Pyrenees
Shire Council

Municipal Emergency Management Plan 2020-2023
Version 5.0

Pyrenees Shire Council
MUNICIPAL EMERGENCY MANAGEMENT PLAN 2020

1 PART ONE - INTRODUCTION

1.1 Foreword

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

Coping with emergency related hazards gives us our reason and focus for planning. Hazards exist within all communities whether they are recognised or not. The Pyrenees Shire Council Municipal Emergency Management Plan has been produced pursuant to the Emergency Management Acts 1986 and 2013.

This plan addresses the mitigation of, preparedness for, response to and recovery from emergencies within the Pyrenees Shire Council's municipality and is the result of cooperative efforts by the Municipal Emergency Management Plan Committee (MEMPC), Council's Emergency Management Team and with support and assistance from Emergency Management Victoria and the range of emergency service organisations operating within the region.

1.2 Disclaimer

Readers of this Municipal Emergency Management Plan should act on the basis of any matter contained herewith without acknowledging that it may be the subject of amendment or revocation from time to time without notice.

The Councilors and staff of the Pyrenees Shire Council expressly disclaim all and any liability (including liability in negligence) to any person or body in respect of anything or consequences of anything done or omitted to be done by any such person or body in reliance, whether total or partial, upon the whole or any part of this publication.

Contents

1.4   Amendment record

Amendment No.	Sections Amended	Issue date
1	Issue 1- original issue	17/10/2007
2	Issue 2 – Complete re-write of MEMP	10/10/2010
3	Additional of Heatwave sub-plan	21/08/2012
4	Recovery Plan re-written with addition of Operations Plan	15/10/2013
5	Issue 3 – Complete re-write of MEMP	17/06/2014
6	Addition of Flood and Animal Welfare sub-plans	17/06/2014
7	Issue 4 – Complete review and re-write of MEMP	03/11/2016
8	Some contacts updated	22/08/2017
9	Issue 5 – Complete review and re-write of MEMP	15/04/2020

1.5   Municipal Statement of Endorsement

This plan has been produced by and with the authority of the Pyrenees Shire Council pursuant to Section 20(1) of the Emergency Management Act 1986 and the Emergency Management Act 2013.

The Pyrenees Shire Council understands and accepts its role and responsibilities as determined by legislation.

This plan is the result of the cooperative efforts of the Municipal Emergency Management Planning Committee after consultation with those agencies and organisations identified therein.

The COMMON SEAL of the
PYRENEES SHIRE COUNCIL
Was hereunto affixed by authority of the
Council in the presence of:

_____ Mayor (Cr Tanya Kehoe)

_____ Chief Executive Officer (Mr Jim Nolan)

On the **Nineteenth** day of **May 2020**

1.6 Audit

A copy of the current plan will be submitted to VicSES for audit in accordance with the relevant legislative provisions.

Council subsequently will receive a Certificate of Audit indicating that the plan complies with the Guidelines issued by the Emergency Management Commissioner.

A copy of the certificate of audit will be displayed below.

2   MUNICIPAL EMERGENCY MANAGEMENT PLAN

It is a legislative requirement that the Pyrenees Shire Council develops and maintain a Municipal Emergency Management Plan (MEMP). Council has always been proactive when it comes to its moral and legislated obligations in the field of emergency management.

While focus on the various elements of emergency management has changed over the years, Council has always accepted changes and met all requirements. Development, maintenance and administration of the MEMP are a central part of meeting those requirements.

The Pyrenees Shire Council accepts responsibility for management of municipal resources and the coordination of community support with regard to relief and recovery to counter the effects of an emergency. This includes:

➢ The provision of municipal resources (as availability allows) to response agencies during response and recovery;
➢ The provision of emergency relief to affected persons during the response phase, as directed by the Incident Control Centre (ICC);
➢ Liaison support between ICCs and Council during the response phase;
➢ Post impact assessments following the emergency; and
➢ The coordination of recovery activities within the municipality, in consultation with the Department of Health & Human Services, and in collaboration with community members.

2.1   Mission

The Mission of the MEMP is to detail the agreed arrangements for the prevention of (Before), the response to (During), and the recovery from (After), emergencies that can occur in the Pyrenees Shire.

2.2   Vision

To provide the Pyrenees Community with an enjoyable, safe environment with minimal risk.

2.3   Objectives

The broad objectives of the MEMP are:

➢ Prepare a Municipal Emergency Plan;
➢ Identify and mitigate potential risks to the Pyrenees Community and the environment;
➢ Manage arrangements for the utilisation and implementation of municipal resources in response to emergency services requests;
➢ Assist and support the affected community to recovery following an emergency;
➢ Manage relief and recovery operations within the Shire when needed;
➢ Develop and administer programs that reduce the community's vulnerability and increase its capacity for resilience and self-reliance; and

> ➢ Align with and support other local, regional and state planning arrangements.

2.4   Purpose

The purpose of the MEMP is to establish a coordinated approach to response, relief and recovery from emergencies within the Pyrenees Shire. This will ensure a combined response from all involved roles and effective coordination by emergency personnel with sufficient knowledge of emergency scenarios.

The MEMP will support achievement of the best possible outcomes given the occurrence and nature of an emergency, minimising deaths, injuries and disruption to the community and agencies involved.

2.5   Authority and mandate

This Plan is developed by the Pyrenees Shire Council (PSC) Municipal Emergency Management Planning Committee (MEMPC). The MEMPC administrative officer is the PSC Emergency Management Coordinator.

Please address all enquiries to:

> Emergency Management Coordinator
> Pyrenees Shire Council
> 5 Lawrence Street
> BEAUFORT VIC 3373
>
> Email: pyrenees@pyrenees.vic.gov.au
> Phone: 03 5349 1100

2.6   MEMP Sub-Plans

The MEMP is supported by a range of sub-plans, developed to provide greater detail in respect of specific, operational roles and responsibilities imposed by the plan. Each sub-plan outlines operational arrangements to mitigate impacts in the event that an emergency should occur.

The sub-plans supporting this MEMP include:

MEMP Sub-Plans	Related Council Plans
• Municipal Fire Management Plan • Municipal Flood Emergency Plan • Relief and Recovery Operations Plan • Pandemic Plan • Extreme Weather Response Plan • Emergency Animal Welfare Operations	• Municipal Health & Wellbeing Plan • Business Continuity Plan • Pyrenees Shire Council Plan • Pyrenees Shire Council Risk Management Framework • Pyrenees Shire Community Resilience Report

| Plan |
| • Flood Plan – Beaufort |
| • Emergency Management Operational Sub-Plan |

2.7   Maintenance of the MEMP

The MEMP is developed and maintained by the Pyrenees Shire Council Municipal Emergency Management Planning Committee (MEMPC), formed under the authority of the Council pursuant to emergency legislation.

The Municipal Emergency Manager (MEM) is responsible for the overall development and maintenance of the plan.

The MEMP is available to the community via the Pyrenees Shire Council website. It is also available for viewing at the Beaufort Council Offices and the Beaufort and Avoca Resource Centres.

2.7.1   Plan review

Content of the MEMP should be reviewed annually, following an emergency which has utilised part or the entire plan, and/or following legislative change. Contact details should be reviewed more regularly (e.g. quarterly as a minimum) and circulated to interested parties. A full review will be undertaken every three years in preparation for Audit.

All reviews should ensure linkages with Council's broader emergency, risk management and community safety frameworks. The following points are relevant to MEMP reviews:

- ➢ Annual reviews should focus on continuous improvement; changes to previously identified hazards / risks; newly identified hazards, processes and policies.
- ➢ Review of details in the MEMP Contact Directory should be undertaken quarterly or updated as changes are notified.
- ➢ Ad hoc reviews should take place when the plan has been used as a result of an emergency, utilising debrief outcomes to ensure that lessons learned and opportunities for improvement are identified and addressed.
- ➢ All updates will be implemented by the Emergency Management Coordinator (EMC) and tabled for approval at MEMPC meetings.
- ➢ Organisations and agencies delegated with responsibility for elements within the MEMP are required to notify the EMC of any changes that need to be incorporated within the plan.
- ➢ Any major review should be undertaken by a working group consisting of MEMPC members.

Agencies delegated with responsibilities within this plan are required to notify the MEM of any changes of detail or content (e.g. contact information) as they occur.   It is the

responsibility of the MEM to ensure that all aspects of the plan, including terminology, are updated on a regular basis.

Amendments will be circulated to Council staff and relevant agency representatives as identified on the distribution list, via email. Operational sub-plan amendments will be distributed to relevant Council staff and included within registered emergency management manuals.

2.7.2   Testing and exercising of the MEMP
In accordance with the Emergency Management Manual Victoria (EMMV) the MEMP will be exercised at least annually. Exercises will test the arrangements set out in the plan in a range of emergency situations pertinent to the Pyrenees Shire in a manner agreed with the Municipal Emergency Management Planning Committee (MEMPC).

Any procedural shortfalls and lessons learned through these exercises, or practical operations, must be addressed and rectified at the earliest opportunity.

2.7.3   Audit
The MEMP will be submitted to the Victoria State Emergency Service for audit purposes on a three yearly cycle. The purpose of the audit is to assess whether the plan complies with guidelines issued by Emergency Management Victoria.

The Pyrenees Shire Council will respond to all requests resulting from the audit as required.

2.7.4   Threats
A Community Emergency Risk Assessment (CERA) process is used to identify emergency threats and risks to the municipality and its community. The CERA is based upon the Risk Management Standard AS/NZS ISO 31000:2009.

3   MUNICIPAL EMERGENCY MANAGEMENT PLANNING COMMITTEE
The MEMP is managed, implemented and reviewed by the Municipal Emergency Management Planning Committee (MEMPC), formed as required by emergency legislation by the Pyrenees Shire Council.

The MEMPC operates under a Terms of Reference (ToR) document.. The ToR outlines Committee:

- ➢ Roles and responsibilities
- ➢ Membership
- ➢ Authority
- ➢ Meeting frequency and procedures
- ➢ Administration and reporting
- ➢ References and related policy

Meetings of the MEMPC will be convened on a quarterly basis on the last Wednesday in February, May, August and November of each year. The agenda and relevant documents will be distributed electronically to MEMPC members prior to the meeting.

Meeting minutes will be taken and copies distributed to:

- ➢ Regional Emergency Response Coordinator
- ➢ Department of Health & Human Services
- ➢ MEMPC Committee members

3.1   MEMPC composition

A number of emergency management roles exist on the MEMPC, but the primary roles are listed below:

- ➢ Municipal Emergency Manager (MEM)
- ➢ Municipal Emergency Resource Coordinator (MERC)
- ➢ Municipal Emergency Resource Officer (MERO)
- ➢ Municipal Recovery Manager (MRM)
- ➢ Municipal Fire Prevention Officer (MFPO)
- ➢ Emergency Management Liaison Officer (EMLO)

Representatives of a number of agencies are included on the MEMPC:

- ➢ Country Fire Authority (CFA) and State Fire Rescue
- ➢ Victorian State Emergency Service (SES)
- ➢ Victoria Police (VicPol)
- ➢ Ambulance Victoria (AV)
- ➢ Australian Red Cross (ARC)
- ➢ Department of Health & Human Services (DHHS)
- ➢ Victorian Council of Churches (VCC)
- ➢ Agriculture Victoria
- ➢ Department of Environment, Land, Water and Planning (DELWP)

3.2   MEMP Action Plan

The MEMPC will work against a three-year action plan, developed and agreed at the time of triennial audit. The action plan is designed to provide the MEMPC with a strategic pathway to effective emergency management ensuring continuity in emergency management preparedness activities. When key personnel leave the committee, the action plan can provide valuable guidance to new members.

3.2.1   Action Plan Scope

The MEMP Action Plan should include:

- ➢ A three year review timetable for the MEMP, including sub-plans;

- Annual review of the Community Emergency Risk Assessment (CERA) register and included controls / treatment actions;
- Development of additional sub-plans when required; and
- A schedule of training exercises to practice essential operational procedures.

3.2.2 Action plan implementation and review

The MEMPC is responsible for the development, implementation and monitoring of the action plan. This can be achieved by:

- Including the Action Plan as a standing agenda item at every MEMPC meeting;
- Appointment of working groups to undertake sub-plan development and review which then report back to the MEMPC;
- Agencies with responsibility for controlling particular emergency types take the lead role in relevant sub-plan development and review – e.g. SES: flood plans; CFA& DELWP: Fire Management Plan; PSC: extreme weather response plan.

The Action Plan should be reviewed and evaluated:

- When emergencies and training exercises are carried out to evaluate their usability and relevance and include any lessons learned and planned remedial actions;
- At the end of each financial year, the MEMP action plan should be updated for the next 12 months.

PART THREE – PREPAREDNESS ARRANGEMENTS (BEFORE)

4 PREPAREDNESS AND EMERGENCY PLANNING

This section of the plan outlines how the Pyrenees Shire Council and the MEMPC prepare and plan for an emergency event. Building emergency management preparedness is essential to improving Council and agency performance when addressing the impacts of an emergency. This involves:

- Having a current and relevant Municipal Emergency Management Plan (MEMP) supported by a three-year action plan;
- Developing operational sub-plans;
- Investing in infrastructure and operationally-focused emergency management training that builds staff and organisational capacity, readiness and an ability to respond in an effective manner;
- Establishing and maintaining inter-agency support arrangements (Memoranda of Understanding);
- Ensuring staff welfare and support arrangements are in place; and
- Having an Emergency Management Business Continuity Plan in place.

4.1 Council Emergency Management Team (EMT)

Local government agencies are primarily responsible for:

➢ Leading and supporting emergency preparedness and risk mitigation activities – including planning for emergencies;

➢ Providing response support (e.g. resource provision) to emergency response agencies upon request and where practicable;
➢ Leading and providing relief arrangements during the emergency response phase;
➢ Identifying community impacts post emergency; and
➢ Leading and enabling recovery arrangements, short and long-term.

Preparedness for the provision of Council emergency management functions is the responsibility of the Pyrenees Shire Council Emergency Management Team (EMT). The EMT is made up of Council officers with an emergency management role.

EMT main responsibilities include:

➢ Maintenance of an on-call emergency line for response agencies to make contact and request support in the event of an emergency outside normal work hours;
➢ Administration and maintenance of the MEMP and the MEMPC;
➢ Implementation of the three-year MEMP Action Plan;
➢ Staff recruitment and training regarding emergency management roles;
➢ Establishment and maintenance of inter-agency support arrangements (MOUs);
➢ Ensuring staff welfare and support arrangements are in place and activated when required;
➢ Ensuring a current emergency management business continuity plan is in place.

4.1.1 Pyrenees Shire Council emergency on-call arrangements

A 24 hour / 7 days per week roster is in place at the Pyrenees Shire Council to receive emergency alert calls through a single point of contact. The contact number is 5349 2039 which is distributed to all neighbouring councils, emergency service and response agencies, relief and recovery agencies and the community.

The on-call duty officer arrangement is shared between Council's MEM, MERO, MRM and other staff performing deputy roles. The EM On-Call SOP can be accessed within the PSC Operational Sub-Plan.

During periods of forecast extreme risk or potential staff unavailability (e.g. Christmas holiday period), a readiness roster is prepared and used of the activation of teams with emergency roles is required.

Alert circulation and activation of Council's Critical Incident Management Team (CIMT) is included within Council's Operational Sub-Plan. Activation can be physical or virtual utilising a permanently available teleconference facility.

4.2 Council emergency management operations

Council emergency management functions are documented through Standard Operating Procedures (SOPs) and plans, attached to this MEMP as the Council Emergency Operations Sub-Plan. Some, more comprehensive plans are attached as individual sub-plans to the MEMP.

The Council Emergency Operations Sub-Plan comprises the following elements:

➢ MEMP Role Statements
➢ Emergency on call duty officer SOP
➢ Activating the CIMT SOP
➢ MRM SOP
➢ MERO SOP
➢ List of plant and equipment availability (produced annually for the CFA)
➢ Single house fire response SOP
➢ Activating a relief centre SOP
➢ Activating a recovery centre SOP
➢ Debrief SOP

The following Council plans support the Operations Sub-Plan and MEMP:

➢ Council Business Continuity Plan
➢ Relief Centre Operations Plan
➢ Recovery Centre Operations Plan (including Community Recovery Centres)
➢ CIMT Operations Plan
➢ Municipal Post Impact Assessment and Outreach Activities Plan
➢ Extreme Weather and Heatwave Plan
➢ Emergency Animal Welfare Plan

SOPs and sub-plans are used as the basis of regular training and exercising.

4.3 Emergency Management Planning Assumptions

Development of the Pyrenees Shire Council MEMP and its operational sub-plans has incorporated the following assumptions:

➢ **Power supply:** because the Beaufort and Avoca Council facilities are on separate power grids, it is likely that power will be available at one of the sites. A power disruption impacting both towns would involve a greater regional emergency response. Beaufort Council offices at 5 Lawrence Street, Beaufort has a back-up power supply generator.
➢ **Planning span:** response planning is based upon the management of the first two weeks of a disruption. Any additional disruption management activities from week three onwards would either:

- o be of a highly specific nature related to the nature of the event needs further planning; or
- o be related to community recovery activity that would require further planning based around the specific nature of the event and impact caused.

➤ **Resource availability:** it is expected that minimal resources (including relief or recovery facilities, key staff or their deputies, equipment and resources etc) can be made available within limited timeframes – particularly where impact is directly felt by Council staff.

➤ **Complete catastrophic failure:** It is highly likely, in a widespread event, that Pyrenees Shire Council officers capable of responding will be tasked with disaster relief-related responsibilities in support of the Pyrenees Shire community.

➤ **Large scale loss of life:** In such an event, first priorities would be to support Pyrenees Shire Council officers and their families. Emergency management functions and MOUs with other organisations will be invoked in these circumstances where possible

➤ **Building loss:** Due to diverse locations of Council facilities, it is assumed that (except for extreme large-scale events) the loss of more than one facility in one event is unlikely. The building representing the highest risk to Council is the offices at 5 Lawrence Street, Beaufort and business continuity planning has focused on this risk.

4.4   Building operational capability

Building capability is an ongoing preparedness activity to improve emergency personnel performance and maintain readiness. This is done by the following activities:

4.4.1   Training

Training for specific emergency management roles is sourced and provided where available. External training programs are available for some roles, e.g. EMLO training, but it is recognised that training is currently unavailable or limited for the majority of roles and learning tends to be done 'on the job' or internally.

Introduction to Emergency Management training, provided by the VICSES is provided to all Council emergency management personnel.

A training plan is maintained that identifies training needs and provisions for each individual emergency management personnel.

4.4.2   Emergency management role statements

Role statements have been developed for each role involved with emergency management and these are communicated to staff assigned to these roles as part of induction. These role statements are included within the Emergency Management Operational Sub-Plan.

4.4.3   Exercises

Council conducts regular exercises designed to test and update skills in operational roles or tasks. In particular, the operation of relief and recovery centres are tested at least once every two years.

There are several ways in which exercises are conducted, allowing all aspects of Council emergency management functions to be tested:

➢ Real time operation – (most common) Where an emergency management function is simulated (e.g. setting up a relief centre with an emergency scenario, or a more simple testing of the CIMT activation process);
➢ Desktop operation – A facilitated round-table discussion activity that explores what actions and implications would arise within an imaginary scenario;
➢ Hypothetical discussion with an expert panel – A facilitated discussion driven by a moving scenario with questions posed to a panel made up of emergency management personnel (e.g. *"this has happened, what would you do now and why?"*)
➢ Joint exercises with external parties – Regular exercises are conducted with neighbouring councils and the Regional MEMEG (Municipal Emergency Management Enhancement Group).

4.5   Cross boundary and inter-agency arrangements

The Pyrenees MEMPC seeks to ensure that cross-municipal and regional boundaries are treated in a seamless manner with regard to emergency response and recovery. Emergencies do not restrict themselves within municipal borders and individual councils are limited in resourcing, sometimes needing support from other LGAs.

4.5.1   Resource sharing Memoranda of Understanding (MOUs)

To ensure that shared risk is appropriately addressed, MOUs have been negotiated by the MEMPC with support agencies to ensure resources are shared across municipal and agency boundaries in a consistent and seamless manner.

Current cross boundary support arrangements include:

➢ MAV Protocol for Inter-council Resource Sharing
➢ Municipal Impact Assessment (MIA) – Central Highlands municipalities
➢ Personal and case support – community health providers.

The MAV (Municipal Association of Victoria) led MOU has been arranged between councils to provide arrangements for the secondment of resources between LGAs. Usually it is neighbouring councils that provide additional capacity where required but sometimes, in extreme cases, the MAV can facilitate a more comprehensive resource sharing arrangement – e.g. as was experienced in the 2020 East Gippsland bushfires.

4.5.2   Municipal Emergency Management Enhancement Group (MEMEG) Grampians Regions

Pyrenees Shire Council is an active member of the Grampians Region MEMEG which is made up of representatives from councils, state and regional state government departments. MEMEG's purpose is to:

➢ Raise the profile of LGAs within the region

- ➢ Pursue common issues at the regional and state level
- ➢ Develop training for municipal EMTs where gaps or needs exist
- ➢ Promote resource sharing between councils

4.6   Staffing arrangements and welfare

The following is considered in order to maintain an effective emergency management workforce within the Pyrenees Shire Council:

- ➢ Staffing numbers
- ➢ Rotations / rosters
- ➢ Workload
- ➢ Mutual aid from neighbouring municipalities

It is recognised, with ongoing attempts to manage and mitigate, that the following may impact on staff resources and welfare – Staff might:

- ➢ be undertaking multiple roles and functions – staff welfare may be overlooked due to priority being given to managing the emergency;
- ➢ be personally impacted by the emergency reducing the resources available;
- ➢ have concerns about their own families, friends and property and might not be able to obtain information or reassurance about these matters;
- ➢ be emotionally affected as they are likely to be working longer shifts outside their normal day-to-day practice, and at times of the day or night when they would normally be sleeping or resting;
- ➢ not have access to normal facilities or equipment needed to undertake emergency duties.

As a result, there is potential for a substantial amount of stress and discomfort among emergency management personnel. The CIMT will take steps to provide welfare support to staff by:

- ➢ providing a suitable working environment;
- ➢ providing rest and recreation areas;
- ➢ ensuring regular breaks;
- ➢ maintaining a supportive environment;
- ➢ making psychological support and counselling available;
- ➢ managing workloads;
- ➢ consider travel and access arrangements as required;
- ➢ providing after-hours accommodation for staff unable to return home; and
- ➢ recognising post-event staff needs.

Council understands the importance of managing human resources within the OHS policy framework and each SOP has deployment, resource and debriefing arrangements included.

5   RISK MANAGEMENT

The Pyrenees Shire Council recognises it has a key role in prevention and mitigation activities to reduce the likelihood, or minimise the consequences, of emergencies that may occur in the municipality.

Council's enforcement and continued review of existing policy in land use, building codes and regulations, and urban planning; together with various agencies responsible for mitigation activities, combine to ensure that all measures possible are implemented to reduce the risk of an emergency occurring.
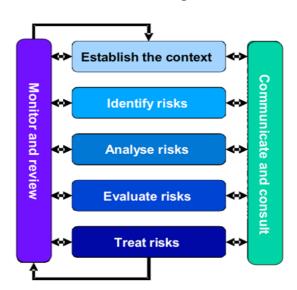
The MEMPC also plays a key role in mitigation by identifying potential hazard areas and implementing a risk-focused methodology in determining appropriate controls to mitigate either likelihood or consequence of those hazards.

5.1.1   Risk management process

Risk identification and management is a critical part of preparedness activities. The MEMPC adopted and implemented a formal process aimed at reducing or eliminating risks likely to have an impact on the Municipality. This utilised a process titled 'Community Emergency Risk Assessment' CERA tool; developed by the VICSES in accordance with international risk management standards – AS/NZS ISO 31000:2009.

Other documents used in MEMP risk assessments include the Community Emergency Risk Assessment Planning Guide (available on the SES website) and the Emergency Risks in Victoria Report (released in April 2014 and available on the Department of Justice & Community Safety website).

The MEMPC regularly considers and updates risks in order to mitigate emergency impacts on the community. A flow chart showing the process used is included below and risk practices are based on the Pyrenees Shire Council's risk management framework.

A risk treatment schedule is contained in the CERA toolkit and MEMPC action plan. Action plan progress is monitored by the MEMPC.

5.1.2   Community Emergency Risk Assessment Tool (CERA)

The CERA process was established to assist in identification, prioritisation and documentation of emergency risks within a municipality. The tool is used in combination with Council's risk management methodology detailed in its risk management policy and framework documents and includes the following steps:

- ➢ Establishing the context
- ➢ Risk identification
- ➢ Risk analysis
- ➢ Risk and control evaluation
- ➢ Risk treatment
- ➢ Ongoing communication, consultation, monitoring and review of risks and controls

Risks are evaluated using a combination of the inbuilt CERA matrix and Council's risk evaluation matrix, consisting of levels of likelihood and consequence / impact that combined produce a risk rating. The risk rating can be used to identify risks with a higher priority for treatment.

PYRENEES SHIRE COUNCIL - COUNCIL RISK MATRIX (V3.0 January 2020)

ALARP = AS LOW AS REASONABLE PRACTICABLE
(Each identified risk should be reduced As Low As Reasonable Practicable when considered in accordance with hierarchy of control)

CONSEQUENCE / IMPACT

	Incident - no injuries	First aid required	Medical attention, time off work	Extreme injury, hospitalisation, long term illness	Death, permanent disability or disease
People	Incident - no injuries	First aid required	Medical attention, time off work	Extreme injury, hospitalisation, long term illness	Death, permanent disability or disease
Reputation	Isolated, internal, minimal adverse attention or complaint	Heightened local community concern or criticism	Significant public criticism with or without media attention	Serious public or media outcry, broad media attention	Extensive public outcry, potential national media attention
Environmental	Minimum environmental impact, no fines or penalties	Minor, isolated environmental impact, minor breach of environmental legislation / licences, may result in fines	Moderate environmental impact, on site release or contained spread off site, moderate breach of EPA or other legislation, may result in fines	Major environmental impact, harm to humans or ecosystems, serious breach of EPA or other environmental legislation / licences	Fatalities occur, extensive release requiring long term remediation, legal action initiated by EPA, State agencies or others
Financial - organisation wide	Negligible financial loss - less than $10,000	Minor financial loss - $10,001 to $50,000	Financial loss - $50,001 to <$1m	Financial loss - $1m to <$5m	Financial loss in excess of $5m
Financial - Project/Program	Loss of 0-10% of program / project value	Loss of 10-15% of program / project value	Loss of 15-25% of program / project value	Loss of 25-50% of program / project value	Loss >50% of program / project value
Sustainable business - Business Systems & processes	No or minimal disruption to business activities. Isolated or minimal impact on staff morale or performance.	Minor disruption to business activities. Contained impact on staff morale or performance of short term duration.	Moderate to significant disruption to business activities. Significant impact on staff morale or performance involving investigation.	Major disruption to business activities. Major impact on staff morale or performance with long term significance.	Severe disruption to business activities. Extensive impact on organisational morale or performance.
Sustainable business - Legal	Isolated non-compliance or breach. Minimal failure of internal controls. Negligible financial impact.	Contained non-compliance or breach with short term significance. Potential for minor financial penalties.	Serious breach involving statutory authority or investigation. Significant failure of internal controls. Potential for prosecution and significant financial penalties.	Major breach with fines and litigation. Critical failure of internal controls. Long term significance and major financial impact.	Extensive fines and litigation with possible class action. Threat to viability of program or service. Extensive financial loss. Indictable offences.

LIKELIHOOD

Intuitive (Program / Project)	Event frequency	Historical	Workplace Historical		CONSEQUENCE / IMPACT				
					Insignificant 1	Minor 2	Moderate 3	Major 4	Catastrophic 5
Likely to occur more than 1 in 2 projects of this kind	More than once per year	Has occurred frequently in Victoria	Expected to occur in most circumstances	**Almost Certain 5**	Moderate 5	Moderate 10	High 15	Extreme 20	Extreme 25
Likely to occur in between 1 in 4 and 1 in 2 projects of this kind	Once per year	Has occurred once or twice in Victoria	Probably occur in most circumstances	**Likely 4**	Low 4	Moderate 8	High 12	High 16	Extreme 20
Likely to occur in between 1 in 10 and 1 in 4 projects of this kind	Once every 5-10 years	Has occurred many times in the industry, but not in Victoria	Might occur at some time	**Possible 3**	Low 3	Moderate 6	Moderate 9	High 12	High 15
Likely to occur in less than 1 in 10 projects of this kind	Once every 20-50 years	Has occurred once or twice in the industry	Not likely to occur	**Unlikely 2**	Low 2	Low 4	Moderate 6	Moderate 8	High 10
Very unlikely to happy	Less than once in 50 years	Unheard of in the industry	May occur only in exception circumstances	**Rare 1**	Low 1	Low 2	Low 3	Moderate 4	High 5

The outcomes of the risk assessment can be used to ensure communities are aware of and better informed about hazards and the associated emergency risks that may impact them, and for emergency planning officers to plan for increased risk due to various factors specific to the municipality.

The risk assessment outcomes are completely reviewed every three years by a working group consisting of hazard specific experts in the identified risk areas, and local emergency service staff. Local communities are given an opportunity to provide localised input into impacts and the existing mitigation controls they have developed and any improvement opportunities that they are undertaking in their local areas – e.g. localised Community Emergency Planning.

5.1.3   Risk treatment and control
A risk appetite is the amount and type of risk an organisation is willing to pursue or retain. A degree of emergency risk in inherent in everyday life and emergencies of some kind occur every day. With regard to emergency risk, Council has a low to medium tolerance to risk

resulting in a high level of willingness to invest in risk treatments and controls to mitigate the likelihood of an event occurring, but more practically the impact and response if an event were to occur.

It is recognised that many emergency related risks have limited ability to control or mitigate as factors out of Council's control apply. However, the MEMPC focus its attention on risks assessed as extreme or high.

5.1.4   Geographic and demographic risk factors

Other factors, natural and man-made, influence the emergency risk profile of the Pyrenees Shire. Significant land managers include Pyrenees Shire, Parks Victoria and the Department of Land, Water and Planning.

5.1.4.1   Geography

The Pyrenees Shire lies east of the Grampians National Park and is situated between the regional cities of Ballarat, Ararat, Stawell and Maryborough. The Shire covers some 3,500 square kilometres of a wide range of land types from steep mountainous forested country to basalt plains and cropping lands.

Pyrenees Shire contains significant areas of public land being the Pyrenees Ranges and Mt Cole State Forest, which form part of the Great Dividing Range. Other forested areas exist in the southern and northern parts of the Shire between Moonambel and Redbank/Barkly areas, along with the Beaufort and Snake Valley districts. Other elements of the Great Dividing Range in or adjacent to the Shire include Mt Langi Ghiran, Mt Buangor, Mt Cole and Ben Nevis. These areas of public land have farmed foothills associated with them.

The Pyrenees Shire varies from the very steep hill areas of the Mt Cole, Mt Buangor and Pyrenees Ranges to the undulating flat open terrain around the Natte Yallock, Stoneleigh and Streatham areas. The major streams are the northerly running Wimmera and Avoca Rivers and the Bet Bet Creek, together with the southerly running Middle, Fiery and Emu Creeks. Sections of the Shire which have been cleared have generally been improved for pasture with soil types varying from light gravel / clay soils in the north to very rich volcanic soils in the east and south.

Major water courses still contain and promote stands of native trees. Considerable areas of State forest, pine and blue gum plantations along with private plantations exist in Beaufort, Raglan, Avoca, Landsborough, Moonambel, Waterloo, Chute, and Snake Valley. Other plantations are reducing in size at Skipton, Lake Goldsmith, Trawalla, Eurambeen and Mena Park.

The municipality is approximately two hours' drive west of Melbourne on the Western Highway and significant land managers include Pyrenees Shire, Parks Victoria, Department of Environment and Primary Industries and private plantation owners. The climate varies between the north and south of the region. North of the Pyrenees Ranges there is a warmer,

drier climate with rainfall of about 650mm per year. South of the Ranges is a cooler, wetter climate with rainfall average in excess of 750mm per year.

5.1.4.2   Demographics

The population of the Pyrenees Shire is 7,301 with a median age of 50.. The average people per household is 2.3 with a median weekly household income of $1148, median weekly rent of $160, and average monthly mortgage repayments of $1066. (ABS 2016)

Approximately 60% of the Shire's population is scattered through numerous small townships, hamlets and rural localities often in rural, forested or semi-forested environments.

The Shire has a number of relatively isolated communities scattered across the area, with two main towns being Avoca in the north (population just over 1000) and Beaufort in the south (population around 1200). Other township areas include: Amphitheatre, Barkly, Crowlands, Evansford, Landsborough, Lexton, Moonambel, Natte-Yallock, Raglan, Redbank, Snake Valley, Trawalla, Waterloo and Waubra.

Each of these townships has varying degrees of rural residential development – much of it is in fire risk areas. Pyrenees Shire offers an engaging semi-rural setting, competitively priced land and housing, a range of excellent community and health services, schools and efficient transport links in the Beaufort area. An observable trend of young families looking for a semi-rural lifestyle and moving to small acreage blocks and residences is emerging. If not employed within the Shire, these people are commuting mainly to Ballarat but with a percentage travelling to Ararat or Melbourne for their employment.

5.1.4.3   Assets

ROADS: The Shire is adequately served by a network of main roads and highways. The feature of the network is that the local and access roads give reasonable service to all areas.

➢ The Western Highway, passing through Beaufort, is the main road route from Melbourne to Adelaide and Perth. Plans to bypass Beaufort are underway for this highway.
➢ The Sunraysia Highway runs from Ballarat (the Western Highway) through the north of the Shire, including Avoca, to Mildura.
➢ The Pyrenees Highway runs from Maryborough to Ararat through the north central area of the Shire.
➢ The southern section is serviced by the Glenelg Highway linking Melbourne with south-western Victoria.

RAIL: A passenger rail service operates several times per day between Ballarat and Ararat, stopping at Beaufort. Another passenger rail service operates from Maryborough, in the neighbouring Central Goldfields Shire, to the regional centre of Ballarat.

AIRFIELDS: Although there are no public airstrips in the municipality, Ballarat airport in the south and Maryborough in the north are readily accessible. A number of private airfields are located within the municipality and while they represent a potential risk, they also provide a valuable resource for possible use during fire and other aircraft operations. The location of the airfields can be found in the Victorian Fire Risk Register (VFRR) mapping.

RESERVOIRS: There are three reservoirs in the Pyrenees Shire – Beaufort Lake, Jacksons Reservoir and Lamplough Reservoir. Refer to the Reservoir Management Plan for more information.

GAS: A major pipeline carrying natural gas from Castlemaine through to Stawell and Horsham passes through the northern part of the Shire. This pipe is mainly underground. Disruption to this pipeline has occurred in the past. Avoca is connected to the natural gas pipeline.

COMMUNITY: The region is serviced by a major hospital at Beaufort and aged-care facilities in Avoca and Beaufort. The Council delivers a range of aged-care and maternal & child health services.   Other general health services are available on a visiting basis, so that most medical situations are covered. Excellent educational facilities are available in the Shire including primary schools, a secondary college and community enterprise facilities incorporating adult education organisations.

PUBLIC SWIMMING POOLS: Council owns three pools within the Pyrenees Shire, located at Beaufort, Avoca and Landsborough. The pools are all outdoor pools, only open during the summer season.

WIND FARMS: The Waubra wind farm is located on both sides of the Sunraysia Highway 35 km north-west of Ballarat in Victoria. It consists of 128 wind turbines, with associated substations and an operations centre. Each wind turbine has a capacity of 1.5 megawatts (MW). The total installed capacity is 192 MW. Additionally there is a three turbine wind farm in Chepstowe.

A wind farm was constructed by Pacific Hydro in 2019 located 25km north-east of Ararat in Crowlands, in the north east of the Pyrenees Shire. The wind farm consists of 39 turbines each with a capacity of 2.05 MW. The total installed capacity is 79.95 MW.

Goldwind Australia's Stockyard Hill wind farm consists of 149 wind turbines located approximately 35 km west of Ballarat, in the southern end of the Shire, and will be the largest wind farm in the southern hemisphere.   The wind farm is connected to a new 70 km AusNet 132kV transmission line via a new terminal station near Lismore, which will connect the wind farm to the national power grid. The total installed capacity will be approximately 530 MW.

VFRR ASSETS REGISTER – a full list of assets in the Pyrenees Shire can be viewed in the Victorian Fire Risk Register (VFRR), located via the Municipal Fire Management Plan (MFMP).
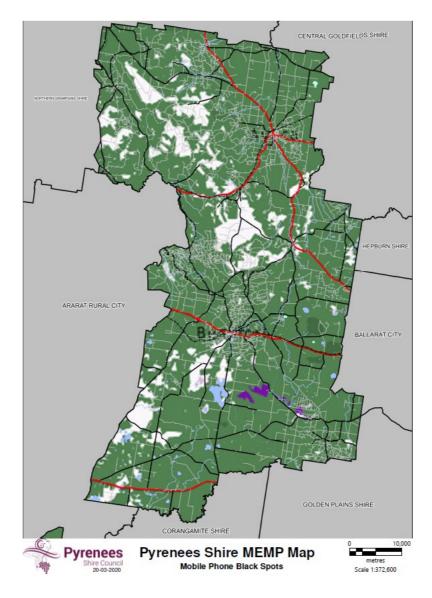
5.1.4.4 Mobile telecommunications

Pyrenees Shire does not have complete infrastructure coverage for mobile phones which is a risk for residents and responders during and after an emergency. The following map shows the current mobile coverage and black spots as per the Telstra website. The white spots indicate coverage blackspots.

Pyrenees Shire MEMP Map
Mobile Phone Black Spots

Scale 1:372,600

5.1.5 CERA risk assessment overview

The CERA approach combines hazard information and intelligence from a number of sources in order to gain a clear understanding of the elements that define risk within the municipality. Intelligence sources include:

➢ Existing 'single hazard' risk assessments (e.g. the Victorian Fire Risk Register (VFRR), Integrated Fire Management Planning (IFMP) and flood studies);
➢ New or existing community profile information; and/or

> ➤ Subject matter provided by specific-risk experts and local community representatives.

The Pyrenees MEMPC have utilised the CERA approach to produce the following risk profile for the Pyrenees Shire.

Risk event type	Scenario	Risk rating	Risk mitigation
Bushfire – large, regional	Pyrenees Shire is susceptible to bushfire events because large tracts of its 3500 square kilometres have natural and plantation vegetation coverage as well extensive farming grasslands. Significant bush and grass fires in the past have led to loss of life, homes, farming stock and community infrastructure.	Extreme	• Municipal Fire Management Plan (MFMP) • Municipal Emergency Animal Welfare Plan • Fire Protection and Operations Plans • PSC Emergency Relief & Recovery Plan
Grass/ Crop Fire	Pyrenees Shire has 6-8 house fires on average per year, resulting in partial or total loss of residence. Potential for loss of life, more common is property loss. Contributory factor is ageing housing stock within the Shire and locality in bushland.	Extreme	• Municipal Fire Management Plan (MFMP) • Municipal Emergency Animal Welfare Plan • Fire Protection and Operations Plans • PSC Emergency Relief & Recovery Plan
Major Tourist or Community Event	A large influx of people from outside the shire to attend a tourist event can expose them to illness, injury or loss of life. The Pyrenees SC Rainbow festival held in a bush setting in Lexton attracts 19,000 visitors each year. The Lake Goldsmith Steam Rally held twice yearly also attracts significant crowds of up to 3,500 people. The Avoca March Races attracts around 1,500 people each year and the Avoca Cup in October around 6,000. The Pyrenees Unearthed Food and Wine Festival in April attracts around 1000 people.	Extreme	Each public event requires ann emergency management plan
Fire Residential	Pyrenees Shire has 6-8 house fires on average per year, resulting in partial or total loss of residence. Potential for loss of life, more common is property loss. Contributory factor is ageing housing stock within the Shire and locality in bushland.	High	• Municipal Fire Management Plan (MFMP) • Municipal Emergency Animal Welfare Plan • Fire Protection and Operations Plans • PSC Emergency Relief & Recovery Plan

Risk event type	Scenario	Risk rating	Risk mitigation
Flood – Flash/ Riverine	Beaufort was severely impacted by flash flooding in January, 2011. Extensive damage was made to Council infrastructure ($24m), primary residences and businesses. A subsequent flood in September 2016 also caused significant damage ($16m) across the Shire	High	- Municipal Flood Emergency Plan - Council Development Controls and Building Codes - Mitigation works on water catchments - SES State Flood Plan - Severe thunderstorm and weather warnings - Community awareness and public education - Local flood studies
Heat Health	January 2009 heatwave killed 375 vulnerable Victorians by causing heatstroke leading to heart failure.	High	Municipal Heatwave Plan
Road transport incident – large commercial vehicle	There is a history of large vehicle accidents in the Pyrenees Shire. The most significant being the 2006 Trawalla accident when there was a collision between a train and a semi-trailer on a level crossing. This resulted in a fatality and 50 injuries amongst the train passengers. There is heavy commercial vehicle and road transports usage of the highways across the shire. There is major concern particularly about the traffic lights at the Western Highway in Beaufort, where trucks are often observed running the red lights.	High	- Commercial driver log books - Driver training - Fines and penalties - Trip data recorders / GPS in commercial vehicles - Specified routes for B-double trucks
Storm/ tornado	There is a history of severe storm events causing significant damage in the Pyrenees Shire. The most recent example was in 2010 when a tornado strength storm impacted farm property east of Beaufort. It left a trail of fallen and broken trees crossing the Western Highway killing a horse in the process. The same storm passing through a populated area could produce a destructive outcome.	High	- BoM severe weather warnings - Callouts to VicSES units
Thunder-storm Asthma	Certain types of thunderstorms in spring or early summer in regions with high grass pollen concentrations in the air can cause life-threatening allergic asthma flare-ups in sensitive individuals, even if they have not had asthma before. Epidemic	High	- Good asthma control - Good seasonal allergic rhinitis control - A written asthma action plan - Education - Storm warnings and pollen
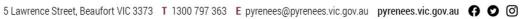
Risk event type	Scenario	Risk rating	Risk mitigation
	thunderstorm asthma can occur when such a storm travels across a region and triggers asthma in many susceptible individuals at once.		• count information
Frost/ Extreme Cold	A cold wave can be either a prolonged period of excessively cold weather or the sudden influx of very cold air over a large area. Along with frost it can cause damage to agriculture, infrastructure, and property. Even areas that normally experience mild winters can be hit with a major snowstorm or extreme cold. Winter storms can result in flooding, storm surge, closed highways, blocked roads, downed power lines and hypothermia. Frost can also affect crops adversely affecting yield rates and income loss for farmers. Vulnerable people can also be impacted by extreme cold and frost if unable to keep warm.	High	• Long range weather forecasts • Grazier and farmer frost warnings • Check up on vulnerable persons
Transport incident – train/rail	There is a history of large vehicle accidents in the Pyrenees Shire. The most significant being the 2006 Trawalla accident when there was a collision between a train and a semi-trailer on a level crossing. This resulted in a fatality and 50 injuries amongst the train passengers.	High	• Police enforcement of road rules • Railway maintenance programs • Pyrenees Shire Council local road and bridge maintenance program • Road safety signage and delineation
Hazardous materials release – in transport	The release of hazardous materials whilst in transport could have significant to catastrophic consequences for Pyrenees Shire community members. If released during transport these materials can spread quickly to any nearby community. Such events can cause multiple deaths, completely shut down facilities for lengthy periods .Affected properties may suffer major damage. Weather conditions will directly affect how the hazard develops.	High	• Shelter in place • HazMat protection equipment and apparel • Alternative routes pre-planned • Contingency plans in place in case of infrastructure loss • Business continuity planning
Service disruption - electricity	Regular disruptions to power supply occur within the Pyrenees Shire. The impact of a power outage that continued for 7 days in the north east	Medium	• Community education regarding contingency plans • Critical services have back-up generators

Risk event type	Scenario	Risk rating	Risk mitigation
	of Melbourne in 2007 was significant and widespread. Critical services, domestic life, community activities and businesses were disrupted.		• Restoration of power supply is the responsibility of Powercor • Powercor maintenance regime including tree clearance
Service disruption – telecommuni-cations	In 2013, A fire in a Warrnambool telecommunications sub-station caused all telecommunication capabilities to fail across western Victoria for over 24 hours.In addition to phone calls ,ambulance communications and electronic banking transactions were also impacted. Pyrenees Shire has a similar facility within its boundaries.	Medium	Responsibility rests with Telstra.
Plant disease and/or insect invasions/ Exotic animal disease	Plant disease, insect invasions and exotic animal disease are possible outcomes after any natural disaster such as floods or bushfires. Previous biosecurity issues experienced in Victoria have included Anthrax, Fruit fly outbreak, locust plagues, Bee disease, weed invasion and most recently African swine fever to name just a few.	Medium	• Biosecurity regulations • Municipal Pandemic Plan • Municipal Environmental Health Plan • Business Continuity Plan
Cyber attack	Theft or corruption of Council's information by hacking, viruses, physical theft, could result in public release of personal or business sensitive information. The public release of personal or business sensitive information would impact negatively on Council's public reputation and would generate significant expenses to repatriate and also take considerable time.	Medium	• Firewall with web filtering enabled • Two email filtering softwares • Anti-virus software • Back-ups – replication to DR environment • 90 password change requirements • 5 incorrect attempts to login results in automatic log out of account – only able to be reset by management ICT • Unique user login on some applications • Publishing to web user access controlled
Terrorism/ Massacre	While large-scale attacks, including coordinated attacks by multiple individuals, are still occurring around the world, the most apparent threat in Australia mirrors international trends towards simpler 'lone actor' attacks	Medium	• Education about risk • Counter terrorism planning • Awareness of threat levels

Risk event type	Scenario	Risk rating	Risk mitigation
	that require minimal preparation. Many terrorist attacks and disrupted plots in Australia have involved individuals or small groups who were radicalised, often through online networking. This type of threat can develop quickly, typically requires little preparation or planning, and can come from individuals who are on the periphery of investigations or who are unknown to authorities.		
Human epidemic/ pandemic	The 1918 avian influenza pandemic was responsible for an estimated 20 million deaths. Ensuing influenza pandemics have not been as lethal, but they still resulted in deaths among the vulnerable and caused widespread illness and disruption to health services and business continuity. The 2014 Ebola epidemic in Africa has caused the deaths in excess of 5000 people. The long term global impacts of the current Coronavirus pandemic are yet to be fully understood.	Low	• Public education by DHHS and Federal Department of Health • Response by Emergency Services and support agencies • DHHS State Pandemic Influenza Plan • PSC Pandemic Plan
Service disruption - Gas	Could occur at any time. Regular incidents recorded or experienced with some opportunity to occur in the future. Significant evacuations may be required in some weather conditions	Low	• Response by CFA and other Emergency Services and support agencies • Company Emergency Response Plans
Earthquake	Earthquakes can and do happen in Victoria. Earthquakes in Victoria occur due to the buildup of stress in rocks along fault planes in the region. A fault plane is a weak point within a tectonic plate where the pressure can be released. There are a number of fault planes that have been identified in Victoria, including the Strzelecki Ranges, Mornington Peninsula and in the Otway Ranges. In addition, fault planes can be created over time or may have not been identified.	Low	• Business Continuity Plan • Earthquake management plan

6   COMMUNITY RESILIENCE

The ability of a community to respond to an emergency situation and, most particularly, how well and how quickly they recover from emergency event impacts, is strongly influenced by their level of resilience.

Building community resilience is a priority for the Pyrenees Shire Council, supported when available by publicly available funding for specific resilience building projects.

The Pyrenees Shire Council has developed a Pyrenees Community Resilience Report which builds on previous work in Pyrenees communities and provides a scope of potential activities.

PART FOUR – RESPONSE ARRANGEMENTS (DURING)

Activation of Council's Critical Incident Management Team (CIMT) will be triggered by:

➢ An imminent high-level threat (such as a Code Red Day announcement or an emergency in a neighbouring municipality)
➢ An emergency alert received from an emergency control agency or ICC. The alert could come from the MERC or ICC Controller who would likely call the on-call duty officer who will respond according the relevant SOP.

7   RESPONSE OVERVIEW

This section of the MEMP details the Pyrenees Shire Council's response coordination arrangements for an emergency event. The *Emergency Management Act 1986* defines emergency response as:

> *"The combating of emergencies and the provision of rescue and immediate relief services. Emergency response 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."*

7.1   Response management arrangements

The response management task is to bring together, through an integrated organisational framework, the resources of the many agencies and individuals who can take appropriate and timely action when an emergency occurs. Response management is based on six key management tasks:

➢ **COMMAND:** Overall direction of response activity in an emergency (regional responsibility via Incident Control Centres – ICCs)
➢ **CONTROL:** Internal direction of personnel and resources within an agency
➢ **COORDINATION:** Bringing together agencies and resources to ensure effective preparation for response and recovery

> **CONSEQUENCE:** Management of the effect of emergencies on individuals, communities, infrastructure and the environment
> **COMMUNICATION:** Engagement and provision of consistent information across agencies and proactively with the community around preparation, response and recovery in emergencies
> **COMMUNITY CONNECTION:** Understanding and connecting with trusted networks, leaders and communities around resilience and decision-making

7.2   Resource coordination arrangements

> **STATE:** The State Emergency Response Plan provides the mechanism for the build-up of appropriate resources to cope with emergencies throughout the State. It also provides for requests of physical assistance from the Commonwealth when state resources have been exhausted.
> **REGIONAL:** Most incidents are of local concern and can be coordinated using local municipal or regional resources. When those resources are exhausted the Regional Emergency Response Plan provides for further resources to be made available, firstly from neighbouring municipalities (on a regional basis) and secondly on a state-wide basis.
> All response arrangements within the plan are consistent with the arrangements detailed in the Emergency Management Manual Victoria (EMMV), which incorporates the State Emergency Response Plan, to ensure the continuity of resources across all levels of government.

Particular effort has been made by Pyrenees Shire Council to ensure that relationships have been formed with neighbouring municipalities and local / regional emergency and support agencies should the need arise for additional support and coordinated response between agencies.

7.3   Municipal response coordination functions

It is recognised that councils are not response agencies and have no direct role in the command or control of an incident. However, councils are recognised as key support agencies whose role during the response phase is primarily to:

> Provide municipal resources (as availability allows) to support response agencies relating to creation of fire breaks, road closures and traffic management - It is not anticipated that council staff would be expected to operate in an active or uncontained fire ground;
> Open and operate relief centres for displaced and/or impacted residents;
> Liaison between Incident Control Centres (ICCs) and Council operations;
> Communications with community and staff under instruction from ICC Controllers.

To fulfil these key roles, Council may need to:

- Provide equipment and staff to assist the control agency when combating an emergency;
- Activate Critical Incident Management Team (CIMT) to coordinate Council's activities;
- Provide a Municipal Emergency Management Liaison Officer (EMLO) to the appropriate Incident Control Centre (ICC);
- Gather and share information specific to the emergency;
- Coordinate relief services to impacted communities;
- Provide animal welfare services;
- Coordinate catering requirements;
- Coordinate transport services;
- Implement Council business continuity arrangements;
- Provide environmental health services;
- Support VicPol managed evacuation procedures;
- Provide input into the response / recovery transition plan;
- Plan for Municipal Post Impact Assessment operations.

The following sections set out Council's arrangements for each of the response functions – many of these arrangements are detailed in existing operating procedures.

7.3.1 Provision of resources

Council can receive requests for resources to assist the incident controlling agency for a number of purposes and these can include:

- Request for signage to assist with traffic management
- Provision of equipment or materials to a specific location (e.g. fuel tanker, water or sand)
- Supply of machinery and driver (e.g. grader or truck)
- Provision of animal welfare and public health services
- Catering services
- Transport services

The requests can come from the emergency management team in the field or from an ICC controller and will be directed via the VicPol Municipal Emergency Response Coordinator (MERC).

The MERC will consult with Council's Municipal Emergency Resource Officer (MERO) regarding these resource requests and the MERO will respond according to availability.

The MERO maintains a comprehensive list of Council resources available for use during emergencies.

7.3.2 Council emergency coordination

Requests for resources and other coordination functions can quickly grow beyond the management capacity of the MERC and MERO when the size and complexity of the

emergency escalates. When this happens, the situation will be escalated and the Critical Incident Management Team (CIMT) will be activated.

When needed, the CIMT will coordinate resource requests, communications, Council response functions and planning for recovery operations. CIMT can operate within a physical incident centre (former MECC) or via a virtual teleconference facility which is permanently available.

7.3.3   Provision of an EMLO

Timely communication of accurate information between the Council CIMT and the ICC Controller is facilitated by a trained liaison officer (EMLO) located in the ICC. This role gathers and provides information on behalf of Council and acts as a conduit between Council and the ICC. The Pyrenees Shire Council has multiple trained EMLOs in preparation for this function.

7.3.4   Emergency communications

In addition to the EMLO role, the CIMT will gather information from:

- ➢ Council staff in the field
- ➢ Feedback on provision of requested resources
- ➢ Customer service staff
- ➢ Phone calls to the Council offices
- ➢ Other local and regional agencies

Council's processes for emergency communications are included in the Emergency Communications Plan but key protocols include:

- ➢ Media releases must only be managed by Council's Communications Officer under the direction of the Public Spokesperson (Mayor) or CEO;
- ➢ All communications must be consistent with that being provided by the ICC;
- ➢ Information between the ICC and the CIMT will be via the EMLO;
- ➢ Information from Council to agencies will be provided through the CIMT Communications Officer;
- ➢ All tasks and relevant information will be logged by administrative staff in Council's CrisisWorks database.

7.3.5   Emergency relief services

When an emergency threatens or impacts on members of the community necessitating their evacuation, Council will be asked to open a relief centre and coordinate relief services.

Council's processes for opening of a relief centre are included in the Relief Centre Operations Plan but key activities include:

- ➢ Opening and managing an emergency relief centre (ERC) which can serve as a temporary safe shelter during the emergency.
- ➢ Confirming the support of agencies to assist with welfare needs of displaced people, including:

- o Registration of relief centre attendees;
- o Provision of food and water to impacted people;
- o Provision of information, first aid and related recovery services when needed.

Council staff are responsible for the opening and management of local / municipal relief centres, coordinated by the Municipal Recovery Manager (MRM).   DHHS is responsible for the regional coordination of relief centres.

A list of Pyrenees relief centre locations is included within the Relief Centre Operations Plan.

7.3.6   Emergency animal welfare services

Emergencies impact animals that can be grouped into two categories:

- ➢ Companion animals – pets kept for non-commercial purposes
- ➢ Primary producer stock – stock animals kept and ultimately sold for commercial purposes

The Pyrenees Shire is dominantly commercial farmland with significant stock levels and registered companion animals exceed 3000. A significant number of horses, sheep, cattle and poultry are also kept on non-commercial small-acreage properties in the rural living zones around the shire.

Responsibility for the emergency welfare of animals is shared between:

- ➢ Agriculture Victoria (arm of Department of Jobs, Precincts, Regions) – primary producers and their stock
- ➢ Pyrenees Shire Council – companion animals (coordinated by the Community Safety and Amenity Officers – formerly the rangers)

Both organisations have an agreement to support each other when needed and emergency animal welfare arrangements are outlined in:

- a. Victorian Animal Welfare Plan (state level arrangements)
- b. Council Emergency Animal Welfare Plan (local arrangements)

A request for the provision of animal welfare services during an emergency will trigger the activation of Councils Plan which sets out how the animal welfare team will respond to that request.

7.3.7   Food and water coordination

The primary responsibility for coordination of catering (food and water provision) is that of the Australian Red Cross. Where Red Cross services are unavailable, Council will fulfil that role.

Circumstances that might lead to this requirement include:

➢ A request from the Incident Controller to cater for members of their emergency services team – normally they have their own catering arrangements, but occasionally may require assistance
➢ A Council operated relief centre
➢ Internal emergency management coordination staff (CIMT and support)
➢ Community information meetings

Costs of food and water provision are the responsibility of Council but may be claimable from the ICC.

7.3.8   Transportation
Council may receive a request for transport services which may be for members of the community, emergency management personnel or the movement of equipment or resources.

Any such request should be managed in accordance with available resources.

7.3.9   Environmental and Public Health Services
Council may be requested to assess, advise on and minimise the public health impact of an emergency. This may include, but is not limited to:

➢ Provision of a safe and suitable water supply
➢ Food safety / disposal including donated food
➢ Wastewater management
➢ Waste disposal and the provision of temporary ablution facilities
➢ Infectious disease control
➢ Emergency shelter and accommodation
➢ Siting and layout of campsites
➢ Vermin and vector control
➢ Disposal of dead stock and other animals
➢ Pollution of water, land or air
➢ Chemical clean-up

7.3.10 Emergency evacuation support
Victoria Police is responsible for coordinating an evacuation. The decision to evacuate rests with the control agency working in conjunction with police and available expert advice. In making that decision, consideration would be given to:

➢ The area which is to be evacuated;
➢ The route to be followed
➢ The means of transport
➢ The location to which evacuees will be asked to attend
➢ Advice provided by the MERO or MRM of the affected municipality

Council's MRM may be contacted and asked to assist with the implementation of the evacuation. This might be in the form of providing advice regarding:

➢ The most suitable emergency relief centre location;
➢ Required resources that may include:

- o Public health services
- o Emergency relief considerations
- o Special needs groups such as young, old and registered vulnerable people
- o Transport

7.4 Post Impact Assessment

Planning for Post Impact Assessment operations commences during the response phase. This activity commences once reports of private property being impacted have been confirmed.

Responsibility for impact assessment on public and private property lies with:

➢ Council – responsible for council and community infrastructure; urban, rural living and business / industrial areas
➢ Agriculture Victoria – responsible for primary producers

8   TRANSITION AND RESPONSE DE-ACTIVATION – RESPONSE/RELIEF TO RECOVERY PHASES

8.1 De-activation

Emergency response coordination functions will scale down as the emergency is contained and the transition to recovery commences.

Once each resource function is no longer required, Council CIMT will:

➢ Debrief each resource team to ascertain what worked well and what needs changing; ensuring any identified changes to plans and processes are actioned.
➢ Consider the welfare of each team member and act upon individuals' needs.
➢ Conduct an all-agency debrief within the first four weeks of the emergency and review the response arrangements part of the MEMP.
➢ Calculate and document the financial costs associated with each resource provision and provide to the MERO and Manager Finance.

The MERO should write a comprehensive report on the conduct of Council's emergency response for Executive and Council information.

8.2 Transition

Once an emergency is contained, Council's Municipal Recovery Manager (MRM) will start planning for the transition to recovery:

- ➢ Planning the tasks that will need to be undertaken before they can hand control over to the recovery coordinating agency (if separate to Council)
- ➢ Determining whether this will be a local or regional transition
- ➢ Briefing the recovery controller when completing the handover

Council will:

- ➢ Participate in the transition from response to recovery planning within the CIMT
- ➢ Determine whether Council will be the sole recovery controller or part of a regional operation
- ➢ Identify the tasks assigned to Council
- ➢ Participate in the ICC briefing

8.3   Post Impact Assessment (PIA)

Post Impact Assessment is the process for determining the impact of an emergency on the built, natural, social, economic and agricultural environments of the impacted community. This assessment is conducted immediately after the emergency when it is safe enough for trained personnel to enter the impacted area.

A detailed assessment of the damage to the impacted area is essential so that Council's recovery team can:

- ➢ Determine what needs to occur to ensure safety to life and property
- ➢ Identify what recovery requirements are needed
- ➢ Provide advice to relevant government departments, agencies and the community
- ➢ Effectively commence their planning for the recovery operation

Emergencies can have wide-ranging impact on a community. Post Impact Assessments and the ensuing recovery operations are conducted across five recovery environments:

- a) Social – assisting people rebuild their lives and getting communities reconnected
- b) Built – rebuilding homes, fences, community structures, roads and utilities
- c) Natural – restoring water, national parks, environment and cultural heritage assets
- d) Economic – promoting tourism, assisting return of business activity
- e) Agricultural – primary producer support, animal welfare, stock feed and agistment

Strategies for recovery are developed from the Post Impact Assessment Report and implemented by the range of available agencies within the Pyrenees Shire boundary or region.

The following organisations are responsible for conducting PIA work within the Pyrenees Shire:

➢ Council – where the impact is within an urban or industrial area and/or on Council property

➢ Department of Jobs, Precincts and Regions (Agriculture Victoria) – where the impact is upon rural and farming enterprises

➢ Department of Environment, Land, Water and Planning (DELWP) – public land and water catchments

8.3.1   Three stages of a post impact assessment

There are three clearly defined stages of PIA data collection and management after a significant emergency. The completion of each stage enables the next one to commence.

a) **Stage 1 – Initial Impact Assessment:** The initial impact assessment is conducted 24-48 hours after access to the area has been provided. Response agencies undertake initial impact assessments which can help inform relief activities. The initial assessment is coordinated by the ICC and is designed to provide emergency services and recovery planners a snapshot of the emergency impact.

b) **Stage 2 – Municipal Secondary Impact Assessment:** The secondary impact assessment is conducted within four weeks after access to the area has been provided. The impact assessment for relief and recovery requires an additional layer, which includes a comparison with baseline information provided in the initial impact assessment. Those responsible for recovery coordination at each tier are responsible for coordinating the secondary impact assessment, which is a subsequent progressive and more holistic assessment of the event impact on the community. It takes into account built and natural environments, social and economic impacts and resulting community needs. At the municipal level, this secondary impact assessment has four steps:

- **Municipal Infrastructure Impact Assessment** – designated outdoor Council staff will conduct a rapid assessment of Council infrastructure and essential assets. This information will be reported back to the Manager Assets & Engineering and MSIA Coordinator.   This information will be used in planning for rectification works and claim estimation.

- **Private Property Impact Assessment** – Council and DJPR assessors will commence their assessment of private property on the agreed areas of impact once the infrastructure data provides a clear picture on the areas that are safe to enter. DELWP will also conduct assessment on any public land that has been directly impacted and provide relevant data to Council's PIA Coordinator. Impact data is recorded on relevant data collection forms or devices and copies collated by the PIA Coordinator. Damage to any buildings is reported to the Manager Planning & Development (EHO and Buildings teams).

- **Hazards Identification and Assessment** – The Manager Planning & Development will coordinate the Environmental Health Officer, Building surveyors and assessors to conduct more detailed assessment of damaged structures, buildings and utilities, with focus on the hazards that might exist. These hazards will include identification of dangerous substances (e.g.

asbestos), unstable structures as well as damage to water supplies and waste water systems.

- **Municipal Secondary Impact Assessment data management and reporting** – The influx of the post impact data will be collated and stored by the PIA Coordinator in accordance with Council's recordkeeping policy. The ability to deliver accurate and timely reports on the impact of emergencies is the primary purpose of Post Impact Assessment.

c) **Stage 3 – Post Emergency Needs Assessment:** This can take up to twelve months or more depending on the scale of the event. Those responsible for recovery coordination at each tier are also responsible for coordinating the post emergency needs assessment. This assessment estimates the longer term psychosocial impacts on a community, displacement of people, the cost of destroyed assets, and the impact that the destruction of assets and business disruption has on how members of a community live and connect with one another. This assessment informs the medium to longer term recovery process, options for development and builds the knowledge base of the total cost of emergencies that informs risk management.

Councils and the Victorian Government are required to share any information they gather.

PART 5 – RELIEF AND RECOVERY ARRANGEMENTS (AFTER)

This section of the MEMP is intended to assist Council staff understand what emergency relief and recovery entails and who should be involved in relief and recovery operations.

9   RELIEF AND RECOVERY OVERVIEW

Relief and recovery is a coordinated process for enabling the reconstruction of the physical infrastructure and the restoration of emotional, economic and physical wellbeing of the community after an emergency. Communities will be involved in the recovery process with Council providing guidance and support.

9.1   Principles of Relief and Recovery

The Pyrenees Shire Council is responsible for relief and recovery at the Municipal level and works to the following principles:

➤ Confidentiality relating to the identify, dignity and autonomy of individuals, families and the community impacted by an emergency will be maintained at all times in accordance with Council's Privacy Policy.
➤ Relief and recovery management will be based on the context of clear and agreed arrangements, involving regular community consultation and cooperation through proven and established communication channels.
➤ Wherever possible, normal municipal management and administrative structures and practices will be used. It is important to ensure that the existing structures and practices cater for the special needs and circumstances of the affected community.

> ➤ Relief and recovery information and functional services need to be readily accessible to those affected.
> ➤ All appropriate and available Council resources will be committed to the relief and recovery effort.

Council's primary focus will be on support to the impacted community and restoration of infrastructure in the first instance. However, long term requirements may need regional support.

9.2   Functional areas of relief and recovery

Relief and recovery management must consider five key functional areas when assessing the impact of an emergency upon the community. Effective relief and recovery management identifies all the impacts of an emergency and aligns the relief and recovery services to address the needs. Impact assessments will determine the needs of the affected community and the resources required to undertake the recovery activities.

There is considerable overlap between each of these functional areas so collaboration and communication between each area is needed to ensure maximum service coordination. These functional areas and the types of relief and recovery activities likely to be undertaken are described in the table below.

Functional area	Description	Types of relief and recovery activities likely to be undertaken	
Social	Family and personal support, community development, financial assistance and material aid	Relief centres Recovery centres Accommodation Personal support Case management Financial assistance Material aid	Community development Information coordination Health services Disability / Aged care Volunteer coordination Donations coordination Animal welfare
Built	Infrastructure and buildings, essential services, public assets and utilities	Post impact assessment Clean-up Transport Roads & bridges	Community infrastructure Fencing Waste management
Natural	Air and water, public land, flora and fauna and ecosystems	Environmental health Public health Water catchments	Air quality Natural environment Cultural heritage
Economic	Retain and industry, employment, small business and tourism	Economic development Tourism promotion Financial assistance	Small business sector Building & planning
Agricultural	Primary producer support, animal welfare, stock feed, agistment and fencing	Primary producers Animal welfare Stock feed	Agistment Fencing

9.3   Municipal relief and recovery process

Two phases in the relief and recovery process are:

➢ **Planning and preparedness:** the Municipal Recovery Manager (MRM) is responsible for the development and maintenance of relief and recovery service arrangements within the municipality. The planning process also involves the Municipal Relief and Recovery Committee.

➢ **Emergency relief and recovery operations:** The MRM will initiate relief and recovery activities as soon as possible or when required, during and following an emergency. The MRM will convene a meeting of the Pyrenees Emergency Relief and Recovery Committee as soon as is practical to assess the situation.

Members of the Municipal Relief and Recovery Committee are responsible for the provision and coordination of key Council relief and recovery areas and activities. This approach assigns responsibility to line managers and team leaders for relief and recovery service provision and streamlines the approvals process.

Responsibilities include:

➢ Ensuring their service responsibilities are delegated to appropriately resourced, prepared and trained staff members
➢ Establishing and maintaining lines of communication across the other service areas

10 EMERGENCY RELIEF OPERATIONS

10.1 Activation and notification

Activation of the Emergency Relief and Recovery Team can be triggered by:

➢ A community being directly impacted by an emergency;
➢ A perceived or real threat with a strong likelihood of occurring – may involve a severe weather warning;
➢ An emergency occurring in a neighbouring municipality; or
➢ Receipt of an alert message and escalation to standby as the threat level increases.

When an emergency occurs with an actual or potential impact on the Pyrenees Shire community, the Critical Incident Management Team (CIMT) is activated. The Municipal Recovery Manager (MRM) will be activated as part of the CIMT and briefed on the situation. The MRM will respond to the situation according to the circumstances and Council's procedures. This could include:

➢ Placing part or all of the relief and recovery team on alert
➢ Escalating the team (part or all) to standby as the emergency broadens its impact

> ➢ Activating the teams and their operating plans as needed

10.2 Staff capacity

Council recognises that, as a small municipality with limited resources coupled with the hindsight of previous relief and recovery experiences, it may struggle to meet the needs of the community should it be impacted by a significant emergency. This plan sets out arrangements that can be addressed within its existing capacity, but also how the relief and recovery operation will be escalated to the regional level should Council capacity be exceeded at any point. The Relief and Recovery Planning Committee, as part of its planning process, regularly reviews its staffing requirements for each relief and recovery service and considers ways that capacity can be increased, either through the use of volunteers or resource sharing arrangements with neighbouring municipalities.

Emergencies can impact across council boundaries which could require an operation involving relief and recovery team members from multiple municipalities. Pyrenees Shire Council is a party to the MAV Protocol for Inter-Council Emergency Management Resource Sharing and has established relationships with neighbouring councils.

Deploying PSC staff to neighbouring councils in these relief and recovery roles to assist and relieve staff builds a greater shared capacity in staffing numbers and goodwill. It also offers a valuable real time training opportunity.

10.3 Escalation

Allocation of relief and recovery staff resources can reach a point where the capacity of Council is exceeded. This requires forward planning to ensure that this point is determined in advance of it actually occurring. When this occurs, the MRM will:

> ➢ Determine what additional resources are required
> ➢ Notify the CIMT Executive of the circumstances
> ➢ Forward request for additional resources to the Grampians DHHS Regional Emergency Operations Centre or the Regional Emergency Management Coordinator
> ➢ The MRM will continue to liaise with DHHS as the situation escalates or changes

The Grampians Regional Relief and Recovery Plan complements local arrangements and clearly identify the triggers for an escalation to regional control. Should an emergency impact on the Shire to a degree where demand exceeds capacity at the local level, or it extends into neighbouring municipalities, then the Regional Relief and Recovery Plan will be activated.

10.4 Business continuity

Arrangements are in place to allow key relief and recovery staff to move off-line from their substantive duties to meet the coordination requirements of an emergency relief and recovery operation. Such arrangements, which are part of the PSC Business Continuity Plan (BCP), include short and long-term strategies. The welfare of relief and recovery workers has been included within those arrangements.

10.5 Training and exercising

Training plays an important role in building and maintaining an effective level of preparedness. Reviewing and testing (exercising) processes is also necessary to maintain that level of preparedness. Records of relevant training, process reviews and exercises, plus lessons learned, are maintained.

An annual relief and recovery training exercise is held as a minimum, utilising standard operating procedures (SOPs) and bringing supporting agencies together in a practical way. These exercises are supplemented through participating in opportunities for shared training / exercises with other councils or regional groups. Exercises may include:

➢ Setting up and operating a relief or recovery centre
➢ Post impact assessment activities
➢ Desktop discussions focusing on one or more of emergency related functions, from activation to relief and recovery activities

Use of the CrisisWorks central database is exercised on a quarterly basis to maintain emergency management staff knowledge and familiarity with the system.

The outcomes of each exercise are documented and retained on file. Identified recommendations for improvement are implemented and completions monitored by the Municipal Relief & Recovery Planning Committee, as a standard agenda item at each meeting.

10.6 Emergency relief services

Typically, emergency relief services are provided at a municipal emergency relief centre (ERC) which is a facility managed by the Council and supported by the attendance of relief agencies. The ERC's purpose is to provide immediate and basic services to people impacted by an emergency. Essentially an emergency relief centre will provide:

➢ Emergency shelter
➢ Food and water
➢ Material aid
➢ Information on the emergency
➢ Registration in the Register – Register, Find, Reunite database
➢ Personal support
➢ First aid and primary health care
➢ Environmental health advice
➢ Reconnection of family members
➢ Overnight accommodation (if needed)
➢ Animal welfare
➢ Emergency financial assistance

The call to open an emergency relief centre will generally come from the ICC Incident Controller. The CIMT may also activate a relief centre in response to a local need. This call will be made when one or more of the following events occur:

➢ Members of the community are displaced by the emergency and cannot get to their homes until the emergency is brought under control
➢ VicPol evacuate sections of the community which are facing imminent danger
➢ Members of the community, in response to reports about an emergency in the media, self-evacuate their homes or workplaces
➢ A request for assistance is received from a neighbouring municipality via the ICC
➢ There is no emergency, but the threat is so extreme that an ERC is opened as a precaution

The activation of an ERC, its setting up and operation is outlined in the Pyrenees Emergency Relief Centre Operations Plan.

10.7 Relief and recovery operational phases

A relief and recovery operation will move along an evolving continuum, often stretching beyond a 12 month period, with the recovery services changing to meet the needs of the affected community.

Some needs will be met earlier in the process (such as relief, material aid, temporary accommodation, clean-up and financial assistance) but others (such as physical reconstruction, community development, economic development and environmental rehabilitation) can take a much longer time to delivery. This plan has grouped the key relief and recovery services into five primary phases or steps in the operational process that are related to a time continuum relative to small, medium and large scale emergencies.

Transition from response coordination through relief to recovery phases requires a level of understanding and cooperation between responsive responsible officers. Appropriate arrangements need to be negotiated and documented to ensure this occurs.

The following table is a hypothetical summary of relief and recovery time continuum for a large scale emergency. The time continuum for small and medium scale emergencies will differ from those outlined, but will follow the same underlying process.

The five phases of emergency relief and recovery:
[this table outlines the likely relief and recovery activities in each phase
a)   During the incident
Activate emergency relief arrangements
Open a relief centre
Consider media needed

Conduct an initial impact assessment
Assess the need and plan for post impact assessment
Plan for and conduct community information meetings
Plan for community relief and recovery information meetings
Plan for the establishment of a recovery centre

b) Immediately after the incident (1 – 7 days)
Conduct community recovery information meetings
Activate a recovery centre if required
Conduct a post impact assessment
Notify Emergency Management Victoria of the emergency (in preparation for reimbursement claim)
Convene Emergency Recovery Committee to assess needs and actions
Establish recovery task forces to meet needs
Assign case managers to households if needed
Escalate to regional recovery coordination if required
Manage donation offers and spontaneous volunteers
Conduct first operational debrief

c) Short term (2 – 4 weeks)

Task forces submit resource requirements to State Government

Task forces commence implementation of recovery action plans

Plan for outreach services

Plan for community development activities

Maintain relief and recovery centre services as needed

Ensure community needs for shelter and material needs are met

d) Medium term (2 – 3 months)
Conduct outreach program
Maintain recovery centre services if needed
Task forces continue action plan implementation
Plan for economic development activities as required
Commence planning for a transition strategy back to normal
Continue to conduct recovery service debriefs

e) Long term (4 months onwards)
Monitor and review the progress of the recovery action plan
Celebrate recovery milestones
Continue the development of the transition strategy

11 EMERGENCY RECOVERY OPERATIONS

11.1 Transition from emergency response to recovery

The transition from response coordination to recovery requires understanding and cooperation between the respective coordinators – managed by the Municipal Recovery Manager. Appropriate arrangements should be negotiated and documented to ensure this occurs.

11.2 Recovery Service Activities

This section outlines each of the key recovery activities that might be required.

11.2.1 Communicating with the community

Information is the essence of an effective relief and recovery operation. An emergency communications plan (part of the Emergency Operations Sub-plan)is needed to ensure essential relief and recovery information reaches out to all members of the community.

This can be challenging because so much information will be circulated from a wide range of sources and some people may be so affected that the messages are not registering with them.

Emergency communication needs to take these factors into account and consider the most effective methods available. Council has a range of options and these include:
 - Community meetings or forums
 - Council customer centres
 - Relief and recovery centres
 - After-hours emergency contact service
 - Council website and digital platforms
 - Newsletters / letter drops
 - Media releases
 - Local community radio, ABC Radio Victoria, other broadcasters including electronic and print media
 - Outreach – visitation to homes and businesses.

The role of the Mayor as public spokesperson is key, particularly in community meetings and gatherings. Refer to the _PSC Emergency Operation Sub- Plan_ for more information.

11.2.2 Recovery centres

Recovery centres are set up by Councils following a significant emergency within their local government area to coordinate services to the affected community. Centres such as these are established when the demand for information and recovery services exceeds the capacity of Council reception staff and the recovery team to manage.

Recovery centre considerations:

- ➢ If needed, a recovery centre should be opened as soon as possible after the event.
- ➢ A recovery centre is a one-stop shop from which information and support can be provided to affected people after an emergency has passed.
- ➢ A recovery centre is often located as close to an impacted area as possible, although this might change according to the impact of the event.
- ➢ A recovery centre could end up operating over many months, or potentially years, depending on the severity of the impact and the needs of the affected community.
- ➢ The council has responsibility for selecting and managing the facility. They will also provide an information service for the affected community members about council functions (e.g. clean up, community infrastructure, environmental health, buildings and planning etc) as well as what community recovery activities are currently available. Council will also log requests for assistance and manage the data collected in the centre using the Crisisworks database.

The following agencies should be invited to attend at a recovery centre:
- ➢ Vic DHHS – emergency and hardship grants
- ➢ Centrelink – support services for emergency affected persons in crisis (disaster relief payments; exceptional circumstances relief payments; bereavement payments and special benefit payments)
- ➢ Community Health Centres – personal support; psychological first aid and temporary accommodation in some cases
- ➢ Salvation Army / material aid agency – material aid items e.g. clothes, food and toiletries; financial grants in some cases; temporary accommodation in some cases.

Additional attending agencies may include:
- ➢ Pyrenees community food pantry
- ➢ Rural finance advisory – business advice and low interest loans
- ➢ DELWP – small business support
- ➢ Insurance advisor – general insurance advice and advocacy
- ➢ DJPR – information on public land fence lines, farm advice and support
- ➢ Telstra Countrywide – communications advisor – mobile phone loans
- ➢ Catchment management authority advisor – assistance with restoring catchments

The process for setting up a recovery centre and the collection / management of recovery data is outlined in the *Pyrenees Recovery Centre Operations sub-plan*.

11.2.3 Recovery task forces and action plans

Task forces (or recovery workgroups) will be formed within the Emergency Recovery Committee to develop and implement recovery action plans. They largely align themselves with the five recovery environments (social, built, economic, natural and agricultural) but additional environments / groups might need to be formed where a specific function or community group requires extra coordination. Examples in the past have seen tourism and communication task forces formed to prepare and implement separate recovery action plans.

The formation of these task forces allow council staff, agencies and service coordinators, specific to their particular environment (or function) to meet and develop their action plans in a focused manner. Each task force is required to do the following:

➢ Appoint a chair for each workgroup
➢ Assess the needs identified in the post impact assessment
➢ Determine the recovery services required to meet those needs
➢ Prepare an action plan which sets out an implementation plan and timeline
➢ Apply for funding through the recovery assistance program on offer at the time
➢ When ready, implement the recovery action plan
➢ Meet regularly to monitor progress
➢ The Chair attends the Emergency Recovery Committee meetings to provide progress reports and liaise with the other task forces
➢ Conduct a task force debrief and report to the Emergency Recovery Committee on outcomes

11.2.4 Psycho-social and case support

Following an emergency, affected members of the community might require one or more of the following services:
➢ General personal support
➢ Case support
➢ Outreach
➢ Counselling

Initial psycho-social support services might be general in nature at relief/recovery centres and community meetings. People who have lost , family members, pets, their home or their jobs could require urgent case support.

It is important that the post emergency processes are fully understood by all personal support providers and works in conjunction with other recovery services being provided. The coordination of recovery services is the responsibility of the MRM and the Emergency Recovery Committee.

Once all affected citizens (who need assistance) have been assigned a case worker and community recovery meetings have informed the public of the available services, an outreach activity might need to be conducted. Planning for this should commence at least two weeks prior to training can be prepared and volunteers recruited.

11.2.5 Outreach services

Outreach services are defined as a visitation process for delivering and gathering of information at the home or business of affected households or individuals. Essentially it is a coordinated door knocking exercise with the intention of providing personal support. This is essentially a sympathetic ear to gauge how they are travelling and the provision of recovery

services information. The outreach model for providing effective personal support services will aim to assist people to recovery from emergencies which might have been stressful and traumatic events, whilst supporting and working within the existing service system structure.

A coordinated proactive outreach model is one of the primary tools to achieve the following:

- ➢ The ability to assess the level of needs within an impacted community
- ➢ Ensure key services are being delivered and that that they meet community expectations
- ➢ Reduce the number of visits by agencies to affected people
- ➢ Provide effective personal support which might reduce the requirements for counselling and formal mental health services at a later date.

While it is recognised that many homes might be in the geographic area impacted by an emergency, careful prioritisation and monitoring needs to be undertaken to maximise the ability to provide outreach to the areas most affected.

When planning the initial outreach visits, consider

- ➢ Local understandings about the community profile
- ➢ Which areas have experienced severe damage from the event
- ➢ The extent of the loss of essential services. Districts without essential services might also have vulnerable people living in those areas.

The procedure for conducting an outreach activity is in PIA and Outreach Activities Sub-plan.

11.2.6 Community development

An emergency can have a range of impacts on a community which might cause social networks to be disrupted or completely break down. These emergencies can range from single incidents (e.g. a house fire) to catastrophic events (e.g. a flood or major bushfire).

These impacts can cause losses of:

- ➢ Primary residences
- ➢ Essential services (transport, utilities, local store or service station)
- ➢ Community assets (community hall or sporting facilities)
- ➢ Volunteer support (due to them being directly impacted or overworked)
- ➢ Community and sporting networks
- ➢ Income (through drop in business activity)

One or a combination of these may cause people to 'disconnect' from their normal community support networks which can add to their stress level and/or trauma. There are a range of recovery activities that can be undertaken to assist with a return to normality:

- ➢ Rebuild lost community infrastructure
- ➢ Engage a community development officer to prepare and implement a plan which encourages people to reconnect, and thus assist them to recover from the emergency

> Send key messages to impacted communities providing information on the community development process and associated activities

11.2.7 Economic development

An emergency can also have a range of impacts on the business community which might cause economic activity to be disrupted or completely break down. These impacts may cause losses of:

> Building and production infrastructure
> Customer base (negative impact on tourism numbers)
> Supply chain
> Jobs or employees

One or a combination of these may cause a negative impact on economic activity and the community. There are a range of recovery activities that can be undertaken to assist with a return to normality:

> The Council economic development coordinator visit the impacted businesses and note their concerns and provide support information
> Engage a business development officer to prepare and implement a business support plan which will aid their recovery
> Send key messages to the impacted business community providing information on the business development process and associated activities

11.2.8 Donations, spontaneous volunteers management and appeals

In an emergency, community goodwill could result in a flood of material goods or volunteer offers of help. The PSC Donations and Appeals Operations procedure advises on the handling of donations and volunteers. To ensure the effective management of offers material aid and volunteer support, it is important that those making offers:

> Receive a professional and courteous response from Council staff
> Understand the conditions where offers of support will or will not be accepted
> Are made aware of ways to get involved in recovery activity (e.g. service clubs, volunteer agencies)

The Donations and Appeals Procedure is available as a sub-plan of the MEMP.

11.2.9 Recovery personnel and staff welfare

The following should be considered when maintaining an effective workforce within the recovery team:

> Staffing numbers and workload
> Rotations / rosters
> Use of volunteers
> Mutual aid from neighbouring municipalities

It is important to recognise that relief and recovery staff may be emotionally affected as they are likely to be dealing with people who have been affected by the emergency. In addition, they might have concerns about their own families and friends who have been similarly

impacted. Also their relief and recovery role is unlikely, in some cases, to be part of their normal Council function and they might feel pressured to undertake their daily tasks as well.

There is a potential for a substantial amount of stress and work overload among the relief and recovery staff. The PSC Business Continuity Plan addresses some of the workload issues, but does not resolve all of them. The Critical Incident Management Team will take steps to provide welfare support to relief and recovery staff including:

- ➢ Providing a supportive working environment
- ➢ Providing backfill into their substantive role when required
- ➢ Ensuring regular breaks
- ➢ Making available psychological support and counselling
- ➢ Providing information and assistance regarding staff families and related issues
- ➢ Managing workloads
- ➢ Recognizing post-event staff needs

The relief and recovery operation cannot operate without the relevant individuals to source resources and provide support to the recovery operation. As such, the workforce management issues and welfare of staff, including personnel from other agencies, is paramount.

11.2.10 Recovery milestones

People impacted by emergencies might need support over an extended period of time, particularly upon reaching certain milestones. Six weeks, six months and 12 months are points in time that have proven to be important stages for some people in their recovery process. The personal and case support agencies need to keep these milestones in mind when planning service delivery. However, Council is mindful that recovery is a longterm process that could take several year.

12 RELIEF & RECOVERY COMMITTEE

12.1 Role of the Relief and Recovery Planning Committee

The primary responsibility of the relief and recovery planning committee is to ensure that pre-existing plans, operating procedures and trained personnel are in place. The planning phase involves a range of preparatory activates:

- ➢ Establish and maintain relief and recovery service arrangements in preparation for an emergency, including business continuity strategies
- ➢ Identify and recruit agencies to assist in the relief and recovery process
- ➢ Identify local and external resources available for relief and recovery
- ➢ Involve the community in planning and implementation of the relief and recovery process
- ➢ Liaise and communicate with other sub-committees that might be established
- ➢ Establish and maintain a municipal relief and recovery training register
- ➢ Establish working groups to identify and address the relief and recovery requirements of the municipality

- ➢ Maintain an effective working relationship between municipal and regional service providers
- ➢ Prepare, maintain and develop the relief and recovery component of the MEMP

12.2 Incident-based recovery committees

12.2.1 Municipal emergency recovery committee

Where the magnitude of the event requires careful coordination of relief and recovery resources and services, a Municipal (incident) recovery committee will be established.

The composition of the committee will be members of the relief and recovery planning committee but will vary depending on the extent and type of emergency. For example:
- ➢ A bushfire could impact on the social, natural, built, economic and agricultural environments; but
- ➢ An influenza pandemic will largely impact the social and economic environments.

More information on committee membership and its responsibilities can be viewed in the Municipal Emergency Recovery Committee Terms of Reference as …..

12.2.2 Community recovery committee

Where the magnitude of the event requires community input into the recovery process, a community recovery committee might be established within the affected area to coordinate community recovery activities.

12.3 Key relief and recovery planning considerations

The Community Emergency Risk Assessment (CERA) Plan identifies the types of risks within the Shire and provides an assessment on their impact and the likelihood of them occurring. Relief and recovery planners consider the implications of these CERA assessments when they prepare for an emergency relief and recovery operation.

12.3.1 Vulnerable clients

Relief and recovery plans must consider the needs of vulnerable people in the community. PSC maintains a Vulnerable Client Register in the Crisisworks Database for the purpose of identifying those shire residents who may need assistance with evacuation from the threat of an emergency. The PSC Pyrenees Community Care team is responsible for maintaining that register and VicPol for the use of that register when coordinating an evacuation. Depending on the scale of the emergency, PSC may give further consideration to other vulnerable members of the community who are not on the Vulnerable Client Register e.g. frequent visitors to the Resource Centres that may have physical or mental conditions or living circumstances that make them more vulnerable.

12.3.2 Catering for people with special needs

There may be some individuals and groups within the community who have special needs, for example:

- ➢ Young children may need specialized support to help them understand the emergency event
- ➢ People with English as a second language may need interpreters
- ➢ People from varying cultural backgrounds may have different social patterns, values and ways of coping with loss and trauma
- ➢ The frail, aged and people with disabilities
- ➢ People on life support technology who will require access to essential services such as power, gas and water

It is important for recovery planners to be aware that because a person is, for example aged, it does not make them vulnerable. Their vulnerability may stem from frailty, lack of mobility or impaired judgement. Assumptions about groups in the community need to be challenged and tested and this information gathered as part of the municipal emergency management planning process when identifying the community profile. Council can access the Translating and Interpreting Service (TIS) to discuss emergency management with residents that have English as a second language.

13 EVALUATION AND REPORTING

13.1 Evaluation

At the conclusion of relief and recovery activities a debrief should be held to evaluate how well the overall operation performed. This process assists in identifying good practice and areas needing further improvement.

The evaluation also allows any issues arising from the relief and recovery operations to be aired, for affected individuals to be identified and have their welfare needs addressed and for lessons learned on the way to be included into future planning arrangements.

Recommendations for improvement and an implementation action plan should be a key outcome of the evaluation process. The improvement plans should be documented, placed on file and completions monitored by the Municipal Relief & Recovery Planning Committee.

13.2 Reporting

The Municipal Relief & Recovery Planning Committee is required to prepare reports on a range of activities at various stages in the emergency recovery continuum – including:
- ➢ Loss and damage impact to private and community infrastructure
- ➢ Impacted households and businesses
- ➢ Funded relief and recovery action plans
- ➢ Vulnerable people and clients

14 RECOVERY SERVICE AREAS AND LEAD SUPPORT AGENCIES

The following provides an overview of the key recovery support services that may be needed following an emergency. Full details of contacts and service arrangements are maintained

within the MEMPC Contact List which is reviewed quarterly. Greater detail on process and arrangements are maintained within operational sub-plans.

Relief & Recovery Service	Service Coordinator	Service Providers	Comment
Catering: Provision of food and water services as required for attendees at an emergency relief centre	Australian Red Cross	Australian Red Cross	Red Cross may have insufficient capacity. PSC must develop MOUs for supplementary catering services in each location.
Children's services: Plan for and coordinate the relief and recovery process for children under 12 years Provide childcare to relief / recovery centres	Pyrenees Shire Council	Day Care Provider Maternal & Child Health Nurse Team	PSC must develop MOUs with day care providers (Eureka Community Kindergarten [ECKA])
Communications: Coordinate and provide accurate information to the public and media after an emergency	Pyrenees Shire Council	Public Spokesperson & Communications Officer	Public Spokesperson is either the Mayor or CEO
Community development: Coordinate community events and activities that will assist communities' relief and recovery from emergency impacts Employment of a Community Development Officer where considered appropriate	Pyrenees Shire Council	Municipal Recovery Manager Community Health Service Providers Depart of Health & Human Services (DHHS)_ Department of Planning & Community Development (DPCD) Community Groups	May include: Ballarat Community Health, Beaufort & Skipton and Maryborough Health Services Support may be needed in gaining funding for aCommunity Development Officer f
Donations coordination: Coordinating collection and distribution of donated goods, services and money following an emergency	Bendigo Bank Pyrenees Shire Council	Bendigo Bank Pyrenees Food Pantry Salvation Army	Bendigo Bank will manage collection and distribution of donated money Other agencies will receive and distribute food donations / material aid
Financial support information: Facilitate the distribution of information on financial aid to individuals and communities after an emergency	Municipal Recovery Manager	Municipal Recovery Manager Communications Officer	Via newsletters, community meetings and individual facilitation where required
Financial assistance: Evaluation, allocation and provision of financial assistance	DHHS Centrelink	Department of Health & Human Services (DHHS)	

Relief & Recovery Service	Service Coordinator	Service Providers	Comment
to individuals after an emergency		Centrelink	
Material aid: Coordinate distribution of material aid to affected members of the community	Salvation Army	Salvation Army Pyrenees Food Pantry	
Personal support: Coordinate provision of personal support and counselling services Case management of impacted community preferred approach Outreach services coordination	Pyrenees Shire Council	Outreach staff Community Health Service providers Regional & State authorities Victorian Council of Churches (VCC) Beyond Blue	MOUs in place for service delivery Personal support for accidents includes: ➢ VicRail – train crash ➢ TAC – road accident
Relief & Recovery centre management: Coordinate and staff centres as established by Council Liaison with other service coordinators Regular maintenance of centre register and preparation	Pyrenees Shire Council	PSC centre coordinators DHHS Community Health Service providers Australian Red Cross Salvation Army Centrelink Others as required	Centre activation managed by MRM Centre services include immediate relief (catering, shelter and safety) Emergency grants, information and coordination Personal support Information
Volunteer coordination: Recruit, support and coordinate volunteer activities Assist other service areas	Pyrenees Shire Council	MRM and PSC centre coordinators Service Clubs Others as determined	
Animal (domestic) welfare: Coordinate pets at relief centres Identify holding areas for pets Provide cages / leads etc for animals and relief / recovery centres	Pyrenees Shire Council	Animal welfare officer (ranger) RSPCA	Coordination of pet accommodation at centres Pet accommodation
Animal (stock / wildlife) welfare: Assist / destroy injured stock / wildlife Coordinate disposal of dead stock Coordinate emergency feed supplies Round up escaped stock	Agriculture Victoria / Pyrenees Shire Council	Agriculture Victoria (DJPR) Environment Health Officer (EHO) PSC Manager Works Victorian Farmers Federation (VFF) Parks Victoria Animal Aid agencies	Agriculture Victoria coordinates containment and disposal of stock, feed distribution and advice to farmers EHO coordinates siting of stock pits in consultation with EPA PSC will create stock disposal pits

Relief & Recovery Service	Service Coordinator	Service Providers	Comment
		Ranger	VFF assists Agriculture Victoria Parks Victoria and other agencies provide wild life assistance
Economic development:	Pyrenees Shire Council	Manager Economic Development & Tourism Business & tourism development officers DPCD Centrelink Community service providers Department of Transport & Regional Services (DoTARS) Rural counsellors Rural financial advisors	Provision of: ➢ Economic development assistance ➢ Tourism development ➢ Economic development ➢ Financial assistance ➢ Business for Beaufort & Avoca Business & Tourism support ➢ Marketing ➢ Business planning and financial advice
Clean up / equipment provision: Plan for and coordinate the clean-up process, including the provision of temporary resources as required – e.g. toilets, generators, earthmoving equipment, furniture	Pyrenees Shire Council	PSC Works Depots Environmental Health Officer Arborists CFA Volunteers Local contractors	Tree clean up, provision of temporary resources Volunteer support Health hazard management
Infrastructure: Rebuilt and restore community infrastructure / Essential infrastructure (e.g. roads) and utilities	Pyrenees Shire Council	Manager Assets & Engineering PowerCor CMAs / Water Boards Telstra	Coordinate restoration of roads, bridges, public infrastructure Restore power supplies Restore water supplies Restore phone connections Protect catchment areas / assets
Environment: Assess, provide advice and repair damage including trees, vegetation, erosion prevention	Pyrenees Shire Council	Manager Works Environmental Officer DJPR / Parks Victoria CMAs Landcare Groups Blaze Aid Water authorities EHO	Restoration of public lands and national parks, farm advice and programs for weed and feral animal control Possible funding for restoration of fence lines and vegetation Volunteer work teams Restoration of Council

Relief & Recovery Service	Service Coordinator	Service Providers	Comment
			public open spaces Manage local water supply issues
Environmental Health: Assess, provide advice and minimise public health impacts	Pyrenees Shire Council	Environment Health (EHO) Regional DHHS EHO Health Services	Public health warnings, advice and information Disposal of hazardous materials Coordinate and address local community health matters
Municipal Post Impact Assessments: Coordinate assessment of damage and losses Information gathering to assist the relief and recovery planning and service provision	Pyrenees Shire Council	Post Impact Assessment Coordinator DJPR Municipal Building Inspector EHO Red Cross / VFF Support agencies Arborists	

15 PART 6 APPENDICES

15.1 History of Emergencies

The following are significant emergencies occurring in the Pyrenees Shire in recent years:

Incident	Location	Date
Bushfire	Linton	Dec 1998
Truck incident	Western Highway	Jun 2000
Gas pipeline rupture	Amphitheatre	Dec 2001
Bushfire	Glenpatrick	Mar 2001
Bushfire	Mt Lonarch	Sep 2002
Bushfire	Snake Valley	Mar 2006
Grass fire	Waubra	Apr 2006
Bushfire	Langi Kal Kal	Apr 2006
Level crossing accident	Trawalla	Apr 2007
Truck incident	Trawalla	Apr 2007
Vehicle incident	Trawalla	Jul 2007
Storm	Trawalla	Apr 2008
Storm	Beaufort	Aug 2010
Flood	Beaufort	Sep 2010
Flood	Beaufort	Dec 2010
Flood	Shire-wide	Jan 2011
Bushfire	Chepstowe	Jan 2013
Grass fires	Multiple locations	Feb 2013
Grass fires	Multiple locations	Mar 2014
Wind storm	Avoca	Feb 2015
Flood	Avoca	Feb 2015
Flood	Shire-wide	Sep/Oct 2016
Bushfire	Natte Yallock	Nov 2019
Bushfire	Lexton-Ben Major	Dec 2019
Bushfire	Brewster	Jan 2020
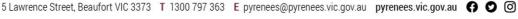
15.2 MEMP Three Year Action Plan (2017-2023)

MEMP Activities	July – September 2017			
Activity	**Actions**	**Responsible**	**Status**	**Comments**
MEMPC meeting	16/8/17	MW, DD	DONE	
EMCOP training	Preparation for ICC exercise	DD, MW, DG	DONE	Started booking process
MEMP Action Work Plan review	Update plan to include an additional year	DD, MW	DONE	
ICC Training Exercise – 17/8/17	Participate in the exercise and run the MECC	MW, DG, SO	DONE	Planning underway
Flash Flooding Planning Review	Continue to evaluate/write the sub-plans	DD, TG, DG	DONE	
Relief Centre Training Exercise	Commence planning for this exercise	JS, DD	DONE	

MEMP Activities	October – December 2017			
Activity	**Actions**	**Responsible**	**Status**	**Comments**
MEMPC meeting	15/11/17	MW, DD	DONE	
Relief and Recovery Sub-Committee	Meeting 1/11/17	SO, RD, PB	DONE	
Relief Centre training exercise	Simulate Relief Centre Operations Plan	DD, JS, KB	DONE	
Review Communications Ops Plan	Form a workgroup and evaluate the plan	KD, DD, MW	DONE	
Flash Flooding Planning Review	Complete the evaluation/write the sub-plans	DD, TG, DG	DONE	
Review Relief Centre Ops Plan	Form a workgroup and evaluate the sub-plan	DD, JS, KB	DONE	

MEMP Activities	January – March 2018			
Activity	**Actions**	**Responsible**	**Status**	**Comments**
MEMPC meeting	21/2/18	MW, DD	DONE	
Review Community EM Risks (CERA)	Form a workgroup and evaluate the CERA	DD, MW, DG	DONE	
Update the Risk	Add any changes in	DD, MW, DG	DONE	

Management Plan	CERA to Risk Man. Plan			
MEMP Review – Introductory section	MEMP Workgroup review and update the plan	MW, DG, SO	DONE	

MEMP Activities	April – June 2018			
Activity	**Actions**	**Responsible**	**Status**	**Comments**
MEMPC meeting	16/05/18	MW, DD	DONE	

MEMP Activities	July – September 2018			
Activity	**Actions**	**Responsible**	**Status**	**Comments**
MEMPC meeting	15/8/18	MW, DD	DONE	
MEMP Review – Part 2 Preparedness	MEMP Workgroup review and update the plan	EMT	DONE	
MEMP Action Work Plan review	Update plan to include an additional year	DD, MW	DONE	
MEMP Review – Pandemic sub-plan	Form Workgroup review and update the plan	EHO	DONE	
MEMP Action Work Plan review	Update plan to include an additional year	DD, MW	DONE	
Exercise Recovery Centre Operations Plan	Form planning work group to prepare exercise	EK, KB, SO	DONE	
MEMP Part 1 Review Risk Management	Form a workgroup and evaluate this section	EMT	DONE	
Relief and Recovery Sub-Committee	Meeting 9/05/17	SO, RD, PB	DONE	
Donations and Appeals Ops Plan	Form a workgroup and evaluate the plan	MRM team	DONE	
Relief and Recovery Operations Plan	Form a workgroup and evaluate the plan	MRM team	DONE	

MEMP Activities	October – December 2018			
Activity	**Actions**	**Responsible**	**Status**	**Comments**
MEMPC meeting	16/11/16	MW, DD	DONE	
MEMP Review – Part	MEMP Workgroup	DG, VICPOL	DONE	

3 Response	review and update the plan		DONE	
Recovery Centre training exercise	Simulate Recovery Centre Operations Plan	DD, EK, KB	DONE	
Community Resilience sub-plan	Review Sub- plan	MRMs	DONE	
Relief and Recovery Sub-Committee	Meeting 14/11/18	SO	DONE	
MEMP Review – Part 3 Response	MEMP Workgroup review and update the plan	MW, DG, SO	DONE	
Recovery Centre Operations Plan	Review and update the plan	DD, EK, KB	DONE	

MEMP Activities January – March 2019				
Activity	**Actions**	**Responsible**	**Status**	**Comments**
MEMPC meeting	20/2/19	MW, JT	DONE	
MEMP Review – Part 4 Recovery	MEMP Workgroup review and update the plan	MW,KB,JT	DONE	
Emergency Animal Welfare Plan	MEMP Workgroup review and update the plan	MW, DG, EHO,JT	DONE	
Heatwave Sub-Plan	MEMP Workgroup review and update the plan	SO, RD, PB	DONE	

MEMP Activities April – June 2019				
Activity	**Actions**	**Responsible**	**Status**	**Comments**
MEMPC meeting	22/05/19	MW, JT,KB	DONE	
Relief and Recovery Sub-Committee			DONE	
Flood Sub-Plan	MEMP Workgroup review and update the plan	MW, DG, TG	DONE	
MIA Operations Plan	MEMP Workgroup review and update the plan	SM, DG,	DONE	

MEMP Activities July – September 2019				
Activity	**Actions**	**Responsible**	**Status**	**Comments**
MEMPC meeting	28/8/19	MW, DD	DONE	
MEMP Review – Part 3	MEMP Workgroup review and update the plan	MW, DG, SO	DONE	
Crisisworks training	Familiarisation Practice	CS, JB	DONE	More practice required
MEMP Review – Heatwave sub-plan	MEMP Workgroup review and update the plan	SL	DONE	
MEMP Review – Relief Centre Operations	MEMP Workgroup review and update the plan	MW,JT	DONE	
MEMP Audit Preparations	Scope audit requirements and draft plan	JT, KB	DONE	
Councils and Emergencies	Attend workshop in Ballarat	JT,KB	DONE	

MEMP Activities   October – December 2019

Activity	Actions	Responsible	Status	Comments
MEMPC meeting	27/11/19	JT,KB	DONE	
MEMP Review – Introductory section	MEMP Workgroup review and update the plan	JT,KB	DONE	
Relief Centre training exercise	Exercise Rainbow Relief	JT	DONE	Very successful – held in conjunction with Ararat and NGS.
Community Resilience sub-plan	Review	JT, KB	DONE	
Relief and Recovery Sub-Committee	Meeting 3/12/19	JT, MW	DONE	
MEMP Update	review update and precent to MEMPC	JT, KB	DONE	update CERA risks for presentation at Feb 2020 meeting
MEMP Audit Preparations		JT,KB,MW,DG	DONE	

MEMP Activities   January – March 2020

Activity	Actions	Responsible	Status	Comments
MEMPC meeting	26/2/2020	KB, JT	DONE	
MEMP Audit Preparations	Prepare responses for 24 audit questions	JT, KB,MW,DG	DONE	Responses to be drafted
Convene MEMP working group	Meet with MEMP review & audit Group	JT,KB,MW.DG, SES	DONE	Meeting scheduled 12/3/20
MEMP Action Work Plan review	Update format and include more detail	JT KB	DONE	
Pandemic desktop exercise	Facilitate planning for this exercise	JT, KB, MW	DONE	Commenced 7/2/20
Hold Pandemic desktop exercise	Hold exercise		DONE	To be held 12/3/20
Memp Audit process	Participate in audit workshop	JT,KB,MW.DG, SES	DONE	12/3/20

2019/2020 Summer fires

NOTE: The 2019 November and December fires as well as the early January fire in 2020 occupied a significant amount of the Pyrenees Shire Council Emergency Management Team (EMT) available time in the second and third quarter of this plan 2019-2023.

MEMP Activities April – June 2020				
Activity	**Actions**	**Responsible**	**Status**	**Comments**
MEMPC meeting	15/4/20 – meeting	JT,LB,KB	DONE	Agenda under development
MEMPC meeting	27/5/20	MR, LB	STARTED	MEMP 2020-2023 to be adopted at this meeting
MEMP Audit	Audit to be held on 23/6/20	EMT	STARTED	
Relief and Recovery Sub-Committee	Meeting	MW,MR	NOT STARTED	
PIA Training Exercise	Test PIA software in the field with PIA Team	HS, PIA Team	NOT STARTED	
Councils and Emergencies	Follow up on next steps	LB, MR, KB	NOT STARTED	

MEMP Activities	July – September 2020			
Activity	**Actions**	**Responsible**	**Status**	**Comments**
MEMPC meeting	26/8/20		NOT STARTED	
Crisisworks training	Training for relevant staff		NOT STARTED	
Audited MEMP distribution	Distribute adopted and audited MEMP		NOT STARTED	
Flash Flooding Planning Review	Continue to evaluate/write the sub-plans		NOT STARTED	
Relief Centre Training Exercise	Commence planning for exercise		NOT STARTED	

MEMP Activities	October – December 2020			
Activity	**Actions**	**Responsible**	**Status**	**Comments**
MEMPC meeting	25/11/20		NOT STARTED	
Relief and Recovery Sub-Committee	Meeting 18/11/20		NOT STARTED	
Relief Centre training exercise	Simulate Relief Centre Operations Plan		NOT STARTED	
Pandemic Plan	Review plan in light of COVID-19 learnings if appropriate		NOT STARTED	
Crisisworks Training	Training for relevant staff		NOT STARTED	

MEMP Activities	January – March 2021			
Activity	**Actions**	**Responsible**	**Status**	**Comments**
MEMPC meeting	24/2/21		NOT STARTED	
Review Community EM Risks (CERA)	Form a workgroup and evaluate the		NOT STARTED	

	CERA			
Update the Risk Management Plan	Add any changes in CERA to Risk Man. Plan		NOT STARTED	
MEMP Review	Align MEMP to new planning format		NOT STARTED	

MEMP Activities April – June 2021				
Activity	**Actions**	**Responsible**	**Status**	**Comments**
MEMPC meeting	26/5/21		NOT STARTED	
MEMP Review	Workgroup to continue to plan to new format		NOT STARTED	
Relief and Recovery Sub-Committee	19/5/21		NOT STARTED	
Heatwave Plan	Form a workgroup and evaluate the plan		NOT STARTED	
Crisisworks Training	Training for relevant staff		NOT STARTED	

MEMP Activities — July – September 2021

Activity	Actions	Responsible	Status	Comments
MEMPC meeting	Meeting 25/8/21		NOT STARTED	
MEMP Review	MEMP Workgroup review and update the plan		NOT STARTED	
Relief and Recovery Operations	Form Workgroup review and update the plan		NOT STARTED	
Exercise Recovery Centre Operations Plan	Form planning work group to prepare exercise		NOT STARTED	
Crisisworks Training	Training for relevant staff		NOT STARTED	

MEMP Activities — October – December 2021

Activity	Actions	Responsible	Status	Comments
MEMPC meeting	Meeting 24/11/21		NOT STARTED	
MEMP Review	MEMP Workgroup review and update the plan		NOT STARTED	
Recovery Centre training exercise	Simulate Recovery Centre Operations Plan		NOT STARTED	
Relief and Recovery Sub-Committee	Meeting 17/11/21		NOT STARTED	
Recovery Centre Operations Plan	Review and update the plan		NOT STARTED	

MEMP Activities — January – March 2022

Activity	Actions	Responsible	Status	Comments
MEMPC meeting	23/2/21		NOT STARTED	
MEMP Review –	MEMP Workgroup review and update the plan		NOT STARTED	

MFMP review	MEMP Workgroup review and update the plan		NOT STARTED	

MEMP Activities	April – June 2022			
Activity	**Actions**	**Responsible**	**Status**	**Comments**
MEMPC meeting	25/5/22		NOT STARTED	
Relief and Recovery Sub-Committee	18/5/22		NOT STARTED	
Finish review of MFMP	Finalise review of plan		NOT STARTED	
Crisisworks Training	Training for relevant staff		NOT STARTED	
Emergency Animal Welfare Plan	Form a work		NOT STARTED	

MEMP Activities	July-September 2022			
Activity	**Actions**	**Responsible**	**Status**	**Comments**
MEMPC meeting	24/8/22		NOT STARTED	
Relief Centre Exercise Planning	Plan for exercise		NOT STARTED	
Review Environmental and Public Health Sub-Plan	Form work group and review the plan		NOT STARTED	
Crisisworks Training	Training for relevant staff		NOT STARTED	

MEMP Activities	October-December 2022			
Activity	**Actions**	**Responsible**	**Status**	**Comments**
MEMPC meeting	23/11/22		NOT STARTED	
Relief and Recovery Sub-Committee	16/11/22		NOT STARTED	
Relief Centre Exercise	Exercise plan		NOT STARTED	

Review Relief Centre Operations Plan	Review plan in light of exercise learnings		NOT STARTED	
Begin review of MFEP	Start reviewing plan		NOT STARTED	

MEMP Activities	January-March 2023			
Activity	**Actions**	**Responsible**	**Status**	**Comments**
MEMPC meeting	22/2/23		NOT STARTED	
Review of MEMP	Form workgroup and review the plan		NOT STARTED	
Review of MFEP	Finalise the review of the plan		NOT STARTED	

MEMP Activities	April – June 2023			
Activity	**Actions**	**Responsible**	**Status**	**Comments**
MEMPC meeting	24/5/23		NOT STARTED	
Relief and Recovery Sub-Committee	17/5/23		NOT STARTED	
Crisiworks training	Training for relevant staff		NOT STARTED	
Review of MEMP	Finalise the review of the plan		NOT STARTED	

15.3 Pyrenees Shire Community Emergency Risk Assessment

Hazard Category	Emergency Hazard	Ratings Confidence	Residual Risk Rating
Biological	Human Epidemic / Pandemic	High	High
Human Caused	Other - Community Event	High	High
Infrastructure	Other - Service Disruption - Telecommunications	Low	Medium
	Service Disruption - Electricity	Low	High
	Service Disruption - Gas	Medium	Medium
Natural Disasters	Bushfire - large, regional	High	High
	Flood - Flash	High	High
	Heat Health	High	Extreme
	Storm	Medium	High
Technical	Fire - Residential	High	Extreme
Transport	Road Transport Incident - large commercial vehicle	High	Extreme

15.4 Pyrenees Shire Maps

Pyrenees Shire MEMP Map
Township Map Locations

Scale 1:372,600

Pyrenees Shire MEMP Map
Water Bore Locations

Scale 1:372,600

17-03-2020

Pyrenees Shire MEMP Map
Amphitheatre Township

0   250
metres
Scale 1:5,821

Pyrenees Shire MEMP Map

Avoca Township

Scale 1:6,682

12-03-2020

Pyrenees Shire MEMP Map
Beaufort Township

Scale 1:9,590

12-03-2020

Pyrenees Shire MEMP Map

Evansford Township

Scale 1:11,830

12-03-2020

Pyrenees Shire MEMP Map

Landsborough Township

Pyrenees
Shire Council
12-03-2020

0   200
metres
Scale 1:4,977

MALAKOFF CREEK

DEAN STREET

LENNONS LANE

LENNONS STREET

MCKINLAY STREET

ARARAT-ST-ARNAUD ROAD

BACK SCHOOL ROAD

FORESTRY ROAD

ASTON STREET

HOWITT STREET

Landsborough Recreation Reserve

Landsborough Swimming Pool/Caravan Park

Landsborough Bowling Club

KING STREET

Landsborough Public Hall

BURKE STREET

WILLS STREET

WRIGHTS LANE

VENDY LANE

LANDSBOROUGH-ELMHURST ROAD

Pyrenees Shire MEMP Map

Lexton Township

0 — 250 metres

Scale 1:9,027

Pyrenees Shire MEMP Map
Moonambel Township

Scale 1:3,485

Pyrenees Shire MEMP Map

Redbank Township

0 ——————— 250
metres
Scale 1:6,683

Pyrenees Shire MEMP Map

Snake Valley Township

12-03-2020

0   500

metres

Scale 1:10,840

Pyrenees Shire MEMP Map

Waubra Township

0 — 500 metres

15.5 Municipal Emergency Management Planning Committee (MEMPC) Terms of Reference

The Pyrenees Shire Council (PSC) appoints the Municipal Emergency Management Planning Committee (MEMPC) to:

- Plan for and mitigate risks of emergencies within the Pyrenees municipal district, based upon an all hazards approach;
- Develop and maintain the Pyrenees Municipal Emergency Management Plan;
- Make recommendations to Council and its Emergency Management Team for consideration in relation to emergency management issues; and
- Manage the consequences of emergencies.

The emergency planning process enables agreements to be reached between people and organisations in meeting the community's needs before, during and after an emergency. The Municipal Emergency Management Plan (MEMP) is a record of those agreed arrangements regarding roles, responsibilities and the provision of resources.

1. MANDATE
The Pyrenees Shire Council has the overall responsibility of the Municipal Emergency Management Planning Committee.

The Emergency Management Act 1986 and 2013 requires Council to:

- Appoint a Municipal Emergency Management Planning Committee;
- Give effect to any direction or guidelines issued by the Emergency Management Commissioner Victoria;
- Prepare and maintain the Municipal Emergency Management Plan (MEMP) for consideration by the Pyrenees Shire Council;
- Appoint a person or persons to be the Municipal Emergency Management Coordinator (EMC); the Municipal Recovery Manager (MRM); and Municipal Emergency Resource Officer (MERO).

COMMITTEE TIMEFRAME
Ongoing responsibility subject to changes in relevant legislation.
MEMPC
The Emergency Management Acts 1986 and 2013 requires Council to appoint a Municipal Emergency Management Planning Committee. The Committee has the authority to:

- Make the Committee as small or as large as it deems appropriate;
- Choose the Council officers and emergency management agencies represented on the Committee, within parameters set by relevant legislation; and

- Reserve the right to co-opt members with expertise on an as-needs basis.

15.5.1 MEMPC Composition

Section 21(3) of the Emergency Management Act 1986 and 2013 requires that Council appoint to the MEMPC representatives from:

- PSC Council
- PSC Emergency Management Team or other employees
- Pyrenees local community groups involved in emergency management
- Response & Recovery agencies

There are three levels of membership within the PSC MEMPC:

a) Full membership – required to attend all committee meetings
b) Provisional membership – attend meeting when invited
c) Information purposes membership – receive minutes of meetings only

15.5.2 MEMPC Membership

The Full Membership of the Committee is as follows:

- Municipal Emergency Manager (MEM) (Chair) –
- Municipal Emergency Response Coordinator (MERC) (VicPol)
- Municipal Emergency Resource Officer (MERO) or delegate
- Municipal Recovery Manager (MRM) or delegate
- Municipal Fire Prevention Officer (MFPO) or delegate
- Emergency Management Coordinator
- Councillor
- Regional VicSES Officer

Local emergency service representatives include:

- Victoria Police (VicPol)
- Country Fire Authority (CFA)
- Department of Environment, Land, Water & Planning (DELWP)
- Agriculture Victoria
- Ambulance Victoria (AV)

Local relief and recovery agency representatives include:

- Department of Health & Human Services (DHHS)
- Australian Red Cross (ARC)

Optional:

- Beaufort & Skipton Health Services (BSHS)
- WICEN
- VicRoads / Regional Roads Victoria
- Central Highlands Water Authority
- Regional Emergency Management Inspector (VicPol REMI)

15.5.3 Committee communications

Contact information will be updated at each meeting of the MEMPC using an attendance form. Attendees will be asked to:

- Confirm their attendance and contact details by placing their initial next to their name; and
- Record any changes / additions to their contact information when required.

Current contact details will be circulated with the minutes so members of the MEMPC maintain current contact information.

15.5.4 MEETINGS

15.5.4.1 Quorum

A quorum is the number of members of the Committee required to be present to carry out business. The quorum will be 50% plus one of the full membership.

15.5.4.2 Meeting frequency

The MEMPC will meet quarterly, following emergencies involving the municipality or as required from time to time. Ordinary meetings of the MEMPC will take place each on the last Wednesday in February, May, August and November.

15.5.4.3 Meeting procedure

Meetings will be run in accordance with the PSC Council Meetings Policy or Local Law [i.e. code of conduct, behaviour etc]

a) Agenda items and agency reports will be called for 3 weeks prior to the scheduled meeting. Items for inclusion on the agenda should be submitted to the Emergency Management Coordinator 2 weeks before the scheduled meeting.
b) Agenda, agency reports and minutes of the previous meeting will be distributed 1 week prior to the scheduled meeting.
c) All meetings will have an agenda and be minuted.
d) Meetings will run as per the agenda items.
e) Action items will be discussed and tabled prior to the meeting.
f) Responsibilities and actions will be minuted with appropriate timelines for completion.
g) Agencies are expected to provide representatives who are authorised and empowered to deliver outcomes.

h) Any disagreements or conflicts will be addressed as soon as possible, discussed and mediated by the Chair, where appropriate. This process can be taken outside the Committee meeting if necessary.

i) Decisions will be tabled, discussed, actioned and consensus obtained through collaborative means. The Chair has the final deciding vote.

15.5.5 ROLES AND RESPONSIBILITIES

15.5.5.1 Roles

Chairperson	- Chair is currently the MEM (Municipal Emergency Manager) - Chairs meetings of the MEMPC - Has executive decision-making authority - Facilitates involvement and engagement of all parties - Links with external organisational management and community groups - Delegate for meetings of Council and Regional Teams
Emergency Management Coordinator	Provides secretarial and administrative services for the Committee
MERC MERP MRM MFPO	Functions as per legislative responsibilities under relevant legislation and the Emergency Management Manual of Victoria
Committee members	- Contribute to the plan development and review - Provide specialist advice as needed - Agencies acting as lead agencies for emergency response take the led role in sub-plan development and review (e.g. SES – Flood Plan; CFA/DELWP – Municipal Fire Management Plan)

15.5.5.2 MEMP amendment and audit

The MEMPC is responsible for the preparation and maintenance of a Municipal Emergency Management Plan.

Amendments made to the MEMP and its sub-plans will be distributed to all members of the MEMPC prior to the upcoming Committee meeting that will consider them for adoption. The adopted version will be distributed with the meeting minutes.

The MEMP will be audited in a three year cycle. In 2020 this will be by the Chief Officer Operations, State Emergency Service. Post 2020, this will be in accordance with the Emergency Management Act 2013.

The MEMPC must respond to an audit report within 3 months of receipt.

15.5.5.3 Sub-Committees and Working Parties

Two permanent sub-committees of the MEMPC will be formed:

- Municipal Fire Management Planning Committee (MFMPC)
- Municipal Relief & Recovery Planning Committee (MRRPC)

The MEMPC will determine the need to establish other sub-committees or working parties in order to investigate and report on specific issued that will assist the MEMPC in meeting its legal obligations.

The MEMPC will determine the terms of reference and reporting timeframes for the sub-committees / working parties.

The membership of any sub-committee / working party will consist of agencies and organisations represented on the MEMPC and other persons as deemed necessary by the MEMPC.

The established sub-committees / working parties will report to the MEMPC for any actions to be undertaken and recommendations required to be reported to Council

15.5.5.4 Reporting requirements

A report will be submitted to Council following each meeting of the MEMPC.

Minutes and agency reports will be distributed to all members of the MEMPC. Each agency is responsible for circulating the minutes to members of their organisation.

15.5.5.5 Compliance responsibilities

Councillors	• Overall responsibility of the MEMPC • Responsible for the endorsement of the MEMP
Senior Leadership Team	• Responsible for briefing all employees, external stakeholders and agency representatives about who will have a role on the MEMPC
Municipal Emergency Manager (MEM)	• As the nominee of the Chief Executive Officer, the MEM is responsible for the overall implementation and review of this ToR

15.5.5.6 DEFINITIONS

MEMPC	Municipal Emergency Management Planning Committee

EMMV	Emergency Management Manual of Victoria
MEM	Municipal Emergency Manager
MERO	Municipal Emergency Resource Officer
MERC	Municipal Emergency Response Coordinator
MRM	Municipal Recovery Manager
MEMP	Municipal Emergency Management Plan
MFPO	Municipal Fire Prevention Officer
EMLO	Emergency Management Liaison Officer
MEMC	Municipal Emergency Management Coordinator

15.5.6 DOCUMENT VERSION CONTROL

Document Name	*MEMPC Terms of Reference*
Business Unit	Governance, Risk and Compliance
File Location	*Current MEMP*
Document status	*Final V 1.0*
Next Review date	*November 2020* *This policy will normally be reviewed every three years in conjunction with the Municipal Emergency Management Plan Audit or as required* *A review will be undertaken in November 2020 to incorporate changes to the Emergency Management Act 2013 due to be implemented by 1 December 2020*

Version Number	Issue date	Description of change
1.0	April 2020	Initial release in new format

15.7 Municipal Fire Prevention Planning Committee (MFPPC) Terms of Reference

Purpose

The Committee's purpose, of which the development of a municipal fire management plan is part, is to provide a strategic municipal level forum to build and sustain organisational partnerships, generate a common understanding and shared purpose with regard to fire management and ensure that the plans of individual agencies are linked and complement each other.

Membership

The Municipal Fire Management Planning Committee (MFMPC), appointed by the MEMPC, has representation from the following organisations which form the executive of the committee:

- Pyrenees Shire Council (PSC)

- Country Fire Authority (CFA) (Regional & Local)

- Department of Environment Land Water and Planning (DELWP)

- Parks Victoria (PV)

- Police (VicPol)

- VicRoads

- Other organisations not on the executive as required

Role of the Committee

The Pyrenees Shire MFMPC functions under Section 55 of the CFA Act are to:

- Plan the burning or clearing of firebreaks;

- Advise the appropriate authorities as to the existence of and steps to be taken for the removal of fire hazards within the area;

- Advise and make recommendations to the municipal council in the preparation of its MFMP;

- Recommend to CFA or to the appropriate authorities (as the case may require) any action which the committee deems necessary or expedient to be taken for reducing the risk of an outbreak of fire or for suppressing any fire which may occur within the area;

- Advise the fire prevention officer concerning the removal of fire hazards under Section 41 of the CFA Act;

- Refer to the Regional Strategic Fire Management Planning Committee (RSFMPC) for consideration all matters which in the opinion of the MFMPC should be so referred; and

- Carry out such other functions as are conferred or imposed upon MFMPCs by regulations made upon the recommendation of the CFA.

Governance

The MFMPC is established and undertakes planning as a subcommittee of the MEMPC formed under Section 21(3) of the Emergency Management Act 1986.

- The MFMPC will be chaired from within its membership.

- The MFMPC will receive support and guidance from the RSFMPC.

- Composition will be determined by the MEMPC.

Reporting

The MFMPC will report to the MEMPC and the RSFMPC as required.

Support

Administrative support requirements will be determined by the Council and resourced through Council members. Planning processes will be managed and supported with technical expertise by relevant fire services.

Schedule of Meetings

The Committee will meet at least twice per year unless otherwise required.

15.8 Pyrenees Municipal Relief an Recovery Planning Committee Terms of Reference

15.8.1 COMMITTEE

The Committee is known as the *Pyrenees Municipal Relief and Recovery Planning Committee* (the Committee).

In the event of the Committee becoming operation, in response to an emergency, the name of the emergency event will be included within the Committee Name during its operational phase – i.e. *Pyrenees Municipal Relief and Recovery Planning Committee – [emergency event name]*

15.8.1.1 Purpose

The Committee will meet in accordance with this ToR for the purposes of:

- To oversee planning and preparation activities designed to achieve and maintain a state of emergency relief and recovery readiness across the Pyrenees Shire; and
- Promote, facilitate and advocate for continuous improvement and good practice in emergency management.

In the event of an emergency, the Committee will meet more regularly, as determined appropriate, for the purposes of:

- To oversee relief and recovery activities during and following an emergency; and
- To maintain accurate records of relief and recovery activities and costs.

15.8.1.2 Committee Chair

The Chair of the Committee will be the Municipal Recovery Manager or their delegate.

15.8.1.3 Committee role & responsibilities

The Committee is required to:

- Prepare, develop and maintain the relief and recovery component of the MEMP (Part 4 of the Municipal Emergency Management Plan).
- Ensure relief and recovery teams participate in training and exercises to maintain a state of readiness.
- Address the impact of the emergency on the five environments and coordinate the required recovery services.
- Undertake specific recovery activities as determined by the circumstances and committee members.
- Monitor the overall progress of the relief and recovery process within the affected community. This can be done by:
  - o Receiving feedback from personal support case workers
  - o Conducting outreach services to the affected community
  - o Monitoring service requests via council reception and/or the recovery centre
- Identify community needs and resource requirements and make recommendations to appropriate recovery agencies, municipal councils and state government departments.
- Liaise, consult and negotiate on behalf of the affected communities, with recovery agencies, government departments and councils.
- Liaise with the DHHS Regional Recovery Coordinator.
- Ensure the affected community is consulted before recovery activities are undertaken.
- Provide leadership and support to staff specifically employed for recovery efforts.

- Form a community recovery committee, where appropriate, made up of interested community members, to develop and implement specific recovery projects.

The MRM is responsible for ensuring the following:
- Preparation of the agenda
- Minutes of meetings comprising discussion points and action items.
- Maintaining a file on all committee meetings for audit purposes.

15.8.1.4 Committee communication
Contact information will be updated at each meeting using an attendance form. Attendees will be asked to:
- Confirm their attendance and contact details by placing their initial next to their name.
- Record any changes / additions to their contact information where required.
Updated contact information will be circulated with committee meeting minutes.

15.8.1.5 Committee membership
In the planning phase, committee membership includes:
- Municipal Recovery Manager (Chair)
- Emergency Management Coordinator (Secretary & Administration)
- Relief Centre Coordinators
- Recovery Centre Coordinator

In the post-emergency or operational phase, committee membership will be determined upon the nature of the emergency and could include PSC staff, community leaders and agency representatives:
- MERO (Municipal Emergency Resource Officer)
- Councillors (representing affected communities or persons)
- Recovery service coordinators
- Task force leaders
- Government agency representatives
- Community group representatives
- Non-government agency representatives
- Volunteers
- Emergency services representatives

15.8.1.6 Sub-Committees and working groups
The Committee will determine the need to establish sub-committees or working groups in order to review or develop sub-plans (e.g. heatwave plan, relief centre operational plan etc).

- The committee will determine the terms of reference and reporting timeframes for any sub-committees or working groups convened.
- The membership of any sub-committee or working group will consist of agencies and organisations represented on the Committee and other representatives as deemed appropriate.
- The established sub-committees or working groups will report to the Committee on any actions undertaken and recommendations that will need to be reported to the MEMPC.

15.8.1.7 Recover operational task forces

The Committee will determine the need to establish a task force in order to oversee recovery operations in each of the impacted recovery environments.

- The Committee will determine the terms of reference and reporting timeframes for a task force.
- The membership of any task force will consist of agencies and organisations represented on the Committee and other representatives as deemed appropriate.
- The established task force will report to the Committee for any actions to be undertaken.

15.8.1.8 Relief and recovery service coordination

The following range of recovery services may be called upon during and following an emergency:

SOCIAL	BUILT	NATURAL	EDONOMIC	AGRICULTURAL
Family & personal support, community development, financial assistance & material aid	*Infrastructure & buildings, essential services, public assets and utilities*	*Air & water, public land, flora & fauna, ecosystems*	*Retail & industry, employment, small business and tourism*	*Primary producer support, animal welfare, stock feed, agistment and fencing*
Relief centres Recovery centres Accommodation Personal support Case management Financial assistance Material aid Community development Information coordination Health services Disability / aged care Volunteer	Post impact assessment Clean up Transport Roads & bridges Community infrastructure Fencing Waste management	Environmental health Public health Water catchments Air quality Natural environment Cultural heritage	Economic development Tourism promotion Financial assistance Small business sector Building and planning	Primary producers Animal welfare Stock feed Agistment Fencing

coordination Donations coordination Animal welfare				

Each recovery service will have an assigned delegate who is responsible for the coordination of that service. The delegate could be a Council officer or an external agency or person.

Council officer recovery service delegates report to their line manager but working closely with the MRM as part of the recovery team during an emergency recovery operation. Their role may require them to:

- Represent their service area on the Committee.
- Liaise with other service coordinators to ensure information sharing and cross-service coordination occurs.

15.8.2 MEETINGS

15.8.2.1 Quorum
A quorum is the number of members of the Committee required to be present to carry out business. The quorum will be 50% plus one of the full membership.

15.8.2.2 Meeting frequency

15.8.2.2.1 Planning phase
The Committee will meet twice a year on 3rd Wednesday of the months of May and November.

15.8.2.2.2 Post emergency phase (operational)
The Committee will meet as determined on a needs-basis and as the circumstances of the emergency relief and recovery operations require.

15.8.2.3 Meeting procedure
Meetings will be run in accordance with the PSC Council Meetings Policy or Local Law [i.e. code of conduct, behaviour etc]

15.8.2.3.1 Planning phase meetings

- j) Agenda items will be called for 3 weeks prior to the scheduled meeting. Items for inclusion on the agenda should be submitted to the Emergency Management Coordinator 2 weeks before the scheduled meeting.
- k) Agenda, reports and minutes of the previous meeting will be distributed 1 week prior to the scheduled meeting.
- l) All meetings will have an agenda and be minuted.
- m) Meetings will run as per the agenda items.
- n) Action items will be discussed and tabled prior to the meeting.

o) Responsibilities and actions will be minuted with appropriate timelines for completion.
p) Any disagreements or conflicts will be addressed as soon as possible, discussed and mediated by the Chair, where appropriate. This process can be taken outside the Committee meeting if necessary.

q) Decisions will be tabled, discussed, actioned and consensus obtained through collaborative means. The Chair has the final deciding vote.

15.8.3 DEFINITIONS

MEMPC	Municipal Emergency Management Planning Committee
EMMV	Emergency Management Manual of Victoria
MEM	Municipal Emergency Manager
MERO	Municipal Emergency Resource Officer
MERC	Municipal Emergency Response Coordinator
MRM	Municipal Recovery Manager
MEMP	Municipal Emergency Management Plan
MFPO	Municipal Fire Prevention Officer
EMLO	Emergency Management Liaison Officer
MEMC	Municipal Emergency Management Coordinator

15.8.4 DOCUMENT VERSION CONTROL

Document Name	*Pyrenees MRRPC Terms of Reference*
Business Unit	Community Wellbeing
File Location	*J:\Municipal Emergency Management\Municipal Emergency Management 2015\5. RELIEF & RECOVERY\1. Relief & Recovery Plan\TOR*
Document status	*Final*
Next Review date	*February 2023* *This policy will be reviewed every three years in conjunction with the Municipal Emergency Management Plan Audit or as required*

Version Number	Issue date	Description of change
1.0	September 2016	Initial release
2.0	February 2020	Review and update

LOCAL BUSINESS CONTINUITY PLAN 2020
Emergency Management Team (EMT)

Purpose:	**To provide guidance on how to continue critical council functions when staff are disrupted due to an emergency or natural disaster diverting resources away from normal operations.**
Maintenance of Plan:	This plan will be reviewed annually, and after significant change or disruptive event, to maintain its currency and ensure priorities listed remain accurate.
Service description:	Business critical leadership and support to staff and community.
Overview of key functions in priority order	1. Leadership and guidance to the organisation as a whole and to individual teams.
	2. Maintenance of core business delivery in accordance with service level agreements.
	3. Communications relating to an emergency, business continuity and recovery activities to impacted staff and the community, in accordance with CIMT directions.
	4. Support to staff in recovery back to normal operations.
Key disruption threats:	a. *Premises – Loss of access to buildings/facilities in which normal operation takes place*
	b. *People – Loss of key people upon which the function depends*
	c. *IT – Loss of access to IT (computer / internet) upon which the function depends*
	d. *Communications – Loss of access to telecommunications (e.g. mobile phones)*
	e. ~~*Equipment – Loss of access to specialised equipment critical to the business*~~
	f. ~~*Suppliers – Loss of access to a key supplier of goods and services critical to the business (e.g. contractors)*~~
	g. ~~*Loss of, or access to, vital paper-based records upon which the business depends*~~
Dependencies / **Minimum acceptable operating level:**	***People:*** Minimum of 2 x ELT or SLT 1 support staff member plus Communications Officer Must include MEM; MERO and/or MRM or deputies
	Premises: Office facilities are required.

	Preferable to be in joint location to facilitate communication but can utilise virtual telecommunication facility. Could be implemented in the short term as working from home utilising communications available.
Critical equipment / Services	Telephones; Computer facilities (email as a priority) and internet access. Access to virtual telecommunication facility to enable joint communications.
Critical technology:	Access to standard operating systems - email; internet and internal intranet to enable access to staff contact information. Access to specific systems in accordance with separate business critical department BCPs.
Critical suppliers / dependencies:	Communication with staff, other members of ELT / SLT and Councillors. Access to Communications Officer and/or other support.
Communications:	Telephones, internet access and access to virtual teleconference facility.

CONTINUITY STRATEGY A – Loss of access to key premises:		
PREPAREDNESS / PREVENTION – Tasks before incident	**Timing**	**Responsible**
1. SLT members should always take portable devices home each evening – mobile telephones and Surface Pros / laptops.	Daily	Individual SLT member
2. SLT members should be provided with emergency response folder containing this plan, PSC BCP and relevant emergency SOPs and contact information.	Mar 2020	EM Coordinator
3. SLT members should always retain emergency response folder in their vehicle to facilitate ease of access in an emergency. If SLT members wish to keep the folder in their office, a separate folder should be provided as a mobile resource.	Ongoing	Individual SLT member
4. Back up premises pre-determined:	As	To be

CONTINUITY STRATEGY A – Loss of access to key premises:			
	• Avoca Shire Hall or RTC if Beaufort township impacted. • Beaufort Resource Centre if 5 Lawrence St, Beaufort impacted in isolation to the township. • Working from home if considered appropriate on a case-by-case basis. The Avoca Shire Hall is equipped with alternate ICT equipment for emergency purposes.	required	determined by the CIMT
5.	Memoranda of Understanding (MOUs) need to be agreed with regular users of the Avoca Shire Hall to ensure immediate availability of the premises in a disruptive event.	Apr 2020	Director CCS
RESPONSE – Tasks during incident to achieve minimum service delivery		**Timing**	**Responsible**
6.	If not already done so, upon receiving notification of an event, activate the CIMT (Critical Incident Management Team) by telephoning either the CEO or one of the Directors.	Immediate	Individual SLT member
7.	Attend an emergency SLT meeting if requested to do so, as instructed either by virtual teleconference facility or at a venue to be determined.	Within requested time period	Individual SLT member
8.	Follow instructions provided by CIMT with regard to communications with staff, activation of department BCPs and other activities.	As directed	Individual SLT member
9.	SLT members are responsible for communications with staff in their area of responsibility – either directly or through a pre-arranged communications tree. Communications must be as directed by the CIMT.	As required	Individual SLT member
Estimated time to minimum service delivery:	24 hours.		
RECOVERY – Tasks post incident to achieve recovery back to normal			

CONTINUITY STRATEGY A – Loss of access to key premises:	
10.	Objective is to return to normal operations (a) preferably within original location (i.e. 5 Lawrence Street, Beaufort) or (b) within a new location set up as required. Tasks to achieve this will be determined on a case by case basis dependent upon the incident type and severity.

CONTINUITY STRATEGY B – Loss of key people:			
PREPAREDNESS / PREVENTION – Tasks before incident		**Timing**	**Responsible**
1.	All SLT members are subject to single person dependency risk. Directors and managers must identify staff within their teams, suitable trained / experienced, to be able to fulfil the SLT role at short notice. As needed, SLT members will undertake management tasks for missing staff members.	Ongoing	Individual SLT member
2.	Key tasks should be supported through effective procedures and/or guidelines to provide information to people having to fulfil roles at short notice.	Ongoing	Individual SLT member
RESPONSE – Tasks during incident to achieve minimum service delivery		**Timing**	**Responsible**
3.	Activate CIMT by reporting issue to the CEO or one of the directors.	Immediate	Individual
4.	CIMT to determine plan of action on a case by case basis – identifying potential alternate staff, SLT members or need to obtain third party resources (e.g. other councils or labour hire).	As per CIMT Plan	CMT
Estimated time to minimum service delivery:	24 hours		
RECOVERY – Tasks post incident to achieve recovery back to normal			
5.	Recuperation and return of normal staffing.		
6.	Recruitment where needed.		

CONTINUITY STRATEGY C – Loss of access to IT / Computer / Internet facilities			
PREPAREDNESS / PREVENTION – Tasks before incident		**Timing**	**Responsible**
1.	SLT members should always take portable devices home each evening – mobile telephones and Surface Pros / laptops.	Daily	Individuals
2.	SLT members should receive training on how to hotspot mobile devices from mobile telephones or accessing other internet sources.		ICT Team
RESPONSE – Tasks during incident to achieve minimum service delivery			
3.	SLT should go to a location where internet access is available – e.g. home, alternate office location, other council or retail outlet with internet access (e.g. hotel or café/McDonalds).		
Estimated time to minimum service delivery:		24 hours	
RECOVERY – Tasks post incident to achieve recovery back to normal			
4.	To be determined by the CIMT on a case by case basis in accordance to the type of disruptive event.		

CONTINUITY STRATEGY D – Loss of access to Telecommunications			
PREPAREDNESS / PREVENTION – Tasks before incident		**Timing**	**Responsible**
1.	SLT members should always take portable devices home each evening – mobile telephones and Surface Pros / laptops.	Daily	Individuals
RESPONSE – Tasks during incident to achieve minimum service delivery			
2.	If telecommunications failure is due to being in a black spot area, move to a place where phone service can be resumed.		
3.	If telecommunications failure is due to a failure by service carrier or widespread failure, utilise land lines for communications where possible.		

CONTINUITY STRATEGY D – Loss of access to Telecommunications			
Estimated time to minimum service delivery:	Dependent on outage type		
RECOVERY – Tasks post incident to achieve recovery back to normal			
4.	To be determined by the CIMT on a case by case basis in accordance to the type of disruptive event.		

COMMUNICATIONS STRATEGY

The following key stakeholders would need to be communicated with in the event of a disruption to normal operations:

ACTIVATION OF THE CIMT – Contact one of the following:

Name	Title	Mobile	Office phone	Email
Jim Nolan	CEO			jim.nolan@pyrenees.vic.gov.au
Douglas Gowans	Director ADS			douglas.gowans@pyrenees.vic.gov.au
Kathy Bramwell	Director CCS	0438 276 105	5349 1105	kathy.bramwell@pyrenees.vic.gov.au

MANAGEMENT TEAM – Contact details

Name	Title	Mobile	Office phone	Email
Norman Prueter	Manager P&C			
Ray Davies	Manager Eco Dev & Tourism			
Robert Rowe	Manager Assets & Engineering			
Katie Gleisner	Manager Planning & Development			
Phil Hoare	Manager Works			
Martin Walmsley	Manager Community Development			
James Hogan	Manager Finance			
Michelle Richards	Manager GRC			
Scott Wright	Manager			
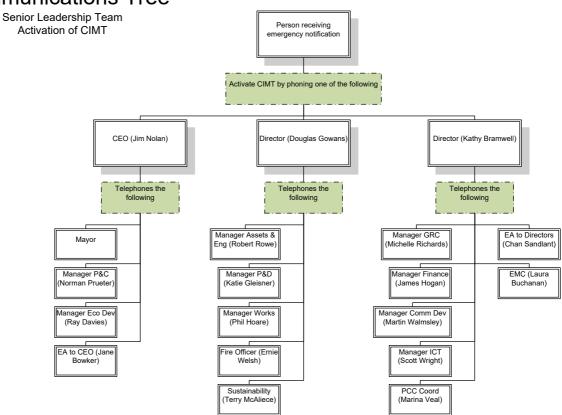
	ICT	
Marina Veal	Coordinator PCC	
Ernie Welsh	Fire Prevention Officer	
Terry McAliece	Sustainability & Environment	
Jane Bowker	EA to the CEO	
Chan Sandlant	EA to Directors	

Communications Tree

Senior Leadership Team
Activation of CIMT

15.10 PSC Critical Incident Management Operational Plan

CRITICAL INCIDENT MANAGEMENT OPERATIONAL PLAN 2020

15.10.1 INTRODUCTION

This plan has been developed to provide a framework for the Pyrenees Shire Council to respond to a critical incident in a timely, effective and appropriate way. The plan outlines basic processes and reporting systems that would be managed by the Critical Incident Management Team (CIMT) to cover immediate responses and follow-up actions to deal with immediate consequences and longer term implications of a critical incident.

15.10.1.1 *Definitions*

A critical incident which requires the activation of this plan and the CIMT would be a major event, that may or may not disrupt normal operations, that directly (or is imminent) impacts upon Councillors, Council staff, its facilities, operations or reputation.

Examples of such major events could include (but are not limited to):

- An emergency causing a widespread impact upon staff and/or the community
- Loss of a Council facility
- Prolonged unavailability of a large number of Council staff
- Prolonged loss of power, computing or telecommunications, or other utilities
- An issue that attracts negative media attention for a prolonged period of time

15.10.1.2 *Amendment record*

Amendment Number	Amendment detail	Date
1.0	Version 1.0 – Original Issue	December 2008
2.0	Version 2.0 – Complete review and re-write	January 2015
3.0	Version 3.0 – Complete review and re-write	March 2020

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15.10.2 EVERYDAY OPERATIONAL EMERGENCY ON-CALL AND RESPONSE ARRANGEMENTS

Members of the Critical Incident Management Team (CIMT) rotate on a weekly basis to be on-call for receipt of out-of-normal office hours emergency calls and notifications. External agencies or individuals can telephone the normal Pyrenees Shire office number and be directed accordingly, or can ring the emergency number 0400 549 399.

A number of Standard Operating Procedures (SOPs) have been developed to provide guidance to staff on dealing with calls:

- Appendix A – Pyrenees SC On-Call Duty Officer SOP – details how to deal with emergency calls and key actions to be taken.
- Appendix B – Single House Fire SOP – details key steps to take to ensure the wellbeing of impacted residents, and further contacts required with regard to resident support and property inspections following the incident.
- Appendix C – MERO SOP – details key responsibilities of the MERO (Municipal Emergency Resources Officer) role.
- Appendix D – MRM (Municipal Recovery Manager) SOP – details key responsibilities of the MRM role.
- Appendix E – Opening a Relief Centre SOP – details key steps for opening a relief centre when required.

These operational SOPs, together with this CIMT Operations Plan, should be kept for reference by rostered members of the CIMT at all times.

15.10.3 THE CRITICAL INCIDENT MANAGEMENT TEAM (CIMT)

The primary responsibility of the CIMT is to manage Council's response to the incident. This involves ensuring:

- Business continuity is maintained of essential services;
- The safety and wellbeing of Council staff;
- The safety and wellbeing of Council's community (where practicable);
- The political environment is managed;
- Communications are coordinated internally and externally; and
- The recovery operation is supported and resourced through to its conclusion.

15.10.3.1 CIMT Membership

The core composition of the CIMT includes:

CIMT Leader – Incident Controller	CEO	Jim Nolan
Operations Officer (MEM)	Director C&CS	Kathy Bramwell
Resources Officer (MERO)	Director A&DS	Douglas Gowans

| Recovery Officer (MRM) | Manager Community Wellbeing | Martin Walmsley |
| Communications Officer | Communications Officer | Kate Deppeler |

The following officers will be mobilized if/when needed dependent upon the nature of the event:

Public Spokesperson	Mayor	
Staff Welfare Officer Staff Messaging / Liaison	Manager People & Culture Risk Management Coordinator	Norman Prueter Sean Leyland
CIMT Administration & Welfare Support	Executive Assistant to the Directors EM Coordinator	Chantelle Sandlant Laura Buchanan
Environmental Health / Community Safety Coordination	Manager Planning & Development	Katie Gleisner
Fire Prevention	Municipal Fire Prevention Officer	Ernie Welsh
Relief Centre Coordinators	North of Shire	Gillian Matthews
	South of Shire	Jane Bowker
Recovery Centre Coordinator	Manager Governance Risk & Compliance	Michelle Richards
Financial monitoring	Manager Finance	James Hogan
Community Messaging / Liaison	Community Liaison / Customer Service	Jenny Trengove Peter O'Rourke
Business Messaging / Liaison	Manager Economic Development & Tourism	Ray Davies

Role statements for the core CIMT roles are attached to this Plan as Appendix H.

15.10.3.2 *Relationship to the Emergency Management Team (EMT)*

As a small shire council, the Pyrenees Shire Council CIMT members are generally also members of the Emergency Management Team. This means the relationship between the two teams is closely linked.

That does not mean the CIMT will duplicate any of the EMT functions, rather be complementary to each other.

- The EMT's key role is to plan and achieve readiness in preparation for an emergency.
- The CIMT's key role is to manage the response to an emergency situation, whilst also maintaining critical day-to-day service delivery through activating Council's business continuity plan.

15.10.4   ACTIVATION OF THE CIMT AND THIS PLAN

15.10.4.1   *Triggers*

Key triggers for escalation of an emergency or incident to the Critical Incident Management Team are:

- A serious incident, event or issue that has occurred or is imminent which poses a serious threat to Council's people, community, operations, property / assets or reputation.
- A business or financial incident reflecting on council's reputation or continuity of operations, including incidents relating to contractors, partners, supplies or significant contractors / projects.

15.10.4.2   *Initial notification*

All disruption and serious incidents must be reported to a member of the Executive Leadership Team (ELT) in the first instance:

- Chief Executive Officer – Jim Nolan
- Director Corporate & Community Services – Kathy Bramwell
- Director Assets & Development services – Douglas Gowans

15.10.4.3   *Incident Triage*

Upon receiving a notification, the relevant ELT member will immediate contact the other members.

Together and within 15 (fifteen) minutes the ELT will assess the situation and make a determination as to whether the CIMT should be activated.

15.10.4.4   *Activation*

Upon decision to activate the CIMT, the Director Corporate & Community Services will immediately notify all core members of the CIMT via group SMS using the Emergency Contact System.

The notification text should state:

- <u>For physical assembly</u> – An incident has occurred and the CIMT is being activated. A briefing is being convened at [state location – default is Council Chambers in Beaufort] in 30 minutes [or agreed timeframe]. Please respond with your availability details and estimated time of arrival. Please access your email for more information.
- <u>For assembly via conference call</u> – An incident has occurred and the CIMT is being activated. A briefing is being convened via conference call in 15 minutes [or agreed timeframe]. To participate in the conference call please call 1300 254 410

and when prompted enter the Guest Access Code – 6173390. Please respond yes/no with your availability. Please access your email for more information.

The Director Corporate & Community Services will follow the notification text with an email to the CIMT email address [cimt@pyrenees.vic.gov.au] providing as much information as follows – typically:

- Date/time of incident
- Incident description – what happened and where
- Number of injuries/fatalities
- Extent of any damage or loss
- Is the incident stable or escalating
- Have emergency services been called – what agencies or services are involved
- In the incident impacting upon the community
- Has there been any media / social media coverage

15.10.4.5   *Activating the Virtual Meeting Room*

A virtual meeting room (teleconference facility) is constantly in readiness with Express Virtual Meetings, which allows for up to 50 participants.

Activation should be initiated by a member of the Executive Management Team by dialing 1300 254 410 and, when prompted, entering the Host Access Code of 8428510.

All other participants should enter with the Guest Access Code of 6173390.

15.10.5   CRITICAL INCIDENT CONTROL CENTRE

The Critical Incident Control Centre (CICC) is the physical focus point of an effective response by the CIMT. It is where they meet and are kept informed, make necessary response decisions, control and record events. The CICC was formerly referred to as the MECC.

The Critical Incident Control Centre (CICC) can be a physical location or virtual assembly via the teleconference facility – dependent upon the needs of a particular incident.

Where the needs of the CIMT require the physical use of a room, this will take priority over whatever meeting may already be taking place. MOUs will be prepared with community groups who may be required to postpone events.

15.10.5.1   *Physical locations*

15.10.5.1.1   Primary location

The primary location for the CIMT Critical Incident Control Room is the Council Chambers, Council Offices, 5 Lawrence Street, Beaufort.

Other locations that may be required within the Council Offices in the case of a significant event are allocated as follows:

- Support Group or Outbreak Room [telephone calls, small briefings] – Herbertson Room
- Quiet rooms [victims' families or stress relief] – Mayors Room, Planning Meeting Room
- Media mustering area – Beeripmo Centre

15.10.5.1.2   Secondary location

If the Council Offices in Beaufort are compromised, the alternate location for the CIMT Incident Control Room is the Avoca Shire Hall, Avoca.

Other locations that may be required in the case of a significant incident are allocated as follows:

- Support Group or Outbreak Room – Supper Room
- Quiet room – Old library room
- Media mustering area – Avoca Information Centre RTC

15.10.5.2   Virtual assembly – conference call facility

The conference call facility is available at all times for the sole use of the CIMT. Activation should be initiated by a member of the Executive Management Team by dialing 1300 254 410 and, when prompted, entering the Host Access Code of 8428510 (international +61 300 254 410).

All other participants should enter with the Guest Access Code of 6173390.

15.10.6   CIMT OPERATIONS

15.10.6.1   CIMT First hour checklist

Date:			Time:			
Actions					**By whom**	**Completed**
1.	Commence the initial CIMT briefing				Incident Controller	
2.	Confirm and share relevant information on the incident including known facts, actions taken and assumptions made. Confirm actions taken so far. Confirm the Mayor and Councillors have been notified.				Incident Controller All CIMT members one-by-one Incident Controller	
3.	Conduct incident impact assessment and determine response action plan. Identify impacted stakeholders.				All CIMT members	
4.	If public or media attention likely, invite the Mayor to				Director CCS	

	act as public spokesperson.		
5.	Activate CrisisWorks and document incident impact assessment outcomes.	CIMT Administration Officer	
6.	Confirm roles and action plan responsibilities of CIMT members. Identify other resources needed. Identify other CIMT members required and invite to join the CIMT.	Incident Controller Director CCS	
7.	Identify actions required to establish safety and wellbeing of staff and other impacted persons.	Incident Controller	
8.	Agree initial communication scripts to enable a coordinated response to media and public enquiries.	Communications Officer	
9.	Agree schedule for provision of regular updates to the Incident Controller / CIMT.	Incident Controller	
10.	Agree schedule for provision of regular updates to staff / Councillors / community / media.	Incident Controller	
11.	Confirm establishment of a crisis log to capture all facts, decisions, actions, responsibilities and timings. Confirm all members are able to access CrisisWorks to input updates.	CIMT Administration Officer	
12.	Confirm team established who are responsible for operational continuity.	Relief & Recovery Officer	

15.10.6.2   Strategies for critical incident response

Individual strategy checklists have been developed for a range of critical incident types. These are detailed in Appendix I.

15.10.6.3   Incident Recordkeeping

15.10.6.3.1   Recording – log of events / actions

The purpose for maintaining logs of events is to provide an accurate and sequential record of circumstances, occurrences, actions and decisions made during an incident or emerging crisis.

Where practicable, log entries should be made during or as soon as possible after the event has occurred. Log entries should be complete and accurate in order to provide an understanding of what happens and what actions were taken or decisions made. Entries should include the time and date of the event.

CrisisWorks is the tool used for recordkeeping during incidents at the Pyrenees Shire Council. Training and exercising will be undertaken regularly to maintain familiarity with use of the tool.

15.10.6.3.1.1 Central log – Critical Incident Control Room

- Responsibility for maintain a central log of actions, events and decisions made in the CICC lies with the CIMT administrative support team.
- Recording of incident room activity and telephone calls may be made and retained.
- The central log will be maintained on CrisisWorks to enable different members of the CIMT to add items and minimize omissions.

15.10.6.3.1.2 CIMT members' individual logs

- Each CIMT member should maintain an individual log of actions, decisions made and instructions / tasks given to their support teams or others.
- During an incident, any significant action or decision made should be recorded in CrisisWorks by the individual, or reported to the central log keeping in the Critical Incident Control Room.
- At the end of an incident, all logs should be provided to the CIMT administrative support team for inclusion in the incident case file – recorded in RecFind.

15.10.6.3.2 Case file management

- A separate case file for each incident managed should be created in RecFind.
- Each case file should contain:
    o All information downloaded from CrisisWorks;
    o Any incident report forms or other supporting documents created during the event; and
    o Outcomes from any post incident review and ongoing or corrective management actions.
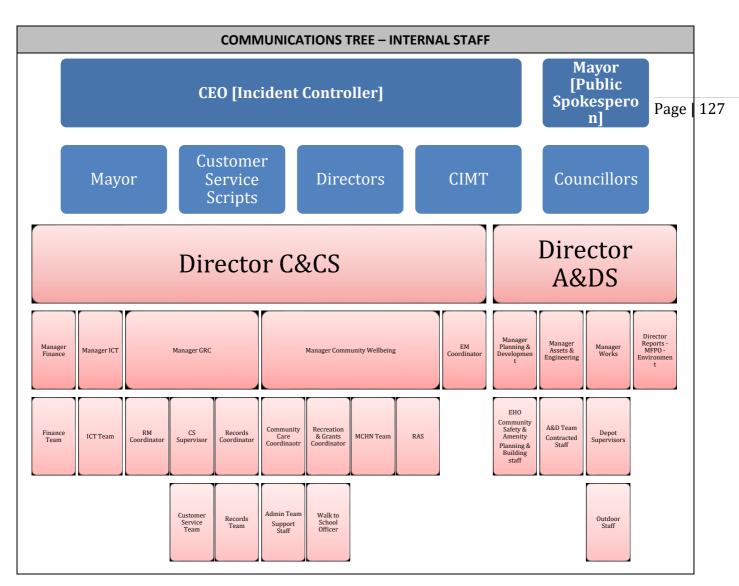
15.10.7 CIMT COMMUNICATIONS PLAN

To ensure there is a consistent message and a coordinated and robust communications process during an incident, key stakeholders should be identified and appropriate CIMT members allocated pre-agreed responsibilities for communicating with each.

COMMUNICATIONS TREE – INTERNAL STAFF

CEO [Incident Controller]	Mayor [Public Spokesperon]

Mayor	Customer Service Scripts	Directors	CIMT	Councillors

Director C&CS	Director A&DS

Manager Finance	Manager ICT	Manager GRC	Manager Community Wellbeing	EM Coordinator	Manager Planning & Development	Manager Assets & Engineering	Manager Works	Director Reports - MFPO - Environment

Finance Team	ICT Team	RM Coordinator	CS Supervisor	Records Coordinator	Community Care Coordinaotr	Recreation & Grants Coordinator	MCHN Team	RAS	EHO Community Safety & Amenity Planning & Building staff	A&D Team Contracted Staff	Depot Supervisors

Customer Service Team	Records Team	Admin Team Support Staff	Walk to School Officer	Outdoor Staff

COMMUNICATIONS TREE – EXTERNAL STAKEHOLDERS

Mayor [Public Spokesperson]			Director C&CS		Director A&DS	
Media	Members of the public Visitors	Ministers and Government Representatives	Emergency Services	MAV Insurers	Contractors & Suppliers	Unions

15.10.7.1   *Official Council spokesperson*

The Mayor is the primary official spokesperson for Council. Where alternates are required, these will be the Chief Executive Officer or nominated Councillor.

15.10.7.2   *Communication authorisations and approvals*

The Incident Controller (CEO) and Public Spokesperson (Mayor) are the final approving authority for all communication materials and content. The following approvals process must be followed prior to any communications materials being issued or released:

a) The Communications Officer is responsible for drafting and reviewing all communications material, with input from content specialists as necessary.
b) Where there is any possibility that materials may contain information that is sensitive, the communications Officer must secure input from the Public Spokesperson or Incident Controller.
c) All communication materials prepared for distribution during a critical incident must be approved by the Public Spokesperson and Incident Controller prior to release.
d) Specific public information scripts will be prepared for delivery by customer service and resource centre staff.

15.10.7.3   *Communications processes*

CIMT communications processes will be managed by the Communications Coordinator in consultation with the Incident controller and Public Spokesperson.

The Communications Coordinator will brief and prepare any media spokesperson on likely areas of interview questioning so they are able to maintain control the agenda in any media engagement.

All persons (Mayor, nominated alternates and communications officer) should be media trained.

15.10.7.4   Switchboard, call centre and enquiries management
In an incident situation there is likely to be a large volume of calls and enquiries from a wide variety of people. The role of the switchboard and frontline service staff is to manage these calls and enquiries under the management of the Communications Officer.

Calls and enquiries should be managed from staff on the telephone switchboard, Council office front desk and within Resource Centres in Beaufort and Avoca. If alternate telephone or contact facilities require implementation, this will be undertaken in consultation with the Manager ICT.

The following guidance should be followed in setting up a switchboard or call centre to manage calls or enquiries received:

- The role of the switchboard, call centre, enquiries personnel is to handle calls, capture and pass on all information critical to the handling and resolution of the event, provide agreed messages and professionally redirect all priority calls.
- The operators / frontline staff may need additional assistance during a crisis situation and processes should be put in place to brief and bring extra staff online as soon as possible.
- Operators should not mention any detail about the event other than that agreed to under the messaging strategy authorized by the Public Spokesperson / Incident Controller.
- Operations will need to direct incident-related priority calls from emergency personnel and key stakeholders directly to the appropriate CIMT member via the support group.
- Operators, frontline and back-up staff will require training on how to handle difficult and demanding telephone calls from the media, the public, impacted friends and relatives, and other affected stakeholders, and in the handling of threatening calls.
- Normal Council business should continue where possible and all callers treated efficiently and courteously.

15.10.7.5   Communication with internal stakeholders
Employees can be Council's strongest ambassadors or its strongest opponents, dependent on how Council communicates with and treats them.

Employees may develop feelings of anger, fear, shock and worry. It is important to let staff know that necessary actions are being undertaken to manage and control the situation.

Where needed, clear direction should be given to people onsite to what they should do, where they go etc.

Highlight to staff that counselling and support is available, listen closely to any concerns and thank them for their ongoing support and cooperation.

15.10.7.6   Update briefings
A key element of effective incident response is maintaining situational awareness by providing regular update briefings to CIMT members and key impacted stakeholders.

- Initially: Hourly briefings are recommended between CIMT members and the Incident Controller.
- Key stakeholders should be briefed at regular intervals, determined by the Incident Controller and Public Spokesperson and dependent upon the type of incident.
- Ongoing: As the response effort continues, the Incident Controller may decide to alter the schedule depending upon the circumstances or situation.
- Action progress updates: It is important that each CIMT member takes a proactive stance on providing progress updates on actions / tasks back to the Incident controller, not waiting for a request for information to be made.
- Council: Following the initial notification of the crisis, the Incident Controller should determine and communicate a schedule for update briefings to Councillors, to be delivered against that schedule by the Mayor.
- Between briefings: CIMT members, and their support teams when needed, should utilize breakout rooms to conduct further briefings or undertake supporting actions / tasks as needed.

Briefings should contain the following:

- Information relating to the nature and severity of the incident, where available and where appropriate to disclose;
- Actions needed to be undertaken by specific members of staff;
- Directions to staff on attendance or non-attendance at work, alternate locations or arrangements – for major incidents staff who are non-essential to the response activities would normally be directed to remain at home for the first 24 hours;
- What information can be disclosed by staff to impacted clients – e.g. by MCHN or Pyrenees Community Care;
- When the next briefing will be provided.

Staff should also be informed of how to respond if / when approached by the media or members of the community.

15.10.8 POST INCIDENT REVIEW PROCESS

15.10.8.1 *Holding a post-incident review*

A post incident review of how the incident was management should be arranged within 5 (five) working days of CIMT stand-down, by the Director Corporate & Community Services.

The purpose of a post-incident review is to determine:

- What happened – incident background, response factors (e.g. communication, equipment, containment) and any other aspects considered relevant.
- Response performance – operational effectiveness of first response, CIMT and other teams involved.
- Lessons learned – strengths and weaknesses; areas needing attention.,
- Recommended actions – proposed actions for improving future preparedness and response.

The post-incident review should be conducted in an open and frank manner, allowing free talking and listening to learn about strengths and weaknesses, and create a clear vision of improvement opportunities. This is to allow for:

- Individuals viewing things differently;
- Staff involvement in the incident can usually identify problems best;
- The benefit of hindsight may have led to different response decisions;
- A statement of a positive outcome will generally not require follow-up actions;
- A statement of a negative outcome will always require follow-up actions; and
- Many negative outcomes that, through their detection and prompt improvement / action, can come to be regarded as positive (practical and constructive).

15.10.8.2 *Post-incident improvement management actions*

Following the post-incident review, identified corrective / improvement management actions should be recorded by the Director Corporate & Community Services in the Outstanding Issues Register.

The action plan will detail allocated responsibilities and agreed completion timelines. Monitoring of action completions will be managed by the Director Corporate & Community Services.

15.10.8.3   Post-incident recordkeeping

A copy of the post-incident review report will be retained with the incident case file and records in RecFind. Progress reports against improvement actions plans will be retained with the incident case file.

15.10.9   APPENDIX A – PSC ON-CALL DUTY OFFICER SOP

This SOP outlines the actions to follow once notification has been received by the on-call officer that there is an emergency occurring within the Pyrenees Shire.

UPON RECEIPT OF A CALL NOTIFYING OF AN EMERGENCY:	
THE ON-CALL DUTY OFFICER WILL:	
1.	• Ascertain the nature of the emergency. • If it relates to a matter over which Council does not have control (e.g. water mains) refer to the appropriate agency.
2.	If it is a request for resources (e.g. road closures or Works resources): • Contact the MERO. • If the MERO is unavailable, contact one of the deputy MEROs. • If no MERO is available, follow the MERO SOP in Appendix C.
3.	If it is a single house fire, following the Single House Fire SOP in Appendix B.
4.	If it is a request to open a Relief Centre: • Contact the MRM. • If the MRM is unavailable, contact one of the deputy MRMs. • If no MRM is available, follow the MRM SOP and the Opening a Relief Centre SOP.
5.	If the magnitude of the event is large, after notifying the MEM [MEMO] and MERO and they agree it is necessary, send a notification to the Critical Incident Management Team as detailed in part 3 of this Plan. This should be done via the CEO, Director Corporate & Community Services or Director Assets & Development Services.
6.	Make a written note of your actions and discussion points. Note any issues. If possible, open an event in Crisisworks and record your notes. Assign tasks as agreed in the initial phone calls.
FOLLOW UP AND CLOSURE	
7.	On call duty officer will monitor tasks assigned in Crisisworks and close them as they are completed.
8.	Report back to the Emergency Management Team (EMT) on actions taken and status (this could be at the next EMT planning meeting).

15.10.10 APPENDIX B – SINGLE HOUSE FIRE SOP

SINGLE HOUSE FIRE – ACTIONS REQUIRED:	
RECORD THE INCIDENT DETAILS	
1.	Telephone calls will generally be received from a member of the CFA or VicPol. Note the property address and any damage details. Ask for contact details of the property occupants (if known).
2.	Ask if the services of a Municipal Building Surveyor or Environmental Health Officer are needed. If yes: • Advise the caller that they will be notified and will attend the scheme in daylight hours (if you are notified in the middle of the night). • As early as possible (in daylight hours) contact the MBS / EHO and provide details. If the property is completely destroyed, these services are unlikely to be required. If this is the case, notify the Manager Planning & Development as soon as practicable (not in the middle of the night).
ENSURE IMPACTED RESIDENTS HAVE ACCOMMODATION	
3.	Whilst on the phone, ask if the property occupants are there and if you can speak to them. If not, call the occupants using contact details provided.
4.	Ask the property occupants: • If they need any immediate medical attention that hasn't already been provided. • Assure them that they will be supported during their crisis. • Ask if they have any emergency accommodation available – with neighbours, family or friends. Encourage them to seek accommodation with these if possible. • If not possible, ask if they are willing to go to the nearest motel or caravan park and seek emergency accommodation for the night / balance of the night. Advise that Council will pay for this and that the motel / park owner can call this number to confirm this.
CONTACT THE FOLLOWING (early next day unless absolutely necessary)	
5.	After gathering all available information, call DHHS and advise them of the situation. Use their 24 hour contact number – 1800 238 414. Provide them with the details that you know so they can follow up with financial assistance grants, material aid and temporary accommodation as required.

6.	(If not the MRM) Notify the MRM who can follow up with the impacted property occupants to see if any further assistance is required.
	If all of the above has not been possible, contact the MRM immediately. If all of the above steps have been completed, contact the MRM early the next day (if in the middle of thenight).
7.	In daylight hours, contact the Pyrenees Shire Municipal Building Surveyor and Environmental Health Officer.
	This may need to be done via the Manager Planning & Development.
	They may need to assess the property for hazards, if not completely destroyed.
8.	All contact details are included in the MASTER emergency contacts listing updated regularly,
	If any of the contacts are incorrect or out of date, please notify the Emergency Management Coordinator as soon as is practicable.
FOLLOW UP AND CLOSURE	
9.	The MRM should follow up with the affected household and assess their current needs.
	Refer any outstanding issues to the responsible agency.
10.	Make a written record of your actions and discussion notes. Note any issues.
	If possible, open an event in Crisisworks and record your notes. Assign tasks as agreed in the initial phone calls.
11.	The MRM will report back to the Emergency Management Team (EMT) on actions taken and status (this could be at the next EMT planning meeting).

15.10.11   APPENDIX C – MERO [MUNICIPAL EMERGENCY RESOURCES OFFICER] SOP

The role of the Municipal Emergency Resource Officer (MERO) is to provide resources to emergency management agencies as requested, and as available, in an emergency event.

Typically the requests are for resources under Council's control but may include external or contractor resources to be arranged. The resources requests may include:

- Transport (buses etc)
- Plant (graders, bulldozers)
- Trucks
- Traffic management equipment and operators
- Sand and bags
- Anything specific to supporting the incident controller

NOTE: if you are the on-call duty officer and cannot make contact with the duty MERO or any deputy, you may need to undertake the responsibilities of the MERO to the best of your ability.

Should you receive a request for a resource – follow these steps:
- Call the CEO to alert them of the situation.
- Advise the CEO of the request for a resource and request guidance on the best path to follow.
- Follow the procedure outlined below if you are empowered to proceed with fulfilling the resource request.
- If you are unable to contact the CEO, then call the resource requestor and advise them that you are unable to assist at this stage.

UTILISATION OF PSC PLANT AND EQUIPMENT:

	Procedure to be followed:
1.	In the first instance, it is expected that the control agency will have utilized all of their resources prior to seeking Council support for plant and equipment.
2.	If plant, equipment and staff are available; when requested, Council will: • Use available Council approved equipment with trained personnel. • Use this equipment only with available Council staff due to insurance and risk issues. • Deploy Council equipment and personnel to safe and supported locations.
3.	When Council's equipment is fully utilized, the Incident Controller (agency) should seek preferred private contractor support.
4.	Council has the ability to engage third party contractors, however this is restricted to preferred suppliers due to insurance, risk and cost restraints.

Points to note:	
	Make sure that you know who is making the request. This could be the Municipal Emergency Resource Controller [MERC] or an emergency agency representative from either the Incident Control Centre (ICC) or from the agency responsible for managing the emergency.
	Ask for a contact number to be able to get back to the person making the request.
	When asked to provide a resource, seek information on what the task is as often the resource being asked for may not be the best one for the task at hand.
	Don't promise resources that we don't have. E.g. just because the Shire has 4 graders, does not mean that we have 4 grader operators available.
	One of the best contacts to help provide information about what personnel and resources we do have are the Works Officers in Avoca and Beaufort.
	Be realistic about timeframes to be able to organize the resources and personnel. Take into account that travel time for equipment to where they are needed is often much longer than in a car.
	Ask exactly where the resources need to go and who they need to report to. Be specific about roads and intersections.
	Make sure that, when sending resources, that they are fit for duty. E.g. well rested, have the appropriate PPE, and understand that they may need to be supplied with food and water. You will also need to ensure that relief resources are available after standard shift periods.
	If the request comes from the ICC or an emergency response agency other than the Police, it is good practice to ask for an order number for the task to be reimbursed.
	It is OK to say NO to a request. Refer questions or issues to the Incident Controller (contact details will be provided on the day) or to the MERC on 0467 763 447.

15.10.12   APPENDIX D – MRM [MUNICIPAL RECOVERY MANAGER] SOP

MRM SOP	
THE MRM ONCE NOTIFIED WILL:	
1.	Assign tasks to relevant relief and recovery coordinators as a follow-up to the alert. These tasks may / will include: Activation of an emergency relief centre (in accordance with the Activating an Emergency Relief Centre SOP) Notification to relief and recovery agencies Provision or facilitation of recovery service information including, but not limited to: Financial assistance (via DHHS or Centrelink) Emergency accommodation Material aid Hazards identification alerting the Municipal Building Survey / Environmental Health Officer [via the Manager Planning & Development] where required Alerting the Post Impact Assessment Coordinator Alerting the CEO to activate the Critical Incident Management Team
2.	If the incident is a Single House Fire, follow the steps outlined in the Single House Fire SOP.
3.	The process for Relief and Recovery service coordination is set out in the Pyrenees Relief and Recovery Operations Plan.
4.	All contact details are included in the MAST emergency contacts list provided and updated regularly. If any of the contacts are incorrect or out of date, please notify the Emergency Management Coordinator as soon as practicable.

15.10.13   APPENDIX E – OPENING A RELIEF CENTRE SOP

OPENING A RELIEF CENTRE – ACTIONS REQUIRED:	
AGREE ON THE APPROPRIATE CENTRE LOCATION	
1.	Refer to the Pyrenees Relief Centre Resource Document which has details on all of the relief centres.
2.	Agree with the MERC or Incident Controller where a relief centre is required.
MRM STEPS FOR OPENING A RELIEF CENTRE:	
3.	Using the emergency contacts list, contact the relevant ERC Coordinator and brief them on the situation. Note – the ERC Coordinator will activate their team members.
4.	If you cannot make contact with a coordinator, you will need to call the ERC team and get at least 3 staff members and/or volunteers to open the centre.
5.	Request a call from the centre when it is opened.
6.	Contact the CEO and advise of the situation. The CEO will determine whether the Critical Incident Management Team should be activated and what other communications are required.
7.	Contact the Beaufort or Avoca Police and advise them of the situation.
8.	Arrange for the registration kit to be taken to the centre for Red Cross or other staff to use.
9.	Contact the Australian Red Cross using their 24 hr Emergency number (1800 232 969) and advise them of the situation. • Confirm whether they are able to send a registration team to that centre. • Confirm whether they will be able to coordinate catering.
10.	Call the Victorian Council of Churches using their 24 hr number (9654 1736) and advise them of the situation. Confirm whether they will be able to provide personal support at the centre.
11.	Call DHHS and advise them of the situation. Use their 24 hr c ontact number (1800 238 414).
NO STAFF AVAILABLE?	
12.	If no staff are available to open a relief centre, call the DHHS and escalate the issue to them as they coordinate relief centres at the regional level.

15.10.14 APPENDIX F – ROLE CARD – CIMT LEADER / COUNCIL INCIDENT CONTROLLER

ROLE CARD – CRITICAL INCIDENT MANAGEMENT TEAM LEADER / COUNCIL INCIDENT CONTROLLER:	
This role is generally filled by the CEO or a Director if the CEO is unavailable.	
GENERAL DUTIES:	
1.	Determine core and alternate members of the Critical Incident Management Team.
2.	Confirm objectives of the Critical Incident Management Team.
3.	Confirm strategies for various crisis situations.
DURING A CRITICAL INCIDENT:	
4.	Activate the Critical Incident Management Team (CIMT) in accordance with section
5.	Confirm composition / attendance of CIMT, where necessary supplement the team with appropriate support staff or resources.
6.	Confirm the messaging strategy with the Public Spokesperson and Communications Officer.
7.	Evaluate likely effects of the incident and determine response strategy.
8.	Ensure effective communications with key internal stakeholders.
9.	Liaise with the Communications Officer and Public Spokesperson on media or public interest issues.
10.	Determine any need for additional specialist, consultant or contractor support.
11.	Maintain information flows with Council, staff, government or other agencies where appropriate.
12.	Initiate activities to assist in business resumption and recovery actions.
13.	Ensure team members and support staff receive appropriate relief during protracted incident.
14.	Maintain awareness of signs of stress or distress in team members and support staff.
POST INCIDENT:	
15.	Review and evaluate performance by team.
16.	Evaluate communication and information flows.
17.	Develop post-incident recommendations with team, record and file outcomes.

15.10.15   APPENDIX G – ROLE CARD – PUBLIC SPOKESPERSON

ROLE CARD – CRITICAL INCIDENT PUBLIC SPOKESPERSON	
This role is generally filled by the Mayor or an alternate Councillor if the Mayor is unavailable.	
PRE-INCIDENT:	
18.	Undertake media training or refreshers available.
19.	Participate in training and desktop or other exercises undertake to test incident response and recovery activities.
DURING A CRITICAL INCIDENT:	
20.	Act as the public face of the Council during the incident – ensure that there is only one 'voice' and message.
21.	Work with the CIMT Leader and Communications Officer on developing a message strategy.
22.	In conjunction with the CIMT Leader and Communications Officer: • Finalise any media releases or public statements; • Decide on the timing of media releases, interviews and conferences; • Act as the public spokesperson during media interviews, media briefings and conferences.
23.	Take briefings from the CIMT Leader, Communications Officer and other team members on situation updates, changing message strategy and developing issues.
24.	Ensure that messaging reflects the central Control Agency and ICC messaging.
25.	Keep other Councillors informed.
26.	Decide on alternate or other spokespersons as the situation demands – e.g. Police or relief spokesperson. Brief alternate public spokesperson in a protracted crisis situation.
27.	Receive calls from key external stakeholders, including the media, and brief accordingly.
POST INCIDENT:	
28.	Continue the role of public spokesperson during recovery activities until stand-down.
29.	Support other team members in reviewing corporate communication and message strategies in light of outcomes and lessons learned post-incident.

15.10.16 APPENDIX H – CRITICAL INCIDENT MANAGEMENT TEAM ROLES & RESPONSIBILITIES

15.10.16.1 *Critical Incident Team Leader / Incident Controller*

The Critical Incident Team Leader has overarching responsibility to ensure Council's emergency management statutory responsibilities are planned for and executed effectively. In an emergency this role acts as the Council's Incident Controller.

A role card has been developed for this role, available at Appendix F.

15.10.16.2 *Public Spokesperson*

This role is generally undertaken by the Mayor or an alternate Councillor if the Mayor is unavailable.   The key responsibility of the Public Spokesperson is to be the public face or voice of the organisation in the case of a critical incident, in particular with government, other Councillors and the media.

A role card has been developed for this role, available at Appendix G.

15.10.16.3 *Municipal Emergency Manager (MEM)*

This role is directly responsible for the overall management and administration of processes and systems to support the statutory municipal responsibilities in emergency planning, preparedness, response, relief and recovery operations. From 1 December 2020, this role will transfer over to the Municipal Emergency Management Officer.

Key role responsibilities include:

- Manage Council's emergency management activities;
- Keep the CEO and Council informed of emergency activities;
- Maintain critical incident control centres in a state of readiness to enable short notice activation;
- Chair the Municipal Emergency Management Planning Committee (MEMPC) meetings;
- Ensure the Municipal Emergency Management Plan (MEMP) is effective and current;
- Ensure that emergency related risk management requirements are met and regularly reviewed;
- Ensure effective utilisation of municipal resources during response to, relief during, and recovery from community emergencies;
- Coordinate the emergency management activities of, and regular liaison with, the MERO, MRM and MFPO;
- Ensure that a physical or virtual critical incident control centre can be activated at short notice when required;
- Arrangement meetings of the MEMP, Emergency Management Team (EMT) or Critical Incident Management Team (CIMT) as appropriate during emergencies and in planning for emergencies;
- Maintain effective liaison with all Regional, State or Commonwealth emergency related agencies servicing the municipality;
- Ensure that an effective 24 hour contact database and roster is maintained;

- Ensure that contractual arrangements with response and recovery support contractors are agreed to and documented prior to such events;
- Ensure appropriate operating procedures and processes are developed, documented and tested by those required to use them during emergencies, and that suitable training is undertaken;
- Ensure appropriate procedures, processes and systems are in place to record and monitor any Council expenditure specifically applicable to an emergency;
- Ensure that applications for expenditure, eligible for assistance from government sources, are submitted to appropriate agencies;
- Ensure that operational debriefs are held and examine the effectiveness of the MEMP; and
- Keep the CEO and Council informed on its emergency management status and activities, including provision of an annual report.

15.10.16.4   *Municipal Emergency Response Coordinator (MERC)*

The role of MERC, although responsible for a municipal area, is not a Council role but is held by a member of Victoria Policy.

MERCs are responsible for ensuring the coordination of the activities of agencies having roles or responsibilities in response to emergencies, with the exception of emergencies involving Department of Health & Human Services (e.g. pandemics, defence force vessels or aircraft).

Key responsibilities include:

- Ensure the Municipal Emergency Resource Officer (MERO) is activated to provide access to municipal resources;
- Obtain and forward regular advice to the Incident Controller of the potential of an emergency which is not under substantial control of the Control Agency;
- Advise recovery agencies of the emergency;
- Coordinate Control Agency requests for municipal support; and
- Attend the regional ICC (Incident Control Centre).
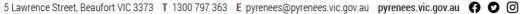
Any Control Agency requiring municipal support will request that support through the MERC who will pass on all requirements to the MERO.

15.10.16.5   *Municipal Emergency Resource Officer (MERO)*

The MERO is responsible for the provision and coordination of all municipal resources when responding to emergencies and has full delegated authority to deploy Council resources as and when required.

The MERO will maintain a list of resources held by, and available, by the Pyrenees Shire Council.

Key responsibilities include:

- Coordinate municipal resources during the response phase of an emergency;
- Provide Council resources when requests are made by emergency services or policy (via the MERC);
- Maintain an effective 24 hour personnel contact system for resource access;
- Maintain open communication lines with the MERC; and
- Ensure procedures, processes and systems are in place to monitor and record expenditure by the Council in relation to emergencies.

15.10.16.6   Municipal Recovery Manager (MRM)

The MRM is a position required by the Emergency Management Act 2013 with the role directly related to relief activities during an emergency, and recovery activities post an emergency.

Key responsibilities include:

- Ensure that all key relief and recovery positions are appropriately resources;
- Work with the Emergency Management Coordinator to ensure relevant and appropriate training is provided for personnel with relief and recovery roles and functions;
- Maintain an effective duty roster for relief and recovery staff during high risk seasons;
- Mentor the deputy MRMs on roles and responsibilities;
- Ensure that Council has sufficient resources to support relief and recovery functions;
- Coordinate municipal and community resources during relief and recovery operations;
- Immediately following an emergency, implement measures to obtain a post impact assessment;
- Determine priorities for the restoration of community services and needs;
- Establish relief and recovery centres when requested; and
- Liaise, consult and negotiate with recovery agencies and Council on behalf of the affected area and community recovery committees.

15.10.16.7   Municipal Fire Prevention Officer (MFPO)

This role is a mandatory role proscribed through the CFA Act. As from February 2020, the Pyrenees Shire Council no longer provides or manages Permits to Burn, which are now managed through the CFA.

Key responsibilities include:

- Develop and regularly review the Municipal Fire Prevention Plan;
- Liaise with fire services, brigades and other authorities regarding the planning and implementing of fire prevention activities;
- Advise the Municipal Emergency Management Planning Committee (MEMPC) on fire related matters;
- Ensure the Municipal Fire Prevention Plan is referenced in the MEMP;
- Keep the CEO and Council informed of fire prevention and related matters;
- Investigate complaints regarding potential fire hazards;
- Carry out statutory tasks relating to fire prevention notices and infringements;

- Advise the general public on fire prevention; and
- Promote and/or facilitate fire safety educations / informational programs within the community.

15.10.16.8   Emergency Management Coordinator

The role of Emergency Management Coordinator is a part-time position funded by the Victorian State Government under the Municipal Emergency Resource Program (MERP). Funding has been guaranteed under 30 June 2024. The key focus of this role is to support the emergency management program fulfilled by Council.

Key responsibilities include:

- To facilitate the maintenance and review process of the MEMP and its sub-plans;
- To establish and maintain systems and procedures that will enhance Council's ability to respond to, and recover from, emergencies;
- Provide administrative support for the MEMPC and EMT;
- Coordinate the training requirements of Council's Emergency Management Team (EMT) and Critical Incident Management Team (CIMT);
- Conduct training exercises and MEMPC testing for emergency management teams;
- Facilitate work groups to develop or review operational plans and procedures;
- Develop cross-boundary relationships with neighbouring municipalities;
- Provide strategic advice to the EMT and CIMT when required;
- Assist with recovery service coordination planning; and
- Undertake any other emergency management related duties as required.

15.10.16.9   Emergency Management Liaison Officer (EMLO)

This role is undertaken by a range of Council officers and is critical in maintaining communication between Council functions and an Incident Control Centre (ICC).

Key responsibilities include:

- Support and assist the EMT from the ICC and liaise with Council regarding the coordination of Council resources required during the emergency response phase;
- Provide a communications link between the ICC and Council, particularly in providing update information regarding an emergency situation;
- Assist in the development of the incident action plan within the ICC; and
- Maintain a running log of all actions taken and information received in Crisisworks or other approved records management system (e.g. EMCop).

15.10.16.10   Animal Welfare – domestic pets and agricultural stock

This role is generally a collaboration between Council Officers and Agriculture Victoria. Roles and responsibilities are detailed in the Animal Welfare Sub-Plan.

15.10.16.11   Municipal Post Impact Assessment

This role is activated as one of the first actions post an incident to evaluate the impact on Council and the community. Roles and responsibilities are detailed in the Municipal Post Impact Assessment and Outreach Services Sub-Plan.

15.10.17 APPENDIX I - INCIDENT TYPE RESPONSE STRATEGIES / CHECKLISTS

15.10.17.1 *Major fire or explosion*
Scenario: people injured or killed and/or severe property damage occurs as a result of a major fire, explosion or flood.

Key steps to consider include:

- Ensure safe evacuation from danger areas to safe haven or off-site for non-essential personnel.
- Contact emergency services.
- Activate the CIMT.
- Determine the extent of the risk of direct harm / damage and develop a management plan, delegate specific tasks to contain, control and remediate the situation.
- As far as is practicable, eliminate any further danger from existing facilities that may exacerbate the situation.
- Follow instructions of emergency services around the incident site.
- Brief Council.
- Develop message strategy and implement across key stakeholders.
- Provide frontline services with response to public enquiries.
- Develop human resources plan for any victims and next-of-kin, establish counselling and welfare for any affected persons.
- Assess the impact on operations and activate business continuity plan.
- Consider legal and insurance implications.

15.10.17.2 *Loss of access to key Council facilities*
Scenario: A key, manned Council facility (e.g. Council offices) is severely damaged and cannot be occupied.

Key steps to consider include:

- Call emergency services.
- Ensure safety and well-being of all people. Ensure safe evacuation if required.
- As far as is practicable, eliminate any further danger from existing facilities or operations that may exacerbate the damage or put people at risk. Ensure site security.
- Activate the CIMT.
- Develop human resources plan for any victims and next-of-kin, establish counselling and welfare for any affected persons.
- Develop message strategy and implement across key stakeholders.
- Brief Council
- Work with the police in any investigation.

- Assess the impact on operations and activate business continuity plan.
- Consider legal and insurance implications.

15.10.17.3   Extreme Weather / Natural Disaster

Scenario: An extreme weather event that could or has significantly impacted on the community, Council assets / facilities or people. Major flooding or bushfire has the impacted the Shire or Council operations.

Key steps to consider include:

- Activate the Critical Incident Emergency Management Team.
- Response to requests for information, resources, support from the Incident Control Centre (ICC) or MERC.
- Deploy an EMLO to the ICC.
- Follow the key steps included within the MEMP and this operational plan.

15.10.17.4   Armed or violent intruder

Scenario: A person enters Council premises threatening or causing physical harm to people. May be armed or not.

This scenario is included within the staff emergency handbook – attached as a sub-plan to this Operational Plan.

15.10.17.5   Bomb or substance threat

Scenario: Threat is received that a bomb or substance is present which is designed to disrupt business, cause alarm or harm.

This scenario is included within the staff emergency handbook – attached as a sub-plan to this Operational Plan.

15.10.17.6   Prolonged disruption to Council operations

Scenarios include: Prolonged loss of utilities, internet or computer facilities etc. In these scenarios, activate the business continuity plan and IT Disaster Recovery Plans as appropriate.

15.10.17.7   Disease / epidemic outbreak.

Scenario: A serious health threat – such as an outbreak of influenza or other virus potentially impacting Council premises or people.   In this scenario activate Council's Pandemic Plan.

15.10.17.8   Serious ethical / reputation issue

Scenario: Council's reputation or ability to operate effectively is severely affected by a serious ethical / organisation issue or scandal.

Key steps to consider include:

- Activate the core members of the CIMT.
- Determine the extent of the risk of harm and prepare a management plan to contain, control and remediate the matter.
- Establish best and worst-case scenarios, Council's position and strategic direction.
- Brief Mayor and Council.
- Report to police or external authorities as considered appropriate.
- Set message strategy and implement across all key stakeholder groups as appropriate.
- Monitor media for public commentary (including social media).
- Ensure / cooperate with appropriate investigation.
- Consider seeking advice from a credible, independent third party to form an independent inquiry if appropriate.
- Review any practices, policies or processes that could have enabled the situation and could mitigate any future risk of recurrence.
- Consider legal and insurance ramifications.

15.11 MAV Protocol for Inter-council Resource-sharing

PYRENEES
SHIRE

File: 28/06/06

31st August 2016

Kevin Peachey
Policy Advisor
Municipal Association Victoria
GPO Box 4326,
Melbourne VIC 3001

Dear Kevin,

Re: Protocol for Inter-council Emergency Management Resource Sharing

The Pyrenees Shire Council confirms its commitment to this protocol.

The purpose of this protocol is to provide an agreed position between councils for the provision of inter-council assistance for response and recovery activities during an emergency. This protocol details the process for initiating requests for resources from another council and identifies associated operational and administrative requirements.

The application of this protocol is expected to enhance the capability of councils to provide the best possible outcomes for emergency management and to support the step up arrangements as detailed in the Emergency Management Manual Victoria (EMMV).
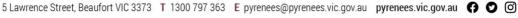
This protocol will facilitate appropriate timely mustering of resources ready to discharge municipal functions.

Yours sincerely

Martin Walmsley
Manager Governance & Risk (Municipal Emergency Manager)

Pyrenees Shire Council

5 Lawrence Street
Beaufort VIC 3373
Telephone. 03 5349 1100
Facsimile. 03 5349 2968
Email: pyrenees@pyrenees.vic.gov.au
web. pyrenees.vic.gov.au

Grampians Region
PSYCHOSOCIAL SUPPORT COORDINATION
Memorandum of Understanding

Between:
Pyrenees Shire Council
Ballarat Community Health
Grampians Community Health
Maryborough District Health Service
Beaufort and Skipton Health Services
The Department of Health and Human Services

Purpose:

The purpose of this Memorandum of Understanding (MOU) is to document arrangements for the coordination and provision of psychosocial support services in Pyrenees Shire following an emergency event or natural disaster.

Background:

Provision of psychosocial support for people who have been impacted by an emergency event is a key emergency recovery service that Local Government Authorities must plan for in their Municipal Emergency Management Plan (MEMP).

As the number of emergencies/natural disasters is increasing it is important that roles and responsibilities for those agencies providing psychosocial support are clear and understood.

Arrangements:

1. The Department of Health and Human Services (the department) is the regional coordinator of emergency relief and recovery services

2. The Pyrenees Shire Council has responsibility for coordinating the provision of emergency relief and recovery services for their community following an emergency or natural disaster

3. Psychosocial Support during and following an emergency within the Pyrenees Shire will be provided on an incident by incident basis by one or more of the signatory agencies according to the geographic location of the event and the current capacity of the agency or agencies to respond. Pyrenees Shire Council will determine the most appropriate agency or agencies to contact in the first instance and will undertake the coordination function.

Draft Psychosocial Support Memorandum of Understanding 2015 – Pyrenees   1

15.13 MOU for Central Highlands MSIA Resource Sharing

Between:

The Ballarat Sector Municipalities

and

PIAR Agencies

Background:

The Grampians Region has seen several large scale emergency events unfold in recent years with many lessons being learnt along the way. The wider community now has a greater understanding of how agencies respond to both response and recovery needs. With this also comes a greater level of expectation with respect to the services that each agency provides.

Recovery services after an emergency event need to be delivered quickly and effectively in order to address the needs of the community. The collection of loss and damage information is pivotal to the detailed planning that is required to determine the extent of any recovery activities that need to be undertaken. The process of gathering and interpreting this data is called *'Post Impact Assessment – Recovery' (PIAR)* as it is conducted in the recovery phase of an emergency operation.

During an emergency, resources that support the incident controlling agency and address any community needs are coordinated by the *Municipal Emergency Coordination Centre (MECC)*. Initial reports of loss and damage information are provided by the Incident Controller (through the Incident Control Centre 'ICC') to the MECC while the emergency is occurring. Decisions on community relief and recovery services are made in response to those reports at that time.

Planning for the Post Impact Assessment - Recovery (PIAR) operation that follows an emergency is coordinated in the MECC between:
- the affected municipality,
- DEPI,
- the incident controlling agency, and
- relevant support and recovery agencies as required.

This planning underpins a successful PIAR operation.

The conduct of a PIAR operation, including the sharing of information between various data gathering and recovery service providers requires a clear understanding of each participating agency's requirements, and an agreement on how this data will be shared and for what purpose. Where personnel are to be provided to assist a municipality in their PIAR operation, clear guidelines for activation and deployment must be documented. This MOU is designed to address all of these concerns.

Purpose:

The purpose of this memorandum is to document an agreement between the **Municipality** and the **PIAR Agencies** with regards to the following:

a.   To outline the information gathering, sharing and management arrangements to be followed during and after an emergency for the purposes of assisting the impacted community with an emergency relief and recovery operation.

b.   Identify the trigger point for agency activation within the MECC to ensure effective lines of communication exist between the Municipality and the Agencies, when required.

c.   To determine the boundaries of responsibility for the collection of loss and damage information.

d.   Support staff activation and deployment procedures

e.   The PIAR team composition.

Agreement:

Pursuant to the roles and responsibilities for post impact assessment outlined in the Emergency Management Act 1986 and the Emergency Management Manual Victoria (EMMV section 7), the signatories to this Memorandum of Understanding agree to the following:

1.   PIAR Agencies

Responsibility for the gathering, management and sharing of post impact assessment data rests with the following:
- Local Government Authority (LGA)
- Department of Environment and Primary Industries (DEPI)
- Department of Human Services (DHS)

Support Agencies who are able to provide PIAR personnel to the LGA in time of need include:
- Country Fire Authority (CFA)
- State Emergency Services (SES)
- Other LGAs

2.   Trigger Point: MECC Activation

DEPI agrees to provide liaison officer representation at the MECC for the purposes of PIAR monitoring and planning as soon as any rural properties are impacted, or likely to be impacted, by an emergency.

Should this situation occur and the MECC has been opened, the Municipal Emergency Response Coordinator (MERC) will notify DEPI's Regional Rural Recovery Coordinator (RRRC) in the first instance, of the need to provide liaison officer representation. If contact with the RRRC is not possible, the DEPI State RRC may be contacted.

The municipality agrees to open communication channels from the MECC with all other PIAR agencies regarding any developing emergency which may lead to a PIAR operation that will require their assistance with support personnel. Communication will continue between all parties until the matter is resolved.

The support agencies agree, when the MECC has been opened and there is a likelihood that their assistance may be required, to send a Liaison Officer to the MECC to assist with the development of a PIAR operation plan and staff deployment. (see ***Appendix One – "Support Agency Activation & Personnel Deployment Procedures")***.

3.   Boundaries of Responsibility

The responsibility for the gathering of loss and damage information rests with three organisations and they agree to do the following:
- DEPI (agricultural officers) agree to conduct PIAR work in rural areas that have been impacted by an emergency.

- The LGA agrees to conduct PIAR work in urban (includes rural townships) and industrial areas that have been impacted by an emergency.
- DEPI (Conservation management) agree to conduct PIAR work on state-owned property that has been impacted by an emergency.

Initially, the boundary of responsibility between the LGA and DEPI will be determined by the rural zones identified in **Attachment Two – "Rural Zones Explained".** Both DEPI and the respective municipalities agree that the boundaries may need to be redefined however, due to the nature of the event. As a result, areas of responsibility will be negotiated and agreed upon by each responsible agency within the MECC as dictated by the event. Variations to assessment areas must be endorsed by the DEPI Rural Recovery Coordinator and the LGA's PIAR Coordinator.

All parties agree to share any maps developed for the purposes of PIAR planning so that a consistent approach to the conduct of the PIAR operation can be achieved.

4. Landholder Data

Each LGA agrees to provide rural landholder information upon request from the PIAR agencies. Information will be used in accordance with the principles of the Information Privacy Act 2000 for the purposes of post impact assessment and the provision of recovery and relief services. Personal information will only be disclosed to other agencies involved in the management of the emergency or for the provision of recovery and relief services. (refer to **Attachment Three - "Privacy and Information Disclosure"** to view the agreed position and process on the disclosure of landholder details).

5. PIAR Team Composition

The team composition for the conduct of PIAR will vary from one incident to another. Agencies carrying out assessment work will need to plan for such operations and be flexible in their approach. It is recognised that at times assistance will be required in support of any PIAR team.

The composition of assessment teams will be determined by the agency leading the operation (i.e. DEPI for rural assessments, the LGA for urban and industrial assessments, and DEPI for state public land). In situations where personnel from other agencies or organisations are required to meet a particular need, requests for such personnel are to be managed through the MECC.

Requests for personnel may take the form of additional trained Municipal PIAR staff to assist with a PIAR operation on the ground, and/or from CFA or SES. The deployment procedures outlined in **Appendix One – "Support Agency Activation & Personnel Deployment Procedures"** will be followed.

6. Sharing and Management of PIAR Information

DEPI will collect information detailed in their current Incident Management (INCMAN) form. Requests for the collection of information additional to the data collected via the DEPI INCMAN form must be made to, and approved by, the DEPI Rural Recovery Coordinator prior to the commencement of DEPI PIAR operations. Requests for additional information must be accompanied by clear justification and where appropriate, explanatory notes for use by DEPI assessment teams. (An example of likely additional data requests can be viewed in **Attachment Four**).

DEPI will also deliver recovery information to rural households on behalf of the LGA, and again, this information needs to be provided prior to the commencement of the PIAR operation.

DEPI will provide a daily summary of rural loss and damage statistics to each LGA's Municipal Recovery Manager (or their delegate) at the MECC, who will refer individual landholder needs to the relevant agency representative. In situations where a MECC is not established (or has been closed), DEPI will provide the respective Municipal Recovery Manager with information relevant to individual landholders who may require recovery services from the LGA.

Where state public land borders private property, DEPI agrees to provide information to the LGA on matters related to fencing and the repair of containment lines (in relation to fire).

DHS and the LGA agree to exchange information they collect on impacted households to assist with the recovery process.

Review of MoU

It is agreed that this MoU will be reviewed annually at a meeting of each of the Municipal Emergency Management Planning Committees by the 1st of December each year. Should a change be deemed necessary by one or more of the signatories, a meeting of all of the signatories is to be called and agreement is to be reached, before any alteration to this document can be made.

Legal Status:

This Memorandum of Understanding is not legally binding on any or all parties.

SIGNED for and on behalf of:

City of Ballarat

By:

CEO (Name)	Signature	Date

in the presence of:

MERO (Name)	Signature	Date

Pyrenees Shire Council

By:

CEO (Name)	Signature	Date

in the presence of:

MERO (Name)	Signature	Date

Hepburn Shire Council

By:

CEO (Name)	Signature	Date

in the presence of:

MERO (Name)	Signature	Date

Moorabool Shire Council

By:

.... | .... | ....

CEO (Name)   Signature   Date

in the presence of:

.... | .... | ....

MERO (Name)   Signature   Date

Golden Plains Shire Council

By:

.... | .... | ....

CEO (Name)   Signature   Date

in the presence of:

.... | .... | ....

MERO (Name)   Signature   Date

Department of Environment and Primary Industries

By:

.... | .... | ....

Name & Position   Signature   Date

in the presence of:

.... | .... | ....

Witness (Name)   Signature   Date

Department of Human Services

By:

.... | .... | ....

Name & Position   Signature   Date

in the presence of:

.... | .... | ....

Witness (Name)	Signature	Date

Country Fire Authority

By:

Name & Position	Signature	Date

in the presence of:

Witness (Name)	Signature	Date

Victorian State Emergency Services

By:

Name & Position	Signature	Date

in the presence of:

Witness (Name)	Signature	Date

15.14 MOU Flash Flooding Support - Sand Bag filling

FLASH FLOODING SUPPORT – SAND BAG FILLING
Memorandum of Understanding

Between:

Pyrenees Shire Council
AND
Langi Kal Kal Prison

Purpose:

The purpose of this Memorandum of Understanding (MOU) is to document arrangements for the filling of sand bags in the Pyrenees Shire prior to or following a significant flood event.

Background:

Pyrenees Shire does not have an SES unit within its municipal boundaries and has relied on neighbouring units in the City of Ballarat or Ararat Rural City for flood assistance. The September 2016 flood event showed that little assistance was forthcoming from the SES due to the demands placed on them from their own municipalities for their services leaving Pyrenees being left to their own devices.

A call from the community for sand bagging assistance lead to an arrangement between Langi Kal Kal Prison and the Pyrenees Shire Council producing 500 filled bags in a very short time. These were then made available to the Avoca and Beaufort communities. The Council supplied the sand and bags to the prison. The inmates quickly filled the bags enabling the Council to then deliver them to advertised collection points. The CFA managed their dissemination. The whole process worked very well and it was agreed that this procedure should become a standard practice.

Arrangements:

1. The Pyrenees Shire Council is responsible for the provision of all sand bagging materials as well as for the collection and provision of sand bags to the community.

2. The Pyrenees Shire Council will provide Langi Kal Kal Prison sufficient notification time (prior to, during or after the flood) so they can respond to the call for their assistance in a timely manner.

3. The Langi Kal Kal Prison will coordinate the filling of the sand bags.

Sand Bag Filling Memorandum of Understanding 2018   Pyrenees   1

15.15 PSC Plant Resource List

Avoca

Grader 5	Komatsu G5555-5 Grader (Avoca)	PG51	1KD-4UA	with	Utility 3	Holden Colorado 4x2 Crew Cab	PU32	1GG-1BC
					Utility 6	Ford PU Ranger XL 4X2 Crew Cab	PU63	1JP-9RF
					Utility 15	Holden Colorado LX 4x2 Crew Cab	PU83	1KL-7UL
or								
Loader 1	Caterpillar 432F2 Loader/Backhoe (Avoca)	PL12	XV20FB	with	Utility 3	Holden Colorado 4x2 Crew Cab	PU32	1GG-1BC
					Utility 6	Ford PU Ranger XL 4X2 Crew Cab	PU63	1JP-9RF
					Utility 15	Holden Colorado LX 4x2 Crew Cab	PU83	1KL-7UL
or								
Loader 4	Volvo L50C 4WD Front End Loader (Avoca)	PL40	PWD 538	with	Utility 3	Holden Colorado 4x2 Crew Cab	PU32	1GG-1BC
					Utility 6	Ford PU Ranger XL 4X2 Crew Cab	PU63	1JP-9RF
					Utility 15	Holden Colorado LX 4x2 Crew Cab	PU83	1KL-7UL
and								
Truck 101	Hino FS2848 Proshift 16 Air Tandem Tipper (Avoca)	PT101	1FH 7PL	with	Utility 3	Holden Colorado 4x2 Crew Cab	PU32	1GG-1BC
					Utility 6	Ford PU Ranger XL 4X2 Crew Cab	PU63	1JP-9RF
					Utility 15	Holden Colorado LX 4x2 Crew Cab	PU83	1KL-7UL

Beaufort

Grader 3	Caterpillar 12M (Beaufort)	PG3	XV39HP	with	Utility 8	Holden Colorado LX 4x2	PU22	1LI-9LK
					Utility 13	Isuzu Dmax 4x2 Space Cab	PU73	1GN -2EG
					Utility 16	Ford PU Ranger XL 4X2 Crew Cab	PU100	1JI-2QY
or								
Loader 3	Volvo L50D 4WD Front End Loader (Bft)	PL30	SXF 593	with	Utility 8	Holden Colorado LX 4x2	PU22	1LI-9LK
					Utility 13	Isuzu Dmax 4x2 Space Cab	PU73	1GN -2EG
					Utility 16	Ford PU Ranger XL 4X2 Crew Cab	PU100	1JI-2QY
or								
Loader 5	JCB 3CX T4i Elite Eco Backhoe Loader (Bft)	PL51	1LX-82G	with	Utility 8	Holden Colorado LX 4x2	PU22	1LI-9LK
					Utility 13	Isuzu Dmax 4x2 Space Cab	PU73	1GN -2EG
					Utility 16	Ford PU Ranger XL 4X2 Crew Cab	PU100	1JI-2QY
and								
Truck 9	Mitsubis. Fuso Heavy Tipper Water/Cart FV51 (Bft)	PT41	YVR 049	with	Utility 8	Holden Colorado LX 4x2	PU22	1LI-9LK
					Utility 13	Isuzu Dmax 4x2 Space Cab	PU73	1GN -2EG
					Utility 16	Ford PU Ranger XL 4X2 Crew Cab	PU100	1JI-2QY

15.16 Response to Recovery Transition Agreement Form – State example

Appendix 16 Response to Recovery Transition Plan

CHEPSTOWE-PITTONG ROAD FIRE

An agreement for transition of coordination arrangements from response to recovery

This Agreement supports the transition from Emergency Response Coordination to Emergency Recovery Coordination, effective date for Transition Agreement – 1200h on 30 January 2013 – for the Pyrenees Shire

The process for endorsement of transition arrangements
1. Municipality level sign off
2. Regional / Divisional level sign off
3. State Agency level sign off

Endorsed by:

Local (if applicable)	Regional/Divisional	State
Control Agency Jon ROFE Incident Controller	**Victoria Police** Stephen BARBER Emergency Response Coordinator	**Victoria Police** State Emergency Response Officer (or delegate)
Local Government - Pyrenees Shire Stephen CORNISH CEO Pyrenees Shire	**Control Agency (CFA)** Brad MAHONEY Regional Controller	**Control Agency (CFA)** Craig LAPSLEY State Controller
	Department of Human Services Craig NORMAN Regional Recovery Coordinator	**Department of Human Services** State Emergency Recovery Coordinator (or delegate)

1.   Introduction

A standard approach is required to assist with the transition of emergency management coordination arrangements between the control agency, Victoria Police (the response coordination agency), the Department of Human Services (the recovery coordination agency) and the affected municipality.

Emergency management activities involve multiple agencies that are coordinated under agreed structures, and it is imperative that effective notification of changed coordination arrangements occurs. This is important for the response agencies stand down arrangements and for agencies with ongoing community support and recovery roles associated with the incident as well as for the affected community.

A schedule of transition actions required is attached. (Attachment 1)

A description of the fire event is contained in Attachment 2

2.   Purpose and scope

The purpose of this document is to provide a standard format to assist all emergency management agencies involved in response and recovery to achieve a seamless transition of information, management, resources and coordination of activities from response to recovery. The document outlines a range of activities to consider in establishing an effective transition process including notification actions for the affected communities.

The scope of the transition agreement arrangements includes:
- Authorisation arrangements;
- State, regional and local agency interests;
- Identification of transition activities and tasks to ensure continuity of essential community support requirements and establishment of effective recovery coordination arrangements;
- Notification protocols.

3.   Authority

This transition agreement is endorsed by the following agencies in consultation with the local government and reflects the state, regional and local levels of interest in emergency response and recovery:
- Victoria Police delegated Emergency Response Coordinator;
- Control Agency (CFA);
- Department of Health and Human Services State/Regional Recovery Coordinator;
- Affected Municipality (Pyrenees Shire)

This is pursuant to the roles and responsibilities detailed in the *Emergency Management Act (1986)* and the Emergency Management Manual Victoria.

4.   Coordination and management arrangements for transition from response to recovery

The decision relating to the *timing* of the transition of response to recovery coordination will be impacted by a number of key considerations, including:
- The nature of the hazard/threat and whether there is a risk of a recurring threat.
- The extent of impact on communities, as this may determine if a prolonged transition period needs to be implemented.
- The extent of and known level of loss and damage associated with the incident.
- The considerations for the extent of emergency relief required by affected communities.
- The considerations for the resources required to be stood up for effective recovery arrangements.

The Incident Controller, the Emergency Response Coordinator and Emergency Recovery Coordinator (State and/or Regional/Local Government – Municipal Emergency Resource Officer/Municipal Recovery Manager) will determine the transition structure and handover requirement to fully establish the Recovery Coordination arrangements. In a prolonged campaign incident, a transition period will be established to allow sufficient time for briefing, resource planning and implementation of immediate recovery services.

DHS will determine its representation at the Incident Control Centre/MECC's subject to likely community impacts. This will provide valuable briefing information for transition to recovery coordination.

Transition of Incident Control from Response to Recovery Coordination

5.   The Transition Agreement involves specific activities of a short-term nature as recovery coordination requirements evolve and become fully established.
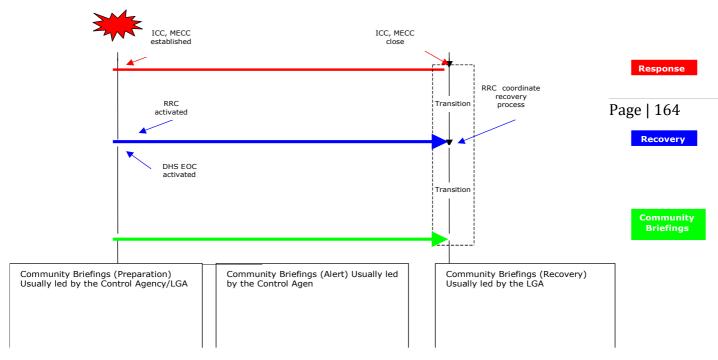
The key tasks under this agreement include:
- Continuity of emergency relief requirements, if required.
- Identifying resources required to support immediate community recovery requirements including public health and safety.
- Coordination of essential cleanup operations.
- Assessment of loss and damage impacts in the affected communities.

Conclusion of response implies the cessation of the responsibilities of Victoria Police as response co-ordinators. During the initial phase of recovery coordination the Victoria Police and other response agencies would continue to support recovery activities to affected communities.

Response and recovery agencies will work cooperatively during the period of transition and provide each other with appropriate support. Co-ordination responsibility is passed to the Department of Human Services as the recovery co-ordination agency at the State and Regional level, while Local Government has management responsible at the municipal level.

6.   Transition Activities and Tasks

The following activities and tasks should be undertaken during transition:
- Notification of the Transition Plan to response and recovery agencies;
- A briefing report for the Recovery Coordinator from the Incident Controller;
- Handover of the immediate media coordination arrangements from the Control Agency to the Recovery Coordination Agency
- Identification of resources for transfer from response to recovery for continuity or services, including logistics and supply contracts;

- Provision of initial loss and damage impact data/information and the status of clean-up projects by the control agency;
- Implementation/development of a model for ongoing recovery coordination operations, including identification of additional agencies required for service delivery;
- Identification/notification of the hazard/threat and OH&S issues for recovery interests;
- Development of a communication strategy and media briefing, notifying key stakeholders of the coordination changes for the ongoing management of the incident, including community interests – authorised by Incident Controller, Emergency Response Coordinator and the Recovery Coordinator;
- Ongoing management of relief centres and establish recovery coordination centres with key contact information by Local Government;
- Implementation of initial outreach programs to enable more accurate assessments of loss and damage impacts to be compiled for recovery programs.

7.   Information Management/Communication

Information is the primary tool to assist individuals to make informed choices about their safety and to take responsibility for their own recovery. This principle is integrated into the Whole of Government Communications strategy.

A communication strategy is required to maintain timely, accurate and relevant information for the community, agencies and government.

Established systems exist to provide information to the community about public safety issues. The following methods apply during the response stages and should be continued in the recovery process to meet community expectations:

- Community information meetings to be scheduled as needed but to also include key recovery representatives.
- Regular incident status updating, and linkages of agency and department public Internet pages.
- Provision of a Victorian Emergency Information Line or lead agency information line – and key recovery centre contact information.
- ABC radio metropolitan and regional radio reports.
- Media releases on services available via media outlets, electronic and paper.
- Community newsletters.
- Coordinated community and business sector outreach programs.

During an emergency, community information sessions are convened by the Control Agency. They provide information about the risk and consequences of the hazard to the community. Local government attends these meetings to provide information about recovery services that may be required.

The Control Agency will continue to attend meetings post the impact/response phase. This will be jointly convened with the relevant local government representative. DHS will provide support and assistance as required, including specialist information on family, public and community health.

Emergency management agencies have an important role to play in community engagement. This includes providing the opportunity for the affected community to share their experiences and to have these heard and acknowledged, and by providing an understanding of how the incident was managed. Community information sessions also provide an opportunity to start identifying issues that may require additional advice or clarification as part of the recovery process.

Schedule of Transition Arrangements

The following schedule of transition activities is to be utilised as applicable for the following municipalities:

Pyrenees Shire

Key considerations for Transition:
- Potential impacts
    - Infrastructure damage within the LGA
    - Impact upon individuals and the general community – during and post event and subsequent due to damage such as loss of bridges/ damaged roads
- The integration of recovery activities
- The provision of loss and damage impact information via Victoria Police the Incident Control Agency (CFA) and Incident Management Teams

	Key Actions – Incident Control Agency Note: The following actions may occur concurrently:	**Lead Agency**	**Confirmation process**
1	Incident Control Agency to identify the timing of transition relative to the continuing threat and the role of the Incident Management Team. In consultation with members of the REMT.	CFA	Handover report And briefing of Regional Recovery Committee on 10 January 2013
2	Recognition of the continuing role of the Incident Control Agency in the management of the control of threats and mitigation works associated with the Chepstowe Fire (Snake Valley / Carngham)	CFA	
3	A briefing report for the Municipal Recovery Manager and the Regional Recovery Coordinator from the Incident Control Agency.	CFA	
4	Establish a transition for community information arrangements from the Incident Control Agency, with community support and recovery input from Pyrenees Shire and DHS for community interests.	CFA	Briefing, contact details and community consultation and engagement with DHS and the LGA via recovery planning committee meetings and the REMT.
5	Identification of resources required from response to recovery for continuity or services, including logistics and supply contracts.	CFA	CFA will continue to provide resources in line with the risks presented within the area of operations. Input to community newsletters and general recovery information as developed during the ongoing recovery phase.
6	Provision of rapid loss and damage impact data/information report, and the status of clean-up projects by control agency including the coordination of information from relevant agencies within the area of operations	VicPol	Rapid Impact Assessment High Level Summary Report (also see attachment 2) Information forwarded to the LGA and DHS.

7	Identification/notification of the hazard/threat and OH&S issues for recovery interests.	CFA	Key information in relation to road closures, public health advice and general information to agencies and the community have been distributed via the media and at community meetings
8	Development of a communication strategy notifying key stakeholders of the coordination changes for the ongoing management of the incident, including community interests, in conjunction with the Response Coordinator, Recovery Coordinator and Municipalities.	LGA	
9	**Key Actions – Response Coordination Agency**		
10	Briefing from Victoria Police Municipal Emergency Response Coordinator to DHS Regional Recovery Coordinator and Municipal Recovery Manager (joint briefing see item 3). Briefing to include the ongoing MECC functionally requirements.	VicPol	Key briefing points via REMT and Recovery Planning Committee
11	Details of Vulnerable People who were identified and subsequently evacuated and or assisted as a result of the incident have been passed onto the respective LGA and DHS	VicPol	No Vulnerable People were identified within the area of impact.
12	**Key Actions – Recovery Coordination Agency**		
13	Implementation/development of a model for ongoing recovery coordination operations, including identification of additional agencies required for service delivery; including DPI, DSE, LGA, and other agencies and key community care organisations;	DHHS/LGA	Via Recovery Planning Arrangements
14	Integration of recovery issues into existing arrangements, where applicable.	DHHS	
15	**Key Actions – Municipalities**		
16	Identification of transition issues for local MECC, ICCs, Incident Control Agency, Municipal Emergency Response Coordinator, Municipal Recovery Manager and Regional Recovery Coordinator.	LGA	Verbal Briefing
17	Analysis of rapid impact loss & damage information, validation with municipal records/data base and provision of a consolidated report	LGA	Report provided to LGA and DHS via VicPol
18	Ongoing management of relief centres and establish recovery coordination centres with key contact information by Local Government;	LGA	Recovery planning to determine the short term need for outreach and subsequent community consultation.
19	Implementation of initial outreach programs to enable more accurate assessments of loss and damage impacts to be compiled for recovery programs	LGA	
20	Establish community based recovery processes as per Municipal Emergency Management Plan	LGA	

1.1.1 CFA Grampians Region handover report to DHS Grampians Region

1.1.2 Greg 8 January 2013 Chepstowe-Pittong Road Fire

A fast moving grass fire started at approximately 1530 hrs on 8 January 2013, initially affecting the communities of Snake Valley, Pittong and Mortchup. The communities of Carngham, Cardigan, Cardigan Village and Windemere were also affected as fire activity developed. The fire was contained at approximately 2300 hrs. Pyrenees Shire and City of Ballarat collaborated to open a relief centre in a safe and accessible location at the Wendouree Sports Centre. The relief centre closed at 2200 hrs, by this time alternative accommodation arrangements had been made.

Overall summary of the fire is as follows:

- The grassfire was approximately 1,319 hectares in size, 9 houses were destroyed, including the historic Carngham Station Homestead.
- A number of sheds (garden sheds, hay sheds and workshops), approximately 20 kilometres of fencing along with cars and machinery were destroyed
- Approximately 700 livestock were lost
- Vineyards and shedding at the Chepstowe Winery were also damaged
- The fire has burnt through forest into grassland towards Lake Burrumbeet.
- A mineral earth break was established along 10.2km of the 19km fire perimeter.
- At the height of the fire there were 360 CFA personnel, 42 DSE personnel, six aircraft, three dozers and 10 private plantation fire fighters.
- Falling and burning trees were regarded as a hazard for both members of the community and agency personnel for a number of days.
- Two males were transported to hospital with minor burns to Ballarat Health Services. Four other people reported to hospital with varied injuries including smoke inhalation.
- The fire has been classified as accidental, started from a vehicle on a farm property
- A Community Meeting was held at Snake Valley Hall Wednesday January 9, 2013 at 10.30am which over 250 people attended
- Road closures were in place during the incident with speed restrictions enforced at the time.
- No lives were lost and numerous houses and a pine plantation were saved
- Council's Post Impact Assessment Team commenced assessments on the afternoon of 9 Jan 13 (activities continued through to 11 Jan 13).

Victoria Police conducted a Rapid Impact Assessment (RIA) on 9 Jan 13 with a RIA report distributed to response and recovery agencies on the same day.

A community meeting was held on 9 Jan 13 with all relevant agencies in attendance. Agency staff briefed the community on response activates and support which was available the overall incident and in relation to their specific recovery roles. RedCross, Victorian Council of Churches and Ballarat Community Care have all played an important role in providing support to those impacted.

A Recovery Centre operated from the Snake Valley Hall for a number of days followed by a contact point at the Beaufort Municipal Offices. A comprehensive Recovery Action Plan has been developed.

Department of Primary industries conducted a number post impact assessments with a final report being distributed on 14 Jan 13.

15.17 PSC Emergency Relief and Recovery Operations Sub-plan

Amendment No.	Sections Amended	Issue Date
1.	Version 1 - Original Issue	26/06/2013
2.	Version 2 - Revision	20/11/2015
3.	Version 3 – Complete rewrite	06/04/2020
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EMERGENCY RECOVERY OPERATIONS

1. Introduction

Part 4 'Recovery Arrangements' of the Pyrenees SC Municipal Emergency Management Plan (MEMP) outlines what will happen during an emergency recovery operation, and who will be responsible for the provision and coordination of each recovery service.

This plan, **Pyrenees Emergency Recovery Operations**, is a sub-plan of the MEMP which sets out how and when each of those recovery services will be delivered to a community which has been impacted by an emergency. This plan should be read in conjunction with Part 4 of the MEMP.

2. Purpose of this Emergency Recovery Operations Plan

The document follows the likely recovery continuum presenting each of the key recovery services as a separate operational function or 'sub-plan' with their own standard operating procedure. Although a range of recovery services may be provided concurrently and are often interdependent, this approach endeavours to provide a clear step by step guide for each recovery service coordinator on how and when each service should be provided.

3. Emergency Recovery Operations Plan Overview

As stated in the MEMP Part 4, a recovery operation will move along an evolving continuum, often stretching beyond a 12 month period, with the recovery services changing to meet the needs of the affected community. Some needs will be met earlier in the recovery process (such as relief, material aid, temporary accommodation, clean-up and financial assistance), but others (such as physical reconstruction, community development, economic development and environment rehabilitation) can often take a much longer time to deliver.

This plan has grouped the key recovery services into five primary phases or steps in an emergency recovery operation which are related to a time continuum relative to small, medium and large scale emergencies. The following table is a **summary** of a hypothetical recovery time continuum for a **large scale emergency**. The time continuum for small and medium scale emergencies may differ from those outlined below, but they will follow the same basic process.

: The Pyrenees Emergency Recovery Operations Plan uses this model to arrange the key recovery service sub-plans into an order of implementation to assist with forward planning.

This table outlines the likely recovery activities in each phase and assigns responsibility

1. During The Incident	
Activity	**Responsibility**
Activate emergency relief arrangements	EMCG
Conduct an Initial Impact Assessment	ICC, MECC Planning Unit
Assess the need and plan for Municipal secondary impact Assessment	MECC Planning Unit
Plan for and conduct community response information meetings	ICC
Plan for community recovery information meetings	MECC Planning Unit
Assess the need, and plan for, the establishment of a recovery centre.	EMCG

2. Immediately After The Incident (1 – 7 days)	
Activity	**Responsibility**
Conduct community recovery information meetings	EMCG
Activate a Recovery centre/s if required	MRM & Recovery Centre Coord.
Conduct a Municipal secondary impact - Assessment Recovery operation	MRM & PIAR Coordinator
Emergency Recovery Committee meets to assess needs	MRM
Commence Clean-up	Council Works Department
Assign case managers to households in need	Personal Support Coordinator
Implement media liaison arrangements in EM Comms Plan	Communications Coordinator
Escalate to Regional Recovery Coordination if required	MRM
Manage donation offers and spontaneous volunteers	MRM
Conduct first operational debrief	MRM

3. Short Term (2 – 4 weeks)	
Activity	**Responsibility**
Task forces submit resource requirements to state government	Task force coordinators
Task forces implement their recovery action plans	Task force coordinators
Plan for outreach services	Social Environment task force
Implement community development activities	Social Environment task force
Maintain recovery centre services (if required)	MRM & Recovery Centre Coord.
Ensure community needs for shelter and material needs are met	Recovery Committee

4. Medium Term (2 – 3 months)	
Activity	**Responsibility**
Conduct outreach program (week 6 – 8)	Social Environment task force
Maintain recovery centre services (if required)	MRM & Recovery Centre Coord
Task forces continue action plan implementation	Task force coordinators
Task forces continue action plan implementation	Task force coordinators
Implement economic development activities (if required)	Recovery Committee
Commence planning for a transition strategy back to normal	Recovery Committee
Continue to conduct recovery service debriefs	MRM

5. Long Term (4 months onwards)	
Activity	**Responsibility**
Monitor and review the progress of the Recovery Action Plan	Recovery Committee
Celebrate recovery milestones	Recovery Committee
Continue the development of the transition strategy	Recovery Committee
Conduct final debrief	MRM

Emergency Recovery Service Operations Sub-Plans

What emergency recovery service operations sub-plans are not included

Some of the recovery services outlined in the preceding table are coordinated or provided by Council departments as part of their daily responsibilities. For the Pyrenees SC these include:

1. Municipal secondary impact assessment and rebuilding of Council infrastructure and assets

2. Environmental Health

3. Building surveying

4. Aged care and disability services

5. Clean-up and waste management

6. Community development

7. Economic development

It was deemed by the recovery planning committee that a recovery operations sub-plan was not required for the 7 Council services listed above because this work is part of the daily core work. The managers responsible of these activities already have the necessary skills and arrangements in place to deal with the consequences of emergencies.

The emergency recovery service operations sub-plans that are included

The following recovery activities are deemed to be **not** part of the Council's daily business and require a recovery operations sub-plan to guide their implementation. These include:

1. Emergency Relief Centre Operations

2. Emergency Communications Operations

3. Municipal secondary impact assessment – Recovery Operations

4. Recovery Centre Operations

5. Outreach Services

6. Donations and Volunteer Coordination

7. Emergency Animal Welfare

These recovery activities may be called upon only when an emergency occurs and often after a considerable time span between activations. This time lag can lead to procedures being forgotten and changes in personnel resulting in a drop in effective service delivery when it is ultimately called upon.

The seven recovery operations sub-plans are designed to provide a step-by-step procedure for the responsible coordinators to follow. This approach will manage the effects of staff changes and prolonged time lags.

> **NOTE:** *Every emergency will be different in their type, nature and impact. The sub-plans have been written in a generic form to provide guidance and should be adapted as required.*

Training of Council staff (with agencies when required) is an essential element of making these sub-plans work. The Recovery Coordinator responsible for each plan is expected know how they work, but this may not apply to all the stakeholders within the scope of that plan. This can only be achieved through practice.

The sub-plans provide a training guide for when training exercises are conducted.

The seven recovery operations sub-plans addressed in this recovery operations plan each have a table of contents which is set out below:

Section	Title
1.	Authority
2.	Scope
3.	Functions
4.	ERC Roles
5.	Request Procedures
6.	Activation Procedures
7.	Responsibilities
8.	Interface with other Plans
9.	Pyrenees SC *'Recovery Service'* Sub-Committee
10.	Exercises
11.	Acronyms
12.	Contact List
13.	*'Recovery Service'* Role Statements
14.	Standard Operating Procedures

The sub-plan has a designated coordinator who uses this as their guide to when they should activate this recovery service and how to implement it in a timely and effective manner.

4. The Emergency Recovery Operations Process

The Emergency Recovery Process follows five phases which require specific actions. Those phases are:

1. The threat of an emergency

2. The Response phase of an emergency

3. The Post-emergency phase (first 7 days)

4. The Recovery Management phase (week 3 and onwards)

5. Closure of the Recovery Operation

4.1. Threat of an Emergency

There are times when emergencies occur with no prior warning (such as transport accidents or a utility failure) and no prior preparation activity is possible. When that happens, all the municipality can do is respond. Some situations, usually naturally driven events such as flood, fire or storm events, often give some warning lead time to allow the recovery team to be alerted and get resources into place. When this occurs, the following actions may be possible.

	MUNICIPAL RECOVERY MANAGER – Actions Required	X / √ / NA
	REPORT OF AN EXTREME THREAT IS RECEIVED	
	THE MRM WILL:	
1	Confirm the status of this threat with the Municipal EM Management Team. Agree on the notification procedure and escalation process relevant to the type and degree of the threat. For example: is this a Heat Health or a Severe Storm/Flood alert?	
2	Send an alert to the relevant recovery service coordinators who may be activated should the threat escalate to an emergency. Advise them to follow procedures prepared for that particular threat. (eg for a Code Red Day, remain in or close to the office and set up the MECC) *Refer to the 'PSC Emergency Notification Procedures' on how to send an alert*	
3	Monitor the situation using relevant web sites (BOM, CFA, ABC Radio, EM Cop)	
4	Follow up that alert with a situation Report (SITREP) once more information on the threat is known. Keep staff briefed on a regular basis.	
5	Activate the recovery team/s should the threat escalate.	
6	Stand the team/s down if the threat subsides.	

4.2. Recovery Operations – Response Phase

	MUNICIPAL RECOVERY MANAGER – Actions Required	X / √ / NA
**REPORT OF AN EMERGENCY IS IMPACTING ON THE SHIRE . THE MECC IS ACTIVATED**	
**UPON RECEIVING THIS INFORMATION, THE MRM WILL:**	
1	Undertake the prescribed role and responsibilities , attending the MECC if it is set up or create a virtual MECC	
2	Monitor the situation and keep e-mailing SITREPS and/or SMS updates to the relevant recovery personnel.	
3	**Vulnerable People**: Obtain maps which forecast on impacted areas from the PSC EMLO in the ICC as to whether there are VP under threat.	
**EMERGENCY THREATS DISPLACE RESIDENTS FROM THEIR HOMES**	
**ONCE PSC RESIDENTS COMMENCE EVACUATION OF THEIR HOMES, THE MRM WILL ….**	
4	Consult with the members of the EMCG and the ICC on which Emergency Relief Centre (ERC) to open. (The ICC will manage the media announcements)	
5	Implement the ERC Activation SOP. *NOTE: Refer to the PSC ERC Operations Plan One for the MRM job card for relief centres.*	
6	Ensure the Critical Incident Management Team (CIMT) is kept informed.	
7	Call the PSC Communications Coordinator and ask them to attend the MECC if set up or work within a virtual MECC. Assist with ERC information requirements.	
8	Inform DHHS of this activation.	
9	Continually monitor the needs of the ERC	
**ICC CALLS COMMUNITY INFORMATION MEETINGS**	
**UPON HEARING THIS ANNOUNCEMENT, THE MRM WILL:**	
10	Meet with the Communications Coordinator and commence preparations for these meetings.	
11	Confirm which recovery staff what resources will be required to be present at the community briefings. Action those tasks	
12	Attend those meetings or send a Deputy MRM in your place.	
13	Continue to provide updates to Council Recovery staff	
**PRIVATE PROPERTIES ARE BEING IMPACTED**	
**THE MRM WILL CALL THE MSIA COORDINATOR INTO THE MECC AND:**	
14	Brief the Coordinator on the situation and activate the Municipal Secondary	

	MUNICIPAL RECOVERY MANAGER – Actions Required	X / √ / NA
	Impact Assessment and Outreach Operations Plan.	
15	Ensure direct contact with DJPR occurs if farms are being impacted and request their EMLO to attend.	
15	Ensure direct contact with CFA/SES occurs if urban properties are being impacted and request an EMLO to attend should their support be required.	
16	The opening of additional relief centres may be required. Liaise with DHHS on any need for assistance or escalation to a neighbouring municipality due to resourcing or egress issues.	
17	Monitor the preparations being undertaken by the PIAR Coordinator and assist when required.	
18	Impacts on private properties will likely trigger planning for the following events once the emergency is under control: - Community recovery meeting/s - Municipal Secondary Impact Assessment operations (planning already underway) - Emergency Recovery Committee meeting - The opening of a recovery centre/s	
19	Begin preparations for these recovery activities which include: - Communications Coordinator implementing the SOP for recovery community meetings, preparation of MSIA fact sheets and a Recovery Centre information desk. - Activating the **PSC Recovery Centre Operations Plan Four**	
20	Monitor the situation and respond to requests and SITREPS as required.	
THE EMERGENCY IS CLOSE TO BEING CONTAINED		
21	**Response/Recovery Transition Plan:** The MRM will consult with the PSC MEMLO in the ICC on the details of the response to recovery transition agreement. The MRM will liaise with the EMLO to determine the PSC and Incident Controllers responsibilities.	

4.3. Recovery Operations – Post-Emergency Phase (first 7 days)

Once the emergency has been contained, a range of recovery activities can be implemented. The gathering of impact information is paramount so that an understanding of what the recovery team is facing and which services will be required. The PIAR Coordinator and the PIAR Operations plan is the key to achieving that. The following steps are a suggested guide on how to navigate through the first week after the emergency.

	MUNICIPAL RECOVERY MANAGER – Actions Required	X / √ / NA
	THE EMERGENCY HAS BEEN CONTAINED	
	UPON RECEIVING THIS INFORMATION, THE MRM WILL:	
1	**Municipal Secondary Impact Assessment (MSIA) Field Operations**: Ensure all assistance and support is provided to the PIAR Team for conducting their operation.	
2	**Animal Welfare Considerations:** If farms have been impacted by the emergency, there may be animal welfare issues to consider.	
3	**Community Recovery Committee Meeting/s**: Publicise the pre-arranged community recovery meeting/s date, time and location details. Consult with the Communications Coordinator on the best way to do this and confirm that arrangements are in place to support that meeting. (refer to the Emergency Communications Plan)	
4	**Personal and Case Support**: Ensure the responsible agency is available to provide case support for impacted households and individuals.	
5	**Emergency Recovery meeting**: Call a meeting of the PSC Recovery Management Team to begin planning for the recovery operation. Refer to the *Terms of Reference* for more information. Draft a Recovery Action Plan and commence implementation immediately.	
6	**Recovery Centre**: If required, publicise the pre-arranged recovery centre/s date, time and location details. Consult with the Recovery Centre Coordinator to ensure arrangements set out in the operations plan are in place.	
7	**Donations Management**: Issue a media release regarding donations of material aid. The PSC policy is not to accept material aid donations, but to record offers of assistance and contact numbers. The same approach should be applied to volunteer offers. This media release needs to be broadcast as early as possible to avoid confusion.	
8	**Clean-up**: Depending on the nature of the emergency, damage to community infrastructure can be considerable. Residents may also need assistance with removal of debris. The Council waste management team will need to provide assistance in this area.	
9	**Operational Debrief**: Set a date within 2 weeks for an operational debrief of the recovery team. It is important to do this for 2 reasons: 1. Determine how effective the recovery operations have been to date	

	MUNICIPAL RECOVERY MANAGER – Actions Required	X / √ / NA
	and make changes where required 2. See how the recovery team is travelling and listen to their story	
10	**Recovery Services Oversight**: Monitor all of these recovery activities once they commence and continue to do so through to their conclusion.	

4.4. Recovery Operations – Recovery Management Phase (2 weeks +)

The first week sees the majority of the required recovery services and their supporting activities commence. Some will be concluded quickly while others may continue for many months to come. This phase is a management period for those activities where the Municipal Recovery Committee oversees their implementation through to their completion. Other recovery services will likely commence during this period, if they are required, and could include:

1. Outreach Services

2. Community Development activities

3. Economic Development activities

MUNICIPAL RECOVERY MANAGER – Actions Required	X / √ / NA
THE MUNICIPAL SECONDARY IMPACT ASSESSMENT HAS BEEN COMPLETED AND A REPORT PRODUCED	
UPON RECEIVING THIS REPORT, THE MRM WILL:	
1 **Emergency Recovery Committee**: Meet with the recovery team to finalise the recovery implementation plans. Now that the full impact of the emergency is known, this meeting can undertake a detailed analysis of what is required. Task forces may need to be formed to prepare funding submissions to source the necessary resources. Set regular meeting dates with actions to report back on. Make this a task driven agenda focused on monitoring the progress of each recovery activity and its performance.	
2 **Recovery Task Forces:** If task forces need to be established due to the high demand for some services to meet their specific coordination requirements (eg Agriculture, Social), then do so as soon as possible. Appoint coordinators for each task force who will need to develop their own action plan and provide regular progress reports to the recovery committee.	
3 **Community Development:** If there has been a significant impact on the community, the employment of a Community Development Officer (CDO) to coordinate community recovery activities may be necessary. The decision to do this will have **been** made in step one of this phase and would be the central function of a Social Recovery Task Force. Funding submissions would have budgeted for a CDO. Past experience has shown that the earlier a CDO can be put to work with the community, the faster their recovery is. *Responsibility for this task rests with the MRM*	

MUNICIPAL RECOVERY MANAGER – Actions Required	X / √ / NA

THE RECOVERY IMPLEMENTATION PLAN IS IN PLACE AND PROGRESSING

4	**Outreach Services:** There may be a need to conduct a visit to each of the affected residences and businesses to check on how they are travelling. This is an opportunity to also share information about their needs and available services. Usually an Outreach Service is conducted in weeks 6 – 8 of the recovery operation. Planning for this should commence after week 4.	
5	**Economic Development:** Commercial businesses (including farms) may have been significantly impacted by an emergency and need assistance from a Business Development Officer (BDO). On the occasion this recovery service has been provided, their coordinated support has been most effective. The employment of a BDO is often timed to commence after the 3 month mark into the recovery operation. ***Responsibility for this task rests with the PSC Manager Economic Development***	

THE TASK FORCES ARE RESOURCED AND IMPLEMENTING THEIR ACTION PLANS

6	MRM monitors progress through the Recovery Committee. Community members are involved in the decisions being made that affect them.	
7	**Debrief at the 3 month mark:** Call in the recovery team and see how they are travelling. Are there issues with backfill in their work place? Is there burn-out? ***Report outcomes to the CIMT***	

4.5. Recovery Operations – Closure Phase

There comes a time in a recovery operation that the MRM needs to decide when it is time to return to normal service delivery.

This phase considers what actions should be undertaken to achieve closure.

	MUNICIPAL RECOVERY MANAGER – Actions Required	X / √ / NA
	ALL TASK FORCES ACTION PLANS HAVE BEEN IMPLEMENTED	
	UPON REACHING THIS POINT, THE MRM WILL:	
1	**Emergency Recovery Committee**: Meet with the recovery team to confirm that the recovery services no longer require coordination by this committee. The members of the committee agree to suspend recovery operations.	
2	**Debrief:** A final debrief of all staff and community volunteers should be conducted to gather final feedback and learnings. Any recommended actions provided by this debrief and earlier ones must be included in a follow-up action plan and presented to the first Recovery Planning Committee meeting.	
3	**Emergency Recovery Operations Report:** The MRM will prepare a report on the recovery operation and present to the CIMT/Council. It should include reports from each of the task force coordinators.	
4	**Community Closure Activity** An event involving members of the community and media should be held to hallmark this milestone. Examples could include: • **Photo Gallery**: A gallery of recovery photos taken by the community is one such event that has worked well in the past. • **Newsletter:** A final newsletter to the affected residents featuring pictures and testimonials is one useful closure action. • **Recovery Ball:** Recovery workers are invited to an 'all catered for' recovery ball to recognise the work done by all. • **Recognition:** A certificate of appreciation is sent to all recovery workers and volunteers. Council staff should also receive recognition in the work plan reviews.	

5.2 Emergency Recovery Committee Guidelines

Where the magnitude of the event requires agency and community input into the recovery process, a Municipal (*INCIDENT)* Recovery Committee will need to be established within the municipality.

For example, a *BUSHFIRE* Recovery Committee may be established following a severe bushfire. The same would apply for managing the recovery process for a drought or flood, etc.

The composition of the committee will be essentially members of the Municipal Recovery Planning Committee, but will vary depending on the extent and type of emergency (i.e. which of the recovery environments have been impacted?). For example, a fire could impact on the social, natural, built and economic environments, but drought will largely impact the social and economic environments.

The membership of the committee could include community leaders and agency representatives:-

- Municipal Recovery Manager
- MERC and MERO
- Councillors (representing affected persons)
- Recovery Service Coordinators
- Government agencies
- Community groups
- Non-government agencies
- Volunteers

Emergency Recovery Committee Responsibilities

- Address the impact of the emergency on the recovery environments and coordinate the required recovery services. Undertake specific recovery activities as determined by the circumstances and the Committee;

- Identify community needs and resource requirements and make recommendations and/or funding submissions to appropriate recovery agencies, municipal councils and State Government Departments. Develop a Recovery Implementation Plan;

- Form Recovery Service task forces where the demand for particular services requires a dedicated coordination team. For example, a significant number of farms have been impacted and an 'Agriculture' recovery team is required. This task force could be chaired by a relevant agency and they will prepare the funding submissions, develop and then implement the recovery action plan. The same could apply to the coordination of a range of community, health and well-being recovery activities under the banner of a 'Social' Task force. The chair of each task force would sit on the Emergency Recovery Committee;

- Monitor the overall progress of the recovery process in the affected community. This can be done by:
    1. Collating progress reports from the recovery task forces;

2. Receiving feedback from personal support case managers
3. Conducting outreach services to the affected community
4. Monitoring service requests via council reception and/or the recovery centre

- Liaise, consult and negotiate on behalf of the affected communities, with recovery agencies, government departments and municipal councils;

- Liaise with DHHS Regional Recovery Coordinator;

- Ensure the affected community is consulted before recovery activities are undertaken;

- Provide leadership and support to staff specifically employed for the recovery effort (e.g. a CDO or business recovery officer).

- Form a 'Community Recovery Committee', made up of interested community members, to develop and implement specific recovery projects.

Activation

If an Emergency Recovery Committee is required to manage the recovery process, determine;

- Who is the most suitable chair (recommend the MRM or a council member)?
- What is the membership?
- What will the agenda of the first meeting need to include?
- How often should it meet?
- Reporting process
- Authority

Refer to the *Terms of Reference* for more detail.

Community Recovery Committee (CRC)

Where the magnitude of the event requires community input into the recovery process, a Community Recovery Committee might be established within the affected area to coordinate community recovery activities.

For example, a *BUSHFIRE* Community Recovery Committee might be established following a severe bushfire.

Refer to the *Terms of Reference* for more information.

15.18 PSC Community Recovery Committee Terms of Reference - Template

Community Recovery Committee (CRC) Terms of Reference

CRC Name	Pyrenees SC [Incident] CRC
Date when CRC was formed	
Authority:	This committee is established under the authority of the *Emergency Management Act 1986* and Pyrenees Emergency Management Committee.
Enquiries:	Municipal Recovery Manager or Community Development Officer

1. Background	Short statement about the why the committee was formed.
2. Purpose	To coordinate community recovery activities, and support the communities of (insert affected communities) to manage their own recovery following the (insert event title).
	Specifically this includes:
	• Coordinating activities to meet community development needs
	• Providing ongoing opportunities for community participation and consultation.
	• Identifying and acting upon immediate priorities and emerging issues.
	• Gathering and dissemination of information to the whole community.
	• Advocating for individuals and the community in their recovery efforts at a local, regional and state level.
	• Providing specific and targeted feedback on a range of related issues to Council and other government bodies
	• Provide an additional mechanism for communicating information between the Recovery Committee and the affected community
	• Provide knowledge on local issues and initiatives and generate creative ideas and solutions to assist community recovery
3. Functions	The work of this Community Recovery Committee will be characterised by collaboration with stakeholders, information sharing and collective decision making.
4. Reports to:	Pyrenees SC Recovery Manager (MRM)
5. Membership	

5.1 Determined by:	• CDO in consultation with the community • Type of emergency and it's impacts
5.2 Chairperson:	CDO or the CRC appoint a chair if no CDO has been employed
5.3 Executive Officer:	Pyrenees Council Officer
5.4 Members	Community Recovery Committee will consist of up to 10 members. The membership will include: • community representatives • Council representatives (e.g. CDO and Administration support)
5.5 Additions	The Committee may initiate the establishment of special interest working groups as needed to progress specific initiatives for a defined period of time. These working groups may co-op other members as required to address the specifics.
6. Roles and Responsibilities	Identify the main responsibilities for each role (aim to limit these to 2-3 points/role).
6.1 Chairperson	It is expected that the Chairperson will: • chair meetings of the committee • coordinate the development and delivery of the meeting agendas, reports and advice, and work program, including maintaining an accurate Terms of Reference • provide leadership and direction to the committee.
6.2 Executive Officer	It is expected that the Executive Officer will: • manage and coordinate the administration of meetings, and provide secretariat support (including the distribution of the Terms of Reference) • act as a primary point of contact and liaison for the committee members, stakeholders and proxies (if required) • arrange for reports to provided as and when required.
6.3 Members	It is expected that members will: • attend and participate in each meeting using existing skill and knowledge sets, and available resources to support the affected community's recovery • actively maintain communication and relationships to support the Committee's work, including liaising in a timely way with relevant stakeholders and workgroups • contribute to setting the agenda for meetings, developing key reports, plans and these Terms of Reference • actively participate in setting and supporting the agreed

	recovery activities.
7. Practices and Protocols	
7.1 Stakeholder Management	List the identified groups, organisations, communities that are stakeholders in this committee's work, and will be considered for routine communication and collaboration. This can include but is not limited to: • Council/s • Local industry/environmental/community groups • Non Government Organisations, volunteer/charity groups • Others
7.2 Work Program	Describe how the work program for this committee is developed and approved, monitored and reviewed. This can include the responsibilities for determining and coordinating community recovery activities, along with any important time frames that are relevant for planning purposes. Example: This work program will be reviewed monthly.
7.3 Meeting frequency	Identify the planned meeting dates for the committee, and any other associated conditions eg usual venue, meeting times. These conditions should include that meetings must be called by the Chairperson when requested to do so by 2 or more members.
7.4 Standard Meeting Arrangements	Outline the general practices for the meetings. This can include but is not limited to advice of meetings, developing the agenda, advising of apologies, whether meeting papers will be used, general timeframes around circulation of agendas, release of meeting notes, if committee papers are classified etc. <u>Guide: Keep this as simple and practical as possible.</u>
7.5 Decision Making and Quorum	Define the principles of decision making for this committee (eg by consensus or by resolution/voting, managing out-of-session decisions. Define the quorum and its role in committee operations.
7.6 Reporting	The CRC reports to the Pyrenees Recovery Committee
8. Appendix	Optional. Could include any committee specific definitions, target meeting dates/venues, a summary of the work program etc.

15.19 PSC Emergency Relief Centre Operations Plan

Amendment No.	Sections Amended	Issue Date
1.	Version 1 - Original Issue	17/10/2013
2.	Version 2 - Floor plans and access SOPs added	5/11/2014
3.	Version 3 – Revisions and job cards added	20/11/2015
4.	Version 4 – Additions - secondary facilities	31/10/2016
5.	Version 5 –Revisions following a review	30/01/2018
6.	Version 6 – Revisions – Coordinator PD and activation procedure	21/08/2018
7.	Version 7 – Revisions following a review	18/3/2020
8.		
9.		
10.		
11.		

15.19.1   Amendment Record.

12.		

EMERGENCY RELIEF CENTRE (ERC)
OPERATIONS SUB-PLAN

Contents

15.19.2   Authority

The Emergency Relief Centre (ERC) Coordinator is responsible for ensuring that Council's emergency relief obligations are met and that the necessary systems and processes are in place. The Coordinator will report to the Municipal Recovery Manager (MRM).

15.19.3   Scope

This ERC operations plan is designed to address all requirements related to the provision of relief during an emergency that is impacting on the Pyrenees Shire. This functional requirement can be activated either during an emergency response operation or prior in times of extreme threat.

15.19.4   Functions

Typically, relief services are provided at a municipal Emergency Relief Centre (ERC) which is a facility managed by the Council and supported by the attendance of relief agencies. The ERC's purpose is to provide immediate and basic services to people who have been affected by an emergency. People affected by an emergency may need shelter, information, to connect with others affected, or a combination of all of these.

15.19.4.1   3.1 ERC Services

Essentially, an ERC is a facility for providing:

- Emergency shelter
- Food and water
- Material aid
- Information on the emergency
- Registration in the 'Register, Find, Reunite' system
- Personal support
- First aid and primary health care
- Environmental health advice
- Reconnection of family members
- Overnight accommodation (if required)
- Animal welfare
- Emergency financial assistance
- Management of donations

15.19.5   Pyrenees ERC Facilities

PSC has 2 Primary and 2 Secondary ERC facilities in the towns of Beaufort (southern part) and Avoca (northern part). Additional secondary facilities are located in the east (Snake Valley Hall) and west (Landsborough Community Centre) of the shire.

Town	Rating	Address	Phone
Beaufort	Primary	Beaufort Community Bank Complex (Recreation Reserve) Park Road, BEAUFORT	5349 2323
	Secondary	Senior Citizens Hall Pratt Street, BEAUFORT	5349 2650
Avoca	Primary	Avoca Recreation Reserve Faraday Street, AVOCA	5465 3451
	Secondary	Town Hall Cnr Cambridge and Rutherford Sts (block behind the Post Office)	No phone
Landsborough	Secondary	Community Centre King Street, Landsborough Recreation Reserve	No phone
Snake Valley	Secondary	Snake Valley Town Hall 875 Linton-Carngham Road Snake Valley	No phone

NOTE: Floor layout plans are located in **_Appendix One_**.

15.19.6 ERC Roles

Subject to the scale of the emergency, the staffing role requirements for an ERC operation may be the following:

1. Municipal Recovery Manager (MRM)
2. ERC Coordinator
3. ERC Logistics Officer
4. ERC Information Officer
5. Animal Welfare Officer
6. Red Cross
7. Emergency recovery agencies as required
8. General Support Staff

15.19.7 ERC Management Structure

A summary of each ERC role and the functions they fulfill is outlined below. The ERC Council roles can be performed by one or more staff, depending on how many personnel are available at the time. Each ERC role is a centre function to meet the likely needs of the centre attendees. A Council staff member is not required to fill each role, so the minimum staffing number could be one centre coordinator who would be required to undertake all of the Council responsibilities. It is recommended; however that Council provides a minimum of 3 staff members when opening the ERC.

1. MRM

Monitors the overall picture from the MECC. Communicates with the ERC Coordinator on ERC status, further activations, issue resolution and deactivation. This role is generally performed offsite.

2. ERC Coordinator

The ERC Coordinator is responsible for ERC operations, staff deployment, rosters, debriefs and their welfare. Regular reports are provided to the MRM.

3. ERC Logistics Officer

A Council Officer who is responsible for the logistical requirements of the ERC. Tasks range from sourcing furniture and equipment, building maintenance, cleaning, catering, security, OH&S, safety, and traffic management.

4. ERC Animal Welfare Officer

Usually the Municipal Ranger , who is responsible for accommodation of pets brought to the ERC with the people seeking shelter.

5. Red Cross

Responsible for the registration of centre attendees seeking shelter. This information is entered into National Registration and Inquiry System (NRIS). Red Cross volunteers 'meet and greet' attendees at the entrance to the ERC.

6. Emergency Recovery Agencies

Depending on the impact of the emergency and the numbers attending the ERC, the following agencies could be in attendance:

- VCC, Community Centre Health Centre staff – provision of personal support
- DHHS – provision of emergency financial assistance grants

7. Information Officer

A Council Officer who is responsible for the communications equipment, information boards, information packs, maintenance of ERC log and reporting.

8. General Support Staff

Council staff. Typical tasks include:

- Meet and greet at the door
- Marshaling and traffic management
- Coordination of sleeping arrangements
- Child care support
- Assistant to all the ERC roles above listed above

It is the responsibility of the MRM and the ERC Coordinator to undertake the responsibilities of any unfilled Council roles.

15.19.8   Catering for People with Special Needs

Young and elderly people have unique vulnerabilities when dealing with the impacts of emergencies and they need to be considered as two distinct groups in municipal emergency management planning. This MEMP planning note considers the needs of both groups and addresses their requirements in the two phases of an emergency:

15.19.8.1   *7.1 Children and Young People*

Children and young people have unique physiological, psychological and developmental needs. These include:

- Adult Dependency: They rely on the care of adults and the level of care they need will depend on their stage in life. A baby, for example, depends on adults entirely for its physical care while an adolescent is more independent and can fend for their physical needs, but may need increased emotional support. The effectiveness of this support can be can be diminished by the lack of influence young people have on the decisions that impact on them and if the adults who support them have also been affected by the emergency.

- Safety: Children are vulnerable in hazardous environments (pets, cooking areas etc) and predatory adults.
- Nutrition: When catering for community activities age-appropriate food must be provided being mindful of allergies

- Psychological: Provision of psycho-social support should consider the needs of young people and these can be addressed by including support personnel in the immediate response and local youth workers for ongoing recovery activities.

15.19.8.2   Older People

Getting old and frail presents unique challenges and barriers. These include:

- Restricted mobility: Older age brings reduced mobility and muscle strength, impaired sight and hearing and greater vulnerability to impacts of heat and cold. Minor conditions can quickly become major handicaps that overwhelm a person's ability to cope.
- Appropriate Food: Older people may have specific dietary requirements and/or food that is easy to digest.
- Health issues: Older people need healthcare for chronic conditions, physical and mental disabilities and are prone to acute health events.
- Trauma and isolation: Loss of carers and community ties can leave people isolated. Coping with day-to-day life after an emergency can be very difficult for some older people.

A guide to catering for these unique vulnerabilities can be viewed in Appendix 5

15.19.9   Request Procedure

The call to open an Emergency Relief Centre (ERC) will generally come from the Incident Controller for an emergency, who is located in the Incident Control Centre (ICC). The Critical Incident Management Team (CIMT) may also activate an ERC in response to a local need.

15.19.10   Activation Procedures

Activation of the Recovery Centre Management Sub-Plan will be initiated by the CIMT.

This call will be made when one or more of the following events occur:

- Members of the community are displaced by the emergency and cannot get to their homes until the emergency is brought under control;

- VICPOL evacuate sections of the community which is facing imminent danger;

- Members of the community, in response to reports about an emergency in the media, self-evacuate their homes or workplaces ;

- A request for assistance is received from a neighbouring municipality via the ICC; or

- There is no emergency, but the threat is so extreme that an ERC is opened as a precaution

The CIMT, using information and advice provided by the ICC about the emergency and forecasts on its area of impact, will choose the appropriate ERC facility to open. Details on this ERC will be provided to the ICC which in turn will immediately communicate this information to the public through their media channels.

15.19.11   Responsibilities

Pyrenees Shire Council is responsible for the provision and management of the ERC facility as well as coordinating the services provided by the agencies within it. The MRM has primary responsibility for ensuring adequate preparations are made prior to an emergency so relief services can be provided in an effective manner in times of need. This responsibility has been delegated to the ERC Coordinator.

Responsibilities of the ERC Coordinator include;

- Appointing a deputy,
- Building a team that will manage relief centres,
- Monitoring and reviewing information relating to these centres (e.g. location, adequate facilities, etc.) and
- Activating the team to open and manage the centre when required.

15.19.12   Interface with other Plans

This Relief Centre Operations Sub-Plan is a functional component of the Shire's emergency response and recovery arrangements, documented in the Municipal Emergency Management Plan. This plan interfaces with a number of other Functional Sub-Plans within the MEMP, namely the Emergency Recovery Operations Plan and the Recovery Centre and Critical Incident Management Operational Sub-Plans.

15.19.13   Exercises

Council has responsibility for exercising their Municipal Emergency Management Plans. While it may be difficult to exercise all components of the plan at one time, it is expected that the Relief Centre Operations Sub-Plan will be reviewed and exercised on alternate years or when activated.

15.19.14   ERC Role Statements

Title	Municipal Recovery Manager(MRM)
Location	Mobile during an emergency
Overview Statement	The MRM serves as contact point with the CIMT during the emergency.
Duties	**To undertake the following functions:** **Before the Emergency** Support the Emergency Management Coordinator (EMC) to do the following: • Ensure the ERC managers and support staff are ready for an emergency • Include the ERC team in training exercises • Prepare holiday rosters and maintain contact lists • Plan for the activation and deactivation of an ERC **During the Emergency** • Activate additional relief centres as required • Maintain regular contact with the ERC Coordinator • Monitor ERC needs and escalate issues when required • Keep the CIMT informed of ERC status • Maintain and monitor the information flow between the ICC/MECC/ERC • Oversee the deactivation of the relief centre
Reports to	CIMT
Supervises	ERC Coordinator Community Safety and Amenity Officer (previously known as Ranger)

Liaises with	
Liaises with	**Liaises with :** • CIMT • ERC Coordinator • Deputy MRMs • DHHS **External Relationships:** • Other municipalities • Community Recovery Committees • Regional Recovery Committee

Title	Municipal Emergency Relief Centre Coordinator (ERCC)
Location	ERC
Overview Statement	The ERC Coordinator is responsible for developing and maintaining ERC Team readiness. They coordinate staff deployment and oversee their welfare. It is the ERC Coordinator who will receive the call from the MECC to activate and deploy an ERC team to the designated facility.
Duties	**To undertake the following functions:** **Before the Emergency** • Conduct regular reviews of ERC facilities, kits and other resources • Represent the ERC team at recovery planning committee meetings **During the Emergency** • Oversee the opening and setup of the ERC • Responsible for day to day operation of the ERC • Authority to approve attendance of agencies to operate at the ERC; • Authority to direct setup and placement of agencies throughout the ERC • Authority to deny access to the ERC to individuals • Oversee the deactivation and closure of the ERC • Responsible for sign off of all external communication from ERC • Liaise with the MRM daily, or as required, to identify issues of concern and update on activities of ERC • Conduct daily briefings for agencies within ERC • Implement the 'Animal Welfare Procedures'. **Management and supervision of ERC staff** • Supervise the activities of the ERC Support Officers • Supervise the wellbeing of staff to ensure regular breaks, personal support and debriefing • Undertake briefing staff as they commence and complete shifts • Oversee completion of time sheets • Oversee all staff to ensure all are dressed in appropriate clothing and identification tabards during shifts at ERC • Sign off on daily SITREP report from ERC daily **Responding to special needs groups within ERC** Oversee appropriate response to special needs within ERC – CALD, people with disabilities, children, frail aged **Requests for resources and assistance** • Ensure all requests are made only by the ERC Facility Manager • Ensure ALL requests are sourced ONLY through the ICC and logged

	• Implement activation procedures when requested • Deploy ERC teams, manage rosters and oversee staff welfare **After the Emergency** • Initiate staff and team debriefs • Prepare and provide reports for the MRM The MRM fulfills this role in the absence of the Coordinator.
Reports to	MRM
Supervises	ERC Logistics Support Officer ERC Information Officer ERC Support Officers
Liaises with	• CIMT • Municipal Recovery Planning Committee
OTHER	• Any staff member performing ERC Co-ordinator duties will be remunerated (at least) at the Band 6 Level A.

Title	ERC Logistics Support Officer
Location	Emergency Relief Centre (ERC)
Overview Statement	Attend to the logistical requirements of a designated ERC and ensure the provision of support and essential needs in a safe, appropriate environment for people relocating and seeking shelter in the event of an emergency. The position works directly with the ERC Coordinator.
Duties	**To undertake the following functions:** • Under the direction of the ERC Coordinator facilitate the set-up and opening of the ERC. • Oversee safety requirements for the ERC and all matters pertaining to the facility. **Supply equipment and essential provisions** • Oversee the equipment needs within the ERC to an adequate standard. • Work with the ERC Coordinator to ensure adequate supplies of essential items within ERC and handle any required purchases. **IT and Communication equipment requirements** Determine appropriate requirements for IT and work with IT Support to ensure all communication and electronic equipment is operational at the ERC. **Traffic Management** Direct the requirements for traffic management. **Management and supervision of staff/contractors** Supervise the activities of staff/contractors undertaking the following actions: • Security, traffic management catering, cleaning and rubbish removal and IT Services. • Registration of personnel and agencies arriving/departing the ERC. • Ensure all staff/contractors are dressed appropriately and identification or tabards are worn during all shifts at ERC. • Oversee adherence to OH & S and Workplace Agreement guidelines in relation to shift times. • Welcome persons entering the ERC. Provide orientation, introductions and familiarisation with procedures. The ERC Coordinator fulfills this role in the absence of this Manager*.*
Reports to	ERC Coordinator
Supervises	• ERC Logistics Support staff • ERC Contractors (if required)
Liaises with	ERC Information Officer

Title	Community Safety & Amenity Officer (Municipal Ranger)
Location	ERC or in the field
Overview Statement	Provide assistance to the ERC Coordinator with Animal Control where attendees are arriving with their animals and/or pets.
Duties	**To undertake the following functions:** • To make arrangements for the care and welfare of animals being brought into an ERC • Implement the 'Animal Welfare Plan'
Reports to	ERC Coordinator
Liaises with	• Agriculture Victoria • RSPCA

Title	Australian Red Cross (ARC)
Location	ERC
Overview Statement	To register people who have relocated to the ERC into the Register, Find, Reunite system. Coordinate the provision of food and water for staff and people within the ERC.
Duties	**To undertake the following functions:** • Set up registration arrangements inside the entrance to the ERC • Meet new arrivals and assist them through the registration process • Provide food and water and oversee safe food handling practices if this function sits within the ERC arrangements • Brief the ERC Manager regularly on developments • Oversee safe food handling practices
Reports to	ERC Coordinator
Liaises with	• Other agencies • ERC Logistics Support Officer

- ERC Information Officer

Title	ERC Information Officer
Location	ERC
Overview Statement	Attend to the internal information requirements of the ERC. The position works directly under the ERC Coordinator.
Duties	**To undertake the following functions:** • Set up and manage an information desk in the ERC • Display status information about the emergency on a community notice board together with any information that may be of assistance to the affected people • Manage and utilise IT equipment to monitor the emergency and any relevant information • Liaise with the support agencies in the ERC and collate any gathered information • Provide regular briefings to the ERC Coordinator and Facility Manager • Draft Situation Reports for the ERC Coordinator • Monitor the staff and agency sign-in sheet • Manage the overnight stay register and issue wrist bands • Display information relating to animal welfare The ERC Facility Manager fulfills this role in the absence of this role.
Reports to	ERC Coordinator
Liaises with	• ERC Logistics Support Officer • Support Agencies

Title	ERC Support Officer
Location	ERC
Overview Statement	Provide assistance in the operation of the ERC in functional areas that require support.
Duties	**To undertake the following functions:** • Undertake tasks as directed to support the operation of the ERC. These may include: • Meet and greet attendees • Marshaling and directing attendees within ERC • Assisting with care of particular groups – children, older people, people with special needs • Assist to maintain the orderly set-up of the ERC • Report risks and hazards to the ERC Manager • Communicate with attendees to identify their primary health concerns and report any needs to the ERC Manager for appropriate service response • Assist in the maintenance of up to date information boards for ERC • Liaise with ERC Manager frequently to identify issues of concern and update on activities of ERC • Undertake record keeping as directed • Assist Red Cross to facilitate registration of attendees if required • Facilitate appropriate response to special needs within ERC – CALD, people with disabilities, children, and frail/aged The ERC Coordinator fulfills this role in the absence of these personnel.
Reports to	ERC Coordinator
Liaises with	• ERC Logistics Support Officer • ERC Information Officer

15.19.15   Standard Operating Procedures – Relief Centre Operations

15.19.16   Relief Centre Operations Overview

The operation has 3 stages:

1. ERC Activation, staff deployment and set up;
2. ERC Operations, and;
3. De-Activation of the ERC.

15.19.16.1   ERC Activation

MRM IN THE MECC – ACTIONS REQUIRED		
UPON RECEIVING THE CALL TO OPEN AN ERC – THE CIMT WILL MEET		
THEN UNDERTAKE THE FOLLOWING TASKS		
1	Using information and advice provided by the ICC about the emergency and forecasts on its area of impact, choose the appropriate ERC facility to open. Utilise the ERC Resource List as your ERC reference.	
2	Call the ERC Coordinator and advise him/her of the need for the ERC to be opened.	
3	Brief the ERC Coordinator on the following: • The designated ERC facility to be opened and its site address • Confirm that Victoria Police have arranged for NRIS kit to be delivered to ERC • Confirm the contact numbers being used in the MECC • Request confirmation from the ERC Coordinator when the team arrives at the facility and when it has been made operational NOTE – they will activate their team members. If you could not make contact with any of the coordinators, you will need to call the ERC team and get at least 3 to open the centre.	
4	**No staff available?** If no staff are available to open a relief centre, call the report this to the Municipal Emergency Resource Coordinator (MERC) and to escalate the issue to DHHS. Otherwise continue on to part 5.	
5	Make contact with other agencies that might be required to attend the ERC See the following	
6	**VICPOL** - Contact the Beaufort or Avoca Police and advise them of the situation. The registration kit will need to be dropped off at the centre for Red Cross to use.	

7	**Red Cross** - Call the Australian Red Cross using their 24hr Emergency Number (1800 232 969) and advise them of the situation. • Confirm whether they will be able to send a registration team to that centre. • Confirm also whether they will be able to coordinate catering. – If not, inform ICC and use pre-identified local catering options where available.	
8	**VCC** - Call the Victorian Council of Churches using their 24hr emergency number (9654 1736) and advise them of the situation. Confirm whether they will be able to provide personal support in the centre.	
9	Call DHHS and advise them of the situation. Use their 24hr contact number – 1800 238 414. They will want details on the centre so you may need to call them back … refer to the DHHD Relief Centre Report Form In consultation with the ERC Coordinator, fill out the DHHS ERC Report form and e-mail to the DHHS REOC. grampians.eoc@dhhs.vic.gov.au	
10	Once the call has been received from the ERC Coordinator that the ERC is operational, in that conversation brief the manager on: • Support agencies attending and contact numbers; • Situation reporting requirements (eg every 4 hours/end of shifts) • Resource request process • Replacement staff arrangements • Staff welfare arrangements (shift times, debriefs etc)	
11	Monitor the progress of the emergency and keep the ERC Manager informed	
12	Ensure sufficient staff will be available to keep the ERC open for as long as it is needed.	
13	Escalate the call for additional resources to DHHS if the need arises.	

15.19 15.19.16.1.1.2 14.1.1.2 *ERC Coordinator– Actions Required*	**X / √ / NA**
After the initial briefing from the MRM which activates the opening of a designated ERC, the ERC Coordinator will need to: • Activate the ERC team members, determine who is available, select the first shift team, brief them on the situation and where the ERC is located • Make arrangements for ERC staff transportation • Activate IT Support to set up communications capability • Activate the ERC procedures for opening the ERC	
ON DEPARTURE TO ERC	
Using the relevant 'ERC Opening SOP ', collect the ERC kit, sign and keys.	

15.19.16.2   *Relief Centre Opening SOPs*

15.19.16.2.1   AVOCA

	OPENING AN AVOCA RELIEF CENTRE – Actions Required	**X / √ / NA**
UPON RECEIVING THE CALL TO OPEN A RELIEF CENTRE:		
1	Collect the relief centre kit from the AVOCA Information Centre storeroom.	
DURING BUSINESS HOURS:		
2	Open the centre storeroom labelled **'Storeroom'** holding the AVOCA Relief Centre Kit using: • Their own master key or one attached to the Beaufort access key ring, or; • A key provided by the AVOCA Centre Reception **NOTE**: the key used to open the access door will also open the storeroom door (it is a master key)	
OUTSIDE BUSINESS HOURS:		
3	Access the AVOCA Visitor Centre using the master key from either: • Rear access door to the back meeting room. Or • Using the front entrance Then disarm the alarm using the following entry code: **5278**	
4	Open the storeroom and collect: • 2 relief centre resource suitcases (one large, one small) • 1 small A-frame relief centre sign (the relief centre keys are stored in the front pocket of the small suitcase)	
5	Lock the door if the centre is unoccupied.	
WITH THE RELIEF CENTRE KIT:		
6	Proceed to the designated relief centre	
7	Open the relief centre using the key provided in the resource kit. NOTE: Neither centre has an alarm.	
8	Follow the standard operating procedure for setting the up the centre in preparation for activation.	

15.19.16.2.2   LANDSBOROUGH RECREATION RESERVE

	OPENING LANDSBOROUGH RELIEF CENTRE – Actions Required	X / √ / NA
UPON RECEIVING THE CALL TO OPEN A RELIEF CENTREL:		
1	Collect the relief centre kit from the AVOCA Information Centre storeroom.	
DURING BUSINESS HOURS:		
2	Open the centre storeroom labelled 'Storeroom' holding the AVOCA Relief Centre Kit using: - Their own master key or one attached to the Beaufort access key ring, or; - A key provided by the AVOCA Centre Reception NOTE: the key used to open the access door will also open the storeroom door (it is a master key)	
OUTSIDE BUSINESS HOURS:		
3	Access the AVOCA Visitor Centre using the master key from either: - Rear access door to the back meeting room. Or - Using the front entrance Then disarm the alarm using the following entry code: **5278**	
4	Open the storeroom and collect: 2 relief centre resource suitcases (one large, one small) 1 small A-frame relief centre sign (the relief centre keys are stored in the front pocket of the small suitcase)	
5	Lock the door if the centre is unoccupied.	
WITH THE RELIEF CENTRE KIT:		
6	Proceed to the designated relief centre	
7	Open the relief centre using the key provided in the resource kit. ***NOTE: Neither centre has an alarm.***	
8	Follow the standard operating procedure for setting the up the centre in preparation for activation.	

	OPENING THE SNAKE VALLEY RELIEF CENTRE – Actions Required	X / √ / NA
UPON RECEIVING THE CALL TO OPEN A RELIEF CENTRE:		
1	Collect the relief centre kit from the Beaufort Council Offices, Community Wellbeing Storeroom	
OUTSIDE BUSINESS HOURS:		

2	Access the Beaufort office using their electronic pass (Beaufort staff have 24/7 access) and do the following:
	
	• Disable the alarm – input password - **1847**
	
	• Call Sectrol Security to advise them of the reason for your presence using one of the following phone numbers in order:
	  1. 5331 1566, or;
	  2. 5329 0801	

3	Open the storeroom and collect: • 2 relief centre resource suitcases (one large, one small) • 1 small A-frame relief centre sign **NOTE**: Relief centre keys are in the front pocket of the small case	
7	Reset the alarm using same password if the office is unoccupied.	
WITH THE RELIEF CENTRE KIT:		
8	Proceed to the designated relief centre	
7	Open the relief centre using the key provided in the resource kit. NOTE: The hall does not have an alarm.	
8	Follow the standard operating procedure for setting the up the centre in preparation for activation.	

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15.19.16.3 ERC Operations

	ERC Coordinator– Actions Required	X / √ / NA
ON ARRIVAL AT THE CENTRE		
1	Inform MRM/CIMT of arrival.	
2	Brief your team on arrival, issue identification tabards and assign roles/job cards	
3	Initiate a visual safety inspection of the facility and precinct.(Logistics Support)	
4	Stick the A3 plan of this centre in a prominent place. Supervise the setup of ERC using the 'ERC Floor Plan 'as a guide.	
5	Inform MRM/CIMT when ERC is set up.	
6	Complete ERC structure chart which records names against assigned roles Use the template supplied in the kit	
7	Confirm all staff and agencies have recorded their details on the Agency & Staff Attendance Register. Use the form in the kit.	
8	Brief all of the attending Council staff and agencies. Use the "ERC Manager briefing checklist" as a guide.	
9	Commence operations	

15.19.16.3.1   Staff and Agency Briefing Guide – for the ERC Coordinator

SUBJECT	DETAIL
1. Situation Report	Provide an update on the emergency
2. Introductions	Invite each agency to introduce their team members and what their role will be in the centre.
3. Secure storage	Explain where staff can securely store their personal belongings
4. Centre Layout and procedure	Using the A3 floor plan posted on the wall, step the team members through the procedure to be followed when a centre visitor arrives.
5. Centre Security	Explain who will be responsible for the centre security (VICPOL, Logistics Officer?)
6. Centre Facilities	Point out the necessary features of the centre (toilets, kitchen, withdrawal area, children's area, smokers etc)
7. First-Aid	Explain who will be administering first-aid and where
8. Special Needs	Explain the procedure for accommodating people with special needs such as the young, elderly or those who have disabilities.
9. Pets	Explain the procedure for pet management.
10. Information Updates	Point out the whiteboard where current relevant information will be posted by the Information Officer
11. Request for resources	Logistical requests go to the Logistics Officer who will liaise with the ERC Coordinator to deal with them.
12. Issues Management	Any issues requiring a judgement call should be raised with the ERC Coordinator
13. Future Briefing Updates	These will take place between team leaders as required.

15.19.16.3.2   ERC Operations

OPERATIONS MANAGEMENT

ONCE THE ERC HAS BEEN SET :

Operations Internal

1	Check staff are in place to greet and direct people.	
2	Confirm that support agencies understand their role and reporting requirements	
3	Plan and facilitate interagency briefings (ideally at start and finish of shifts).	
4	Check that people are able to navigate their way through the building.	
5	Action any identified safety issues within ERC	
6	Check that internal signage is effective.	
7	Record every action item in log (form, book or crisisworks)	
8	Manage shift change-overs and briefings	
9	Monitor the welfare of all support staff in the ERC	
10	Debrief staff once they are relieved and before they leave the facility. Use the Debrief Template in the kit as a guide.	

Operations External

1	Check that parking and traffic management is effective.	
2	Check that animal management arrangements are effective.	
3	Action any identified safety issues within precinct	
4	Check external signage is effective	

15.19.16.3.3   ERC Reporting

REPORTING MANAGEMENT :

REPORTING MANAGEMENT –

1	Ensure the Operations/Activities log is completed by everyone throughout your shift. Use the form in the kit.	
2	Prepare a plan for the day's activities including debrief times and interagency meeting times.	
3	Submit a situation report (SITREP) for the MRM at the agreed reporting time intervals Use the SITREP template provided on a memory stick in the kit. The Information Officer will assist with its preparation.	

15.19.16.3.4   ERC Logistics

The ERC Coordinator will undertake all of the following tasks if they are the only Council representative. Otherwise, they should be delegated to available Council staff.

ERC LOGISTICS SUPPORT – ACTIONS REQUIRED		
1	Upon arrival, confirm available resources. These should include: • Furniture • Kitchen/catering • Resource kit • Heating/cooling • Toiletries • Pet/animal welfare arrangements	
2	Estimate resource requirements for your shift considering the need for: • Food (Affected people, council staff, support agency staff); • Water; • Toilet Paper; • Soap and toiletries, • Cleaning, • Stationery, • Maintenance of IT, • Maintenance of plant (air conditioning, generators etc.), • Bedding, • Rubbish removal.	
3	Continually monitor stock levels throughout your shift and arrange additional supplies, as required.	
4	Action any identified safety issues.	
5	Monitor the welfare of all staff.	
6	Maintain Operations/Activities log Look in the kit folder for the template	
7	Provide regular updates to the ERC Coordinator	
SAFETY		
8	Conduct regular safety checks using the **Safety Checklist** on the back of this job card.	
9	Check hygiene standards are maintained especially in food preparation areas.	

15.19.16.4   ERC Information Management

The ERC Coordinator will undertake this role if it can't be delegated.

	ERC INFORMATION OFFICER – ACTIONS REQUIRED	
	THE ERC INFORMATION OFFICER WILL UNDERTAKE THE FOLLOWING TASKS	
1	Set up an information desk at the entrance to the ERC	
2	Supervise the Agency & Staff Attendance Register at the entrance to the ERC	
3	Check display boards are in place inside and outside.	
4	On the outside notice board, post information about what services the ERC has available.	
5	Set up and maintain available electronic communications equipment which include: • W25 mobile broadband modem • Desktop phone • Laptop computer (if it is available)	
6	Address requests for information as they present	
7	Use the USB stick in the resource folder to source the supporting electronic documents such as: • DHHS relief Centre Report Form • SITREP form • Other ERC forms	
8	Check information is verified and has been approved before being displayed.	
9	Check the information being displayed is current.	
10	Ensure any information that can be accessed be displayed which could include: • Services offered at the ERC • Status of road closures • Information about the emergency and updates • Contact details and location where additional services can be accessed. • Fact sheets • Animal management • Community briefing times and venues • Accommodation • Operating hours of ERC	
11	Register people who are staying overnight at ERC.	
12	Provide regular updates to the ERC Coordinator and Logistics Officer	

| 13 | Prepare situation reports for the ERC Coordinator | |
| 14 | Participate in a debrief session. | |

15.19.16.5   ERC General Support

ERC GENERAL SUPPORT STAFF – ACTIONS REQUIRED		
ERC GENERAL SUPPORT STAFF MAY BE REQUIRED TO UNDERTAKE THE FOLLOWING TASKS….		
1	Meet and greet arrivals at the ERC and, if Red Cross have not arrived, register centre attendees using the ***Personal Information Form*** (a pad is in the kit) until the Red Cross team arrives.	
2	Ensure light refreshments are available and maintained. (tea, coffee, water, biscuits)	
3	Determine any needs arrivals may have and assist them with addressing those needs. These may include: • Information on the emergency • Information about friends and family • Someone to listen to their story • Food and water	
4	Provide assistance to the other ERC functions when requested. These may include: • Parking coordination • The Information Officer at the information desk • Supervising unaccompanied children • Setting up and supervising a children's play area • Setting up and supervising a TV/DVD viewing activity • Assisting the ERC Coordinator with any of their tasks	
5	Maintain your Operations/Activities log Use the log sheet in the kit.	
6	Participate in a debrief session	

15.19.16.6   ERC Animal Welfare
People are likely to arrive with pets. Following this procedure works in the interests of all concerned.

| ERC ANIMAL WELFARE PROCEDURES – ACTIONS REQUIRED		
PETS ON ARRIVAL WITH THEIR OWNERS		
THE RANGER OR FACILITY MANAGER DO THE FOLLOWING		
1	Explain to the pet owners the conditions under which animals are able to be kept on site, but not inside the centre, due to hygiene, safety (to all animals and other people at the centre) and health reasons (eg allergic asthmatics).	
2	Companion animals can be accommodated in the following manner under the supervision of the owner: • Car • Tether • Cage If none of the above conditions can be met and the owner cannot place the animal with friends, then the matter will be referred to the Ranger	
3	The Ranger, if on site, will handle the placement of animals to an off-site facility. Supervision will still remain the responsibility of the owner.	
4	If the Ranger is not available, the ERC Facility Manager may be able to direct the pet owner to a list of private pet facilities so the animal/s can be cared for.	
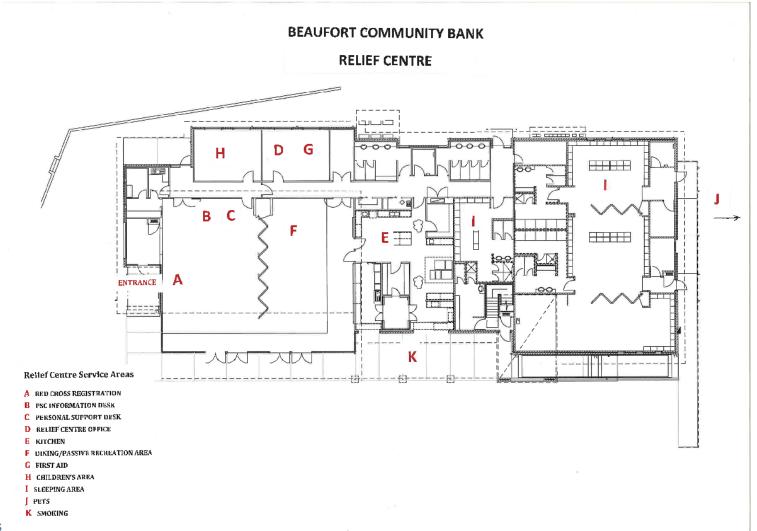
15.19.16.7   ERC De-Activation
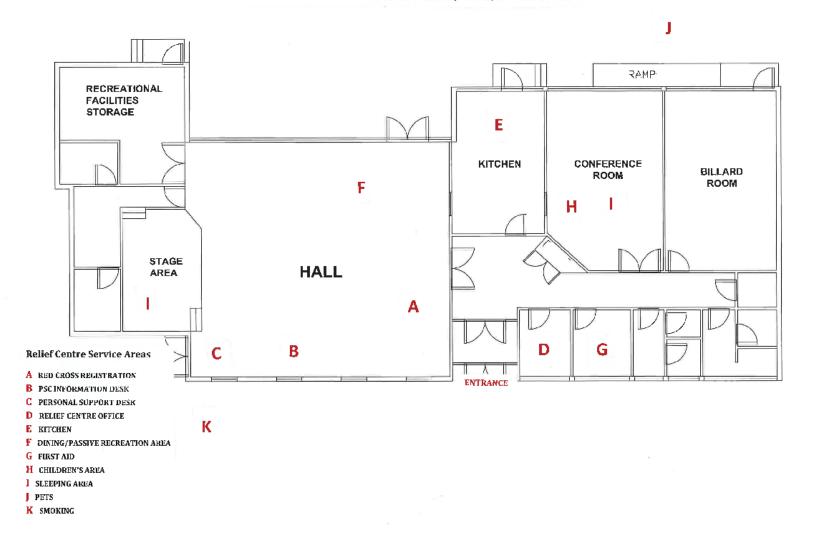
The decision to close the ERC will be made collaboratively by the MRM, MERO, MERC and agencies at the ERC, with input from the ERC Coordinator.

ERC DE-ACTIVATION – ACTIONS REQUIRED		X / √ / NA
UPON DECIDING THAT THE ERC IS NO LONGER REQUIRED, THE MRM WILL:		
1	Initiate the ERC de-activation process	
2	Conduct a post-operations debrief with all the ERC staff within 2 weeks	
UPON RECEIPT OF ADVICE THAT THE ERC WILL CLOSE, THE ERC COORDINATOR WILL:		
3	Advise staff of decision to close ERC.	
4	Advise all contractors and agencies of deactivation.	
5	Forward all ERC documentation including centre logs and forms to the CIMT:	
6	Arrange for the cleaning of the centre to pre-occupancy condition in readiness for returning the site to the tenants.	
7	Ensure the facility and its precincts are left in an orderly state and arrange for the removal of additional rubbish bins and refuse.	
UPON RECEIPT OF ADVICE THAT THE ERC WILL CLOSE, THE ERC STAFF WILL:		
10	Update all communications, including information boards, etc.	
11	Remove all signage [internal and external] and pack up ready for transport.	
12	Pack up furniture in readiness for return to store.	
13	Undertake an inventory of on-site equipment and supplies.	
14	Arrange return of all rented/borrowed equipment to the owners/ contractors.	
15	Identify any lost and damaged items to the centre site and report to MECC.	
ONCE EVERYTHING HAS BEEN PACKED UP, THE ERC COORDINATOR WILL:		
16	Ensure the complex is locked and the keys are returned to the supplier.	
17	Advise MECC/MRM of site closure.	

BEAUFORT COMMUNITY BANK

RELIEF CENTRE

Relief Centre Service Areas

A   RED CROSS REGISTRATION
B   PSC INFORMATION DESK
C   PERSONAL SUPPORT DESK
D   RELIEF CENTRE OFFICE
E   KITCHEN
F   DINING/PASSIVE RECREATION AREA
G   FIRST AID
H   CHILDREN'S AREA
I   SLEEPING AREA
J   PETS
K   SMOKING
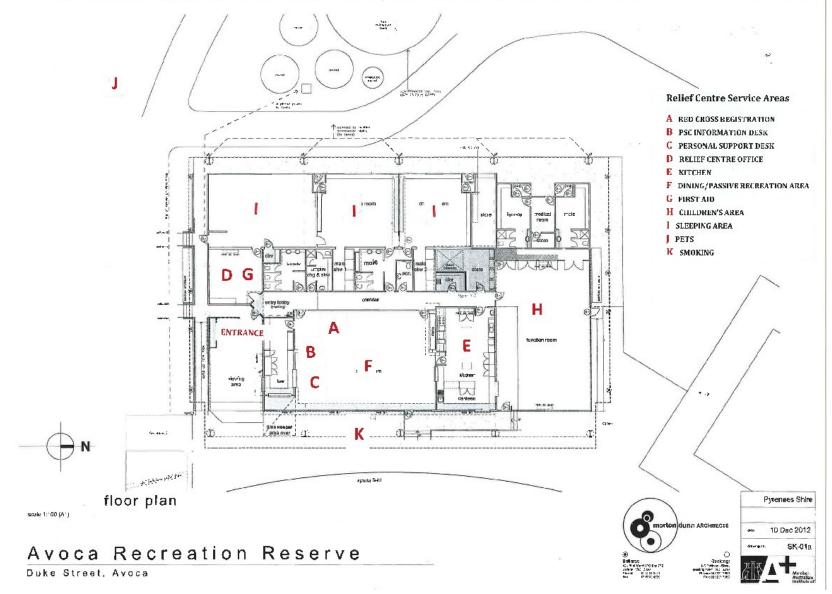
15.1 ERC Floor Plans
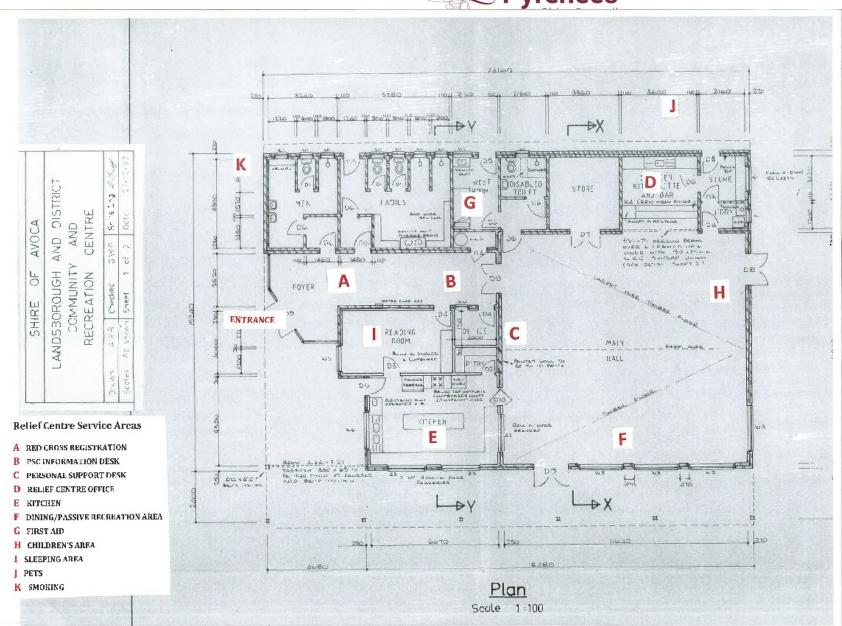
BEAUFORT SENIOR CITIZENS RELIEF CENTRE

Relief Centre Service Areas

A RED CROSS REGISTRATION
B PSC INFORMATION DESK
C PERSONAL SUPPORT DESK
D RELIEF CENTRE OFFICE
E KITCHEN
F DINING/PASSIVE RECREATION AREA
G FIRST AID
H CHILDREN'S AREA
I SLEEPING AREA
J PETS
K SMOKING

Relief Centre Service Areas

A RED CROSS REGISTRATION
B PSC INFORMATION DESK
C PERSONAL SUPPORT DESK
D RELIEF CENTRE OFFICE
E KITCHEN
F DINING/PASSIVE RECREATION AREA
G FIRST AID
H CHILDREN'S AREA
I SLEEPING AREA
J PETS
K SMOKING

floor plan

scale 1:100 (A1)

Avoca Recreation Reserve
Duke Street, Avoca

Pyrenees Shire
date 10 Dec 2012
SK-01a

Pyrenees

Relief Centre Service Areas

A RED CROSS REGISTRATION
B PSC INFORMATION DESK
C PERSONAL SUPPORT DESK
D RELIEF CENTRE OFFICE
E KITCHEN
F DINING/PASSIVE RECREATION AREA
G FIRST AID
H CHILDREN'S AREA
I SLEEPING AREA
J PETS
K SMOKING

Plan
Scale 1:100

Pyrenees

Snake Valley Community Centre
Carngham - Linton Road, Snake Valley

Relief Centre Service Areas
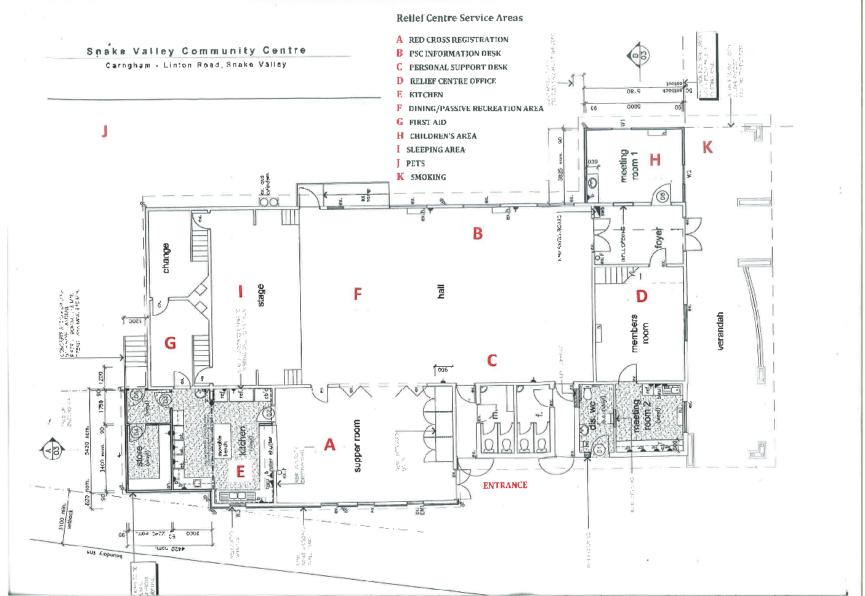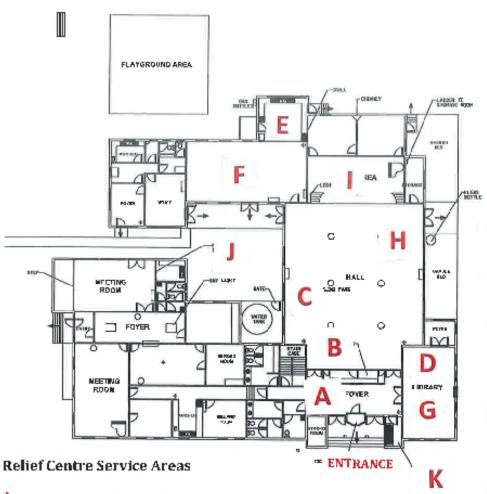
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E KITCHEN
F DINING/PASSIVE RECREATION AREA
G FIRST AID
H CHILDREN'S AREA
I SLEEPING AREA
J PETS
K SMOKING

J

change

stage

hall

meeting room 1 H K

B

foyer

I F D

members room

G C

verandah

store kitchen mobile bench supper room dis. wc meeting room 2

A

E

ENTRANCE

AVOCA TOWN HALL

FLAYGROUND AREA

E
F
I
H
J
C
B
A   FOYER
D
G
K

ENTRANCE

Relief Centre Service Areas

A RED CROSS REGISTRATION

B PSC INFORMATION DESK

C PERSONAL SUPPORT DESK

D RELIEF CENTRE OFFICE

E KITCHEN

F DINING/PASSIVE RECREATION AREA

G FIRST AID

H CHILDREN'S AREA

I SLEEPING AREA

J PETS

K SMOKING

15.19.17   ERC Facility Requirements
Minimum Requirements

The location is appropriate – eg not a school which has public access problems	
The site and the surrounding area faces minimal risk from fire, flood or other threats	
24 hour, year round accessibility	
Easy access to the building for young, the aged and disabled	
Adequate parking and ease of access for traffic management	
Phone communications available – landline or mobile	
Climate control – heating and cooling	
Adequate supply of hot and cold water	
Separate areas or portable/temporary partitioning	
Appropriate kitchen, toilet and bathroom facilities	

Desirable Additional Features

Appropriate level of security (doorway control)	
Separate multi-purpose areas (conference, interviews, staff breakout, entertainment)	
Overnight accommodation area	
TV / Radio/Internet access	
Adequate storage capacity	
Pet accommodation area	
External playground	
Sufficient chairs, tables, white/notice boards and partitions	
Back-up power	
Shower and laundry facilities	
Space near the kitchen for an emergency food vehicle with access to power	
Adequate internal and external lighting	
Multiple landline phone points (one dedicated to NRIS)	
Internet access for the public	
Photo copiers, fax and printers on site	

15.19.18   ERC Resource Kit Checklist

Category	Item	Quantity	
Documents	Copy of ERC Manual (inc. USB)	1	☐
	PSC EM contact list	1	☐
	ERC document templates	10 of each	☐
	Relief &Recovery pamphlets	100	☐
Signs	Emergency Relief Centre Banner (and A-Frame)	1	☐
	Car Parking	2	☐
	Entry/Exit	1	☐
	No Standing	2	☐
	Registration	1	☐
	Information/Enquiries	1	☐
	Eating Area	2	
	First Aid	1	☐
	No Smoking	3	☐
	Smoking Area	2	☐
	Arrows for direction: Left, Right, Up, Down	1 each	☐
	Refreshments	1	☐
	Private Staff Area	3	☐
	No Animals	2	☐
Stationery	Blu tac and Drawing pins	1 pack	☐
	Bulldog Clips	1 pack	☐
	Clipboard	1	☐
	Envelopes	25	☐
	Gaffa tape	1	☐
	Glue Stick	3	☐
	Highlighters	3	☐
	Manilla Folders	5	☐
	Masking tape	2	☐

Category	Item	Quantity	

	Name tag holders and lanyards	10	☐
	Exercise books	3	☐
	Pens and Pencils	10	☐
	Permanent Markers	3	☐
	Plastic Pockets	50	☐
	Post It Notes	3 stacks	☐
	Scissors	1	☐
	Stapler & Staples	1	☐
	A4 Paper	1 ream	☐
	Sticky labels	100	☐
	Sticky tape	2	☐
	String	1	☐
	Telephone message book	1	☐
	Ring binder A4	1	☐
	Whiteboard marker	4	☐
	Batteries of varying size and shape	10	☐
	Extension Cord (5m)	1	☐
Staff only equipment	Relief Centre Tabards	6	☐
	Radio (Emergency stations labelled)	1	☐
	Power board (6 outlet)	4	☐
	Torch	1	☐
	Disposable gloves	50	☐
	Dishcloths	1 pack	☐
	First Aid Kit and venitillin with spacer	1	☐
	Rubbish bags	3 pack	☐
	Insect repellent	1	☐
	Large bin liners	1 pack	☐
	Matches	1	☐
	Paper towels	3 pack	☐
	Phone charge with 4-prong lead	1	☐

Category	Item	Quantity	
Staff only equipment	Plastic cups	15 of each	☐

	Plastic spoons	15	☐
	Ruler	1	☐
	Tissues	1	☐
	Telephone extension lead	1	☐
	Safety Pins	20	☐
	Sewing Kit	1	☐
	Washing powder (travel sachets)	4	☐
	Wet Wipes	1	☐
Children's activities	Pack of Cards	2	☐
	Balloons	1 pck	☐
	Colouring books / paper & Coloured Textas	2pck	☐
	Kitchen hand wash	1	☐
Hygiene	Soap	1	☐
	Toilet Paper	1	☐
	Paper towel	1	☐
	toothbrush	1	☐
	Toothpaste	1	☐
	Sunscreen	1	☐
	Sanitary pads	1	☐
	Tampons	1	☐
	Hand Sanitiser	1	☐
Food	Biscuits	1pack	☐
	Coffee & tea bags	1	☐
	Lollies	1 pack	☐
	Long life milk	1 litre	☐
	Muesli bars	1 pack	☐
	Sugar cubes	1 pack	☐

15.19.19   ERC Safety Checklist

This checklist is utilised by the Facility Manager upon the activation of the centre and at the end of each shift.

Item	Time/Comment	Time/Comment	Time/Comment	Time/Comment
Work areas free from rubbish and obstructions				
Stock material stored safely				
Adequate lighting				
No broken plugs, sockets, switches				
No frayed or defective leads				
No cable-trip hazards				
Chemical material stored appropriately				
No sharp edges				
Washrooms clean				
Toilets floor, tiles, bowls, seats, urinals, basin, dispensers, hand driers, taps and showers must be cleaned regularly with hospital grade disinfectant.				
Spills on floor must be cleaned in a timely fashion				
Meal rooms clean and tidy , floors hot mopped daily				
Rubbish bins liners replaced				

and bins must have covers				
Appropriate signage for Emergency exits				
Correct signage at access points				

15.19.20 Guide to Catering for the Young and the Elderly

The following is a guide for the Pyrenees SC Emergency Relief Centre Coordinator. With the limited resources available to the Council, it is impossible to be everything to everyone. Primary responsibility for council staff is to provide safe shelter, food and water to evacuees from an emergency. The special considerations listed below will be addressed if it is possible, otherwise the matter will be escalated to the Council Emergency Management Coordination Team in the Council offices.

1. Relief Centres

Relief or evacuation centres are council managed facilities which provide shelter, food and water for members of the community who have evacuated from their residence and have nowhere else to shelter from an emergency. The following checklists provide a guide for the relief centre coordinator so that the special needs of these two vulnerable groups can be addressed.

1.1 Catering for Children and Young People Checklist

QUESTIONS	YES	NO	REASON/ACTIONS
Is there an allocated child friendly area for children to play, socialize and undertake normal activities during an emergency? Does this area include toys etc to occupy the children? Are there appropriate adults to be with the children?			Setting up a child friendly space has benefits beyond giving children a play area. It helps to alleviate chaos, provide respite for parents and provide a link to early recovery activities for children.
Is there an adolescent friendly space as well?			Consider including age-appropriate information and activities for adolescents including access to technology.
Are the dietary requirements of young people being considered?			Support the needs of breast-feeding mothers, bottle fed babies and solid food requirements. There may be a need to source baby milk formula. Nutritious and age-appropriate meals, drinks and snacks should be made available including access to snacks outside meal times. Consider a way to identify children with allergies.
Are there hygiene standards in place (food, linen, rubbish removal)			Caterers are recommended by, and registered with, the Pyrenees SC Council Environmental Health Officer. The relief centre plan assigns responsibility for maintenance of hygiene standards to a council officer.
Are there adequate sanitation services available?			The toilets and basins need to be accessible by children.
Are children secure and safe from hazards and predatory adults?			Hazards could include vehicle traffic, animals, cooking areas and open water (streams, swimming pools, dams). All adults (staff and volunteers) interacting with children must be checked for photo ID

			and Working With Children cards. There needs to be a system to register and monitor this.
Is there information available to children which enables them to identify who they can talk to if they have concerns for their safety or the safety of others?			This information must be displayed in a way and at a level that is appropriate for children.
Are children in the care of their legal guardian? Are there unaccompanied children?			The priority is to identify and protect unaccompanied children and promptly reunite them with their legal guardians. Do not release a child to the care of an adult other than the legal guardian without appropriate checks undertaken by police or child protection agencies.
Is there a private quiet area for women with young babies?			Some mothers may wish to breast feed in privacy as well as having access to a nappy changing area.
Do any children/young people have disabilities?			Some children may need aids to assist with activities of daily living. Relief centres can be very upsetting places for some children with disabilities. Alternate accommodation for families with disabilities may need to be found if the relief centre cannot meet their needs.
Is there a space for relaxation or sleeping?			These spaces need to be quiet and have safe well-lit access to toilet and bathroom facilities
Are children's and adolescent opinions and concerns being listened to and acted upon?			Lack of respect and consideration for their concerns can raise anxiety levels which add to the stress already generated by the emergency.
Is there an appropriate first aid service available to address the needs of children?			The Council is responsible for arranging this service.
Are signs and notices located at a child friendly level?			Directions to the bathroom would be a good example.

1.2 Catering for the Elderly Checklist

QUESTIONS	YES	NO	RECOMMENDED ACTION
Is there disabled access to the relief centre?			A ramp will enable wheel chair access and assist those with mobility issues to whom which steps are a barrier.
Are heating and cooling systems available in each of the relief centres?			All primary relief centres in the Pyrenees Shire have heating and cooling systems.
Is there a comfortable quiet area set aside for the frail?			Noisy, crowded and uncomfortable conditions can quickly overwhelm a person's ability to cope.
Are the dietary requirements of elderly people being considered?			Some people may have special dietary requirements which, if unaddressed, can have an adverse effect to their health and well-being.
Do any of the elderly have chronic health conditions or disabilities that require special attention?			An assessment of people with these conditions is required to determine if they can be accommodated. For example, managing people with Dementia will require specialized help and the relief centre may not be the best environment for a person with this condition. Alternative accommodation will need to be located.
Has anyone forgot to bring their medication and will they need it in the near future?			A procedure for accessing this medication will need to be in place (eg request to the MECC) Identify GPs/Pharmacists who can assist in this matter.
Have any of the elderly brought companion animals with them?			The relief centre has a policy of no pets inside the facility due to health, safety and allergy reasons. Arrangements will need to be made to accommodate and care for those animals where this is a problem. *Assistance dogs are exempt from this policy.*

15.19.21   Situation Report (SITREP) Template

SITREP Template

The information in this Situation Report (SITREP) should cover the period since the last SITREP was prepared. Please ensure that you are brief and not narrative.

Incident Name:	SITREP NO.

Centre Name:

Phone:

Fax:

Email:

Date of Issue: _____/_____/_____   **Time: _____ am/pm**

Prepared by:_____

Approved by:_____

Situation to date: *What has happened, brief summary start up details, e.g. date, place, time, who. If there is no change please write 'No Change'.*

Agencies onsite:

Operating hours of agencies:

Number hours open (since centre activation):

Operating hours of ERC (eg 24hours?):

Number of overnight evacuees onsite:

Number of visitors (since last SITREP):

Actions to date: *Brief report on actions completed to date, please include significant actions undertaken). If there is no change please write 'No Change'.*

Issues: *Brief descriptions of issues that are known and/or expected to arise before next SITREP. If there is no change please write 'No Change'.*

OHS:

Staffing: (e.g. rostering, wellbeing issues)

Resources/Equipment: (e.g. lack of resource or too much, office equipment)

Communication:

Emerging Issues : (e.g. traffic management, waste disposal, influx of people, material aid/equipment, First Aid)

EMERGENCY RELIEF CENTRE OPERATIONS LOG

This form is to be utilised at the ERC to provide a record of all requests the action taken and the whether it was completed.

| ERC Location: |
| Name: |

Date	Time	Request/Action	Completed

Staff and Support Agency Attendance Register

ERC Name: _____

Name	Organisation	Role in ERC	Date	Time in	Time out	Reason for Time Out e.g. going home

15.19.24   Debrief Template

The primary purpose of debriefing is to assist with staff wellbeing. It is also an opportunity to reflect on the experiences and lessons learnt during an incident to improve systems and processes.

Date:	Time: am/pm
Debrief facilitated by:	
Debrief participant/s:	

Items:	
1	How did the team/individual feel the shift went?
2	Did anything stand out during the shift that didn't go well?
3	Why didn't this go well? What happened?
4	What can the team/individual do differently next time?
5	What are some things that worked well? (Try to finish on a positive note).
6	Is there any feedback the team/individual would like to provide to the MECC?
7	How is the team/individual feeling in general? E.g. tired or a bit hyper. ***Remind staff of reactions that they may experience and to look after themselves.***

15.19.25   ERC Job Cards

Laminated copies of these job cards are stored in the ERC resource kit. They are to be handed out to Council staff to use as a check list of activities.

15.19.25.1   MRM

	MRM– ACTIONS REQUIRED	
UPON RECEIVING THE CALL TO OPEN AN ERC – THE CIMT WILL MEET		
THEN UNDERTAKE THE FOLLOWING TASKS		
1	Using information and advice provided by the ICC about the emergency and forecasts on its area of impact, choose the appropriate ERC facility to open.	
2	Call the ERC Coordinator and advise him/her of the need for the ERC to be opened.	
3	Brief the ERC Coordinator on the following: - The designated ERC facility to be opened and its site address - Confirm that Victoria Police have arranged for NRIS kit to be delivered to ERC - Confirm the contact numbers being used in the MECC - Request confirmation from the ERC Coordinator when the team arrives at the facility and when it has been made operational	
4	Make contact with other agencies that might be required to attend the ERC See agency contact list *in Relief and Recovery Operations Plan*	
5	Once the call has been received from the ERC Coordinator that the ERC is operational, in that conversation brief the manager on: - Support agencies attending and contact numbers; - Situation reporting requirements (eg every 4 hours/end of shifts) - Resource request process - Replacement staff arrangements - Staff welfare arrangements (shift times, debriefs etc)	
6	In consultation with the ERC Coordinator, fill out the DHHS ERC Report form and e-mail to the DHHS REOC. grampians.eoc@dhhs.vic.gov.au	
7	Monitor the progress of the emergency and keep the ERC Manager informed	
8	Ensure sufficient staff will be available to keep the ERC open for as long as it is needed.	
9	Escalate the call for additional resources to DHHS if the need arises.	

ERC Coordinator– Actions Required	X / √ / NA
PRE- DEPARTURE TO ERC	
After the initial briefing from the MRM which activates the opening of a designated ERC, the ERC Coordinator will need to: • Activate the ERC team members, determine who is available, select the first shift team, brief them on the situation and where the ERC is located • Make arrangements for ERC staff transportation • Activate IT Support to set up communications capability • Activate the ERC procedures for opening the ERC	
ON DEPARTURE TO ERC	
1 Using the relevant '***ERC Opening SOP***' collect the ERC kit, sign and keys.	
ON ARRIVAL AT THE CENTRE	
2 Inform MRM/MECC of arrival.	
3 Brief your team on arrival, issue identification tabards and assign roles/job cards	
4 Initiate a visual safety inspection of the facility and precinct.(Logistics Support)	
5 Stick the A3 plan of this centre in a prominent place. Supervise the setup of ERC using the '***ERC Floor Plan*** 'as a guide.	
7 Inform MRM/MECC when ERC is set up.	
8 Complete ERC structure chart which records names against assigned roles ***Use the template supplied in the kit***	
9 Confirm all staff and agencies have recorded their details on the Agency & Staff Attendance Register. ***Use the form in the kit.***	
10 Brief all of the attending Council staff and agencies. ***Use the "ERC Manager briefing checklist" as a guide.***	
11 Commence operations	
OPERATIONS MANAGEMENT	
ONCE THE ERC HAS BEEN SET UP THE ERC COORDINATOR WILL….	
Operations Internal	
1 Check staff are in place to greet and direct people.	
2 Confirm that support agencies understand their role and reporting requirements	
3 Plan and facilitate interagency briefings (ideally at start and finish of shifts).	
4 Check that people are able to navigate their way through the building.	
5 Action any identified safety issues within ERC	
6 Provide regular briefings on the emergency to centre staff and attendees	
7 Check that internal signage is effective.	

8	Record every action item in log (form or book)	
9	Manage shift change-overs and briefings	
10	Monitor the welfare of all support staff in the ERC	
11	Debrief staff once they are relieved and before they leave the facility. Use the Debrief Template in the kit as a guide.	

Operations External

1	Check that parking and traffic management is effective.	
2	Check that animal management arrangements are effective.	
3	Action any identified safety issues within precinct	
4	Check external signage is effective	

REPORTING MANAGEMENT – THE ERC COORDINATOR WILL …

REPORTING MANAGEMENT –

1	Ensure the Operations/Activities log is completed by everyone (including yourself) throughout your shift. Use the form in the kit.	
2	Prepare a plan for the day's activities including debrief times and interagency meeting times.	
3	Submit a situation report (SITREP) for MRM at the agreed reporting time intervals. Use the SITREP template provided on a memory stick in the kit. The Information Officer will assist with its preparation.	

SUBJECT	DETAIL
1. Situation Report	Provide an update on the emergency
2. Introductions	Invite each agency to introduce their team members and what their role will be in the centre.
3. Secure storage	Explain where staff can securely store their personal belongings
4. Centre Layout and procedure	Using the A3 floor plan posted on the wall, step the team members through the procedure to be followed when a centre visitor arrives.
5. Centre Security	Explain who will be responsible for the centre security (VICPOL, Logistics Officer?)
6. Centre Facilities	Point out the necessary features of the centre (toilets, kitchen, withdrawal area, children's area, smokers etc)
7. First-Aid	Explain who will be administering first-aid and where
8. Special Needs	Explain the procedure for accommodating people have special needs such as the young, elderly or who have disabilities.
9. Pets	Explain the procedure for pet management.
10. Information Updates	Point out the whiteboard where current relevant information will be posted by the Information Officer
11. Request for resources	Logistical requests go to the Logistics Officer who will liaise with the ERC Coordinator in obtaining them.
12. Issues Management	Any issues requiring a judgement call should be raised with the ERC Coordinator
13. Future Briefing Updates	These will take place between team leaders every hour or as required.

15.19.27 ERC Safety Checklist

This checklist is utilised upon the activation of the centre and at the end of each shift.

Item	Time/Comment	Time/Comment	Time/Comment	Time/Comment
Work areas free from rubbish and obstructions				
Stock material stored safely				
Adequate lighting				
No broken plugs, sockets, switches				
No frayed or defective leads or cable-trip hazards				
Chemical material stored appropriately				
No sharp edges				
Washrooms clean				
Toilets floor, tiles, bowls, seats, urinals, basin, dispensers, hand driers, taps and showers must be cleaned regularly with hospital grade disinfectant.				
Spills on floor must be cleaned in a timely fashion				
Meal rooms clean and tidy , floors hot mopped daily				
Rubbish bins liners replaced and bins must have covers				
Appropriate signage for Emergency exits				
Correct signage at access points				
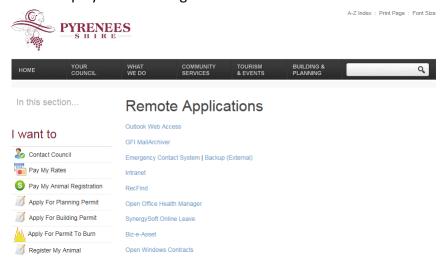
15.19.28   Using Webmail

To access e-mail from the relief centre, follow the steps below:

1. Set up the Eriscon W25 WIFI modem as per the ERC Communications – setting up Job Card
2. On the laptop, launch the Internet browser.
3. In the browser location section, key in the address to Pyrenees internet site: **www.pyrenees.vic.gov.au/staff**

4. This will display the following window:

5. Select the top option – **Outlook Web Access**

The following window will open. Enter the Domain name (PYRENEES) AND your work network User name and Password . Sign in

6. This will launch your work e-mail account enabling you to utilise written communications to and from the relief centre. This is how your screen should look.

7. Utilise the latest MEMP Contact list in the resource kit for phone and e-mail addresses .

15.20 PSC Emergency Recovery Centre Operations Plan

Amendment No.	Sections Amended	Issue Date
	Version 1 - Original Issue	17/10/2013
1.	Version 2 - Floor plans and role SOPs	5/11/2014
2.	Version 2.1 Review and updates	2/11/2016
3.	Version 3 – review, rewrite and update	17/3/2020
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		

Contents

15.20.1   Authority

The Emergency Recovery Centre Operations Sub-Plan Coordinator is responsible for ensuring that Council's recovery centre obligations are met and that the necessary systems and processes are in place. The Coordinator will report to the Municipal Recovery Manager (MRM).

15.20.2   Scope

This Recovery Centre operations plan is designed to address all requirements related to the provision and management of a recovery centre following an emergency that has impacted on the Pyrenees Shire. A recovery centre can remain in operation for extended periods of time, sometimes longer than 12 months.

15.20.3   Functions

Typically, initial recovery services are provided at a municipal Recovery Centre which is a facility managed by the Council and supported by the attendance of recovery agencies. The Recovery Centre's purpose is to provide immediate and basic assistance to people who have been affected by an emergency. People affected by an emergency may need material aid, accommodation, information and personal support, or a combination of all of these.

Recovery Centre Services

Essentially, a Recovery Centre is a facility (one stop shop) dealing with requests for:

- Financial assistance
- Personal support
- Material aid
- Information on general recovery activities (eg clean-up and waste disposal)
- Environmental health advice (water, hazards)
- Temporary accommodation

As well as managing:

- Offers of donations
- Volunteers

15.20.4 Recovery Centre Roles

Subject to the scale of the recovery operation, the staffing role requirements for a Recovery Centre may be as follows:

1. Municipal Recovery Manager (MRM) – in office
2. Recovery Centre Coordinator
3. Recovery Centre Facility Manager
4. Council Officer – Information Desk
5. CRISISWORKS Information Officer – in office
6. Greeter – agency or Council Officer
7. Other Recovery Centre Agency pesonnel

Recovery Centre Management Structure

A summary of each Recovery Centre role and the functions they fulfill is outlined below. The Council roles can be performed by one or more staff, depending on how many personnel are available at the time. Each role is a 'centre function' which meet the likely needs of the centre attendees. A Council staff member is not required to fill each role (for example the Centre Coordinator and Facility Manager roles could be incorporated into one. Staffing decisions will be driven by the demand placed on the centre. It is recommended; however that Council provides a minimum of 3 staff members when operating the Recovery Centre.

1. MRM

Monitors the overall picture from the Council Offices. Communicates with the Recovery Centre Coordinator or on the centre status, further resources, issue resolution and deactivation.

2. Recovery Centre Coordinator

This Council role primarily manages Recovery Centre and its staff. The Recovery Centre Coordinator is responsible for agency and staff deployment, rostering, debriefs and their welfare. Regular reports are provided to the MRM.

3. Recovery Centre Facility Manager

A Council Officer who is responsible for the logistical requirements of the Centre. Tasks range from sourcing furniture and equipment, building maintenance, cleaning, catering, security, OH&S, safety, and traffic management.

4. Council Officer – Information Desk

A Council Officer who is the PSC interface to the public and responsible for the gathering and dissemination of information relating to recovery operations. Tasks range from triaging requests from affected residents, managing the centre attendee files, providing information, logging offers of donations and volunteers.

5. CRISISWORKS – Information Officer

A Council Officer who enters information into the recovery database gathered from centre attendees recovery service files. Logs information on donation and volunteer offers.

6. Greeter

A Council Officer or agency staff member who meets the centre attendees at the entrance to the centre, triages their needs and directs them to the appropriate agency.

7. Recovery Centre Agency

Recovery agencies who can provide a range of information, advice and services to assist affected residents with their recovery from an emergency.

The key agencies that are likely to be required in a recovery centre in the first instance with local government are:

Primarily

- Department of Health and Human Services – financial assistance
- Centrelink – financial assistance & income advice
- Salvation Army – financial assistance and material aid
- Personal Support Provider - psycho-social support and case management

- VCC_EM – meter and greeter, general personal support

Additionally

- Utilities
- Rural Finance
- Insurance Council
- Other government departments

15.20.5   Request Procedure

The decision to open a Municipal Recovery Centre (RC) will be made by the MRM in consultation with the PSC Municipal EM Team.

15.20.6   Activation Procedures

Activation of the Recovery Centre Operations Sub-Plan will be initiated by the MRM.

This decision will be in response to the impact of the emergency on the community and recognition that the demand for recovery information and services will exceed the capacity of the Council reception.

ACTION: The RC will be fully activated and operating with all relevant staff and agency personnel in attendance. See "RC Activation Standard Operating Procedure' in the Standard Operating Procedures section of this sub-plan.

15.20.7   Responsibilities

Pyrenees Shire Council is responsible for the provision and management of the Recovery Centre facility as well as coordinating the services provided by the agencies within it. The MRM has primary responsibility for ensuring adequate preparations are made prior to, during and after an emergency so recovery services can be provided in an effective manner in times of need. This responsibility has been delegated to the Recovery Centre Coordinator.

Responsibilities of the Recovery Centre Coordinator include;

- Appointing a deputy,
- Building a team that will manage recovery centres,
- Monitoring and reviewing information relating to these centres (e.g. location, adequate facilities, etc) and
- Activating the team to open and manage the centre when required.

15.20.8   Interface with other Plans

The Recovery Centre Operations Sub-Plan is a functional component of the Shire's emergency response and recovery arrangements, documented in the Municipal Emergency Management Plan. This plan interfaces with a number of other Functional Plans within the MEMP, namely the Emergency Relief and Recovery Plan and the Emergency Relief Centre and Communications Operations Plans.

15.20.9   Pyrenees SC Recovery Centre Sub-Committee

Sub Committee

A Recovery Centre Operations Sub-Plan Committee will comprise the following persons:

RC Team Leader: (Pyrenees Shire)

RC Deputy   (Pyrenees Shire)

Member: (DHHS)

Member: (Personal Support Coordinator)

Meetings of the Recovery Centre Operations Plan Committee will be initiated by the Municipal Recovery Manager. The purpose of these meetings will be to confirm contacts, review arrangements, amend the plan when necessary and initiate preparedness/training activities as required.

The MRM and the RC Coordinator are responsible for the maintenance and review of this plan. Amendments to the plan will be on an "as required" basis or following an incident or a training exercise where it is identified that changes to the plan are required.

These meetings should be held at least once a year in or around October.

15.20.10   Preparedness Exercises

Council has responsibility for exercising their Municipal Emergency Management Plans annually. While it may be difficult to exercise all components of the plan at one time, it is expected that the Recovery Centre Operations Plan will be exercised at least once in the 3 year review cycle. This plan can be tested during response or recovery exercises.

Agency Engagement

Local government needs to engage with the key recovery centre agencies and discuss roles and procedures in advance of requesting their services following an emergency.

RC Team Building

Councils have the responsibility for choosing, setting up and management of the recovery centres. Staff to undertake these tasks will need to be recruited and trained in their roles and responsibilities prior to an emergency occurring. The roles detailed in Recovery Centre Roles need to be factored into the staff recruitment and training strategy.

Council Staff Minimum Training Requirements:

- Personal Support Professional Development

- Recovery Centre operations exercise

The RC kit will need to be developed and include a set of laminated Standard Operating Procedures (SOPs) cards which set out the tasks in a checklist format for each RC function.

15.20.11   Acronyms

The following acronyms can be found in this Sub-Plan and other related documents.

TERM	DESCRIPTION
RCMSP	Recovery Centre Management Sub-Plan
CFA	Country Fire Authority
ERC	Emergency Relief Centre
MECC	Municipal Emergency Coordination Centre
MEMP	Municipal Emergency Management Plan
MERC	Municipal Emergency Response Coordinator
MERO	Municipal Emergency Resource Officer
MRM	Municipal Recovery Manager
EMCG	Emergency Management Coordination Group
RCESC	Red Cross Emergency Services Coordinator
TL	Team Leader

15.20.12   Recovery Centre Role Statements

Title	Municipal Recovery Manager(MRM)
Location	Flexible during an emergency Municipal Offices after an emergency
Overview Statement	The MRM serves as contact point within the MECC during the emergency. Assumes recovery services coordinator after the emergency. Will be the Recovery Centre Coordinator if one has not been appointed.
Duties	**To undertake the following functions:** • Plan for the activation and deactivation of a recovery centre • Activate recovery service agencies as required • Maintain regular contact with the RC Coordinator • Monitor RC needs and escalate issues when required • Keep the PSC Recovery Team informed of RC status
Reports to	EM Management Team CIMT
Supervises	RC Coordinator
Liaises with	**Liaises with :** • Recovery service agencies • Deputy MRMs • DHS **External Relationships:** • Other municipalities • Regional Recovery Committee

Title	Municipal Recovery Centre Coordinator
Location	Recovery Centre
Overview Statement	The RC Coordinator is responsible for developing and maintaining RC Team readiness. They coordinate staff deployment and oversee their welfare. It is the RC Coordinator who will receive the call from the MRM to activate and deploy an RC team to the designated facility.
Duties	**To undertake the following functions:** **Before the Emergency** • Ensure the RC team members, agencies and support staff are ready for an emergency • Monitor the PSC EM training register and keep team members informed of upcoming training opportunities • Conduct regular reviews of RC facilities, kits and other resources • Include the RC team in training exercises • Represent the RC team at recovery planning committee meetings **During the Emergency** • Implement alert procedures when requested **After the Emergency** • Deploy RC teams, manage rosters and oversee staff welfare • Initiate staff and team debriefs • Prepare and provide reports for the MRM **NOTE: The MRM fulfills this role in the absence of the Coordinator**.
Reports to	MRM
Supervises	RC team members
Liaises with	• Municipal Recovery Planning Committee • Recovery service agencies

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Title	Recovery Centre Facility Manager
Location	Recovery Centre
Overview Statement	To oversee the daily operations of a designated Recovery Centre (RC), to ensure the provision of support and essential needs in a safe, appropriate environment for people seeking information and assistance following an emergency.
Duties	**To undertake the following functions:** • Oversee the setup and opening of the RC • Oversee safety requirements for the RC and all matters pertaining to the facility • Responsible for day to day operation of the RC • Oversee the equipment needs within the RC to an adequate standard • **E**nsure adequate supplies of essential items within RC and handle any required purchases • **A**ssist agencies in attendance at the RC and ensure they follow the 'RC Information Management System' • Authority to direct setup and placement of agencies throughout the RC • Authority to deny access to the RC to individuals • Oversee the deactivation and closure of the RC • Liaise with RC Coordinator/MRM daily, or as required, to identify issues of concern and update on activities of RC • Ensure adequate parking is provided **Management and supervision of RC staff** • Supervise the activities of the Council staff • Supervise the wellbeing of staff to ensure regular breaks, personal support and debriefing • Undertake briefing staff as they commence and complete shifts • Oversee completion of time sheets • Oversee all staff to ensure all are dressed in appropriate clothing and identification tabards during shifts at RC **Responding to special needs groups within RC** Oversee appropriate response to special needs within RC – CALD people with disabilities, children, frail/aged **NOTE: The Municipal RC Coordinator fulfills this role in the absence of the RC Facility Manager**
Reports to	RC Coordinator
Supervises	RC Council staff
Liaises with	• MRM • Recovery Service Agencies

Title	Council Desk Officer – Entrance Foyer
Location	Recovery Centre
Overview Statement	Manages the SC desk in the RC foyer and serves as the Council interface to centre visitors seeking council services. Information and/or services requested by the centre visitors are provided or logged and then referred to the appropriate Council Officer for follow-up. The position works directly under the RC Facility Manager.
Duties	**To undertake the following functions:** • Under the direction of the RC Facility Manager assist with the set-up and opening of the RC • Process requests for information and Council services from the centre visitors. Any requests that cannot be fully accommodated should be logged for action and follow-up. • Refer centre visitors to the relevant agency • Log donation offers (material or volunteer) • Ensure the Council Desk and supporting agencies use the 'RC Information Management System' for visitor requests **NOTE: The RC Facility Manager fulfills this role in the absence of this Officer.**
Reports to	RC Facility Manager
Supervises	N/A
Liaises with	Recovery Service Agencies

Title	Council Desk Officer – Internal Area
Location	Recovery Centre
Overview Statement	Manages the SC desk inside the RC and serves as the Council interface to centre visitors seeking agency assistance. Information and/or services requested by the centre visitors are provided or logged and then referred to the appropriate Council Officer for follow-up. The position works directly under the RC Facility Manager.
Duties	**To undertake the following functions:** • Under the direction of the RC Facility Manager assist with the set-up and opening of the RC • Process requests for information and Council services from the centre visitors. • Determines identity of visitors and their affected residence • Refer centre visitors to the relevant agency • Ensure the Council Desk and supporting agencies use the 'RC Information Management System' for visitor requests **NOTE: The RC Facility Manager fulfills this role in the absence of this Officer.**
Reports to	RC Facility Manager
Supervises	N/A
Liaises with	Recovery Service Agencies

Title	Recovery Centre Greeter
Location	Recovery Centre
Overview Statement	This person/s could be a Council Officer or a Personal Support Worker from an agency. Their job is to manage the entry point of the RC and provide direction for centre visitors.
Duties	**To undertake the following functions**: 1. Greet RC visitors and determine what their needs may be 2. Provide preliminary advice on an appropriate starting point for the source of information they require. 3. Direct the centre visitor to that information starting point, or to the designated waiting area
Reports to	RC Facility Manager
Liaises with	• Council Information Officers • Recovery Service Agencies

Title	CRISISWORKS Information Officer
Location	Council Offices
Overview Statement	Undertake an information recording and management role using the Crisisworks electronic recovery services management system .The position works directly under the MRM.
Duties	**To undertake the following functions**: 1. Manage the data collected through the 'RC information Management System' 2. Manage the input and integrity of recovery service data entered into CRISISWORKS. 3. Liaise with the RC Coordinator and collate any gathered information
Reports to	MRM
Liaises with	Recovery Centre Coordinator

Title	Recovery Centre Agency
Location	Recovery Centre
Overview Statement	To assist RC visitors affected by the emergency through the provision of information and/or recovery services specific to their agency.
Duties	**To undertake the following functions:** • Set up a desk staffed by agency staff to meet with RC visitors • Meet with RC visitors and assist them with recovery needs • Use the RC Case File Notes System for the recording services rendered • Participate in any RC briefings
Liaises with	• Other agencies • RC Facility Manager

15.20.13   Standard Operating Procedures

ACTIVATING RECOVERY CENTRE OPERATIONS

15.20.13.1   *Recovery Centre Operations Overview*

The operation has 4 stages:
4. RC Activation, staff deployment and set up;
5. RC Operations – Recovery phase;
6. RC Information Management and;
7. De-Activation of the RC.

Standard Operating Procedures (SOPs) set out the actions required for each stage and the roles within them.

15.20.13.2   *Recovery Centre Activation*

	MRM ACTIVATING A RECOVERY CENTRE – ACTIONS REQUIRED	
1	**TRIGGERS** for opening a recovery centre are: • Impact of the emergency is significant enough to overload Council Reception with requests for assistance from the community • Demand for information, assistance measures and material aid are likely to require the presence of multiple recovery agencies	
2	**WHEN:** Typically, the decision to open a RC is made soon after the emergency has been contained or sufficient information has been collated in the MECC to give a sense of what the impact will be on the community.	
3	**WHO:** The decision will be made by the Critical Incident Management Team (CIMT) acting on the advice of the MRM or the Recovery Management Team..	
4	The CIMT then determine the following: • What the likely recovery services the emergency affected community members will require. • The location of the recovery centre and its operating dates and times • The agencies that need to be in attendance to meet those recovery service requirements. Council staff available and required to operate the centre • Resources required to manage and accommodate agencies and centre visitors	
5	Invite the recovery services agencies to send staff representatives to the designated centre. A contact list should be held in the MEMPlan. Advise them of the following: • The current circumstances and where the centre is located and why it is required • Their expected role and resources • Centre address	

	• Operating dates and times	
6	Ask the RC Coordinator to activate a RC team.	
7	Advise Council EM Management Team members on what is happening and the resources that will be required to undertake this recovery function.	
8	Advise the Recovery Communication Coordinator of the Recovery Centre details. This information will need to be broadcast to the public using established communication procedures. Request assistance with the establishment of a 'Recovery Information Table' in the centre.	
9	The MRM monitors the level of demand for the RC services altering the hours of availability to match that demand. Changes to the RC availability should be made in advance to provide members of the community sufficient forward notice.	
10	MRM liaises with the RC Coordinator or Facility Manager to remain cognizant of any issues that may arise and require escalation to the Recovery Management Team.	
11	Long-Term planning: See **Appendix 6.7** for long-term considerations	

Recovery C entre Coordinator– Actions Required	X / √ / NA
PRE- DEPARTURE TO THE RECOVERY CENTRE	
1 After the initial briefing from the MRM which triggers the opening of a designated RC, the RC Coordinator will need to do the following: • Activate available Council staff team members and invite them to a deployment meeting • Brief them on the situation and where the RC is to be located • Allocate roles and ensure each team member is clear on their duties. A role SOP card is provided in the RC kit. • Explain the roster arrangements providing dates and times that the centre will be open. • Arrange an arrival time for the centre to be set up (an hour before opening) • Distribute tabards and name tags • Briefly look through the resource kit so everyone is aware of the resources they are taking with them • Stress the importance of using the Attendance Register **Appendix 6.4** • Remind the staff of the personal support strategies they will need to employ when dealing with people under stress and the importance of looking after themselves	
CENTRE HAS BEEN ACTIVATED AND STAFF DEPLOYED	

	Recovery C entre Coordinator– Actions Required	X / √ / NA
2	Maintain regular contact with the RC Facility Manager to confirm sufficient staff and resources have been provided.	
3	Provide resources when requested by the Facility Manager	
4	Organise catering and attend to centre staff needs	
5	Keep the MRM informed on the recovery centre status and any associated issues	
6	Debrief the RC team at the end of each daily session	
7	Repeat this process for each new team.	
DE-ACTIVATION		
8	Participate in the discussion to determine whether the RC needs to remain open	
9	Implement the 'RC De-activation SOP' once the decision to close the facility has been made and liaise with the RC Facility Manager on the centre closure.	
10	Ensure all RC staff have the opportunity to participate in the debrief once the emergency is controlled.	

SETTING UP A RECOVERY CENTRE – ACTIONS REQUIRED		
THE RC FACILITY MANAGER UPON ARRIVAL WILL:		
1	Liaise with onsite management if in attendance.	
2	Initiate a visual safety inspection of the facility and precinct.	
3	Brief your team on arrival, issue identification tabards and assign roles	
4	Supervise setup of RC using facility layout plan.	
5	Inform MRM when RC is set up.	
7	Complete RC layout chart which records agencies against layout plan	
6	Welcome agency arrivals, brief them and direct them to their allocated area	
8	Confirm all staff and agencies have recorded their details on the Agency & Staff Attendance Register.	
9	Confirm that the team is ready and understands their responsibilities.	
OPERATIONS MANAGEMENT		
1	Check staff are in place to greet and direct people.	
2	Confirm that support agencies understand their role and reporting requirements	
3	Program and facilitate interagency briefings (ideally at start and finish of shifts).	
4	Action any identified safety issues within and outside the RC	
5	Check that signage is effective.	

6	Monitor the welfare of all support staff	
7	Check that parking and traffic management is effective.	

15.20.13.3   Recovery Centre Operations – Recovery Phase

	THE RECOVERY CENTRE HAS OPENED– ACTIONS REQUIRED	
1	Welcome the visitor/s and determine their requirements. Ask them if there is any assistance or information they may require. Listening to their response will enable the officer to list on their file note the recommended agencies for them to consult.	
2	If they are seeking recovery assistance, direct them to the appropriate service. Confirm the details of their primary residence address and current circumstances. Showing their driver's license will suffice as a form of identity. Make any necessary additions or changes to their Case File. Check their address details against known impacted areas and confirm that their circumstances are correct (eg their home has been impacted). Show that these details are correct on the Case File. (this could be a Council stamp) Confirmations such as these are required before any financial assistance can be provided. Only the Council has this information.	
3	If they are offering material aid or volunteering their services, advise them of Councils policy and thank them for their generosity.	
4	If they are seeking information from the Council regarding services provided by the Council, direct them to the Council desk.	
5	If the centre visitor is a VIP or a media representative, ask them to wait and fetch the RC Facility Manager or the MRM (if they are present). That person will handle their inquiries.	
6	Provide the visitor seeking assistance with a copy of the Centre Visitor Case File Form. Once the form has their personal details, give them a number card and direct them to the waiting area that has been reserved for them if it is required.. Refreshments are available in the waiting area.	
7	Once the internal Council Desk is free, direct the next available person to the Council Desk returning their number card to the back of the stack.	
8	Collate the forms for the CRISISWORKS Information Officer	
	AT THE END OF THE RC SESSION, THE RC FACILITY MANAGER WILL:	
11	Conduct a group debrief of the attending Council staff and agencies. Make changes to operating procedures as required.	
12	Confirm operating hours for the next day	
17	Make sure everything is packed up, centre is tidy and secure.	
13	Report to the MRM for a debrief including all the actions prepared in that summary from the returned forms	
14	Repeat procedure each day, but modify the process for meet the needs of the public.	

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RC Information Management

INFORMATION GATHERED IN THE RC– ACTIONS REQUIRED	
SOURCES OF THIS INFORMATION INCLUDE:	
1	• Visitor forms • Notes from visitor interviews • Anecdotal observations shared in debriefs	
THE RC COORDINATOR WILL:	
2	Ensure all information sources are collected and collated.	
3	This information is summarized and included in a report to the MRM	
4	The visitor forms are delivered to the CRISISWORKS Information Officer	
THE MRM, AFTER BEING BRIEFED BY THE COORDINATOR WILL	
5	Ensure all actionable tasks are assigned to the responsible Council Department Officer and/or Agency. These tasks are logged in CRISISWORKS and monitored by the CRISISWORKS Information Officer.	
6	Follow up on any issues raised during the RC Facility Manager's report.	
THE CRISISWORKS INFORMATION OFFICER WILL	
7	Process the Visitor Information forms as outlined.	
8	Produce reports as requested.	
9	Observe privacy requirements.	

15.20.13.4   Recovery Centre De-Activation

	Recovery Centre De-Activation– Actions Required	X / √ / NA
	ONCE THE DECISION TO CLOSE IS MADE, THE MRM WILL:	
1	Advise the Recovery Management Team of their intention to close	
1	Advise Council staff of the decision to close the RC.	
2	Advise all agencies of the deactivation.	
3	Update all communications, including information boards, etc.	
4	Ensure the facility is completely vacated.	
5	Remove all signage [internal and external] and pack up ready for storage	
6	Pack up furniture.	
7	Collate and file all documentation including visitor files, centre logs and forms. Hand over this task to the CRISISWORKS Information Officer and the Council Records Unit.	
8	Undertake an inventory of on-site equipment and supplies.	
9	Arrange return of all rented/borrowed equipment to the owners/ contractors.	
10	Identify any lost and damaged items to the centre site and refer to the Facility Manager.	
11	Arrange for the cleaning of the centre to pre-occupancy condition in readiness for returning the site to normal status	
12	Ensure the facility and its precincts are left in an orderly state and arrange for the removal of additional rubbish bins and refuse.	
13	Lock the facility (if applicable) and return the keys.	
14	Advise Senior Management and Council EM staff that the RC has closed.	

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15.20.13.6 RC Roles Standard Operating Procedures (SOPs)

15.20.13.6.1.1 Recovery Agency Representative

	THE AGENCY REPRESENTATVE/S – ACTIONS REQUIRED	
1	Upon arrival report to the RC Facility Manager.	
2	The agency representative/s will receive a briefing and then allocated a place within the recovery centre.	
3	Make preparation for RC visitors ensuring the information workflow procedure is fully understood by all agency representatives.	
ONCE CENTRE VISITORS ARRIVE AND PRESENT TO THE AGENCY DESK		
DETERMINE WHAT IS REQUIRED AND UNDERTAKE THE FOLLOWING TASKS		
4	Use their Case File form to obtain their address and contact details. This will avoid unnecessary repetition on the visitor's part.	
5	Record key issues and service/s provided on their case file. Include recommendations on additional services and information they may require that are not available in the RC at that point in time.	
6	Using the information they have provided (either in their Case File or during your discussions), make a suggestion as to who they should visit next in the RC.	
7	Participate in an all agencies debrief at the end of each RC session.	
8	Participate in a Recovery Operations debrief when invited.	

Recovery Centre Council Desk Officer– Actions Required	X / √ / NA
ONCE THE DECISION TO OPEN THE RC IS MADE, THE OFFICER WILL:	
1 Assist with the setting up of the Recovery Centre.	
2 Prepare the Council Desk for the arrival of centre visitors. Tasks will include: • Laying our recovery fact sheets on the 'Recovery Information Table'. (see floor layout plan for the location of this table) • Setting up and testing of IT equipment – phone, copier and computer. • Provide the Greeter with the visitor forms.	
ONCE THE RC IS OPEN, THE OFFICER WILL:	
3 Welcome visitors to the desk, listen to their request and either: 1. Provide the information if they have it on hand; or 2. Log their request recording their contact details and forward it on to the responsible Council Officer.	
4 Ensure copies of logged requests are provided to the Centre Coordinator at the end of the day.	
5 Participate in a debrief at the end of the day.	

CRISISWORKS Information Officer – Actions Required	X / √ / NA
IN THE FIRST INSTANCE, THE OFFICER WILL:	

1	Log into Crisisworks Recovery Module and confirm that it is the correct incident and it is operating normally.	
2	Check on all the recovery service entries that have been entered to date and become familiar with them. Some of the properties and household members recorded on the Recovery Centre forms may already present in the database. It is important not to create duplicate entries.	
ONCE THE RC VISITOR INFORMATION IS AVAILABLE, THE OFFICER WILL:		
3	Commence keying in the data from the RC visitor Case File forms checking as to whether their property and household names are present or not. If they are not present, then create the entity. If they are present, add the existing data.	
4	Assign tasks to Council Officers and agencies as required. Create their roles if they are not present in the database.	
5	Monitor outstanding tasks and follow up using e-mails.	
6	Close tasks as they are completed or when directed.	
7	Prepare reports for the MRM when requested.	
8	Maintain the integrity of the database content.	
9	Following the Council EM Privacy procedures, file all relevant documents in the Records System.	
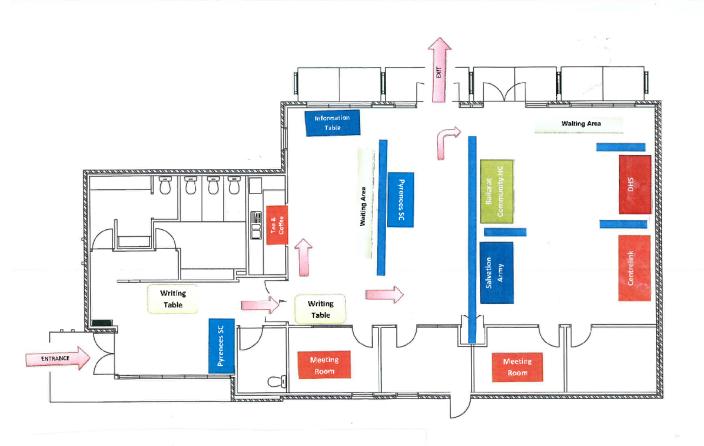
15.20.13.7 RC Operating Appendices

15.20.13.7.1.1 Recovery Centre Layout Floor Plan

BEAUFORT BEERIPMO COMMUNITY CENTRE

Offer of Donation Form

Pyrenees
Shire Council

Name of person completing form	
Today's date	
Name of person/organisation offering assistance	
Contact address	
Phone number	

Describe what is being offered:
Where is the item/goods?
Will the provider deliver the item?   Yes ☐   No ☐
If no, how can the goods be collected?
Additional Comments

Office use only

Suitability (to be completed by MRM or team leader)
 Yes ☐
 No ☐   **Reasons**

Donor notified   Yes ☐   No ☐   Date / /

Signed

Print name   Date / /

Volunteer Offer Form

Name of person completing form	
Today's date	
Name of person/organisation offering assistance	
Contact address	
Phone number	

Describe what type of service is being offered:

What days of the week would your service be available?

☐ Any day

☐ Weekends

☐ Specify -

Additional Comments

Office use only

Suitability (to be completed by MRM or team leader)
 Yes ☐
 No ☐ Reasons

Offerer notified   Yes ☐   No ☐   Date   /   /

Signed

Print name   Date   /   /

Pyrenees
Shire Council

REQUEST FOR *COUNCIL* ASSISTANCE FORM

15.20.13.7.1.3 RC SITREP Template

SITREP Template

The information in this Situation Report (SITREP) should cover the period since the last SITREP was prepared. Please ensure that you are brief and not narrative.

Incident Name:	**SITREP NO.**

Recovery Coordinator Name:

Phone:

Fax:

Email:

Date of Issue: _____/_____/_____ **Time:** _____ am/pm

Situation to date: *What has happened, brief summary start up details, e.g. date, place, time, who. If there is no change please write 'No Change'.*

Actions to date: *Brief report on actions completed to date, please include significant actions undertaken). If there is no change please write 'No Change'.*

Issues: *Brief descriptions of issues that are known and/or expected to arise before next SITREP. If there is no change please write 'No Change'.*

OHS:

Staffing: (e.g. rostering, wellbeing issues)

Resources/Equipment: (e.g. lack of resource or too much, office equipment)

Communication:

Emerging Issues : (e.g. traffic management, waste disposal, influx of people, material aid/equipment, First Aid)

Staff and Agency Sign-in Sheet

RC Name: _____

Responsible Officer:_____

Name	Organisation	Role in RC	Date	Time in	Time out	Reason for Time Out e.g. going home

15.20.13.7.1.5 Debrief Template

The primary purpose of debriefing is to assist with staff wellbeing. It is also an opportunity to reflect on the experiences and lessons learnt during an incident to improve systems and processes.

Date:		Time: am/pm
Debrief facilitated by:		
Debrief participant/s:		

Items:	
1	How did the team/individual feel the shift went?
2	Did anything stand out during the shift that didn't go well?
3	Why didn't this go well? What happened?
4	What can the team/individual do differently next time?
5	What are some things that worked well? (Try to finish on a positive note).
6	Is there any feedback the team/individual would like to provide to the MRM?
7	How is the team/individual feeling in general? E.g. tired or a bit hyper.

> **Remind staff of reactions that they may experience and to look after themselves.**

15.20.13.7.1.6 Changing Role of the RC in a Long-Term Operation

The severity of the impact of an emergency upon the community will determine how long the recovery centre needs to remain open. The greater the impact, the more complex are the recovery requirements and hence, the longer the need for the recovery centre to remain open.

The MRM, when monitoring the demand for recovery services and determining future needs, will take the following factors into consideration:

- Are there a large number of primary residences lost and displaced households? (20+)

- Are there large numbers of people displaying the need to meet and provide self-support?

- Are the services being sought changing, but still require the presence of agencies in the municipality?

- Is there a need to establish a volunteer coordination centre?

- Is the presence of trauma widespread?

If the answer is yes to one or more to these questions, then it is likely the RC will need to remain open in some capacity for some time. People will continue to seek assistance as they struggle to recovery and the RC will be asked to provide assistance with:

- Volunteer coordination

- Support group/social engagement activities

- Recovery information coordination

- Providing an on-going interface drop-in point with the affected public

Be mindful of the fact that the RC changes in its look and requirements over time, particularly once the recovery agencies leave. A RC manager may be the only regular face present at the centre, but is an important 'trusted familiar face' that the affected community still needs to be there.

15.21 PSC Municipal Secondary Impact Assessment and Outreach Operations Plan

15.21.1   PURPOSE AND SCOPE

Municipal secondary impact Assessment (MSIA) operations are to facilitate the collection of loss and damage data following an emergency that has impacted the Pyrenees Shire. This operation will be activated during or immediately post an emergency, once it has threatened or impacted property or assets.

Outreach operations are to undertake follow up visits to impacted properties and businesses to provide ongoing information and support to affected people. An outreach service will gather information and identify if additional services are required or whether any issues need addressing.

15.21.1.1   Testing and exercises

Council has responsibility for exercising the Municipal Emergency Management Plan annually. While it may be difficult to exercise all components of the plan at one time, it is expected that the MSIA and Outreach operations be exercised regularly:

- MSIA operations – annually
- Outreach operations – every three years

This plan can also be tested during response or recovery exercises.

15.21.2   MUNICIPAL SECONDARY IMPACT ASSESSMENT (MSIA) OPERATIONS

The Municipal secondary impact Assessment activity is conducted in four phases using Council staff and representatives from the Department of Jobs, Precincts and Regions (DJPR) following the initial impact assessment carried out on behalf of the Incident Control Centre (ICC). The four phases include:

a) Assessment of private properties:
- DJPR – primary producers
- Council – township homes and businesses
b) Hazards identification – Environmental Health Officer and Municipal Building Surveyor
c) Information collation, management and reporting

15.21.2.1   Roles and responsibilities

Municipal Recovery Manager (MRM)

Is responsible for ensuring that:

- A trained MSIA Coordinator is in place and activated when required;
- Appropriate planning has been made prior to a potential emergency and that MSIA data collection and reports can be

provided in an effective manner; and
- This operational plan is maintained and updated when needed.

MSIA Coordinator   Is responsible for the implementation of this operational plan.

Council   Is responsible for the collection and management of the loss and damage data for private properties.

Has responsibility for DJPR data collected from farm / property to be processed into the database.

15.21.2.2   Activation of the MSIA Coordinator and Plan

The trigger points for a MSIA operation may include:
- An emergency in the Pyrenees Shire, or a neighbouring municipality, that poses a threat to private or Council property;
- Damage incurred to a private residence, property or business; or
- Damage to Council infrastructure and/or assets.

Once an emergency is known to be threatening private property, the MRM will place the MSIA team on alert.
The call to activate MSIA operations will generally come from the Incident Control Centre.
Upon receiving a request, the Municipal Recovery Management (MRM) will request the MSIA Coordinator to start planning impact assessment operations.

15.21.2.3   MSIA Coordinator operational duties

THE MSIA Coordinator reports to the MRM and primarily manages MSIA staff and the data gathering / management of the operation. The MSIA Coordinator is responsible for staff deployment, rostering, debriefs, reports to the MRM and staff welfare.
The MSIA Coordinator supervises, in the MSIA capacity:
- MIS Assessors / Team
- GIS Coordinator
- Administrative staff assisting with the function

The MSIA Coordinator liaises with:
- Emergency Management & Critical Incident Management Teams
- Municipal Recovery Planning Committee
- Emergency Management Liaison Officers (EMLOs) from DJPR, SES and/or CFA
- Manager Assets & Engineering

Operational duties:

Pre-emergency maintenance phase	• Establish and maintain the membership and training of the MSIA Team.
	• Implement and coordinate the planning activities identified in

MSIA Team meetings.

- Ensure that all key members of Council's Emergency Management Team are briefed on these MSIA arrangements.
- Maintain the contents of the MSIA deployment kit.

Operational Planning Phase	• Conduct MSIA planning with the MRM when private properties or businesses are under threat. • Put MSIA Team members on alert in preparation for call-out. • Conduct MSIA planning with DJPR when farming properties are impacted by an emergency.
Operations Phase	• Activate the MSIA team when a MSIA operation is required. • Assemble all briefing materials and staff resources once MSIA Team members are activated for an emergency. • Fully brief MSIA staff before deployment. • Ensure visiting staff from other organisations receive appropriate induction and are appropriately managed and cared for. • Coordinate deployment of MSIA teams into the field, ensuring that line managers are aware of the deployment need and process. • Monitor MSIA staff welfare and arrange for counselling or support as needed. • Report to the MRM on staff deployment. • Provide support to neighbouring LGAs when able to do so. • Debrief staff returning from the field, collect and collate MSIA data. • Prepare reports for the MRM and Municipal Emergency Recovery Committee for use in recovery activities. • Support the MRM and Municipal Emergency Recovery Committee on consideration of how the data should be passed to other agencies.
Post Operations Phase	• Conduct a debrief of the MSIA team following the completion of a MSIA operation. • Ensure MSIA Team welfare and provide appropriate support as needed. • Participate in any other operational debriefs as required. • Implement any agreed recommendations arising from debriefs.

15.21.2.4   *Other roles' operational duties*

Other roles are involved with MSIA activities, under the coordination of the MSIA Coordinator.

MSIA Field Team Leader	Primary purpose is to coordinate the collection of data in the field by their team and undertake the following functions:

- Ensure the MSIA Assessor teams are correctly clothed (with appropriate PPE) and equipped;
- Manage a communication link with the operations centre and all team members;
- Keep a log of daily operations;
- Report any OHS issues or incidents;
- Collate collected data and deliver to the MSIA Coordinator;
- Follow all standard operation procedures outlined in the deployment stage of an operation;
- Participate in a debrief upon return from deployment; and
- Participate in any activity that will improve future operations if requested (e.g. Council debrief or training exercise).

MSIA Assessor

The MSIA Assessor sits within the MSIA Team whose primary purpose is to gather the data on the impact of an emergency upon private property within the municipality.

Their role is to visit those properties gathering loss and damage information as well as recording the needs of any impacted resident or business owner. They should:

- Upon request, advise their availability for activation, particularly during extreme weather alerts;
- Respond to activation calls in a timely manner;
- Participate in a MSIA operation under the coordination of the MSIA Field Team Leader and Coordinator;
- Following all standard operating procedures outlined in the deployment stage of an operation;
- Utilize all provided PPE and equipment;
- Participate in a debrief upon return from deployment; and
- Participate in any activity that will improve future operations if requested.

Council GIS Officer

Council's GIS Officer develops maps for the MSIA planning team when required and will:

- Develop detailed maps of areas impacted by an emergency for the MSIA Coordinator using the Incident Controller's broad scale maps as a guide;
- Apply rural zoning to impacted areas to assist the Council and DJPR identify areas of MSIA responsibility;
- Assist with the development of MSIA Team zones on maps showing the impacted areas; and
- Undertake additional related tasks as required.

Council Administration Officer	Administration support will be provided by a Council Officer who will be responsible for the input and management of the MSIA data using the CrisisWorks database recovery module, under the coordination of the MRM and MSIA Coordinator, by: • Setting up the incident within the recovery module of CrisisWorks and recoding data for each property and household as required; • Maintaining a log of staff deployment and roster information; • Maintaining the integrity of the information held in the database; • Following up on unassigned outstanding tasks; • Provision of status reports to the Emergency Management and Critical Incident Management Teams, and the MSIA Coordinator, when requested and recording any items / changes that come out of those meetings; and • Undertaking additional tasks as required.
Municipal Environmental Health Officer	The Municipal Environmental Health Officer is responsible for the identification and assessment of health hazards on properties impacted by an emergency and will: • Conduct hazard assessments on properties and structures impacted by an emergency once the initial MSIA assessments have been completed; • Provide a copy of their hazards assessment report to the MSIA Coordinator at the end of each shift; • Participate in personal and team operational debriefs that relate to the emergency; and • Implement any recommendations made from those debriefs.
Municipal Building Surveyor	The Municipal Building Surveyor is responsible for the assessment of hazards in structures which have been impacted by an emergency and will: • Conduct hazard assessments on structures impacted by an emergency once initial MSIA assessments have been undertaken; • Provide a copy of their hazard assessment details to the MSIA Coordinator at the end of each shift; • Participate in personal and team operational debriefs that relate to the emergency; and • Implement any recommendations made from those debriefs.
Council's Manager Assets & Engineering	The Manager Assets & Engineering's primary responsibility is to assess damage to Council assets and infrastructure and will: • Conduct or coordinate hazard assessments on Council assets and infrastructure impacted by an emergency;

- Provide a copy of the assessment details to the MSIA Coordinator at the end of each shift so the 'big picture' can be developed for planning and reporting purposes;
- Ensure outdoor staff are debriefed at the end of their shifts;
- Attend meetings and briefing with the Emergency Management and Critical Incident Management Teams, senior leadership team meetings and the Municipal Recovery Committee;
- Participate in personal and team operational debriefs that relate to an emergency; and
- Implement any recommendations made from those debriefs.

MSIA Assessor Support Officer	SES or CFA volunteers who, when required, will accompany and transport MSIA Assessors into the emergency impacted area. Trained staff from other LGAs may also provide support in this form and will:

- Provide transport in a vehicle suitable for the purposes of conducting a MSIA operation on ground that has been impacted by an emergency;
- Wear agency personal protective clothing as per standard operating procedures;
- Assist members of a MSIA Team in the conduct of their duties with any practical matters that may arise;
- Follow agency standard operating procedures and directions;
- Participate in a debrief upon return from deployment.

MSIA Personal Support Worker	Trained agency personal support staff who, when required, will accompany MSIA Assessors during their visits to impacted private properties.

15.21.3   OUTREACH SERVICES OPERATIONS

Outreach operations will be activated 6 to 8 weeks into a recovery operation, by the Municipal Recovery Manager (MRM). If required, the process should be repeated after approx. 6 to 8 months.

The Outreach service will visit impacted properties and businesses to provide information and emotional support to impacted people, identifying additional services needed and other issues. The service can provide information on:

- Available recovery services
- Community events
- Personal support

Outreach ensures that people who need help are not missed and that any issues needing attention are captured and addressed.

Standard Operating Procedures for the Outreach Operations are attached as Appendix A to this section.

15.21.3.1 Outreach operation activation

The Municipal Recovery Manager (MRM) is responsible for ensuring outreach operations are planned and activated if:

- A significant number of primary residences or businesses were directly impacted;
- The emergency has caused trauma within the community; and/or
- The community states that they do not know what services are available or have not been consulted.

The activation of the outreach operation usually starts with a meeting of relevant agencies to start planning. The Outreach service will be implemented and managed by the Outreach Coordinator.

15.21.3.2 Outreach Coordinator operational duties

The role of the Outreach Coordinator may be office-based and primarily manages the outreach operation. The coordinator may be either a Council staff member or a representative from an agency such as the Australian Red Cross. They are responsible for staff deployment, rostering, debriefs, reporting to the MRM and staff welfare. They are also responsible for the coordination of door knockers. The Outreach Coordinator reports to the MRM.

The Outreach Coordinator supervises, in the outreach capacity:

- Outreach Team Leaders
- Outreach information officer
- Administrative support staff

The Outreach Coordinator liaises with:

- Australian Red Cross and BCHC
- Municipal Relief and Recovery Planning Committee
- Department of Health & Human Services (DHHS)

Operational duties:

- Ensure the outreach teams are correctly clothed and equipped;
- Manage the teams so their visits are effectively conducted and coordinated;
- Maintain a communication link with the coordination centre, the MRM and all team members;
- Keep a log of daily operations;
- Report any OHS issues or incidents;
- Collate collected data and deliver to the MRM and Municipal Recovery Planning Committee;
- Follow all standard operating procedures;

- Participate in a debrief upon return from deployment; and
- Participate in any activity that will improve future operations if requested.

15.21.3.3   Other roles' operational duties

Other roles are involved with Outreach activities, under the coordination of the Outreach Coordinator.

Outreach Team Leader	If appointed, the Outreach Team Leader can be a Council officer or a representative from an agency. The role is in charge of a team of outreach workers and is responsible for the coordination of the door knockers. This role undertakes the following functions: • Ensure the outreach team members are correctly clothes and equipped; • Manage the teams so their visits are effectively conducted and coordinated; • Maintain a communication link with the Outreach Coordinator and all team members; • Keep a log of daily operations; • Report any OHS issues or incidents; • Collate collected data and deliver to the operations centre; • Following all standard operating procedures detailed in Appendix A; • Participate in a debrief upon return from deployment; and • Participate in any activity that will improve future operations if requested.
Outreach Worker	An agency or staff member who will visit the affected properties to provide the outreach services.

Outreach Personal Support Worker	A personal support worker from a community health centre who will accompany the outreach operations, to:
	
	• Undertake tasks as directed to support the operation of the outreach activity in the field. These will include, but not be limited to:
	   o Provision of personal support to affected citizens;
	   o Note taking;
	   o Provision of information and fact sheets; and
	• Participate in a debrief upon return from deployment.

Outreach Information Officer	Responsible for the collation of information gathered by the outreach workers in preparation for the final report, by: • Set up and manage an information desk in the coordination centre;

- Collate information gathered by the outreach workers in the field;
- Provide regular briefings to the outreach coordinator;
- Monitor the staff and agency sign-in sheet; and
- Participate in a debrief at the conclusion of the outreach activity.

Administration Support Worker

Depending on the size and impact of the emergency, and the numbers of properties and businesses visited during the outreach operation, this worker may be required to assist with the management of data as well as preparation of information packs for the outreach workers. Key functions include:

- Preparation of information packs for the outreach teams;
- Preparation and maintenance of equipment required by the outreach teams;
- Organisation of catering for all outreach workers;
- Participation in a debrief at the conclusion of the outreach activity.

15.21.4   DOCUMENT HISTORY

Version Number	Issue date	Description of change
1.0	20.11.2013	Initial release of MSIA Operations Sub-Plan
	31.12.2013	Initial release of the Outreach Operations Sub-Plan
2.0	03.12.2015	Revisions and job cards added to the MSIA Operations Sub-Plan
	10.10.2015	Review and update of the Outreach Operations Sub-Plan
3.0	January 2020	Review and amalgamation of the MSIA and Outreach Operations Sub-Plan to the MEMP

15.21.5   APPENDIX A – STANDARD OPERATING PROCEDURES: OUTREACH OPERATIONS

PLANNING AND PREPARATIONS

Prior to the Outreach Activity, the MRM will:

1.   Prepare an outreach deployment kit which should include:

- Recovery information leaflets
- Survey questions to guide data collection
- A gift (voucher)
- Maps showing impacted areas and zones allocated to each team
- Other supporting notes

2.   Determine the location of the Outreach Operations Centre.

3.   Meet with the Outreach Coordinator and brief them on what the Council is seeking to achieve with the operation.

Prior to the Outreach Personnel deployment meeting, the Outreach Coordinator will:

4.   Prepare a deployment plan which includes:

- Team composition and their team leaders; and
- Other supporting notes.

5.   Assemble the field kits and other gear required by the outreach teams.

6.   Organize food and water for the teams.

7.   Call all Outreach personnel to a briefing at the designated Outreach Operations Centre.

INITIAL INDUCTION BRIEFING – OUTREACH PERSONNEL DEPLOYMENT MEETING

At the Outreach Personnel deployment (initial briefing) meeting, the MRM will:

8.   Provide a status report on the recovery operation. This briefing provides context to the role of the outreach activity.

9.   Distribute the deployment kits and explain how they should be utilized stressing the need to gather the information outlined in the survey.

At the Outreach Personnel deployment (initial briefing) meeting, the Outreach Coordinator will:

10.   Present the Outreach Activity Operations Plan detailing departure and returning

points, times and shift changes. Answer any questions and clarify key points.

11. Run through the Outreach activity Standard Operating Procedure (SOP) stressing the importance of adhering to safety requirements, participating in a debrief at the end of their shift and reporting any issues to their team leader.

12. Assemble the teams into their field unit groups and team leaders and distribute equipment.

13. Ensure everyone is recorded in the deployment register.

At the Outreach Personnel deployment (initial briefing) meeting, the Outreach Team Leader will:

14. Bring his/her outreach workers together and sort them into teams. Ensure they have all the necessary equipment and suppliers, are wearing their tabards and have signed the deployment register.

15. Using the maps supplied at the briefing, run through the assigned sector for each team and ensure everyone is clear on what streets they will be covering. Check that everyone understands the visitation process and the tools they will be using to record their observations.

16. Reinforce the OHS issues that they are likely to face and the strategies to minimise the risks.

17. Run through the procedure for dealing with property owners stressing the importance of listening to their story and offering the information plyers. If a support worker is available then this will be their job, thus freeing up the outreach worker to record their survey questions.

18. Mark the team assembly point on the maps and set start and finish times.

19. Check communication arrangements (mobile numbers, radios etc) are working. If no further questions, depart.

20. Ensure each member is teamed with an outreach support worker if available.

At the Outreach Personnel deployment (initial briefing) meeting, the Outreach Worker will:

21. Attend the induction briefing, take notes and meet the team leader and other team members.

22. Record their details, date and starting time on the Staff Deployment Register.

23. Obtain an information kit and incident action plan (maps, forms etc).

24. Discuss expectations of the plan and their role with the Team Leader (starting point and time, other related matters).

25. Collect their equipment, food, tabard and prepare with team for deployment.

IN THE FIELD

In the field, the Team Leader will:

26. Stay in touch with each of the teams and assist them with logistical matters when required.

27. Provide progress reports to the Coordination Centre on a regular basis. Pass on any requests for assistance.

28. At the end of a shift or sector, meet the teams at the assembly point and log any issues.   Return to the coordination centre for debriefing.

In the field, the Outreach Worker will:

29. Arrive at the departure point, meeting up with other team members and commence shift.

30. Visit properties, complete documentation using either the hard copy form or the web-based electronics device.

    Allow the support worker to speak with any residents present on the scene and ensure information flyers are made available to them.

    Hard copy notes should be written in CAPITAL LETTERS.

31. At the end of a shift or sector, meet the Team Leader at the assembly point, report any issues. Return to the coordination centre for debriefing.

AT THE END OF EACH DAY OR SHIFT

At the end of each day or shift, teams return to the centre and the Outreach Coordinator will:

32. Conduct a debrief of each team and record their feedback for future reference. This information will be included in the operations report.

33. On the last day, inform the date, time and location for the final operations

debrief with all staff being requested to attend.

At the end of each day or shift, teams return to the centre and a debrief will be held by the Outreach Coordinator and all workers, team leaders and support workers will:

34. Submit any notes and documents to the administration officer.

35. Participate in the end of day / shift debrief.

36. Report any OHS concerns, incidents or near misses.

37. Record their end of shift time and sign out in the staff deployment register.

ON THE LAST DAY OF OPERATION

On the last day of the operation, outreach workers, team leaders and support workers will:

38. Return all the equipment, documents and tabards used in the operation.

39. Find out when and where the operational debrief will take place and make every effort to attend.

FINAL DAYS AND FINAL DEBRIEF

In the final days of the field operations, the MRM will:

40. Liaise with the Outreach Coordinator and supporting agency to choose a date, time and location for an operational debrief involving all the personnel.

    The date should be no more than two weeks from the operation end.

41. Ensure all staff are advised of the final debrief and encouraged to attend.

42. Recruit a suitable facilitator to chair the debrief and a minute-taker to record all of the key points, issues and actions arising.

43. Email an invitation to all personnel immediately after the operation ends with the debrief details. Encourage staff to reflect on how the operation proceeded in their area of involvement and come to the debrief with positive comments on what worked well, and ideas on how to improve in areas that did not work well.

44. Gather notes on the team debriefs conducted by the Outreach Coordinator. Establish an evaluation file on the operation.

    This information will underpin a final report which will be presented to the

Municipal Emergency Recovery Committee. That report will be used as part of the overall recovery operations report.

At the final debrief, the MRM will:

45. Provide the facilitator and all participants with an agenda which sets out the debrief process in logical steps.

  Each stage in the operation should be evaluated ranging from activation through to de-activation.

46. Ensure sufficient time is provided so that everyone can have their say.

47. Ensure that all issues and identified areas for improvement are set as action items and assigned to a person, business unit or agency for completion, with target completion date.

48. Set dates for future Municipal Recovery Team meetings to monitor completion of action items. A record of those meetings should be kept on the evaluation file for audit reporting purposes.

MRM reporting to the MEMP Committee:

49. The MRM will report to the MEMP Committee on proposed changes to plans, training and procedures arising from the debriefs; and any need for additional resources required to implement changes.

15.22 PSC Emergency Animal Welfare Operations Plan

15.22.1   Purpose

This Municipal Emergency Animal Welfare Plan (EAWP) has been produced pursuant to Section 20 (1) of the *Emergency Management Act 1986* and assists in the management of animal welfare during and after an emergency. The Plan has been developed with reference given to the *Victorian Emergency Animal Welfare Plan.*

15.22.2   Scope

Drought, flood, fire and emergency animal disease have been identified in Municipal Emergency Management Plan's risk register as having a high or moderate risk which could impact the welfare of companion animals, livestock and wildlife within the municipality.

Animals have intrinsic value and can suffer in disasters from injury, pain, hunger, thirst, fear and distress. The World Organisation for Animal Health defines animal welfare as "how an animal is coping with the conditions in which it lives. An animal is in a good state of welfare if (as indicated by scientific evidence) it is healthy, comfortable, well nourished, safe, able to express innate behaviour, and if it is not suffering from unpleasant states such as pain, fear and distress".

The community has an expectation that emergency management arrangements will allow for a coordinated approach to the management of animal welfare impacts to companion animals, livestock and wildlife.

While the responsibility for the welfare of animals at all times remains with the person in charge of the animal/s, governments can play a supporting role in helping people exercise their responsibility for the animals in their care.

This EAWP describes local arrangements for animal and stock welfare management during and after an emergency and addresses the following risk areas:

- Bushfire
- Domestic and wildlife welfare
- Disease
- Wind/Storm Damage
- Flood Events
- Drought
- Transport accidents

15.22.3   Audit

This *Municipal Emergency Animal Welfare Plan* is a sub-plan of the Municipal Emergency Management Plan prepared under Section 20 (1) of the *Emergency Management Act 1986* and as such is subject to the audit provisions as detailed in Section 20A of the *Emergency Management Act 1986.*

15.22.4   Plan development, endorsement, testing and review

This plan has been developed to guide local emergency animal welfare arrangements for these risks with emphasis given to:

- Identification of affected animals
- Management of evacuated animals at Emergency Relief Centres
- Management of stray or roaming animals
- Animal welfare assessment
- Veterinary treatment and triage
- Humane destruction or salvage slaughter
- Carcass disposal
- Provision of emergency pet food, livestock fodder and water
- Coordination of donations and offers of assistance

Outlined below are key animal/stock welfare emergency management planning processes and arrangements for preparing the municipality for an emergency incident.

The Pyrenees shire has identified a number of representative groups and organisations that will have specific knowledge to contribute to the implementation of planning of the EAW

Stakeholder	primary	secondary	tertiary
Agriculture Victoria	✓		
DELWP	✓		

VicPol	✓		
Local vets		✓	
RSPCA		✓	
PSC	✓		
EPA		✓	
Wild life support groups		✓	
Community			✓
Neighbouring Rangers		✓	
VFF		✓	

MEM/MEMObership of the Pyrenees Shire Emergency Animal Welfare Team will comprise representatives from groups and organisations that understand animal health disease issues and be key stakeholders that have infrastructure or local knowledge across animal welfare throughout Pyrenees Shire

The planning group will oversee the review and amendment of the EAWP. The plan will be reviewed every 3 years or following the activation of this plan. The annual update will to be completed by the end of August each year

15.22.4.1 Team MEM/MEMObership

- Council
  Community Safety and Amenity Officer (Ranger) (AEW Coordinator and responsible for companion animals)
- Council Environmental Health Officer
- DJPR – Agriculture Victoria (responsible for farm livestock)
- DEWLP (responsible for wildlife)
- Municipal Emergency Resource Officer (MERO)
- Municipal Recovery Manager (MRM)
- NGO Animal Welfare groups

15.22.5 Aim and objectives

The aim of the Municipal Emergency Animal Welfare Plan is to define agreed arrangements for the management of emergency animal welfare within the Municipality including:

- Roles and responsibilities of Key agencies and stakeholders

- Operational interactions between key agencies and stakeholders

- Resources (personnel, facilities, equipment, services) to be used in the delivery of animal welfare services.

The overarching objective of the Plan is to:

- contribute to enhanced public safety and community resilience within the municipality through effective planning and management of animals in emergencies; and
- ensure animals within the municipality are better considered and protected from suffering during and immediately following emergencies.

15.22.6   Plan activation

The Municipal Emergency Resource officer will activate the plan following advice from the Municipal Emergency Response Coordinator (Victoria Police) or Agriculture Victoria .

In implementing this Plan the following principles apply:

- The safety and welfare of all people is the overarching priority at all times.
- The responsibility for the welfare of animals at all times remains with the person in charge of an animal.
- Emergency arrangements for animal welfare do not override normal legislative functions however the given circumstances may call for discretion in managing compliance given potential risks to human life or other practical limitations perceived to be present during the emergency.
- Notwithstanding anything in this plan, control agencies may recommend additional or alternative actions at the incident, regional or state level to meet the needs of the particular emergency

Triggers for plan activation may include:
- Opening of a Municipal Emergency Relief Centre;
- Carcass disposal need; and /or
- Donated fodder or stock water supply need
- Upon notification by an ICC
- Pestilence and/or Quarantine

Once a threat or incident is known, the EAW team will be either placed on alert/standby or activated and then they respond to the emergency as required.

In large scale emergencies, a member of the PSC Critical Incident Management Teat (CIMT)) will oversee the implementation of the plan in consultation with the PSC EAW Coordinator, and the DJPR Animal Welfare Liaison Officer/s assigned to the emergency.

15.22.7   Business continuity

The Pyrenees Shire Council has in place two Community Safety and Amenity Officers (Rangers) that manage this area of emergency relief and recovery, increasing probability that one at least will be available at any one time.

For additional cover, the applicable manager and the Municipal Fire Prevention Officer can also cover duties required under this plan. In an extreme emergency, neighbouring municipalities will work together on this function.

External organisations will have their own business continuity plans in place.

15.22.8   Roles and Responsibilities

Municipal staff involved in animal welfare activities are as follows:

Role	Responsibilities
MERO	Provide oversight and support to the Council Animal Welfare Coordinator and Rangers and the EAW operation.
Municipal Emergency Animal Welfare Coordinator	Coordinates Pyrenees Shire Council animal welfare activities and represents the Council in this recovery function.
Community and Amenity Officer/s (Ranger)	Provide accurate information to the Coordinator applying local knowledge on the scale of the incident and determine the required resources
Council Environmental Health Officer	Responsible for supervising site selection and burial of dead animals in accordance with EPA and Agriculture Victoria guidelines.

The key roles and responsibilities of other organisations involved in animal welfare activities in the Pyrenees Shire are as follows:

Role	Responsibilities
Agriculture Victoria Rural Recovery Coordinator	Responsible for coordinating rural recovery activities undertaken by Agriculture Victoria in response to the impact of emergencies.
Agriculture Victoria Animal Health Officer – Animal Welfare	Responsible for the provision of information, advice and assistance with the health and welfare of privately owned animals that have been impacted by an emergency.

Role	Responsibilities
DELWP Animal Welfare Officer - Wildlife	Responsible for the provision of information, advice and assistance with the welfare of wildlife that have been impacted by an emergency.
Non-Government Organisations	Provide assistance in wildlife rescue, recovery and relief activities in line with conditions and standards outlined in relevant plans and protocols.

15.22.9   Operational Arrangements

15.22.9.1   9.1   Preparedness and Prevention (Before)

Animal welfare support services will be represented by Council and DEDJTR at the Pyrenees Shire Council Municipal Emergency Management Planning Committee. Emergency animal welfare arrangements will be tested and exercised on a regular basis and Council will ensure that the information in this plan is reviewed and updated annually.

Council officers will undertake necessary training to ensure that staff have and, maintain the following specified accreditations:

- POCTAA authorisation
- First Aid

The MEM/MEMOPC will encourage emergency animal welfare planning to residents of, and visitors to, the Pyrenees Shire by promoting information sources through various means including the council website.

15.22.9.2   9.2   Response /Relief (During)

In the event of an emergency impacting animals, a DEDJTR animal welfare liaison officer will interact with the MERO or their delegate to ensure that animal welfare arrangements are in place that allow effective scoping, management and referral of animal welfare needs, as well as the distribution of relevant public information.

This phase of the operation will see the following activities undertaken:

- Activation of the EAW team;
- Planning and preparation for the deployment of the field team.

15.22.9.3   9.3   Recovery (After)

In this phase of the emergency, longer term animal welfare needs will be documented and addressed through the municipal recovery plan. This information is gathered through the following activities:

- Deployment and management of the EAW field team during the recovery phase;
- Management and reporting of the gathered information and;
- De-Activation of the EAW operation

Standard Operating Procedures (SOPs) set out the actions required for each stage and the roles within them. These are contained in Appendix 2.

15.22.10   Emergency animal welfare services

15.22.10.1   10.1   Identification of affected animals

In the event of an emergency, information on registered animals will assist with identification of stray or roaming animals. This often occurs when property boundary fences are damaged. Council will work with Agriculture Victoria to identify any impacted livestock and companion animals.

15.22.10.2   10.2   *Management of displaced animals*

15.22.10.2.1   Managing animals presenting at emergency relief centres
Council's policy on managing evacuated animals that present at emergency relief centres is to firstly, explain to the pet owners the conditions under which animals are able to be kept on site.

Companion animals can be accommodated in the following manner under the supervision of the owner:

- In designated area inside the relief centre
- Tethered in a shady area with water available
- In their pet cage
- If none of the above options are suitable and the owner cannot place the animal with friends, then the Community Safety and Amenities Officer will be contacted to assist.

If on site, the Community Safety and Amenities Officer will handle the placement of animals to an off-site facility if required.   Supervision still remains the responsibility of the owner.
If the Community Safety and Amenities Officer is not available, the ERC Facility Manager will provide the pet owner with a list of private pet facilities so the animal/s can be cared for.

15.22.10.2.2   Emergency containment of displaced (unconfined animals)
Agriculture Victoria is the **LEAD** agency providing animal welfare assistance to primary producers. Council animal welfare officers provide support to Agriculture Victoria when it is sought.

Using local communication networks, Council will assist Agriculture Victoria to contact impacted property owners and determine the types and level of assistance required.
Agriculture Victoria and Council officers will liaise with the impacted farmers to sort out control arrangements and request assistance from the MERO regarding the following"

- control issues (eg security)
- additional resources
- fencing, feed and stock containment requirements

15.22.10.3   10.3   *Animal welfare needs assessment (including veterinary treatment, humane destruction, salvage slaughter, fodder, water and carcass disposal)*
Livestock and companion welfare assessment needs on private property will be reported to Agriculture Victoria (Ag Vic) by their Liaison officer situated at the Incident Control Centre (ICC). In smaller incidents when the ICC is not running, reports can be sent to the Ag Vic Animal Welfare Officer listed on the contact plan for this plan.

Wildlife welfare assessment needs will be reported to the Incident Controller or Planning Officer in the incident management team, or Wildlife Welfare Officer if in place. In smaller scale incidents where these roles have not been activated, reports will be sent to the DELWP/Parks Victoria contact listed in this plan.

15.22.10.4   10.4   Veterinary Treatment

The treatment of companion animals will need to be organised by owners with their own private veterinarian.

Ag Vic will lead the process of advising on options for treatment humane destruction or salvage slaughter. They will also, in association with council, refer treatment needs to triages points where established and where relevant.

15.22.10.5   10.5   Coordination of carcass disposal

The Emergency Management Manual Victoria (EMMV), in relation to carcass disposal, states the following:

- Local government is responsible for the coordination of clean-up activities including disposal of dead animals.
- Agriculture Victoria provides advice about the disposal and rehabilitation of stock affected by an emergency
- The Victorian Environmental Protection Authority (EPA), through the EHO, provides advice on disposal and site selection

Council can provide assistance with site selection due to their local knowledge and access to property databases. If Council, for whatever reason, conducts the full disposal process (p 8-4 of the EMMV), then Agriculture Victoria will provide advice when required .

The Environmental Health Officer (EHO) will be activated when the MERO receives reports that animals are being impacted by an emergency and require burial/disposal. There are 3 likely scenarios:

1. Small Impact – 1 – 50 animals
2. Medium Impact – 50 – 1,000 animals
3. Huge impact – 1,000 – 5,000 +

The PSC EHO is able to deal with levels 1 and 2, but a level 3 scenario may require additional coordinated resources to either assist with this burial task or backfill the other public health requirements related to the emergency. This assessment will need to be made at the time of the incident.

Agriculture Victoria and Pyrenees Shire Council officers will plan possible future actions which could include:

- Identifying possible burial pit locations
- Location of affected animal and their numbers
- Whether it could be possible to have just one burial pit or if multiples will be required.

The EHO will advise the MERO of the need to arrange the digging of the pit/s. Clear maps showing the locations of the pit/s will be provided.

Burial Pits Requirements: advice from the EPA,
- Should not penetrate the water table
- Be deep enough to contain all the animals and leave 2m of top cover

Include drainage around the pit to prevent storm water penetration.

Smaller numbers of dead animals from non-farm properties may come to notice a day or two later. Council may need to provide assistance with burial in the form of providing a backhoe to dig a hole and a truck to cart the deceased animals to a pit.

15.22.10.6   10.6   *Emergency Fodder*

The Victorian Farmers Federation (VFF) is a key agency in the support of sourcing fodder for animals within an affected farming community.

The VFF website notes that there is a long standing arrangement between the VFF and Agriculture Victoria to provide funding for emergency fodder relief. This arrangement is triggered when the scale of the event is beyond what a local community can manage.

The funding provided by the Agriculture Victoria helps transport donated fodder to affected farmers or a designated location. Local government will work with Agriculture Victoria and VFF in the establishment of sites.

15.22.10.7   10.8   *Donations*

In large scale emergencies, donations of money or other material aid for animals may be made. Council's position on donations for impacted animals is:
- Direct donations to established animal welfare organisations
- Preferred donations include; blankets, first aid materials and pet food.

The contribution of volunteer animal welfare groups during emergencies is recognised in the Victorian Emergency Animal Welfare Plan. The purpose of this plan is to outline Victoria's emergency animal welfare arrangements and how volunteer animal welfare groups can contribute.

15.22.10.8   10.9   *Offers of volunteer assistance*

Council's position on the use of volunteers to assist in the event of emergencies is to follow the state-wide process as detailed by the Department of Planning and Community Development in the guide "Managing volunteers in an emergency, using the Emergency Volunteer Register". This should be activated by the Municipal Recovery Manager.

15.22.10.9   10.10   *Recording reports of animals requiring emergency welfare support*

This data is Collated by the PSC Emergency Animal Welfare (EAW) Coordinator and presented to the PSC CRISISWORKS Administrator. This data (including associated files such as maps etc) is recorded in the People and Property database. This process of needs assessment data collection, collation and data input into CRISISWORKS continues until all animal welfare requirements/actions on farm and non-farm properties has been completed.

15.22.11   Information Sharing

To ensure comprehensive assessment of animals impacted by an emergency, animal owner/carer details may need to be provided to animal welfare support agencies or organisations. This enables the delivery of urgent services to affected individuals and their animals. Council agrees to manage and share information in accordance with the principles of the Information Privacy Act 2000, their own privacy policies and guidelines provided by the

Office of the Victorian Privacy Commissioner (Info Sheet 02.10). Where information is disclosed, council will attach a written note to the relevant file as to why the information was released and to whom.

15.22.12   Process for requesting additional resources

When required, Council will draw on additional resources from surrounding municipalities and local animal welfare organisations as appropriate to the event. Requests for supplementary resources will be consistent with principles described in the State Emergency Response Plan and Municipal Emergency Response Plan. Any need for additional resources with the DJPR Animal Welfare Liaison Officer.

15.22.13   Financial measures/Budget

15.22.13.1   Council

Council will meet the costs of resources it has deployed as part of its own response operation. Expenditure for council controlled resources utilised in emergencies must be authorised by the MEM/MEMO, the MERO or the MRM and shall be in accordance with the normal financial arrangements of the Municipality.

To assist with the monitoring of expenditure, costs centres will be created as to collect and isolate the Incident's costs. When the option is available, Council will also seek reimbursement for same under the Natural Disaster Relief Arrangements as identified in the Municipal Emergency Management Plan.

15.22.13.2   Other agencies

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

15.22.13.3   Community

Community MEM/MEMObers who relocate their animals (whether to private or council established areas) are responsible for all costs relating to transport to and from these facilities. A number of government and not for profit agencies may be able to provide financial assistance or grants to affected individuals who have incurred costs in relation to animal stock loss, relocation etc. These may be announced dependent on the severity of the event, however the following agencies can provide advice for those seeking information:-
- Agriculture Victoria
- Rural Finance Corporation of Victoria
- Department of Health and Human Services
- Centrelink

15.22.14   Appendix 1 – Contact Information

EAW Local Contact Information

Service/Role	Organisation	Contact Name	Phone	Email
Municipal Emergency Animal Welfare Team				
Animal Welfare Unit Coordinator	Pyrenees Shire Council	**Dennis Nikoltsis**		
Animal Welfare Unit Coordinator	Pyrenees Shire Council	**Rebecca Briody**		
Public Health/Animal Burial	Pyrenees Shire Council	**Katie Gleisner**		
Director Assets & Development	Pyrenees Shire Council	**Doug Gowans**	**0439 399 493**	
Manager Works	Pyrenees Shire Council	**Phil Hoare**	**0408 648 701**	
Manager Governance	Pyrenees Shire Council	**Michelle Richards**	**0419 932 751**	
AGRICULTURE VICTORIA Emergency Animal Welfare Team				
Rural Recovery Coordinator	Agriculture Victoria	**Phil Franklin**	**0417 033 037**	
Rural Recovery Officer	Agriculture Victoria	**Dougal Purcell**	**0428 563 309**	
Animal Health Officer - Farm	Agriculture Victoria		**0428 997 009**	
Animal Health Officer - Wildlife	Agriculture Victoria			
District Veterinary Officer	Agriculture Victoria	**Dr Natarsha Williams**	**0417 655 352**	
VICPOL – local stations				
Avoca	Pyrenees Shire Council	**Tim Thomson**	**0429 139 329**	
Beaufort	Pyrenees Shire Council	**Brendan Vann**	**0467 763 449**	
Landsborough	Pyrenees Shire Council	**Landsborough Station**	**5356 9361**	
After hours MERC	Pyrenees Shire	**On-call MERC**	**0467 763 449**	
Ballarat D24	Pyrenees Shire Council	**Ballarat Station**	**5331 2717**	
Affected animal Identification				
Pet identification	Microchip registers			
Livestock identification	AGRICULTURE VICTORIA (NLIS) Hotline	**1800 683 111**		

Service/Role	Organisation	Contact Name	Phone	Email
Animal Health Providers				
Shelter	RSPCA Ballarat	**Ballarat Shelter**	**5334 2075**	
Veterinarian	Beaufort	**Clinic**	**5349 2003**	
Veterinarian	Ararat	**Clinic**	**5352 1021**	
Wildlife Management				
Wildlife Line	NGO		**0500 540 000**	
Wildlife Carer - local	Beaufort	**Esther Hands**	**0411 353 478**	
Wildlife Carer - local	Landsborough	**Trevor Alderson**	**0488 850 830**	
Animal Boarding Facilities				
Animal boarding facility	RSPCA Ballarat	**Ballarat facility**	**5334 2075**	
Animal boarding facility	SANDEK (Avoca)	**Kennels & Cattery**	**5465 3635**	
Animal boarding facility	BALLARAT (Smythes Creek)	**Kennels & Cattery**	**5342 4200**	
Animal boarding facility	EUREKA (Ballarat)	**Kennels & Cattery**	**5334 7708**	
Animal boarding facility	DOGGIE MOTEL (Cardigan)	**Kennels**	**5344 8238**	
Animal boarding facility	PLUMTREE (Ararat)	**Kennels & Cattery**	**5352 1738**	
Displaced Animals Transport/Sales				
Animal transport provider	Morcombe (Beaufort)	**Livestock Transport**	**0427 348 687 or 0428 501 817**	
Animal transport provider	Grants (Beaufort)	**Livestock Transport**	**0408 497 255**	
Animal transport provider	Bartlett (Avoca)	**Livestock Transport**	**0419 386 696**	
Animal transport provider	Murray (Beaufort)	**Braydon Murray**	**0488 687 729**	
Saleyards	Ballarat	**Jarrod Koch**	**0419 584 159**	
Stock Agents	TB White	**Ballarat Stock Agents**	**5335 9832**	

Service/Role	Organisation	Contact Name	Phone	Email

Earthmoving Contractors				
Contractor	Tiley Earthmoving (Beaufort)		0417 497 244 or 0409 219 116	
Contractor	Earthmoving (Beaufort)	**Honk Johnston**	**5349 2428**	
Contractor	Durant Earthmoving (Redbank)		**0417 383 321**	
Burial Pit Approvals	EPA		**1300 372 842**	
Water supplies				
Water Authority	Central Highland Water	**Main Office**	**1800 061 514**	
Donated fodder supplies				
Victorian Farmers Federation	State Office		**1300 882 833**	
Neighbouring Local Government				
Ranger	Northern Grampians		**5358 8700**	
Ranger	Central Goldfields		**0407 508 448**	
Ranger	Hepburn		**0418 501 549**	
Ranger	Ballarat		**0419 346 565** **0418 396 650** **0400 108 849**	**Claire Douglas-Haynes** **Lisa Bull** **Joseph Cooper**
Ranger	Golden Plains		**5220 7111 or 1300 363 036**	
Ranger	Corangamite		**5593 7100**	
Ranger	Ararat		**5355 0200**	
Other				
Hardware	Beaufort Hardware		**5349 2400**	
Hardware	Avoca Hardware		**5465 3244**	
Animal Supplies	Beaufort Animal Supplies		**0417 520 750**	
Animal Supplies	Corbett Merchandise (Skipton)		**0438 400 818**	
Fencing Contractors	Carnes Fencing Contractors		**0427 009 392**	
Fencing Contractors	Horry Stevens Fencing Contractors		**0407 321 986**	

Organisation	Phone	Website
Agriculture Victoria	136186	www.agriculture.vic.gov.au
DELWP Department of Human Services	1300 650 172	www.dhs.vic.gov.au
Australasian Animal Record	1800 025 461	www.aar.org
Australian Veterinary Association	03 9600 2930	www.ava.org.au
Cat Protection Society of Victoria	03 9434 7155	www.catprotection.com.au
Central Animal Records	1800 333 202	www.car.com.au
Dogs Victoria	03 9788 2500	www.dogsvictoria.org.au
Environmental Protection Agency	1300 372 842	www.epa.vic.gov.au
Feline Control Council	03 9720 8811	www.hotkey.net.au/fccvic
Wildlife Victoria	1300 094 535	www.wildlifevictoria.org.au
Local Council directory		www.mav.asn.au
National Pet Register	1300 374 738	www.petregister.com.au
Central Highlands Water	1800 061 514	www.chw.net.au
Powercor Australia	13 2412	www.powercor.com.au
Red Cross	03 8327 7700	www.redcross.org.au
RSPCA	03 9224 2222	www.rspcavic.org
The Lost Dogs Home	03 9329 2755	www.dogshome.com
Vicroads	131 171	www.vicroads.vic.gov.au
Victoria Animal Aid Trust	03 9275 5608	www.vaat.org.au
Victorian Bushfire Information Line	1800 240 667	
Zoos Victoria	03 9285 9300	www.zoo.org.au
Dial before You Dig	1100	

15.22.15 **Appendix 2 – Standards operating procedures/safe work procedures**

15.22.15.1 *1. Municipal Emergency Relief Centre EAW Procedures*

PSC ERC ANIMAL WELFARE PROCEDURES – ACTIONS REQUIRED	
PETS ON ARRIVAL WITH THEIR OWNERS	
THE RANGER OR FACILITY MANAGER DO THE FOLLOWING	
1	Explain to the pet owners the conditions under which animals are able to be kept on site.	
2	Companion animals can be accommodated in the following manner under the supervision of the owner: • Tether • Cage If the owner does not have a cage or tether, and the owner cannot place the animal with friends, then the matter will be referred to the Community Safety and Amenity Officers. If they are on site they will handle the placement of animals to an off-site facility, however, supervision will still remain the responsibility of the owner.	
3	If the Community Safety and Amenity Officers are unavailable, the ERC Facility Manager will try to find alternative accommodation for the animal/s which may be at the owners expense.	

15.22.15.2   2. Municipal EAW Coordinator – Assisting Primary Producers Procedures

Agriculture Victoria is the lead agency providing animal welfare assistance to primary producers. Council animal welfare officers provide support to Agriculture Victoria when it is sought. The following actions may be undertaken once they have been agreed upon with Agriculture Victoria

	PSC EAW COORDINATOR – Actions Required	X / √ / NA
1	Using local communication networks, contact impacted property owners and determine the types and level of assistance required.	
2	Using the agreed communications plan (date, time and format) contact Agriculture Victoria and share this information. Prepare for deployment into the field.	
3	Use the approved access points and procedures to visit the impacted properties and meet with the property owners. Observe Council OH&S procedures and equipment standards.	
5	Complete the impact assessment providing advice and assistance. Report to Agriculture Victoria and the PSC MERO on the situation and any requirements.	
IF FARM STOCK REQUIRE CULLING AND BURIAL, THE EAW COORDINATOR WILL:		
6	Contact the PSC EHO advising that a burial pit/s is required.	
7	Agriculture Victoria and the PSC Community Safety and Amenity Officers work together to coordinate the cull of the injured animals. Liaise with the impacted farmers to sort out control arrangements.	
8	Liaising with the EHO, coordinate the burial of the dead animals.	
9	Call the EMLO/MERO to request assistance with: • control issues (eg security) • additional resources • fencing, feed and stock containment requirements	
10	Keep tally of animal disposal numbers and inform Agriculture Victoria and the MERO on a daily basis.	
11	Follow the team deployment SOP ensuring PSC staff time is well	

PSC EAW COORDINATOR – Actions Required	X / √ / NA
managed and they are debriefed at the end of each day. Responsibility for this rests with the MERO.	

15.22.15.3   3. Environmental Health Officer (EHO) - Burial Pits Procedure

The EHO will be activated when the MERO receives reports that animals are being impacted by an emergency and require burial/disposal. There are 3 likely scenarios:

4. Small Impact – 1 – 50 animals
5. Medium Impact – 50 – 1,000 animals
6. Huge impact – 1,000 – 5,000 +

The PSC EHO is able to deal with levels 1 and 2, but a level 3 scenario will usually require additional coordinated resources to either assist with this burial task or backfill the other public health requirements related to the emergency. This assessment will need to be made at the time of the incident.

ENVIRONMENTAL HEALTH OFFICER – ACTIONS REQUIRED	X / √ / NA
DURING THE RESPONSE PHASE – ANIMALS ARE BEING IMPACTED	
1 Gather more information on the emergency and its impacts on animals by: • Confirming reports • Examining maps of impacted areas • Liaising with the PSC Information Systems Officer for mapping	
2 Liaise with the PSC Community Safety and Amenity Officers and Agriculture Victoria to plan possible future actions which could include: • Identifying possible burial pit locations • Location of affected animal and their numbers • Whether it could be possible to have just one burial pit or if multiples will be required	
DURING THE RECOVERY PHASE: ACCESS TO THE IMPACTED GROUND IS AVAILABLE	
ONCE ACCESS IS AVAILABLE, THE EHO WILL:	
3 Begin to analyse the animal impact data coming in from Agriculture Victoria and the PSC staff. Maps can be developed as more detail emerges and the impacted area and animal numbers become clearer.	
4 With the aid of maps and the Information Systems Officer, the EHO will consider the ground available for burial sites and identify: • Flood plains • Aboriginal heritage overlays	

ENVIRONMENTAL HEALTH OFFICER – ACTIONS REQUIRED	X / √ / NA
• Water bore field • Water catchments (including dams) • Underground cables and pipes	
5 Based on the data gathered in 4, choose the most appropriate burial site/s closest to the greatest concentration of animal numbers.	
6 Gain landowners permission to use this location/s. Emphasise that the pit/s may need to be used by other landowners.	
7 Advise the MERO of the need to arrange the digging of the pit/s .Provide clear maps showing the locations. Also advise Agriculture Victoria and the Rangers.	
8 **Burial Pits Requirements**: advice from the EPA, • Should not penetrate the water table • Be deep enough to contain all the animals and leave 2m of top cover • Include drainage around the pit to prevent storm water penetration	
9 **Before Burial:** Liaise with Agriculture Victoria /Rangers and advise that each animal needs to have their stomach perforated before burial so gas bloating can be minimised and the pit is stabilised.	
11 Smaller numbers of dead animals from non-farm properties may come to notice a day or two later. Council may need to provide assistance with burial in the form of: • Provide a backhoe to dig a hole • Provide a truck to cart dead animals to a pit	
10 EHO will need to follow up with all of these actions to ensure all the above is undertaken correctly. This is then reported to the MERO and Agriculture Victoria /Rangers.	
11 Participate in the operational debrief upon the request by either the MERO and/or the MRM.	

15.22.15.4   4. Municipal EAW Team Deployment Procedure

This SOP is normally required for major EAW operations where multiple teams are required to be in the field at any one time. It is important, however that PSC staff deploying into the field to assist property owners with animal welfare matters follow these procedures for their own welfare.

	EAW TEAM DEPLOYMENT – Actions Required	X / √ / NA
	PRIOR TO THE TEAM DEPLOYMENT MEETING, THE EAW COORDINATOR WILL:	
1	Prepare a deployment plan which includes: • Team composition and their team leader/s • Maps showing impacted areas and zones allocated to each team • Other supporting notes • Future rostering requirements	
2	Assemble the field kits and other gear required by the assessment teams	
3	Organise food and water for the teams	
5	Call all EAW personnel to a briefing at the designated EAW Operations Centre.	
	AT THE EAW TEAM DEPLOYMENT MEETING, THE EAW COORDINATOR WILL:	
6	Bring EAW support officers together and sort them into teams. Ensure they have all the necessary equipment and supplies, are wearing their tabards and have signed the Deployment Register.	
7	Using the maps supplied at the briefing, run through the assigned sector for each team and ensure everyone is clear on what properties they will be attending.	
8	Reinforce the OH&S issues that they are likely to face and the strategies to minimise the risks.	
9	Run through the procedure for dealing with property owners stressing the importance of listening to their story.	
10	Mark the team assembly point on the maps and set starting and finishing times.	
11	Check communication arrangements (mobile numbers, radios etc) are working. If no further questions, depart.	

EAW TEAM DEPLOYMENT – Actions Required		X / √ / NA
IN THE FIELD, THE EAW COORDINATOR WILL:		
12	Stay in touch with each of the teams and assist them with logistical matters when required.	
13	Provide progress reports to the MECC on a regular basis. Pass on any requests for assistance.	
14	At the end of a shift or sector, meet the teams at the assembly point and log any issues. Meet back at the deployment centre for debriefing.	
15	Ensure everyone signs off the Deployment Register before they go home.	
ON THE LAST DAY OF THE OPERATION, THE EAW COORDINATOR WILL:		
16	Ensure all equipment and documents are returned to the resource kit.	
17	Remind team MEM/MEMObers of the operational debrief that will take place in the next week or two and it would help the evaluation if they could attend.	

15.22.15.5 5. Municipal EAW Coordinator – Assisting Non-Farm Property Owners Procedure

PSC is the lead agency providing animal welfare assistance to non-primary producers. Agriculture Victoria animal welfare officers provide support to the PSC staff when it is sought.

	PSC EAW COORDINATOR – Actions Required	**X / √ / NA**
	ONCE REPORTS OF NON-FARM BEING IMPACTED, THE AEW COORDINATOR WILL:	
1	Liaise with the PSC Information Systems Officer and prepare a map of the impacted non-farming area.	
2	Using local communication networks, contact impacted property owners and determine the types and level of assistance required - essentially a needs assessment. Liaise with Agriculture Victoria and the MERO.	
3	Using the agreed communications plan (date, time and format) contact Agriculture Victoria and share this information. Prepare for deployment into the field.	
4	Use the approved access points and procedures to visit the impacted non-farm properties and meet with the property owners. Observe Council OH&S procedures and equipment standards.	
5	Complete the impact assessment providing advice and assistance to the property owners and their impacted animals. Report to Agriculture Victoria and the PSC MERO on the situation and relay any requirements.	
6	Liaise with the PSC EHO regarding numbers and disposal requirements of dead animals on these smaller properties. Determine a burial plan and advise the property owners, Agriculture Victoria and the MERO.	
7	Coordinate Council animal welfare assistance provided to affected non-farm property owners. Other than animal disposal, animal welfare requirements may include: • Temporary accommodation/agistment • Fodder • Containment Place all requests for assistance to the EMLO/MERO so they are logged.	

	PSC EAW COORDINATOR – Actions Required	X / √ / NA
8	Follow up on the actions arising from these requests for assistance.	
9	Provide a full report to the MERO on completion of this recovery operation	
10	Participate in any operational debriefs.	

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POST OPERATIONS DEBRIEF – Actions Required	X / √ / NA
IN THE FINAL DAY/S OF THE EAW OPERATION, THE MRM WILL:	
1 Choose a suitable date, time and location for an operations debrief involving (if possible) all of the personnel. The date should be no more than 2 weeks from the end of the operation.	
2 Ensure all staff are advised of this debrief and encouraged to attend.	
3 Recruit a suitable facilitator to chair the debrief and a minute taker to record all of the key point, issues and actions arising.	
4 E-mail an invitation to all personnel immediately after the operation ends with the debrief details. Encourage staff to reflect on how the operation proceeded in their area of involvement and come to the meeting with positive comments on what worked well and ideas on how to improve processes in the areas it did not.	
5 Gather notes on the team debriefs conducted by the Staff Deployment Officer. Establish an evaluation file on the operation. This information will underpin a final report which will need to be presented to the MEM/MEMOP Committee. That report will also be used as supporting evidence in future MEM/MEMOPlan audits.	
THE MRM, DURING THE DEBRIEF WILL:	
6 Provide the facilitator and all participants an agenda which sets out the debrief procedure in logical steps. Each stage in the operation should be evaluated ranging from activation through to de-activation.	
7 Ensure sufficient time is provided so that everyone can have their say.	
8 Ensure that all issues and identified areas for improvement are set as action items and assigned to a person, Council business unit or agency with a completion date.	
9 Set dates for future Municipal EAW Planning Team meetings which will see those action items completed. A record of those meetings will need to be kept in the evaluation file for audit reporting purposes.	
THE MRM WILL REPORT TO MEM/MEMOP COMMITTEE:	

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	POST OPERATIONS DEBRIEF – Actions Required	X / √ / NA
10	Progress on the changes to plans, training and procedures.	
11	The need for resources that may be required to implement those changes	

15.22.16 Appendix 3 – Templates

15.22.16.1.1 1. SITREP Template

SITREP Template

The information in this Situation Report (SITREP) should cover the period since the last SITREP was prepared. Please ensure that you are brief and not narrative.

Incident Name:	SITREP NO.

MSIA Coordinator Name:

Phone:

Fax:

Email:

Date of Issue: _____/_____/_____   **Time:** _____ am/pm

Situation to date: *What has happened, brief summary start up details, e.g. date, place, time, who. If there is no change please write 'No Change'.*

Actions to date: *Brief report on actions completed to date, please include significant actions undertaken). If there is no change please write 'No Change'.*

Issues: *Brief descriptions of issues that are known and/or expected to arise before next SITREP. If there is no change please write 'No Change'.*

OHS:

Staffing: (e.g. rostering, wellbeing issues)

Resources/Equipment: (e.g. lack of resource or to much, office equipment)
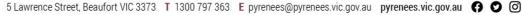
Communication:

Emerging Issues :

15.22.16.2   2. *Debrief Template*

The primary purpose of debriefing is to assist with staff wellbeing. It is also an opportunity to reflect on the experiences and lessons learnt during an incident to improve systems and processes.

Date:	Time:	am/pm

Debrief facilitated by:

Debrief participant/s:

Items:	
1	How did the team/individual feel the shift went?
2	Did anything stand out during the shift that didn't go well?
3	Why didn't this go well? What happened?
4	What can the team/individual do differently next time?
5	What are some things that worked well? (Try to finish on a positive note).
6	Is there any feedback the team/individual would like to provide to the MRM?
7	How is the team/individual feeling in general? E.g. tired or a bit hyper.

15.23 PSC Donations and Appeals Operations Plan

PROCEDURE – EMERGENCY DONATIONS & SPONTANEOUS VOLUNTEERS

DATE CREATED:	July 2018
DATE AMENDED:	September 2019
DATE OF NEXT REVIEW:	September 2022
APPROVED BY:	Emergency Management Team
DATE APPROVED:	15 November 2019
RESPONSIBLE OFFICER:	Municipal Recovery Manager
RELATES TO POLICY:	Fraud and Corruption Control Policy
REFERENCES:	Municipal Emergency Management Plan

Best Value Principles

Pyrenees Shire Council has the responsibility to provide its ratepayers with best value, with all services provided by Council meeting the expectations in terms of quality and cost. In providing this, all services need to be accessible, responsive to the needs of the community, considerate of the natural environment and subject to continuous improvement.

To achieve the best over life outcome for Council's expenditures, which meets quality and service expectations, there will be periodic review of services against best on offer in both the public and private sectors.

All Council staff members are responsible for supporting best value principles in their normal day to day actions to ensure services are recognised by the community as delivering best value.

Signed

MARTIN WALMSLEY
EMERGENCY RECOVERY MANAGER

15.23.1   PURPOSE AND SCOPE

This procedure provides guidance on management of emergency related:

- Donations of goods which may occur after an emergency;
- Donations of money or fundraising requirements after an emergency; and
- Spontaneous volunteers or offers of volunteer assistance after an emergency.

This procedure applies to all activities conducted by Council or on behalf of Council by employees, contracted staff, contractors and volunteers.

15.23.2   What is the objective of the procedure?

This procedure aims to ensure that donations of goods, fundraising efforts and volunteers are managed in a way that is:

a) Beneficial to the community and organisation;
b) Cannot be perceived to be either fraudulent or corrupt; and
c) Is respectful of and appropriately harnesses the goodwill of the community.

15.23.3   DEFINITIONS

Fundraising appeal	The soliciting or receiving of any money, property or other benefit from the public constitutes a fundraising appeal if a representation is made (this may be implied) that the appeal is for a charitable purpose or for the support of an organisation having a charitable object.
	An appeal may take a variety of forms: donations, sponsorship, telethons, the conduct of lotteries and competitions, the supply of food, entertainment or other goods and services, or in connection with any other commercial undertaking.
Spontaneous Volunteers	Spontaneous volunteers are people who offer their help following an emergency or crisis. They generally NOT part of a volunteer organisation before the crisis, or may not have training or

experience as a volunteer.

15.23.4   ROLES AND RESPONSIBILITIES

Municipal Recovery Manager	Monitors the overall picture, liaises with the Donations and Appeals Coordinator on the Donations and Appeals Operation status, issue resolution and deactivation.
Donations and Appeals Coordinator	To support the management of offers of donations of goods and volunteered assistance; and
	To be the liaison point between Council and the Bendigo Bank in the event of a donations of money and/or a fundraising appeal is considered appropriate.

15.23.4.1   *IMPLEMENTATION AND MAINTENANCE*

The Manager Community Wellbeing (as the Municipal Recovery Manager) is responsible for ensuring that this procedure is communicated to all Councillors, employees, contractors and visitors [as required]; and updating of this document as required.

15.23.5   PROCEDURE – DONATED GOODS OR SERVICES

15.23.5.1   *Donated goods and services during emergency response phase*
a) Prospective donors of goods should be provided with the following response:
- Council cannot accept any donated goods at this time as it does not have the capacity to manage such donations.
- If you wish to donate goods please contact the Salvation Army on 1300 36 36 22 or via salvos.org.au for more information.

15.23.5.2   *Donated goods and services during emergency relief and recovery phase*
a) Council should refuse offers of donated goods that are unsuitable as they will cause resource problems for distribution or disadvantage local suppliers and businesses. Where Council does wish to accept donated goods, a response similar to 4.1 should be provided.
b) All donations (when solicited) should become resources to be used in the recovery process where best needed and not subject to conditions by the donor or returned.
c) Donors who attempt to donate unsolicited or unsuitable goods, such as clothing, should be directed to community agencies who manage these products.
d) Corporate donors will be subject to the same guidelines as individuals, but where their offers are accepted, the following should be considered:
- All goods should be labelled and an inventory list provided when shipped;

- All corporate goods must be tracked to their end point, for transparency and auditing purposes (they are tax deductible for the donor);
- Those donated goods not distributed can be sold and added to any financial appeal.

e) The following must also be considered in managing donated goods:

- Staffing
- Warehousing
- Transport
- Criteria for distribution
- Disposal of excess donated goods

15.23.6 PROCEDURE – OFFERS OF VOLUNTEER ASSISTANCE

15.23.6.1 *Offers to volunteer during emergency response phase*

a) Offers of volunteer assistance should be advised that Council is unable to coordinate volunteers at this time and that, if they wish to provide volunteer assistance in response to the emergency, please wait until the emergency is controlled.

15.23.6.2 *Offers to volunteer during emergency relief and recovery phase*

b) Volunteers of assistance during the emergency relief and recovery phase should be encouraged to affiliate themselves with a responding voluntary agency, or an organised group of their choice e.g. BlazeAid, Australian Red Cross or a Community Health Centre.

c) Unaffiliated volunteers should be discouraged from going directly to an emergency related site (e.g. Relief or Recovery Centre) as their efforts may hamper the recovery efforts and put themselves and others at the risk of injury.

d) If an offer to volunteer is received from an individual with appropriate experience (that you know or reasonably suspect is true) then that volunteer may be used in a Relief or Recovery Centre if considered useful at the time – to be determined on a case by case basis.

15.23.7 PROCEDURE – OFFERS OF FINANCIAL DONATIONS

a) Council has partnered with the Bendigo Bank and the Avoca and Beaufort Community Banks in the formation of a Pyrenees Community Response Fund (the Fund) in preparation for a significant emergency event.

b) In the event of a significant emergency event requiring financial funds to be raised and distributed to impacted persons, the Fund will be administered by the Bendigo Bank. Council staff will be involved as part of a Committee in:

- Determining the need for a fundraising campaign; and

- Offering suggestions for distribution when requested.
c) Council will not take part in any direct receipt or distribution of monies.
d) Prospective cash or money donors should be referred to the Bendigo Bank in Avoca or Beaufort for further information on how to provide financial donations.

15.23.8   REFERENCE

Related legislation and regulation:
- Competition & Consumer Act 2010 (Commonwealth)
- Australian Consumer Law & Fair Trading Act 2012 (Commonwealth)
- Fundraising Act 1998 (Commonwealth)

Supporting Council procedures or other process documents:
- Municipal Emergency Management Plan
- Pyrenees Community Respond Fund Committee Terms of Reference

15.23.8.1   *Consultation and impact*

Pyrenees Shire Council is committed to consultation and cooperation between management and its employees. Council will formally involve elected employee health and safety representatives in any workplace change that may affect the health and safety of any of its employees.

Development of this procedure was conducted in consultation with relevant staff and consultative committees prior to approval.

It is considered that this Procedure does not impact negatively on any rights identified in the Charter of Human Rights and Responsibilities (2007).

15.23.9   DOCUMENT HISTORY

Version Number	Issue date	Description of change
1.0	July 2018	Initial release
2.0	September 2019	Revision to include management of financial donation offers
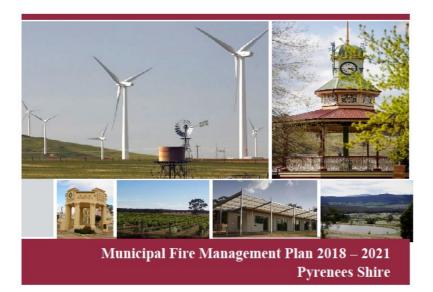
15.24 Pyrenees Municipal Fire Management Plan

Municipal Fire Management Plan 2018 – 2021
Pyrenees Shire
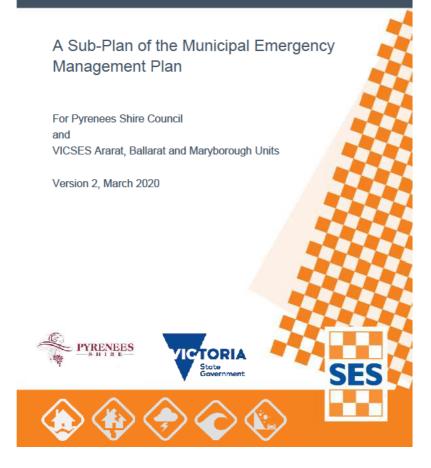
Pyrenees Shire
FLOOD EMERGENCY PLAN

A Sub-Plan of the Municipal Emergency
Management Plan

For Pyrenees Shire Council
and
VICSES Ararat, Ballarat and Maryborough Units

Version 2, March 2020

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Pyrenees Shire Council
HEATWAVE PLAN
2020

5.27 Amendment Record.

Amendment No.	Sections Amended	Issue Date
1.	Version 1 - Original Issue	17/10/2012
2.	Version 2 - Review and update	30/09/16
3.	Version 3 – Review and update	January 2020
4.	Version 4 – Review and update	April 2020
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		

Contents

Executive Summary

This Pyrenees SC Heatwave Plan has two functions:

1. It explains why heatwave preparedness is an essential part of the municipal emergency management planning process and;
2. Outlines a strategic action plan to minimise the adverse effects of extreme heat related events upon vulnerable members of the community.

Heatwaves have been experienced in the past and are forecast to increase in frequency and intensity in the future. In Victoria, during January and February 2009, the State experienced a heatwave with temperatures amongst the highest ever recorded. The Victorian Chief Health Officer estimated an additional 374 deaths occurred during this heatwave. The frequency and intensity of hot days and warm nights contributed to Victoria's death rate, predominately from heart attacks, stroke and heat exhaustion.

The impact of changing climatic conditions and the population health risk posed by heatwave conditions has prompted the Victorian Government to instigate heatwave planning measures through a local government platform. It is expected that every Council will have a Heatwave Plan in place and review it annually.

Adverse health effects of hot weather and heatwaves are largely preventable and this Heatwave Plan aims to form partnerships with other levels of government and local agencies to increase the resilience of the community and to ensure that solid plans are in place to respond to heatwaves in the future. This Heatwave Plan has been based on the *Heatwave Plan for Victoria, 2009-10, Protecting health and reducing harm from heatwaves* (State Plan), in conjunction with the *Victorian Department of Health and Human Services 'Heatwave Review Tool 2011'*, and outlines the internal operations of the Pyrenees SC during a heatwave, a public health communications strategy and the provision of community support.

The Pyrenees SC Heatwave Plan, as a sub plan of the Municipal Emergency Management Plan, sets out a range of strategies to:

1. Prevent heat related illness and mortality;
2. Educate and alert community members and organisations in relation to heatwave events and;
3. Assist the most vulnerable individuals within the community and the Pyrenees SC to maintain wellbeing during heatwave conditions.

The Heatwave Action Plan has three stages of implementation:

Stage 1: Heatwave Alert
Stage 2: Heatwave Response
Stage 3: Recovery and Review

The priority of this heatwave plan is to establish systems for the care of heatwave vulnerable population groups.

Section 1: Understanding Heatwaves

1.1 Climate Change

Australia and the globe are experiencing rapid climate change. Since the middle of the 20th century, Australian temperatures have, on average, risen by about 1°C with an increase in the frequency of heatwaves and a decrease in the numbers of frosts and cold days. Rainfall patterns have also changed - the northwest has seen an increase in rainfall over the last 50 years while much of eastern Australia and the far southwest have experienced a decline. Conservative predictions state that by 2030 that average rise will reach 2°C. The graph below, 'Average Number of Very Hot Days', shows the growing trend in the frequency of these extreme heat events. (Bureau of Meteorology, *'Impacts of climate change'*)
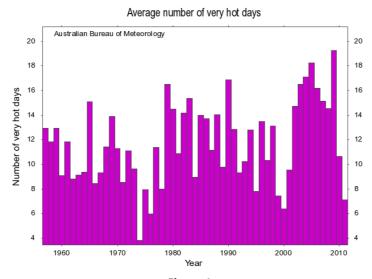

Figure 1:
Average number of very hot days BOM (2012)

As a direct result of advanced climate change, heatwaves are expected to increase in frequency and intensity in Victoria. The Victorian Climate Change Act (2010) affirms the risks of rising average temperatures and sets out planning guidelines which aim to reduce the impact of climate change drivers. A climate change 'Adaption Plan' is due to be released by the State Government in 2012. The implications for municipalities charged with the responsibility of planning for heatwave events are compelling.

1.2 What is a Heatwave?

Currently there is no universal definition of a heatwave although most describe such as 'a prolonged period of excessive heat'. The Victorian Department of Health and Human Services (DHHS) publication, "*The Population Health Impacts of Heat, 2011*" states, "There is no single, internationally accepted definition for a heatwave or period of extreme heat because similar temperatures can have different impacts on different communities at different times. Factors such as the demographic profile of a population, acclimatisation, humidity and urban design all play a role in determining the impact of extreme heat events on human health."

DHHS however, has developed a technical definition for extreme heat events specific to the State of Victoria. This is based on the lower temperature limit above which there is likely to be an impact on human health. This technical definition is described as the **'heat health temperature threshold'.**

Heat health temperature thresholds have been identified for Victoria, above which heat-related illness and mortality increases substantially. These thresholds are based on a range of evidence and information and differ across the state to recognise the higher temperatures experienced in northern parts of Victoria. There are three heat health temperature thresholds in Victoria that apply to three broad geographical bands or zones,1 running horizontally from east to west across the state.

The highest threshold (mean 34 °C) applies to the northernmost (warmest) area of Victoria and the lowest threshold (mean 30 °C) applies to the more southern (coolest) areas of the state. Pyrenees Shire has been places in the *Southwest District* for Heat Health Alerts.

> *The 'heat heath temperature threshold' for The Pyrenees Shire has been calculated at a mean of 30°C*

This mean temperature threshold is calculated by adding the forecast maximum and minimum temperatures and dividing by two.
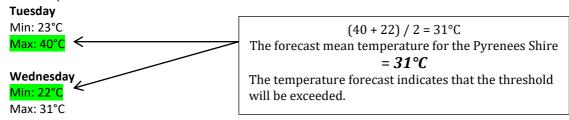
For example - (38° + 22°) / 2 = 30°C
The threshold for the Southwest District, and hence the Pyrenees Shire, = Mean of 30°C

> *Any calculation which is equal to or exceeds this mean threshold is classified as a heatwave and activates the Pyrenees SC Heatwave Action Plan.*

The threshold set for the Pyrenees Shire is exceeded when the mean of the forecast daily maximum and the forecast daily minimum for the following day on any given day is greater than 30°C.

An example of this calculation where the mean heat threshold is exceeded is demonstrated below:

Tuesday
Min: 23°C
Max: 40°C

Wednesday
Min: 22°C
Max: 31°C

(40 + 22) / 2 = 31°C
The forecast mean temperature for the Pyrenees Shire
= 31°C
The temperature forecast indicates that the threshold will be exceeded.

DHHS operates a heat health alert system for Victoria each summer. This involves monitoring temperatures in each of the weather forecast districts and issuing heat health alerts when forecast temperatures are predicted to equal or exceed respective heat health temperature thresholds

Pyrenees Shire has two temperature zones –The Avoca area north of the dividing range and Beaufort area south of the range. Experience has shown that the Avoca area can exceed the heatwave threshold while the Beaufort end will not resulting in this action plan predominantly being activated for the Avoca area.

1.3 Impacts of Heatwaves

As temperatures exceed the 'heat health temperature threshold' there will be a range of impacts on Council, staff and the community. The range of potential impacts includes:

- A significant loss of life and injury;
- Increase in staff absenteeism;

- Substantial population displacement from non-urban areas;
- Decrease in economic activity, especially for street side shops and outdoor markets;
- Disruption to public transport;
- Stress to parks and gardens;
- Short term power blackouts or brownouts;
- Increased demand on medical and community facilities and services;
- Increased probability of fire; and
- An increase in severity of consequences of other emergency events if they transpire.

Although all of the potential impacts listed above require the attention of municipal emergency management planners, *it is the direct impact on the health of council staff and community members that is the primary focus of this plan.*

Heatwaves are often seen as a passive threat, unlike fire or flood, but have caused a number of deaths as reflected in Brisbane, January 2000, when 22 people died and 350 required hospitalisation. More recently, as stated in the Executive Summary, in Victoria during January and February 2009, the State experienced a heatwave with temperatures amongst the highest ever recorded (highest max being 48.8°C in Hopeton). The Chief Health Officer estimated an additional 374 deaths occurred during this heatwave. Heat related deaths are underreported so the full impact of heatwaves are never really known with the incident of cardiac events increasing when a person is heat stressed.

Cardiovascular disease (CVD) is the leading cause of death in Australia and was the underlying cause of death in 43,946 Australian deaths in 2012 (30% of all deaths), according to the AIHW National Mortality Database. It was an associated cause of death in a further 37,558 deaths. Where CVD was listed as underlying cause of death:

- 46% were due to coronary heart disease (CHD)
- 19% were due to stroke
- 10% were due to heart failure and cardiomyopathy (Figure 1).

Source - http://www.aihw.gov.au/cardiovascular-disease/deaths/

Extremely high temperatures are not the always the issue

But the temperature does not have to reach the peaks of Hopeton 2009 (48.8°C) to have a fatal impact. It depends on the temperature's variation from the norm. For example, in August 2003, a heatwave in Europe (with cooler averages than Victoria) illustrated the vulnerability of people to summer temperatures at the upper end of the average range. It is estimated that between 22,000 and 35,000 excess deaths occurred in a two-week period during this heatwave. This was an extraordinary heatwave impact. Although heatwaves suggest extremes in heat, increased mortality and morbidity can occur at more modest temperatures, which occur more frequently.

Compounding factors

Additionally, there are compounding factors to very hot days which need to be considered. These include:
- The 'heat island effect' in urban and suburban areas where many common construction materials absorb and retain more of the sun's heat. The influence on the temperature is normally more pronounced at night than during the day; and

- Infrastructure failure and other natural emergencies can place additional stress on the community, economy and community services. Power outages, for example, will impair people's ability to run air conditioners and refrigerate food. Likewise, councils may be unable to access information stored electronically. This situation only magnifies the stress on the community.

The impacts of a heatwave can be devastating upon individuals and communities. How can Municipalities mitigate those impacts and help those members of the community most at risk?

1.4 Vulnerable Population Groups

The plan first needs to identify those greatest at risk. The Victorian Department of Health and Human Servicespublication, "*The Population Health Impacts of Heat, 2011*" states, "Heatwaves, or brief periods of extreme heat, can affect anyone in the population. However, there are certain groups of people who are more susceptible to the health impacts of heat than others, including older people, infants/young children, those with existing medical conditions and people taking medications that may affect their reaction to heat."

The key points of the study conducted by DHHS on vulnerable population groups are:
- People aged 65 years or over were four times more likely to present to a hospital emergency department in Melbourne with a heat-related condition than people from any other age group;
- People born in Australia were more likely to present to a hospital emergency department in Melbourne with a heat-related condition, than people born overseas;
- People who lived alone in a private residence were more likely to present to a hospital emergency department in Melbourne with a heat-related condition than people living in other types of accommodation or living arrangements; and
- Those less likely to present to a hospital emergency department in Melbourne with a heat-related condition included the very young and those living in residential aged care facilities.

The study also listed population groups who are susceptible to extreme heat events and these include:
- people who work in hot environments or are physically active outdoors (such as outdoor council workers, gardeners and labourers);
- people who have a mental illness, particularly those on medication (antidepressants or antipsychotics);
- people with problematic alcohol or other drug use such as amphetamines;
- people with an illness or infection that causes dehydration or fever;
- people with cognitive impairment who may not be able to identify or communicate their discomfort or need for water;
- people who have trouble moving around (such as those who are bed bound or in wheelchairs)
- people who are overweight or obese;
- pregnant women, breastfeeding mothers, babies and young children;
- people with health conditions that impair sweating including people with heart disease, dehydration, extremes of age, skin disorders (including sunburn, prickly heat and extensive scarring from burns), congenital impairment of sweating, cystic fibrosis, quadriplegia and scleroderma;
- people who are unable to acclimatise;
- homeless people;
- people who are dehydrated;
- people of low socioeconomic status;
- people who live alone or are socially isolated;
- people with low cardiovascular fitness; and
- non-English speaking people who may not be able to understand heatwave announcements or who have reduced access to appropriate health or support services.

Clearly, the elderly are the highest risk group to heatwaves in the community. It is important that heatwave planners understand why and factor that into their planning.

Why are older people at such a high risk during heatwaves?

The Victorian Government publication, (2010), 'Residential Aged Care services Heatwave Ready Resource' gives the following reasons:

- Older people have a reduced ability to adapt to summer heat and are more prone to heat stress. They are more likely to have a combination of factors, including the effects of ageing, chronic medical conditions and disability, taking prescribed medication, and social factors;
- Age-related changes can reduce the sweating response to hot weather and older people may not drink enough to keep themselves hydrated; and
- Chronic illnesses associated with an increased risk of death during heatwave occur more often in older people. These illnesses and the medications used for their treatment may affect normal responses to heat, mobility, and awareness of a hot environment or the ability to care for oneself. Many older people live alone and are unable to reach help during a heatwave.

Each municipality has their own unique population profile which means the Pyrenees SC will need to understand what that means before identifying all of their vulnerable population groups within their municipal boundaries. It also need to understand what it's planning responsibilities are.

Section 2: Heatwave Planning Responsibilities

Municipalities have three compelling reasons why they need to plan for heatwaves. These are:

1. Victorian State legislation requires them to do so;
2. Councils have a duty of care for those they provide direct support services to, their staff and the broader community; and
3. They know their communities better than any other organisation.

Victorian Government Legislation

The Emergency Management Act 1986 and 2013 requires Council to have arrangements in place to prevent, respond to and recover from any emergencies that could occur within the municipality. In addition the Public Health and Wellbeing Act 2008 states that Council's function is to 'seek to protect, improve and promote public health and wellbeing within the municipal district.' That includes the staff employed by the Pyrenees SC.

With direct communication links to the community, and access to specialised local knowledge, people naturally seek help from the Council and emergency management agencies during emergencies including being part of the recovery process. In Victoria, natural events like heatwaves constitute an emergency under the Emergency Management Act 1986 and 2013. The Emergency Management Manual Victoria (EMMV) details the emergency roles and responsibilities for agencies in relation to the prevention, mitigation, risk reduction, response and recovery components of emergencies.

Utilising existing Council planning frameworks, most notably Municipal Public Health Plans and Municipal Emergency Management Plans, the Victorian Heatwave Strategy underlines the fact that municipal councils are the closest level of government to communities, and have access to local knowledge about the demographic, social and human service features of their area.

Section 3: Achieving Heatwave Readiness

Heatwave readiness is achieved through planning and preparation. This section outlines the process the Pyrenees SC has followed to achieve heatwave readiness.

3.1 Developing the Heatwave Plan

Under the Victorian legislation requirements, the Pyrenees SC acknowledges its responsibility to develop a Heatwave Plan. This plan was last reviewed and update in April 2020.

This plan describes a coordinated response to prevent the adverse effects of extreme heat on their staff and the local community. It is envisaged that as a result of a collaborative planning process led by Council, key stakeholders will:

In the short term:
- Have arrangements in place to reduce the impact of a heatwave on Council staff and the community;
- Increase the understanding of heatwave planning and management across Council and key external stakeholders;
- Develop partnerships and collaborative arrangements with stakeholders, community service and health providers to better respond to heatwaves; and
- Increase understanding of heatwaves in communities so as to increase their capacity to respond during a heatwave event.

In the longer term:
- Develop a sustainable behavioural change to minimise the impacts of heatwaves on health and wellbeing; and
- Promote climate adaption in residential and public space planning and development.

To do that, the heatwave planners need to first identify their vulnerable population groups.

3.2 Pyrenees Shire Community Profile

Pyrenees Shire covers a rural area of 3,500 square kilometers, with a population more than 7000 people (ABS 2016). The Shire has a number of relatively isolated communities scattered across the area, with 2 main towns being Avoca in the north and Beaufort in the south of the shire. Pyrenees Shire has the third lowest SEIFA score (943.9) in the State, based on the 2006 'Socio-Economic Indexes for Areas'.

Aging population above the state average percentage

It is predominantly a rural and agricultural community with an aging population, as a comparison between the 2006 and 2001 Census demonstrates. The major differences in 2006 between the age structure of Pyrenees Shire and Regional Victoria were:
- ➢ A larger percentage of 60-69 year olds (13.5% compared to 9.4%);
- ➢ A larger percentage of 50 to 59 years old (17.5% compared to 13.7%).

This is also observed in the comparison between the 2006 and 2001 Census within the Shire, which reflects an aging population as follows:
- ➢ A larger percentage of 85 years and over (2.0% compared to 1.1%);
- ➢ A larger percentage of 70 – 84 years old (10.5% compared to 8.4%):
- ➢ A larger percentage of 60-69 year olds (13.5% compared to 10.8%);
- ➢ A larger percentage of 50 to 59 years old (17.5% compared to 13.0%).

Very high percentage of Aged Care clients

Aged Care clients aged 0-69 per 1,000 target population represent 683.2 individuals in the Pyrenees Shire, compared to 257.3 in the Victoria measure, ranking Pyrenees Shire the 8th highest in Victoria.

Aged Care clients aged 70 and over per 1,000 target population represent 588.9 individuals in Pyrenees Shire compared to 368.3 in the Victoria measure ranking Pyrenees Shire 6th highest in Victoria.

NOTE: A major factor in the delivery of services in rural areas is the difficulty people have in accessing public transport to medical and social support opportunities.

The aging profile of the Pyrenees Shire, as demonstrated in the statistics above, highlights the presence of a large group of residents who are vulnerable to heatwave stress.

Other vulnerable groups within the Pyrenees Shire

- pregnant women, breastfeeding mothers, babies and young children;
- people who work in hot environments or are physically active outdoors (such as outdoor workers, gardeners and labourers);
- people who live alone or are socially isolated;
- people who have a mental illness, particularly those on medication (antidepressants or antipsychotics);
- people with cognitive impairment who may not be able to identify or communicate their discomfort or need for water;
- people who have trouble moving around (such as those who are bed bound or in wheelchairs);
- people who are overweight or obese;
- people of low socioeconomic status; and
- people with low cardiovascular fitness
-

The Pyrenees SC have direct responsibility for some of the vulnerable groups within the community (such Pyrenees Community Care clients and Council staff), but there are a range of external agencies which also care for many of these vulnerable groups. This heatwave plan includes a collaborative partnership approach to achieving heatwave readiness.

3.3 Heatwave Stakeholders and Partners

Pyrenees SC departments (internal) and agencies/community organisations (external) that either, have responsibility for people who are vulnerable to heatwave events, or have the capacity to assist with the implementation of the heatwave mitigation strategy and heatwave response include the following:

Internal (Stakeholders)

- Communications;
- Environmental Sustainability;
- Pyrenees Community Care;
- Early Years – Maternal & Child Health, Immunisations, Supported Playgroups;
- Community Safety and Local Laws;

- Public Health;
- Libraries;
- Infrastructure Services;
- Outdoor work staff
- Emergency management staff
- Frontline Services

- Economiv Development and Tourism
- Planning and Development Services
- Community Development and Recreation

External (Partners)
- Family Day Care;
- Child Care Centres;
- Pre-schools
- Health Services
- Aged Care Providers;
- Community Health Services; and
- Disability Service Providers

Contact information for each stakeholder and partner is kept and maintained by the **'Manager Community Wellbeing', Pyrenees SC.**

3.4 Heatwave Mitigation Strategy

The heatwave mitigation strategy aims to minimise the impact of heatwave events upon the vulnerable population groups. This can be achieved by collaboratively undertaking the following actions:

3.4.1 Community Education

The Pyrenees Shire Council will develop and implement a Community Education Plan. This can be done in parallel with existing bushfire preparedness community education activities.
ACTION: *Heatwave information leaflets are to be distributed at community bushfire preparedness forums. This information can also be included in community newsletters and provided to community groups, centres and partner organisations.*

3.4.2 Training of Pyrenees Community Care Staff

The elderly, and people with disabilities, are one of the most vulnerable groups in a heatwave, and also often depend heavily or interact regularly with social services, particularly through the PCC program.

The Pyrenees SC undertakes to do the following:

- The Australian Red Cross provides preparedness training to support agencies that work with clients and this service will be used where possible;
- Encourage institutions and facilities accommodating vulnerable populations and service providers to train staff who have a role to play during heatwaves and to train workers to recognise the signs of heat-related illness; and
- Council will provide training to its Home Community Care workforce to ensure that they provide accurate and timely advice and encouragement to clients and can recognise the signs of heat relating illness and what to do in the event of an emergency.

ACTION: *The Pyrenees Community Care Team Leader will facilitate simple issue training and discussion for Pyrenees Community Care staff at team meetings. Having staff well informed is one of the simplest and most effective ways to assist the elderly to manage in the heat.*

3.4.3 Support Plans

A range of support plans need to be developed for both the Council and its partner organisations. These include:

- Agencies and stakeholders identify heatwave vulnerable clients and develop support plans for coping in heatwave conditions

- Promote a collaborative approach to developing a plan which supports socially isolated residents who are not connected to formal service networks.

  ACTION: Pyrenees SC have developed a register of vulnerable residents who will be contacted during a heatwave(or any other emergency). **This register sits with the Pyrenees Community Care Quality & Review Co-ordinator.**

- Promote the importance of heatwave planning across all council departments so that staff welfare is at the forefront of the heatwave response plan.

  ACTION: Pyrenees SC have developed polices for staff working in heat. The PSC will promote the application of these policies across Council activities during December management meetings and on the Intranet.

- Develop organisational capacity to support the heatwave plan implementation.

  ACTION: Managers and their staff are trained by the Emergency Management team in the heatwave response plan and allocated positions of responsibility.

3.4.4 Cooling Centres

A **cooling center** is an air-conditioned public space set up by local authorities to temporarily deal with the health effects of a heat wave. **Cooling centers** are meant to prevent hyperthermia caused by heat, humidity, and poor air quality.

The Pyrenees SC has identified four community facilities which can act as a cooling centre for residents in need. Information on these facilities can be viewed in

3.4.5 Pyrenees SC Contingency Plans

In the event of an emergency, such as a heatwave, it is the role of local government to ensure the continuation of essential services to the community. Ensuring business continuity during heatwaves in order to protect or support clients, staff and the community is a high priority.

The Pyrenees SC have business continuity plans in place in the event a major or prolonged heatwave event occurs. The impact on Council operations will be significant during a heatwave, especially as Council is likely to be in a high fire danger period when most heatwaves are declared. All departments will be affected by people's willingness and/or ability to go outside and do their job. Council departments that have outdoor staff, provide community services or staff who manage community facilities will be the most affected.

Power brown outs, where power companies limit power supply to areas of the municipality on a rotating basis to manage exceptionally high demand, are likely and will affect most homes and businesses in an impacted area. An extreme event with prolonged power outages, especially a blackout which is an uncontrolled outage due to infrastructure or system failure, will severely affect everyone.

Staff absenteeism is likely to be one of the primary impacts that are likely to affect the functioning, and hence the business continuity of the Pyrenees SC. This could be due to:
1. Looking after sick or vulnerable relatives or friends;
2. School closure (particularly for staff in bush fire vulnerable areas) requiring parents to look after their children;
3. Heat stress due to heat exposure or lack of sleep during hot nights;
4. Attending to bushfire threats – primarily for staff living in bush fire areas, but may include other responsibilities like CFA volunteers; and
5. Traffic management issues.

In an extreme heat event, Business Continuity planning may well be triggered - see documents- Business Continuity Plans. These can be located on the PSC internal network drive:

3.4.6 Town Planning

Pyrenees SC is incorporating heatwave planning into existing plans and encourages community planning groups to assess their local areas and address local heatwave issues. Council will encourage community projects which incorporate elements that reduce the effect of heat on residents and event patrons.

Examples of possible urban environment adaption measures include:
- Installation of water bottle filling stations and bubble taps;
- Promotion of thermally protective building codes;
- Promotion of insulation purchase and installation schemes;
- Increase of shady areas including shady seating areas and shady parking spaces;
- Increased tree planting; and
- Heatwave provisions for staging of major events.

3.5 Heatwave Communications Strategy

Elements of the Communication Strategy

Effective communications are a key component of responding to a heatwave. Raising the level of awareness results in better heat health management, as well as assuring people that the Council is taking effective and informed action. Internal communications are just as important to ensure that staff look after their health and are able to effectively communicate heat health messages to the community.

This strategy promotes:
- Preparation of materials and communications before heatwaves are likely to occur;
- Heat health messages during summer;
- Heatwave communications during an event;
- Follow up media to encourage people to take action over the cooler months;
- Staff information and FAQ's; and
- Internal communication of OH&S procedures and heat policies.

Communicating heat health messages to Council staff is a critically important part of the communications strategy. This is particularly so in an emergency situation

Key messages

Media releases can be written as needs arise, but should reinforce the heat health messages promoted by the Department of Health and Human Services and work in with bushfire messaging. The key messages to promote are:

- ➢ **Keep the home cool** (retrofit, close out the heat/open when cooler, utilise the coolest rooms, turn off non-essentials);
- ➢ **Keep out of the heat** (if you have to go outside, go early or late in the day, change schedules if needed, move to a cooler place if required e.g. other people's homes, cooler public spaces);
- ➢ **Keep the body cool and hydrated** (light loose clothes, damp cloth or shower, spray water, drink plenty of water);
- ➢ **Help others if you can** (visit or call vulnerable friends and family, volunteer to be the person on a care plan);
- ➢ **Know what to do if you have a health problem** (know danger signs, medication care, what to do in an emergency); and
- ➢ **Know what to do when others feel unwell** (know the danger signs, medication care, what to do in an emergency).

The Department of Health and Human Services also has brochure templates and files containing heat health information for individuals to take care of themselves and look out for family, friends and neighbours who may need help coping with the heat.

Section 4: Pyrenees Heatwave Action Plan

Stage 1: Heatwave Alert

Upon receiving a heat alert notification the Heatwave Coordinator (MRM) or Deputy Heatwave Coordinator will implement the communications plan informing all internal stakeholders and external partners.

Pyrenees Shire Council	External Partners
The Department of Health and Human Services Fact Sheet titled *'Public Health Information – Preventing Heat-Related Illness'* will be attached to external communication messages. External agencies will be requested to distribute the information to their staff and network of contacts and place their heat health support plans on standby.	Partner organisations place their heat health support plans on standby.
Team Leaders Pyrenees Community Care, Early Years will ensure that Pyrenees Community Care and and Early Years staff and volunteers, who have existing relationships with people vulnerable to heat related illness, place their heat health support plans on standby.	Partner organisation maintain a regular communication line with the PSC Heatwave Coordinator
Pyrenees SC staff will be provided with general information to deal with enquiries from the general public regarding heatwaves. This will include details of state government websites and contact numbers.	
Pyrenees SC implements 'Heatwave Hotline'. Members of the public will be referred to the Heatwave Coordinator or Environmental Health Officer for more specialised public health information where required.	
Pyrenees SC reviews BOM website reports three times a day via mobile devices using the Weather Zone application	

Stage 2: Heatwave Response – threshold triggered

Pyrenees SC alerts registered organisations of the threshold being '**triggered'** as per the Communications Plan.

As well as the Heat Health Threshold being exceeded, Pyrenees SC's Heatwave Plan shall be 'activated' in part or in its entirety if any one of the following conditions are met:
- at the request of the Control Agency;
- at the request of the Police Municipal Emergency Response Coordinator or Police Divisional;
- Emergency Response Coordinator;
- at the request of the Council's Chief Executive Officer ;
- at the request of the Municipal Emergency Resource Officer; and
-

In the event of an emergency, such as a heatwave, it is the role of local government to ensure the
continuation of essential services to the community. Ensuring business continuity during heatwaves in order to protect or support clients, staff and the community is a high priority.

Upon full activation of this Response Plan, at the earliest opportunity the following will be undertaken:

Pyrenees Shire Council	External Partners
Either the MRM or MEM will inform Council's Chief Executive Officer that the Council's Heatwave Plan have been 'activated'.	Partner organisations implement their heat health support plans
A meeting of Council's Emergency Management Group may be convened by the Municipal Emergency Management Group and/or Council's Heatwave Coordinator.	Partner organisation maintain a constant communication line with the PSC Heatwave Coordinator
Pyrenees Community Care staff implement their heat health support plans. Identified vulnerable citizens are contacted.	
Cooling centres activated	
Pyrenees SC increases local media campaign and capacity of Council heatwave hotline	
Pyrenees SC implements business continuity plans if	

required.	
Ensure that health information and support is readily available to the community, vulnerable population groups and their carers during a heatwave; and provide a coordinated emergency response to heat events so as to increase effectiveness.	

Stage 3: Recovery and Review

Once the heatwave event has abated, the response arrangements are deactivated and the recovery and review process is implemented. The following is undertaken:

Pyrenees Shire Council	External Partners
Pyrenees SC maintains a community response to community members who were most affected, providing assistance to restore their emotional and physical wellbeing .	External partners maintain a community response to community members who were most affected, providing assistance to restore their emotional and physical wellbeing .
Pyrenees SC l deactivates heatwave response. Messages will be sent to all stakeholders and partners and advised to deactivate heatwave plans.	Instigate education to increase resilience in preparation for future heatwaves
Local media campaign is reduced	Partners instigate debrief sessions with staff . and a review of the heatwave planning effectiveness. Was the service equipped with sufficient knowledge to carry out their responsibilities? Identification of gaps or deficits in the service, and what worked well is recorded and shared.
Stakeholder debrief session held within 7 days if required	
Instigate education of Pyrenees Community Care staff and clients to increase resilience in preparation for future heatwaves	
Facilitation of a stakeholder review session within 28 days of the cessation of the heatwave emergency, to review heatwave management outcomes.	
Facilitate the sharing of agreed learning's from the time the first heat alert was issued .	

Impact and effectiveness of the plan is reviewed annually each winter	

Pyrenees Community Care Heatwave Guide

Supporting people in their homes during a heatwave

What is a heatwave?

A heatwave is a period of extremely high temperatures that impact negatively upon the health of a community. In Nillumbik this is defined as a 24 hour period where the average day/night temperature is 30⯑C or more.

In January 2009, 374 additional deaths were recorded during the heatwave in Victoria. This was an increase of 62% over what would have normally been expected for that time of year.

Why are we developing a heatwave strategy?

The DHHS, guidelines, October 2009 says that: *"The department of Health is preparing for potential emergency situations in the next summer season. These may occur as a result of bushfires and/or extreme weather events. Aged Careproviders support a diverse client group of frail older people and younger people with moderate, sever or profound disabilities and their careers.*

It is expected that most people in this group will simply need to be prompted with information about how to care for themselves in heatwave conditions and be provided with information about how to develop a personal emergency management plan. It is expected that they will take action on their own behalf or with the assistance of relatives, friends or neighbours to develop a personal emergency management plan and to care for themselves appropriately in a heatwave.

Services should prompt clients to take this action and supply them with relevant information ...Organisations should encourage their staff to prompt all clients to identify their risk, to plan for what they will do in an emergency or extreme weather event and to discuss their plan with family, friends and neighbours so that it is realistic and able to be implemented." (p 25)

What are the risks?

In a severe heatwave you may get dehydrated and your body may overheat. If you already have a heart or respiratory problem, this may make your symptoms worse. Additionally, it can cause heat exhaustion or heatstroke. Keeping yourself cool will reduce the risk of illness. If you start to feel unwell, it is important to seek medical advice as soon as possible. The symptoms of heat exhaustion include headaches, dizziness, nausea and vomiting, muscle weakness or cramps, pale skin, and a high temperature. You should move somewhere cool and drink plenty of water or fruit juice. If you can, take a lukewarm shower, or sponge yourself down with cold water.

Heatstroke can develop if heat exhaustion is left untreated, but it can also occur suddenly and without warning. Symptoms include headaches, nausea, an intense thirst, sleepiness, hot, red and dry skin, a sudden rise in temperature, confusion, aggression, convulsions and loss of consciousness. Heatstroke can result in irreversible damage to your body, including the brain, or death.

Who is at risk?

The heat can affect anyone, but some people run a greater risk of serious harm. These include:

- Older people;
- Babies and young children;
- People with serious mental health problems;
- People on certain medication;
- People with a serious chronic condition, particularly breathing or heart problems;
- People who already have a high temperature from an infection;
- People who misuse alcohol or take illicit drugs;

- People with mobility problems; and
- People who are physically active, like manual workers and sportsmen and women.

Factors which increase the risk:
1. An inability to adapt your behaviour to extreme heat;
2. Social isolation;
3. A home that you cannot cool; and
4. Health conditions which are worse in extreme heat

What should you do?
If you or your client has any of the above heat related illnesses, whatever the underlying cause of heat related symptoms, the treatment is always the same – ***move the person to somewhere cooler and cool them down.***

Mostly it's a matter of common sense. Listen to your local weather forecast so you know if a heatwave is on the way and plan ahead to reduce the risk of ill health from the heat.

If the power is out
Often heatwaves and power outages occur together. Remember that if the power goes out, air conditioners, fans, lights, fridges and freezers won't work, making it hard to keep cool and ensure that foods don't spoil. Also, radios and walk-around telephones may not work if they need power making it very hard to contact clients to make sure that they are coping with the heat.

How to look after yourself and others:

1. Keep out of the heat
- If a heatwave is forecast, try and plan your day in a way that allows you to stay out of the heat;
- If you can, avoid going out in the hottest part of the day (11am – 3pm);
- If you can't avoid strenuous outdoor activity, like sport, DIY, or gardening, keep it for cooler parts of the day, like early morning or evening;
- If you must go out, stay in the shade. Wear a hat and light, loose-fitting clothes, preferably cotton; and
- If you will be outside for some time, take plenty of water with you.

2. Stay cool
- A loose damp cloth or scarf on the back of the neck, or spraying or splashing your face and the back of your neck with cold water several times a day can help keep you cool;
- Stay inside in the coolest rooms in your home as much as possible;
- Reduce heat from sunlight coming through the windows. External shading, e.g. canvas blinds are best. Internal blinds or curtains can also help, so keep them drawn during the hot parts of the day;
- Keep windows closed while the room is cooler than it is outside. Open windows when the temperature inside rises above the outside temperature. It is also helpful to open windows at night for ventilation. If you are worried about security, a security screen door will allow breezes through your house at night, or open windows on the first floor and above;
- Indoor and outdoor plants will help keep your home cool due to evaporation and the shading from trees and bushes; and
- Take cool showers or baths.

3. Drink regularly
- Drink regularly even if you do not feel thirsty – water or fruit juice are best;
- Try to avoid alcohol, tea and coffee. They make dehydration worse; and

- Eat as you normally would. Try to eat more cold food, particularly salads and fruit, which contain water.

4. Seek advice if you have any concerns

- Contact Nurse on Call, your doctor, a pharmacist if you are worried about your health during a heatwave, especially if you are taking medication, if you feel unwell or have any unusual symptoms;
- Watch for cramp in your arms, legs or stomach, feelings of mild confusion, weakness or problems sleeping. If you have these symptoms, rest for several hours, keep cool and drink water or fruit juice; and
- Seek medical advice if they get worse or don't go away.

Remember, heatstroke can kill. It can develop very suddenly, and rapidly lead to unconsciousness. If you suspect someone has heatstroke, call Nurse on Call (1300 6060 24) or 000 immediately.

5. Helping others

If anyone you know is likely to be at risk during a heatwave help them get the advice and support they need. Older people living on their own should be visited daily to check they are OK.

6. While waiting for the ambulance

- If possible, move the person somewhere cooler;
- Increase ventilation by opening windows or using a fan;
- Cool them down as quickly as possibly by loosening their clothes, sprinkling them with cold water or wrapping them in a damp sheet;
- If they are conscious, give them water or fruit juice to drink; and
- Do not give them aspirin or paracetamol.

Adapted from:
Heatwave a guide to looking after yourself and others during hot weather, NHS (2008),
United Kingdom, www.dh.gov.uk/publications, © Crown copyright 2008

– Working in Heat – Pyrenees Community Care staff
Version: 4.0   Last modified: 08/04/2020   File no: com-2011-19
Responsible officer: Manager Community Wellbeing   Next Review: 03/04/2024

PURPOSE

To minimise the risk of injury to Pyrenees Community Care   staff when in the work place , during hot weather conditions;

To provide Pyrenees Community Care staffs with procedures that reduce exposure to heat stress associated with unusually high temperatures.

SCOPE

1.   Pyrenees Community Care Staff

This Working in Heat Procedure applies to all Pyrenees Community Care staff:

It requires employees working in their allocated workplace to be able to identify symptoms of illness caused by heat exposure, to apply first aid processes, and to determine whether further medical assistance is required.

A support staff member is defined as an employee, who, in the course of their duties is required to work in the homes of consumers of Pyrenees Community Care services.

2.   Pyrenees Community Care Services

This Working in Heat Procedure applies to the following Pyrenees Community Care services delivered by Pyrenees SC:

▢ Domestic Assistance;
▢ Personal Care;
▢ Respite Service ;
▢ Delivered Meals including Community Meals;
▢ Unaccompanied Shopping;
▢ Transport Services;
▢ Home Maintenance (Minor) Services; and
▢ Home modifictions (contractor's responsibility)
Social Support Groups

It will include:

Encourage staff to participate in work health checks

Rostering adjustments to ensure all Pyrenees Community CareP services have been delivered by 1 pm of the heat emergency

Rostering to ensure at risk Early Years clients are contacted by telephone and not visited on site

The Pyrenees Community Care Quality & Review Co-ordinator contacts all clients on Vulnerable Clients List to advise of cooling options, reminders for hydration and or Fire Plan considerations.

Cooling Centres

A **cooling center** is an air-conditioned public space set up by local authorities to temporarily deal with the health effects of a heat wave. **Cooling centres** are meant to prevent hyperthermia caused by heat, humidity, and poor air quality.

The Pyrenees Shire has identified the following cooling centres:
Beaufort Community Resource Centre
- Indoor;
- Air conditioned;
- Water available;
- Tea and coffee making facilities available;
- Within walking distance to shops;
- Internet facilities available; and
- Open business hours only.

Beaufort Swimming Pool
- Outdoor facility;
- Some shaded areas;
- Life Guards on duty
- Toddler and adult pools; and
- Pool to remain open until 9pm on days of extreme heat.

Avoca Information & Community Centre
- Indoor;
- Air conditioned;
- Water available;
- Tea and coffee making facilities available;
- Within walking distance to shops;
- Internet facilities available; and
- Open business hours only

Avoca Swimming Pool
- Outdoor facility;
- Some shaded areas;

- Life Guards on duty
- Toddler and adult pools; and
- Pool to remain open until 9pm on days of extreme heat.

Activation Process:

1. Heatwave forecast received by MRM
2. Managers of the facilities identified as cooling centres notified.
3. Manager's roster staff to ensure adequate staff available at cooler places.
4. Customer Service Staff notified of Cooling Places.

PYRENEES SHIRE COUNCIL
PANDEMIC PLAN 2020

15.28.1   AMENDMENT RECORD

Amendment Number	Amendment	Issue date
1	Version 1.0 – original issue	17.10.2009
2	Version 2.0 – Complete rewrite	18.01.2016
3	Version 3.0 – Review and update	07.11.2018
4	Version 4.0 – Complete rewrite	20.02.2019
5	Version 5.0 – Review and update	24.03.2020

1　Contents

15.28.2   DEFINITIONS

Epidemic	A sudden increase in the incidence of a disease affecting a large number of people over a large geographic area
Influenza (flu)	A highly contagious disease of the respiratory tract, caused by the influenza virus
Novel virus	A virus that has never previously infected humans, or has not infected humans for a long time and likely that almost no-one will have immunity or antibodies to protect them against the virus
Pandemic	Epidemic on a global scale
Social distancing	A community-level intervention to reduce normal physical and social population mixing in order to slow the spread of a pandemic throughout society. Social distancing measures include school closures, workplace measures, cancellation of mass gatherings, changing public transport arrangements and population movement restrictions

15.28.3   INTRODUCTION

15.28.3.1   Background

A pandemic creates a public health emergency with political, social and economic effects. The Pyrenees Shire Council (Council) Pandemic Plan is a sub-plan of the Municipal Emergency Management Plan (MEMP).

15.28.3.2   Purpose

The purpose of this plan is to:

- Work in line with the Victorian Action Plan for pandemics and other relevant documents;
- Assist in minimising the impacts of a pandemic on the community; and
- Provide support and relief / recovery assistance throughout and following a pandemic.

15.28.3.3   Objectives

The objectives of this plan are:

- **Preparedness** – have arrangements in place to reduce the pandemic impact;
- **Containment** – prevent or slow transmission, implement infection control measures, provide support services to people who are isolated or quarantined within the municipality;
- **Maintain essential municipal services** – provision for business continuity in the face of staff absenteeism and rising demand on local government services;
- **Mass vaccination** – assist in providing vaccination services to the community if a vaccine becomes available;

- *Communication* – develop media and communication messages, in line with whole of government messages, to inform the community and staff of any changes to normal municipal service delivery; and

- *Community support, relief and recovery* – ensure a comprehensive approach to emergency relief and recovery planning in the MEMP, with specific focus on a pandemic.

15.28.4   SECTION 1: PANDEMIC PLANNING

15.28.4.1   *Vulnerable groups / people*

The *Australian and Victorian Health Management Plans for Pandemic Influenza* identify at-risk groups and those with special needs because they may be especially vulnerable during a pandemic.

The Victorian Plan provides operational guidance for organisations and facilities that play important roles to help minimise potential adverse health consequences of a pandemic, including:

- Local government – to develop a pandemic plan for their municipality;
- Emergency services; and
- Organisations that engage with:
  - o Children, and where children gather – e.g. schools and childcare
  - o People who live in residential facilities, including residential aged care and disability accommodation services
  - o Custodial facilities

Councils have three compelling reasons why they need to plan for pandemics. These are:
  a) Victorian State Legislation requires them to do so;
  b) Councils have a duty of care for those they provide direct support services to, their staff and the broader community; and
  c) They know their communities better than any other organisation.

15.28.4.2   *Business continuity planning*

Organisations should enhance their business continuity plans to prepare for the direct impacts of extended staff absences during a human pandemic (potentially 40% during the peak of a pandemic[1]). The Pyrenees Shire Council (Council) has a Business Continuity Plan which includes a strategy to address large numbers of staff absences and an operational appendix[2] based upon practical experience in the COVID-19 pandemic in 2020. This Business Continuity Plan is a sub-plan of Council's MEMP.

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[1] Victorian Health Management Plan – Pandemic Influenza 2014
[2] COVID-19 Business Contingency Plan 2020

15.28.5 SECTION 2: VACCINATION GUIDELINES

Advice on the process of mass vaccination is provided in the *Mass Vaccination Guide*, which forms Appendix 2 of the *Victorian Health Management Plan for Pandemic Influenza.* The guide was developed to provide advice to organisations undertaking vaccination during a pandemic, as well as those setting up mass vaccination centres. The *Victorian Action Plan for Pandemic Influenza 2015* is a health management plan which outlines the health sector's preparedness and response strategies to minimise illness and mortality, and protect public health and safety.

15.28.5.1 Prioritisation

The priority groups will be identified by the State Health Department (currently the Department of Health & Human Services – DHHS).

Vaccination of front line priority groups (such as essential services, at-risk groups) will be based on the epidemiology of the pandemic. i.e. those age groups most affected will be targeted first.

The DHHS will source and distribute the appropriate vaccine, acknowledging that for some emergency virus strains (novel virus) no vaccine may yet be in existence.

15.28.5.2 Guidelines for a vaccination program

In response to a pandemic and on the availability of a suitable vaccine, the Australian Government will introduce a vaccination program in order to minimise the amount of virus circulating in the community. At the time of such a program, guidelines will be developed to provide useful information, forms, guidelines and tips to be used to implement such a program.

15.28.6 SECTION 3: KEY PANDEMIC ROLES

15.28.6.1 DHHS Regional Coordinator

DHHS is the lead agency (incident controller) for Victoria's pandemic response. DHHS has primary responsibility for activating the pandemic response at the level appropriate to the specific stage of a pandemic.

The DHHS Regional Coordinator will liaise with the Municipal Pandemic Coordinator (MPC) and provide advice, resources and support as the situation warrants.

15.28.6.2 Municipal Pandemic Coordinator (MPC)

A Municipal Pandemic Coordinator (MPC) will be appointed by Council's Critical Incident Management Team (CIMT) at the start of response activities relating to a pandemic or disease outbreak.

The MPC will work with Council's Environment Health Officer (EHO) and Municipal Recovery Manager (MRM) in leading the coordination of Council functions during the pandemic. The MPC will take the lead in liaison with State and Regional teams to align Council's response.

Key MPC duties include:

- Identify critical staff and functions

- Support the activation of business continuity plans to maintain critical services / functions
- Support the CIMT in developing and implementing operational community relief plans as directed by regional incident control teams
- Ensure staff have access to Personal Protective Equipment (PPE) appropriate to their role in Council

- Ensure staff receive communication on the need to take appropriate precautions and monitor compliance
- Ensure there is an adequate supply of information for distribution to the community and internal staff in collaboration with Council's Communications Officer
- Provide daily reports to the CEO and CIMT
- Monitor measures implemented to reduce the risk of contamination within the workplace

The MPC reports to the CIMT.

15.28.6.3   Critical Incident Management Team (CIMT)

Based at the Beaufort Council offices, the CIMT are responsible for the overarching control of the municipal response to a pandemic and maintaining delivery of Council's essential services.

Key duties include:

- Ensure business continuity is maintained for Council's essential / critical services
- Acquire and provide resources to support management of the pandemic and business continuity
- Ensure Council OHS policies and staff welfare are primary considerations
- Support staff with family commitments and work from home arrangements if possible

The CIMT is led by the CEO and supervises the implementation of the Pyrenees Pandemic Plan. The CIMT is required to liaise with the DHHS, Federal Department of Health, neighbouring CEOs and councils, and Emergency Management Victoria (EMV).

15.28.7   SECTION 4: PANDEMIC ACTION PLAN

15.28.7.1   Role of Council

Pyrenees Shire Council has responsibilities in the following areas:

- **Community support, relief and recovery:**
  - Provision of support to people affected by the pandemic who are in quarantine or self-isolation.

- o Provision of food and medical supplies where affected individuals demonstrate lack of access to support from family or friends. As this role is often performed by other agencies (e.g. Australian Red Cross) Council will only do this role if all other avenues are exhausted.
- o Facilitation of online delivery services for food and medical supplies where available.

- **Public health:**
  - o Reinforcing public awareness and government messaging.
  - o Messages around appropriate hygiene practices.
  - o Social distancing.
  - o Use of personal protective equipment.
  - o Maintaining quarantine or self-isolation arrangements.
  - o Contact tracing in accordance with DHHS requests.

- **Vaccinations coordination:**
  - o Coordinate mass vaccinations with appropriate medical staff, under direction from DHHS.

- **Essential services:**
  - o Ensure Council maintains business continuity for the duration of the pandemic of those services deemed essential to the community.
  - o Provide appropriate additional services to the community when requested by DHHS.

Council may face the challenge of undertaking these tasks while facing significant staff shortages due to absenteeism through need for self-isolation, working from home arrangements or personal impacts.

15.28.7.2   Council role – Stages

The following represent the stages of Council's role in a Pandemic.

15.28.7.2.1   STAGE 1 – PREPAREDNESS

Situation: No novel strain of a virus has been detected – no pandemic in place.		
Action: Plan and prepare for pandemic as part of normal emergency risk management		
Pandemic Coordination – Actions Required		**Responsibility**
a)	Review the PSC Pandemic Plan and update any contact details and operating procedures.	Emergency Management Coordinator
b)	Promote prevention activities – e.g. • Offering workplace seasonal influenza immunisation to staff. • Promotion of good personal hygiene – hand hygiene and	Environmental Health Officer and Risk

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	respiratory / cough etiquette. • Staying away from work or public gatherings if unwell / symptomatic.	Management Coordinator
c)	Ensure all business continuity plans are current at all times.	Manager GRC
d)	Promote seasonal influenza vaccine via Pyrenees Community Care client newsletter.	PCC Coordinator
e)	Promote seasonal influenza vaccination to the broader community via the community newsletter, local newspaper and the Council website.	Communications Officer

15.28.7.2.2   STAGE 2 – STANDBY

Situation: *Sustained human-to-human transmission of a novel virus has been detected overseas in one or more countries.*

Action: *Move to standby stage and commence planning for response stage to reduce the impact of a pandemic on the Pyrenees Shire and increase vigilance for case detection.*

Pandemic Coordination – Actions Required		**Responsibility**
a)	Activate the Critical Incident Management Team (CIMT) through the CEO or Director to: • Maintain access to the Chief Health Officer's alerts to monitor the situation; • Liaise with the DHHS and other agencies on response; and • Determine if and when the Pandemic Sub-Committee needs to be activated.	Municipal Emergency Manager (MEM / MEMO)
b)	Appoint a Pandemic Coordinator.	CIMT Leader
c)	Commence messaging to staff, including: • Explanation of the global and local status (as reported by DHHS); • Guidance on infection prevention arrangements; • Promotion of education regarding infection spread minimization; • The need to increase vigilance for case detection; • Circulate advice from DHHS or Local Government Victoria; • Promote messages for staff to convey to fellow staff members, friends, family, clients and customers; and • Provide links to the DHHS website and other pandemic information resources.	CIMT Leader Pandemic Coordinator Communications Officer
d)	Confirm that the processes to support people in self / home isolation or quarantine are current and operable.	Municipal Recovery Coordinator

		(MRM) Pandemic Coordinator
e)	Ensure business continuity plans consider pandemic impacts.	Pandemic Coordinator
f)	Review stocks of Personal Protective Equipment (PPE) and make arrangements to increase capacity.	Pandemic Coordinator RM Coordinator

15.28.7.2.3   STAGE 3 – RESPONSE A (NO LOCAL IMPACT YET)

Situation: Novel pandemic virus detected in Australia. May be limited information available. No cases in local area.

Action: Minimise transmission by implementing maximum infection control procedures, increasing education and communications, and monitoring staff wellness.

Pandemic Coordination – Actions Required		**Responsibility**
a)	If not already activated, activate the Pandemic Sub-Committee.	CIMT Leader
b)	Alert Council staff of the situation and reinforce the infection control measures implemented previously. Increase measures by advising staff to: • Stay away from work or public gatherings if symptomatic to minimise risk of infecting others. • Seek medical advice if symptoms continue or get worse.	Communications Officer Pandemic Coordinator
c)	Maintain communication activities initiated in the Standby stage and escalate to staff and community in accordance with direction provided by DHHS.	Communications Officer
d)	Input a new event in Crisisworks and relevant folder in Council's electronic documents management system to facilitate accurate and comprehensive recordkeeping.	Pandemic Coordinator
e)	In accordance with DHHS direction, consider implementing increased arrangements to minimise infection risk in the workplace – e.g. • Implement remote or work from home arrangements if appropriate; • Use alternate arrangements to face-to-face meetings and work arrangements / communications – e.g. use of telephone or video teleconferencing; • Introduce additional cleaning and disinfecting (handrails, door handles, telephones, bins);	Pandemic Committee

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	• Use clear screens of PPE for staff in direct customer interaction roles; • Encourage home quarantine / self-isolation for suspected cases or staff with symptoms.	
f)	In accordance with DHHS direction, consider whether more stringent arrangements are required – both in the workplace and the wider community.	Pandemic Committee
g)	Activate the PSC Business Continuity Plan and develop a Pandemic Business Continuity Contingency Plan focused on the specific pandemic.	Pandemic Coordinator

15.28.7.2.4   STAGE 4 – RESPONSE B (TARGETED RESPONSE ACTION)

Situation: Pandemic declared by World Health Organisation. Virus is spreading throughout the community. Enough is known about the disease to tailor measures to specific needs. Infections may be reported in the Pyrenees Shire or neighbouring municipalities.

Action: Provide targeted support and quality care while maintaining business continuity and ongoing minimization of spread.

Pandemic Coordination – Actions Required		Responsibility
a)	Maintain communications internally and externally as required – e.g. • Reporting to government as required; • Virtual Pandemic Committee meetings; • Reporting back to the Pyrenees Shire Council Senior Leadership Team, Councillors and the Community as appropriate; • Regional or local relief efforts.	Pandemic Coordinator MRM As required or assigned
b)	Maintain and continuously promote infection control measures as directed by the DHHS, State or Federal governments. Consider what escalation measures may be required: • Restrict public access to Council facilities; • Promote social distancing; • Promote self-isolation of vulnerable persons (e.g. >70 years of age; >60 with chronic health conditions; >50 for indigenous persons); • Use of PPE; • Active promotion of work-from-home arrangements.	Pandemic Committee
c)	Establish the Critical Incident Control Centre via electronic / virtual means and implement:	Pandemic Committee

	• Teleconferences as required with regional pandemic teams, regional relief teams, DHHS, support agencies and neighbouring municipalities; • Regular teleconferences between the Pandemic Committee and Senior Leadership Team to monitor actions and notifications, identify and implement actions required; • Implement processes to ensure continued support for Pyrenees Community Care clients and others who may be isolated in their homes; • In accordance with a regional-based approach, implement relief services to support the Pyrenees Shire community.	
d)	Monitor and activate measures to maintain critical Council service delivery.	Pandemic Committee SLT
e)	When vaccinations are available, provide vaccination services to the priority community groups as directed by the DHHS.	EHO / MCHN
f)	Maintain ongoing communications with staff and the Pyrenees Shire community.	Pandemic Committee Communications Officer
g)	Prepare for the recovery arrangements for the affected community as the need arises. Liaise with the local health and other service providers to ensure these actions complement each other.	MRM Pandemic Coordinator

15.28.7.2.5 STAGE 5 – STAND DOWN

Situation: Pandemic is subsiding and/or vaccinations result in a protected population – the infection rate has dropped significantly.

Action: The public health threat is managed within normal arrangements and monitoring for change is in place.

Pandemic Coordination – Actions Required	Responsibility
a) Stand down: Initiate stand-down procedures including: • Reduce community support activities while maintaining quality care of PCC clients; • Cease activities that are no longer required; • Communicate changes to staff and external agencies, and the community; • Maintain basic infection control procedures; • Monitor for a second wave of the outbreak and for	Pandemic Coordinator

	development of anti-viral resistance.	
b)	Liaise with the MRM regarding a hand-over from response to recovery operations.	MRM Pandemic Coordinator
c)	Continue to coordinate vaccination sessions as directed by the DHHS.	EHO / MCHN
d)	Participate in a Pandemic Recovery Committee (probably at regional level) to determine the services and resources required to address the identified needs.	MRM Pandemic Coordinator
e)	Conduct staff debriefs to determine: • Status of their psycho-social wellbeing • Effectiveness of the Pandemic Plan procedures	Pandemic Committee SLT
f)	Participate in regional operations debriefs. Consider whether additional community debriefs are required.	MRM Pandemic Coordinator
g)	Review Municipal plans and: • Implement recommendations arising from debriefs. • Modify the PSC Pandemic Plan to reflect those actions.	Pandemic Coordinator

15.28.8 APPENDIX A – NOTES

15.28.8.1 Supporting people isolated in their homes

As well as having primary responsibility for the care and support of the Pyrenees Community Care clients, Council may be asked to extend this support to community members who are isolated in their homes without assistance (e.g. family or friends). Identification of these people could be made by DHHS via their Help Line, requests for assistance through Council reception or switchboard or referrals from members of the community.

A regional approach will generally be developed, led by regional emergency management teams in collaboration with neighbouring LGAs.

This support will be coordinated for the Pyrenees Shire by the MRM, Pyrenees Community Care team and other staff / community volunteers as required.

15.28.8.2 Infection minimization procedures

Infection control in the workplace should focus on:
• Respiratory and hand cleansing / hygiene;
• Social distancing – by maintaining separation between individuals of at least 1.5 metres;
• Use of teleconference facilities rather than face-to-face meetings or interactions;

- Self-isolation in the home by any person with respiratory symptoms;
- Use of PPE if appropriate – e.g. use of disposable gloves when using machinery or equipment that other people may have touched, use of alcohol wipes to regularly clean surfaces and door / cupboard handles, keyboards and phones.

The use of masks is not recommended as a protection for or against people with respiratory symptoms. Symptomatic people should self-isolate at home and seek medical attention.

15.28.8.3   Setting up and operating a Critical Incident Control Centre during a Pandemic

A Critical Incident Control Centre (formerly called a MECC) will be set up using virtual means – i.e. utilising teleconference or video conferencing facilities. Members of the Pandemic Team will be in accordance with this Plan and as determined from time to time, based on actions required.

15.28.8.4   Debriefs

Debriefs should follow processes outlined in the Critical Incident Management Plan (Operational Sub-Plan of the MEMP). Debriefs should be conducted involving all staff to identify what went well and what should be improved. Debriefs may also need to be conducted with Councillors and members of the community.

A report on the debrief and its outcomes should be distributed to all stakeholders. A review of the report's actions should be regularly undertaken to check on implementation progress.

15.28.8.5   Information and resources

Public gatherings are likely to be cancelled during a Pandemic outbreak to minimise cross-infection. Council should develop a web resource to provide links and information to staff and the community – aligned and linked to formal sources of information – i.e. DHHS.

15.28.8.6   Recordkeeping

Key documents and actions should be recorded in the relevant event in Crisisworks.

All records down be recorded in Council's electronic document management system.

15.29 PSC Emergency Environmental and Public Health Sub-Plan

EMERGENCY MANAGEMENT

ENVIRONMENTAL & PUBLIC HEALTH PLAN

15.29.1 AMENDMENT RECORD

1.	Version 1.0 – Original issue	17.10.2010
2.	Version 2.0 – Review and update	18.01.2014
3.	Version 3.0 – Review and update	25.08.2016
4.	Version 4.0 – Review and update	05.03.2020

15.29.2 CONTENTS

15.29.3   PURPOSE AND SCOPE

The Emergency Management Environmental and Public Health Sub-Plan supports the Pyrenees Shire Council Municipal Emergency Management Plan (MEMP) and establishes arrangements needed to assess, advise on and minimise public health impacts of an emergency or disaster on the Pyrenees Shire community.

This Plan applies to emergencies that are a direct consequence of a natural event, such as a flood or bush fire; and other emergency events, such as a disruption to essential services, major transport accidents or terrorist activity. The Plan can also be used as a guide for Council's support role in specific public health emergencies.

The Pyrenees Council Environmental Health Officer (EHO), under the direction of the Management Planning & Development, is the team leader responsible for implementation of this plan, reporting to the MRM (Municipal Recovery Manager) and the MEM (Municipal Emergency Manager).

Arrangements under this Plan may also be activated to support emergency requirements in a neighbouring municipality.

15.29.4   ACTIVATION

Environmental and public health arrangements will be activated when there is a need to manage the health and wellbeing of a targeted group or the community at large.

Environmental and public health services may also be requested when all or part of a community need to be relocated.

Activation of the EM Environmental & Public Health Sub-Plan will be initiated by the MRM contacting the Manager Planning & Development and/or EHO and providing a briefing on the emergency situation. Once activated, it is the responsibility of the Manager Planning & Development / EHO to keep the MRM / MEM[MEMO] briefed regularly and report as requested.

15.29.5   MUNICIPAL ENVIRONMENTAL AND PUBLIC HEALTH RESPONSIBILITIES

The following information summarises Council's public health responsibilities in an emergency or crisis situation. The Emergency Management Manual Victoria is the most up to date resource for roles and responsibilities of any agency.

The information below is not exhaustive. Activities will be determined by the nature of the emergency and the incidents and circumstances arising from it.

15.29.6 Emergency responsibilities	
Incident	**Responsibilities**

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15.29.6	Emergency responsibilities
Incident	**Responsibilities**
Natural emergency event *e.g. wildfire; flood; storm*	Identify critical environmental and public health risks. Actions that may be required include (but are not limited to): • Take appropriate immediate action to manage and control critical public health risks. • Identification of burial pit locations for the disposal of livestock and other animals (refer to Animal Welfare Sub-Plan). • Conduct post-impact assessment of public health risks in the community, including damaged housing and registered premises. • Provide the community with information and advice. • Communicate with other agencies. • Oversee and inspect public health aspects of rebuilding and redevelopment.
Essential service disruption	• Conduct investigations and field inspections to identify and assess public health risks associated with all commercial, community and domestic properties. • Provide the community with information and advice. • Communication with other agencies.
Contaminated food *Including: biological, chemical and physical*	Support the control agency in the investigation and management of food related incidents. Support may include: • Food sampling. • Assistance with food recalls. • Assistance with outbreak or illness investigations. • Facilitating the distribution of information and advice.
Contaminated drinking water *Including: biological, chemical and physical*	Support the control agency in the investigation and management of drinking water contamination incidents, plus: • Liaise with the local water authority regarding its implementation of protection strategies, which may include facilitating / supplementing / replacing the supply, disinfection and/or distribution of new water supplies. • Facilitate the distribution of information, approved warnings and advice to the community.

15.29.6	Emergency responsibilities
Incident	**Responsibilities**
Gastrointestinal illness outbreak *May include gastro-intestinal illness in fire management camps and staging areas*	Liaise with emergency caterers during set up. Support control agency in the investigation and control of gastro-intestinal illness outbreaks. Support may include: • Obtaining samples. • Assistance with food recalls. • Assistance with illness investigations. • Facilitating the distribution of information and advice.
Other infectious disease outbreaks *e.g. vector-borne disease such as Murray Valley encephalitis; Legionnaires disease; endemic disease; zoonotic disease*	Support control agency by facilitating the distribution of approved warnings, information and advice to the community and by implementing protection strategies.
Vaccine-preventable illness / disease outbreak *e.g. Meningococcal disease; Hepatitis A; Measles; Pandemic influenza*	Support control agency in the conduct of vaccination sessions. Support may include the following: • Locating or providing suitable vaccination venues. • Distributing information and advice to the community. • Assistance with coordinating vaccination sessions, including the collection of clinical data. • Providing refrigeration and storage areas. • Receiving vaccines and equipment. • Providing personnel. • Providing local information. • Providing waste management facilities. Refer to the *Pandemic Influenza Plan* in the event of a pandemic outbreak.
Emergency incident arising out of a mass gathering event	Actions that may be required include: • Liaise with the first aid agency to provide specialist advice. • Support control agency in the investigation and management of emergency incidents.

15.29.6	Emergency responsibilities
Incident	**Responsibilities**
	• Support control agency by facilitating the distribution of information and advice to the community.
Hazardous materials incident *e.g. fires and explosions with hazmat; asbestos; soil contamination; disposal of toxic waste; spills or releases in domestic premises*	Actions that may be required include: • Support relevant agencies by facilitating the distribution of information and advice to the community. • Implement clean-up and other protection strategies.
Other public health risks *e.g. blue-green algae; wastewater treatment and septic tanks; recycled water; rainwater tanks*	Includes infectious diseases, incidents involving water and other biological incidents. Actions that may be required include: • Support control agency in the investigation and control of incidents. • Facilitate distribution of information and advice to the community. • Implement protection strategies.
Radiological incident *e.g.: transport of industrial and medical materials; waste disposal.*	Support control agency by facilitating the distribution of information and advice to the community.
CBR (chemical, biological, radiological) incident.	Examples of this type of incident include: • Chemical warfare agents (such as nerve and blister agents). • Intentional release of biological agents (such as anthrax and smallpox). • Exposure to an intact radiological source. • 'Dirty bomb' explosion containing radiological substance. Actions include supporting the control agency by facilitating the distribution of information and advice to the community.
Emergency relief centres	Actions that may be required include: • Inspect, monitor and ensure the protection of public health in

15.29.6	Emergency responsibilities
Incident	**Responsibilities**
	emergency relief centres.
	• Manage public health aspects of donations, including material aid and food.
Catering	Inspect, monitor and supervise safe food handling.
Community Recovery Committee	Actions that may be required include:
	• Participate as a member of the community recovery committee when required.
	• Assist with identifying, developing and implementing public health strategies.
	Note: Strategies may be linked to other municipal strategies or plans.
	• Gather and feedback information to the MEM for the information of other appropriate response agencies.