Municipal Emergency Management Plan

Cover Photo – Courtesy of Whitehorse City Council

1 Introduction

1.1 Acknowledgement of Country

The Municipal Emergency Management Planning Committee (**MEMPC**) acknowledges the Wurundjeri people of the Kulin Nation as the Traditional Custodians of the lands that make up local government area. The committee also acknowledges and pays respect to the Elders, past and present and is committed to working with Aboriginal and Torres Strait Islander communities to achieve a shared vision of safer and more resilient communities.

1.2 Authority, Governance and Administration

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

This Municipal Emergency Management Plan (**MEMP**) has been prepared in accordance with and complies with the requirements of the *Emergency Management Act 2013* including having regard to the guidelines issued under s77, Guidelines for Preparing State, Regional and Municipal Emergency Management Plans. Refer to Appendix F for a full list of reference material used in formulating this MEMP.

This MEMP makes reference to a number of organisations and people by acronym. For a full list of acronyms used in this plan, please refer to Appendix A.

This MEMP was developed using the Eastern Metropolitan Region Municipal Emergency Management Plan Template which has been developed by the Eastern Metropolitan Region Municipalities of Boroondara, Knox, Manningham, Maroondah, Monash, Whitehorse and Yarra Ranges[1]. The template is administered and maintained by the Eastern Metropolitan Region Self Assurance and Governance Sub-Committee. This MEMP template will be reviewed:

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

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[1] **Assurance 12**: In the case of a MEMPC that has collaborated with other MEMPCs in preparing its own MEMP or sub-plan, the MEMPC has separately ensured that its own MEMP or sub-plan has been prepared in accordance with the Act and relevant guidelines issued under the *Emergency Management Act 2013* s77(s60ADB).

1.3 Plan Assurance and Approval

1.3.1 Assurance[2]

A Statement of Assurance (including a checklist and certificate) has been prepared and submitted by the MEMPC pursuant to the Eastern Metropolitan Region Emergency Management Planning Committee (**EMR-REMPC**) *Emergency Management Act 2013* (s60AG). Items that require assurance are identified as footnotes.

1.3.2 Approval

This Plan has been prepared and reviewed by the members of the City of Whitehorse MEMPC and is approved by the EM-REMPC. Refer Appendix H.

The MEMP is to be published on the Emergency Management Victoria website and Council website and also available on EM-COP and Crisisworks. The MEMP will be deposited with State Library Victoria under section 49 of the *Libraries Act 1988*. Refer Appendix H for a full MEMP distribution list.

1.4 Plan Review[34]

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

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

Three yearly MEMP self-assurance process reviews will also involve community consultation.

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

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

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

Refer to Appendix B for a full plan distribution list and Appendix C for a list of restricted information which is excised for versions of this plan for various audiences.

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

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

This MEMP will be reviewed and updated if necessary but not later than June 2026.

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

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

[4] **Assurance 13**: In developing the MEMP or sub-plan, the following have been consulted and engaged:

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

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

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

1.5 Planning Context

This MEMP, prepared by the MEMPC[5], reflects the shared responsibilities of government, emergency management agencies and communities for the actions they will take to prepare for, respond to, provide relief for and recovery from emergencies.

It is important for enhancing resilience that community, emergency services and relief and recovery agencies work together. This Plan is the overarching document for the integrated management of emergencies in the municipal area. It is supported by a range of hazard plans as determined by a risk identification process and a number of response-based plans to ensure smooth coordination of service delivery in emergencies.

This Plan is supported by a variety of information, including:

- Management arrangements that contain general information about emergency planning, response and recovery arrangements; and roles and responsibilities of people and organisations involved in emergency management.
- Sub-Plans, including hazard specific Sub-Plans and Standard Operating Procedures which are to be used during actual emergency events and are designed to be used as stand-alone operational documents.
- Appendices that contain ancillary information including a contact directory that lists contact details for all persons and organisations that have a role in this plan, administration details and a lists of municipal resources.

1.6 Plan Preparation[67]

This MEMP, prepared by the MEMPC, reflects the following planning principles by being prepared:

- Collaborative manner by gathering plan feedback from MEMPC members and members of the community
- Efficiently and effectively by utilising the Eastern Metropolitan Region MEMP template
- In a manner that acknowledges and reflects the importance of community emergency management planning.
- Following principles that underlie the contents of MEMP include:
  - Reducing the:
    - Likelihood of emergencies by planning for risk-based emergencies such as extreme heat, flood and storm and pandemic.
    - Effect of emergencies on communities by undertaking community emergency risk assessments.
    - Consequences of emergencies for communities through relief and recovery planning.
  - Ensuring a comprehensive and integrated approach to emergency management by including input from the MEMPC agencies and community representatives.
  - Promoting community resilience in relation to emergencies through community outreach.

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

[6] **Assurance 5**: The MEMP or sub-plan is consistent with the principles underlying the preparation of emergency management plans. Principles require that the plan is:

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

(Ministerial guidelines issued under the *Emergency Management Act 2013* s60AA(1), S3.1 and S4.1).

[7] **Assurance 6**: The MEMP or sub-plan is consistent with the principles underlying the contents of emergency management plans. Principles require that the plan:

- aims to reduce the likelihood of emergencies and the effect and consequences they have on communities;
- ensures a comprehensive and integrated approach to emergency management;
- promotes community resilience in relation to emergencies; and
- promotes appropriate interoperability and integration of emergency management systems (Ministerial guidelines issued under the *Emergency Management Act 2013* s60AA(2), s60ADB(1), s3.6.3).

- o   Promoting appropriate interoperability and integration of emergency management systems through sub-plan development;
- o   Meeting the needs of local communities by providing for flexibility in emergency management plans.

1.7 Plan Aim and Objectives

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

The broad objectives of this MEMP are to:

- •   Implement measures to prevent or reduce the causes and/or effects of emergencies.
- •   Manage arrangements for requesting and using municipal resources in response to emergencies.
- •   Manage the process for resource supplementation when resources within the municipal are exhausted.
- •   Assist the affected communities to recover following an emergency.
- •   Compliment other Local, Regional and State planning arrangements.

2   Municipal District Location and Characteristics

2.1   Municipal Location Map
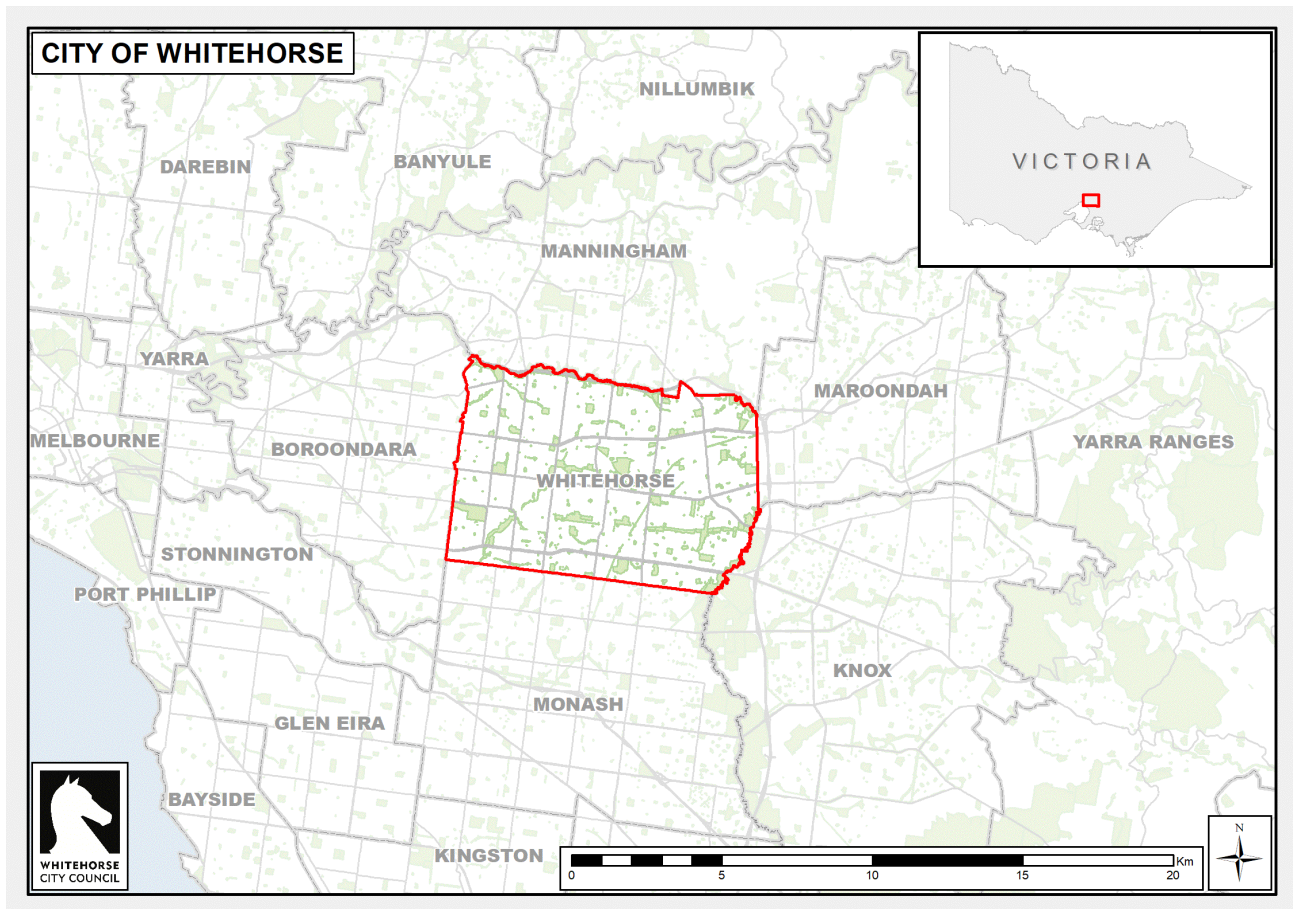
Figure 1 - Municipal Location Diagram (Refer Appendix I for additional maps)

2.2   Topography

The City of Whitehorse is located 15 kilometres east of Melbourne and covers an area of 64 square kilometres. The municipality is bounded by the City of Manningham to the north, the Cities of Maroondah and Knox to the east, the City of Monash to the south and the City of Boroondara to the west.

Up to date City of Whitehorse topographic details are available on the Whitehorse City Council web site. Details include:

- Aboriginal Heritage
- European History and Heritage
- Public Transport
- Roads
- Business, Industry and Essential Services
- Education, Health, Aged and Disability Care
- Sport
- Arts and Culture
- Natural Environment
- Political Boundaries and Government Services
- Municipal Emergency Planning

A map of the municipality is displayed in Figure 1 and Appendix J. Appendix J shows the location of the Municipal Emergency Coordination Centre (**MECC**) and Emergency Relief Centres (**ERC**). Additional GIS

mapping is available on the WCC IT network. It can be accessed by requesting information from the Municipal Emergency Management Officer (**MEMO**).

2.3 Mapping

The City of Whitehorse has been electronically mapped, and these maps are accessible through Weave Mapping via WCC's website at:

http://maps.whitehorse.vic.gov.au/

The Weave system is also available internally to Council staff and has multiple layers available that display features relevant to emergency management including Emergency Relief Centre locations and aerial photography. Municipal overview maps are also stored in hard copy in the primary MECC location and attached in Appendix J. Large scale maps may be printed on demand.

2.4 Demography

The demographic profile for the City of Whitehorse is available on the Whitehorse City Council website.

More detailed information is also available by City of Whitehorse suburbs on the Profile ID web site - https://profile.id.com.au/whitehorse:

- Blackburn
- Blackburn North
- Blackburn South
- Box Hill
- Box Hill North
- Box Hill South
- Burwood
- Burwood East
- Forest Hill
- Mitcham
- Mont Albert
- Mont Albert North
- Nunawading
- Surrey Hills
- Vermont
- Vermont South

2.5 Vulnerable Persons (Community Organisations and Facilities)

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

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

Vulnerability factors may include:

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

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

2.5.1 Vulnerable Persons Register (VPR)

The VPR is a list of the most vulnerable people who meet all the following VPR criteria:

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

This register is only required to be maintained by municipalities wholly or partly in a CFA district. Since the City of Whitehorse lies wholly within the Fire Rescue Victoria district, there is no VPR for the City of Whitehorse.

2.5.2 Facilities Housing Vulnerable People Listing

Facilities housing vulnerable persons refers to:

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

The facilities housing vulnerable people listing is maintained by Council and may be obtained from the MEMO or MRM.

2.6 History of Emergencies

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

Emergency Date(s)	Emergency Type	Emergency Consequences	Emergency Location	Emergency Details
25 Feb 2022 (SF22/245)	Bomb threat	Potential damage to the neighbourhood and the Lilydale-Belgrave railway line	Glen Ebor Road, Blackburn	Council and VicSES provide sandbags for Victoria Police to neutralise the bomb. A person was taken into custody.
29 Jan 2022 (SF22/121)	Storm event – Near miss	Nil for the city of Whitehorse with the majority of damage experienced in City of Monash	Eastern and south Eastern Regions	A storm moved through the eastern and south-eastern suburbs dumping 30 to 40mm of rain resulting in road closures due to trees down.
13 Dec 2021 (SF21/1585)	Power outage	Power outage at an aged care facility due to a fallen tree requiring emergency backup power.	Regis Aged Care Facility, Central Road Blackburn	Generators were sourced from VicSES who set up lighting units and generators to assist high-care residents overnight. The power was restored at 5am the next morning
29 Oct 2021 (SF21/1424)	Windstorm	Trees down and traffic signals disrupted.	Eastern and South Eastern Regions	A number of trees were blown down across the municipality and a number of traffic lights were out of action. One family was displaced in Nunawading.
22 Sept 2021 (SF21/1258)	Earthquake	No damage was experienced in the City of Whitehorse	The epicentre was just south of Mansfield, Victoria.	The earthquake was magnitude 5.8 with 4 and 3.1 aftershocks. The quake was felt as a magnitude 2 to 3 range in City of Whitehorse. Some minor damage was experienced in the City and some minor power outages.
31 Aug 2021 (SF21/1090)	Diesel Spill	Potential damage to the Bushy Creek and Koonung Creek waterways	Belmore Road Mont Albert North	Some of the diesel flowed north in McColl Road but most of the fuel flowed to the east along Belmore Road, where it went into the stormwater network. Council's Cleansing team spread absorbent material on the road up to the SEP in front of 424 Belmore Road. The team then arranged the street sweeper to sweep up the material. Booms were installed in Bushy Creek just before Koonung Creek where some diesel seen in the creek.
23 Aug 2021 (SF21/1030)	Building flooding	Broken water pipe at the Chen building leading to loss of power and evacuation of the building.	Whitehorse Road Box Hill	A burst hot water pipe on the 18th floor of Tower 1 Chen Apartments (850 Maroondah Hwy, Box Hill) caused the loss of power to the building and water damage to the lifts and the basement sections. This resulted in the temporary evacuation of all residents (approximately 230). The evacuation was initially expected to last several hours. Later that day the evacuation was extended to 24 hours - 36 hours due to the loss of emergency power which at the time was energising the fire control system. On Wednesday 25 August, the displaced residents were informed that water damage to essential systems was more extensive than previously assessed and that power, lifts and the fire control system would not be fully functional for some days. The tower was reoccupied on 28 August 2021.
09 June 2021 (SF21/666)	Regional storm event	Tree clearing in the Cities of Whitehorse and Maroondah. Significant disruption in Shire of Yarra Ranges.	Eastern Region and Macedon Ranges	Significant clearance of fallen trees in the City of Whitehorse by VicSES and Whitehorse City Council. Assistance was provided to the Shire of Yarra Ranges which suffered several weeks of power outages and significant road blockage due to fallen trees. Other eastern Metropolitan region municipalities were also affected including Knox, Manningham and Maroondah.

Emergency Date(s)	Emergency Type	Emergency Consequences	Emergency Location	Emergency Details
27 August 2020 (SF23/1097)	Regional storm event	Tree blown over killing a 4 year old boy in Blackburn South.	Eastern Region	The child was critically injured after being struck by a falling tree in Blackburn South in the city's south-east. He was taken to hospital but could not be saved and died on Thursday evening.
Feb 2020 onwards (SF20/527)	COVID-19	Pandemic coronavirus infection	World-wide	Pandemic coronavirus infection resulting in a state of emergency and the closing down of many Council services and the need to provide assistance to vulnerable members of the community
15 Feb 2020 (SF20/265)	Rooming house fire	Illegal rooming house fire affecting vulnerable residents	Box Hill North	A 42-year-old male was taken to hospital with smoke inhalation. He was one of several tenants at the property which was extensively damaged by fire.
10 to 20 Jan 2020	Gippsland fires	Assist in State Control Centre with EMV cleansing Initial Impact data for the North East and East Gippsland fires	State Control Centre	Data made available to councils, Red Cross and Insurance Council of Victoria
13 Sept 2019 (SF19/1467)	Gas leak	Major gas leak in Burwood	Burwood Highway Burwood	VicPol requested Council support to provide barricades at the intersecting streets along Burwood Hwy in the exclusion zone to prevent motorists from entering the area. City Wide sourced the barricades and completed the installation. Seven properties were evacuated impacting 12 people. The MRM was placed on standby and potential local emergency relief centres were identified.
19 July 2019 (SF19/970)	Business fire	Fire and smoke damage to three food businesses	Middleborough Road Box Hill South	Three food premises were affected by smoke. The power was cut off. Environmental Health and Building Services inspected the premises and identified the extent of the food contamination. Business proprietors were instructed that no food was to be removed and disposal would need to be supervised by Environmental Health. Police remained on site for security and were requested to ensure no food was removed.
15 Dec 2018 (SF18/4887)	House fire	Family dislocated due to fire in family home	Eley Road Burwood	The MEMO contacted both the MRM and MBS. The MRM contacted the DHHS Emergency Management Coordinator, and the MBS attended the site. The MBS arranged for site fencing for the house through DHHS and the MRM facilitated emergency accommodation and material care for one family through Salvo Care.

Table 1 - History of Significant Emergencies in the City of Whitehorse

3 Municipal Planning Arrangements[8]
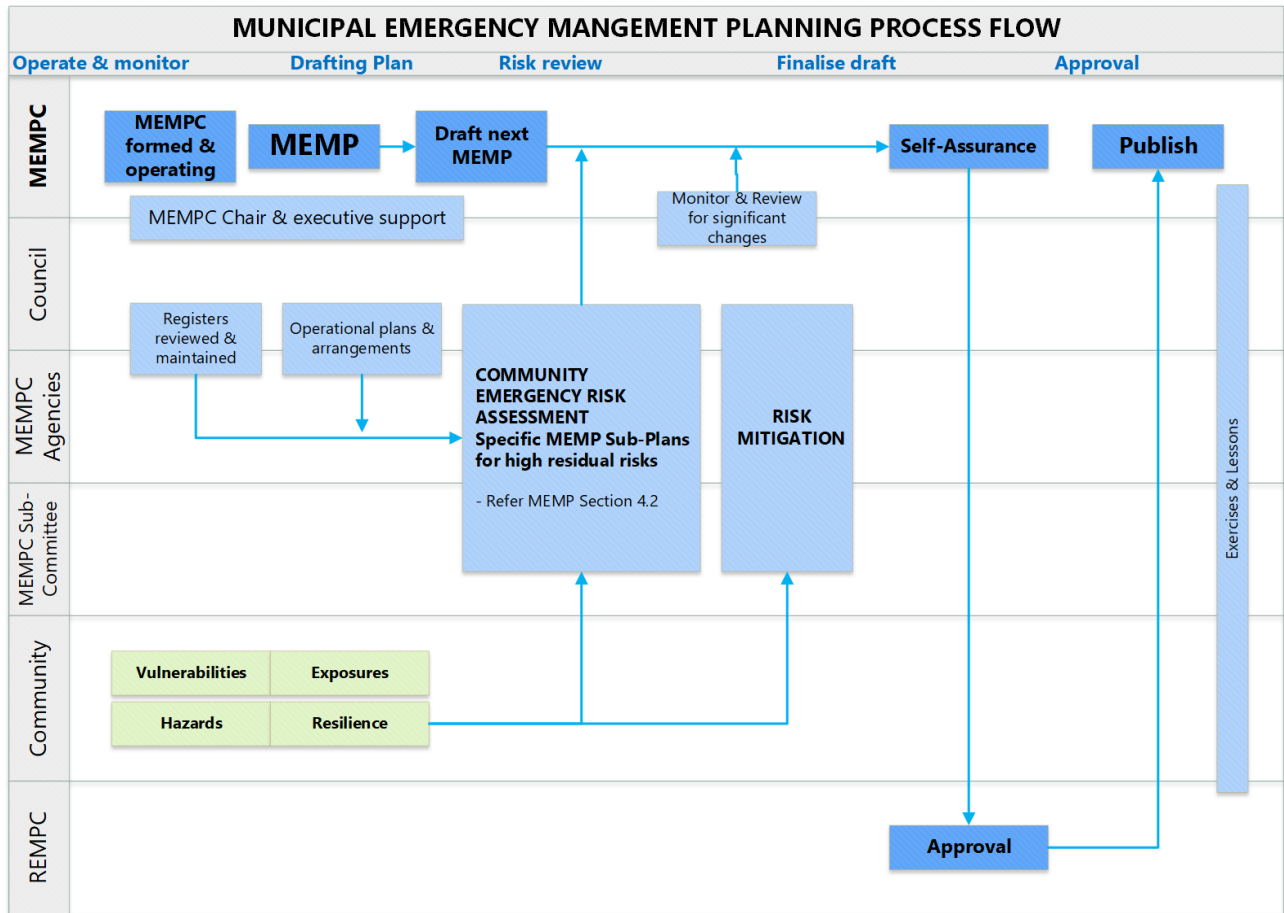
Figure 2 - MEMP Planning Flow Chart

3.1 Victoria's Emergency Management Planning Framework

This plan supports holistic and coordinated emergency management arrangements within the municipality. It is consistent with and contextualises the State Emergency Management Plan (**SEMP**) and the Eastern Metropolitan Regional Emergency Management Plan (**REMP**). The REMP is a subordinate plan to the SEMP and this MEMP is a subordinate plan to the REMP.

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

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

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

Assurance 4: The MEMP or sub-plan is consistent with the State Emergency Management Plan and the relevant regional emergency management plan (Ministerial guidelines issued under the *Emergency Management Act 2013* s59D(b)).
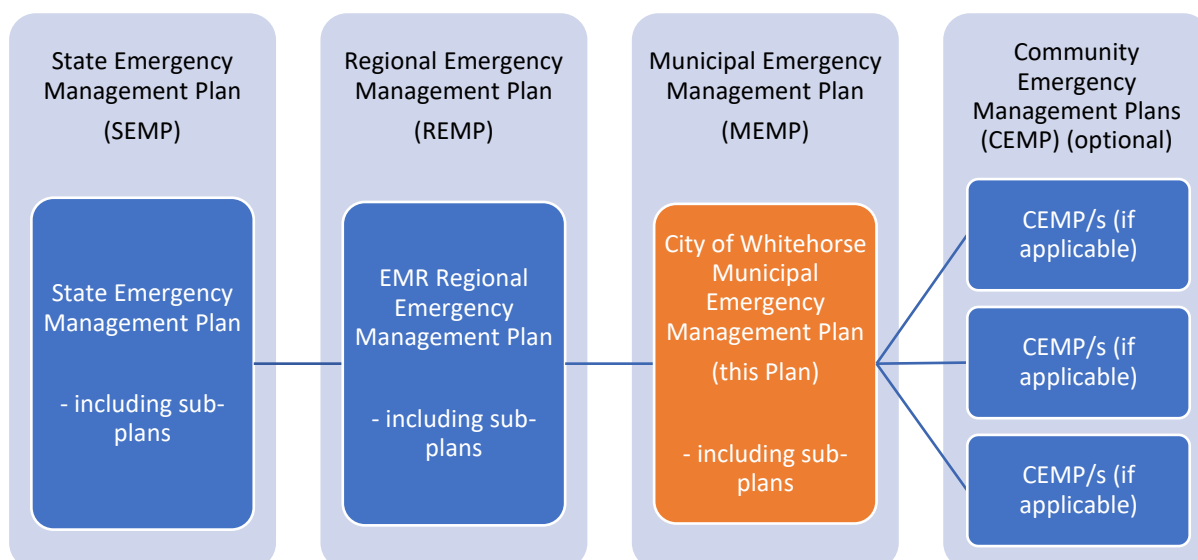
Figure 3 - Victorian Emergency Management Planning Hierarchy

This MEMP makes reference to a number of organisations and people by acronym. For a full list of acronyms used in this plan, please refer to Appendix A.

3.2 The MEMPC, Sub-Committees and Working Groups

3.2.1 MEMPC responsibilities

The MEMPC is responsible for undertaking:

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

The MEMPC governance arrangements conform to legislation (better wording) are detailed in the MEMPC Terms of Reference (available from MEMPC Chair - Council).

3.2.2 MEMPC Structure[9]

Section 59A of the *Emergency Management Act 2013* specifies the minimum membership requirements of the MEMPC. The committee may invite additional people with key skills or knowledge to join the MEMPC, as necessary.

Current MEMPC membership includes the following:

Voting members

- Whitehorse City Council Municipal Emergency Management Officer (Chairperson)

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[9] **Assurance 11**: The MEMPC consists of membership from required agencies (Ministerial guidelines issued under the *Emergency Management Act 2013* s59A).

- Whitehorse City Council Municipal Recovery Manager
- Victoria Police
- Fire Rescue Victoria
- Ambulance Victoria
- Victoria State Emergency Service
- Australian Red Cross
- Department of Families Fairness and Housing
- Community representative/s
  - Member of the Whitehorse VicSES Unit
- Other persons as nominated.

Relief and recovery agency/organisations

- St John Ambulance
- Salvation Army
- Victorian Council of Churches Emergencies Ministry

Local business/community organization representatives

- Deakin University
- Services Australia

Other representatives from Council, emergency services, community and voluntary organisations as required by the MEMPC.

3.2.3 Special Sub Committees and Working Groups

The MEMPC may form, or contribute to, special permanent or temporary sub-committees or Working Groups to plan for the management of hazard specific identified risks or functions which require an additional level of planning. Examples of these include Municipal Fire Management, Flood and Storms, Risk Management and Municipal Relief and Recovery. Refer to Figure 4 for the relationship between the MEMPC and its sub-committees.
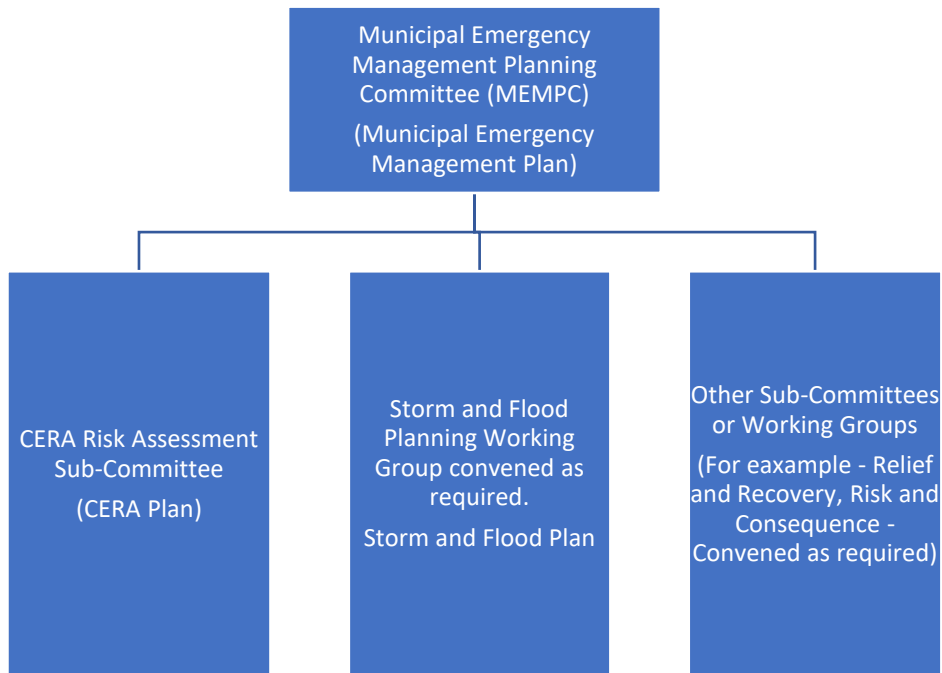
Figure 4 - MEMPC Committee Hierarchy

3.3 Sub-Plans and Complementary Plans

3.3.1 Sub-plans

The MEMPC will determine if a Sub-Plan is required to detail more specific or complex arrangements that either enhance or contextualise this MEMP. All Sub-Plans are multi-agency plans and may be hazard-specific where the consequences are likely to be significant, for example a municipal flood response Sub-Plan.

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

Agencies with roles or responsibilities in a Sub-Plan must act in accordance with the plan (*Emergency Management Act 2013* s60AK).

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

These plans could also be supported by operational documents or complementary plans. A list of Sub-Plans that have significance to the comprehensive, coordinated and integrated emergency management arrangements in the municipal district are at Appendix E.

In the EMR, the Eastern Metropolitan Councils Emergency Management Partnership (**EMCEMP**) may produce regionally consistent Hazard-Based Sub Plans for hazards that are relevant across the entire region. Sub Plans produced by the EMCEMP will require approval by each MEMPC.

3.3.2 Complementary Plans

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

Complementary plans do not form part of this MEMP and are not subject to approval, consultation and other requirements under the *Emergency Management Act 2013*.

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

3.3.1 Community Emergency Plans

Two local flood guides are in place for the City of Whitehorse:

- City of Whitehorse Flood Guide
- Laburnum (Blackburn) Local Flood Guide

3.4 Plan Exercising[10]

The MEMP and Sub-Plans are to be tested on an annual basis. This will be performed in a manner determined by the MEMPC, examples include:

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

For a list of recent exercises refer to Appendix G.

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[10] **Assurance 18**: Exercises have been undertaken during the planning life cycle to test the MEMP or sub-plan (Ministerial guidelines issued under the *Emergency Management Act 2013* S77 and s44 (step 5)).

4 Mitigation Arrangements

4.1 Introduction

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

4.2 Hazard, Exposure, Vulnerability and Resilience[11]

4.2.1 Hazard

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

The hazards of concern to disaster risk reduction are of natural origin and related environmental and technological hazards and risks. Such hazards arise from a variety of geological, meteorological, hydrological, oceanic, biological, and technological sources, sometimes acting in combination. In technical settings, hazards are described quantitatively by the likely frequency of occurrence of different intensities for different areas, as determined from historical data or scientific analysis.

For example, climate change will exacerbate existing stresses and compound pre-existing challenges – this is expected to include lower rainfall, meaning more severe and frequent droughts and bushfires in rural and peri-urban areas. Higher temperatures will result in an increased urban heat island effect in the CBD. Among coastal communities, between 31,000 and 48,000 homes are at risk from sea level rise, along with 3,500 kilometres of roads, 125 kilometres of railways and 2,000 commercial buildings

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

4.2.2 Exposure

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

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

Exposure to potential loss for people, property, systems or environment in the municipality includes:

- **Increased number of residents moving into the municipality:** Between 2016 and 2021 there was an increase in the city enumerated population from 160,311 to 168,655 – an increase of 5.2% (https://profile.id.com.au/whitehorse/population)
- **Expansion of the CALD community and their needs:** Between 2016 and 2021 15,800 people arrived in the City of Whitehorse from overseas. This trend is steadily increasing. The number of people who speak non-English languages such as Mandarin, Cantonese, Vietnamese and Hindi at home has increased from 36.7% in 2016 to 40.5% in 2021. (https://profile.id.com.au/whitehorse/arrivals-by-language)
- **Aging population:** By 2050 there will be only 2.7 people of working age to support each Australian aged over 65, compared to 5 in 2010 and 7.5 in 1970. In the City of Whitehorse, the number of people

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[11] **Assurance 14**: The MEMP or sub-plan provides a brief municipal level overview and environmental scan that explains the hazard profile and key considerations for emergency management arrangements across the key areas of mitigation, response and recovery. (Ministerial guidelines issued under the *Emergency Management Act 2013* s77, s6.2 and s.3.6.3).

aged between 0 and 4 years and 15 and 24 years has decreased and over 45 has increased between 2016 and 2021 (Refer Figure 5). Increased services will be required for a steadily aging population.
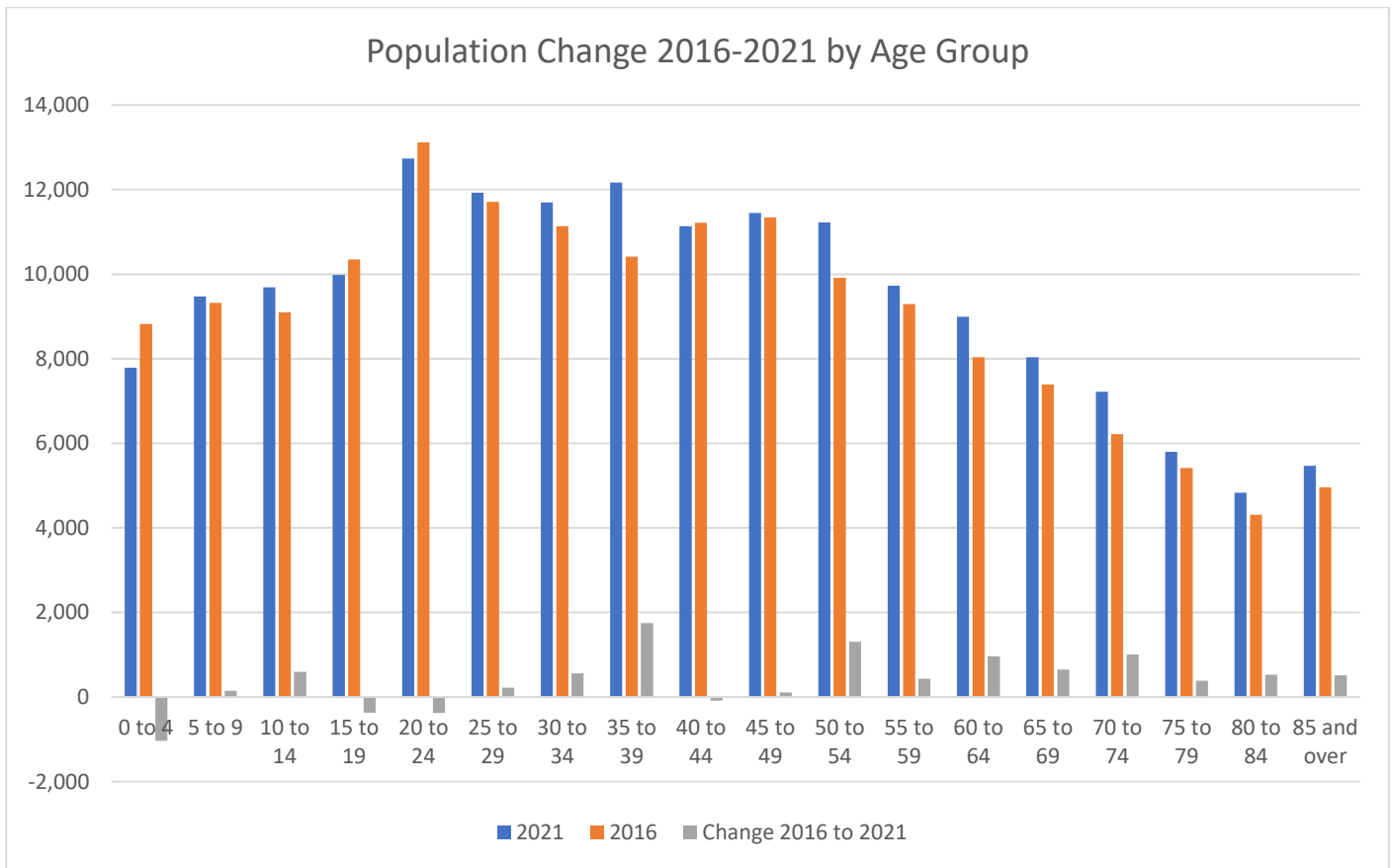
Figure 5 - City of Whitehorse Population by Age 2016 vs 2021

- **Increasing number of high-rise developments:** Households are getting smaller, but there are more of them. The number of one and two person households have increased from 31,483 in 2016 to 35,734 in 2021 - a 13.5% increase. The average Australian household size is expected to decline to approximately 2.4 people per household by 2026 and the number of one-person households is also increasing. This helps drive the increased housing prices and increased number of high-rise developments that may present access issues for emergency services especially in the Box Hill Activity Centre and in proximity to Mitcham, Nunawading and Blackburn railway stations and along the Burwood Highway tram line.
- **Heat island effects in urban areas:** The City of Whitehorse currently has 705ha (11%) of open space which has increased from 690ha (10.7%) in 2007. This resulted in an average moderate Heat Vulnerability Index in 2018 with some high zones in heavily built-up areas. Refer Figure 6. The City of Whitehorse canopy cover (Trees over three metres in height has decreased form around 20-21% in 2014 down to 18% in 2018). The canopy cover continues to be impacted by major projects such as level crossing removal, the North-East Link and Urban Rail Loop Projects. The Whitehorse Urban Forest Strategy has set a target of 27% by 2031 and 30% by 2050.
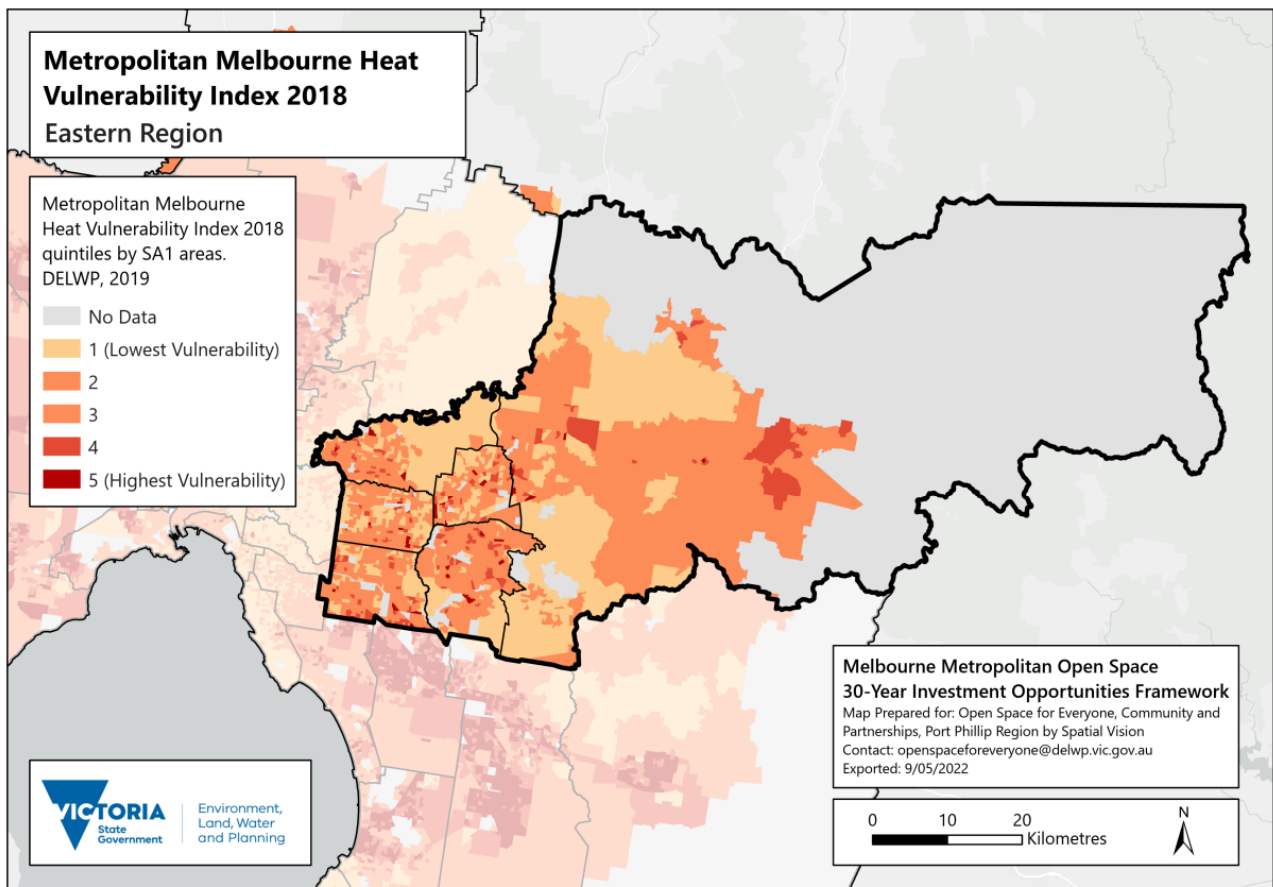
Figure 6 - 2018 Metropolitan Heat Vulnerability Index Eastern Region

- **Potential increased environmental impacts due to climate change:** Australia's climate has warmed on average by 1.44 ± 0.24 °C since national records began in 1910, leading to an increase in the frequency of extreme heat events. In the southeast of Australia there has been a decline of around 12% in April to October rainfall since the late 1990s. There has been a decrease in streamflow at the majority of streamflow gauges across southern Australia since 1975. There has been an increase in extreme fire weather, and in the length of the fire season, across large parts of the country since the 1950s, especially in southern Australia (BoM State of the Climate 2020)

  An increase of more frequent and more intense climate-related events have occurred in the last three years including the eastern Victorian fires in 2019/20, the June 2021 storm event and the triple 2020-22 La Nina events bringing record rainfalls to Victoria. (BoM Victorian and Melbourne Climate Summaries Archive)

4.2.3 Vulnerability

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

There are many aspects of vulnerability, arising from various physical, social, economic, and environmental factors. Examples may include poor design and construction of buildings, inadequate protection of assets, lack of public information and awareness, limited official recognition of risks and preparedness measures, and disregard for wise environmental management. Vulnerability varies significantly within a community and over time.

Vulnerable characteristics and circumstances of communities, systems or assets in the municipality include:

- **SEIFA Rating[12]:** The growth profiles of inner, middle and outer Melbourne, tell different stories of wealth and liveability. There has been a minor decline in the SEIFA rating of 1057 in 2016 (Ranked 12th) to 1049 in 2016 (Ranked 14th) (Profile ID – SEIFA by Profile Area)
- **People needing assistance:** There has been a growth from 4.7% in 2016 to 5.5% in 2021 (Profile ID - Need for Assistance).
- **Chronic disease:** – Cardiovascular disease, cancers and mental disorders are the largest causes of poor health and disability, and over the past two decades adult obesity in Victoria has increased by about 40 per cent, with more than 2.3 million Victorians now overweight or obese. 29.7% of Whitehorse Residents have at least one long term health condition (Profile ID – Long Term Health Conditions Summary)
- **The average weekly earnings of women** in Victoria are, on average, 14 per cent less than their male counterparts. Workforce participation is also lower for women at 58.8 per cent, compared to 71.4 per cent for men.
- **Competition for human resources**, especially volunteers, is changing. Emergency management organisations must compete against a range of other volunteer-based organisations which offer different, sometimes tailored volunteer experiences as many people become increasingly time poor.
- **Critical infrastructure:** Can be impacted by storm events.
- **Victorians are diverse:** Across the state, communities speak more than 260 languages and dialects, follow 135 faiths and identify themselves by reference to a broad range of attributes. CALD community may not have timely access to appropriate emergency information.
- **The Victorian population is growing rapidly:** It is predicted to grow from 5.5 million in 2011 to 10.1 million in 2051. Much of the State's population growth is expected to occur in outer Melbourne suburbs including suburbs of the city of Whitehorse
- **Transport infrastructure is under stress:** Public transport services and road infrastructure is challenged by growing residential development, particularly in peri-urban areas. As Melbourne becomes more transport intensive and less transport efficient, both congestion and travel times can be expected to increase.

(Source: Eastern Metropolitan Region Environmental Scan Report Ver 2)

4.2.4 Resilience

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

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

- Newly arrived members of the CALD communities
- Disability sector
- Youth
- Older Adults
- Homeless
- Indigenous
- Children

Some of the key strategies to better engage are:

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

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

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

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

The Victorian Community Resilience Framework for Emergencies *(Community Resilience Framework for Emergency Management | Emergency Management Victoria (emv.vic.gov.au))* defines seven resilience characteristics:

- Connected, inclusive and empowered (networks, social capital)
- Sustainable built and natural environment
- Reflective and aware
- Culturally rich and vibrant
- Safe and well
- Dynamic and diverse local economy, and
- Democratic and engaged.

(References: *Community Resilience Framework for Emergency Management | Emergency Management Victoria (emv.vic.gov.au)* and https://profile.id.com.au/whitehorse.

4.3 Risk Assessment Process and Results[13]

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

Through the use of CERA, the MEMPC implements the AS/NZS ISO 31000 Risk Management Standard for the identification, risk and consequence assessment and treatment of risks. This risk process is an all-hazards approach through the CERA system in collaboration with VicSES. The CERA assessment process helps identify hazards and assess impacts and consequences based upon the vulnerability or exposure of the community using:

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

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

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

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

The risk assessment process comprises:

- Identifying the risks that pose the most significant threat to the whole community.

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[13] **Assurance 16**: An appropriate risk management process (consistent with Australian / New Zealand ISO 31000, such as the Community Emergency Risk Assessment) has been conducted by the MEMPC during the development of the MEMP or sub-plan. (Ministerial guidelines issued under the *Emergency Management Act 2013* s77, s3.2 and s4 (step 1)).

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

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

The progress of implemented treatment options is regularly monitored on at least an annual basis by the MEMPC through reports provided by agencies listed as "owners" of the treatment options at MEMPC meetings or after any significant event. The CERA risk assessment process is summarised in Figure 7.

Communicate and Consult

1 Establish the Community Emergency Risk Assessment Context

- Establish the objectives of the CERA process.
- Define how CERA will benefit and respond to the needs of community, regional and state level stakeholders.
- Define the approach and identify key participants.
- Define the risk assessment criteria that will be used.
- Develop a municipal profile.

2 Identify Emergency Risks

- Through primary and secondary sources, identify and review the universe of potential emergency risks.
- Based upon historical data, loss events and other relevant analysis (VFRR, IFMP etc.) select a short list of risks for further assessment relative to the municipality.

3 Analyse Emergency Risks

- Estimate ratings of consequence, likelihood and mitigation/preparedness for each risk.
- For each risk – determine high-level changes required, if any, in collaborating with other municipalities and state-level agencies.
- For each relevant share attribute group, facility and/or location – estimate the level of action, if any, relative to

4 Evaluate Emergency Risks

- Review the preliminary analysis to determine the extent of actions to be taken relative to risks and/or shared attribute groups.
- Determine if further, in depth analysis is required for certain risks and/or shared attribute groups.
- Determine best approach, resources and participants required to develop specific actions relative to each risk.

5 Treat Emergency Risks

- Determine specific actions for improving controls and preparedness, generally.
- Define specific actions to enhance collaboration with other communities and/or state level agencies.
- Determine specific actions to better control/mitigate the risk and related impacts, particularly across shared attribute groups.
- Leverage the results of the CERA to inform your MEMPLAN and other related documents/processes.
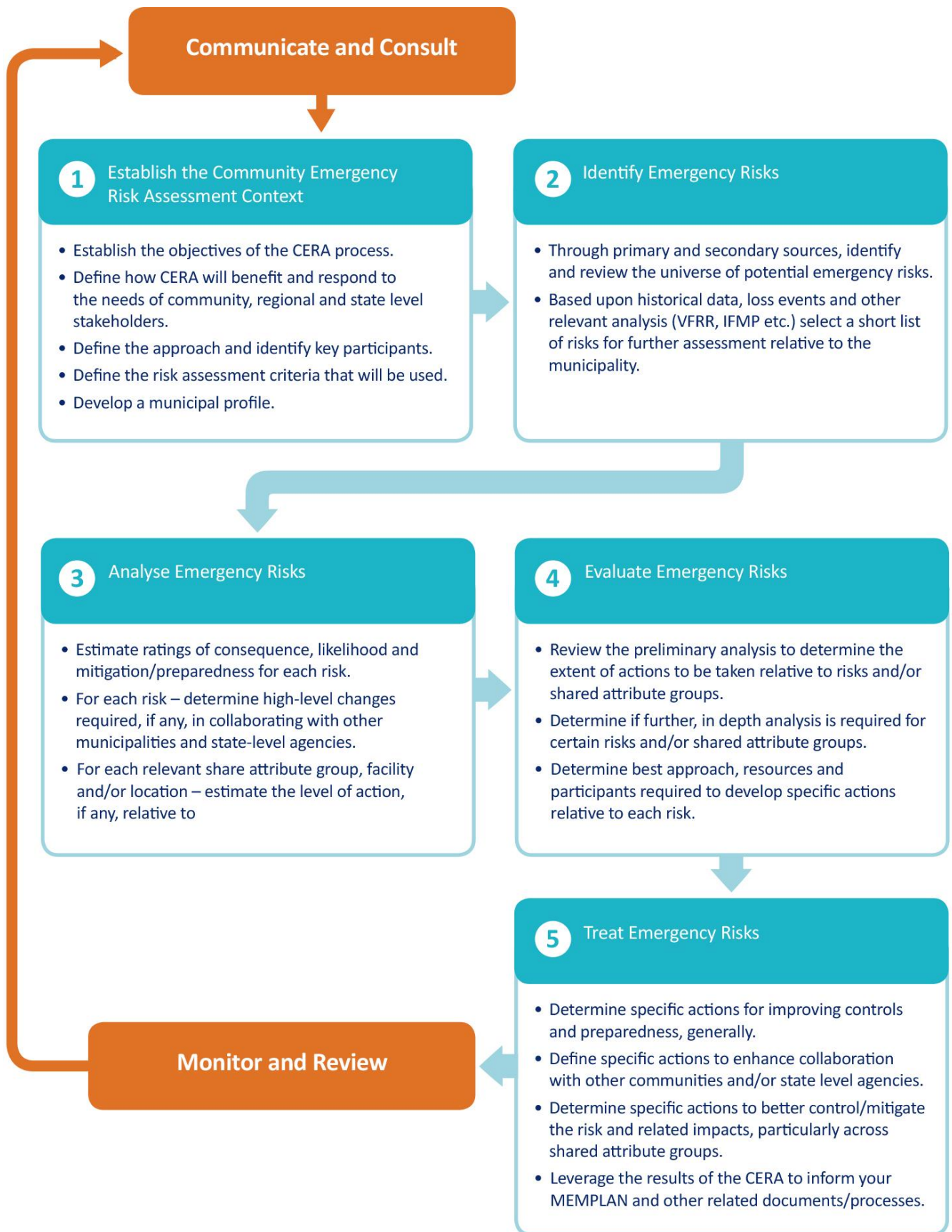
Monitor and Review

Figure 7 - CERA Risk Assessment Process

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

The resulting municipal CERA risks are shown in Table 2 below.

Risk	Confidence Rating	Residual Risk Rating
Human Disease (Pandemic)	High	High
Extreme Temperatures (Heat and Cold)	High	High
High Rise Emergency	Low	High
Storm	High	High
Civil Disturbances	High	Medium
Fire – Structural/Residential	High	Medium
Bushfire/ Grass Fire	High	Low

Table 2 - Identified Municipal Risks

For more detail about the Municipal CERA data refer to the municipal CERA web site or contact the MEMO at memo@whitehorse.vic.gov.au.

4.3.1 Victorian Fire Risk Register (VFRR)

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

The City of Whitehorse lies wholly within the Melbourne metropolitan area serviced by Fire Rescue Victoria and is not required to undertake a bushfire risk assessment.

4.3.2 Victorian Emergency Risk Management System (VERMS)

VERMS provides a sound platform for conducting a structure fire and hazardous material risk assessment which is clearly defined by a robust 10 step process. The VERMS tool uses the methodology recognised in NERAG which is underpinned by ISO 31000, the International Standard for Risk Management.

4.4 Hazard Tree Electric Line Clearance

Under the *Electricity Safety Act 1998* Division 2A Municipal Emergency Management plans must specify procedures for the identification of trees that are hazardous to electric lines. Council annually updates the Electric Line Clearance Management Plan (**ELCMP**).

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

4.5 Treatment Plans[14]

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

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[14] **Assurance 7**: The MEMP or sub-plan contains provisions for the mitigation of emergencies (Ministerial guidelines issued under the *Emergency Management Act 2013* s60AE(a), s3.2).

4.6 Monitoring and review

The MEMPC is responsible for reviewing the municipal risks in Table 2 at each MEMPC meeting and a complete review of the risks via the CERA process at least once every three years or upon a significant emergency event.

5 Response[15]

KNOX MUNICIPAL EMERGENCY MANAGEMENT PLAN – PROCESS FLOWS FOR RESPONSE
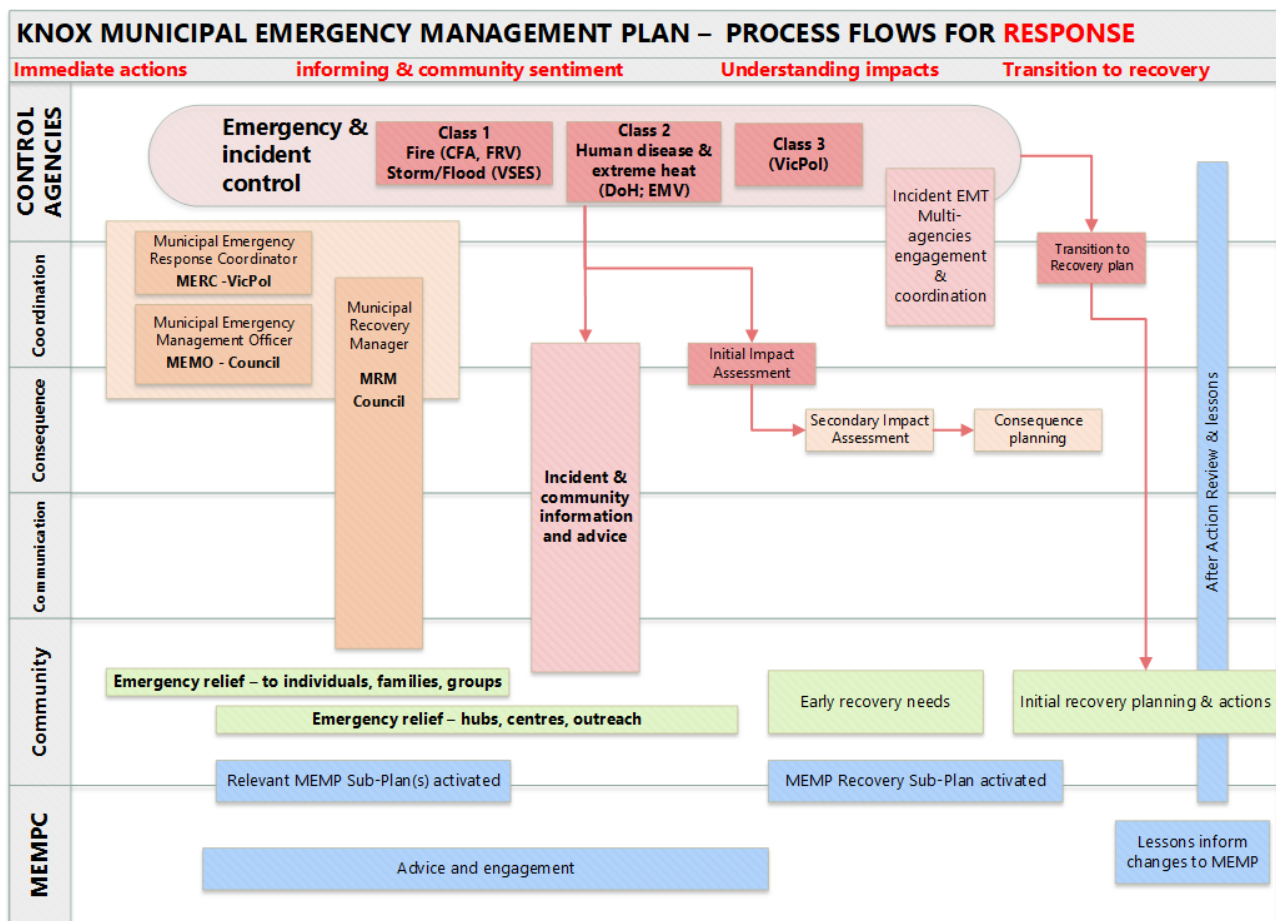
Figure 8 – Emergency Response Flow Chart

5.1 Introduction

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

The Victorian State emergency management priorities underpins and guides all decisions made during emergencies in Victoria. The priorities are:

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

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[15] **Assurance 8**: The MEMP or sub-plan contains provisions for the response to emergencies (Ministerial guidelines issued under the *Emergency Management Act 2013* s60AE(b), s3.3, s3.6.2 and s3.6.3).

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

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

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

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

5.1.1 Definitions of Emergencies

Table 3 defines the types of emergencies that may occur:

Term	Definition

Major Emergency	Major emergencies are distinguished by their scale, the effort required to respond to them and their consequences to the community and infrastructure. They are defined as:
	
	a) a large or complex emergency (however caused) which:
	  i. has the potential to cause or is causing loss of life and extensive damage to property, infrastructure or the environment; or
	  ii. has the potential to have or is having significant adverse consequences for the Victorian community or part of the Victorian community; or
	  iii. requires the involvement of two or more agencies to respond to the emergency; or
	b) a Class 1 emergency; or
	c) a Class 2 emergency.

Non-Major Emergency	A non-major emergency is an event that has occurred on a small scale, where individuals or a family may have had their home or possessions severely damaged or destroyed due to an emergency event such as a house fire or storm.
Class 1 Emergency	a) a major fire; or b) any other major emergency for which the Fire Rescue Victoria (**FRV**), the Country Fire Authority (**CFA**) or the VicSES Authority (**SES**) is the control agency under the SEMP.
Class 2 Emergency	Means a major emergency which is not a) a Class 1 emergency; or b) a warlike act or act of terrorism, whether directed at Victoria or a part of Victoria or any other state or territory of the Commonwealth; or c) a hi-jack, siege or riot.
Class 3 Emergency	Also known as security emergencies, Class 3 emergencies are classified as a warlike act or act of terrorism, where directed at Victoria or any other State or Territory or the Commonwealth or a hi-jack, siege or riot

Table 3 - Classification of Emergencies - *Emergency Management Act 2013* **Section 3**

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

The six Cs of emergency management in the state of Victoria are detailed below in Table 4:

Six C's of Emergency Management	Description
Control	Control is the overall direction of response activities in an emergency, operating horizontally across agencies.
	Control of an emergency situation will at all times remain the responsibility of the designated agency or authority for that type of emergency. The control agency is required to appoint an Incident Controller, who will control operations.
	(A list of the control agencies can be found in the State Emergency Management Plan.)
Command	Command is the internal direction of personnel and resources, operating vertically within an agency. Each agency has a 'chain of command', which is the agency's organisational hierarchy that identifies the link between each individual and their supervisor.
Coordination	Coordination is the bringing together of agencies and resources to support the response to and recovery from emergencies.
Consequences	Consequence management involves the coordination of the activities of agencies with a role in delivering of services to the community, with the aim of minimising the adverse consequences of emergencies on the community.
	It is a precursor to relief and recovery activities.
	During a major emergency all agencies may need to activate their business continuity arrangements in order to manage the adverse consequences of the emergency on their area of responsibility.
	The Emergency Management Commissioner is responsible for consequence management for major emergencies.
Communication	Communications relates to the engagement and provision of information across agencies, communicating to the public, reporting to government and communicating with stakeholder agencies during emergencies. The Emergency Management Commissioner is responsible for the communication function for major emergencies, but will be supported by the relevant Control Agency.
	Refer to the Eastern Metropolitan Region Communication and Media Sub-Plan (Under development).
Community Connection	The understanding of and connecting with trusted networks, identified leaders of community groups, including multicultural and faith based leaders and all communities to support resilience and decision-making.

Table 4 - The Six Cs of Victorian Emergency Management (SEMP)

Table 5 describes the responsibilities for the Six Cs during emergencies. Refer Table 6 for individual roles.

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

Table 5 - Six Cs Roles and Responsibilities for Emergencies (After Emergency Management State Communications Strategic Framework May 2017 and State Emergency Management Plan)

5.3 Local Response Arrangements and Responsible Agencies

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

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

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

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

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

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

The MEMO, MRM and MERC will refer to the MEMP contact directory (Refer Appendix D) if additional resourcing or services are required. Role descriptions for these roles can be found in the MEC Sub-Plan.

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

5.3.1 Level 1 – Small Scale Incidents

A small-scale emergency (including non-major emergencies) that can be resolved using local or initial response resources. Local small-scale incident response will be coordinated at a municipal level by the MERC. The request usually comes from the coordinator of the response agency who is at the incident. A physical MECC might not necessarily be activated with the MERC and MEMO in close communication at all times. It may be activated via a "virtual MECC" (which can be set up using Crisisworks remotely i.e., tablet, iPad etc. to log the event activities) at the site/scene of the incident. The MERC and MEMO will undertake the planning and logistics functions concurrently. They may direct and authorise the use of physical resources in response to the local incident and activate the MRM to provide relief and recovery support if required. They will also monitor the emergency and its impact on the area, the community, the weather, and other elements/variables which may lead to a higher level of activation. Following the direction of the Incident Controller, the MERC, in consultation with the MEMO, may also formally direct the establishment of a virtual or physical MECC or a municipal relief centre to be placed on standby.

5.3.2 Level 2 – Medium scale incidents

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

5.3.3 Level 3 – Large scale incidents

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

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

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

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.

5.3.4 Emergency Response - Control Agencies

A single agency is appointed as the control agency at each emergency (Refer Table 6). If it is unclear which agency will be in control at any incident the responding agencies should determine the control agency by agreement. Where there is any doubt as to who the control agency is, the Emergency Management Commissioner (**EMC**), RERC, MERC or Incident Emergency Response Coordinator (**IERC**) will determine who will exercise control.

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

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

Table 6 contains a list of control agencies and the role that they would undertake during an emergency.

Emergency Category	Emergency Form	Control Agency
Fire and explosion	Building and Bushfire	FRV
Violence/Terrorism	Threats against persons, property or environment	Victoria Police
Earthquake, flood, windstorm or other natural event	Flood	VicSES
	Storm	VicSES
	Heat	EMV
	Landslide	VicSES
	Earthquake	VicSES
Essential service disruptions	Food supply, critical infrastructure damage or disruption	Victoria Police
	Electricity	Department of Energy, Environment and Climate Action (**DEECA**)

Emergency Category	Emergency Form	Control Agency
	Natural Gas	DEECA
	Petroleum and liquid fuels	DEECA
	Public transport	Department of Transport (**DoT**)
	Roads/bridges/tunnels	DoT
	Water and sewerage	DEECA
	Uncontrolled release of water from dam	DEECA
Road accident or any other accident	Road traffic accident (major)	Victoria Police
	Hazardous materials, high consequence dangerous goods or dangerous goods (including leaks and spills)	Victoria Police Supported by FRV
Search and Rescue	Search – Land and Water	Victoria Police
	Rescue – Road, Rail, Aircraft and Industrial Accidents	CFA FRV VicSES
Plague or an epidemic or contamination	Human Disease	Department of Health
	Plant disease / pest incursion	Department of Jobs, Skills, Industry and Regions (**DJISR**)
	Radioactive Materials – Incidents	Department of Health
	Drinking water supply contamination	Department of Health
	Exotic animal disease	**DJISR** - Agriculture Victoria

Table 6 - Emergency Control and Support Agencies - Refer to Appendices for Agency Role Descriptions - SEMP Roles and responsibilities - Response - October 2021.pdf (emv.vic.gov.au)

5.4 Emergency Response Coordination Roles

Emergency Response Coordination Roles	Role Description	Supporting Emergency Management Team	Team Description
Incident Emergency Response Coordinator (Victoria Police - IERC)	The senior Police Officer present at the site of a non-Major emergency who has the responsibility of coordinating resources to provide the most effective support to the control agency and the functional service agencies.	Incident Emergency Management Team (**IEMT**)	The IEMT supports the incident controller. Their focus is on managing the effects and consequences of an emergency. Agencies may assign an EMLO to assist the Incident Controller as a member of the IEMT.
Municipal Emergency Response Coordinator (Victoria Police - MERC)	A Senior Sergeant at a local police station or their deputies and appointed by Victoria Police. Control agencies request support through the MERC, who will pass on the request to the MEMO.	MEMG at the MECC	The primary role of the MECC and the EMG is to coordinate the provision of human and material resources within the Municipality during emergencies. They will also maintain an overall view of the operational activities within this Plan's area of responsibility, for recording, planning and debrief purposes.
Regional Emergency Response Coordinator (Victoria Police - RERC)	Will receive and action any requests from the MERC for further assistance when municipal resources are unavailable, have been fully committed or exhausted.	Regional Emergency Management Team (**REMT**)	The REMT supports the RERC and those exercising control at a regional level (Regional Controllers). Their focus is to raise awareness of the emergency across the whole of government, identify and manage strategic tasks and consequences and develop a regional strategic plan outlining high level actions of all agencies. The Eastern Region assigns a Local Government REMT Representative who acts on behalf of all Councils in the Eastern Region to assist the Regional Controller as a member of the REMT.
Emergency Management Commissioner	Coordination before and during major emergencies including the management of consequences of emergencies.	State Emergency Management Team (**SEMT**)	The SEMT is usually located at the State Control Centre or other location determined by the control agency. If an emergency requires the activation of a state tier response, the SEMT is formed comprising senior representatives from response, recovery and support agencies and relevant departments. The role of the SEMT is to develop consistent situational awareness, identify strategic state risks and consequences and to develop a strategic plan with high level, all agency actions.

Table 7 - Emergency Response Coordination Roles and Teams

5.5 Control, Coordination and Operations Centres and Areas

5.5.1 Incident and Regional Control Centres

The designated Incident and Regional Control Centres in the Eastern Region are listed Attachment F of the
Eastern Metropolitan Region Emergency Management Plan.

5.5.2 Municipal Emergency Coordination Centre(s) (MECC)

Activation and operation of Municipal Emergency Coordination is detailed in the Complementary Plans: Eastern
Metropolitan Region Municipal Emergency Coordination (**MEC**) Standard Operating Procedures and MECC
Facility Plans.

Municipal emergency coordination and the MECC may be activated upon the request of the MERC or may be
activated at the discretion of the] MEMO and/or MRM. Its primary function is to coordinate the use of municipal
resources, to receive and transmit information updates, and to provide an administrative and management base
for the MEMG (MERC, MEMO and MRM) and its operations.

Municipal emergency coordination can be undertaken from a variety of locations which provide flexible options
including operating in the designated MECC, virtually, the emergency site or at an ICC if required.

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

MECC Type	Address
Primary MECC	Whitehorse Council Offices, 379-399 Whitehorse Road, Nunawading
Secondary MECC	Box Hill Town Hall, 1022 Whitehorse Road, Box Hill

Table 8 - Designated MECC Locations

5.5.3 Crisisworks

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

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

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

5.5.4 Emergency Management Common Operating Picture (EM-COP)

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

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

5.5.5 Operations Centres/Staging Areas/Marshalling Points

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

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

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

Location Type	Agency	Address
Council Operations Centre	Council	5 Ailsa Street, Box Hill
Staging Area	Whitehorse VicSES	5 Ailsa Street, Box Hill

Table 9 - Operations Centres, Staging Area and Marshalling Points for the Municipality

5.6 Financial Considerations

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

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

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

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

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

Depending on the magnitude of the emergency some government financial assistance may be available for prevention, response and recovery activities through the administration of the Victorian DRFA claims process (Disaster Recovery Funding Arrangements (DRFA) | Emergency Management Victoria (emv.vic.gov.au) or the Process for Natural Disaster Financial Assistance Claims | Emergency Management Victoria (emv.vic.gov.au) **(NDRRA)** both of which are accessed through emv.vic.gov.au or via email ndfa@emv.vic.gov.au. EMV should be contacted as soon as practicable after an event to register a potential application.

5.6.1 Donations

Council is accountable for any monies donated for an emergency where an appeal is created by Council, and will implement systems to receive and account for all such donations.

Donations of services and material aid during relief and recovery stages will be managed in accordance with the Municipal Emergency Coordination Sub-Plan and Emergency Relief Centre Sub-plan Standard Operating Procedures.

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

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

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

5.8 Planning for Cross Boundary Events[16]

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

5.8.1 Regional Emergency Management Planning Committee (REMPC)

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

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

5.9 Resource Supplementation and Sharing Protocols[17]

5.9.1 Eastern Metropolitan Councils Emergency Management Partnership (EMCEMP)

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

EMCEMP comprises the following Eastern Metropolitan Region municipal Councils:

- Boroondara

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[16] **Assurance 17**: The MEMP or sub-plan assesses existing and future capability and capacity requirements for the municipality utilising the Victorian Preparedness Framework. Through this process the MEMP or sub-plan considers where emergency management capability would be drawn from that cannot be met from within the municipality and mechanisms to escalate requests for emergency management capacity (Ministerial guidelines issued under the *Emergency Management Act 2013* s3.5).

[17] **Assurance 15**: The MEMP or sub-plan identifies and plan for cross-agency/cross boundary/cross-border opportunities (Ministerial guidelines issued under the *Emergency Management Act 2013* s3.6.2 and s3.6.3).

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

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

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

In times of emergencies, requests for support from the EMCEMP partners will be made by the MRM or MEMO of the affected Council with approval from their Chief Executive Officer (**CEO**) to the CEO (or the officer with the delegated authority to action requests for support) of the assisting Council.

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

5.9.1 MAV Protocol for Inter-Council Emergency Resource Sharing

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

Requests need to be made in writing using the resource request form and, in most cases, will be logged in Crisisworks.

The MERC or RERC of the assisting Council should be contacted before the resources are moved.

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

5.10 Response Escalation

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

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

5.11 All Agencies Debriefing Arrangements

A debrief should take place as soon as practicable after an emergency. The MERC or MEMO will convene the meeting, and all agencies who participated should be represented with a view to assessing the adequacy of this

MEMP and sub-plans and to recommend any changes. Such meetings would be chaired by the MEMPC chair or an appropriate facilitator.

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

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

Agencies and Council are responsible for staff psychological debriefing.

5.12 Transition to Recovery

After consultation with the control agency and any other relevant agency, and the MEMO and MRM are satisfied that the response to the emergency has been completed, the IC will advise all participating agencies of "hand over" to the MRM. Refer to the Relief and Recovery Plan for a copy of the transition form template. A flow chart of the escalation/de-escalation and handover process is shown below.
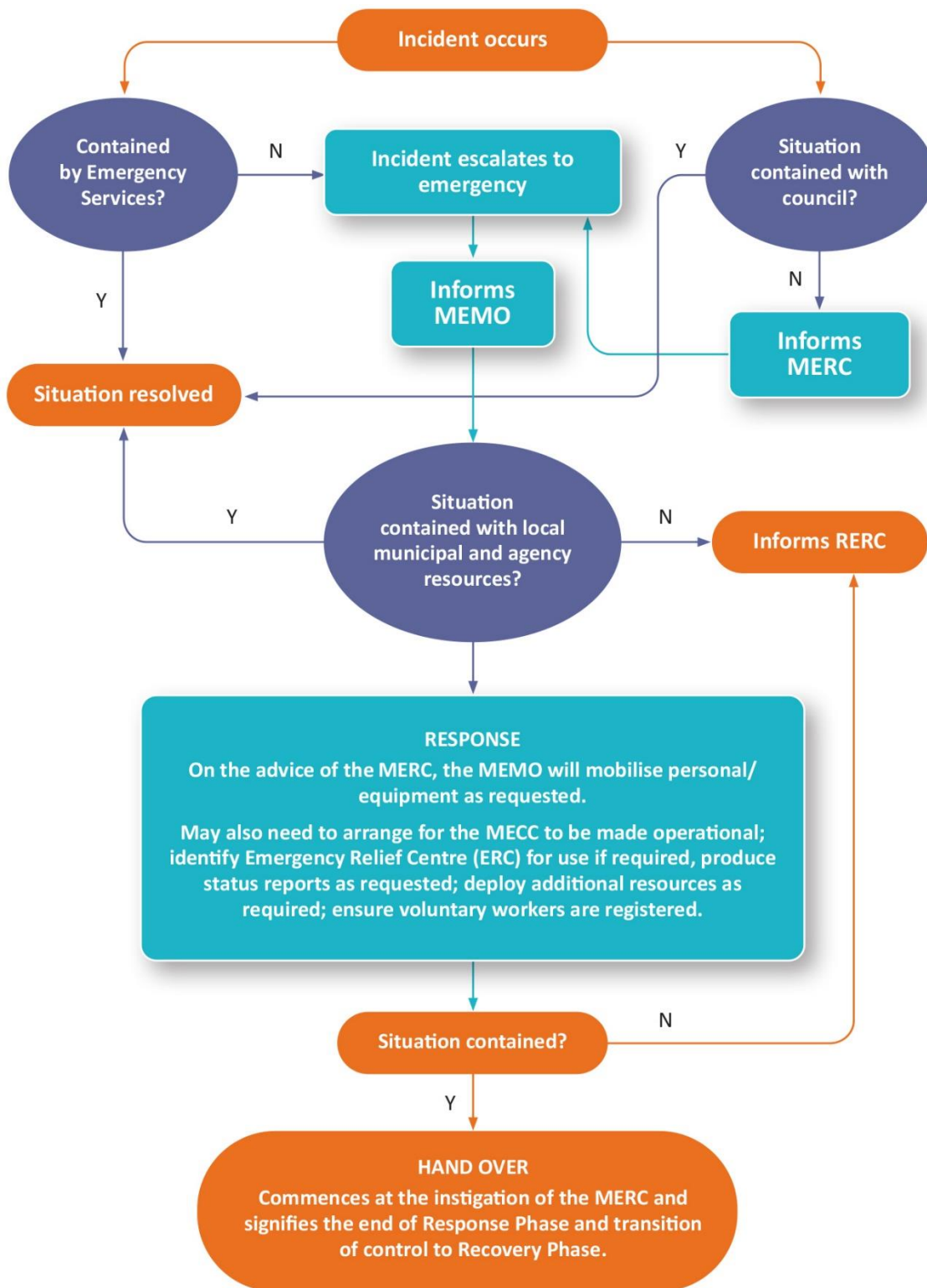
Figure 9 - The Emergency Escalation/De-escalation and Handover Process

Effective transfer of control and coordination responsibilities from response/relief agencies to recovery agencies for all major Class 1, 2 or 3 emergencies is required for all major incidents and may also be required for local level incidents that have resulted in significant impacts on the local community requiring continued provision of relief and/or recovery services.

The MEMO, MRM and MERC will start planning for the transition from response/relief to recovery, as soon as possible following the initial impact of an emergency. Until handover occurs, relief and recovery activities are integrated with response and managed under response arrangements until such time as a transition to recovery is required.

At the response/relief to recovery transition, the responsibilities of Victoria Police as the response coordinator are handed over to local government as the responsible agency for municipal recovery coordination. It is the responsibility of the MRM to ensure recovery management structures are defined and in place at handover to ensure a smooth transition. It is the responsibility of the MERC to advise all agencies involved in the emergency at the time of the transition from response/relief to recovery and associated transition of responsibilities. However, some response agencies may be required after transition to support recovery.

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

- The nature of the emergency and what ongoing specialist resources are required.
- Whether a recurring threat is likely to occur compounding the impact on the community.
- The extent of the impact on communities, as this may determine the length of the transition period.
- The level of loss/damage and the extent to which this has been validated (the stage of impact assessment reached e.g., if phasing into secondary/post impact stages may indicate transition requirements).
- The extent to which the community requires emergency relief services.
- The resources required for the activation of recovery arrangements.
- The transition agreement will be developed at the appropriate level between the response agency Incident Controller, MERC, MEMO, MRM and the recovery agency coordinator (typically ERV).
- Emergency Management Victoria (**EMV**) Transition from Response to Recovery – Emergency Management Template to authorise the transition from the response agency to Council.

When requested, a transition agreement will be developed at the appropriate level between the response agency Incident Controller, MERC, MEMO, MRM and the Regional Recovery Manager.

This and other arrangements (transition activities and tasks, information management, communication and signatories) will be documented in a transition agreement developed between the Incident Controller, Emergency Response Coordinator - Victoria Police, the State Recovery Coordinator - Emergency Recovery Victoria (**ERV**), Regional Recovery Coordinator - ERV and the MRM. The level of recovery coordination will depend on the scale of the emergency.

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

The Municipal Relief and Recovery Sub-Plan provides details on how the coordination of activities, resources and information is managed effectively between the response agencies to the recovery organisations to support this changeover or responsibility.

5.12.1 Handover of Resources

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

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

6   Relief and Recovery Arrangements[18]
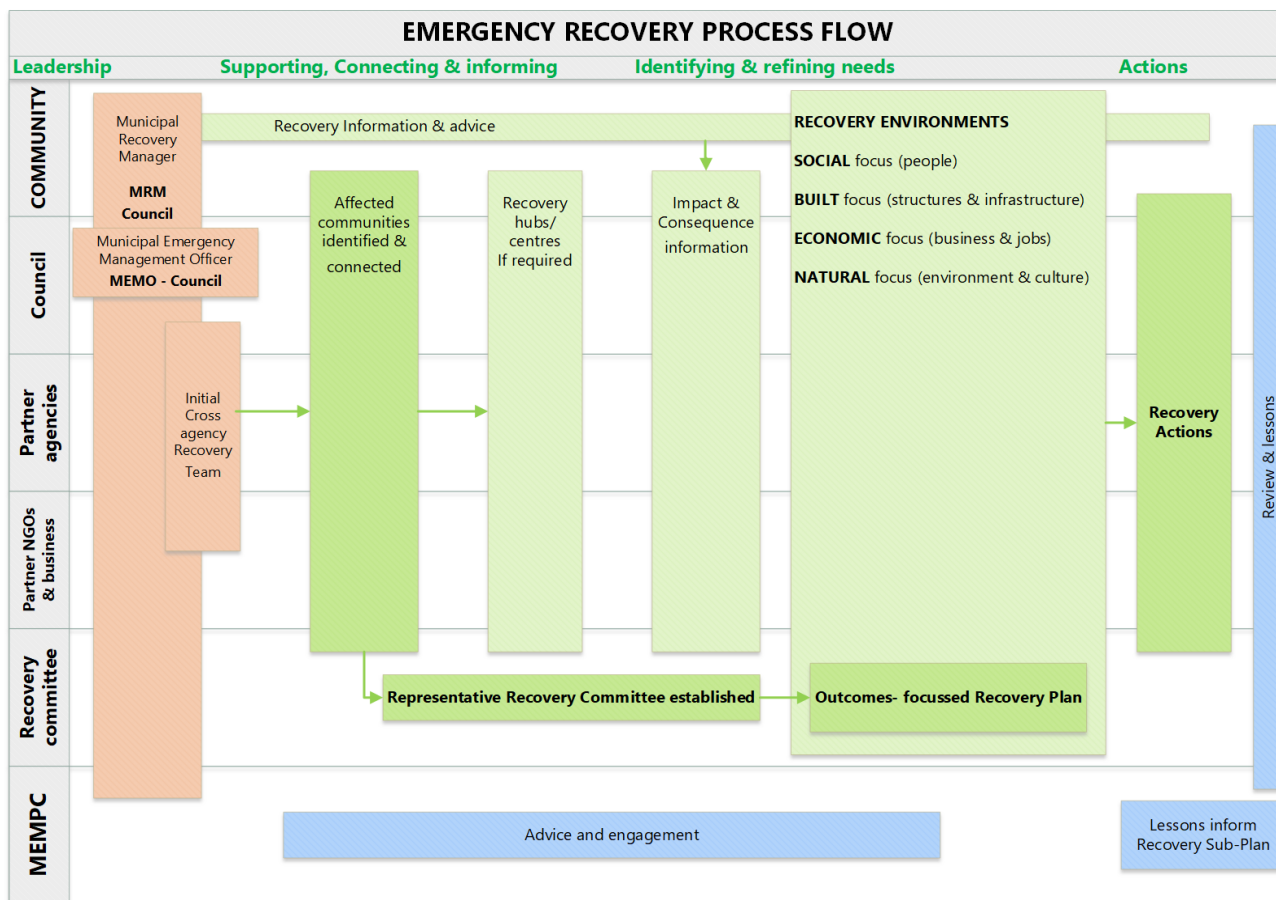
Figure 10 - MEMP Recovery Flow Chart

6.1   Introduction

Emergency relief is the provision of essential needs to individuals, families and communities in the immediate aftermath of an emergency.

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

Recovery is assisting individuals and communities affected by emergencies to achieve an effective level of functioning. Recovery planning must ensure that there is a clear understanding of the community context (prior to the emergency) and is informed by an initial and continuing assessment of impacts and needs.

Relief operations and recovery planning begin when an emergency occurs and many response, relief and recovery activities are undertaken concurrently. Typically, relief is provided during and in the immediate aftermath of an emergency. Recovery is generally a longer-term process for affected individuals and communities.

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

Figure11 illustrates the integrated prevention, response and recovery model linking emergency activities.

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[18] **Assurance 9**: The MEMP or sub-plan contains provisions for the recovery from emergencies (Ministerial guidelines issued under the _Emergency Management Act 2013_ s60AE(c) and s3.4).
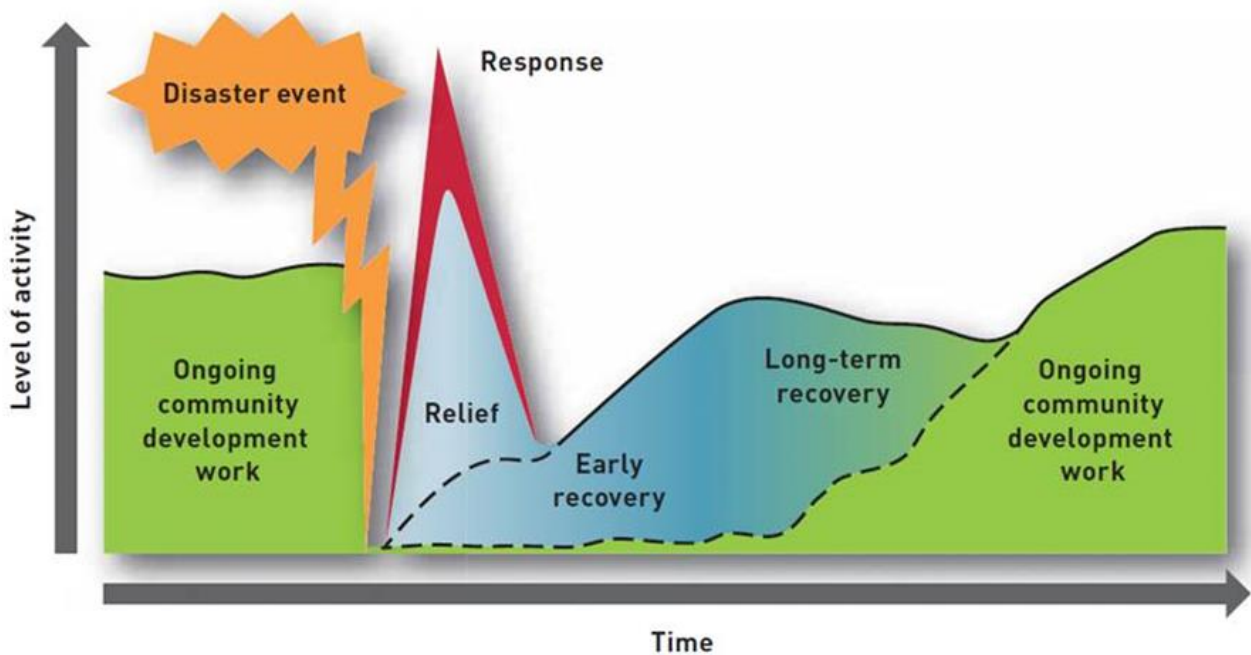
Figure 11 - Relationship between Preparation, Response, Relief and Recovery

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

6.2 Principles and Scope of Relief

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

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

Relief encompasses:

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

- Legal aid
- Coordination of good will (including spontaneous volunteer management).

6.3 Principles and Scope of Recovery

To ensure successful recovery is delivered to affected communities, recovery at all levels of government is implemented in alignment with the nationally recognised disaster recovery principles:

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

There are four recovery environment categories and many recovery services that are encompassed within each environment category. The four categories will set the direction of the recovery planning process at the municipal level. The implementation of recovery requirements in each of the functional environments will be coordinated by the MRM:

Social environment – the emotional, social, spiritual, financial and physical wellbeing of affected individuals and communities

Built environment – the restoration of essential and community infrastructure

Economic environment - the revitalisation of the affected economy

Natural environment – the rehabilitation of the affected environment.

Note: Relief and recovery initiatives may address specific elements of one or multiple aspects of the above recovery environments.

6.4 Impact Assessments and Consequence Management

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

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

In general, impacts are therefore best characterised as most obvious effects immediately and in the very short term.

Impacts lead to Consequences. Consequences may be described as what follows those immediate and very short-term impacts through to the medium and long term. These may not be obvious without consideration of how the whole community and systems handle impacts and changing circumstances over time.

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

- Initial impact assessment conducted by the response agency
- Secondary impact assessment coordinated by local councils in partnership with DFFH, ERV and other recovery agencies
- The Victorian Impact Assessment Model developed by Emergency Management Victoria
- Post impact needs (loss) assessment conducted by local government and Victorian government departments and agencies (Post impact needs (loss) assessment conducted by local government and Victorian government departments and agencies (EMV Impact Assessment Core Capability https://www.emv.vic.gov.au/responsibilities/state-emergency-management-plan-semp/roles-and-responsibilities/agency-roles-and-responsibilities-alignment-to-victorian-preparedness-framework/impact-assessment-core-capability)

-
- Information provided by relief and recovery agencies

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

The Regional Recovery Coordinator, or delegate, will seek to capture early impact data to inform initial recovery planning. These data will be sought through the Incident Controller unless agreement has been reached and transition to secondary impact assessment has occurred.

A template to capture early impact data to inform initial recovery planning is available in the Regional Recovery Toolkit.

A recovery web-portal will be made available at the discretion of the State Recovery Coordinator to assist in the collation of data across agencies. The Department of Families Fairness and Housing will coordinate regional level loss and damage reporting in support of the State Recovery Coordinator.

6.5 Management Structure

6.5.1 Relief Management Structure

Relief tier coordination responsibilities are:

- State relief coordination: ERV
- Regional relief coordination: DFFH
- Municipal relief coordination: Municipal Councils.

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

Council is responsible for the coordination and provision of relief services for an affected community during times of emergency. Council has adopted the EMCEMP ERC Sub-Plan. The ERC Sub-Plan details the arrangements that are in place for the activation, management and deactivation of ERCs for municipal and regional scale events.

6.5.2 Recovery Management Structure

Recovery tier coordination responsibilities are:

- State recovery coordination: ERV
- Regional recovery coordination: ERV
- Municipal recovery coordination: Municipal councils.

(At regional level, DFFH is responsible for relief, ERV responsible for recovery. ERV is responsible for state relief and recovery).

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

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

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

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

- Acting as principal recovery planning and management agency at the regional level.

- Assuming a role of facilitation in developing a coordinated response as appropriate to the circumstances e.g. when the event is of a magnitude which is beyond the resources of the municipality or the incident affects only a few people but the affected population is dispersed.
- Being responsible for state-level recovery coordination.

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

6.6 Government Assistance Measures

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

Individuals, families, business etc. are able to source other government assistance from agencies such as Centrelink, DFFH, Red Cross and Salvation Army etc.

6.7 After Action Review

An After-Action Review 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 adequacy of this MEMP and Sub-Plans and to recommend any changes. Such meetings would be chaired by the MEMPC chair or an appropriate facilitator.

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

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

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

Agencies and Council are responsible for staff psychological debriefing.

7 Roles and Responsibilities[19]

7.1 Agency Roles and Responsibilities

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

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

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

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

This Plan details emergency management agency roles and responsibilities for Mitigation, Response, Relief and Recovery. It also maps agency roles for core capabilities and critical tasks under the Victorian Preparedness Framework (VPF) for the management of major emergencies.

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

Agency	SEMP Roles and Responsibilities Link
Ambulance Victoria (**AV**)	https://www.emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities/role-statements/ambulance-victoria
Australian Red Cross (**ARC**)	https://www.emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities/role-statements/aus-red-cross
Department of Education (**DoE**)	https://www.emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities/role-statements/det
Department of Energy, Environment and Climate Action (**DEECA**)	https://www.emv.vic.gov.au/responsibilities/state-emergency-management-plan-semp/roles-and-responsibilities/role-statements/role-statement-department-of-energy-environment-and-climate-action
Department of Families Fairness and Housing (**DFFH**)	https://www.emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities/role-statements/dh
Department of Health (**DoH**) - (including regional health services)	https://www.emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities/role-statements/dh
Department of Jobs, and community Safety (**DJCS**)	https://www.emv.vic.gov.au/responsibilities/state-emergency-management-plan-semp/roles-and-responsibilities/role-statements/role-statement-department-of-justice-and-community-safety

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[19] **Assurance 10**: The MEMP or sub-plan specifies the roles and responsibilities of agencies in relation to emergency management (Ministerial guidelines issued under the *Emergency Management Act 2013* s60AE9d) and S3.3 and S3.5).

Agency	SEMP Roles and Responsibilities Link
Department of Transport and Planning (**DTP**)	https://www.emv.vic.gov.au/responsibilities/state-emergency-management-plan-semp/roles-and-responsibilities/role-statements/role-statement-department-of-transport-and-planning-including-head-transport-for-victoria
Emergency Management Victoria (**EMV**)	https://www.emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities/role-statements/emv
Emergency Recovery Victoria (**ERV**)	https://www.emv.vic.gov.au/responsibilities/state-emergency-management-plan-semp/roles-and-responsibilities/erv
Fire Rescue Victoria (**FRV**)	https://www.emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities/role-statements/frv
Forest Fire Management Victoria (**FFMV**)	https://www.emv.vic.gov.au/responsibilities/state-emergency-management-plan-semp/roles-and-responsibilities/role-statements/role-statement-department-of-energy-environment-and-climate-action
Municipal Councils	https://www.emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities/role-statements/municipal-councils
Salvation Army – Victorian Emergency Services	https://www.emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities/role-statements/salvation-army
Services Australia	https://www.emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities/role-statements/services-australia
St John Ambulance (Victoria)	https://www.emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities/role-statements/st-john-ambulance-aus
Victoria Police	https://www.emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities/role-statements/vicpol
Victoria State Emergency Service (**VicSES**)	https://www.emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities/role-statements/vicses
Victorian Council of Churches – Emergencies Ministry (**VCC EM**)	https://www.emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities/role-statements/vcc-em

Table 10 - Agency Roles and Responsibilities Detailed in the SEMP

7.2 Community and Business Organisation Roles and Responsibilities

There is no State Emergency Management Plan role/responsibility description for Community/Business Organisation representatives. The role of community and business organisation representatives is to provide advice and feedback; advocate for stakeholder/community views; represent and communicate with communities on behalf of the MEMPC and control agencies; give suggestions for quality improvement; and actively participate in MEMPC decision making before, during and after emergencies and disasters. They bring valuable perspectives but cannot represent all diverse groups, so the MEMPC needs to support these representatives to reach into and draw information and support from their extensive networks.

A full list of Business and Community representative members on the MEMPC is listed in the MEMPC Terms of Reference (Available from MEMPC Chair - Council).

8   Appendices

Appendix A - Acronyms

Acronym	Description
AIIMS	Australasian Inter Service Incident Management System
BOM	Bureau of Meteorology
BPA	Bushfire Prone Area
CEO	Chief Executive Officer
CERA	Community Emergency Risk Assessments
CFA	Country Fire Authority
CFR	Community Fire Refuges
CIG	Community Information Guides
CMT	Crisis Management Team
DEECA	Department of Energy, Environment and Climate Action
DoE	Department of Education
DFFH	Department of Families, Fairness and Housing
DHHS	Department of Health and Human Services – Now Department of Health and Department of Families, Fairness and Housing
DJISR	Department of Jobs, Skills, Industry and Regions
DoH	Department of Health
DPC	Department of Premier and Cabinet
DTP	Department of Transport and Planning
EMC	Emergency Management Commissioner
EMCEMP	Eastern Metropolitan Councils Emergency Management Partnership
EM-COP	Emergency Management Common Operating Picture
EMLO	Emergency Management Liaison Officer
EMR	Eastern Metropolitan Region
EMT	Executive Management Team
EMV	Emergency Management Victoria
ERC	Emergency Relief Centres
ERV	Emergency Recovery Victoria

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

Acronym	Description
REMPC	Regional Emergency Management Planning Committee
REMT	Regional Emergency Management Team
RERC	Regional Emergency Response Coordinator
SCC	State Control Centre
SEMP	State Emergency Management Plan
SEMT	State Emergency Management Team
SIA	Secondary Impact Assessment
SOP	Standard Operating Procedure
TOR	Terms of Reference
TRIM	Electronic document and records management system
V-BERAP	Victorian Built Environment Risk Assessment Process
VCC EM	Victorian Council of Churches – Emergencies Ministry
VFRR	Victorian Fire Risk Register
VicSES	Victorian State Emergency Service
VPF	Victorian Preparedness Framework
VPR	Vulnerable Persons Register

Appendix B - Document Distribution List

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

- Loading on to the Council web site
- EMV web site
- Storing in the Council document management system
- Distributing electronically by email with link to the web site
- Legal Deposit with National eDeposit system
- Storing in the Emergency Management Victoria document library
- Sending by Australia Post when requested
- Loading into Crisisworks.

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

Appendix C - Restricted Information

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

Summary of the restricted information (including location within the MEMP, e.g. page or section number)	Restriction Reason	Agency/ies that hold this information in full	Contact point/s
Contact List	Personal Information	Municipal Council	MEMO
MEMPC TOR	Personal Information	Municipal Council	MEMPC Chair

Appendix D - Contact Directory

Municipal Emergency Planning Committee (October 2023)

This list is redacted for privacy purposes.

This list is maintained by the Whitehorse Emergency Management Coordinator and reviewed quarterly or when changes are notified.

Municipal Emergency Contacts (October 2023)

This list is redacted for privacy purposes.

This list is maintained by the Whitehorse Emergency Management Coordinator and reviewed quarterly or when changes are notified.

Appendix E – Sub-Plans and Complementary Plans

Complementary/ Sub-Plan Name	Plan Type Complementary / Sub-Plan	Emergency Type	Plan Revision Date	Responsible Agency	Link (If exists)
Eastern Metropolitan Region MECC Standard Operating Procedures	Sub-Plan	General	2021	EMCEMP	EM-COP
MECC Facility Plan	Complimentary	General	2019	Council	Contact MRM
Eastern Metropolitan Region ERC Standard Operating Procedures	Sub-Plan	General	2021	EMCEMP	EM-COP
ERC Facility Plans	Complimentary	General	2021	Council	Contact MRM
Evacuation Plans	Complimentary	General	?	Victoria Police	Contact MERC through MEMO
Municipal Emergency Relief and Recovery Plans	Sub-Plans	General	<mark>Under development</mark>	MEMPC	Contact MRM
Council Business Continuity Plan	Complimentary	General	2020	Council	Contact MEMO
Standby Officer Handbook	Complimentary	General	2022	Council	Contact MEMO
Whitehorse City Council Storm Response Plan (HPCM 20/278536)	Complimentary	Storm	2022	Council	Contact MEMO
Municipal Urban Fire Risk Profile - Whitehorse Urban Area & Surrounds	Sub-Plan	Fire	2010	MEMPC	Contact MEMO
Municipal Bushland Reserves Fire Management Strategy 2010	Complimentary	Fire		Council	Contact MEMO
Municipal Bushland Reserve Fire Management Plans	Complimentary	Fire		Council	Contact MEMO
Municipal Storm and Flood Emergency Plan	Sub-Plan	Storm and Flood	2023	VicSES	VicSES Website
Municipal Local Flood Guides	Complimentary Plans	Flood	May 2021	VicSES	VicSES Website

Complementary/ Sub-Plan Name	Plan Type Complementary / Sub-Plan	Emergency Type	Plan Revision Date	Responsible Agency	Link (If exists)
Municipal Public Health and Wellbeing Plan	Sub-Plan	Health	2021-25	Council	Council Website
Municipal Public Health Emergency Sub-Plan	Sub-Plan	Health		Council	Contact MEMO
Eastern Region Pandemic Influenza Plan	Sub-Plan	Health	2022	EMCEMP	EM-COP
Municipal Pandemic Action Plan	Complimentary	Health	2022	Council	Contact MEMO
Eastern Region Extreme Heat Plan	Sub-Plan	Health	2022	EMCEMP	EM-COP
Eastern Metropolitan Region Emergency Animal Welfare Plan	Sub-Plan	General	2021	EMCEMP	EM-COP

A copy of many Sub-Plans and Complimentary Plans can be found on EM-COP - https://files-em.em.vic.gov.au/IEMP/Regions/EMR/Management-Plans/EMR-Management-Plans.htm?v=1626395724410. If you don't have a log-in to this portal, a copy may be obtained from the MEMO.

Appendix F – References

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

Reference Document	Emergency Type	Plan Revision Date	Responsibility	Link (If exists)
Guidelines for Preparing State, Regional and Municipal Emergency Management Plans	General	Sept 2020	Issued by the Minister for Police and Emergency	EMV Website https://www.emv.vic.gov.au/how-we- help/emergency-management- planning/planning-guidelines
Emergency Risks in Victoria Report	General	Feb 2014	Dept of Justice and Community Safety	DJCS Website https://www.justice.vic.gov.au/safer-communities/emergencies/emergency-risks-in- victoria-report
Regional Emergency Risk Profile, Eastern Metropolitan DRAFT	General	April 2015	Emergency Management Victoria	EMCOP
Victoria's Climate Science Report 2019	General	2019	Dept of Environment, Land, Water and Planning	DELWP Website https://www.climatechange.vic.gov.au/data/assets/pdf_file/0029/442964/Victorias-Climate- Science-Report-2019.pdf
Eastern Metro Environmental Scan	General	Aug 2020	Emergency Management Victoria	EMV Website https://www.emv.vic.gov.au/publications/easter n-metro-environmental-scan
Resilient Recovery Strategy Nov 2019	General	Nov 2019	Emergency Management Victoria	EMV Website https://www.emv.vic.gov.au/how-we- help/resilient-recovery-strategy
Victorian Emergency Operations Handbook	General	Dec 2019	Emergency Management Victoria	EMV Website https://www.emv.vic.gov.au/publications/victori an-emergency-operations-handbook
Victorian Preparedness Framework	General	May 2018	Emergency Management Victoria	EMV Website https://www.emv.vic.gov.au/how-we- help/emergency-management-capability-in- victoria/victorian-preparedness-framework
Victorian Emergency Management Strategic Action Plan	General	Apr 2019	Emergency Management Victoria	EMV Website https://files-em.em.vic.gov.au/public/EMV-web/Publications/EMV_Strategic_Action_Plan_ 2018-2021.pdf
Regional Relief and Recovery Plan	General	July 2017	DFFH	EM-COP

Reference Document	Emergency Type	Plan Revision Date	Responsibility	Link (If exists)
Victorian State Emergency Management Plan	General	Sep 2020	Emergency Management Victoria	EMV Website https://www.emv.vic.gov.au/responsibilities/se mp
Victorian State Emergency Management Plan – Extreme Heat Sub-Plan	Heat	Nov 2022	Emergency Management Victoria	EMV Website https://www.emv.vic.gov.au/responsibilities/semp-sub-plans/semp-extreme-heat-sub-plan
Victorian State Emergency Management Plan – Bushfire Sub-Plan	Bushfire	Sep 2021	Emergency Management Victoria	EMV Website https://www.emv.vic.gov.au/responsibilities/semp-sub-plans/semp-bushfire-sub-plan
Victorian State Emergency Management Plan – Energy Sub-Plan	Energy	Mar 2022	Department of Premier and Cabinet (**DPC**)	EMV Website https://www.emv.vic.gov.au/responsibilities/semp-sub-plans/semp-energy-sub-plan
Victorian State Emergency Management Plan – Flood Sub-Plan	Flood	Feb 2022	State Emergency Service	EMV Website https://www.emv.vic.gov.au/responsibilities/semp-sub-plans/semp-flood-sub-plan
Victorian State Emergency Management Plan – Storm Sub-Plan	Storm	Feb 2022	State Emergency Service	EMV Website https://www.emv.vic.gov.au/responsibilities/semp-sub-plans/semp-storm-sub-plan
Victorian State Emergency Management Plan – Earthquake Sub-Plan	Earthquake	Feb 2023	State Emergency Service	EMV Website https://www.emv.vic.gov.au/responsibilities/semp-sub-plans/semp-earthquake-sub-plan
Victorian State Emergency Management Plan – Health Emergencies Sub-Plan	Health	Aug 2022	Department of Health	EMV Website https://www.emv.vic.gov.au/responsibilities/semp-sub-plans/semp-health-emergencies-sub-plan
Victorian State Emergency Management Plan – Viral (Respiratory) Pandemic Sub-Plan	Health	Aug 2022	Department of Health	EMV Website https://www.emv.vic.gov.au/responsibilities/semp-sub-plans/semp-viral-respiratory-pandemic-sub-plan
Victorian State Emergency Management Plan – Public Transport Disruption Sub-Plan	Infrastructure	Aug 2022	Department of Transport and Planning	EMV Website https://www.emv.vic.gov.au/responsibilities/semp-sub-plans/semp-public-transport-disruption-sub-plan
MEMPC Document Template	General	Oct 2020	Emergency Management Victoria	https://www.emv.vic.gov.au/publications/mempc-document-template

Reference Document	Emergency Type	Plan Revision Date	Responsibility	Link (If exists)
Advisory Material for the Development of a Municipal Emergency Management Plan	General	Dec 2020	Emergency Management Victoria	https://www.emv.vic.gov.au/publications/advisory-material-for-the-development-of-a-municipal-emergency-management-plan-memp
Advisory Material for the Development of a Municipal Emergency Management Planning Committee Terms of Reference	General	Dec 2020	Emergency Management Victoria	https://www.emv.vic.gov.au/publications/advisory-material-mempc-terms-of-reference
Fact Sheet: Integrated Emergency Management planning	General	Dec 2020	Emergency Management Victoria	https://www.emv.vic.gov.au/publications/fact-sheet-integrated-emergency-management-planning
MEMPC Written Reports to REMPC Template	General	Dec 2020	Emergency Management Victoria	https://www.emv.vic.gov.au/publications/mempc-written-report-to-the-rempc
Statement of Assurance Template for MEMP or MEMP Sub-Plan	General	Dec 2020	Emergency Management Victoria	https://www.emv.vic.gov.au/publications/statement-of-assurance-template-memp-or-memp-Sub-Plan
Fact Sheet: Municipal Level Planning	General	Dec 2020	Emergency Management Victoria	https://www.emv.vic.gov.au/publications/fact-sheet-3-empr-municipal-level-planning
Fact Sheet: Changes to Council Functional Roles	General	Dec 2020	Emergency Management Victoria	https://www.emv.vic.gov.au/publications/fact-sheet-changes-to-council-functional-roles
Transition Guide for Reforming Municipal Emergency Management Planning Arrangements	General	Dec 2020	Emergency Management Victoria	https://www.emv.vic.gov.au/how-we-help/emergency-management-planning-reform-program/resource-library/transition-guide-for
Municipal Risk Assessment (CERA Online)	General	Dec 2020	Emergency Management Victoria	https://www.ses.vic.gov.au/em-sector/community-emergency-risk-assessment-cera
Whitehorse City Council Electric Line Clearance Management Plan (ELCMP)	General	Annual	Whitehorse City Council – Department of Parks and Natural Environment	https://www.whitehorse.vic.gov.au/waste-environment/trees-and-gardens/naturestrips/street-trees
Draft City of Whitehorse Climate Response Strategy 2023-2030	General	2030	Whitehorse City Council – Department of City Services	https://www.whitehorse.vic.gov.au/about-council/what-we-do/publications/policies-strategies-plans
Draft City of Whitehorse Climate Response Action Plan 2023-2026	General	2026	Whitehorse City Council – Department of City Services	https://www.whitehorse.vic.gov.au/about-council/what-we-do/publications/policies-strategies-plans

Appendix G - MEMP and Sub-Plan Exercise Record

Exercise Date	Exercise Name	Exercise Description	Exercise Convenor	Participating Agencies	Link (If exists)
26 November 2019	Exercise High Rise	Examine the relief requirements when evacuating a high rise building in Box Hill	Whitehorse City Council	Eastern Region Councils Victoria Police Fire Rescue Victoria Vic State Emergency Service Australian Red Cross Victorian Council of Churched Emergency Ministry	HPCM SF19/971
4 September 2019	ERC Emergency Directional Signage Setup	Training exercise for Council Operations Centre Staff for deploying ERC traffic directional signage as per traffic management plans	Whitehorse City Council	Whitehorse City Council	HPCM SF19/1413
14 November 2019	Exercise East	Annual Eastern Metropolitan Region Council staff exercise focusing on disadvantaged and minority ERC attendees	Yarra Ranges Shire Council	Eastern Region Councils	HPCM SF19/1979
10 June 2020	Exercise Warramate	Testing preparedness and response to a storm and flood during a pandemic	Vic State Emergency Service	Vic State Emergency Service Victoria Police	HPCM SF20/1638
13 November 2020	Exercise Stones	COVID19/Storm/Flood Exercise ICC Readiness Regional Exercise	Vic State Emergency Service	Country Fire Authority Vic State Emergency Service Victoria Police Emergency Management Victoria Forest Fire Management Victoria Municipal Association Victoria Fire Rescue Victoria	HPCM SF20/1854

Exercise Date	Exercise Name	Exercise Description	Exercise Convenor	Participating Agencies	Link (If exists)
19 November 2020	Exercise East	Activating an ERC during a Pandemic – Teams meeting	Nillumbik and Monash Councils	Eastern Region Councils Country Fire Authority Ambulance Victoria Department of Families, Fairness and Housing Victoria Police Fire Rescue Victoria Vic State Emergency Service Australian Red Cross Victorian Council of Churched Emergency Ministry	HPCM SF20/2015
23 November 2020	Eastlink Exercise	Demonstrate the Eastlink Tunnel Systems – Teams meeting	Ventia	Eastern Region Councils Department of Transport and Planning Country Fire Authority Ambulance Victoria Victoria Police Fire Rescue Victoria Vic State Emergency Service	HPCM SF20/2064

Exercise Date	Exercise Name	Exercise Description	Exercise Convenor	Participating Agencies	Link (If exists)
16 November 2021	Exercise East	Presentation form James Wong about helping new arrivals to Australia understand emergency risks in Australia – Teams meeting	Knox City Council	Eastern Region Councils Country Fire Authority Ambulance Victoria Department of Families, Fairness and Housing Victoria Police Fire Rescue Victoria Vic State Emergency Service Australian Red Cross Victorian Council of Churched Emergency Ministry	HPCM SF22/1691
24 May 2022	MEMEG Lunchbox Session	Municipal Emergency Planning	Municipal Emergency Management Enhancement Group	Victorian Councils Municipal Association of Victoria	https://mavasnau.sharepoint.com/:v:/r/sites/StateMEMEG/Shared%20Documents/General/Recordings/EM%20Lunchbox%20Session%20-%20DRFA-20220830_123304-Meeting%20Recording.mp4?csf=1&web=1&e=VybhGf
21 July 2022	MEMEG Lunchbox Session	Disaster Legal Help Victoria Presentation	Municipal Emergency Management Enhancement Group	Victorian Councils Municipal Association of Victoria Disaster Legal Help Victoria	https://mavasnau.sharepoint.com/:v:/r/sites/StateMEMEG/Shared%20Documents/General/EM%20Lunchbox%20Sessions/DLHV%20presentation%20to%20MEMEG%2021%20July%202022.mp4?csf=1&web=1&e=kG5mAP

Exercise Date	Exercise Name	Exercise Description	Exercise Convenor	Participating Agencies	Link (If exists)
30 August 2022	MEMEG Lunchbox Session	DRFA Presentation	Municipal Emergency Management Enhancement Group	Victorian Councils Municipal Association of Victoria Emergency Management Victoria	https://mavasnau.sharepoint.com/:v:/r/sites/StateMEMEG/Shared%20Documents/General/Recordings/EM%20Lunchbox%20Session%20-%20DRFA-20220830_123304-Meeting%20Recording.mp4?csf=1&web=1&e=rxs9WJ
2022-09-16	Sportlink ERC Setup Exercise	Test the Sportlink ERC facility plan setup arrangements	Whitehorse City Council	Whitehorse City Council Department of Families, Fairness and Housing Fire Rescue Victoria Deakin University Victorian Council of Churched Emergency Ministry	HPCM SF22/1405
16 November 2022	Exercise East	Undertake a Dandenong Ranges evacuation relief exercise	Knox and Boroondara City Councils	Eastern Region Councils Ambulance Victoria Country Fire Authority Ambulance Victoria Department of Families, Fairness and Housing Victoria Police Fire Rescue Victoria Vic State Emergency Service Australian Red Cross Victorian Council of Churched Emergency Ministry	HPCM SF22/1691

Appendix H - Amendment History

Version	Author	Update Details	MEMPC Approval Date
17/8/2004		Section 2	10/5/2005
9/11/2004		Section 3	9/8/2005
9/8/2005		Section 4	14/2/2006
14/12/2005		Whole of document	NA
14/2/2006		Section 5	14/11/2006
31/12/2007		Whole of document	12/02/2008
01/09/08		Section 4	NA
8/10/09		Whole of document	
09/11/2010		Sections 2,3 and 4	08/02/2011
08/02/2011		Sections 6 and 7	10/05/2011
10/05/2011		Contact List	10/05/2011
09/08/2011		Various Sections as per audit recommendations	09/08/2011
14/10/2011		Contact List	
08/11/2011		Section 3.7.1 and 3.7.2	08/11/2011
08/11/2011		Contact List	08/11/2011
14/01/2012		Appendix O	N/A
14/01/2012		Contact List	14/02/2012
20/02/2012		Contact List	
04/05/2012		Contact List	
14/08/2012		Resources List	
30/10/2012		Contact List	
9/11/2012		Contact List	13/11/2012
Dec 2013	Garth Stewart – Emergency Management Officer	• Reformatting • Update of Risk Section from CERM to CERA • Inclusion of complete list of Emergency Plans • Removed MECC procedures and created MECC SOPs • Inclusion of MEMP TOR as an Appendix. • Update to include information required for the three yearly audit.	December 2013 – January 2014

Version	Author	Update Details	MEMPC Approval Date
	Garth Stewart – Emergency Management Officer	Financial Considerations - Added Cost centre for emergencies and procedures for setting up authorisations. Emergency Accommodation – Developed an SOP to follow for requests for emergency accommodation - Appendix	
10 Feb 2015	Garth Stewart – Emergency Management Officer	Added gas pipeline incident of 27 Nov 2014	10 Feb 2015
10 Feb 2015	Garth Stewart – Emergency Management Officer	Updated Management Arrangements: • DHHS changed to DHHS; • Ventura Buses changed to Transdev buses; • EMCEMP changed to EMPEMP Updated incidents with details on the 7 January storm.	10 Feb 2015
12 May 2015	Garth Stewart – Emergency Management Officer	Updated incidents with 27 February 2015 storm details	12 May 2015
12 May 2015	Garth Stewart – Emergency Management Officer	Updated with 21 April 2015 MERO activation for a gas leak.	12 May 2015
12 May 2015	Garth Stewart – Emergency Management Officer	Updated with 12 March 2015 restaurant fire in Box Hill.	12 May 2015
12 May 2015	Garth Stewart – Emergency Management Officer	Section 4 – Prevention Arrangements has been reviewed and minor changes were made to section 4.3.8. - Monitoring and Reviewing the Risks "The risks will be monitored and reviewed along with the entire MEMP on at least quarterly basis" rather than annually.	12 May 2015

Version	Author	Update Details	MEMPC Approval Date
7 August 2015	Garth Stewart – Emergency Management Officer	Section 3.11.2 - Pre impact/Warning and Alert Phase (Prior to an Imminent Emergency) with new EMMV Warnings Guidelines. Replaced all incidents of DEPI with DEWLP. Replaced DoH and DHS with DHHS. MEMPC TOR updated to say the MEMPC is "managed" by WCC. Section 3.6.9.2 - Council formally adopts and implements MEMP. The MEMP is update after annual exercising and any incidents where it is activated. Section 5.6 – Agencies to reindorse all updates to the MEMP. Section 3.6.9.6 – WCC is the custodian of the MEMP Section 5.2 Clarifying the resources to be provided by Council and escalation of resource requests. Response Arrangements: o Inclusion of FlexiBuzz; o Canvassing Emergency Management staff availability during high fire danger period.	11 September 2015
Nov 2015	Garth Stewart – Emergency Management Officer	Section 6 – Relief and Recovery Arrangements: o Reference was made to the new Eastern Region Relief and Recovery Plan developed by DHHS with assistance from Eastern Region Municipal Council representatives. o Made mention of the five key areas of recovery including Agricultural – which is not relevant for the City of Whitehorse. o Specify that EMV is now responsible for the coordination of Relief and Recovery at State level. o Clarify that Red Cross will only supply food and water to people affected by an emergency and not to agency staff. Included the Buttonwood Rooming House Fire incident of 5 Sep 2015	10 November 2015
Feb 2016	Garth Stewart – Emergency Management Officer	Section 1: Management Arrangements o MEMPC Sub-Committees - Removed reference to the regional MERO group and updated the Eastern Region Council's Emergency Management Partnership to include a list of all the regional agency representatives. o Include references to FlexiBuzz for internal Council Emergency Management communications.	9 February 2016
9 February 2016	Garth Stewart – Emergency Management Officer	Appendix E: Committee Terms of Reference – better defining the Committee ship and who will constitute a quorum for meeting and voting purposes.	9 February 2016
10 August 2016	Garth Stewart – Emergency Management Officer	Entire document updated to reflect updates to EMMV	October 2016

Version	Author	Update Details	MEMPC Approval Date
February 2017	Garth Stewart – Emergency Management Officer	Relief and recovery sections. Creation of separate Recovery Plan	14 February 2017
August 2019	Garth Stewart – Emergency Management Officer	Creation and endorsement of a separate Emergency Communication Plan.	13 August 2019
November 2019	Garth Stewart – Emergency Management Officer	Total review of MEMP: o Checked the emergency contact lists o Better defined the term "Emergency" o Better defined the categories of the locations of where vulnerable people may gather o Strengthened the reference to the State and Regional arrangements o Referenced the 2019 WCC web site o Inserted hyperlinks to cited documents o Added the 6 Cs o Review and endorsement of MEMPC TOR o Creation of a Municipal Community Emergency Management Engagement Plan Includes feedback from the MERO, SES and DHHS.	February 2020
April 2020	Garth Stewart – Emergency Management Officer	Added local relief agencies and updated the Spontaneous Volunteer agency to Eastern Volunteers and a reference to the Whitehorse City Council Pandemic Action Plan. Updated the MEMPC contact list after feedback from DHHS.	May 2020
July 2020	Garth Stewart – Emergency Management Officer	MEMP Audit suggested changes implemented in the MEMP: 1. Changed the frequency of update information for all contacts to either monthly (MEMPC) or annually (Municipal and Regional contacts) and when notified. 2. Section 5.3.3 and Table 14 – inclusion of EMC for Class 1 and Class 2 coordination at state level, as well as VicPol coordination responsibility Referenced EMMV SERP 3.3. 3. Section 3.9 evacuation – changed to VicPol Evacuation Commander to Evacuation Manager and referred to EMMV Part 8 Appendix 9 - Evacuation Guidelines Roles and Responsibilities. 4. Updated the transition from Response to Relief/Recovery Section 6.2.14 with references to a transition authorisation form and transition action list template. 5. Changed MFB to FRV.	August 2020

Version	Author	Update Details	MEMPC Approval Date
February 2023	Garth Stewart – Emergency Management Coordinator	Rewrite of the MEMP in the new assurance framework.	Endorsed by City of Whitehorse MEMPC on 14 February 2023

Appendix I - Authorisation

Plan Preparer: Municipal Emergency Management Planning Committee

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

The last review of the plan was conducted on 22/02/2022

On behalf of the Municipal Emergency Management Planning Committee:	On behalf of the Eastern Metro - Regional Emergency Management Planning Committee:
Insert signature here	Insert signature here
Steven Morison Chair, Municipal Emergency Management Planning Committee 22/02/2022	Ray Jasper Chair, Regional Emergency Management Planning Committee 22/02/2022

Appendix J – Maps

🔴 Emergency Relief Centre

⭐ Municipal Emergency Co-Ordination Centre (MECC)