. Processes for undertaking this function are detailed in the [South Gippsland Emergency Animal Welfare Plan](#) located on Council's website.

6.7.3 Recovery Arrangements

Recovery assists individuals and communities affected by emergencies to achieve an effective level of functioning.

Council is responsible for coordinating recovery at the local level together with assistance from other support agencies and organisations. The organisations and support agencies for recovery at a municipal level are listed in the table below:

| Recovery Environment (Key Functional Area) | Lead Organisation | South Gippsland Shire Council Strategies / Resources | Support Agencies / Organisations |
|--|---|--|--|
| Social environment | Department of Health & Human Services (DHHS) SGSC Corporate & Community Services Directorate in particular: <ul style="list-style-type: none"> ▪ Community Strengthening ▪ Aged and Disability ▪ Family and Children Services | <ul style="list-style-type: none"> ▪ Community Plans ▪ Social Community Infrastructure Plan Strategy and Audit ▪ Municipal Public Health and Wellbeing Plan ▪ Recreation Plan ▪ Open Space Strategy | <ul style="list-style-type: none"> ▪ Victorian Council of Churches Emergency Ministry (VCC EM) ▪ Red Cross ▪ Salvation Army ▪ Uniting Care Gippsland ▪ South Gippsland service clubs ▪ Gippsland Southern Health ▪ South Gippsland Hospital ▪ SG Towns and District Associations |
| Economic environment | Department of Economic Development, Jobs, Transport and Resource (DEDJTR) SGSC Development Services in particular: <ul style="list-style-type: none"> ▪ Economic Development and Tourism | <ul style="list-style-type: none"> ▪ Business Continuity and Resilience Toolkit ▪ Economic Development & Tourism Emergency Response Plan ▪ Economic Development and Tourism Strategy | <ul style="list-style-type: none"> ▪ Business Emergency Liaison Group [BELG] ▪ Chamber of Commerce ▪ Business Associations ▪ Prom Country Regional Tourism (PCRT) ▪ Destination Gippsland ▪ Victorian Federation Farmers (FRR) ▪ Murray Goulburn ▪ Burra Foods |
| Built environment | Department of Economic Development, Jobs, Transport & Resource (DEDJTR) SGSC Departments such as Depot Operations, Property, Assets, Environmental Health and Infrastructure | <ul style="list-style-type: none"> ▪ Asset Management Strategy ▪ Road Management Plan ▪ Paths and Trails Strategy | <ul style="list-style-type: none"> ▪ VicRoads ▪ Utilities for own assets i.e. AusNet Services |

| | | | |
|----------------------------|--|--|--|
| Natural environment | Department of Environment, Land, Water and Planning (DELWP) SGSC departments particularly Operations (land slips) | | <ul style="list-style-type: none"> ▪ Department of Environment, Land, Water and Planning (DELWP) ▪ Parks Vic ▪ South Gippsland Landcare |
|----------------------------|--|--|--|

6.8 *Emergency Relief and Recovery Centres*

6.8.1 Emergency Relief Centres

An Emergency Relief Centre [ERC] is a building or place established to provide essential needs to persons affected by an emergency. This Centre would normally be established on a temporary basis to cope with the immediate needs of those affected during the initial response to the emergency and will be opened once the nature, extent and the location of an emergency event are known.

The Gippsland Emergency Relief Centre Standard Operating Procedures have been developed by the six municipals councils that constitute the Gippsland Regional Municipal Emergency Management Enhancement Group [Gippsland MEMEG]. The aim is to provide a standard approach to setting up and operating emergency relief centre/s across the Gippsland region, ([Appendix D](#)) along with a copy of the South Gippsland Emergency Relief Centre Standard Operating Procedures.

A list of Councils nominated Emergency Relief Centres and contacts is located in [Appendix F \(v\)](#).

6.8.2 Recovery Centres

When the MRM (in consultation with relevant stakeholders) determines that the emergency is of such a scale, a Municipal Recovery Centre will be established to provide 'one stop' support to affected communities in the restoration of their emotional, social, economic and physical wellbeing. This Centre should be located in a building that meets its requirements and be staffed appropriately.

In large or prolonged emergencies, a relief centre may evolve into a recovery centre when the emergency response has concluded. This transition should be seamless, as Council will continue to assume the responsibility for the management of these centres.

6.9 *Relief Re-supply through Incident Control Centres (ICC)*

Where Council is required to coordinate the provision of relief services to locations other than a dedicated relief centre, such as;

- the site of an emergency
- places of community gathering or isolated communities
- transit sites
- the safe locations, as appropriate

The MRM will coordinate re-supply through the ICC/s and where necessary, provide an EMLO/s to facilitate these requests if required.

6.10 Community Recovery Committee

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

CRCs help individuals and communities achieve an effective level of functioning. They can coordinate information, resources and services in support of an affected community, establish priorities and provide information and advice to the affected community and recovery agencies.

CRCs are formed as soon as is deemed necessary by the MRRWG, or by consultation with relevant stakeholders and disband when the need is no longer apparent. In some circumstances CRCs have been known to operate for years, rather than weeks or months. They are a community led committee focusing on the recovery planning, needs and activities at a local level.

6.10.1 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 ensuring that the four functional areas of recovery are considered and include the following;

- Municipal Recovery Manager - Chair
- South Gippsland Recovery Coordinators - as required
- Nominated Councillor
- Community Leaders
- Community Groups
- Impacted Residents
- Affected Persons
- Local Businesses – Business Emergency Liaison Group [BELG]

The BELG comprises of appointed business community leaders who are both a broad skillset and geographic representation to drive crisis planning and recovery in partnership with Council and relevant support agencies. Members of the BELG sit on the MEMPC on a rotating basis.

BELG members are required to assist as the key contact and liaise, with the business community on matters relevant to an identified emergency which is affecting the business community and provide advice to Council regarding key issues. The BELG Terms of Reference are an appendice to the BELG Toolkit in [Appendix U](#).

Contact details for community groups are available in Council's [Community Directory](#) on Council's website. Councillor contact details are also available on Council's website.

6.10.2 Recovery Committee Functions

The functions of this committee consist of the following:

- Represent community needs subsequent to an event.
- Assist in the development and implementation of a local Community Recovery Plan.
- Monitor the overall progress of the recovery process at a community level.
- Identify community needs and report back to the MEMPC / MRM and relevant stakeholders.
- Undertake local recovery activities where appropriate e.g. memorial services and community events.
- Liaise, consult and negotiate, on behalf of affected communities, with relief and recovery agencies, Council and government departments.

The CRC will work closely with the MRRWG or the MEMPC when the MRRWG is no longer operating. The MRM will be responsible for reporting on the progress of the CRC to the MRRWG / MEMPC.

A generic Community Recovery Committee Terms of Reference (TOR) Template is located in [Appendix Q](#).

6.11 Impact and Needs Assessments (Secondary 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. This information can be gathered as part of the Initial Impact Assessment process which will identify a range of impacts across the four functional areas of recovery.

Initial Impact Assessment [IIA] is an organised activity as part of response, led by the control agency. Assessments for relief and recovery can be informed by IIA reports and can build upon the information gathered as a result of response activities.

Targeted and appropriate relief and recovery activities benefit from accurate information about the specific scale and nature of the impacts of emergencies as their consequences can influence actions in emergency relief and across all recovery environments.

During the recovery phase further impact and needs assessments will be required including:

- Secondary assessment – identifies the needs of affected individuals, households and communities to inform recovery planning.
- Loss and damage assessments – following initial assessments, more detailed investigation to determine the recovery actions, service requirements for residents and actions required to reinstate infrastructure such as roads, buildings and bridges.
- Economic assessments – drawing together data to better understand the effects of an emergency on local economies.

Council will coordinate the local relief and recovery impact and needs assessments (secondary assessment) – South Gippsland Needs Identification Form ([Appendix H](#)), sharing information with Victorian Government agencies as requested. Data gathered will be linked in with Council's rates database for validation and input into Council's Records Management System for management and reporting. Council will arrange for the impact/needs assessment teams (Outreach Teams) to enter impacted areas when the emergency is under control and it is safe to do so. The MRM will be responsible for ensuring the monitoring and reporting of needs and assessments to the MRRWG or relevant stakeholders, MEMPC and Regional Recovery Committees.

Municipal Secondary Impact Assessments are conducted by specialised Outreach Teams. These teams usually comprise of a Municipal Building Surveyor, Environmental Health Officers and personal support agencies such as the VCC and other staff that may assist, such as Community Strengthening Officers.

DHHS is responsible for coordinating loss and damage reporting for recovery at the regional and state level.

6.12 Transition from Response to Recovery

At an appropriate time, the coordination role will transition from response coordination to recovery coordination.

This will involve coordinating remaining urgent and immediate community needs while planning and implementing longer-term recovery support and services.

Timing of the transition depends on:

- Whether there is a recurring threat
- The extent of impact on the communities
- The extent of known loss and damage
- The level of resources needed for recovery

Coordination responsibility is passed to DHHS as the recovery coordination agency at the state and regional level, while local government has coordination responsibility locally.

The MRM, in consultation with the MERO, MERC, DHHS and the control agency will commence the development of a post incident recovery plan which records the impacts to individuals, families, households, businesses and communities.

To assist emergency management agencies involved in response and recovery to achieve a seamless transition of information, resources, management and coordination of activities, an *Agreement for Transition of Coordination Arrangements from Response to Recovery* has been developed and is available in [Appendix C](#).

Regardless of whether a formal transition document is required, transition must involve consultation and agreement between the controller, response coordinator and recovery coordinator.

6.13 Post Incident Recovery Plans

These plans are tailored specifically for recovery activities following a significant emergency deemed necessary. The plan may include:

- The recovery needs of affected communities
- What is already known about the community, its demographics, community narrative, networks, local issues, strengths, weaknesses, local and/or emerging leaders
- The transition from relief to recovery including dates
- Recovery strategies for;
 - the social, economic, natural, and built environments
 - specific groups such as children and young people
 - identifying key partners to support current and future recovery needs
 - linkages to established networks
 - establishment of recovery committees – municipal and community
 - community engagement
 - volunteer coordination
- Communication strategies to ensure people are receiving timely, concise and accurate guidance on recovery.

A template to develop a *Post Incident Recovery Plan* has been included as part of the appendices to this plan is included in [Appendix C](#). – Agreement for Transition of Coordination Arrangements from Response to Recovery

6.14 Emergency Recovery Operations Process

There are five primary phases or steps in emergency recovery operations that are related to a time range. The recovery services required in each phase will vary in type or activity.

6.14.1 During the incident (usually the response phase)

- Formation of the Municipal Relief and Recovery Working Group (MRRWG) or relevant stakeholders (refer 6.3.1)
- Initiate Impact and Needs Assessment (Secondary Assessment) (refer 6.11)
- If required, plan for the opening of an Emergency Relief Centre based on data collected – details contained in the Emergency Relief Centre Standard Operating Procedure (refer 6.8.1)
- Implementation of communications strategy (refer 6.15.1)

6.14.2 Immediately after the incident (1 – 7 days)

- Convene with the MRRWG or relevant stakeholders to conduct secondary assessments.
- MRRWG or relevant stakeholders develop and endorse an initial Post Incident Recovery Plan (refer 6.13)
- Confirm required recovery services and identify/activate the agencies/service providers that need to be involved

6.14.3 Short Term (weeks 2 - 4)

- Ensure the affected community have access to personal support, accommodation, material aid and any other assessed service requirements. Where appropriate initiate a case coordination/management process
- If required, open a Recovery Centre to coordinate information flow (both ways) to the community (refer 6.8.2)
- On-going review of the Post Incident Recovery Plan
- Establish a Community Recovery Committee if required (refer 6.10)

6.14.4 Medium Term (months 2 - 3)

- Continued case coordination/management of the affected community
- Capture learnings and see how recovery services and staff are coping
- On-going review of the Post Incident Recovery Plan

6.14.5 Long Term (month 4 onwards, up to 2 years depending on the impact of the incident)

- Ensure community-based exit strategy is planned for and that the community has been part of the consultation process. Ongoing case management of the affected community (by this stage it is expected that community members with more complex needs will have been referred to appropriate mainstream service providers).

6.15 Communicating with the Affected Community

Communication with individuals and communities affected by emergencies is crucial to ensure they are aware of the assistance that is available to help them to access relief services, recover and achieve a proper and effective level of functioning.

A range of telephone information and advice services may be set up during and immediately following the emergency to provide information and referral to people affected by the emergency and to the general community. These services may include:

- Council's 24/7 number **5662 9200** is a single point of notification for relief and recovery services. Council's customer service representatives will be briefed on where calls and queries should be directed.
- Council's web page will contain information about recovery services available and how to access them.
- LifeLine Gippsland Telephone Crisis Support **13 11 14** is a 365 day 24/7 service to provide personal support to people affected by emergencies in Gippsland. The crisisline is staffed by Lifeline Gippsland telephone counsellors.

- The Victorian Emergency Recovery Information Line **1300 799 232** and the [Emergency Relief and Recovery Victoria](#) website provide information on relief and recovery services for all significant emergencies across Victoria. These are administrated by the DHHS.

6.15.1 Municipal arrangements

Municipal councils lead the provision of local public information to affected individuals in relief and recovery. Council has adopted the [Communication Engagement Guidelines](#) with the objective to broadly define Council's approach to communication and engagement with the community. This policy is located on the Council's website.

There are a broad range of communication facilities within the municipality. To assist with the dispersal of information to the community, the responsible agency should prepare communications that can be forwarded to local media outlets and Council for further distribution to their stakeholder networks.

To guide them on the most appropriate method of communication and engagement with the community, Council has developed an internal 'Community Engagement Plan and Toolkit' [D1261916](#).

This document guides Council staff on the appropriate level and type of communication/engagement required with the community dependent on a range of factors for consideration, including when an emergency situation occurs and identifying the audience. A designated spokesperson needs to be appointed to manage media enquiries.

These factors include what the aim or key message is, identifying the level of impact the situation has on the broad community or a specific community, who is affected, the communication/engagement method to use and providing feedback.

Council also adheres to the principles identified in the Australian Red Cross '[Communicating in Recovery](#)' guide that requires communication to be:

1. **Relevant** – do not overwhelm people, explain what is happening, what support is available and what to do if people have concerns or complaints
2. **Clear** – Short sharp amounts of relevant information with a clear call to action
3. **Targeted** – methods of communication need to fit the audience, so understand your audience and know how to reach them

Some examples of the methods of communication and engagement Council would use include:

- Community Meetings
- Face-to-face discussions
- Brochures, fact sheets, posters and flyers
- Newsletters
- Radio and television news updates
- Email – using Council's community, tourism, youth, art and business email networks
- Noticeboards and signage
- Newspapers
- SMS
- [Council Website](#)
- [Social Media – Facebook](#)
- Video - YouTube

The MRM will liaise with Council's Manager Executive Support and Community Information concerning all communications external to Council.

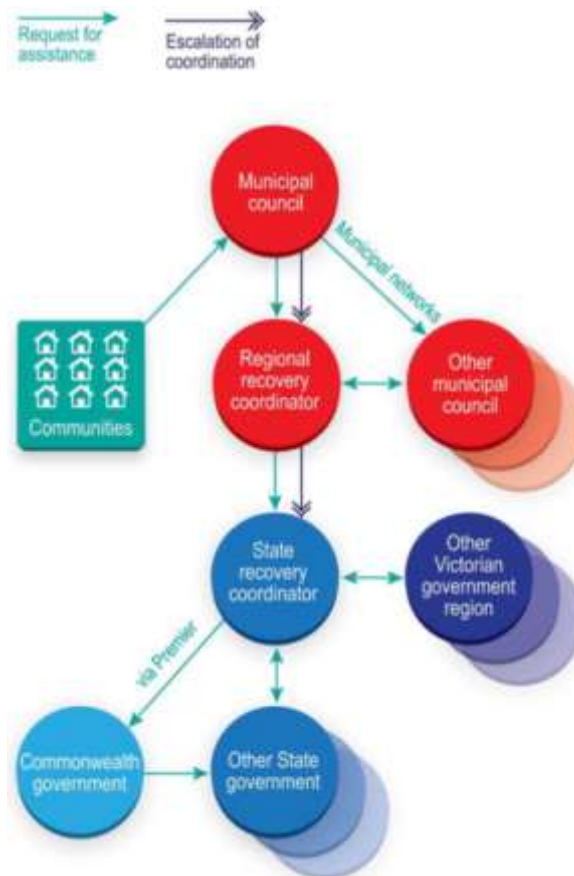
6.16 Escalation

Initial relief and recovery management is undertaken at a municipal level. The Regional Recovery Coordinator can be requested to assume the role of coordinating agency for relief and recovery at the regional and state levels in the event that an emergency exceeds the capacity of Local Government due to the:

- scale
- complexity
- geographic area
- level of human impact
- dispersion of the affected population

The implementation and escalation of an emergency event will be subject to liaison and coordination through the appropriate channels of both Regional and State Recovery Plans and arrangements. This does not replace local government's role or responsibility at the local level.

Where an emergency has a significant community-wide impact, the Victorian Government may establish an event specific relief or recovery coordination structure, to oversee a whole of sector response. Interactions between different levels of government to deliver relief and recovery support are shown below:



6.17 Vulnerable Community Members

At all times care will be taken to identify those in the community impacted by the emergency that require additional assistance to manage i.e. elderly, disabled, poor. In different types of emergency the community members most vulnerable to the emergency can change, i.e. business or farming.

Many of these vulnerable community members can be identified by accessing the Vulnerable Persons Register (VPR) or may be located in vulnerable facilities in [Appendix F \(xi\)](#).

The following agencies providing service to vulnerable clients or places identified where vulnerable people may be located are as follows:

- South Gippsland Shire Council - Aged & Disability - Service Provider
- HACC (Home & Community Care) - Service Provider
- MCH (Maternal & Child Health) - Service Provider
- Rural Access (Disability) - Service Provider
- Education – Government Schools – Facilities
- Preschools - Facilities
- Child Care Centres - Facilities
- Salvation Army - Service Provider
- Uniting Care Gippsland - Service Provider
- Division of General Practice - Service Provider
- Community Visitors Scheme - Service Provider
- RSL-veterans - Service Provider
- Gippsland Southern Health - Service Provider/Facilities
- Community Health Centres - Service Provider
- South Gippsland Hospital - Service Provider/Facility
- GippsCare - Service Provider
- Anglicare - Service Provider
- Banksia Lodge and Toora Aged Care - Facilities
- Yooralla - Service Provider
- Grandridge Lodge – Strzelecki House at MN - Facilities
- Auscare - Service Provider

For full details of 24/7 Contact details for agencies providing service to vulnerable clients refer to [Appendix F](#) (various worksheets).

6.17.1 Vulnerable People in emergencies and facilities with vulnerable people

Within an emergency management and recovery context there are a number of vulnerable communities residing in, visiting or travelling through South Gippsland. The challenge is how to reach and engage these communities in emergency preparedness, planning and recovery.

In order to assess vulnerability, consideration must be given to how exposed people are to specific risk, their coping mechanisms and resilience. The vulnerability of various groups (men, women, children and senior residents) will vary according to the nature of the problem and its consequences, the extent to which these groups are exposed to it, its impact on these groups and their ability to overcome it.

The State Government released the Vulnerable People in Emergencies Policy in November 2012. It was jointly developed by the then Department of Human Services and the Department of Health. The policy is

currently being reviewed and the implementation of the new iteration of the policy is expected to be completed in line with the roll-out of the full scheme NDIS on 1 July 2019.

6.17.1.1 Vulnerable Person Definition

- frail, and/or physically or cognitively impaired; and
- unable to comprehend warnings and directions and/or respond in an emergency situation.

A *vulnerable person* may be identified for inclusion on a Vulnerable Persons Register if they **additionally** cannot identify personal or community support networks to help them in an emergency.

It has been identified that these groups are the most at risk during an emergency and as such have been included when assessing our risks. Further details of this are included in Section 6.17 under Vulnerable Community Members.

6.17.1.2 Council's role

Key activities for municipal councils are to:

- Coordinate local implementation of Vulnerable Persons Registers using Crisisworks to securely track vulnerable individuals. Victoria Police will obtain the details of vulnerable individuals directly from the register as required for emergency planning and response purposes.
- Develop and maintain a list of local facilities where vulnerable people are likely to be, accessible by Victoria Police
- Where Councils have a role as a funded agency providing services to vulnerable people in the community, they will manage their vulnerable client records

6.17.1.3 List of Facilities with Vulnerable People

This list identifies buildings where vulnerable people are likely to be situated, including aged care facilities, hospitals, schools, disability group homes and child care centres. This includes:

- Facilities funded or regulated by DHHS and Department of Education Training [DET];
- Commonwealth funded residential aged care facilities; and
- Other locally identified facilities likely to have vulnerable people situated in them.

A list of facilities with vulnerable people (ie medical facilities, aged care and schools) is included in [Appendix F \(xi and xii\)](#).

6.18 Government Financial Assistance Arrangements

6.18.1 Natural Disaster Relief and Recovery Arrangements (NDRRA)

Depending on the magnitude of the emergency some government financial assistance may be available for prevention, response and recovery activities. Under the guidelines for Municipal Emergency Management Planning the Victorian Government provides financial assistance to councils for specified types of emergency management expenses, consistent with the NDRRA. Eligible events are bushfires, cyclones, earthquakes, floods, storms (including hail) and land slippages caused by any of the above defined natural disasters.

6.18.2 Natural Disaster Financial Assistance (NDFA)

NDFA for local councils is provided to assist in the recovery process and to alleviate some of the financial burden that may be experienced following a natural disaster, in accordance with Commonwealth-State Natural Disaster Relief and Recovery Arrangements (NDRRA). The MRM is responsible for preparing and submitting eligible claims to the Department of Treasury and Finance – refer <http://www.dtf.vic.gov.au/Victorias-Economy/Natural-disaster-financial-assistance>.

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