Municipal Emergency Management Plan

De - Identified Document

All names and contact details removed
Sensitive operational information removed

Approved for Public Distribution

N.B. In the event of Council opening an Emergency Relief Center the relevant location will be posted on the City Of Boroondara website, and broadcast in the relevant local media.

Municipal Emergency Management Plan

Responsible Directorate: Environment and Infrastructure Department
Authorised By: Senior Coordinator Asset Maintenance
Date of Adoption (MEMPC): (14 June 2018). (Amendments approved 29 May 2020)
(Council): (25 June 2018), (Amendments approved 29 May 2020)
Audit Review Date: June 2020
Last Updated: 29 May 2020

Document control - Amendment history

	Amendment		Effected	
No	Date	Pages/Content Affected	Title	Date
1	23/06/2011	Complete review of MEMP and reissue in total	Manager Infrastructure Services	23/06/2011
2	14/06/2012	Updated CERM	Manager Infrastructure Services	14/06/2012
3	13/03/2014	Complete review of MEMP and reissue in total	Manager Infrastructure Services	01/04/2104
V2.1	Aug 2015	Minor changes, Agency titles, Recovery Pillars	EM Project Officer	10/09/2015
V2.2	9/3/2017	For changes see Appendix K (Amendment Schedule)	EM Project Officer	23/03/2017
V2.3	14/09/2017	For changes see Appendix K (Amendment Schedule)	EM Project Officer	14/09/2017
V2.4	08/03/2018	For changes see Appendix K (Amendment Schedule)	EM Project Officer	08/03/2018
V2.5	14/06/2018	For changes see Appendix K (Amendment Schedule)	EM Project Officer	14/06/2018
V2.6	29/06/2020	For changes see Appendix K (Amendment Schedule)	EM Project Officer	29/06/2020

Amendment authorisations

Authorisation		
Name	Position	Date
David Crowe	Manager Infrastructure Services (MERO)	23/06/2011
David Crowe	Manager Infrastructure Services (MERO)	14/06/2012
David Crowe	Manager Infrastructure Services (MERO)	01/04/2014
George Batsakis	Senior Coordinator Infrastructure (MERO)	23/03/2017
George Batsakis	Senior Coordinator Infrastructure (MERO)	14/09/2017
George Batsakis	Senior Coordinator Asset Maintenance (MERO)	08/03/2018
George Batsakis	Senior Coordinator Infrastructure (MERO)	08/03/2018
George Batsakis	Senior Coordinator Infrastructure (MERO)	14/06/2018
George Batsakis	Senior Coordinator Asset Maintenance (MERO)	29/06/2020

Approved by

Chief Executive Officer   Phillip Storer   .... …../……../2020
   (Position title)   *(Name)*   *(Signature)*   *(Date)*

(Signed page to be inserted)

Foreword

Emergencies are unpredictable in terms of their occurrence and effects, and can require a response for which normal local resources may be inadequate.

They can have a wide range of effects and impacts on the human and physical environment, and can generate complex needs in dealing with them.

The term "Emergency" has been defined in the *Emergency Management Act 1986 and Emergency Management Act 2013* as:

"…the actual or imminent occurrence of an event which in any way endangers or threatens to endanger the safety or health of any person in Victoria, or which destroys or damages, or threatens to destroy or damage, any property in Victoria, or in any way endangers or threatens to endanger the environment, or an element of the environment in Victoria, including, without limiting the generality of the foregoing:

- *An earthquake, flood, windstorm or other natural event; and*
- *A fire; and*
- *An explosion; and*
- *A road accident or any other accident; and*
- *A plague or an epidemic or contamination; and*
- *A warlike act or act of terrorism, whether directed at Victoria or a part of Victoria or at any other State or Territory of the Commonwealth; and*
- *A hijack, siege or riot; and*
- *A disruption to an essential service."*

Section 3 of the *Emergency Management Act 2013* defines a major emergency as (a) a large or complex emergency (however caused) which - (i) has the potential to cause or is causing loss of life and extensive damage to property, infrastructure or the environment; or (ii) has the potential to have or is having significant adverse consequences for the Victorian community or part of the Victorian community; or (iii) requires the involvement of two or more agencies to respond to the emergency; or (b) a Class 1 emergency; or (c) a Class 2 emergency.

The *Emergency Management Manual Victoria* (EMMV) defines the classes emergency events are classified into for Control arrangements in Victoria. The *EMMV* defines;

Class 1 emergency as (a) a major fire; or (b) any other major emergency for which the Metropolitan Fire and Emergency Services Board, the Country Fire Authority or the Victoria State Emergency Service Authority is the control agency under the state emergency response plan. (Emergency Management Act 2013 section 3)

Class 2 emergency is a major emergency which is not— (a) a Class 1 emergency; or (b) a warlike act or act of terrorism, whether directed at Victoria or a part of Victoria or at any other State or Territory of the Commonwealth; or (c) a hi-jack, siege or riot. *(Emergency Management Act 2013 section 3)*

Class 3 emergency. For the purpose of the State Emergency Response Plan, a Class 3 emergency means a warlike act or act of terrorism, whether directed at Victoria or a part of Victoria or at any other State or Territory of the Commonwealth, or a hi-jack, siege or riot. Class 3 emergencies may also be referred to as security emergencies.

The economic and social effects of emergencies including loss of life, destruction of property, and dislocation of communities, are inevitable. It is, therefore, incumbent upon the responsible authorities to plan for these events should they occur, to minimise the adverse consequences.

The City of Boroondara is committed to working in partnership with the community, emergency services and other relevant agencies and organisations to prevent and minimise the occurrence of emergencies and their impacts on the community.

The City of Boroondara Municipal Emergency Management Plan has been produced pursuant to *Section 20(1) of the Emergency Management Act 1986 and Emergency Management Act 2013*. This plan addresses the prevention of, response to, and recovery from emergencies within the City of Boroondara, and is the result of the cooperative efforts of the Municipal Emergency Management Planning Committee, with assistance from the Victoria State Emergency Service (VICSES) Central Region.

Table of contents

Appendices 55

Sub Plans and Attachments

1. Emergency Relief and Recovery Sub Plan - Management Arrangements (CoB)
2. Emergency Relief and Recovery Sub Plan - Operational Arrangements (CoB)
3. Emergency Relief and Recovery Sub Plan - Contact List (CoB)
4. Pandemic Sub Plan (CoB)
5. Heat Health Sub Plan (CoB)
6. Storm & Flood Emergency Plan (CoB)
7. Emergency Relief Centre Facility Plans (CoB)
   - Boroondara Sports Centre
   - Ashburton Pool and Recreation Centre

8. Emergency Relief Centre - Standard Operating Guidelines - Eastern Relief and Recovery Partnership (ERRP)
9. Regional Recovery Plan - (DHHS - Eastern Metropolitan Region)
10. Animal Management Plan (CoB)
11. Spontaneous Volunteer Management Plan (Draft) (CoB)
12. MECC Standard Operating Guidelines - Eastern Metropolitan Region & Surrounds

Part 1 - Introduction`

1.1 Legislation

Currently there are 3 Acts operating concurrently, *The Emergency Management Act 1986*, and the *Emergency Management Act 2013*, which has amended the previous act in some areas, and also has a multi staged implementation of various changes. There is a further Act, *The Emergency Management Legislation Amendment Act 2018,* which introduces further changes particularly in relation to the administration of planning committees and approval and quality assurance of municipal plans. These latest changes impact on local Government from December 2020

Municipal councils are required, under Part 4 of the *Emergency Management Act 1986* to:

▪ Appoint a Municipal Emergency Management Planning Committee (MEMPC) to prepare a Municipal Emergency Management Plan (MEMP), in accordance with guidelines established in the Act;
▪ Prepare and maintain a Municipal Emergency Management Plan, which must be audited by the Chief Officer Operations, Victoria State Emergency Service, every three years;
▪ Appoint one or more Municipal Emergency Resource Officers (MERO) to coordinate the use of municipal resources for emergency response and recovery; and
▪ Respond to an audit report within three months.

The *Metropolitan Fire Brigades Act 1958* requires councils to appoint a Municipal Fire Prevention Officer (MFPO).

1.2 Municipal endorsement

This plan has been produced by and with the authority of City of Boroondara pursuant to *Section 20* of the *Emergency Management Act 1986*.

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

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

1.3 Statement of audit

The most recent Certificate of Audit is attached in paragraph 1.7.

The City of Boroondara pursuant to section 21A of the *Emergency Management Act 1986* shall submit the Municipal Emergency Management Plan to the Victoria State Emergency Service for audit. This audit will assess whether the plan complies with guidelines issued by the Minister.

The Plan will be submitted for audit at least once every three years.
From December 2020, the current audit process will be superseded by an assurance process which involves plans being certified and forwarded to a Regional Emergency Management Committee for ratification. The SES will no longer audit plans under the new arrangements and 2020 will be the last Audit of this plan under the existing arrangements.

1.4 Aim

The aim of this Municipal Emergency Management Plan is to detail agreed arrangements for the prevention of, response to and recovery from emergencies within the City of Boroondara.

The City of Boroondara acknowledges the linkages between this plan and the broader emergency management, risk management and community safety framework it is positioned within. This includes Council's internal policies and strategies (including not limited to Business Continuity Plan, Disaster Recovery Plan, Traffic Management Plan, Municipal Planning Codes, Community Plan, Fire Hazard Plan). Furthermore, Boroondara is a member of the Eastern Metropolitan Region Partnership, which has developed a number of plans.

There are also relevant sub plans (some of which have their own sub committees) that have been developed on specific emergency activities attached to this document. These reflect the risk profile of the municipality and are:

- Emergency Relief and Recovery Plan
- Emergency Relief and Recovery - Operational Arrangements
- Pandemic Sub Plan
- Heat Health Sub Plan
- Storm & Flood Emergency Management Plan
- Spontaneous Volunteer Management Plan
- Emergency Relief Centre Facility Plans.
- Animal Management Plan

These plans are further supported by Regional operational documents

- Eastern Metropolitan Region - Emergency Relief Centre Standard Operating Guidelines
- Eastern Metropolitan Region - MECC Standard Operating Guidelines

Refer to Appendix B for a flow chart structure.

1.5 Goals

The goals of this Plan are:

- Reduction of risks in the municipal district through the development of risk management programs;
- Improved community resilience and self-reliance;
- More productive partnerships between community safety stakeholders;
- Better integration of various community safety and well-being programs; and
- Alleviation of the adverse consequences of emergency events on the community.

1.6 Objectives

The broad objectives of this Plan are to:

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

1.7   Certificate of audit

Certificate of

Audit

THIS IS TO CERTIFY THAT THE
MUNICIPAL EMERGENCY MANAGEMENT PLAN OF

Boroondara City Council

Has been audited in accordance with the Guidelines issued by the
Minister and has been assessed as

"Complying with the Guidelines"

Trevor White

Chief Officer, Operations

13 July 2017

Date

Part 2 - Area description

2.1 Topography

The City of Boroondara is an inner municipality to the east of Melbourne and it covers an area of 60.19 sq. km. The City is bounded in the north by the Cities of Banyule and Manningham, in the south by the City of Stonnington, in the east by the Cities of Whitehorse and Monash, and in the west by the City of Yarra.

The municipality is undulating, and is traversed by a series of Melbourne Water main drains.
The Monash Freeway follows Gardiner's Creek along the southern boundary, with access to it via Toorak Road, Tooronga Road and Burke Road. The Eastern Freeway traverses the northern boundary with access to it from Chandler Highway, Burke Road, Bulleen Road and Doncaster Road.

The City of Boroondara is well known for its wide, tree-lined streets. Council recognises the important role the existing tree infrastructure plays in reducing the effects of heatwave within the community, and has developed a Tree Strategy which focuses on the major issues facing the area's tree population, including the ageing and limited diversity of tree species, and explores how to address these and other issues.
The municipality is fully serviced by a range of utility service providers supplying the essential services (gas, electricity, telecommunications etc.) The road network is sealed and fully constructed. The City's stormwater is discharged generally in the north to Koonung Creek, Glass's Creek and the Yarra River, and in the south to Back Creek and Gardiners Creek. The majority of this discharge to the creeks is connected via Melbourne Water's main drainage reticulation system.

Public transport is provided by rail, tram and private bus line services. Rail services are provided by the Belgrave/Lilydale line, which bisects the City into the northern half and southern half, and the Alamein line which covers the southern half of the City.

Tram services traverse Burke Road, Doncaster Road, Whitehorse Road, Riversdale Road, Camberwell Road and Toorak Road (East of Camberwell Road), Church Street, Power Street, Glenferrie Road and High Street.

2.2 Community profile

Most of the following statistics are drawn from the Australian Bureau Statistics' (ABS) 2016 Census of Population and Housing. Where possible, forecasts of estimated population have been updated but these are not available for the smaller population subsets. The next census is in 2021.

2.2.1 Boroondara's population

The Australian Bureau of Statistics population estimate for the City of Boroondara as of the 30th June 2019 is 183,199. The municipality is made up of 10 whole suburbs (Ashburton, Balwyn, Balwyn North, Canterbury, Camberwell, Deepdene, Hawthorn, Hawthorn East, Kew and Kew East) and part of three suburbs (Glen Iris, Surrey Hills and Mont Albert).

2.2.2 Age profile

Across Boroondara in 2016, there were:

- 8,615 children aged 0-4 years (4.9% of the population)
- 34,710 young people, 5-19 years (19.6% of the population)
- 106,427 adults aged 20-64 years (60% of the population)

- 22,754 adults aged 65 to 84 years (12.8% of the population)
- 4,855 older adults aged 85 years or over (2.7% of the population).

The age profile of Boroondara's suburbs varies. For example, compared to other Boroondara suburbs, Hawthorn and Hawthorn East have a relatively high concentration of people aged 20 to 34 years, Ashburton and Glen Iris have a relatively high proportion of children aged 0 to 4 years, Balwyn North has a relatively high proportion of children aged 12 to 17 years, and Deepdene and Canterbury have a relatively high proportion of people aged over 70.

2.2.3 Cultural diversity

Over 51,500 people (30.9%) living in Boroondara in 2016 were born overseas. The majority of Boroondara residents who were born overseas came from a non-English speaking background (40,149)

After English, the main languages spoken at home were Mandarin (13,700 people), Cantonese (4945 people), Greek (4,760 people), Italian (2,777), and Vietnamese (2,054).

In 2016, 6,784 Boroondara residents reported that they spoke English "not well or not at all". In addition to English, approximately 120 other languages are spoken at home by Boroondara residents.

2.2.4 Employment

In 2016, 63% of Boroondara residents aged 15 years or over were in the labour force. Of these people, 57.1% were employed full-time, 36.0% were employed part-time and 5.6% were unemployed.

While the car was the most widely used mode of travel to work for Boroondara residents in 2016 (used by 55.2% of employed persons, who either drove or travelled as a passenger), there were significant numbers of people using other modes of travel. More than one quarter (26.6%) of employed residents used some form of public or non-motorised transport to get to work.

2.2.5 Education

Almost three-quarters (74.8%) of the Boroondara population aged over 15 has completed school to Year 12 (compared to 59.4% for Greater Melbourne as a whole). Boroondara also has a relatively high proportion of residents who:

- hold a Bachelor or higher degree (43.2% of adults)
- live in households with high income (43% of Boroondara households have an income in the top quartile for Victoria)
- are employed as professionals or managers (56.5% of employed residents).

Boroondara is home to 58 government and independent schools, a Swinburne University campus, a Swinburne TAFE campus, (Swinburne also provides on-site accommodation for several hundred international students), a Melbourne University campus, and two Universities of the Third Age. There are also 10 neighbourhood and community houses where residents can complete a short course or obtain certified or pre-accredited training in a variety of subjects.

2.2.6 Access to motor vehicles

A number of Boroondara households (4850, or 7.7% of all Boroondara households) did not have access to a private motor vehicle at the 2016 Census.

2.2.7 Access to information via internet

At the 2016 Census, the internet could be accessed from 87.1% of Boroondara households (compared to 70.64% of Victorian households). As at May 2020, NBN penetration figures are not yet available from ABS.

2.2.8 Household type

In Boroondara in 2016:

- single-resident households totalled 14,474 (23.1%)
- couple only households totalled 14,252 (22.7%)
- households with children totalled 27,035 (43%).
- other households (e.g. group households, unclassifiable households) totalled 6,082 (9.7%).

The types of household living in medium and high density dwellings vary across Boroondara. In 2016, medium and high density housing in Hawthorn and Hawthorn East, and to a lesser extent Kew, was more likely to be occupied by a group household than medium and high density housing in other suburbs. Medium and high density housing in Balwyn North, Ashburton, and Kew East is more likely to be occupied by families.

2.2.9 Dwelling type

In 2016, the City of Boroondara had 62,794 occupied private dwellings, 6,488 unoccupied private dwellings and 135 non-private dwellings. Most Boroondara dwellings were separate houses (54.5% of all private dwellings). Medium density housing such as semi-detached, terrace, townhouses and villa units, and flats and apartments in one or two storeys accounted for 30.8% of all private dwellings. High density dwellings (flats and apartments in three storey and larger blocks) accounted for 14% of Boroondara's private dwelling stock, but in Hawthorn and Hawthorn East, high density dwellings accounted for 40.4% and 31.9% of private dwellings respectively.

Across all of Boroondara there were 237 dwellings attached to a shop or office (less than 1% of Boroondara's dwellings).

2.2.10 Vulnerable groups and locations

Within the municipality of Boroondara there are several vulnerable groups:

- *Elderly citizens and aged care/infirmed facilities*. Boroondara is home to the fourth highest number residents aged 85 and over of all Victorian LGAs. There are 27 aged care facilities and more than 30 retirement villages in Boroondara.
- *Schools and kindergartens*. There are 58 schools and 68 facilities offering kindergarten services within Boroondara.
- *Topography*. The topography of the municipality, with valleys and proximity to watercourses, exposes some sections of the community to potential flooding. See Storm & Flood sub plan.
- *Hospitals*. There are several hospitals within the municipality (refer to 2.5.1).
- *Student Housing*. There are several student housing facilities located in Boroondara, many located within close proximity to Swinburne University.
- *Social housing*. There are currently 19 registered rooming houses in Boroondara (at May 2020), and there were 782 social housing dwellings in Boroondara in June 2017. These tend to be concentrated in the southern half of the municipality.

- *Supported Residential Services*. (SRS) DHHS manages a number of SRS premises within the municipality. A list of currently operating sites is available online at; https://www2.health.vic.gov.au/about/publications/ResearchAndReports/srs-register

- *Homelessness*. The 2016 census identified 426 people as homeless on census night, which is a rate of 2.5 per 1,000. (The national average is 5 per 1,000).
- *Contact & Care Register*: Councils also maintains a list of significantly vulnerable people who are called during a Heat Health alert. This list is maintained by HAADS team.
- *The Vulnerable Persons Register.* The VPR is managed by the Department of Health and Human Services (DHHS). Residents/ clients are added or removed from the register based on an assessment by a funded agency. The agency will assess clients based on defined criteria and add them to the register if eligible. The register is designed to have only the most extreme vulnerable people listed so generally each council will have less than 10 people listed. Council acts as the VPR coordinator and manages agency users, not vulnerable people. During an emergency incident the Police have access to the Register and can make a decision as to whether they will try to evacuate a person during an emergency. Each person is advised before being put on the register that there is no guarantee they will be evacuated during an emergency.
- *Special Cultural Groups.* Approx. 31% of Boroondara residents were born overseas. Council has both a multi-faith, and multi-cultural networks coordinated by the Community Development area. It is anticipated that these networks will be called on where necessary to assist with cultural issues.
- *Family Violence:* Research has shown that family violence increases following a traumatic emergency event. DHHS have developed a strategy document "Addressing family violence in communities recovering from emergencies" June 2016, and the MAV has produced a brochure dealing with this issue. https://www.mav.asn.au/what-we-do/policy-advocacy/emergency-management/gender-and-emergency-management

The potential risks to which these vulnerable groups are exposed have been considered within the risk assessment process, and the Risk Treatment Plans developed in Appendix F.

2.3 Maps

Maps detailing the area covered by this plan can be found in Appendix E.

Councils Corporate GIS mapping system (named "Weave") is accessible to all relevant staff online, (including those operating remotely) and has numerous layers of information, including Retirement villages, Aged care sites, Education facilities, Hospitals, etc. as well as the full range of infrastructure dealt with by Council. The sub layers under "Community Services" include Accommodation, case management & support, Counselling, Medical Centres, Meeting Spaces, Retirement Villages, Student Accommodation, while "Facilities" has sub layers showing facilities such as Aged activity groups, Aged care centres, Child care centres, Education establishments & Hospitals. There is a further range of layers relating to physical assets of Council, drainage, contours, catchment areas etc.

This mapping system is also interactive with "street view" aerial images, and melway overlay.

2.4 History of emergencies

The City does not have a prominent history of large scale emergencies. Recent emergencies have involved severe flooding. A list of previous emergencies is provided below: This does not include a large number of smaller events which were generally handled as business as usual.

Incident	Outcome / Consequences
Fire - Kew residential services 1996	Fire in one of the residences resulted in several deaths.
Fire - various locations 1999-2000	Serial arsonist setting fire to hedges throughout municipality.
Flooding - North Balwyn and Kew areas, December 2003	Localised severe flooding - 1:100 year rainfall.
Landslip - Barkers Road cutting, 2004	Embankment collapse.
Flooding - Glenferrie Road area - flooding, 2004	Localised severe flooding - 1:100 year rainfall.
Flooding - Gardiners Creek, Auburn Grove, February 2005	Localised flooding, 125mm of rain in 24 hours – highest rainfall in 150 years. Tree damage, Gardiners Creek overflow. Sewerage overflows in Auburn Grove areas.
Swine flu outbreak, May 2009	This influenza outbreak occurred throughout the state but COB experienced the highest number of confirmed cases in EMR.
Fuel vapours explosion - Rathmines Road, Hawthorn October 2009	Explosion in apartment building resulted in several people injured, partial demolition of building.
Flooding - Glen Iris, February 2011	Localised severe flooding.
Chemical spillage - Camberwell Junction, May 2011	Diesel fuel spillage causing major and prolonged traffic disruption.
Asbestos Roof - Loch St Kew, October 2013	Part of Asbestos roof had blown off property and landed on roof of another nearby property. Substantial clean up actions involved and significant media interest.
Chemical Spill - Somerset Rd Glen Iris October 2015	Spill of "chemical defoamer" caused prolonged traffic disruption to area
Storm Damage and Localised flooding, October 2016	Numerous trees down and some localised flooding.
Storm & Flood - 2&3 December 2017	(118 Premises impacted, flooding (62), building damage (38) and trees down (18).
Landslip - 20 December 2017	Major traffic disruption (long duration, over 12 months) to major arterial road - Warrigal Rd, Surrey Hills
Multi shop fire 14 Nov 2018	Several businesses closed for up to 6 months
Storm 19 Jan 2020	Significant impact, flooding of residential properties and trees down. (met criteria for NDRA claim)
Pandemic - February 2010. Covid-19 Global Pandemic	Significant impact on the community, closure of businesses, complete closure of most public activities, interference to personal liberties due to social distancing. Vulnerable residents requiring support. Also, impacts on Councils working and service delivery models.

2.5 Major infrastructure assets

Located within the municipality are the following major non-Council assets:

2.5.1 Hospitals (N.B No Hospitals within Boroondara have Emergency Departments)

Hospital	Address	Melway Ref.
	Details removed from Public Display Copy	

2.5.2 Prominent schools and universities

Universities

University	Address	Melway Ref.
	Details removed from Public Display Copy	

There are 58 schools within the municipality and the City of Boroondara has the largest number of private education institutions, within the state.

Given that these private schools are independent and have no overall governing body to oversee their management in the event of a major incident they are listed individually. The table below provides a snapshot of these private schools and their locations.

Private Schools

School	Location	Melway Ref.
	Details removed from Public Display Copy	

For a comprehensive list of government schools, kindergartens, child care etc. within COB refer to Department of Education and Training website http://www.education.vic.gov.au as they oversee the management of these facilities in the event of a major incident.

2.5.3 Major shopping precincts

Boroondara's network of 53 shopping centres are made up of 3 major activity centres

- Camberwell Junction
- Glenferrie Road Hawthorn
- Kew Junction, and other neighbourhood and local shopping centres.

The following centres all have currently active traders associations; Ashburton, Burwood Village, Camberwell, Glenferrie, Greythorn, Kew Junction, Maling Rd and North Balwyn areas.

2.5.4 Miscellaneous

Listed below are some of the many additional asset and infrastructure facilities and services that may be impacted upon in the event of an emergency within the municipality:

- Details removed from Public Display Copy
- Details removed from Public Display Copy
- Details removed from Public Display Copy
- Details removed from Public Display Copy
- Details removed from Public Display Copy
- Details removed from Public Display Copy
- Details removed from Public Display Copy
- Details removed from Public Display Copy
- Details removed from Public Display Copy

Part 3 - Management arrangements

3.1 Municipal emergency management functions

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

- The provision of emergency relief to respondents and affected persons during the response phase;
- The provision of resource supplementation to control and relief/support agencies during response and recovery;
- Municipal assistance to agencies during the response to and recovery from emergencies;
- The assessment of the impact of the emergency; and
- Recovery activities within the municipality, in consultation with Department of Health and Human Services.

Council is a signatory to the MAV's *Municipal Inter-Council Emergency Management Resource Sharing Protocol* to ensure resource continuity, both externally to support neighbouring councils and internally to be available to support the City of Boroondara, should resources become limited and/or unavailable.

The City of Boroondara is also a member of the Eastern Metropolitan Region Partnership (incorporating a group of neighbouring municipalities) which meets regularly to collaborate on a range of emergency management issues. This partnership has developed a number of Standard Operating Guidelines and other documents and is working toward developing standard documents to be shared across the region.

Refer to section 3.3 which identifies relevant council roles with the responsibility of maintaining a data base of both council and contracted resources and for ensuring accessibility and activation of these resources for both response and recovery phases.

A detailed list of specific names and contact details can be found in Appendix H, Contact List.

3.2 Municipal emergency management structure

The City of Boroondara has developed a structure for meeting its municipal emergency management obligations. This structure segregates the emergency management planning and mitigation/prevention function from the emergency management operational response function. An outline of the structure is provided below:
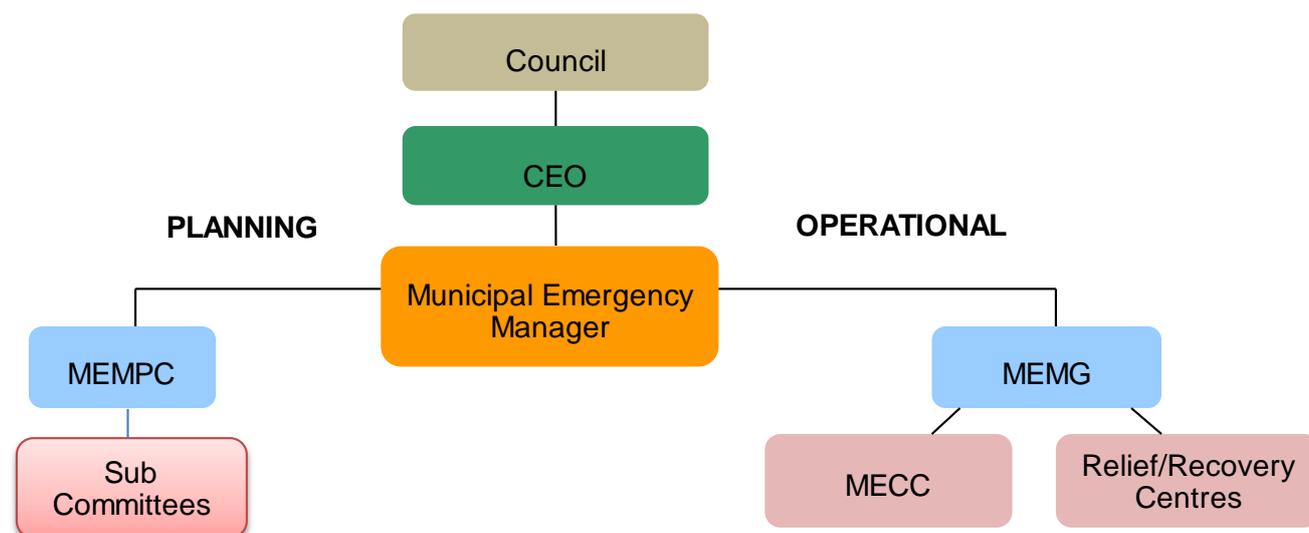
3.2.1 Planning

3.2.1.1 Municipal emergency management planning committee (MEMPC)

This Committee is formed pursuant to Section 21(3) & (4) of the Emergency Management Act 1986 to formulate a plan (*Municipal Emergency Management Plan*) for Councils' consideration in relation to the prevention of, response to and recovery from emergencies within the City of Boroondara. The following members make up the Municipal Emergency Management Planning Committee, in line with the community and risk profile relevant to this municipality:

- Municipal Emergency Manager - (MEM)
- Municipal Emergency Resource Officer - (MERO) (Chairperson)
- Municipal Recovery Manager – (MRM)
- Municipal Fire Prevention Officer – (MFPO)Deputy Municipal Recovery Manager - (x2)
- Deputy Municipal Emergency Resource Officer - (x 2)
- Municipal Building Surveyor (MBS)
- Municipal Environmental Health Officer (EHO)
- Municipal Community Safety Officer representative
- Municipal Emergency Response Coordinator (Victoria Police) (MERC)
- VICSES Regional Officer
- VICSES volunteer representative
- Metropolitan Fire Brigade representative
- Department of Health and Human Services representative
- Ambulance Victoria representative
- St John Ambulance representative
- Australian Red Cross representative
- Eastern Melbourne PHNVictoria Police representative
- Vic Roads representative
- (community representative)Swinburne University representative (Community representative)
- Parks Victoria representative
- Salvation Army representative
- Jewish Community Crisis Management (JCCM) (Community representative)
- Dept. of Education & Training (DET) representative
- Victorian Council of Churches representative
- Community Safety Planner (Community rep via Community Safety Committee)
- YMCA representative
- Services Australia (formerly Centrelink) representative (Aust Gov)
- MEMPC Executive Officer
- EM Project Officer
- Council officers as invited

In 2019 an annual review of the committee membership was undertaken to ensure emergency management validity and relevancy continued within the municipality. The members and contact numbers for the MEMPC are detailed in the Contact List in Appendix H.

The Charter and terms of reference for the MEMPC were also reviewed and endorsed in 2019 and can be found at Appendix (I).

Additional to the normal meeting schedules the MEMPC will be convened if there is an incident of significance within the municipality, a significant organisational change within Council or if there is a significant new risk identified in the municipality.

3.2.1.2 Specialist committees have been formed relevant to specific sub plans that have been developed for the City of Boroondara COB (which are separate to EMR joint council initiatives). These sub committees are:

- Relief and Recovery Planning Sub Committee
- Pandemic Sub Committee
- Heat Health Plan Sub Committee.

A list of sub plans is detailed in section 1.4 and the same arrangements apply for Plan review and updates for these sub committees.

3.2.1.3   Maintenance of the Municipal Emergency Management Plan is detailed in the table below listing the frequency of meetings, Plan review and testing of the Plan.

Frequency of meetings	The Municipal Emergency Management Planning Committee will meet quarterly as follows: ▪ March ▪ June ▪ September ▪ December Minutes of all meetings will be taken and a copy sent to all members of the MEMPC. Functional sub committees should meet at least once per year to review and amend their arrangements where necessary. Refer to each sub plan developed for the review and amendment schedule.
Plan review	The content and regular review of this Plan will be managed by the MERO supported by the MEMPC Executive Officer of the City of Boroondara. It will be reviewed annually, or after an emergency (involving a complex multi-agency response, or creating a large public disruption) which has utilised part of this plan, including all sub plans developed. Organisations delegated with responsibilities within this Plan are required to notify the MERO of any changes of detail (e.g. contact information) as they occur. Review of the Plan will specifically focus on the potential risks within the City of Boroondara and the updating of the Contact Directory of the Plan. These form specific meeting agenda items and these are recorded in the minutes of the quarterly meetings held. The MERO will monitor changes to available resources and infrastructure and arrange for the Plan to be updated. Amendments are to be produced and distributed by the City of Boroondara as required. See Appendix G for distribution list.
Testing and Exercising	Parts of this plan will be tested on an annual basis. This will be conducted at a time determined by the MEMPC in each year. Any procedural anomalies or short falls encountered during these exercises, or ensuing operations, will be addressed and rectified at the earliest opportunity. Refer to MERO for a list of recent exercises conducted.

3.2.2 Operational

The following internal group has been established to manage resource allocation in the event of a municipal emergency. Issues that this group will consider include Municipal Emergency Coordination Centre management and emergency relief/recovery centre establishment.
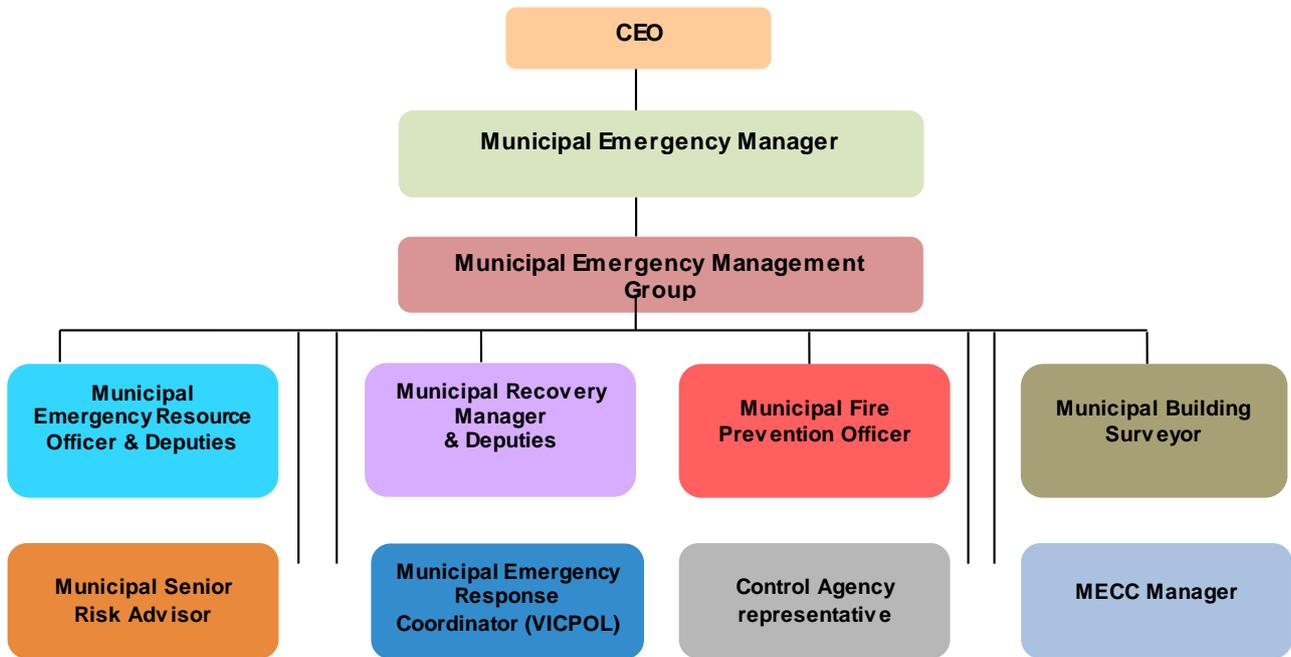
3.2.3 Municipal Emergency Management Group (MEMG)

The Municipal Emergency Management Group, or relevant members, will convene when the scale of the emergency dictates the requirement for the provision of any of the functions outlined above in paragraph 3.1. Members of the MEMG will liaise to determine what level of activation is required.

The functions of the Municipal Emergency Management Group will be carried out in consultation with the Municipal Emergency Response Coordinator, with respect to the coordination and provision of resources; and the control agency.

This group consists of:
- Municipal Emergency Manager – (MEM)
- Municipal Emergency Resource Officer (MERO
- Municipal Recovery Manager (MRM)
- Municipal Building Surveyor (MBS)
- Municipal Senior Risk Advisor
- Municipal Emergency Response Coordinator (Victoria Police); (MERC)
- Control agency representative;
- Municipal Emergency Coordination Centre (MECC) Manager
- Others co-opted as required.

Members of this group may also be involved with forming an operational response team to lead the recovery activities, in conjunction with the arrangements detailed in the *Emergency Relief and Recovery Sub Plan Operational Arrangements.*

For activation of the MERO and MRM, there are designated mobile phone numbers for direct contact with the rostered on call officer for the emergency services agencies to access.

The general contact details for the above MEMG members are contained within Appendix H.

3.3 Responsibilities of key council roles

The responsibilities of key council roles are detailed as follows: (See contact list for appointees)

Role	Responsibility
Municipal Emergency Manager Council has appointed officers to fulfil the functions of MEM and Deputy MEM.	The role of the *Municipal Emergency Manager* is to: ▪ Ensure the MEMP is effective and current; ▪ Ensure that municipal resources are utilised effectively in a community emergency, for response and recovery activities; ▪ Coordinate the emergency management activities of, and liaise closely with, the MERO, MRM and MFPO; ▪ Arrange meetings of the MEMPC or the Emergency Management Group as appropriate during an emergency; ▪ Maintain effective liaison with all regional, state or Commonwealth emergency related agencies servicing the municipality; ▪ Ensure that appropriate operating procedures and processes are developed, documented and tested by those required to use them during an emergency, and that suitable training takes place including coordinating exercises with relevant stakeholders; ▪ Ensure that appropriate procedures, processes and systems are in place to record and monitor any Council expenditure specifically applicable to an emergency; ensure that applications for expenditures eligible for assistance from State sources are submitted to appropriate agencies; ▪ Ensure that debriefing sessions are held for any response and recovery operation after an emergency to examine effectiveness of the MEMP and upgrade it as necessary.
Municipal Emergency Resource Officer Council has appointed officers to fulfil the roles of MERO & Deputy MEROs.	The role of the *Municipal Emergency Resource Officer* is to: ▪ Chair (or nominee) the MEMPC; ▪ Coordinate and provide municipal resources in emergency response; ▪ Ensure the MEMP is developed and kept current in conjunction with the MEM; ▪ Maintain effective liaison with emergency agencies within or servicing the municipal district; ▪ Ensure that appropriate operating procedures and processes are developed, documented and tested by those required to use them during an emergency, and that suitable training takes place including coordinating exercises with relevant stakeholders; ▪ Maintain an effective contact base so municipal resources can be accessed on a twenty-four hour basis (kept separate to this document); ▪ Keep the Municipal Emergency Coordination Centre(s) prepared to ensure prompt activation if needed.
Municipal Recovery Manager Council has appointed Officers to fulfil the roles of MRM and deputy MRMs.	The role of the *Municipal Recovery Manager* is to: ▪ Coordinate municipal and community resources for recovery; ▪ Assist with collating and evaluate information gathered in the post-impact assessment; ▪ Establish priorities for the restoration of community services and needs; ▪ Liaise with the MEM and MERO on the best use of municipal resources (for relief and recovery); ▪ Ensure that appropriate operating procedures and processes are developed, documented and tested by those required to use them during an emergency, and that suitable training takes place including coordinating exercises with relevant stakeholders; ▪ Establish an information and coordination centre at the Municipal Offices or a location more appropriate to the affected area; ▪ Liaise, consult and negotiate with recovery agencies and Council on behalf of the affected area and community recovery committees;

Role	Responsibility
	▪ Liaise with the Regional Recovery Planning Committee and Department of Health and Human Services; ▪ Undertake other specific recovery activities as determined.
Municipal Fire Prevention Officer Council has appointed Officers to fulfil the function of MFPO and deputy MFPO.	The role of the *MFPO* is to: ▪ Manage the Municipal Fire Prevention Committee (MFPC) if formed under the *Metropolitan Fire Brigade Act 1958* as chairperson and executive officer (not applicable in COB); ▪ Undertake and regularly review Council's fire prevention planning; ▪ Liaise with fire services, other authorities and Councils regarding fire prevention planning and implementation; ▪ Advise and assist the Municipal Emergency Management Planning Committee on fire prevention and related matters; ▪ Investigate and act on complaints regarding potential fire hazards; ▪ Advise, assist and make recommendations to the general public on fire prevention and related matters; ▪ Issue permits to burn in accordance with Council Local Laws ▪ Facilitate community fire safety education programs and support Community Fireguard groups in fire-prone areas.
Executive Officer Council has appointed an Officer to fulfil the role of MEMPC Executive Officer.	The role of the *Executive Officer* is to: ▪ Support the MERO with administrative matters relating to the MEMPC; ▪ Be responsible to receive and maintain the list of amendments and alterations to the MEMP; ▪ Undertake the maintenance of the MEMP including collating of amendments and updates to the MEMP; ▪ Arrange for the distribution of the MEMPC meeting notifications, meeting minutes, amendments etc. ▪ Minute taking role at the MEMPC meetings and incident debriefing sessions and documenting exercise outcomes; ▪ Undertake other specific response/recovery activities as determined. ▪ Note: MEMP and other relevant documentation is now stored on "Crisis works" computerised database, Where possible, future distribution of documents and plan amendments will be via electronic link to this database.

3.3.1   City of Boroondara resources
The MERO and MRM each maintain a list of City of Boroondara resources available for response, relief and recovery activities available in the event of an emergency. Details of COB owned, contracted and hired resources can be located on the Council computerised records system, which is updated regularly. There is also a list on "Crisisworks" program. These resources are coordinated by the MERO and MRM for their respective roles. Refer to Appendix H for the main agencies and contacts details.

3.4   Command, control, coordination (emergency response)

It is important to distinguish between the functions and responsibilities, in general, of Control, Command and Coordination terminology and Emergency Response Coordination Roles, as outlined in the tables below.

In recent years, the traditional emergency and incident management mechanisms of Command, Control and Coordination have been supplemented by the addition of Consequences, Communication and Community Connection. The combination of the 'six Cs' is an inclusive and community focused approach led by Emergency Management Victoria with the aim of building safer and more resilient communities.

Six C's of Emergency Management	Description
Control	The overall direction of response activities in an emergency, operating horizontally across agencies. *Control of an emergency situation will at all times remain the responsibility of the designated agency or authority for that type of emergency. The control agency is required to appoint an Incident Controller, who will control operations.* (A list of the control agencies can be found in Part 7 of EMMV.)
Command	Command involves the direction of personnel and resources of an agency (e.g. Council) in the performance of that organisation's role and tasks and operates vertically within it.
Coordination	Coordination is the bringing together of agencies and resources to support the response to and recovery from emergencies.
Consequences	The management of the effect of emergencies on individuals, the community, infrastructure and the environment.
Communication	The engagement and provision of information across agencies and proactively with the community to prepare for, respond to and recover from emergencies.
Community Connection	The understanding of and connecting with trusted networks, trusted leaders and all communities to support resilience and decision making.

Other Emergency Response Coordination Roles	Description
Incident Emergency Response Coordinator (Victoria Police - IERC)	The most senior Police Officer present at the first response of a Non-Major emergency is the IERC and has the responsibility of coordinating resources to provide the most effective support to the control agency and the functional service agencies.
Municipal Emergency Response Coordinator (Victoria Police - MERC)	A Senior Sergeant at either Camberwell or Boroondara Police Station or his/her deputies is appointed by Victoria Police to be the Municipal Emergency Response Coordinator (MERC) for the City of Boroondara. Any control agency requiring municipal support will request that support through the Municipal Emergency Response Coordinator, who will pass on all requirements to the Municipal Emergency Resource Officer (MERO).
Regional Emergency Response Coordinator (Victoria Police - RERC)	Will receive and action any requests from the MERC for further assistance when municipal resources are unavailable, have been fully committed or exhausted.

3.5   Municipal Emergency Coordination Centre (MECC)

The Municipal Emergency Coordination Centre (MECC) is no longer a compulsory requirement as the majority of control occurs from Agency Incident Control Centres (ICC), however Boroondara has maintained the functionality for use for Municipal purposes. It will be activated upon the request of the MERC, or may be activated at the discretion of the MERO and or MRM. Its primary functions are to

be utilised for the coordination of resource allocation, to receive and transmit information updates, and to provide an administrative and management base for the MEMG.

The Municipal Emergency Coordination Centres for the City of Boroondara are:
- Primary MECC - Details removed from Public Display Copy
- Alternative - Details removed from Public Display Copy

Council has a nominated officer to fulfil the role of MECC Manager.
Refer to contact details in Appendix H for specific details.
For more details about the MECC, including the Standard Operating Procedures, layout, communications and activation refer to Appendix C.

3.6   Operations centre and Staging Areas

The centre established by an agency for the command/control functions within their own agency. The City of Boroondara may establish an operations centre, if necessary, to control its own resources in an emergency.
Staging areas for agency use to assemble physical and human resources may also be co-located with Councils operations centre, or alternatively may be established at one of Councils alternative locations (depending upon the nature, size, and location of the event). A detailed list of all of Councils facilities is available via the Coordinator Facilities Maintenance.

3.7   Debriefing arrangements

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

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

3.8   Financial arrangements

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

The MRM shall be issued with a purchasing card to facilitate payment for expenditure incurred during emergencies.
Control agencies are responsible for all costs involved in that agency responding to an emergency. Government agencies supporting the control agency are expected to defray all costs from their normal budgets.

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

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

Depending upon the size and nature of the emergency some further government financial assistance may be available through the Victorian Natural Disaster Financial Assistance program (NDFA) and / or the Federal Natural Disaster relief and recovery arrangements (NDRRA), both of which are accessed via the Victorian Department of Treasury and Finance.

3.9   Public information, education and warning

Warnings should be used under specific circumstances where community action is necessary, primarily to protect lives, and also for the protection of property or the environment. The Victorian Warning Protocol (EMMV Part 8, Appendix 10) sets out warning arrangements. It is important to ensure that public information, education and warning is maintained at an optimum level. This provides the public with the necessary information to develop an understanding and awareness of the issues associated with the prevention of, response to, and recovery from emergencies:

- Information released before an emergency on behalf of the City of Boroondara will be to educate and assist the community to prepare for emergencies.
- The provision of information to the public during an emergency is normally the responsibility of the control agency, in conjunction with the MERC.
- Release of information on behalf of the City of Boroondara before, during and after an emergency must be approved in accordance with Council's media relations policy.
- Immediate use of social media, website and media to direct public requests to the appropriate agencies should be made to avoid congestion of the phone system.
- The Incident Controller, or his/her representative, must authorise any "Standard Emergency Warning Signal" over the electronic media.
- It may also be appropriate to consider the social network systems e.g. Facebook and Twitter for notification to the community of relevant updates, etc. of an incident (messages must be approved by Incident Controller).

There are processes detailed in relevant sub plans for informing residents and visitors of emergency relief centres, public information and education etc. In particular, the Emergency Relief and Recovery Sub Plan, Heat Health Sub Plan and Pandemic Sub Plan have a consistent communications plan for the COB to initiate the flow of information to the community.

The following principles should be observed in disseminating emergency information;
- Get information to the people who need it.
- Get the right information to the right people.
- Ensure it is consistent, timely, user friendly, accurate, compatible and useful.

All methods of dissemination should be considered, and the most practical method used based on the prevailing circumstances and nature of the event. (N.B. ABC Radio 774 is the nominated community emergency broadcaster and has arrangements in place to maintain broadcast capability during power outages. Residents without power can access radio using battery powered or car radios). Options include;
- Radio stations (including any local community radio, ie)
- Social media (Council has control, messaging must be approved by Incident Controller) (e.g Facebook, Twitter, Myspace, Bebo, Friendster, LinkedIn, Flickr, YouTube)
- Website (Council has control)
- Interactive Voice Response (IVR) messages (Council has control) Television
- Emergency Alert (telephone based system - Govt Control)
- Agency information lines (e.g. Vic Emergency 1800 226 226; SES 132 500; plus others)
- CALD groups radio stations & newspapers (Councils Communications Dept has current list)
- Community newsletters
- Information centres (one stop shops)

- Door knocks
- Vehicle mounted PA systems
- Local Community groups

N.B All messaging to the community relating to an incident must be approved by the Incident Controller prior to dissemination.

Special considerations need to be given to warning disabled and non-English speaking groups. In the case where information or communication is required with persons unable to speak English, the Translation and Interpreting service may be able to assist.

3.10   Response/recovery hand-over

Emergency Relief and its functions are referred to briefly in Part 5 Response Arrangements, however as Emergency Relief is now functionally coordinated as part of emergency recovery it is covered in detail in Part 6 Recovery Arrangements and Part 7 Support Arrangements of this plan.

- The MERC, in conjunction with the control agency and the MERO, will ensure a smooth handover between the emergency response and emergency recovery phases.
- The MERC, in conjunction with the control agency, will call together relevant relief and recovery agencies, the MERO and the MRM, to consult on the timing and process of the handover.
- Accounts and financial commitments made during the response phase are the responsibility of the MERO through the Municipal Emergency Management Plan arrangements.

Accounts and financial commitments used in the recovery phase are the responsibility of the MRM through the Municipal Emergency Management Plan arrangements.

Council has a draft template Transition of Coordination Arrangements document, which can be found at Appendix J and on Crisisworks.

3.11   Compensation of volunteer emergency workers

Compensation for all Volunteer Emergency Workers will be as laid down in Part 6 of the *Emergency Management Act, 1986*. It is the responsibility of the organisation utilising the volunteer emergency workers to ensure that they are all registered. Additional to this legislation, the Boroondara Volunteer Resource Centre (BVRC) has developed a Strategic Service Plan which covers all aspects of people offering their services in the event of an incident occurring (including spontaneous volunteers).

3.12   Schedule of exercises

This MEMP will be tested/exercised on an annual basis as referred to in section 3.2.1.3. The type of, and the particular element of the MEMP to be exercised, will be determined by the MEMPC each year. These can be conducted in many forms including operational, desktop, workshops, reviewing of practices etc., and over time should ensure that all aspects of the plan are tested.

A list of exercises previously conducted and proposed, including debrief notes, is maintained by the MERO in Councils records system.

Part 4 - Prevention/mitigation arrangements

4.1 Role of the municipality

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

The City of Boroondara, in conjunction with the Municipal Emergency Management Planning Committee and community stakeholders has undertaken a community risk identification and assessment process. Refer to Appendix F for completed Risk Treatment Plans.

4.2 Community awareness

The ability of a community to respond to an emergency situation and in turn recover from the effects of an emergency will depend on the attitude of the people affected by such an event. This objective is aided by obtaining a pre-determined response from people during emergencies, and requires community education and awareness programs.

Council and the Municipal Emergency Management Planning Committee will support and promote appropriate prevention and awareness programs within the municipality, utilising methods including the Boroondara Bulletin community newsletter, local newspapers and the City of Boroondara internet site. As a part of its core business, Council regularly produces (on a seasonal basis) articles relating to most of the identified risks.

Part 3 – Management Arrangements, covers the City of Boroondara protocols for warning the Boroondara community of an impending emergency.

4.3 Community emergency risk assessment (CERA)

The City of Boroondara utilises the model from the AS/NZS ISO 31000:2009 Risk Management - Principles and Guidelines Standard for the identification, assessment and treatment of risks. This process has been applied to the community emergency risk assessment (CERA) process.

Council has a responsibility under the *Emergency Management Act 1986* and the *Local Government Act 1993* to protect the safety of its community and visitors to the municipality. Furthermore, Council is committed to engaging the community in the development of strategies which enhance public safety, through effective service delivery and asset management.

When addressing community safety and risk management the City of Boroondara considers the following aspects:
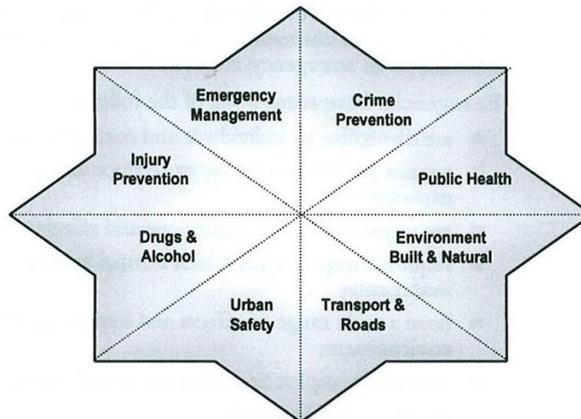
4.4   Community   Safety

The City of Boroondara has a number of strategies which support community safety, which are included in the Boroondara Community Plan. Additional to this wide-ranging plan, there are many other plans that COB has developed including but not limited to Asset Management Plans, Fire Hazards Procedures, Health Services Policies and, Business Continuity Plans. Refer to the COB's website www.boroondara.vic.gov.au for a comprehensive register of community safety strategies and other organisations' community safety strategies e.g. Road Safety Strategy, etc.

4.4.1   Boroondara Community Plan

The Boroondara Community Plan 2017-27 is Council's key strategic document and describes the community's 10-year vision and priorities. It guides Council's decision making and directly informs the Council Plan, budget processes, and Council strategies, plans, policies, and actions.

The Boroondara Community Plan is structured around seven themes our community told us were important to them and each includes a strategic objective describing the outcomes we are seeking to achieve.

The Boroondara Community Plan also meets the requirements of a Municipal Public Health and Wellbeing Plan, and states Council's commitment to placing health and wellbeing at the centre of everything we do. It also identifies the following five health priorities that we will focus on in the first four years of the plan:
- promoting mental health and social connection
- preventing injury and violence
- reducing harmful alcohol use
- promoting healthier eating
- promoting active living.

The Municipal Emergency Management Plan contributes toward the Boroondara Community Plan vision: A vibrant and inclusive city, meeting the needs and aspirations of its community.
Further information about the Boroondara Community Plan is available at:
www.boroondara.vic.gov.au/bcp

4.4.2   Asset Management Plans

The Asset Management department ensures that risk assessments are completed on the identified asset types under Council's control. The results of the assessments have enabled the development of long-term sustainability programs for Council assets.

4.4.3 Fire Hazard Procedures

The Local Laws Department conducts an annual fire hazard identification program, (pre summer) which includes inspections of known fire risk areas. This is enforced under the Dangerous and Unsightly provisions of the Amenity Local Law. Notices are issued to identified non compliant hazardous sites to comply before the fire season commences.

4.4.4 Storm & Flood Plans

In addition to Storm & Flood Plans provided by Melbourne Water, which relate to the overflow of creeks and rivers within the municipality, and the Storm & Flood Emergency Plan developed in conjunction with SES, Council has also prepared land inundation plans relating to the overland flow of surface drainage.

4.4.5 Health Services Policies

Health Services policies and attendant procedures are maintained by the Health, Ageing and Disability Services Department. It covers aspects of public health including, but not limited to, business registrations, food safety, food seizure, and food recall, standards of habitation, drainage and inspection.

4.4.6   Business Continuity Plans (Crisis Management Plans)

Business continuity plans have been developed for all Council service areas. These include the development of strategies, plans and actions which provide protection of, or alternative methods of operation, for Council's services in the event of a sustained loss of critical dependencies.

Business Continuity Management Documentation Landscape.

Council's Business Continuity Management (BCM) Program comprises of a number of plans – both organisational-based (Council) and community-based. The diagram below outlines the BCM plans and procedures within the Council and their relationship between them.
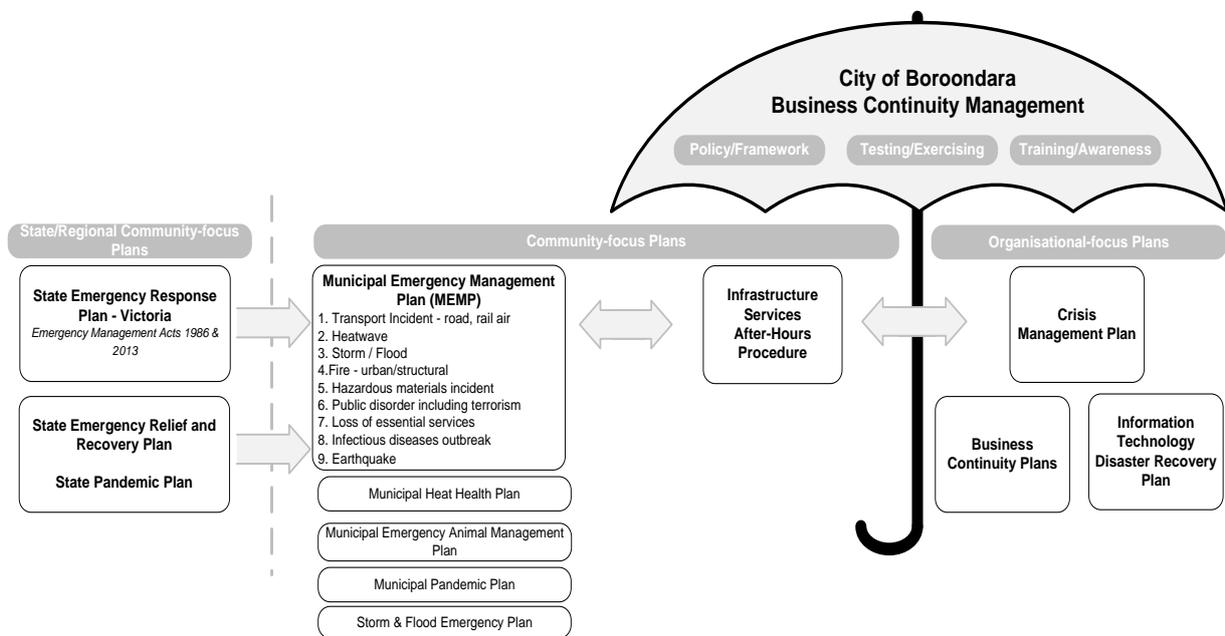
The Infrastructure Services After-Hours Procedure is the connecting plan between Community and Council-based incidents. Where a Council response is required from a Community-based incident, the Infrastructure Services Team will coordinate the response (with or without the activation of the Municipal Emergency Management Plan). Where a Community-based incident affects the Council's ability to operate, or the incident only affects the Council, the Crisis Management Plan will be invoked to coordinate the response.

4.5 Community emergency risk assessment (CERA)

A comprehensive identification process was undertaken by the MEMPC to identify the hazards or sources of risk in the City of Boroondara with a full review (over a series of MEMPC meetings) finalised in 2020. The process has been designed as an "all hazards", "all agencies" integrated risk assessment approach. The identified risks have been reassessed on a regular basis. The release of Australia's Strategy for Protecting Crowded Places from Terrorism in 2017 led to the review of the terrorism risk in 2018, considering and including terrorism into the risk previously known as "public disorder".

4.5.1 Methodology

The intended outcome of this process was the development of risk reduction strategies that enhance safety within the City of Boroondara which predominantly involves an emergency focus on conventional incidents, such as storm, fire and transport accident, etc. and not on human behaviour based risks, such as drug and alcohol abuse, and assault and robbery incidents. The current document will continue to adopt the more conventional emergency focus whilst ensuring all risks that could impact significantly on the community will be identified.

Context Statement

The community in planning for the reduction of emergency-related risks will endeavour to create a safer environment by identifying, analysing, assessing risks and recommending treatment options by application of a community emergency risk management process which employs the generic guidelines in AS/NZ Standard ISO 31000:2009.

Through the emergency risk management process, communication with all stakeholders will be enhanced through public meetings, the distribution of meeting minutes and information sessions.

The City of Boroondara recognises that this process may lead to suggested risk treatments that may affect social, political, economic and/or the environmental aspects of the community. All risk treatment options will be considered, irrespective of perceived constraints, and will identify and consider treatment options for risks that have the potential to become emergencies, such incidents that:

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

With this in mind, the emergency risk management process will be continually reviewed by the Municipal Emergency Management Planning Committee.

Management and operational day-to-day procedures by the City of Boroondara are maintained by a 24/7 emergency contact service system based on Council's main customer contact number. Duty Officers are rotated on a weekly basis to provide expert after hours service to the community with delegated powers to engage contractors or in-house crews to respond as appropriate.
These processes account for the responses to conventional and regular incidents which occur in the community and are highlighted in the Risk Treatment Plans already in place for mitigation, response and recovery actions of identified hazards that council manages.

The City of Boroondara also has a current Disaster Recovery Plan which is reviewed annually (internal, not community based). This Disaster Recovery Plan defines the roles and responsibilities of key resources required to deal with an event affecting Council's corporate (physical and systems) infrastructure. The basis of this plan is the reinstatement of corporate systems, facilities and assets to support departmental service delivery on both short term and long term. To facilitate effective service delivery in the event of an emergency, each key department has developed specific documented Business Continuity Plans.

4.5.2 Process

Consultation:
Communication and consultation were considered important components of the risk management process and the community were engaged in this, along with neighbouring Councils, and relevant specialists in the individual identified risk.

Hazard Identification:
The specific hazards to be further reviewed were identified by the MEMPC, as well as relevant assets, etc.

Risk Evaluation:
The review panel, in addition to utilising the expertise of the MEMPC members, called upon various specialists to provide a more detailed and targeted approach to individual risks. The panel then conducted an in depth evaluation of all aspects associated with each of the identified risks, leading to the identification of appropriate treatment plans. In conducting reviews, the MEMPC has utilised the current relevant data as provided by the agencies represented on the MEMPC.

See following pages for Consequence Rating table, Risk analysis dashboard, CERA Heat map, and list of identified risk treatments.
Details of individual risk treatment plans can be found at Appendix F

It is recognised that some risks, by their nature, cannot be completely controlled and, further, that Council has limited resources to deal with emergency prevention and management.

Risk Review:
The risks shall be reviewed on an annual basis and upon any significant event.

4.5.3 Consequence Rating Criteria (CERA Placemat)
The tables below are utilised to measure the 'likelihood' 'consequence' and 'risk rating' of the hazards identified.

⊞ Consequence Rating Criteria (Table 1)

	Rating	People	Environment	Economy	Public Administration	Social Setting	Infrastructure
1	Insignificant	• Near misses or minor injuries, no reliance on health system.	• Near misses or incidents without environmental damage, no recovery efforts required	• Financial loss < 0.1% of the jurisdiction's revenues', to be managed within standard financial provisions. • Inconsequential disruptions at business level.	• Governing body manages the event within normal parameters. • Public administration functions without disturbances. • Public confidence in governance, no media attention.	• Inconsequential short-term reduction of services. • No damages to objects of cultural significance. • No adverse emotional and psychological impacts.	• Inconsequential short-term failure of infrastructure and service delivery. • No disruption to the public services.
2	Minor	• Isolated cases of serious injuries. • Health system operating within normal parameters. • Displacement of people within jurisdictional capacity to cope. • Personal support needs being met.	• Isolated cases of environmental damage. • One-off recovery efforts required to supplement self-repair. • Damage localised in extent. • Short term impairment of ecosystem functions up to one year.	• Financial loss, 0.1-0.3% of the jurisdiction's revenues', requiring activation of reserves to cover loss. • Disruptions at business level leading to isolated cases of loss of employment.	• Governing body manages the emergency event under emergency regime. • Public administration functions with some disturbances. • Isolated expressions of public concern. • Jurisdiction perceived as able to pursue business as usual despite disruptions.	• Isolated and temporary cases of reduced services within community. • Repairable damage to objects of cultural/ heritage significance. • Localised disruption to community wellbeing and social networks over a small area for a period of weeks.	• Infrastructure/ systems failure impacts on part of community's functioning over a small area for a short period (a few weeks). • Localised inconvenience.
3	Moderate	• Isolated cases of lives lost and/or some cases of serious injuries. • Health system operating at maximum surge capacity. • Displacement of people within capacity of the jurisdiction to cope for periods of less than 24 hours. • Elements of jurisdictional personal support system operating at maximum capacity.	• Isolated but significant cases of impairment or loss of ecosystem function(s) at locality within jurisdiction. • Some remedial efforts required for recovery. • Medium term impairment up to two years.	• Financial loss, 0.3-1% of the jurisdiction's revenues', requiring adjustments to business strategy to cover loss. • Disruptions to selected industry sectors leading to isolated cases of business failure and multiple loss of employment.	• Governing body manages the emergency event with considerable diversion from policy. • Public administration functions limited by focus on critical services. • Instances of public protests with emergent alarm. • Significant diversion from State policy goal(s) or program(s).	• Ongoing reduced services within community. • Permanent damage to objects of cultural/heritage significance. • Major disruption to community wellbeing and social networks over a locality for a period of months.	• Infrastructure/ systems failure puts severe pressure on part of community's functioning over a medium to large area for a medium period (up to three months). • Widespread inconveniences but no external support required.
4	Major	• Multiple loss of life (mortality in the order of 0.001% of the jurisdictional population). • Health system operating at maximum capacity, under severe pressure. • Isolated cases of displacement of people for periods in the order of a day. • Jurisdictional personal support system operating at maximum capacity. • Normal health care and living standards difficult to maintain.	• Severe impairment or loss of ecosystem functions affecting one or more species or regional landscapes. • Progressive environmental damage. • Extensive recovery effort required. • Serious long term impairment or loss of ecosystem function(s) up to five years.	• Financial loss, 1-3% of the jurisdiction's revenues', requiring major changes in business strategy to (partly) cover loss. • Significant disruptions across industry sectors leading to multiple business failures and loss of employment.	• Governing body absorbed with managing the emergency event. • Public administration struggles to provide critical services. • Loss of public confidence in governance, with serious widespread public outcry and some alarm. • State policy goal(s) or program(s) abandoned.	• Reduced quality of life within community. • Significant loss or damage to objects of cultural/heritage significance. • Severe disruption to community wellbeing and social networks over a wide area for up to two years.	• Medium to long term (three to six months) failure of significant infrastructure and service delivery affecting large parts of the community. • Initial external support required.

Consequence Category Definitions (Table 2)

People	- The health system, i.e. doctors, hospitals, ambulances at local/regional levels. - Local/regionally-based resources and systems to assist people who are displaced from their homes for a length of time. This includes temporary accommodation. - Local/regionally-based resources for supporting affected/displaced people with e.g. material aid, food, financial assistance, personal support services.
Environment	The continued normal functioning of significant ecosystems.
Economy	- The economy of the local area, considering: - value of overall damage and consequential losses incurred - disruption to particular sectors of industry - need for extraordinary government financial provisions for recovery
Public Administration	Relates to the impacts of the emergency on the governing body's ability to govern.
Social Setting	The ability of the community to maintain normal functioning, its resilience, its social fabric and cultural values and heritage.
Infrastructure	The functionality and continued supply, via the critical infrastructure systems, of the essentials of contemporary society, e.g. fuel, water, telecommunications, transport, food supply, money.

Controls / mitigation activities rating criteria (Table 3)

	Rating	Criteria
1	Effective	Controls in place are effective. There may be no need to change the controls but they should be reviewed for appropriateness.
2	Moderately effective	Although current controls are effective, some improvement opportunities may be/have been identified. Further review and analysis suggested
3	Moderately ineffective	Controls are in place but may be insufficient to reduce risk consequence and/or likelihood to an acceptable level. Review of controls is highly desirable with potential need for update/remediation.
4	Very ineffective	Controls are in place but are likely insufficient to reduce risk consequence and/or likelihood to an acceptable level. Review and remediation of controls is required.
5	Completely ineffective or non-existent	Few if any controls are in place. Urgent review and remediation of controls is required.

Likelihood Rating Criteria (Table 4)

	Likelihood category	Estimated average recurrence interval	Description
1	Very Rare	>1,000 years	- No recorded events or any indicative evidence - No recent events in comparable jurisdictions - Minuscule opportunity, reason or means to occur
2	Rare	101 – 1,000 years	- Few recorded events or little indicative evidence - Some similar events in comparable jurisdictions - Little opportunity, reason or means to occur
3	Unlikely	11 - 100 years	- Some recorded events - Some events in comparable jurisdictions - Some opportunity, reason, or means to occur
4	Possible / Likely	1 - 10 years	- Many recorded events - Some events in comparable jurisdictions - Great opportunity, reason, or means to occur
5	Almost Certain	More than once a year	Expected to occur in most circumstances; with strong anecdotal evidence and history of recorded incidents

4.5.4 Identified Emergency Risks

The risks relevant to the City of Boroondara that have been identified through the CERA process are;

- Extreme Temperature / Heatwave   (Sub plan 5 - Heat Health Plan)
- Storm and Flood   (Sub Plan 6 - Storm & Flood Plan)
- Transport Accident / Disruption
- Public Disorder including Terrorism
- Service Disruption - Utilities
- Fire - Structural / Urban
- Human Epidemic / Pandemic   (Sub Plan 4 - Pandemic Plan)
- Hazardous Materials Incident
- "*Earthquake*"

It should be noted that following the original identification by the MEMPC of the 8 risks to be reviewed, the CERA review panel were requested to consider and assess "Earthquake" as a risk, (there had been some seismic activity detected near the urban fringes in the period between the meeting and review panel). As there was limited data available by the date of the panel review, no formal assessment was made at that time. Information was requested from Geoscience Australia and was provided. The risk was subsequently re assessed by the MEMPC within the CERA framework. The outcome is that it will remain on the table of risks, although no formal rating was reached.

The release of Australia's Strategy for Protecting Crowded Places from Terrorism, in August 2017 has led to the latest review considering and including terrorism into the risk previously known as "public disorder". Council commissioned a specialist consultant to conduct an "External Risk and Counter Terrorism Assessment" which resulted in a comprehensive document being reviewed and presented to Council for budget consideration. The hazard description and rationale were also ungraded and reviewed by the MEMPC. These details are found in the separate CERA documentation.

Refer to Appendix F for a complete list of Risk Treatment Plans. Details removed from Public Display Copy

4.5.5 Emergency Risk Analysis

Community Emergency Risk Assessment Dashboard

Municipal Government:	Boroondara City Council
EM Region:	Central Region (Melbourne Metropolitan)
Last Review:	12/03/2020

Residual Consequence Calculator

	Deaths		$	Loss		$
5. Catastrophic	18	Greater than	7,200			7,200
4. Major	2	Between	2,400			2,400
3. Moderate	0	Between	720			720
2. Minor	0	Between	240			
1. Insignificant	0	Less Than	240			

Risk Ratings

Ref	Code	Hazard Title	Ratings Confidence	Maximum Foreseeable Consequence	Current Mitigation / Control Activities	Residual Consequence (See calculator above)	Likelihood / Frequency	Residual Risk Rating (RRR) (Auto generated)	Collaboration – Other Municipalities	State Agencies
Risk 1	EQ	Earthquake	Low						Select	Select
Risk 2	ET-HW	Heat Health	High	3.90	2.40	3.00	5.00	High	Maintain	Maintain
Risk 3	N-01	Storm and Flood	High	2.60	2.00	2.50	5.00	High	Maintain	Maintain
Risk 4	T-01	Transport Accident Disruption	Low	3.00	2.00	2.50	4.00	High	Maintain	Maintain
Risk 5	H-01	Public Disorder inc terrorism	Med	2.90	2.10	2.50	4.00	High	Maintain	Maintain
Risk 6	I-01	Service Disruption– Utilities	Med	2.80	2.50	2.50	4.40	High	Maintain	Maintain
Risk 7	Te-01	Fire – Structural /Urban	High	2.40	1.80	2.20	5.00	Medium	Maintain	Maintain
Risk 8	HE	Human Epidemic / Pandemic	Med	3.80	2.51	3.20	4.10	High	Maintain	Maintain
Risk 9	Te-02	Hazardous Incident	Med	3.10	2.20	2.70	4.60	High	Maintain	Maintain

Vulnerable Groups – Estimated Population

Ref	Aged & Frail	Children / young adults (<18 years)	Physically Isolated	Socially isolated	Migrant and/or Non-English Speaking	Technology-based Life Support	Students	Significant Physical Impairment	Cognitively Impaired	Tourists / Travellers	Homeless / Inadequate Shelter
(Estimated Population)	>5,000	>5,000	Unknown	Unknown	1,000-5,000	Unknown	>5,000	1,000-5,000	250-1,000	250-1,000	50-250
Risk 1	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Risk 2	M	M	M	M	M	M	M	M	M	M	M
Risk 3	M	M	M	M	M	M	M	M	M	M	M
Risk 4	M	M	M	M	M	M	M	M	M	M	M
Risk 5	M	M	M	M	M	M	M	M	M	M	M
Risk 6	M	M	M	M	M	M	M	M	M	M	M
Risk 7	M	M	M	M	M	M	M	M	M	M	M
Risk 8	M	M	M	M	M	M	M	M	M	NA	M
Risk 9	M	M	M	M	M	M	M	M	M	M	M

Legend: NA - Not Applicable | L - | M - Maintain current controls | H - Maintain current controls & identify opportunities for improvement | E - Collab...

4.5.6   Community Emergency Risk Assessment (CERA) Heat map

Community Emergency Risk Assessment (CERA) Heat Map

Boroondara City Council			
12 March 2020			
		Ratings	Residual Risk
Code	Risk	Confidence	Rating
EQ	Earthquake	Low	High
ET HW	Heat Health	High	High
N-O1	Storm and Flood	High	High
T-O1	Transport Accident Disruption	Low	High
H-O1	Public Disorder inc terrorism	Med	High
I-O1	Service Disruption- Utilities	Med	High
Te-O1	Fire - Structural /Urban	High	Medium
HE	Human Epidemic / Pandemic	Med	High
Te-O2	Hazardous Incident	Med	High

Note: Size of bubble reflects level of residual likelihood

Municipal Government: Boroondara City Council
EM Region: Central Region (Melbourne Metropolitan)
Last Review: 12/03/2020

4.5.7   CERA Risk Treatments

The full list of risk treatment plans can be found at appendix "F" **(Removed from Public Display Copy)**

Part 5 - Response arrangements

5.1 Introduction

The State has endorsed a set of emergency management priorities to underpin and guide all decisions made during emergencies in Victoria. The priorities focus on the primacy of life and the issuing of community warnings and information in order to assist people to make informed decisions about their safety.

The State Control Priorities are:

- Protection and preservation of life is paramount. This includes:
    Safety of emergency response personnel and Safety of community members, including vulnerable community members and visitors/tourists

    Issuing of community information and community warnings detailing incident information that is timely, relevant and tailored to assist community members to make informed decisions about their safety

- Protection of critical infrastructure and community assets that support community resilience
- Protection of residential property as a place of primary residence
- Protection of assets supporting individual livelihoods and economic production that supports individual and community financial sustainability
- Protection of environmental and conservation assets that considers the cultural, biodiversity, and social values of the environment.

These priorities provide a framework for emergency managers to identify the priority roles and actions of agencies in an emergency response, especially where there are concurrent risks or competing priorities.

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 for physical assistance from the Commonwealth when State resources have been exhausted.

Most incidents are of local concern and can be coordinated from local municipal resources. When those resources are exhausted, however, the Regional Emergency Response arrangements provide for further resources to be made available, firstly from neighbouring municipalities (on a regional basis) and then, secondly, on a state wide basis.

All response arrangements within this document are consistent with the arrangements detailed in the Emergency Management Manual (EMMV) which incorporates the State Emergency Response Plan to ensure the continuity of resources with all levels of government.

Particular effort has been made by the municipality to ensure that relationships have been formed with neighbouring municipalities and local and regional emergency and support agencies in the event of supporting and coordinating resources and services between agencies. The Eastern Metropolitan Region grouping of municipalities is one method that has been utilised in the sharing of information and services. This group meets periodically to foster this network whilst also developing associations and acquaintances.

5.2   Activation

Emergencies can be spontaneous outcomes of an incident, or can evolve out of an incident becoming uncontrollable. The agency responsible for Incident Control will contact the MERC, who in turn will contact the MERO, or MRM as applicable and activate the MEMP arrangements.

5.2.1   Response activation
The MERC will determine, after consultation with the MERO and the control agencies, whether the emergency can be contained with local resources, or whether the situation requires escalation to a regional level.

Response arrangements should be implemented at the earliest possible opportunity if the effects of emergencies are to be minimised.

Emergency relief is the provision of life support and essential needs to persons affected by an emergency (e.g. catering, material needs, shelter, counselling etc.) and the Incident Controller is responsible for initiating the Emergency Relief arrangements. Relief and recovery activities should be integrated with response activities and commence as soon as the effect and consequences of the emergency are anticipated. This is coordinated at a local level by the municipality but is the responsibility of the Department of Health and Human Services at Regional level, and EMV at a state level. Refer to Part 6 Relief Arrangements and Part 7 Recovery Arrangements for further information.

5.2.2   Response hand over to recovery
Once the response has been implemented (and possibly leading to "conclusion") the Municipal Emergency Response Coordinator must declare a "hand over". After consultation with the control agency and any other relevant agency, and the Municipal Emergency Response Coordinator is satisfied that the response to the emergency has been completed, he/she will advise all participating agencies of "hand over" to the recovery personnel (the Municipal Recovery Manager).
There is a template document at Appendix J (Transition of Coordination Arrangements) dealing with the formal transition from response to recovery.

A flow chart of the escalation process is shown below.

5.2.3 Escalation Process

```
                              ┌──────────────────┐
                              │  Incident occurs │
                              └──────────────────┘
          ┌─────────────────────────┴────────────────────────┐
          ▼                                                    ▼
   ◇ Contained by ◇         ┌──────────────────┐      ◇ Situation    ◇
   ◇ Emergency    ◇────N───▶│ Incident escalated│      ◇ contained    ◇
   ◇ Services?    ◇         │ to emergency     │◀──Y──◇ with Council  ◇
          │                 └──────────────────┘      ◇ resources?    ◇
          Y                          │                         │
          │                          ▼                         N
          │                 ┌──────────────────┐               ▼
          │                 │ Informs          │      ┌──────────────────┐
          │                 │ MERO             │      │ Informs          │
          │                 └──────────────────┘      │ MERC             │
          ▼                          │                └──────────────────┘
   ┌──────────────┐                  ▼
   │ Situation    │◀──────  ◇ Situation contained ◇────N───▶┌──────────────┐
   │ resolved     │    Y    ◇ with local municipal ◇        │ Informs RERC │
   └──────────────┘         ◇ and agency           ◇        └──────────────┘
                            ◇ resources?           ◇
                                     │
                                     ▼
```

Response
On the advice of the MERC, the MERO will mobilise personnel/equipment as requested.

May also need to arrange for the MECC to be made operational; identify Emergency Relief Centre for use if required, produce status reports as requested; deploy additional resources as required; ensure voluntary workers are registered.

```
                            ◇ Situation contained? ◇────N───▶ (Informs RERC)
                                     │
                                     Y
                                     ▼
```

Hand over
Commences at the instigation of the MERC and signifies the end of Response Phase and transition of control to Recovery Phase.

5.3 Evacuation

The Victoria Police are responsible for evacuation, however the decision to evacuate rests with the control agency (who should seek advice of Police and any other available expert advice). Consideration must be given to the area which is to be evacuated, the route to be followed, the means of transport and the location to which evacuees will be asked to attend.

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

A list of sites identified as suitable for use as Emergency Relief Centres can be found in Appendix D. There are separate ERC operational plans for the 2 listed primary ERCs, and further information is also available in the Relief and Recovery Management Arrangements and Operational Arrangement documents

Assistance in an evacuation may be provided by the following agencies:
- VICSES Units
- Public Transport Corporation
- Private transport organisations.
- City of Boroondara.

The method of alerting people to the need for evacuation will depend on a number of factors and consideration should be given at the time of the incident to:
- The type of emergency;
- The number of people affected;
- The English ability (where ethnic origins) of the affected people;
- The requirements of any special needs groups.

(For further information on evacuation see EMMV part 8, Appendix 9)

5.3.1 Communications
To inform the community on accurate details of the emergency, the municipality will liaise with the control agency and Victoria Police to impart the information utilising the media/communications methods relevant, e.g. Standard Emergency Warning Signal (SEWS), websites, local radio, emergency hotlines, as well as utilising social media such as Facebook and Twitter, etc.

For further information on the City of Boroondara's communication procedures, refer to the *Emergency Recovery Sub Plan Operational Arrangements* which has detailed communications procedures for the community responding to an emergency and after an event has occurred.

5.4 Control and support agencies for response

The arrangements for response in Boroondara mirror the defined set of arrangements for the response to identified emergencies within the State of Victoria as outlined in the EMMV.

These arrangements have been tailored to meet local response capabilities based on the agencies available within the municipality. Support agencies may be able to offer varying levels of support from 'on ground' resources to information. It may be appropriate to consult with a number of identified support agencies for advice in relation to any given emergency.

It is the prerogative of the control agency to formulate action plans for a given emergency in consultation with support agencies.

The *EMMV Part 7-1 lists the Control and Support Agencies for Response*.
https://www.emv.vic.gov.au/policies/emmv
(N.B The table, previously located in this section has been removed from this edition of the MEMP due to the regularly changing EM environment)

5.5   Support services and agencies for response

In addition to the list of control agencies mentioned at 5.4, there are a range of functional support services for response. All agencies listed in Part 7 of the EMMV may potentially be support agencies in the event of an emergency, where they have the skills, expertise or resources to contribute to the management of the emergency. The EMMV also sets out role statements individually for each agency listing the services they provide.
In the event that local resources cannot be provided to meet support tasks needed, the request should be passed onto the RERC via the MERC.

The *EMMV Part 7-4 lists Support Services for Response*.
https://www.emv.vic.gov.au/policies/emmv
(N.B The table, previously located in this section has been removed from this edition of the MEMP due to the regularly changing EM environment)

5.6   Impact Assessment

5.6.1 Initial Impact Assessment (IIA).

IIA is a preliminary assessment (visual inspection and quantifiable early data) undertaken by the control agency utilising the support of other appropriate agencies as required.

IIA often comprises visual inspections, and/or the compilation of early available quantifiable data (such as number of dwellings destroyed or damaged), and impacts on people remaining in affected area.

IIA provides early information to assist in the prioritisation of meeting the immediate needs of individuals and the community. It also indicates if further assessment and assistance is required.

5.6.2 Secondary Impact Assessment (SIA).

SIA is a subsequent progressive and more holistic assessment of the impact of the event on the community; and takes into account built and natural environments, social and economic impacts, and resulting community needs. Impact assessment for relief and recovery requires an additional layer of analysis beyond the IIA, which includes a comparison with baseline information.

An adaptive and evidence-based relief and recovery program requires timely, accurate and progressively more comprehensive information about the impact of an emergency on communities.

Coordination of SIA is the responsibility of the nominated recovery manager/coordinator. All departments and agencies involved in the collection of SIA should liaise with the nominated recovery manager/coordinator to ensure information is coordinated and shared.

5.6.3 Post Emergency Needs Assessment (PENA).

PENA estimates: the longer term psychosocial impacts of a community, displacement of people, cost of destroyed assets, the changes in the 'flows' of an affected economy caused by the destruction of assets and interruption of business. Such assessments inform the medium to longer-term recovery process, and build the knowledge base of the total cost of emergencies that informs risk assessment and management.

Impact | IIA | Secondary impact assessment | Post emergency needs assessment

24-48 hours after access to the area | Within 4 weeks | Dependent on scale but can take up to 12 months or more
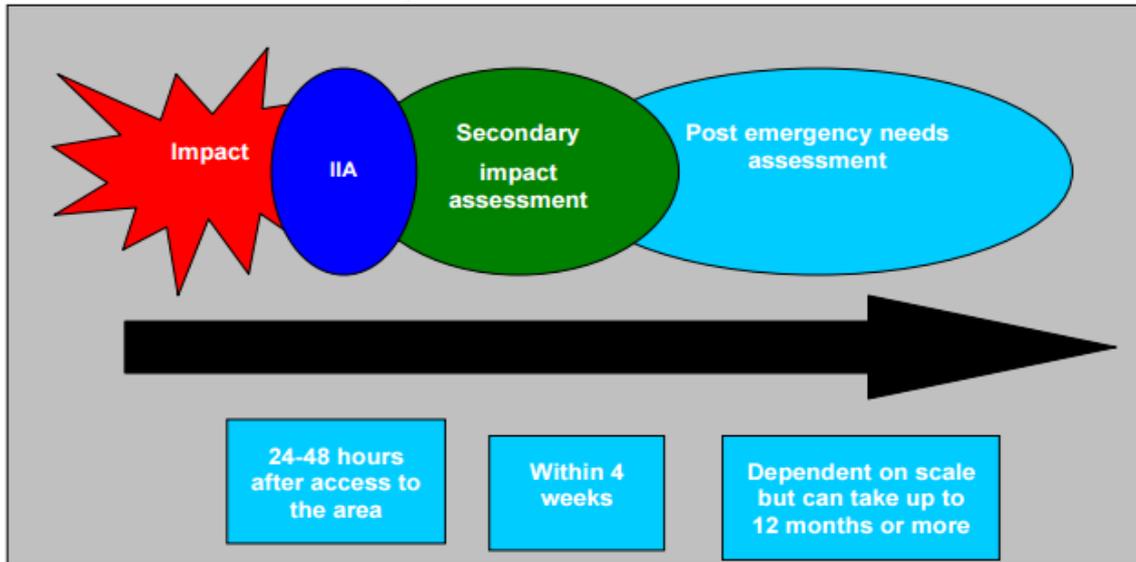
The above diagram demonstrates the process from time of Impact.

Part 6 - Relief arrangements

6.1 Emergency relief

Emergency relief is the provision of life support and essential needs to persons affected by an emergency. The City of Boroondara, assisted by other organisations and with the support of the Department of Health and Human Services as the organisation responsible for relief coordination, is responsible for implementing emergency relief measures including establishing and managing emergency relief centres.

The Emergency Management Manual Victoria (EMMV) part 4 defines relief functions and responsibilities for local and state government. The responsibility for recovery rests with Emergency Management Victoria (EMV) at the state level, the Department of Health and Human Services (DHHS) at a regional level, and is coordinated by Local Government at the Municipal level.

Control agencies are primarily responsible for determining the need to activate emergency relief services. Planning must cover the emergency relief function, including negotiating with agencies that have a local presence to establish responsibilities for provision of the following aspects:

- Community information
- Emergency shelter
- Catering to individuals (food and water);
- Drinking water (to households)
- Food supply continuity
- Psychosocial support

- Material aid
- Reconnecting family and friends (Register.Find.Reunite System (RFR);
- Health care and first aid
- Emergency financial assistance
- Animal welfare
- Other assistance (i.e. Legal aid)

If the City of Boroondara considers that the event exceeds the municipality's capacity to provide relief services a request to the Department of Health and Human Services to coordinate emergency relief at the regional level should be made. Additional services may be needed subject to the scale of the emergency, community impacts and the affected persons presenting at an emergency relief centre. Services that are not deemed to be immediate needs (within the first 72 hours after an emergency), such as financial and insurance assistance, are considered to be recovery activities.

The City of Boroondara is a member of the Eastern Metropolitan Councils Emergency Management Partnership, (EMCEMP) (which also includes Nillumbik) collaborative model. The model is a collaborative approach with common standard operating guidelines for relief centres and incorporates mutual assistance in the way of personnel, facilities and equipment provision to relief centres across the participating councils. Its aim is to standardise methodology and procedures and increase capacity of the members, while minimising costs and building best practice.

The region has identified particular relief centres across the member municipalities.

Further to the model used, refer also to the *Emergency Relief and Recovery Sub Plan "Operational Arrangements"* (section 9) for further detail on the role of Emergency Relief Centres (catering, shelter etc.) for emergency relief support.

In the event of a need for any or all of the functional services of emergency relief, the request must be channelled through the Municipal Emergency Response Coordinator to the MERO who requests the MRM activate the required functional services. All functional services will operate and report back to the MERO/MRM.

Refer to 6.2 Emergency Relief Functional Services for further information on roles and responsibilities on services provided/available.

6.2 Emergency relief functional services

ROLE	RESPONSIBILITY
Functional services	
Catering (Food and water)	At the municipal level the Red Cross is responsible for the coordination and provision of catering (food and water to affected people). They could be supported by the local Meals on Wheels providers. The *Red Cross State Duty Officer* will be contacted, via the Municipal and Regional Emergency Response Coordinators to arrange food and water.

ROLE	RESPONSIBILITY
	The *Red Cross State Duty Officer* will, in conjunction with the local catering providers, ascertain the level of involvement necessary by Red Cross, ensuring that local resources, including that already in operation, are fully utilised.
Material needs	The Salvation Army is responsible for material needs and will coordinate material needs providers. Refer to the *Emergency Relief and Recovery Sub Plan "Operational Arrangements* (section 9) for further detail.
Emergency relief centres	COB will coordinate the provision of emergency shelters. A list of Emergency Relief Centres identified in the City of Boroondara is included in this plan. Refer to Appendix D for further details.
Counselling, emergency grants & temporary accommodation	City of Boroondara will coordinate the provision of these services at municipal level. If these functions are outside of the capabilities of the municipal resources, the responsible agency to coordinate is DHHS. Refer to the *Emergency Relief and Recovery Sub Plan "Operational Arrangements"* (section 9) for further details.
Community organisations	Many community organisations will have resources that can be of use in an emergency. It is the responsibility of COB to provide the management system to coordinate offers of assistance from these organisations. Contact details of organisations able to assist will be maintained by the municipality.
Registration	Victoria Police are responsible for the registration of emergency affected people but have delegated the physical task of the registration process to Red Cross. (Register.Find.Reunite process). Contact details are listed in Appendix H of this plan, and further details are found in the *Relief and Recovery Sub Plan "Operational Arrangements" Contact list.*.
Other functional areas	
Communications	The Victoria Police is delegated the responsibility for communications. This is in accordance with the EMMV which identifies that the Victoria Police is the primary support agency for communications. All agencies having a role in these arrangements are responsible for the provision of their own communications systems during emergencies. Any agency requiring communications will put their request to the MERC. The Telstra line network will be the initial and primary means of communication in the event of an emergency, when it is available, and should be utilised to capacity where possible. When identifying locations for use as MECCs and ERCs, consideration should be given to the communications facilities already in place at that location. Additional telephones can be provided by Telstra, upon request to the MERC, who will, in turn, submit such requests to the RERC for action. All costs related to such installation are the responsibility of the requesting organisation.
Health & medical	The Municipal Environmental Health Officer (EHO) and Municipal Medical Officer have been delegated the responsibility for health and medical matters. These municipal health and medical arrangements should be considered in conjunction with the State Public Health and Well Being Plan, Boroondara Community Plan and the State Health Emergency Response Plan (SHERP). The Municipal EHO and the Medical Officer will liaise with the DHHS in relation to the identification of appropriate health and medical arrangements.

ROLE	RESPONSIBILITY
	Health The EHO is responsible for all public health matters in the municipality. The responsibilities of the EHO in emergencies include: ▪ Ensuring hygienic food handling - safe production, storage and distribution; ▪ Supply of sanitary and hygienic accommodation when required; ▪ Refuse removal; ▪ Pest control; ▪ Control of infectious diseases (immunisation); ▪ Disposal of dead animals; ▪ Advice on water supply; and ▪ Provision of sanitary services/safety of sewerage disposal. **Medical** The implementation of the medical arrangements will be the responsibility of the control agency. Implementation of the medical arrangements will be automatic where people are injured or require medical assistance. This automatic response will be by the Ambulance Victoria (AV) and hospitals within the municipality. AV will be responsible for contacting additional first aid support when required (e.g. St John Ambulance). The State Health Emergency Response Plan (SHERP) is the framework for a coordinated whole-of-health approach to emergencies - mass casualty incidents, complex trauma events, mass gatherings and other incidents that impact on the health of Victorians. Further information can be found in SHERP which is maintained by the Department of Health and Human Services.
Transport & engineering	The Coordinator Road-Related Asset Maintenance has been delegated the responsibility for transport and engineering matters. These arrangements identify available transport and engineering resources within the municipality. This will include specialist and technical advice and deployment of those resources, including the contractors assigned to the municipality with relevant equipment and support. These resources range from council's fleet of trucks of various capacities, travel towers, front end loaders, wood chippers, transit buses, waste removal trucks and prime movers. Additional engineering resources include traffic management equipment, hand tools, drain clearance equipment, signs and absorbent materials for spillages. A comprehensive inventory of equipment is maintained by the MERO to ensure currency of availability of equipment and resources. All requests for transport and engineering resources should be directed through the MERC to the MERO. Municipal resources should be used in the first instance, prior to engaging private contractors. Responsibility for the management of resources shall rest with the MERO. The MERO is responsible for maintaining a resource database and contact details.

6.3 Emergency relief service responsibilities

SUPPORT SERVICE	PRIMARY AGENCY
Local Coordination	Local Council
Regional Coordination	Department of Health and Human Services
Emergency shelter	Initially = City of Boroondara Once escalated = Department of Health and Human Services
Food and water	Australian Red Cross
Reconnecting families and friends	Victoria Police
Disbursement of non-food items (material aids)	The Salvation Army
Emergency financial assistance	Department of Health and Human Services
Animal welfare	Department of Economic Development, Jobs, Transport and Resources
Drinking water for households	Department of Environment, Land, Water and Planning
Food supply (private sector)	Department of Economic Development, Jobs, Transport and Resources
First aid	Ambulance Victoria
Community information	Control agency
Psychosocial support	Initially = City of Boroondara (via Camcare) Once escalated = Department of Health and Human Services

Part 7- Recovery arrangements

7.1 Emergency recovery

Planning for emergency relief must integrate with response and recovery phases to provide a seamless transition as many emergency response, relief and recovery activities will be undertaken concurrently.

This MEMP has aligned its emergency relief arrangements with those documented in the EMMV and have detailed these procedures in Part 6 Relief Arrangements.

The following diagram is taken from the EMMV Part 4 – State Emergency Relief and Recovery Plan to emphasise the integrated prevention, response and recovery model linking the emergency activities.
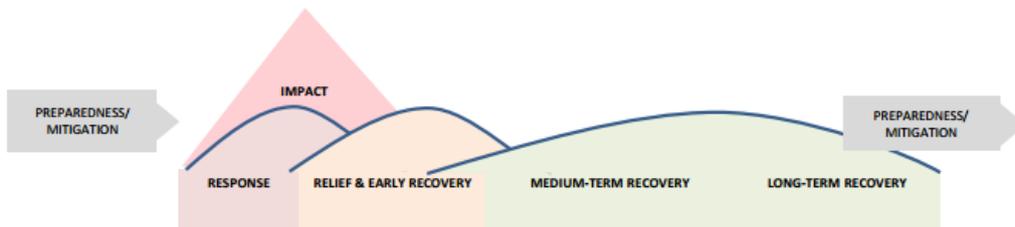
Emergency relief and recovery activities over time
(EMMV part 4, Sect 2.1 Fig 1)

7.2   Recovery introduction

Emergency recovery is the coordinated process of supporting emergency affected communities in the restoration of their emotional, economic and physical well-being plus the reconstruction of physical infrastructure and rehabilitation of the natural environment. The process of recovery begins as soon as possible when an emergency occurs and may continue for many years post emergency.

Management of recovery occurs in the context of clear and agreed arrangements and involves processes of consultation and cooperation through established communication channels. Wherever possible, short and longer term recovery activities will become part of core business to ensure they remain responsive to the needs of the affected community.

There are four recovery environment categories and many recovery services that are encompassed within each category as detailed in the chart below:

- Social, health and community environment
- Economic environment
- Built environment
- Natural environment

Recovery Environment	Recovery Services
Social, Health and Community	- Accommodation - Ageing and disability support - Animal welfare coordination - Catering - Children's services - Communication - Community development - Counselling/personal support - Donations coordination - Financial assistance - Material aid - Recovery centre management - Relief centre management - Volunteer coordination
Economic	- Economic development - Agriculture
Built	- Clean-up/equipment provision - Infrastructure (including fencing) - Transport
Natural	- Environment - Environmental health

The City of Boroondara has nominated personnel and implemented a structure and framework for the management of these recovery environments and recovery services.

Refer to the Emergency Relief and Recovery Sub Plan for a comprehensive outline.

7.3 Emergency Relief and Recovery sub plan

The City of Boroondara has developed a comprehensive Emergency Relief and Recovery Sub Plan that complements this document. Council has implemented an emergency recovery structure for both management and operational purposes which embraces all the recovery principles and arrangements, refer below for the structure and to the Emergency Relief and Recovery Sub Plan attached for further information.

```
                          ┌─────────────────────────────────────┐
 ┌──────────────┐         │ Municipal Recovery Manager (MRM)     │          ┌──────────────┐
 │ Deputy MRM   │◄────────│                                     │─────────►│ Deputy MRM   │
 └──────────────┘         └─────────────────────────────────────┘          └──────────────┘

┌────────────────────┐  ┌────────────────────┐  ┌────────────────────┐  ┌────────────────────┐
│ Social, Health &   │  │ Built Environment  │  │ Natural Environment│  │ Economic Environment│
│ Community          │  │ Coordinator        │  │ Coordinator        │  │ Coordinator        │
│ Environment        │  │                    │  │                    │  │                    │
│ Coordinator        │  │                    │  │                    │  │                    │
└────────────────────┘  └────────────────────┘  └────────────────────┘  └────────────────────┘

┌────────────────────┐  ┌────────────────────┐  ┌────────────────────┐  ┌────────────────────┐
│ Recovery Service   │  │ Recovery Service   │  │ Recovery Service   │  │ Recovery Service   │
│ Team Leaders       │  │ Team Leaders       │  │ Team Leaders       │  │ Team Leaders       │
└────────────────────┘  └────────────────────┘  └────────────────────┘  └────────────────────┘
```
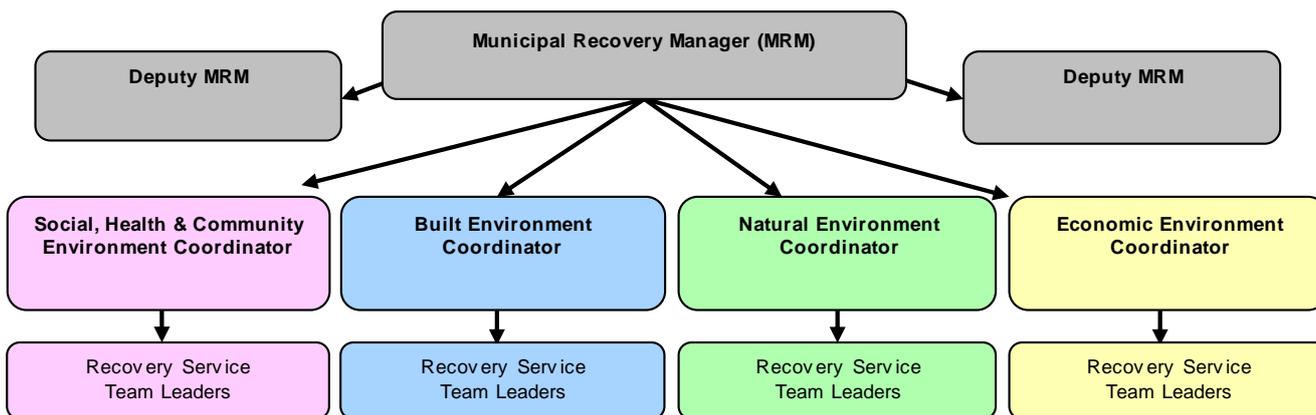
7.4 Recovery management principles

Management and service provision will be devolved as much as possible to the local level. State and Regional recovery strategies, services and resources will supplement and complement the council's initiatives rather than replace local endeavours. Emphasis will be given to supporting and maintaining the identity, dignity and autonomy of affected individuals, families and the community.

Management of recovery will occur in the context of clear and agreed arrangements, and involve processes of consultation and cooperation through established communication channels. Wherever possible, the normal municipal management and administrative structures and practices will be used, ensuring that these structures and practices will be responsive to the special needs and circumstances of the affected community.

Recovery information and recovery services need to be readily accessible to affected individuals, families and communities and responsive to their needs and expectations.

7.5 Implementation

The Municipal Recovery Manager or a person delegated by her/him is to initiate recovery activities as soon as possible, when required, after an emergency occurs. The MRM shall convene a meeting of municipal recovery representatives, as detailed in the *Emergency Recovery Sub Plan "Operational Arrangements"* document relating to the relevant recovery functional areas and recovery service teams, as soon as is practical where the emergency is of a magnitude that requires their involvement.

The MRM will ensure that a single point of contact, as best and as practicable as possible will be maintained throughout the recovery period.

7.6 Recovery activation

Below is a flowchart of the key actions which will need to be taken throughout the recovery process. These actions are by no means exhaustive and, depending on the nature and location of the emergency and the affected community, a range of other actions may also need to be implemented.

With recovery activation there may be the need to place resources on standby rather than to initiate actual activation and the flow chart below incorporates that arrangement if required.

Emergency recovery flow chart/activation chart


```
┌─────────────────────────────────────────────────────┐        ┌──────────────────────┐
│ MERO advised of emergency (usual notification is      │        │ DHHS or other agency │
│ via Victoria Police)                                  │        │ may contact MRM      │
└─────────────────────────────────────────────────────┘        └──────────────────────┘

┌─────────────────────────────────────────────────────┐
│ MERO contacts MRM and outlines emergency and impacts  │◄──────────────
└─────────────────────────────────────────────────────┘

            ◇ Is recovery required? ───── No ─────► ┌──────────────────────┐
                    │                               │ MRM monitors situation│
                   Yes                              └──────────────────────┘
                    │
┌─────────────────────────────────────────────────────┐      ┌──────────────────────┐
│ MRM:                                                  │◄──── │ Situation changes and │
│ • Facilitates damage and needs assessment, with       │      │ recovery required     │
│   support as appropriate                              │      └──────────────────────┘
│ • Places relevant Recovery Service Teams on standby    │
│   or responds to specific request/s as appropriate    │
│ • Implements relevant Recovery Service Team's SOPs     │
│   (via relevant Recovery Environment Coordinator)      │
│   required immediately                                 │
│ • Establishes or maintains contact with DHHS regional  │
│   representative                                       │
│ • Informs MERO of actions                             │
└─────────────────────────────────────────────────────┘

            ◇ Emergency contained and resolved? ── Yes ──►  MRM:
                    │                                        • Organises briefing/debriefing of staff
                   No                                        • Evaluates responsiveness of plan and
                    │                                          modifies SOPs accordingly

┌─────────────────────────────────────────────────────┐
│ MRM activates Recovery Service Team/s and meeting      │
│ scheduled to develop plan of action based on needs     │
│ assessment                                            │
└─────────────────────────────────────────────────────┘

┌─────────────────────────────────────────────────────┐
│ Recovery Service Team Leaders activate SOPs and report│
│ progress to MRM (via relevant Recovery Environment     │
│ Coordinator)                                          │
└─────────────────────────────────────────────────────┘

            ◇ Impact of emergency greater than COB capacity ── No ──► ┌──────────────────────┐
                    │                                                 │ Council SOPs plans    │
                   Yes                                                │ continue              │
                    │                                                 └──────────────────────┘
┌─────────────────────────────────────────────────────┐
│ MRM - activates Community Recovery Operations         │
│ Committee (which may already have been activated       │
│ earlier)                                              │
└─────────────────────────────────────────────────────┘

┌─────────────────────────────────────────────────────┐
│ Emergency and recovery processes contained and/or      │◄──────────────
│ completed                                             │
└─────────────────────────────────────────────────────┘

            MRM:
            • Organises briefing/debriefing of staff/community representatives
            • Evaluates responsiveness of plan and modifies SOPs accordingly
            • Monitors community and responds accordingly
```

7.7   Municipal recovery services

The organisations listed below have agreed to manage the particular recovery function. They are responsible to the Municipal Recovery Manager.

Type of service	Coordinated by
Information services	City of Boroondara
Material aid	Salvation Army
Catering (Food & Water for affected people)	Red Cross
Financial assistance	Department of Health and Human Services (region) through the Municipal Recovery Manager
Accommodation (temporary and emergency)	Department of Health and Human Services (region) through the Municipal Recovery Manager
Interpreter services	VITS Language Link www.vits.com.au through the Municipal Recovery Manager
Rebuilding and utility restoration	City of Boroondara
Community development	Department of Health and Human Services (region) in conjunction with the Municipal Recovery Manager
Personal support services	Camcare

7.8   Community recovery committee

Where the magnitude of the event requires community input into the recovery process one or more community recovery committees may be established within the affected area. Refer to the *Emergency Relief and Recovery Sub Plan "Management Arrangements"* for further detail (section 8).

7.9   Role of Department of Health and Human Services and Emergency Management Victoria in recovery

Refer to the *Emergency Recovery Sub Plan "Management Arrangements"* for further detail (section 11) for the role of DHHS and EMV in recovery.

7.10 Supply of goods/services

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

The Municipal Recovery Manager with the assistance of DHHS will coordinate the acquisition and supply of goods/services which cannot be provided by the municipality or participating agencies. When goods can only be obtained in such a manner, approval for payment from DHHS is required prior to the goods being obtained.

7.11 Government post-emergency assistance measures

There are a range of post-emergency assistance measures provided by the Victorian and Commonwealth Governments.

These support measures are contained in the *State Emergency Relief and Recovery Plan in the EMMV Part 4 and Appendices and Glossary Part 8*. These details are a guide to indicate the range and types of services which may be needed in a recovery process and the principal sources of those services.

7.12 Agencies assisting in recovery – the role of local agencies

Agencies involved in providing particular recovery services to the municipality are:

Organisation	Role
Red Cross	▪ Take responsibility for registration and tracing enquiries (on behalf of VicPol) (Register.Find.Reunite process). ▪ Australian Red Cross is identified as the lead caterer (providing food and water to affected people) and accordingly will organise and coordinate all other catering groups: As a standard operating procedure for local provision of food and water the following are the procedures to be adopted at a local level: ❖ Municipal plans nominate a local body to provide food and water to affected people in the immediate response phase - (City of Boroondara has nominated the Red Cross). ❖ The *Red Cross State Duty Officer* is to be alerted or activated when the nature of the incident indicates any of the following apply: ➢ More than one substantial meal for affected persons is required to be supplied. ➢ Reimbursement for incurred costs will be claimed by local providers. ➢ Goods are required to be purchased by authorised Red Cross purchasing officers. ❖ The *Red Cross State Duty Officer* will, in conjunction with the local catering providers, ascertain the level of involvement necessary by Red Cross, ensuring that local resources, including those already in operation are fully utilised. ❖ N.B Red Cross will not provide food and water to agency staff generally involved in an event (although will provide for those agency staff who are working in a relief centre where affected people are being assisted)
DHHS	▪ Assistance with appropriate grants ▪ Coordination of personal support services (Once Municipal resources exhausted, see DHHS Regional R&R plan re escalation) ▪ Coordination of temporary accommodation. (Once Municipal resources exhausted, see DHHS R&R plan re escalation)
Salvation Army	Assistance with material needs.
Camcare	Assistance with personal support and counselling.

7.13 Post impact assessment

Refer to section 5.6 of the MEMP and the *Relief and Recovery Sub Plan "Management Arrangements"* for further detail (section 6.1) on post impact assessment procedures.

Should the emergency extend beyond the boundaries of the City of Boroondara, the post impact assessment may be merged with that of other affected municipalities.

Appendices

A   List of abbreviations

B   Special plans

C   MECC procedures

D   Emergency relief centres

E   Maps
- Map of municipality
- Flood overlay map

F   Community emergency risk treatment plans

G   Distribution list

H   Contact list

I   Terms of Reference, MEMPC, & Relief and Recovery Committee

J   Transition of Coordination Arrangements Template

K   Amendment Record

List of abbreviations

The following abbreviations are from EMV Part 8 (or are document specific) January 2017.

| Abbreviation	Expansion
AA	Air services Australia
ADF	Australian Defence Force
AEMO	Australian Energy Market Operator
AIIMS	Australasian Inter Service Incident Management System
AMSA	Australian Maritime Safety Authority
ARFF	Aviation Rescue and Fire Fighting (part of Air services Australia)
ARCV	Australian Red Cross Victoria
ATSB	Australian Transport Safety Bureau
AV	Ambulance Victoria
AVCG	Australian Volunteer Coast Guard
BC	Building Commission
BOM	Bureau of Meteorology
CBR	Chemical, Biological, Radiological
CERA	Community Emergency Risk Assessment
CFA	Country Fire Authority
CCoV	Coroners Court of Victoria
COB	City of Boroondara
CMA	Catchment Management Authority
DACC	Defence Assistance to the Civil Community
DEDJTR	Department of Economic Development, Jobs, Transport and Roads
DELWP	Department of Environment, Land, Water and Planning
DFACA	Defence Force Aid to the Civil Authorities
DHHS	Department of Health and Human Services (Victorian)
DHS	Department of Human Services (Australian Gov.)
DSDBI	Department of State Development, Business and Innovation
DTPLI	Department of Transport, Planning and Local Infrastructure
DVI	Disaster Victim Identification
EHO	Environmental Health Officer
EMLO	Emergency Management Liaison Officer
EMR	Easter Metropolitan Region
EMT	Emergency Management Team
EMV	Emergency Management Victoria
EOC	Emergency Operations Centre
EPA	Environment Protection Authority

ERC	Emergency Relief Centre(s)
ESTA	Emergency Services Telecommunications Authority
IERC	Incident Emergency Response Coordinator
ICC	Incident Control Centre
LSV	Life Saving Victoria
Marine EMT	Marine Emergency Management Team
MAV	Municipal Association of Victoria
MECC	Municipal Emergency Coordination Centre
MEM	Municipal Emergency Manager
MEMG	Municipal Emergency Management Group
MEMP	Municipal Emergency Management Plan
MEMPC	Municipal Emergency Management Planning Committee
MERC	Municipal Emergency Response Coordinator
MERO	Municipal Emergency Resources Officer
MFB	Metropolitan Fire Brigade
MFPO	Municipal Fire Prevention Officer
MOH	Medical Officer of Health
MRM	Municipal Recovery Manager
MSD	Melbourne Statistical Division
MSV	Marine Safety Victoria
OESC	Office of the Emergency Services Commissioner
PV	Parks Victoria
RERC	Regional Emergency Response Coordinator
RFR	Register.Find.Reunite
RR	Road Rescue
RTP	Risk Treatment Plan(s)
SERCC	State Emergency Response Coordination Centre
SEWS	Standard Emergency Warning Signal
SHERP	State Health Emergency Response Plan
SOPs	Standard Operating Procedures
TAC	Transport Accident Commission
TESS	Transport, Engineering and Services Support
VCC	Victorian Council of Churches
Vic Roads	Roads Corporation
VICSES	Victoria State Emergency Service
VRCA	Victorian Regional Channels Authority
VWA	Victorian Work Cover Authority
WICEN	Wireless Institute Civil Emergency Network

Special plans

City of Boroondara plans

Some special contingency plans have been developed to address recognised municipal issues and can be accessed on the Council website www.boroondara.vic.gov.au . The diagram below demonstrates what separates these plans in relation to the Municipal Emergency Management Plan and the responsibility of the MEMP Committee.
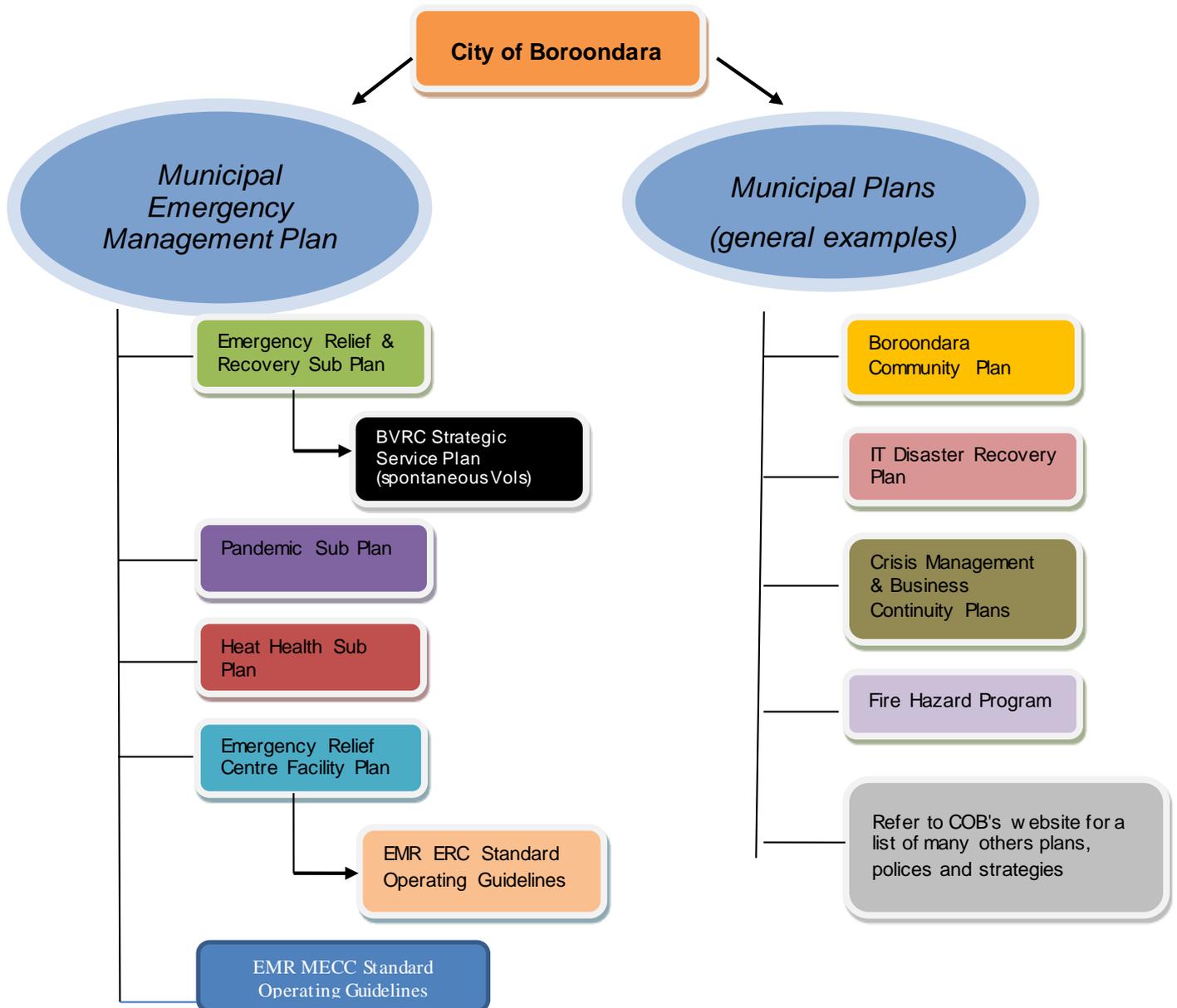
Other organisations have emergency management plans however these have not been included in this document as they are the responsibility of the relevant organisations.

Evacuation Plans: Special plans addressing the issues of evacuation have been developed by both Swinburne University of Technology, and also Melbourne University, for use at their own sites.

MECC procedures

The Municipal Emergency Coordination Centre (MECC) is a facility where the function of coordination may be carried out in support of the response, relief, and recovery effort.

In 2016 the EM arrangements removed the requirement for Local Government to provide a MECC for agency use, as incident control is now being undertaken at an Incident Control Centre (ICC). Council will be required to provide an Emergency Management Liaison Officer (EMLO) to the ICC. Boroondara intends to maintain the operability of its current MECC structure for use in an emergency for Councils own operations should the need arise,

Role	Function

Role of the MECC	▪ The role of the MECC is: For acquiring, deploying and coordinating resources to support response, community support and recovery activities
	▪ Collating community information and where appropriate disseminating the information in consultation with the control or other relevant agencies,
	▪ To administer the provision of resources from within the municipality:
	  ➢ During emergencies within the area,
	  ➢ From supporting neighbouring municipalities, and
	  ➢ During support to a neighbouring municipality.
	▪ Registration of volunteer emergency workers
	▪ The relief and recovery activities in which council's roles require coordination
	▪ Providing accurate logging of information, communications and decisions (as they relate to activities associated with the coordination function) for recording, debriefing and planning purposes.

Activation of the MECC	The MECC can be activated by the MERO and/or MRM. One or more of the following criteria should be satisfied prior to activation of a MECC: ▪ The emergency continues for an extended duration ▪ Members of the community are displaced by the emergency ▪ There is a perceived threat to the community ▪ The volume of request for resource support from council cannot be easily managed by the on-call personnel ▪ There is a need to register volunteer emergency workers ▪ There is a need to coordinate the provision of emergency relief to either responders or the affected community ▪ There is a need to support the control agency in the provision, collation and dissemination of community information ▪ There is significant need for community support and/or recovery services. The level of activation of the MECC ranges from a single workstation to a full MECC facility and is escalated according to the nature and level of the incident.
Activation procedure	▪ Access building to be used as MECC ▪ If needed, clear area to be used (should be done by office staff) ▪ Call in appropriate staff ▪ Set up tables and chairs ▪ Provide necessary stationery ▪ Establish and test MECC communications ▪ Install visual display boards and maps.
Staffing of MECC	Staffing of the MECC should be made up of the following: ▪ MERO ▪ MRM ▪ MECC Manager (responsible for administration of MECC) ▪ Liaison officer (for Councils Crisis Management Team) ▪ ▪ Administration personnel (keyboard operators, log keepers etc. municipal staff and others) ▪ Persons responsible for functional areas (liaison officer) ▪ Others as required or co-opted

Role	Function
	▪ Rostering by MECC Manager to ensure adequate staffing levels. Welfare considerations for personnel include: ▪ The provision of food and drink on a 24/7 basis ▪ The provision of rest/sleep areas ▪ Rostering to ensure adequate staffing levels ▪ Adequate shower and toilet facilities.
Resources	These are contained within a locked cabinet in the Council Chamber, Camberwell Office. These resources are under the control of the MECC Manager.
Emergency power	An emergency generator is available for use at the Removed from Public Display Copy. The alternate MECC at Details removed from Public Display Copy also has an emergency generator installed
Communications	All communications in and out of the MECC must be logged and actioned accordingly and this will generally be electronically managed via laptop/PC computer. This applies to all radio, telephone, and other messages. In some cases this may only require logging and filing.
General	The MECC must be secure to prevent unauthorised people from gaining access. This can be achieved by use of a reception area. An area must be identified as a media liaison area for briefings along with handling requests for information and advice from the public. The MECC Manager is responsible for organising staff rosters, catering, security, parking, registration and comfort. The Eastern Metropolitan Region Emergency management Partnership is reviewing guidelines around the operation of a MECC in light of the Changed role (as at Jan 2017) Once endorsed these will be adopted for use by Boroondara. In the interim the previously issued *Practice Note - Operation of a MECC will continue to be used as guidance where applicable.*. The processes and templates contained in these guidelines are not intended to be prescriptive but adaptable to the needs of individual councils.

The Eastern Metropolitan Region has developed MECC Standard Operating Guidelines (SOGs). These will be adopted and utilised within the Boroondara MECC and should be read in conjunction with the above procedures and the practice note relating to Operation of a MECC. As at March 2017, the role of the MECC has changed, regional plans are being modified to allow for this change.

Primary MECC: Details removed from Public Display Copy

Facilities	Resources
Communications	Telecommunications facilities with direct, switchboard and internal communications
Electricity	Mains Emergency generator available. Cabling ports installed.
Water	Mains pressure
Cooking Facilities	Yes
Heating	Yes
Cooling	Yes
Administration Facilities	Yes
Toilets	Yes
Sleeping Facilities	Limited
Vehicular Parking	Details removed from Public Display Copy
Possible Helicopter Landing Area	Details removed from Public Display Copy
Other Benefits	Details removed from Public Display Copy

Equipment and resources list in primary MECC

Item	Location	Comments
MUNICIPAL EMERGENCY MANAGEMENT PLAN: (which includes MECC operating procedures)	MECC	
FURNITURE: 1 x large council chamber table 2 x large tables 16 x swivel chairs	 Council chamber Council chamber Council chamber	
EQUIPMENT: 1 x White boards 1 x Projection screen 2 x Power board 6 x Extension cords	 Surrounding rooms MECC room MECC cupboard MECC cupboard	
TELEPHONES: 4 x Spare telephone 2 x Telephone connection leads & extension cords	 MECC cupboard MECC cupboard	
MAPS: 1 x Public Facilities Map showing ERCs	 MECC cupboard	
STATIONERY: ▪ MECC message pads x 3 ▪ In/out trays x 15 ▪ Plastic box of stationery (pens/pencils, blue tack, clips, stapler, ruler, white board markers, highlighters, scissors, rubber bands, tape dispenser, map pins, paper spikes, two hole punch, MECC message forms) ▪ Access cards (to building) x 4 ▪ Agency stands and signs – MERO, MRM, MCSM, MERC, Deputy MERO ▪ Manilla folders ▪ A4 folders x 2	 MECC cupboard MECC cupboard MECC cupboard MECC cupboard MECC cupboard MECC cupboard MECC cupboard	
OTHER: Refreshment supplies e.g. tea, coffee, sugar, milk, cups, spoons, water urn 1 x clock – with spare battery Tabards – MERO x1, Deputy MERO x1, MRM x1, MERC x1, MECC Manager x1, MEM x1, MSCM x1, Facility Manager x1, Admin Support x4, Planning x2, Liaison Officer x8, Observer x1	 Council chamber MECC cupboard MECC cupboard MECC cupboard	

Primary MECC location - Details removed from Public Display Copy

Primary MECC floor plan layout Details removed from Public Display Copy

Alternate MECC: Details removed from Public Display Copy

Facilities	Resources
Communications	Telecommunications facilities with direct lines and internal communications
Electricity	Mains
Water	Mains pressure
Toilets	Yes
Coffee/tea making	Yes
Cooking	Yes
Heating	Yes
Cooling	Yes
Administration Facilities	Yes
Sleeping facilities	Limited
Showers	Limited
Vehicular Parking	Adequate
Possible Helicopter Landing Area	Details removed from Public Display Copy

The equipment provided for the primary MECC is to be available at the alternate MECC.

Item	Location
MUNICIPAL EMERGENCY MANAGEMENT PLAN: (which includes MECC operating procedures)	MECC
FURNITURE: 8 x large tables 20 x swivel chairs	 Arts Centre Arts Centre
EQUIPMENT: 1 x White boards 1 x Projection screen 2 x Power board 6 x Extension cords	 Surrounding rooms Surrounding rooms MECC cupboard MECC cupboard
TELEPHONES: 4 x Spare telephone 2 x Telephone connection leads & extension cords	 MECC cupboard MECC cupboard
MAPS: 1 x Public Facilities Map showing ERCs	 MECC cupboard
STATIONERY: ▪ MECC message pads x 3 ▪ In/out trays x 15 ▪ Plastic box of stationery (pens/pencils, blue tack, clips, stapler, ruler, white board markers, highlighters, scissors, rubber bands, tape dispenser, map pins, paper spikes, two hole punch, MECC message forms) ▪ Access cards (to building) x 4 ▪ Agency stands and signs – MERO, MRM, MCSM, MERC, Deputy MERO ▪ Manilla folders ▪ A4 folders x 2	 MECC cupboard MECC cupboard MECC cupboard MECC cupboard MECC cupboard MECC cupboard MECC cupboard
OTHER: Refreshment supplies e.g. tea, coffee, sugar, milk, cups, spoons, water urn 1 x clock – with spare battery Tabards – MERO x1, Deputy MERO x1, MRM x1, MERC x1, MECC Manager x1, MEM x1, MSCM x1, Facility Manager x1, Admin Support x4, Planning x2, Liaison Officer x8, Observer x1	 Arts Centre MECC cupboard MECC cupboard MECC cupboard

Alternate MECC location - Details removed from Public Display Copy

Alternate MECC floor plan layout - Details removed from Public Display Copy

Emergency relief centres

The following emergency relief centres have been assessed and found to be suitable for uses in times of emergency for a range of circumstances e.g. relief/recovery centres, evacuations etc.

TYPE	NAME	LOCATION	CAPACITY	MAP REF	CAR PARK	ACCESS	TOILETS	KITCHEN	SHOWERS	PLAYGROUND
PRIMARY	Details removed from Public Display Copy									
SECONDARY										

There are two primary centres identified within the municipality, with sufficient geographical distance between them, to ensure the whole community has access in the event the centres are activated and with the capacity to hold a significant number of people:
- Details removed from Public Display Copy
- Details removed from Public Display Copy

For comprehensive detail on these two centres refer to their individual Emergency Relief Centre Facility Plans in Attachment 4 to this document including floor plan layouts, access/egress points, registration points, sleeping quarters, animal management areas etc.

There are four secondary centres identified which are of smaller capacity:
- Details removed from Public Display Copy
- Details removed from Public Display Copy
- Details removed from Public Display Copy
- Details removed from Public Display Copy

The details of these secondary centres are contained overleaf.
Emergency relief centre locations
Primary and secondary centres

- **Primary ERCs** Details removed from Public Display Copy

Ground Floor

Mezzanine
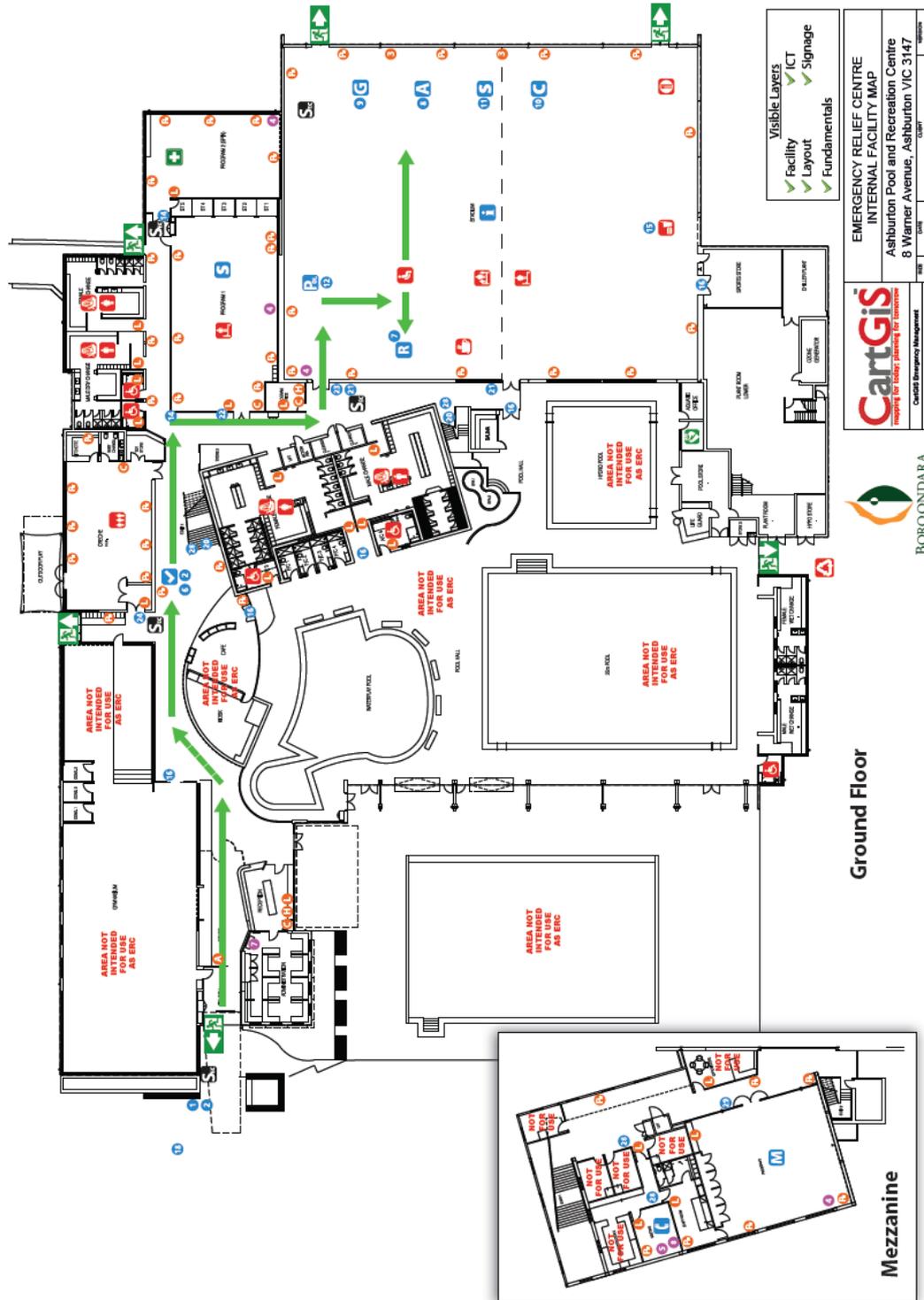
EMERGENCY RELIEF CENTRE
INTERNAL FACILITY MAP

Ashburton Pool and Recreation Centre
8 Warner Avenue, Ashburton VIC 3147

Visible Layers
✓ Facility
✓ ICT
✓ Layout
✓ Signage
✓ Fundamentals

- **Secondary ERCs** Details removed from Public Display Copy

CAPACITY	Social Room – 22 Change Room 1 – 12 Change Rooms 3 & 4 – 26 Change Rooms 5 & 6 - 29
TOILETS	24
SHOWERS	22
FURNITURE	Tenant club property – varies from season to season – week to week
TELEPHONES	Tenant club property – Council does not have access to phone
KITCHEN	Kitchen 1 Sink Stove Kitchen 2 Sink
ACCESS	Stairs x 2/flat access from side road
AIR CONDITIONING	Club property – is installed at this venue
HEATING (Type/No/Where?)	Club property – is installed at this venue
KEYS AVAILABLE	Parks & Gardens/Advisory Committee/Facilities Management

CAPACITY	Function Room – 30 Change Room 1 - 20
TOILETS	Lower level 6 + 1 female, 1 male, 2 disabled & 1 urinal Upper level 3 + 1 urinal
SHOWERS	Lower level 6 & 2 disabled
FURNITURE	Tenant Club property – varies from season to season – week to week
TELEPHONES	Tenant club property – Council does not have access to phone
KITCHEN	1 on each level
ACCESS	Lift from lower to upper level
AIR CONDITIONING	Club property – is not installed at this property
HEATING (Type/No/Where?)	Club property – is not installed at this property
KEYS AVAILABLE	Parks & Gardens/Facilities Maintenance – about to be re-keyed

- Details removed from Public Display Copy

Level 1   Level 2

CAPACITY	1st level – 53 2nd level – 53
TOILETS	1st level - 11 2nd level – 1

SHOWERS	
FURNITURE	Tenant club property – varies from season to season – week to week
TELEPHONES	Property of tenant club – Council does not have access to phones
KITCHEN	1 on lower level
ACCESS	Ramp from ground and flat from car-park. Stairs inside to 2nd level. Lift from ground floor
AIR CONDITIONING	Club property – is installed at this property
HEATING (Type/No/Where?)	Club property – is installed at this property
KEYS AVAILABLE	Parks & Gardens/Facilities Maintenance

CAPACITY	Play Room 1 – 28 Play Room 2 – 36
TOILETS	7 on lower level
	3 disabled on lower level
	11 on upper level
SHOWERS	2 wet rooms off change rooms on upper level
FURNITURE	Upper level meeting room – approx. 40 chairs & 3 or 4 tables
FIRE PROTECTION EQUIPMENT	Extinguisher on upper level
TELEPHONES	M&CH – 2 – 1 in each office. Auburn South Pre-School
KITCHEN	1 on lower level
	Stove and sink
	2 kitchenettes on upper level
	Sinks
	Fridge
ACCESS	Disabled access to both levels
	Lift to upper level
AIR CONDITIONING	Split system – upper level
HEATING (Type/No/Where?)	Split system – upper level
KEYS AVAILABLE	Family Services & Parks & Gardens/Facilities Maintenance : Limited copies

Map of municipality

Municipal map and neighbouring municipalities.
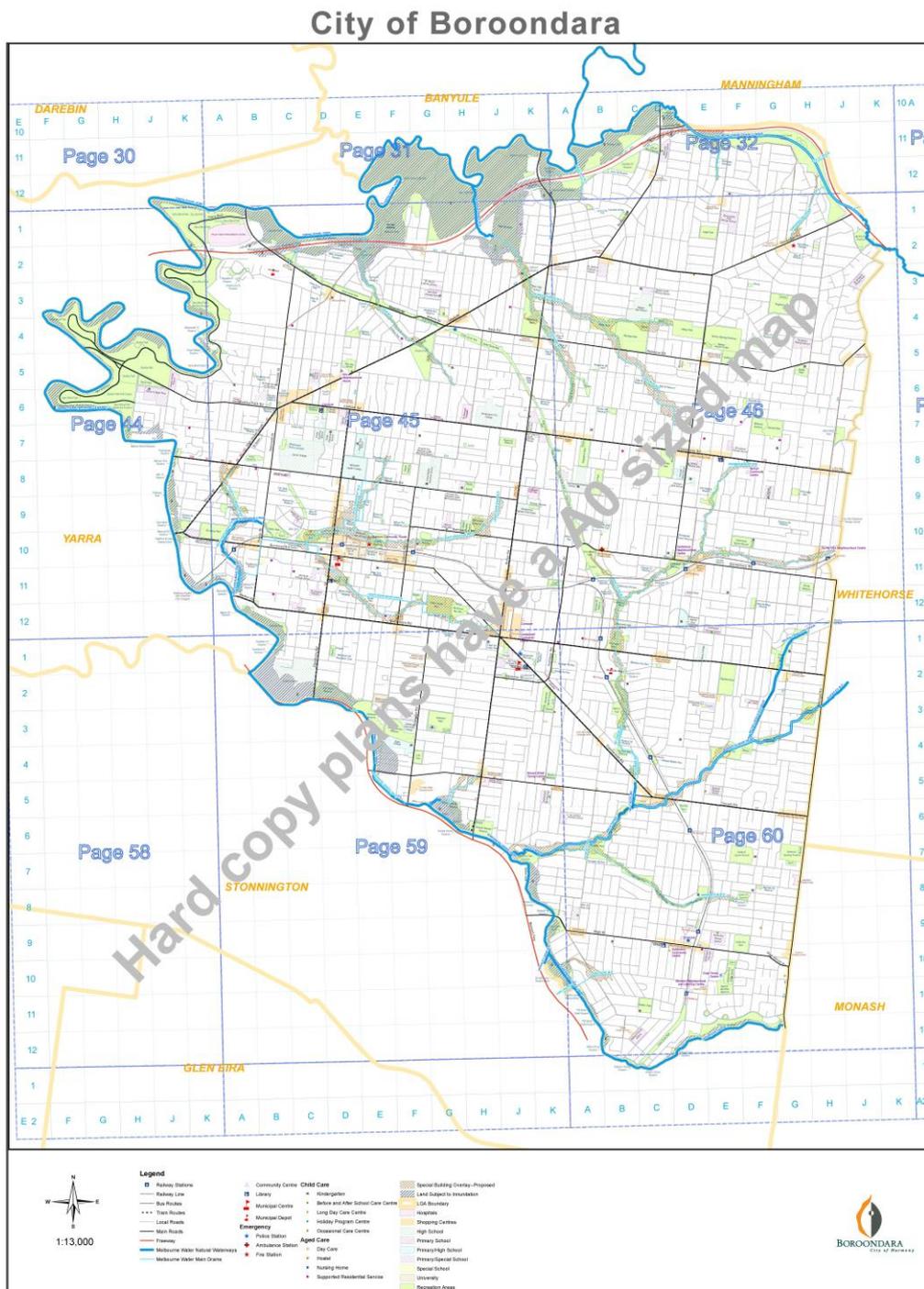
Flood overlay map

AO sized maps are held by the Municipal Emergency Management Group members.
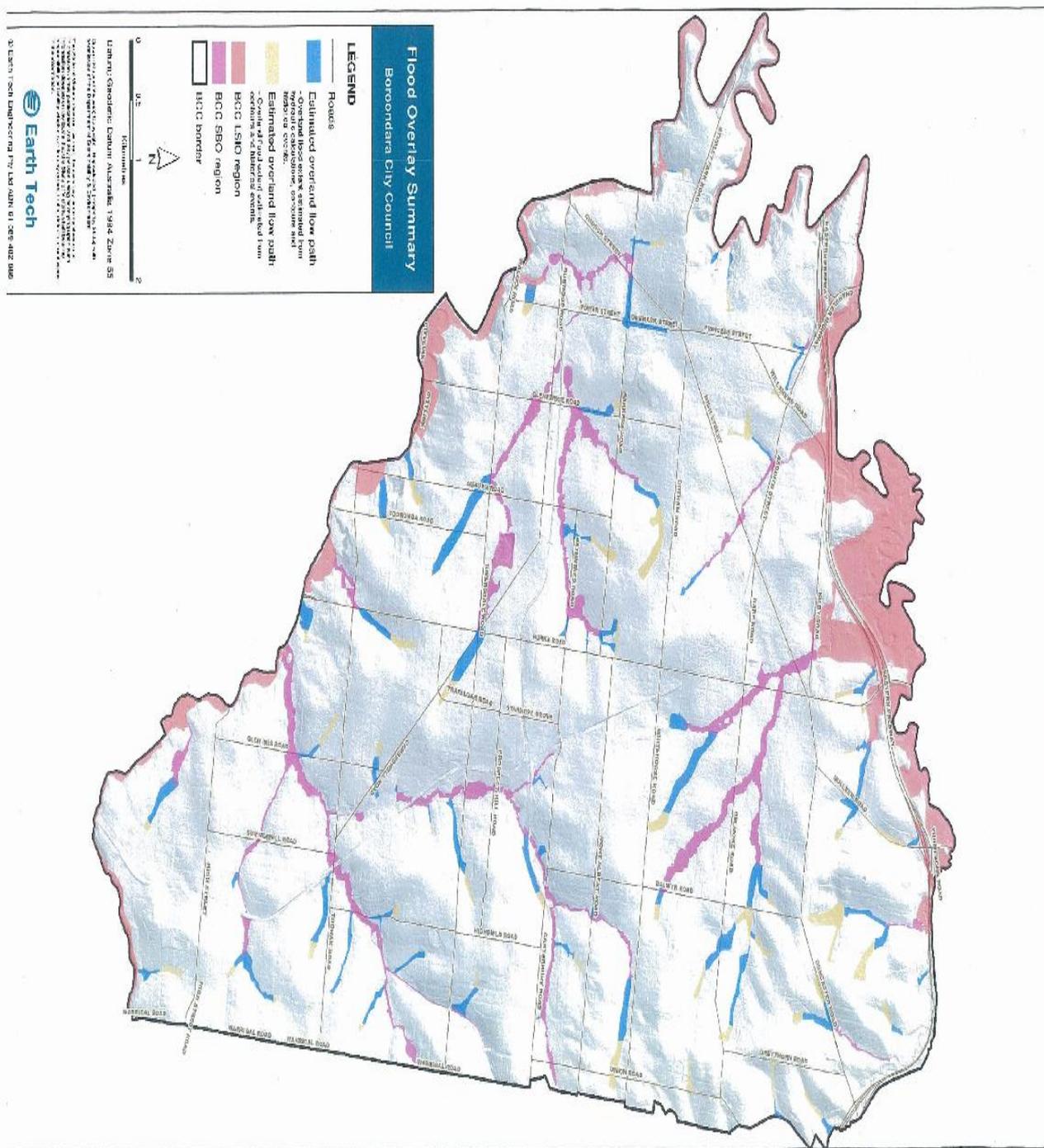
(Table of Risk Treatment Plans removed from Public Display Copy)

| Issued to |
| --- |
| Municipal Chief Executive Officer - CEO |
| Municipal Emergency Manager - MEM |
| Municipal Emergency Resource Officer - MERO |
| Deputy MERO (1) |
| Deputy MERO (2) |
| Senior Risk Advisor |
| Municipal Emergency Response Coordinator – MERC- Senior Sergeant – Camberwell Police Station |
| Municipal Recovery Manager – MRM |
| Deputy Municipal Recovery Manager (1) |
| Deputy Municipal Recovery Manager (2) |
| Municipal Fire Prevention Officer – MFPO |
| Red Cross – Inner East Metro Division Operations Officer |
| Red Cross - Stakeholder Engagement Officer |
| Department of Health and Human Services - Eastern Metropolitan Region, Regional Recovery Manager |
| Victoria State Emergency Service - Local Units – Whitehorse and Stonnington |
| Victoria State Emergency Service - Central Region Headquarters |
| Regional Emergency Response Coordinator – (RERC) |
| Metropolitan Fire Brigade – South East Metropolitan Region, Oakleigh |
| YMCA representatives – Boroondara Sports Complex and Ashburton Pool and Recreation Centre |
| Services Australia (formerly Centrelink) - Camberwell |
| Swinburne University – Associate Director Corporate Services |
| Parks Victoria – Ranger, Yarra Bend Park |
| Ambulance Victoria – Camberwell Ambulance Station |
| Melbourne East Division of General Practice Network |
| Salvation Army |
| Community Development Officer Access, Equity, Diversity (community representative) |
| Community Safety Planner |
| St John Ambulance |
| City of Stonnington – MERO |

Privacy Statement

The contact details in this Municipal Emergency Management Plan will only be made available to members of the Municipal Emergency Management Planning Committee and the Municipal Emergency Management Group for the purposes of planning for, and management of emergencies. Contact details will not be disseminated to any other party or parties.

CONTACT		TELEPHONES				
Position	**Name**	**Business**	**After Hours**	**Mobile**	**Fax**	**Email**
Boroondara City Council						
Emergency Activation ONLY	MERO					
	MRM					
Municipal Emergency Manager	(All details removed from Public Display Copy)					
Municipal Emergency Resources Officer (MERO)						
Deputy MERO						
Deputy MERO						
Municipal Recovery Manager (MRM)						
Deputy Municipal Recovery Manager						
Deputy Municipal Recovery Manager						
Municipal Fire Prevention Officer						
Executive Officer						
EM Project Officer						
Municipal Building Surveyor / Manager Building Services (MBS)						
Municipal Environmental Health Officer /						

CONTACT		TELEPHONES				
Position	Name	Business	After Hours	Mobile	Fax	Email
Coordinator Health Services						
Safer Communities Planner						
Safer Communities Planner						
Health and Active Ageing Project Officer						
VicPol						
Municipal Emergency Response Co-ordinator (MERC)						
Deputy (MERC)						
Deputy (MERC)						
Regional Emergency Management Inspector Eastern Region - Knox (REMI)						
SES						
Regional Officer – Emergency Management, Victoria State Emergency Service, Central Region Headquarters						
Regional Officer – Emergency Management, Victoria State Emergency Service, Central Region Headquarters						
VicSES, Unit Controller - Whitehorse						
VicSES Unit Controller - Malvern						
MFB						

CONTACT		TELEPHONES				
Position	Name	Business	After Hours	Mobile	Fax	Email
MFB Commander, Community Resilience Eastern District						
Health and Human Services (Victoria)						
Senior Emergency Management Coordinator						
Acting Emergency Management Manager, East Metro						
Services Australia (formerly Human Services) Federal Govt						
Services Australia Manager Social Work Services - - (Centrelink)						
Services Australia Manager, Camberwell/Box Hill						
Services Austrralia Service Centre Manager Camberwelll						
Ambulance & Medical						
Ambulance Victoria						
St John Ambulance						
St John Ambulance						
Australian Red Cross - Emergency Services						
Australian Red Cross - Divisional Operations Officer (Volunteer) Inner East Metro Division						
Australian Red Cross - Deputy Divisional Operations Officer						

CONTACT		TELEPHONES				
Position	Name	Business	After Hours	Mobile	Fax	Email
(Volunteer) Inner East Metro Division						
Australian Red Cross						
Boroondara Contract Medical Officer						
Eastern Melbourne PHN (EMPHN)						
Vic Roads						
Regional Emergency Management Officer (REMO) - VIC Roads						
VIC Roads - On Call (accessed by all 3 REMO's)						
Parks Vic						
Yarra Bend Park, Parks Victoria						
Yarra Bend Park, Parks Victoria						
JCCM (Jewish Community Crisis Management)						
Crisis Manager						
DET (Department of Education & Training)						
Manager Operations & EM						
EM Support Officer						
Salvation Army						
Director, Community Engagement, Camberwell Corps Division						
Swinburne						
Swinburne University Associate Director, Corporate Services						

CONTACT		TELEPHONES				
Position	Name	Business	After Hours	Mobile	Fax	Email
Swinburne University Security Coordinator						
Swinburne University Security Manager						
YMCA						
YMCA – Area Manager - Boroondara Leisure & Aquatic Facilities						
YMCA Recreation Coordinator - Boroondara Sports Complex, Ashburton Pool & Recreation Centre						
Victorian Council of Churches						
Area Coordinator - Boroondara						
Visitors & Substitutes						

For names of persons appointed to Councils Emergency Management Roles please see attached list.

City of Boroondara Emergency Management Appointed Roles

EM Role	Name	Corporate Role
Municipal Emergency Manager (MEM)		
Municipal Emergency Resource Officer (MERO)		
Deputy Municipal Emergency Resource Officer (MERO Dep)		
Deputy Municipal Emergency Resource Officer (MERO Dep)		
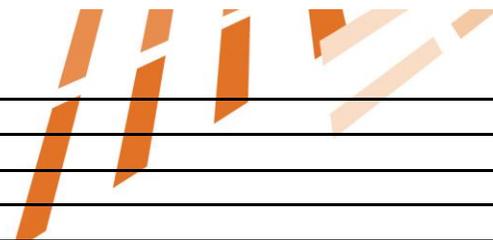
Municipal Recovery Manager (MRM)		
Deputy Municipal Recovery Manager (MRM Dep)		
Deputy Municipal Recovery Manager (MRM Dep)		
Municipal Fire Prevention Officer (MFPO)		
Deputy Municipal Fire Prevention Officer (MFPO Dep)		
MEMPC Executive Officer (MECC Manager)		
Emergency Management Project Officer		

MEMPC Terms of Reference

CHARTER AND TERMS OF REFERENCE
Municipal Emergency Management Planning Committee (MEMPC)
City of Boroondara

Introduction
The City of Boroondara Council acknowledges the requirements of the Emergency Management Act 1986 & Emergency Management Act 2013.
The Municipal Emergency Management Planning Committee (MEMPC) is the primary planning group drafting a plan for Councils consideration and approval in relation to the prevention of, response to, relief from, and the recovery from emergencies impacting on the City of Boroondara.

Background
Role of Council in Emergency Management

Under the Emergency Management act 1986 & Emergency Management Act 2013 and the Local Government Act 1989, Councils play a critical role in Victoria's Emergency Management arrangements.

Local Government responsibilities include:
- Local implementation of state-wide preventative strategies – planning and building codes, and food, health and fire prevention planning.
- Management of community participation in planning and service delivery before and after emergencies.
- Provision of community education and awareness programs
- Assessment of community risks and incorporation of risk reduction strategies in local safety programs.
- Service delivery to support persons in particular need.
- Resource/equipment support to Emergency Services
- Management/support of community recovery programs, policies and strategies.

The MEMPC has reviewed the committee structure, role and membership to allow sub-committees to deal with specific elements of prevention response and recovery in relation to identified emergencies which may impact on the local community.

Purpose & Objectives
Section 21 of the *Emergency Management Act 1986* outlines this committee's purpose as follows:

> (3)   A municipal council must appoint a municipal emergency planning committee constituted by persons appointed by the municipal council being members and employees of the municipal council, response and recovery agencies and local community groups involved in emergency management issues.
> (4)   The function of a municipal emergency planning committee is to prepare a draft municipal emergency management plan (MEMP) for consideration by the municipal council

(5) A municipal emergency planning committee must give effect to any direction or guidelines issued by the Minister.

(6) Subject to the regulations, a municipal emergency planning committee may determine its own procedures.

The Emergency Management Manual Victoria sets out functions for the committee as follows:

The MEMPC is required to prepare the MEMP, which documents response and recovery operational arrangements, and to ensure all the subjects listed in the plan outline are investigated and adequately provided for.

The ongoing role of the committee is to review and amend the operational components of the plan. The Committee has also outlined the following functions for the Committee:

I. Institute and coordinate policy, arrangements and strategies for municipal emergency management, aligning activities where relevant with regional strategies and priorities.

II. Enhance emergency management arrangements by reviewing the management of emergencies that have occurred in the municipal area/s as well as exercises to identify opportunities for improvement

III. Oversee the management of emergencies where council/s resources are required to support response and recovery

IV. Provide a municipal forum for organisations with emergency management responsibilities in the municipal area/s.

V. Regular audit and exercise emergency management arrangements via an annually adopted calendar of events.

Membership

Section 21 of the *Emergency Management Act 1986* establishes the arrangements for this committee's membership. These are supplemented by the following practices:

- Membership is reviewed every time the Terms of Reference is reviewed and members are confirmed in writing by the responsible officer/manager.
- Proxies assume the member's role if the member is unable to attend the meeting or is unable to perform their usual role for the committee.
- Invited guests support municipal emergency management as requested by the Chairperson, within their limits of safety and training.

Agencies required to form a presence at the committee comprise of:

- Municipal Emergency Manager - (MEM)
- Municipal Emergency Resource Officer - (MERO) (Chairperson)
- Municipal Recovery Manager – (MRM)
- Municipal Fire Prevention Officer – (MFPO)
- Municipal Emergency Response Coordinator (Victoria Police) (MERC)
- Deputy Municipal Recovery Manager - (x2)
- Deputy Municipal Emergency Resource Officer - (x 2)
- Municipal Building Surveyor (MBS)
- Municipal Environmental Health Officer (EHO)

- Department Health and Human Services representative
- Metropolitan Fire Brigade representative
- VICSES volunteer representative
- VICSES Regional Officer
- Victoria Police representative
- Vic Roads representative
- Inner East Melbourne Medicare Local (community representative)
- Ambulance Victoria representative
- Red Cross representative
- St John Ambulance representative
- Swinburne University representative (Community Representative)
- Parks Victoria representative
- Salvation Army representative
- Municipal Community Strengthening Unit representative
- YMCA representative
- Services Australia (formerly Centrelink) representative
- Victorian Council of Churches representative
- Jewish Community Crisis Management (JCCM) (Community Representative)
- Department of Education and Training representative
- Municipal Community Safety Officer representative
- MEMPC Executive Officer
- Council officers as invited

Sub-Committees and "ad hoc" working groups

The following groups are sub-committees of this committee.

- Community Recovery Planning Committee
- Pandemic Planning Sub Committee
- Heat Health Plan Sub Committee

Period of membership

Membership of individual representatives is at the discretion of their nominating organisation, and individuals may change based on that organisations requirements.

Membership is reviewed every time the Terms of Reference is reviewed and members are confirmed in writing by the responsible officer/manager.

Method of appointment

Nomination of representatives from External agencies to the committee is the responsibility of the individual agency concerned.

Council representatives are as nominated or appointed by Council.

Community representation is via Councils Community Strengthening Unit and Inner East Melbourne Medicare Local representative. (as at 2020 Council is investigating further options for Community representation).

Delegated Authority & Decision Making Powers

The committee is constituted under the provisions of the Emergency Management Act 1986 & Emergency Management Act 2013, and is formally approved and recognised by Council.

The committee has delegated authority to prepare a draft municipal emergency management plan (MEMP) for consideration and approval by Council.

The committee must give effect to any direction or guidelines issued by the Minister.

Subject to the regulations, the committee may determine its own procedures.

The Municipal Emergency Management Planning Committee Terms of Reference were last reviewed by committee members on 10/10/2019 and are due for review annually.

Meeting Procedures
The committee is bound by the provisions of the Local Government Act 1989 and associated regulations.

The meeting is NOT open to the public.

Chairperson
The chairperson is the MERO as nominated by Council, or their delegate as advised. If the chairperson and delegate are unavailable then the meeting shall be chaired by the MRM, or MERC.

Meeting Frequency
The Municipal Emergency Management Planning Committee will meet four times per year, on a quarterly basis in the Months of March, June, September, and December. Ad hoc meetings may be called when required.

Agendas & Minutes
The following standing items are included on the Agenda – other items can be added when required:

1. Welcome
2. Apologies
3. Emergency Contact List Update
4. Minutes of Previous Meeting
5. Incidents
6. Training Exercises
7. Agency Reports
8. General Business
9. Next Meeting

Agendas are to be distributed at least 7 days prior to the meeting.
Minutes are to be circulated within 14 days after the meeting.

Voting Rights
The committee being of an advisory nature usually reaches decisions by consensus.
Where voting is required each committee member present (but not visitors) receives 1 vote.
In the event of an equal number of votes the chairperson shall have a casting vote.
Recommendations of the committee are NOT binding on Council.

Conduct & Interest Provisions

Members of the committee are acting as Representatives of their particular organisation, and consequently are expected to represent the views and interest of their own organisation, while recognising the needs and risks relevant to the local community.

Members are required to comply with confidential information provisions contained in the Local Government Act 1989.

Where any potential conflict of interest arises the member is required to declare that interest, and will be allowed to remain or be excluded from deliberations at the discretion of the chairperson.

Reporting Procedure

The MEMPC reports to Council and Council Executive.

Under part 4 of the Emergency Management Act 1986 Municipal Councils are required to:

- Appoint a Municipal Emergency Management Planning Committee to prepare a Municipal Emergency Management Plan for Councils consideration.
- Maintain the plan which must be audited every 3 years.
- Respond to the audit report within 3 months.

Administrative Support

The convenor, (Currently MEM) is responsible to ensure that adequate administrative support is provided to the MEMPC.

Council currently provides administrative support at the meeting and to the Convenor.

Sunset Clause

The MEMPC is established subject to the requirements of the Emergency Management Act 1986 & Emergency Management Act 2013 and associated legislation, and is ongoing in accordance with those Acts.

Introduction

The City of Boroondara Council acknowledges the requirements of the Emergency Management Act 1986 & Emergency Management Act 2013.

The Municipal Relief and Recovery Planning Committee is a Sub Committee of Councils Municipal Emergency Management Planning Committee (MEMPC) and is the primary planning group drafting and reviewing Relief and Recovery Plans for MEMPC & Councils consideration and approval in relation to the relief from, and the recovery from emergencies impacting on the City of Boroondara or neighbouring municipalities.

Background

Role of Council in Emergency Management

Under the Emergency Management act 1986 & Emergency Management Act 2013 and the Local Government Act 1989 Councils play a critical role in Victoria's Emergency Management arrangements.

Local Government responsibilities include:
- Management of community participation in planning and service delivery before and after emergencies.
- Provision of community education and awareness programs
- Assess community risks and incorporation of risk reduction strategies in local safety programs.
- Service delivery to support persons in particular need.
- Resource/equipment support to Emergency Services
- Management/support of community recovery programs, policies and strategies.

Purpose & Objectives

The purpose of the committee is planning for relief and recovery based on the needs of the 4 recovery environments.

The Relief & Recovery Planning Committee is required to prepare the Relief & Recovery Plan, which documents relief and recovery operational arrangements, and to ensure all the subjects listed in the plan outline are investigated and adequately provided for.

The ongoing role of the committee is to review and amend the operational components of the plan.

Membership

The membership of this sub group comprises of:

- Municipal Recovery Manager – (MRM)
- Deputy Municipal Recovery Manager - (x2)

- o Social Health & Community Environment coordinator.
- o Built Environment coordinator
- o Natural Environment coordinator
- o Economic Environment coordinator
- o Others co-opted as appropriate and necessary.

Sub-Committees
Subcommittees may be formed as appropriate and required based on needs at the time.

Period of membership
Membership of individual representatives is based on their identified Emergency Management roles. Individuals may change as the nominated person in the role changes.

Membership is reviewed each time the Terms of Reference or plan is reviewed.

Method of appointment
Nomination of representatives from External agencies to the committee is the responsibility of the individual agency concerned.
Council representatives are appointed by Council.

Delegated Authority & Decision Making Powers
The committee has delegated authority to prepare a draft municipal emergency relief and Recovery Plan (MEMP) for consideration and approval by MEMPC and Council.

The committee must give effect to any direction or guidelines issued by the Minister.

Subject to the regulations, the committee may determine its own procedures.

The Municipal Relief & Recovery Planning Committee Terms of Reference were last reviewed by the MEMPC on 10/10/2019 and are due for review annually.

Meeting Procedures
The committee is bound by the provisions of the Local Government Act 1989 and associated regulations.

The meeting is NOT open to the public.

Chairperson
The chairperson is the MRM as nominated by Council, or their delegate as advised. If the chairperson and delegate are unavailable then the meeting shall be chaired by the Deputy MRM.

Meeting Frequency

The Municipal Relief and Recovery Planning Committee will meet twice annually.

Agendas & Minutes

The following standing items are included on the Agenda – other items may be added when required:

1. Welcome
2. Apologies
3. Emergency Contact List Update
4. Minutes of Previous Meeting
5. Training Exercises
6. Reports
7. General Business
8. Next Meeting

Agendas are to be distributed at least 7 days prior to the meeting.

Minutes are to be circulated within 14 days of the meeting.

Voting Rights

The committee being of an advisory nature usually reaches decisions by consensus.
Where voting is required each committee member present (but not visitors) receives 1 vote.
In the event of an equal number of votes the chairperson shall have a casting vote.
Recommendations of the committee are NOT binding on Council.

Conduct & Interest Provisions

Members of the committee are acting as Representatives of their particular organisation, and consequently are expected to represent the views and interest of their own organisation, while recognising the needs and risks relevant to the local community.
Members are required to comply with confidential information provisions contained in the Local Government Act 1989.
Where any potential conflict of interest arises the member is required to declare that interest, and will be allowed to remain or be excluded from deliberations at the discretion of the chairperson.

Reporting Procedure

The Relief & Recovery Planning Committee reports to the MEMPC, which in turn reports to Council and Council Executive.

Administrative Support

The convenor, (Currently MRM) is responsible to ensure that adequate administrative support is provided to the Relief & Recovery Planning Committee.

Council currently provides administrative support at the meeting and to the Convenor.

Sunset Clause

The Relief & Recovery Planning Committee is established subject to the requirements of the Emergency Management Act 1986 & Emergency Management Act 2013 and associated legislation, and is ongoing in accordance with those Acts.

Insert hard copy
Transition of Coordination Arrangements Template
(available on Crisisworks and in DHHS Regional Operations Manual)

Version Number	Updated	Details
2.1	Aug 2015	Update numerous Agency titles (DELWP, DEDJTR, DHHS etc.)
2.1	Aug 2015	Change from 4 recovery pillars to 5 (agriculture added).
2.2	Feb 2017	Change from 5 pillars to 4 (agriculture re located).
2.2	Feb 2017	Update to Part 2, demographic info, vulnerable groups updated, family violence added, cultural groups added, maps section updated, history of emergencies.
2.2	Feb 2017	3.2.1 Update MEMPC membership list (added JEMP, DET, and VCC.
2.2	Feb 2017	3.9 Update to Public information.
2.2	Feb 2017	Storm Plan incorporated with flood plan at 4.4.4 and throughout doc.
2.2	Feb 2017	4.5 Update to CERA info.
2.2	Feb 2017	5.4 Table removed, wording updated.
2.2	Feb 2017	5.5 Table removed, wording updated.
2.2	Feb 2017	5.6 Impact assessment section added. Definitions updated.
2.2	Feb 2017	6.1, 6.2, 6.3 Relief information separated out from previous part 7 and separate relief section created at part 6, information updated. Red Cross role updated.
2.2	Feb 2017	6.3 New relief services table added.
2.2	Feb 2017	7. Recovery information moved from part 6 to part 7.
2.2	Feb 2017	7.1 New diagram replacing old.
2.2	Feb 2017	7.2 Change from 5 pillars to 4 (& agriculture re located).
2.2	Feb 2017	Appendix C, MECC info updated & new alternate MECC location.
2.2	Feb 2017	Appendix D, new layout (primary ERC, BSC).
2.2	Feb 2017	Appendix F, updated CERA treatment plans.
2.2	Feb 2017	Appendix H, updated contact list.
2.2	Feb 2017	Appendix I, MEMPC TOR members updated.
2.2	Feb 2017	Appendix I, Relief & Recovery ctee TOR added
2.3	Sept 2017	Foreword, inclusion of wording
2.3	Sept 2017	1.7 Updated Certificate inserted
2.3	Sept 2017	3.2.1.3 Additional wording
2.3	Sept 2017	4.5.4 Additional wording
2.3	Sept 2017	5.1 Additional wording
2.3	Sept 2017	5.3 Additional reference to Appendix D
2.3	Sept 2017	Appendix H Contact List
2.4	Mar 2018	PH&WB Plan title changes to Community Plan

2.4	Mar 2018	Heatwave sub Plan re title to Heat Health.
2.4	Mar 2018	2.1 Re wording.
2.4	Mar 2018	2.2 Statistics updated
2.4	Mar 2018	2.4 Updated
2.4	Mar 2018	3.2.1 updated
2.4	Mar 2018	4.4 & 4.4.1 Re worded & updated
2.4	Mar 2018	4.4.6 Diagram updated
2.4	Mar 2018	4.5 CERA info updated to include Counter terrorism
2.4	Mar 2018	4.5.5 & 4.5.6 Updated diagrams
2.4	Mar 2018	5.2.1 Wording change
2.4	Mar 2018	Appendix B table updated
2.4	Mar 2018	Appendix F table updated
2.4	Mar 2018	Appendix H Contact List updated
2.5	June 2018	Forward minor wording change
2.5	June 2018	Table 2.5.1 updated
2.5	June 2018	Table 2.5.3 updated
2.5	June 2018	3.9 Wording change
2.5	Sept 2018	Typo errors & Contact list update
2.5	Mar 2019	Contact list update
2.5	Sept 2019	Contact list update
2.6	May 2020	1.1 , 1.3, 1.4, Wording change
2.6	May 2020	2.1 , 2.2, 2.3, Wording change & updated
2.6	May 2020	2.4, 2.5, 3.2, 3.4, Tables updated & wording
2.6	May 2020	3.6, 3.9, Wording change
2.6	May 2020	4.5.5 & 4.5.6 Tables updated
2.6	May 2020	Appendix F Table updated
2.6	May 2020	Appendix H Contact list updated
2.6	May 2020	Appendix I Wording change
End of table		

Sub Plans and Attachments

1. Emergency Relief and Recovery Sub Plan - Management Arrangements (CoB)

2. Emergency Relief and Recovery Sub Plan - Operational Arrangements (CoB)

3. Emergency Relief and Recovery Sub Plan - Contact List (CoB)

4. Pandemic Sub Plan (CoB)

5. Heat Health Sub Plan (CoB)

6. Storm & Flood Emergency Plan (SES / CoB)

7. Emergency Relief Centre Facility Plans (CoB)

   - (Removed from Public Display Copy)
   - (Removed from Public Display Copy)

8. Emergency Relief Centre Standard Operating Guidelines - Eastern Relief and Recovery Partnership

9. Regional Recovery Plan - (DHHS - Eastern Metropolitan Region)

10. Animal Management Plan (CoB)

11. BVRC Strategic Service Plan (replaces Spontaneous Volunteer Management Plan - CoB)

12. MECC Standard Operating Guidelines - Eastern Metropolitan Region & Surrounds