

Municipal Emergency Management Plan

Part 6: Emergency Relief & Recovery Plan

Version 3.1 – August 2017

Document Control

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Amendment Authorisations

NAME	POSITION	DATE
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Approved By:

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EMERGENCY RELIEF AND RECOVERY ARRANGEMENTS

6.1 PURPOSE

The Warrnambool City Council Relief and Recovery Plan (the Plan) specifies the arrangements for the coordinated planning and management of emergency relief and recovery across Warrnambool City.

6.2 SCOPE

The Plan:

- Describes the principles for relief and recovery from any emergency in Warrnambool City
- Clarifies who is accountable and responsible for relief and recovery coordination
- Describes the functions of relief and recovery
- Specifies the roles and responsibilities of agencies in relief and recovery
- Outlines the arrangements for escalating relief and recovery coordination

6.3 DEFINITIONS

Emergency Relief is defined in the State Emergency Relief and Recovery Plan as 'the provision of essential needs to individuals, families and communities in the immediate aftermath of an emergency'.

Recovery is defined in the *Emergency Management Act 2013* as 'the assisting of persons and communities affected by emergencies to achieve an effective level of functioning'.

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

6.4 LEGAL OBLIGATIONS

The Plan has been prepared in accordance with the *Emergency Management Act 1986* and the *Emergency Management Act 2013* (<http://www.legislation.vic.gov.au/>) which set out legislated emergency management roles and responsibilities.

Victoria's main emergency management arrangements are further outlined in the emergency Management Manual Victoria (EMMV) (<http://www.emv.vic.gov.au/policies/emmv/>)

[The State Emergency and Relief and Recovery Plan](#) (part 4 of the Emergency Management Manual Victoria) specifies the arrangements for delivering emergency relief and recovery services and support in Victoria. Emergency Management Victoria (EMV), on behalf of the Emergency Management Commissioner, is the agency responsible for relief and recovery coordination at the state level, supported by the Australian Red Cross (Red Cross). EMV provide strategic leadership and coordination of the work of the relief and recovery sector.

This plan should be read in conjunction with the:

- Barwon South West Emergency Relief and Recovery Plan
- Emergency Relief Handbook

6.5 OPERATIONAL GOVERNANCE

The figure below outlines the operational governance structure within the three tiers of government: local, regional and state.

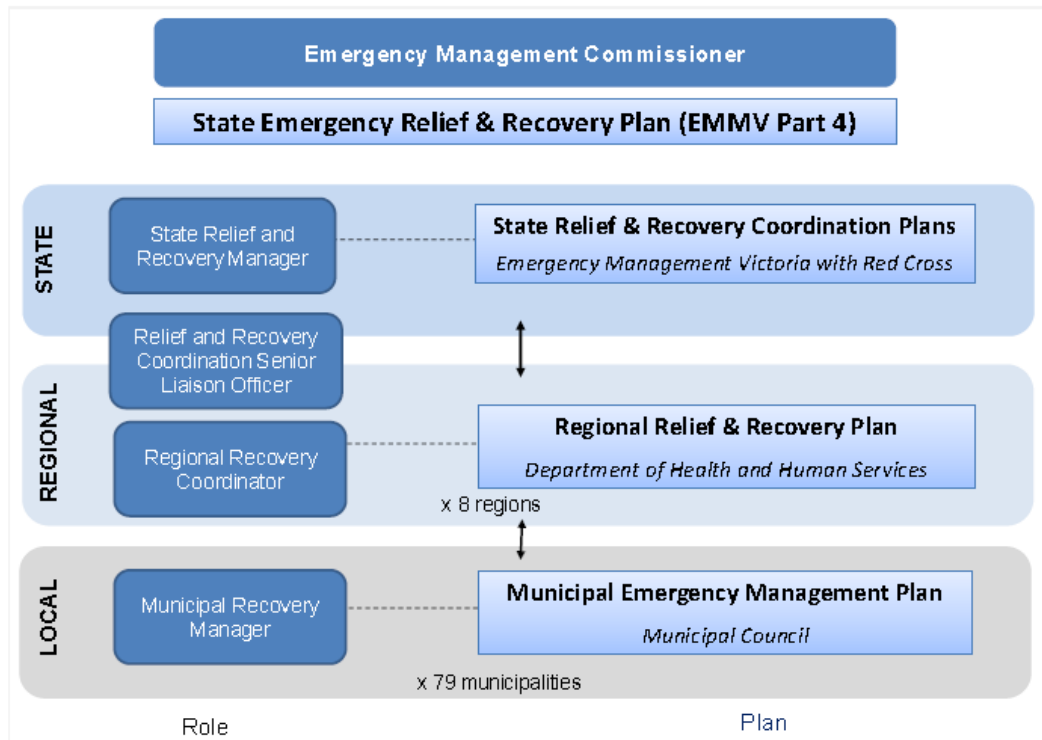


Figure 9: Three levels of relief and recovery coordination in Victoria

Responsibilities of each tier can be found in EMMV Part 4.

6.5.1 The Role of State Government

6.5.1.1 Emergency Management Commissioner

Under the Emergency Management Act 2013, the Emergency Management Commissioner is responsible for the “coordination of the activities or organisations, including agencies, having roles or responsibilities under the state emergency recovery plan in relation to recovery from all agencies”.

6.5.1.2 State relief and recovery coordination roles

Emergency Management Victoria (EMV), on behalf of the Emergency Management Commissioner, is the agency responsible for the relief and recovery coordination at the state level, supported by Australian Red Cross (Red Cross).

6.5.1.3 Regional relief and recovery coordination roles

The Department of Health and Human Services (DHHS) is responsible for coordinating relief and recovery at the regional level supported by Red Cross.

6.5.2 The Role of Council

In accordance with *EMMV Part 7 – Emergency Management Agency Roles*, Warrnambool City Council is the lead agency at the local level for the following relief and recovery activities:

- Arranging emergency shelter and accommodation for displaced households
- Providing personal support and counselling referral
- Housing of displaced lost/stray companion animals. Warrnambool City Council will work with the Victorian Farmers Federation, RSPCA and Australian Veterinary Association where required
- Secondary impact assessments – gathering and processing of information
- Surveying and making determination regarding occupancy of damaged buildings
- Forming, leadership and supporting Municipal/Community Recovery Committees
- Providing and staffing recovery/information centres
- Providing and managing community development services and activities
- Coordinating clean-up activities including the disposal of dead animals (domestic, native and feral)
- Overseeing and inspecting building/redevelopment
- Undertaking the assessment, restoration, clearing and rehabilitation of public buildings and assets (e.g. roads, bridges, sporting facilities, public amenities) where the municipal council is the manager of that building or asset

Warrnambool City Council will support the following agencies in their respective responsibilities to deliver relief and recovery activities:

- EMV for coordination of public information and communication in relation to emergency management for major emergencies
- DEDJTR for:
 - Implementing approved actions and projects to assist economic recovery
 - Encouraging and bringing forward the resumption of local trade and economic activity
 - Monitoring broad economic impacts and consequences
- Victorian building Authority for providing building maintenance and safety information to affected persons and residents
- DELWP and CFA for coordinating local volunteer efforts for damage to private fencing after emergencies, as referred by DEDJTR
- DELWP, PV, VicRoads for undertaking erosion control on public land

6.6 MANAGEMENT STRUCTURE

The role of Municipal Recovery Manager (MRM) is delegated to the Director Community Development. The Deputy MRMs are the Manager Recreation and Culture and the Manager Community Policy and Planning. In consultation with response agencies and the MERO they consider the relief and recovery needs of the local community.

Council's Emergency Management Structure can be found in Part 3, Appendix 16.

The responsibilities of agencies coordinating relief and recovery are available in EMMV Part 7 – *Emergency Management Agency Roles*.

6.6.1 Triggers to recognise capability

Warrnambool City Council has identified the following triggers to recognise capability:

- Forward shifts cannot be filled
- Basic water and electricity will not be restored for an extended period of time
- Road and/transport networks will remain adversely affected for an extended period of time
- Consequences of the emergency are complex and/or have state wide impacts
- Unable to address a complex need in the community; i.e. cultural needs, vulnerable people, demand for temporary accommodation
- Number of people presenting at the Emergency Relief Centre is exceeding capacity
- Impacted community is dispersed across multiple councils

6.6.2 Escalation from local to regional to state

When triggers are reached, the Emergency Management Coordination Group will request the Regional Recovery Coordinator (DHHS) undertake coordination of emergency relief or recovery at the regional level. Where this occurs, the Department of Health & Human Services (supported by Red Cross for relief) assumes responsibility for the coordination of relief and recovery across the region¹.

6.6.3 Financial Arrangements

The MRM is responsible for managing emergency relief and recovery finances in accordance with the MAV's *Council Guide to the Financial Management of Emergencies* and internal policies.

- Where the emergency arises as a result of a natural disaster, Victoria's Department of Treasury and Finance (DTF) can, depending on the scale and the impact provide Natural Disaster Financial Assistance to help ease the financial burden experienced by the affected councils. Further details can be found at: <http://www.dtf.vic.gov.au/Victorias-Economy/Natural-disaster-financial-assistance>
- DTF, the Department of Premier and Cabinet (DPC) and Emergency Management Victoria (EMV) will coordinate a request to the Australian Government to approve funding under the Natural Disaster Relief and Recovery Arrangements, to share the cost of significant emergencies.

6.7 EMERGENCY RELIEF

Internationally, the provision of emergency relief is guided by the *Sphere handbook: humanitarian charter and minimum standards in humanitarian response* (www.sphereproject.org). The guiding principles for people affected by an emergency are the:

- right to life with dignity
- right to receive humanitarian assistance
- right to protection and security.

Emergency relief can be provided in a variety of locations including at or near the site of an emergency, to communities that become isolated or cut off by an emergency or in an established relief setting, such as an emergency relief centre.

6.7.1 Relief Principles

The principles for the coordination and delivery of relief in Victoria are:

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

¹ Barwon South West: Emergency relief and recovery plan 2016

6.7.2 Relief Coordination Responsibilities

The following table outlines relief coordination responsibilities:

Functional Area	Activities	Incident/Local Lead	Support Agencies
Emergency Shelter (DHHS)	Arrange emergency shelter and accommodation for displaced households	Municipal Council	DHHS
Food and Water (Red Cross)	At regional and state levels, Red Cross Coordinates food and water including support from agencies, and provides support at the local level when requested	Red Cross	Salvation Army Foodbank Victoria
Reconnecting family and friends (VicPol & Red Cross)	Operate Register.Find.Reunite in relief centres, enquiry centres or online, to reconnect people with family, friends and their community	VicPol	Red Cross
Disbursement of material aid (non food items) (Salvation Army)	Provide essential material aid (non food items) to emergency affected persons including clothing, bedding and other personal requisites	Salvation Army	
Emergency Financial Assistance (DHHS)	Administer relief payments through the personal hardship assistance program to help individuals meet their basic needs.	DHHS	Australian Government Department of Human Services
Animal Welfare	<p>DEDJTR is the primary agency for animal welfare (other than wildlife) support services</p> <p>DELWP is the primary agency to respond to wildlife welfare</p> <p>Municipal councils are responsible for housing of displaced and lost/stray companion animals</p>	<p>DEDJTR</p> <p>DELWP</p> <p>Municipal Council</p>	<p>Municipal Council</p> <p>VFF</p> <p>RSPCA</p> <p>Australian Veterinary Association</p>
Drinking Water for households (DELWP)	Provide drinking water to households	Water Authorities	DELWP Municipal Councils DHHS

Food and Grocery supply logistics continuity (DEDJTR)	DEDJTR will support food and grocery supply logistics continuity planning and operations with the major food distribution operators	DEDJTR	
Health and Medical assistance and first aid	Provide pre hospital care to people affected by emergencies Establish field primary care clinics Provide other health and medical relief assistance measures	Ambulance Victoria	St John Ambulance DHHS
Community Information (Control Agency)	Provide relief and recovery information to assist communities to make informed decisions about their safety	Control Agency	
Psychosocial support (DHHS)	Personal support in relief and recovery centres and through community outreach	Municipal Councils	Red Cross VCC EM

Table 10: Relief Coordination Responsibilities

6.7.3 Relief Activation

Incident controllers determine the need to activate relief services, with advice from the emergency management team.

6.7.4 Emergency Relief Centres

Council has two primary relief centres. An emergency relief centre will be opened in a location that best suits the community that has been affected by an emergency. The decision on which emergency relief centre to open will be made in conjunction with the control agency's Incident Controller and the MERC.

Warrnambool (Arc) Stadium

Caramut Rd
Warrnambool

Ph: 5559 4555

Appendix 27: ARC Stadium Emergency Relief Centre Amenities

Appendix 28: ARC Stadium Map

Archie Graham Community Centre

118 Timor St
Warrnambool

Ph: 5559 4920

Appendix 29: Archie Graham Community Centre Amenities

Appendix 30: Archie Graham Community Centre Map

The MRM will advise the Department of Treasury and Finance as soon as possible after a relief centre has been opened.

6.7.4.1 Emergency Relief Centre Planning for Children and Young People

Council supports the Department of Health and Human Services, Emergency Management Planning for Children and Young People and will ensure the following is available at each relief centre:

Infants:

- support for breastfeeding mothers
- supplies for bottle-fed babies
- appropriate solid food for babies.
- appropriately sized nappies and baby-change supplies (Gribble and Berry 2011).
- sleeping requirements for babies will be considered.

Pre schoolers and primary-school children

- include a play area with age-appropriate toys, activities and supervision

Families with young children

- The physical location of families with young children in relief centres will be taken into account with close proximity to bathrooms and lighting at night, to ensure the safest environment for young children.

Adolescents

- An area to be with peers, age-appropriate activities and access to technology.²

CALD Communities

- Consideration will be given to cultural, lifestyle and religious factors including the availability of prayer spaces

In addition to the above requirements Appendix 31: Relief Centre Kit outlines additional equipment that ensures the smooth running of an emergency relief centre.

6.7.5 Animal Welfare

Council understands the significant role animals play in the lives of its residents. The Bushfires Royal Commission recognised the bonds people form with animals and the significant impact these bonds can have on people's decision making, and ultimately their safety during emergencies. The Commission noted in its findings:

"There was also a small number of cases in which people died after refusing to leave without their pets and animals or delaying their departure for too long because of concern for their animals."

Council supports the findings of the Royal Commission and the Victorian Emergency Animal Welfare Plan and will:

- Make provisions for animals presenting at emergency relief centres
- Refer animals with special needs, or that are unable to be supported by the relief centre, to appropriate shelters or containment facilities
- Provide advice regarding potential sites for donated fodder distribution
- Confine displaced animals, including those presenting at an emergency relief centre
- Communicate municipal animal welfare contacts and arrangements to relevant stakeholders
- Coordinate clean-up activities, including the disposal of dead animals (companion, livestock, wildlife and feral)

² Emergency Management Planning for Children and Young People, Health & Human Services Emergency Management, Victorian Government Department of Human Services, Melbourne, Australia, April 2013

- Provide a point of contact for other agencies and organisations in relation to animal welfare needs or issues

The following processes are in place to manage animals at the relief centres:

Appendix 32: Conditions attached to housing animals at an emergency animal shelter

Appendix 33: Register of animals received

Appendix 34: Managing small and large animals at the emergency relief centre

Appendix 35: Managing stray animals at the ERC workflow

Appendix 36: Animals in Emergencies Contact Directory

6.7.6 Managing Donations

Experience has shown that it is necessary to communicate early and clearly to the public about whether donated goods and services will be accepted. Council may communicate:

- Donations are not required at this time, we are working with affected communities to identify and better understand their needs.
- Donate money rather than goods because it puts money back into the affected communities which stimulates a quicker recovery for the local community
- Donating unsolicited goods is not helpful because it diverts resources
- The public can help by organising fundraising activities, instead of donating unsolicited goods

Suggested wording:

Council has been inundated with generous and unsolicited offers of second-hand items. While these offers are generous and made with the best intentions, Warrnambool City Council is not able to accept material donations at present. Material donations can be made directly to the Salvation Army.

Anyone wanting to help can either register as a prospective volunteer or make a cash donation to relief efforts supporting XXX.

Prospective volunteers can register with the Victorian Government emergency volunteering portal <http://www.volunteer.vic.gov.au/information-for-volunteers/volunteering-in-an-emergency>

6.7.7 Volunteers

Volunteers are likely to play a significant role in any recovery operation, particularly after large scale, highly publicised emergencies. There are likely to be two types of volunteer - those who are affiliated with a specific organisation such as service clubs, community agencies and other non-government organisations, and those members of the public who offer their services after the event has occurred.

Those volunteers who are affiliated with an organisation will be directed by that organisation and are likely to have specific skills to undertake previously assigned roles. Examples of this are the many volunteers with agencies such as the Red Cross and Salvation Army, involved in such activities as catering and registration, who are trained for their allocated task.

Volunteers from the general public who offer assistance on an ad hoc basis immediately after an emergency has occurred can also be of great benefit to the recovery process, but require more careful management.

DHHS is responsible for capturing and providing offers of spontaneous emergency volunteers to municipal councils.

Volunteering Victoria supports DHHS in this activity. Volunteering Victoria, in partnership with Red Cross, has trained a number of Managers of Spontaneous Volunteers to be deployed to manage offers of support.

Key messages from Council could include:

- Offers of assistance are appreciated, however trained emergency services personnel are responding to the emergency
- We ask that people stay away from the emergency affected areas, and allow emergency services personnel to perform the tasks in which they have been trained
- If there is a need for additional volunteers, it will be communicated through the media.
- Prospective volunteers can register with the Victorian Government emergency volunteering portal www.emergency.volunteer.vic.gov.au

6.7.8 Communicating during an emergency

The incident controller is responsible for issuing warnings and community information.

The mayor and councillors will comment on what Council is doing, but not on other areas of responsibility, such as the control agency or police.

Council's existing media policies and protocols should be observed during an emergency or incident. Particular attention should be paid to policies and protocols regarding interaction with the media, and how and when the spokesperson role is activated.




An emergency usually generates a number of possible effects on those involved including shock, high arousal, narrowing of focus, disbelief and confusion about what has happened or is currently happening and can impact on a person's ability to take in information, think about it and remember it.

Overcoming these barriers

When people are experiencing any of the effects as mentioned above face to face communication is the most effective. Remember these key points:

- Only provide or send necessary, relevant information
- Keep information consistent, accurate, short and sharp
- Use clear language and uncomplicated sentences
- Use positive or value-neutral language wherever possible, e.g. survivor or affected person rather than victim
- Do not give too much new or complicated information if the person is not able to take it all in
- Provide information in various formats, including printed material that people can read later
- Repeat information frequently

Three rules of communications

1  is it relevant?	2  is it clear?	3  is it targeted?
<p>People affected by disaster are often overwhelmed by huge amounts of information. Following an emergency, people want to know:</p> <ul style="list-style-type: none"> • → What is happening with the recovery process • → What support is available • → What they need to do to qualify for support • → What they can do if they have questions, concerns or complaints 	<p>After an emergency, people often have trouble remembering or understanding information. It is not appropriate to use jargon, overly complication or technical language.</p> <ul style="list-style-type: none"> • → Short, sharp amounts of relevant and practical information is best • → Ensure there is a clear call to action in the communication (what does the person actually have to do?) • → Ensure that there are formats available for people with a sensory impairment, and/or people from culturally and linguistically diverse (CALD) backgrounds. When using text-based communications, ensure the font and size of the text is readable. 	<p>The method of communication you use should fit the audience. Know the audience and the best way to reach them.</p>

6.7.9 Vulnerable Persons Register

Consistent with Recommendation 3 of the 2009 Victorian Bushfires Royal Commission and the *Vulnerable People in Emergencies Policy* (May 2015) Warrnambool City has:

- Developed a comprehensive list of facilities where vulnerable people may be located including aged care facilities, hospitals, schools and child care centres has been prepared and can be seen in Part 6: Appendix 49.
- Updated processes to identify vulnerable persons within the City and enters that information into the Vulnerable Persons Register (VPR). The VPR was developed, and operates at a local level to securely track vulnerable individuals. It also provides a searchable database for Police during emergencies.

6.8 RECOVERY

Recovery from emergencies is a developmental process of assisting individuals and communities affected by emergencies to achieve an effective level of functioning.

6.8.1 Recovery Principles

The nationally recognised disaster recovery principles that are fundamental for successful recovery involve:

- Understanding the context
- Focusing on the consequences of the emergency
- Recognising complexity
- Being community focussed
- Using community led approaches
- Ensuring coordination of all activities
- Employing effective communication
- Acknowledging and building capacity

6.8.2 Recovery Activation

Recovery should begin at the first available opportunity, and continue beyond when relief ceases. The Incident Controller, the Municipal Emergency Response Coordinator, the Municipal Emergency Resource Officer and the Municipal Recovery Manager should start planning for the transition to recovery as soon as possible following the initial impact of an emergency.

Council has developed an emergency resource activation guide and is in Part 5 Response Arrangements Appendix 20.

6.8.3 Organisation of recovery assistance

Recovery assistance is organised by environments, functional areas and activities.

6.8.4 Recovery Environments

The four recovery interrelated environments provide a framework within which recovery can be planned, reported, monitored and evaluated. They do not however have a single agency responsible for their coordination.

The four environments are:

1. **Social environment** – The social environment considers the impact an event may have on the health and wellbeing of individuals, families and communities. This environment is primarily concerned with safety, security and shelter, health and psychosocial wellbeing
2. **Built environment** – The built environment considers the impacts that an event may have on essential physical infrastructure including essential services, commercial and industrial facilities, public buildings and assets and housing
3. **Economic environment** – The economic environment considers the direct and indirect impacts that an event may have on business, primary producers and the broader economy
4. **Natural environment** – The natural environment considers the impact that an event may have on a health and functioning environment, which underpins the economy and society. Components of the natural environment include, air and water quality; land degradation and contamination; plant and wildlife damage/loss; national parks, cultural and heritage sites

6.8.5 Recovery Functional Areas and Activities

Functional areas describe a community need and bring together a number of related recovery activities. There are fourteen functional areas across the four environments. The figure below outlines how the functional areas and activities link with the four environments.

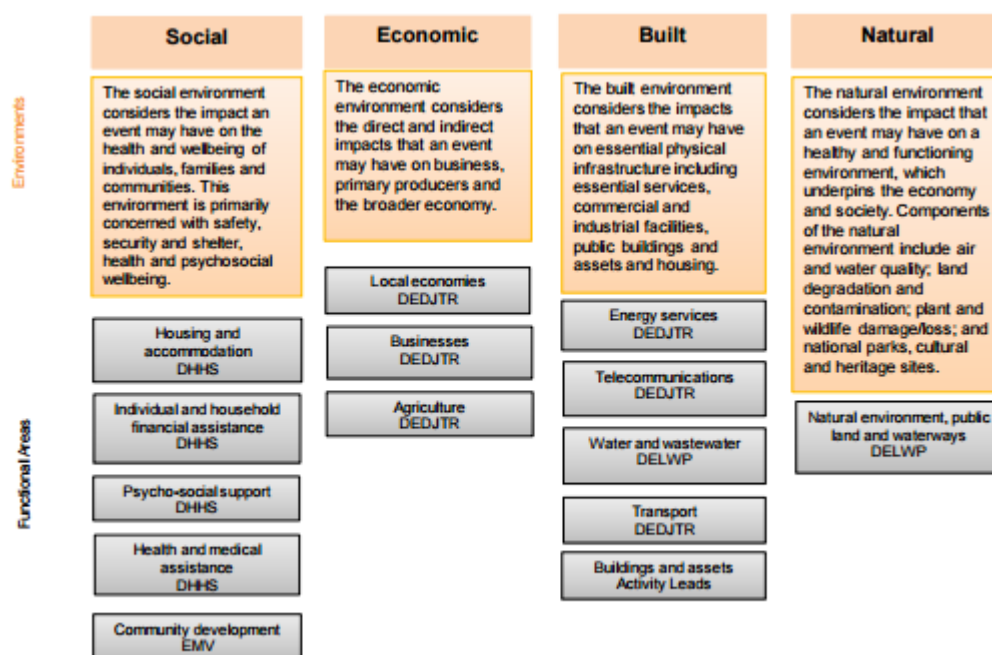


Figure 10: State recovery environments and functional areas

6.8.5.1 Social Recovery Environment

The social environment considers the impact an event may have on the health and wellbeing of individuals, families and communities. This environment is primarily concerned with safety, security and shelter, health and psychosocial wellbeing. The following figure outlines the responsibilities with regards to functional areas and activities:

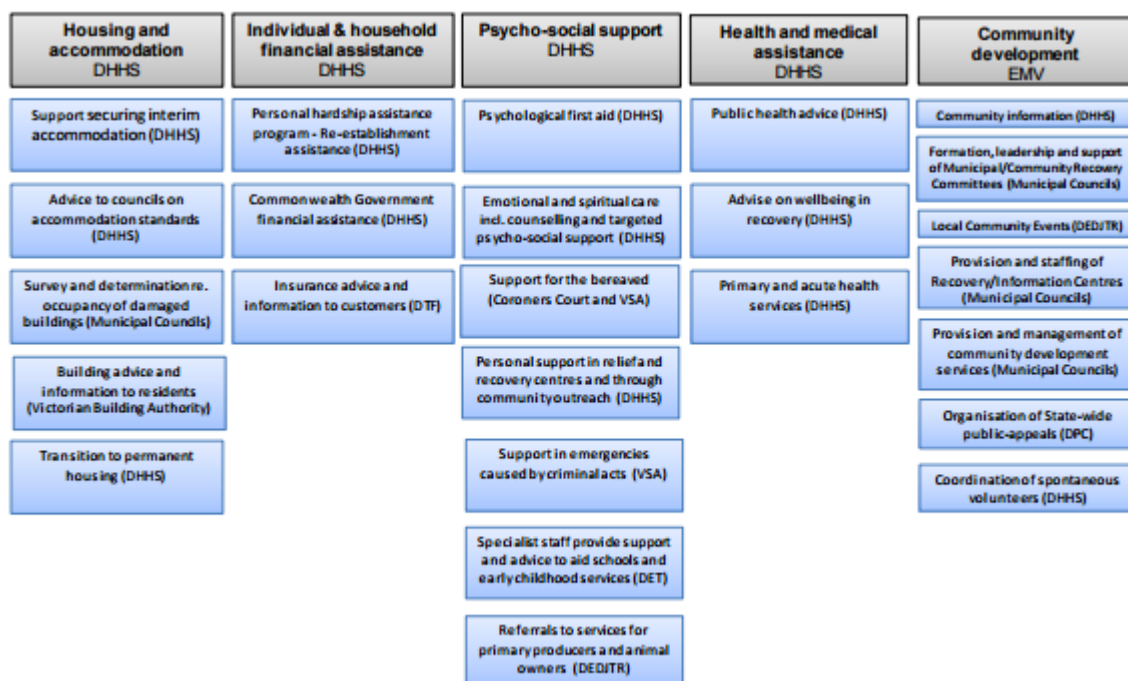


Figure 11: State social environments and functional areas

Council will

- Survey and make a determination regarding the occupancy of damaged buildings and secondary impact assessment
- Lead communication information (including community briefings and meetings).

- Promote a single point of contact for residents to obtain information about the support, services and assistance that could be available
- Establish and lead a municipal/community recovery committee as soon as possible. Warrnambool City will consult with the community about the nature and type of committee they require – this will be a community led activity
- Provide and staff a recovery/information centre which will provide a single point of entry for affected persons for an 'all agency, all stakeholders' integrated recovery process
- Engage community members in the development and delivery of shared community activities.
- In consultation with other service providers are responsible for considering how to best engage with vulnerable groups which can include the bereaved; isolated households; those who are physically injured or impaired; parents with young children; and culturally and linguistically diverse communities
- Will work with individuals and communities to develop appropriate recovery programs that recognise and respond effectively to gender differences, noting that men and women respond to emergencies differently

6.8.5.1.1 Community Recovery Committee

The purpose of the Community Recovery Committees is to ensure and foster community management of recovery after an event. These committees comprise representatives of government, private and voluntary agencies, community leaders and other representative members of an affected community. If an emergency affects different parts of the City, community recovery committees for each of the affected areas may need to be set up. In these instances, a central community recovery committee may also be necessary to provide an overall forum for advice, consultation and coordination.

Council's role in this process is to sponsor and facilitate the meetings. The Municipal Recovery Manager (MRM) is responsible for the establishment of community recovery committees as soon as possible after the emergency, involving local community representatives where possible.

Appendix 37 details the Community Recovery Committee Terms of Reference.

6.8.5.1.2 Municipal Secondary Impact Assessments (SIA)

It is essential that assessments of the extent of the damage and disruption to the community occur as soon as possible and continue through to the recovery phase.

There are three stages of impact assessment:

1. **Initial Impact Assessment** is a high level assessment conducted as soon as possible after the impact of the emergency and is managed by controllers during the response phase of an emergency.
2. **Secondary Impact Assessment** (SIA) is the subsequent assessment of the impact of the emergency on the social, economic, built and natural environments and can occur whilst the response phase is in place, however, fieldwork is conducted when it is safe enough for personnel to enter the affected area³.
3. **Post emergency needs assessment** is a longer term, more thorough estimate of the effects and consequences of the emergency on the health and wellbeing of the community, property, the economy and environment. This is also managed by Council and occurs during the Recovery phase.

A detailed assessment of the damage to the affected area is essential so that Council can:

- determine what needs to occur to ensure safety to life and property
- identify what relief and recovery requirements are needed

³ Municipal Secondary Impact Assessment Guidelines 2015

- provide advice to relevant Government Departments, agencies and the community
- effectively commence their recovery operation.

Strategies for recovery are developed from the Secondary Impact Assessment report and then implemented by the range of available agencies within the local government boundary and/or region.

Role of Council

Council is the lead in gathering information as part of the secondary impact assessment, pursuant to EMMV *Part 7: Emergency Management Agency Roles*.

The EMLO in the incident control centre can pass information of the initial impact assessments to the MERO and/or MRM to assist in planning for deployment of staff to gather further information.

Activation

There are several trigger points for a Municipal SIA operation (they should commence within four weeks of an emergency) and include:

- Damage to a private residence or business (single incident or multiple)
- Damage to council infrastructure or assets

The MERO will liaise with the MRM as to the most appropriate response and with the EMLO regarding information on the safety of the area.

It should be noted that initial data collection for MSIA might be undertaken before the MRM receives the Initial Impact Assessment from the Incident Controller. However, field work will not be undertaken until the Incident Controller has declared the affected site to be safe for personnel to enter.

Reporting

There will be a steady demand for MSIA reports from numerous organisations so the reports need to be accurate and detailed as possible. Council will record this impact assessment data using Crisisworks.

Working with the MRM, the MSIA Coordinator will prepare and present the impact assessment report for the Emergency Management Coordination Group.

The DHHS Regional representative for the LGA will be able to request reports from the MRM and act as a conduit for these reports to be made available at Regional and State level.

Command Structure

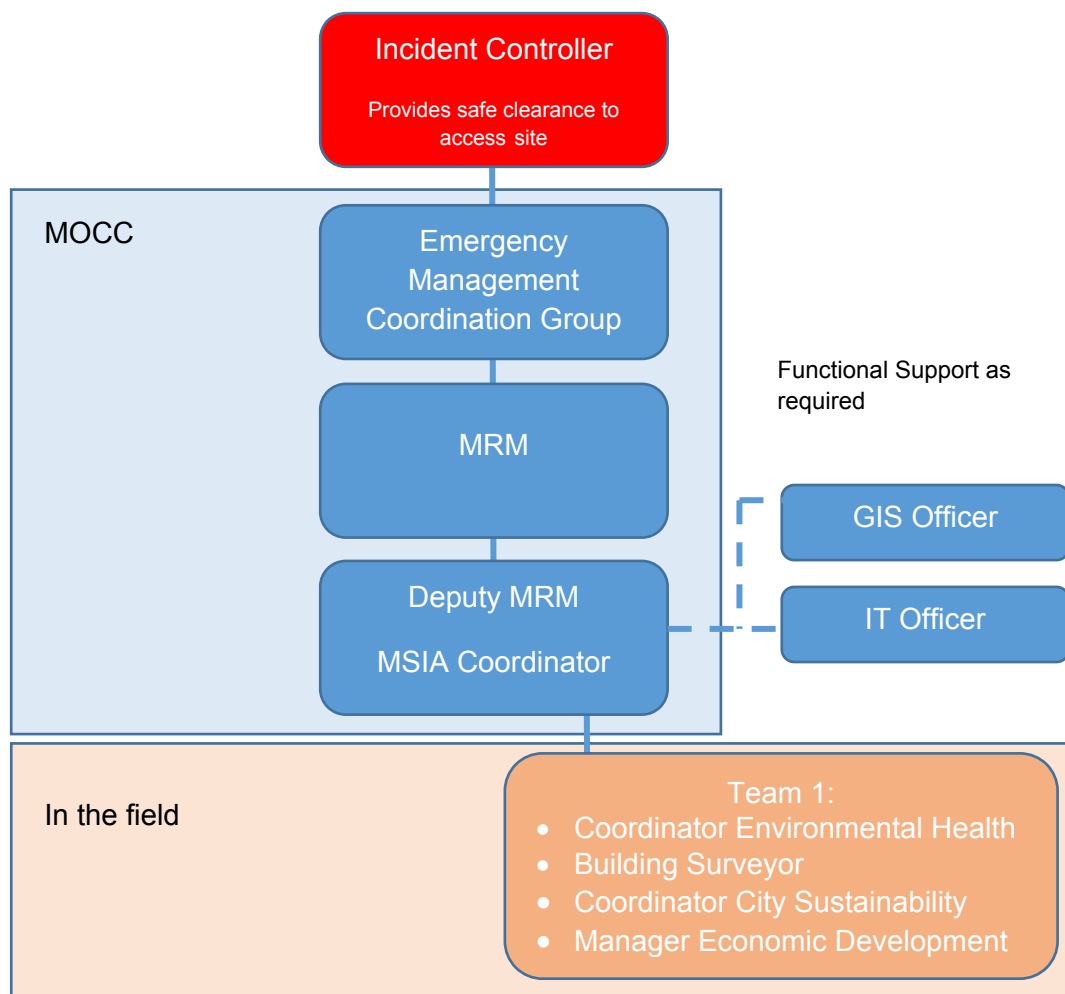


Figure 12: MSIA Command Structure

Roles

MRM

Oversee the operations of MSIA (MSIA activities can still be activated without a full MECC opened). The MRM communicates with the MSIA Coordinator on the operational status, escalations, resource requirements, and issue resolution and information coordination.

MSIA Coordinator

This Council role primarily manages MSIA staff and the data gathering/management of the operation. The MSIA Coordinator is responsible for staff briefing, allocation of tasks, debriefs and their welfare. Regular reports are provided to the MRM.

This Council MSIA Coordinator role is responsible for the deployment of all staff into the field ensuring appropriate deployment procedures are followed.

Responsibilities of the MSIA Coordinator include;

- Appointing a deputy (if required)
- Building a team that will gather and manage MSIA data
- Monitor and review internal and external arrangements.
- Activate the teams when required.

GIS Officer

This Council Officer develops maps for the MSIA planning team when required.

Environmental Health Officer

This Council officer is responsible for the identification and assessment of health hazards on properties impacted by an emergency.

Building Surveyor

A Council officer responsible for the assessment of hazards in structures which have been impacted by an emergency.

Economic Assessor

Council officers who will conduct assessments on private and businesses which have been impacted by an emergency.

Personal Support Worker

Trained Municipal personal support and/or agency personal support staff, when required, will accompany Municipal MSIA Assessors (council staff member) during their visits to impacted properties. The personal support agencies may be from Victorian Council of Churches or Australian Red Cross. The role of the agency support will also be to highlight to the assessor if the affected person may require further referral

The following documents provide guidance when activating MSIA officers:

Appendix 38: MSIA Deployment Kit Checklist

Appendix 39: MSIA Prompts and Scripting

Appendix 40: MSIA Tips

Appendix 41: MSIA Calling Cards

Appendix 42: MSIA Resident Information Sheets

Appendix 43: MSIA Deployment Register

Appendix 44: MSIA Property Assessment

Appendix 45: MSIA Environmental Health Assessment

Appendix 46: MSIA Information Data Sheet

Appendix 47: SMEACS Briefing Template

6.8.5.2 Economic Recovery Environment

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

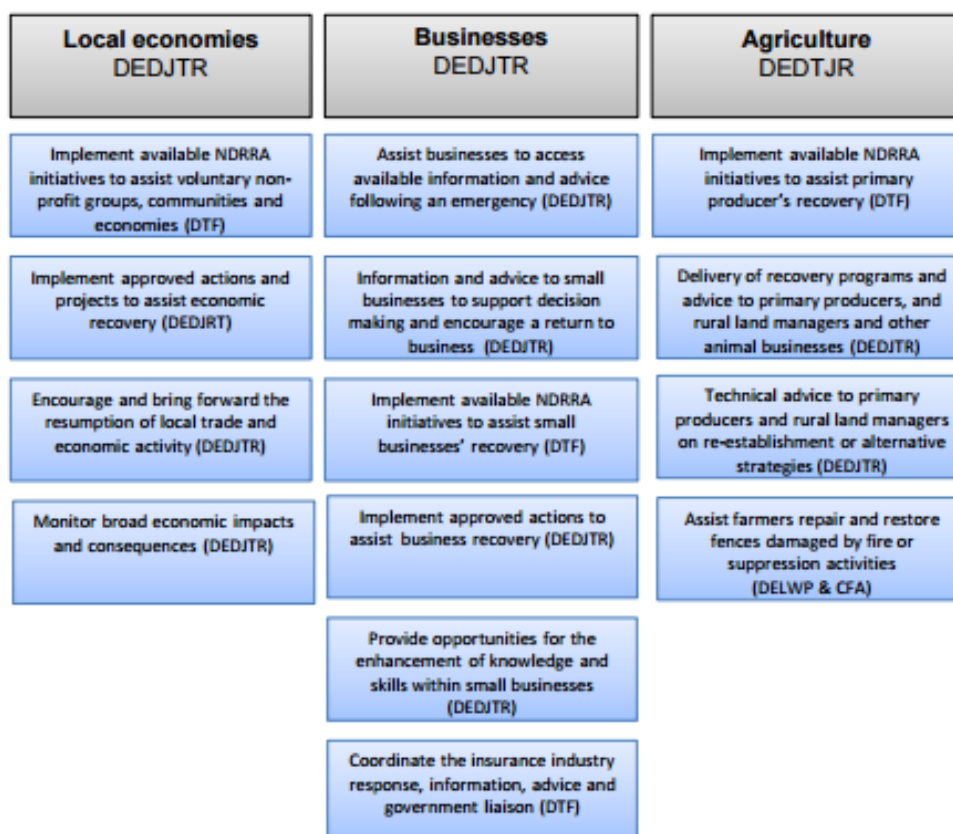


Figure 13: Economic recovery environment functional areas and activities

Council will:

- Manage and deliver local economic recovery activities with support from DEDJTR. Activities may include; development and implementation of projects that support local and regional economy recovery priorities (the use of local business in recovery activities, buy-local initiatives, events that attract visitation)

6.8.5.3 Built Recovery Environment

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

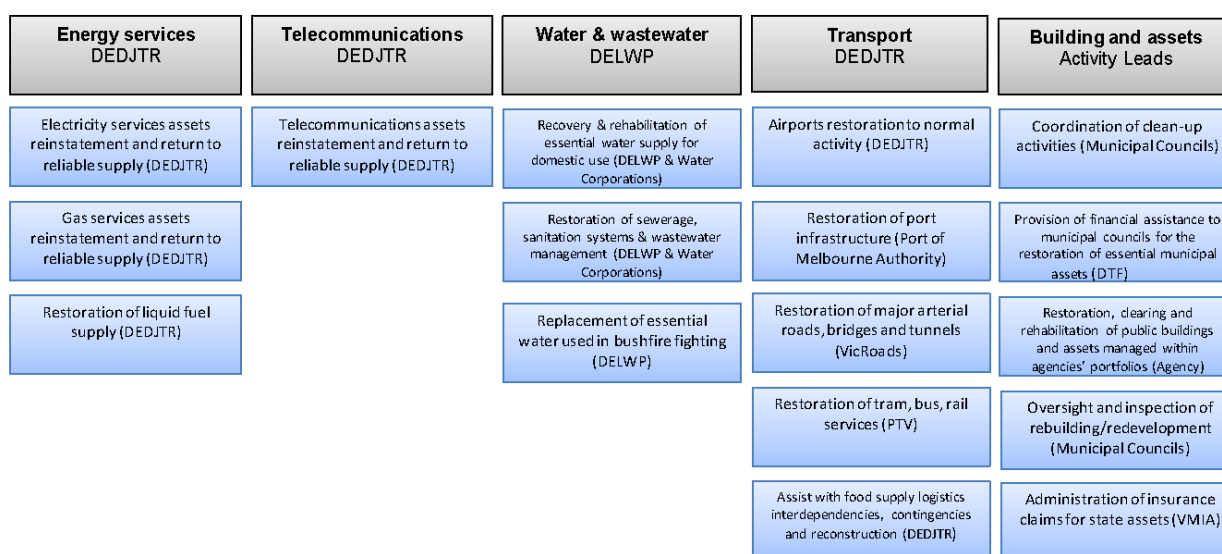


Figure 14: Built recovery environment functional areas and activities

Council will:

- Undertake the assessment, restoration, clearing and rehabilitation of assets within the Warrnambool City portfolio
- Warrnambool City Environment Health Officers's can assist with identifying the suitability of occupancy of properties serviced by septic systems
- Oversee and inspect rebuilding/redevelopment

6.8.5.4 Natural Recovery Environment

The natural environment considers the impact that an event may have on a healthy and functioning environment, which underpins the economy and society.

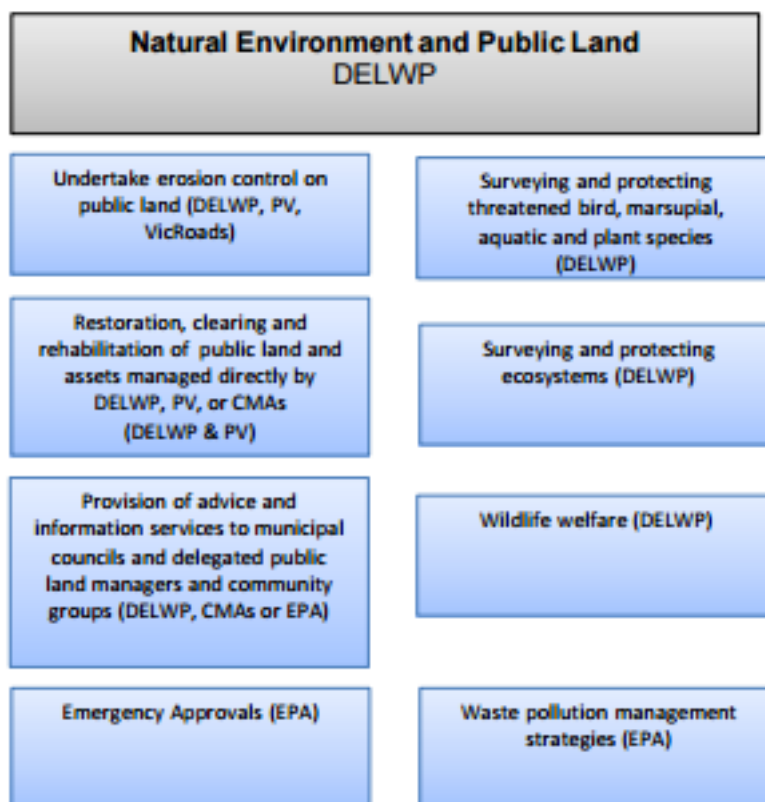


Figure 15: Natural Recovery environment functional areas and activities

Warrnambool City will:

- Support DELWP, Parks Victoria and VicRoads with regards to erosion control on public land

Appendix 48 outlines recovery services.

6.8.6 Business Continuity

Consideration will be given to how normal council business will be maintained during an emergency recovery operation, particularly when recovery service demands on staff impact their ability to undertake normal duties. (Refer to Warrnambool City Council Business Continuity Plan for more detail). Expectation for normal services to be undertaken as well as the recovery tasks can lead to work overload and staff burn-out.

Consideration will be given to business continuity arrangements in the following areas:

- Staff backfilling (either from agencies or other LGAs);
- Agreements with other LGAs to support this strategy;

- Multi-skilling of staff to undertake other council staff duties in their absence;
- Identification of which Council internal roles can be reduced or postponed; and
- Support requirements for staff who are involved in a recovery operation (including Critical Incident Stress Management procedures)
- Escalation to the state for assistance

Staff who are involved with the recovery operation may be stressed and fatigued and should be informed of the process to access Council's Employee Assistance Program (EAP) which offers support to staff by providing confidential counselling and guidance.

Council is committed to ensuring, as far as reasonably practicable, both the physical and emotional wellbeing of its staff is supported, even in the event of an emergency when council services may be inundated, the welfare of staff is paramount.

6.8.7 Communication

Effective information management is a key element of emergency recovery. Large scale emergencies usually have a high media profile with extensive public and political interest. In addition, the need for adequate information to be provided to affected communities and individuals is critical.

During the response phase, the release of information is the responsibility of the Control Agency (usually Victoria Police) in conjunction with the Municipal Emergency Response Coordinator (MERC).

During the Recovery phase, the MRM is responsible for coordinating the communication of recovery activities to the affected community in consultation with other key recovery and response agencies.

In order to empower individuals and communities to participate in their own recovery, it is important to ensure that regular and accurate information is provided regarding the cause and effects of the emergency, the type and availability of recovery services and any other information. Regular updates will:

- Be made available in relevant languages and formats to accommodate people with language difficulties, visual and hearing impairments and mobility problems
- Include a range of mechanisms including: local newsletters, press releases, electronic / social media, public meetings or forums
- Be made available to both paid staff and volunteer workers (structured and informal depending on circumstances and environments)
- Be provided early to a range of sources
- Be provided in accordance with negotiated systems and protocols
- Include regular and scheduled media briefings to suit the publishing and broadcasting timetables of the media
- Be made only by authorised persons.

6.8.7.1 Delivery Methods

Communication from Warrnambool City Council will be delivered to the community via the following methods:

- Media outlets including The Warrnambool Standard
- Council website: www.warrnambool.vic.gov.au
- Council to Community – the official magazine of the Warrnambool City Council
- <https://www.facebook.com/WarrnamboolCityCouncil/>
- Twitter – Tweets by @WarrnamboolCity
- Connect Warrnambool is a website that provides residents of Warrnambool with access to emergency planning tools along with emergency information.

The delivery methods will be proposed by the Manager Communications and approved by the Emergency Management Coordination Group.

6.8.8 Records Management

Warrnambool City utilizes CrisisWorks, a web-based software application to record activities and resource allocation during an emergency.

Record keeping systems to record and monitor all council expenditure are to be established at the outset of any incident by the MRM and the MERO in consultation with the Finance Manager.

Account codes will assist with reimbursement claims where relevant at the conclusion of the event.

All staff in relief and recovery will keep a logbook record.

6.8.9 Visits to the affected areas

Media, politicians and executive management from a range of agencies are likely to request visits to the affected areas. The MRM will need to consider the following issues in conjunction with the Control Agency and the MERC:

- Provision of effective briefings to include accurate and up to date information about estimated losses, assistance programs and financial assistance packages
- Pre-visit briefing to ensure visitor is well informed of the necessary information prior to their arrival, including details about current state of the community, including the various emotions and existing sensitivities
- Visitors need to have a clear understanding of emergency management arrangements and protocols
- Visitors should also be clearly briefed on the potential impact of their visit and their subsequent role in the recovery process. The effects of inaccurate information or ill-founded information may reinforce the impact of the event on an emergency affected community
- Where an emergency affects more than one community or geographic area, care should be taken to ensure communities are treated equitably and visits are arranged accordingly

6.8.10 Withdrawal and Evaluation

One of the last significant tasks to be undertaken in any recovery management process is that of the withdrawal of recovery services. The decision to withdraw should be undertaken in consultation with DHHS, the CRC and other relevant stakeholders.

While the emphasis of any recovery program should be on community involvement and self-management the cessation of formalised support services from outside agencies will nevertheless be a critical time in the affected community's recovery. Experience has shown that a gradual handover of responsibilities to local agencies and support services is most effective.

It may also be timely for some sort of commemorative event to symbolise the end of the recovery program and the renewal of the community. This may include such events as tree planting ceremonies, street theatre, church services and a range of other activities, which involve the entire community and give a positive focus to the end of the recovery program.

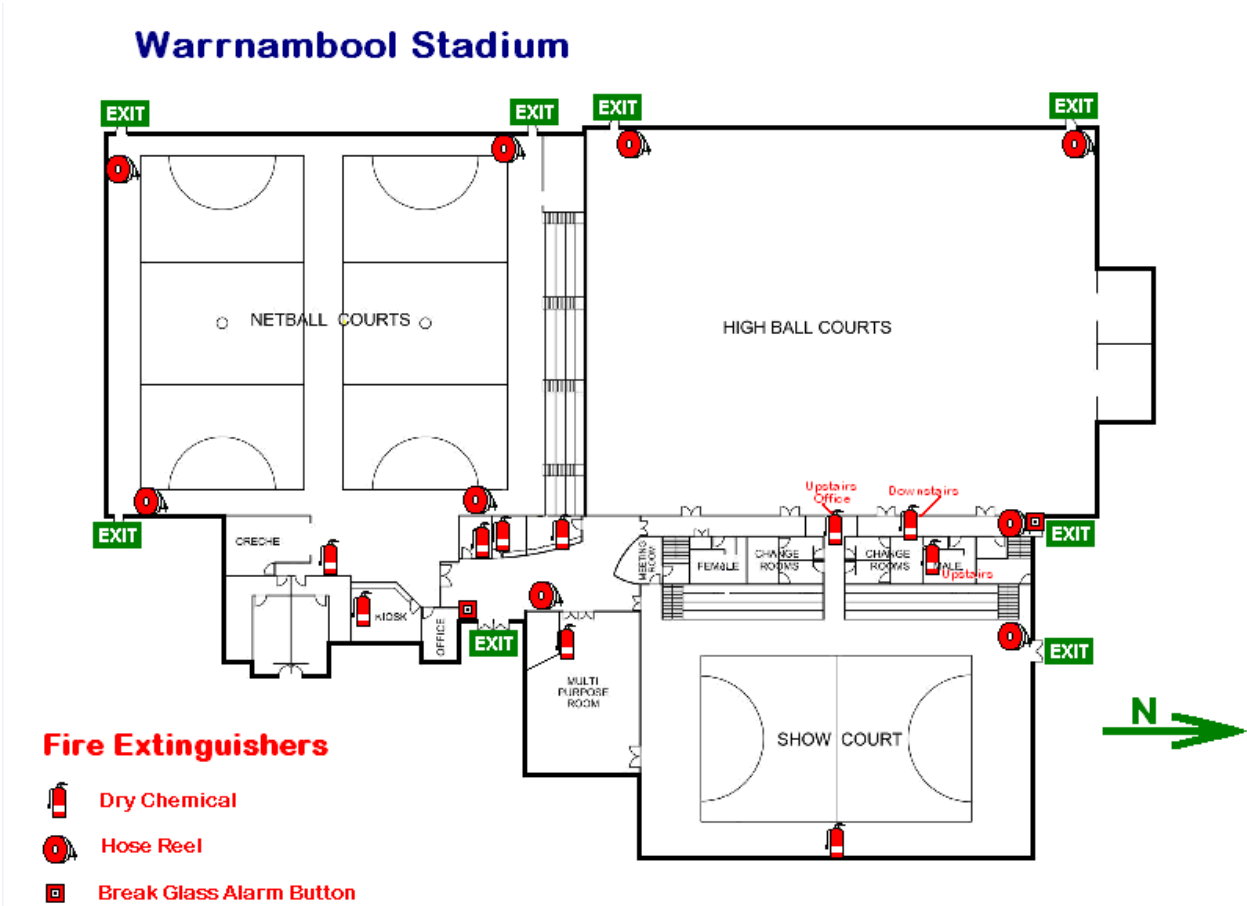
An evaluation of recovery activities and programs following emergency events is essential to maximise lessons learned and identify where improvements can be made. Evaluation may take the form of a formal debrief of operations, or may involve workshops, seminars or applied research

into particular areas of activity. The MRM should ensure that DHHS and the MEMPC are advised of the outcomes of the evaluation.

APPENDIX 27: ARC STADIUM – EMERGENCY RELIEF CENTRE

Address	Caramut Rd, Warrnambool
Phone	5559 4555
Capacity	
Netball Stadium (1700m2 approx)	400 overnight
Highball Courts (1785m2)	
Show Court (779m2)	
Toilets and change rooms	
Netball toilets / Change rooms	3 showers, 6 basins, 7 toilets & 2 urinals.
Stadium toilets	8 basins, 9 toilets & 1 large urinal.
Stadium toilets / Change rooms	4 showers, 4 basins & 6 toilets.
Stadium disabled toilets and showers x 2	2 showers, 2 basins & 2 toilets.
Carpark	200
Access	Disability access
Commercial Kitchen	Bain-marie, 2 microwave ovens, gas hotplate, deep fryer, upright fridge, chest freezer, jaffle maker, sink, urn, pie warmer, cutlery for 20 & crockery for 30
Netball kiosk	Bain-marie, microwave oven, small deep fryer, 2 fridges, chest freezer, sink, 2 urns, pie warmer, cutlery for 10 & utensils
Stadium Kiosk	Microwave oven, Large 3 door fridges, small bench top fridge, small ice cream chest freezer, sink, urns, pie warmer, coffee/hot choc machine & sink.
Heating	16 wall mounted electric heaters
Bedding/blankets/pillows	Speedee Laundry 55626028 (Leigh Slatery): Can supply 400+ sheets, 400+ slips/pillow cases and 200 towels. Manager may be able to source additional linen from Melbourne within a day. Stock can diminish over summer/May races.
Chairs and tables	55 purple chairs, 85 white chairs and 16 trestle tables
Office space, private rooms, white boards and notice boards	Flat screen T.V, stereo, lounge chairs for 25.

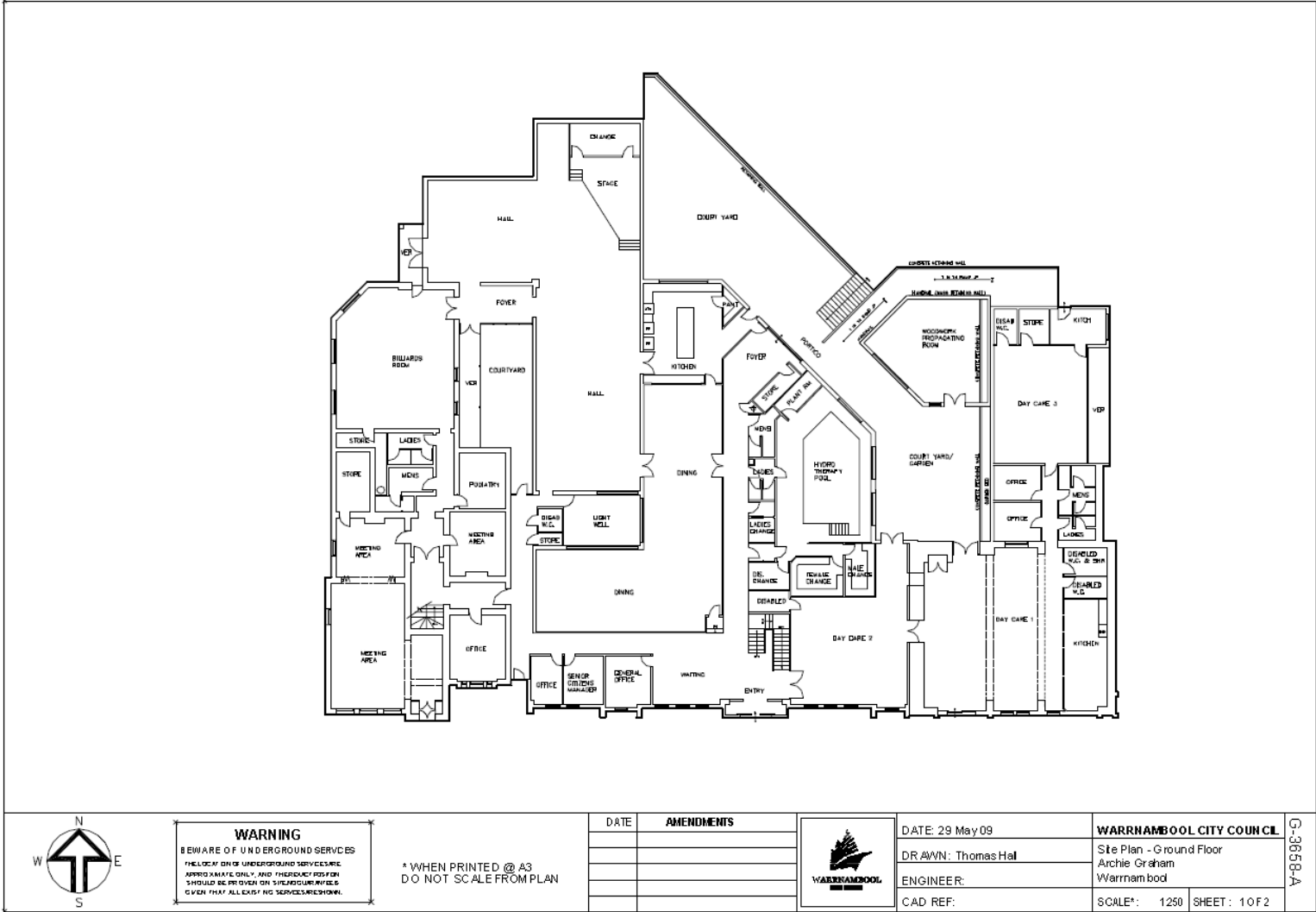
APPENDIX 28: ARC STADIUM MAP



APPENDIX 29: ARCHIE GRAHAM COMMUNITY CENTRE – EMERGENCY RELIEF CENTRE AMENITIES

Address	118 Timor Street, Warrnambool
Phone	5559 4920
Capacity	100
Toilets and change rooms	
Showers	2
Carpark	30
Access	Disability access
Commercial Kitchen	
Heating	
Bedding/blankets/pillows	
Chairs and tables	
Office space, private rooms, white boards and notice boards	

APPENDIX 30: ARCHIE GRAHAM COMMUNITY CENTRE MAP



APPENDIX 31: EMERGENCY RELIEF CENTRE KIT

The Emergency Relief Centre kit is to be taken to the ERC. Contents are to provide initial resources for attendees of the centre until further assistance can be supplied.

Category	Item	Quantity	Location
Documents	Any relevant information pamphlets to be handed out		
	Personal Information Form (Red Cross)		
Signs	Emergency relief centre (exterior large sign or banner)		
	Car parking		
	Entry/Exit Access ramp		
	No standing		
	Information/Inquiries		
	Key services board (to indicate the services offered)		
	Toilets: Male, Female,		
	Baby change		
	Showers		
	Eating area		
	First aid		
	No smoking and smoking areas		
	Arrows for direction: left, right, up, down		
	Telephone Private area		
	Staff only		
	No animals		
	Prayer room		
	Find your language wall chart (refer to: www.healthtranslations.vic.gov.au)		
Reception Area	Welcome notes available in English and the municipality's most commonly spoken languages		
Stationery	Blu-tack		
	Bulldog clips		
	Sticky tape roll and dispenser; masking tape		
	Clipboards		
	Document trays		
	Drawing pins		
	Hole punches		
	Manila Folders		
	Name tag holders and lanyards		
	Paper (A4) and writing pads		
	Pens (red/blue/black), highlighters and pencils		
	Post-it notes		
	Scissors		
	Stapler and staples		
	Sticky labels		
	String		
	A4 ring binders		
	Whiteboard markers and eraser		
Communication / Electronic	Clock		
	Universal phone charger		

equipment	Batteries of varying sizes and types		
	Extension cord (extension lead – five metres)		
	Flashing light (mini strobe light – yellow)		
	Megaphone		
	Power board (six outlet)		
	Radio (tuned to emergency station ABC Radio AM)		
	Satellite phone (only in the event of no mobile phone reception)		
	Tabards (identification bibs)		
	Torches		
	Whistles		
Suggested equipment for local government staff use only	Disinfectant		
	Disposable gloves		
	First aid kit (including saline)		
	Fire blanket		
	Hand wash		
	Insect repellent		
	Large black bin liners		
	Medium white bin liners		
	Matches		
	Paper towels		
	Plastic cups, plates and cutlery		
	Rope		
	Sunscreen		
	Tea towels		
	Tissues		
	Toilet paper		
	Water bottles		
	Washing powder		
	Wet wipes		
	Sanitary pads		
	Tampons		
	Buckets		
	Face washers		
	Mop		
	Tissues		
Food Supplies	Basic staple food items with extensive shelf life, for initial requirements only until catering is onsite		
	UHT Milk		
	Tea Bags		
	Instant Coffee		
	Muesli Bars		
	Jelly Beans		
	Bottled Water		
	Sugar		
	Biscuits		
Furniture	Chairs		On site
	Privacy screens		
	Noticeboards		
	Tables		On site
	Whiteboards		On site
Technology	Computers		
	Fax machines (for Register.Find.Reunite. use)		
	Photocopier		

	Printers (networked)		
	Portable radio (with back-up battery)		
	Telephones (preferably landlines)		
	Television		
	Generator (if not already installed in the building)		
Catering	Kettle		On site
	Microwave oven		On site
	Refrigeration		On site
	Toaster		On site
	Urn		On site
	Teaspoons		
Toilets	Straws		
	Sufficient number of toilets / portable toilets, including accessible toilets		On site
Washing Provisions	Sufficient showers / washing facilities / portable showers, including accessible showers		On site
Baby Equipment	Baby bottle		
	Wipes		
	Nappy bags		
	Baby bottles		
	Baby food/formula		
	Dummies		
Sleeping Provisions	Nappies – small / medium / large		
	Blankets		

APPENDIX 32: CONDITIONS ATTACHED TO HOUSING ANIMALS AT AN EMERGENCY RELIEF CENTRE



Conditions attached to housing animals at an emergency relief centre

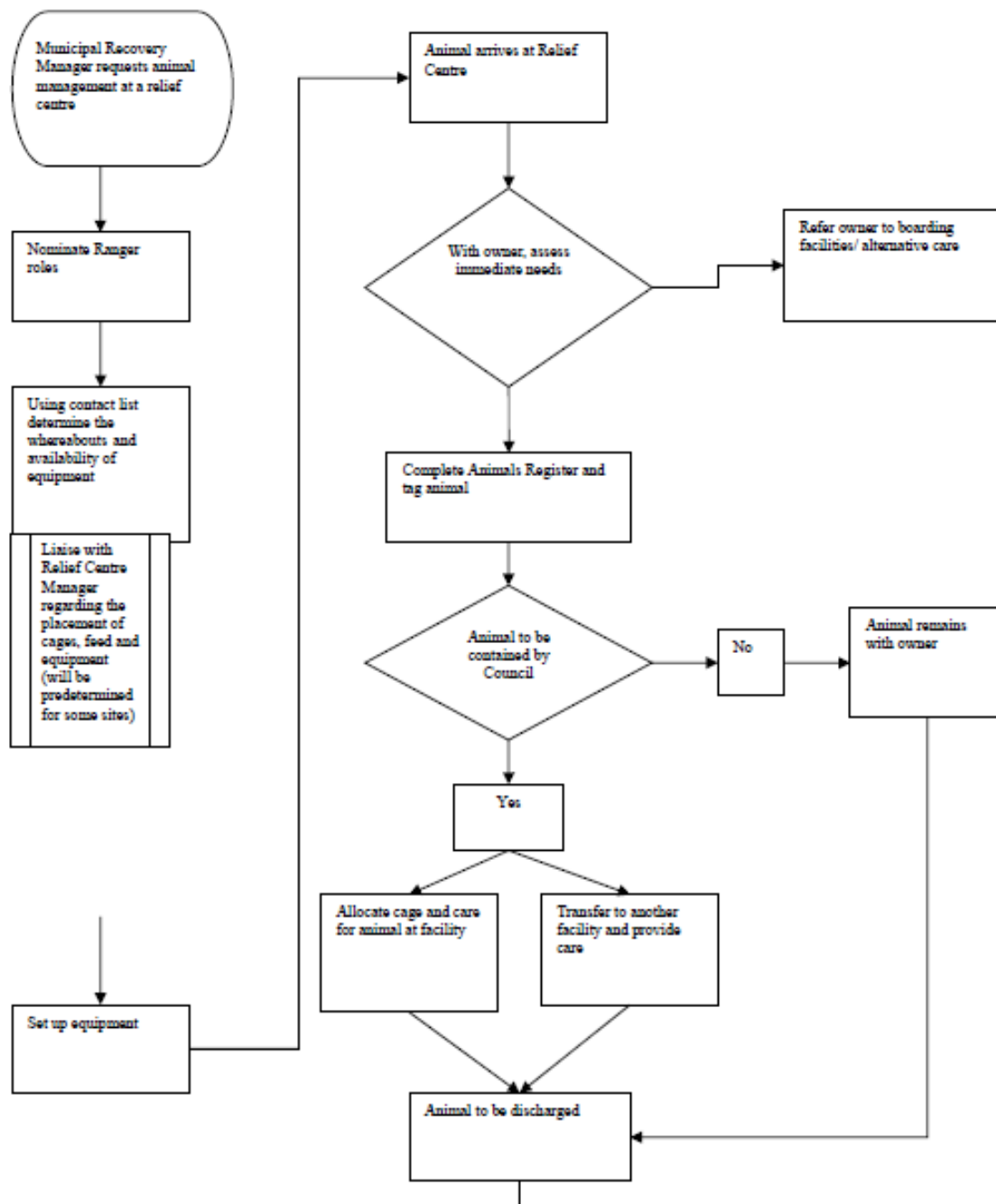
It is a condition

- all animals are held at the owner's risk
- owners are required to feed the animals
- water will be provided for the animals
- housing is only short term. Animals that remain at the shelter after three days may be processed as unowned animals
- animals must be confined or on a leash at all times
- animals with special needs will need to be managed by the owner to ensure they do not cause harm or discomfort to other animals or people
- animals must not be moved from their designated crate/pen without notification to the person in charge of the animal shelter.

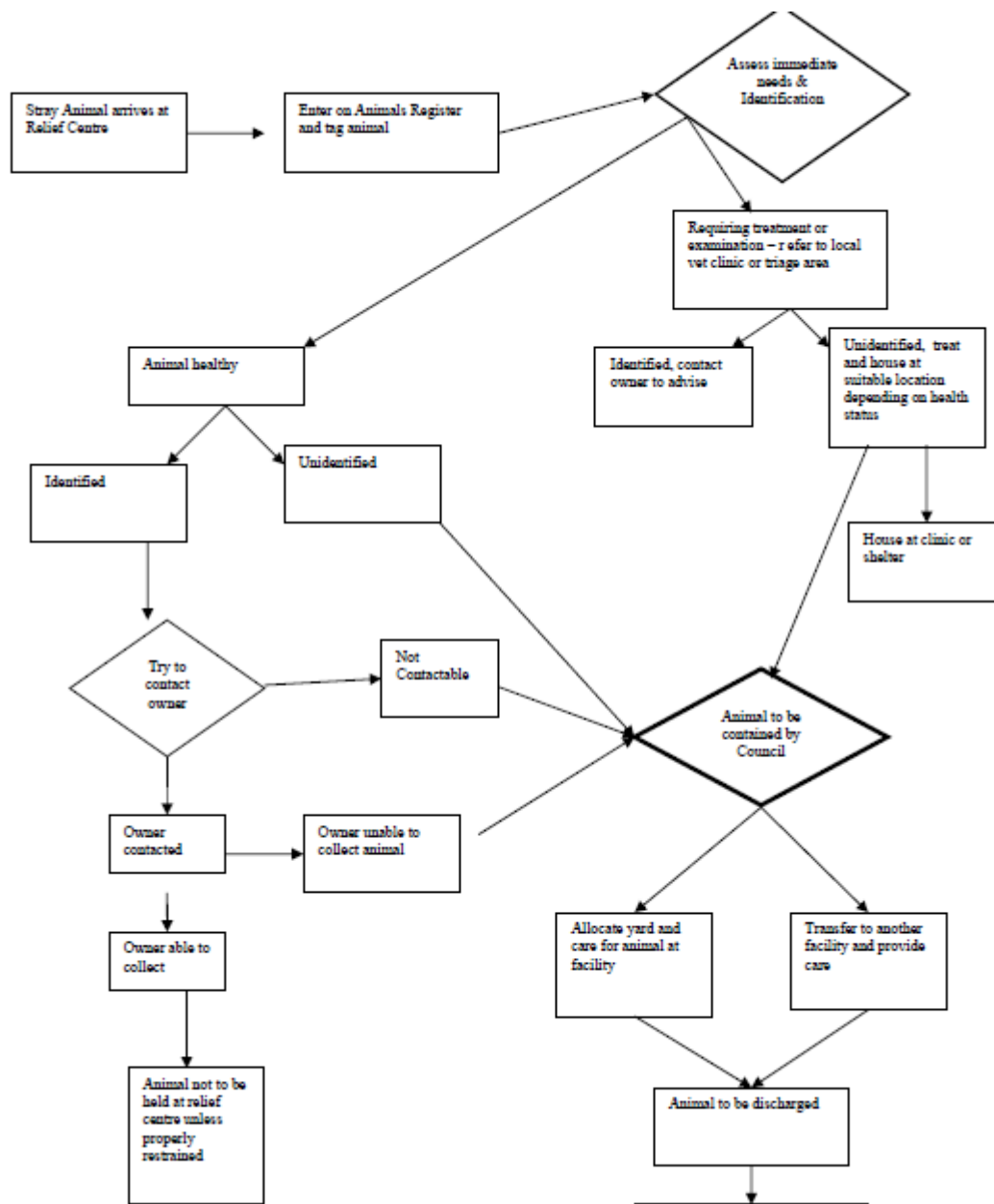
APPENDIX 33: REGISTER OF ANIMALS RECEIVED

Date & time received	Name of Person presenting the animal	Owned Unowned	Alive or Dead	Animal Type	Sex	Identifying marks	Photo #	Microchip #	ID No	Release Date & Time	Released to whom	Officer Name

APPENDIX 34: MANAGING SMALL AND LARGE ANIMALS AT AN ERC WORKFLOW



APPENDIX 35: MANAGING STRAY ANIMALS AT AN ERC WORKFLOW



APPENDIX 36: CONTACT DIRECTORY – ANIMALS IN EMERGENCIES

Organisations that may be able to provide assistance during an emergency

Organisation	Phone Number	Web site
Department of Economic Development, Jobs, Transport and Resources	136 186	www.economicdevelopment.vic.gov.au
Department of Environment, Land, Water and Planning	136 186	www.delwp.vic.gov.au
Department of Human Services	1300 650 172	www.dhs.vic.gov.au
Australasian Animal Record	1800 025 461	www.aar.org.au
Australian Veterinary Association	03 9600 2930	www.ava.org.au
Cat Protection Society of Victoria	03 9434 7155	www.catprotection.com.au
Central Animal records	1800 333 202	www.car.com.au
Dog obedience clubs		www.dogsvictoria.org.au
Dogs Victoria	03 9788 2500	www.dogsvictoria.org.au
Donkey Shelter Inc	9436 1713	
Feline Control Council	03 9720 8811	www.hotkey.net.au/fccvic
Ferret Rescue	0428 553 609	www.vicferrets.org.au
Governing Council of Cat Fancy	03 9752 4217	www.cats.org.au
Help for Wildlife	0417 380 687	
Local councils		www.mav.asn.au
Lort Smith Animal Hospital	03 9328 3021	www.lortsmith.com
Melbourne Water	13 17 22	www.melbournewater.com.au
National pet register	1300 734 738	www.petregister.com.au
Petcare Information and Advisory Service		www.petnet.com.au
Petsafe	02 9476 5631	www.petsafe.com.au
Project Hope Horse Welfare Australia Inc	1300 881 606	www.phhvw.org.au
Red Cross	03 8327 7700	www.redcross.org.au
RSPCA (Victoria)	03 9224 2222	www.rspcavic.org
The Lost Dogs' Home	03 9329 2755	www.dogshome.com
VicRoads	13 1 1 71	www.vicroads.vic.gov.au
Victorian Animal Aid Trust	03 9275 5608	www.vaat.org.au
Victorian Bushfire Information Line	1800 240 667	
Victorian Farmers Federation	1300 882 833	www.vff.org.au
Wildlife Victoria	13000 94535	www.wildlifevictoria.org.au
Zoos Victoria	03 9285 9300	www.zoo.org.au

APPENDIX 37: COMMUNITY RECOVERY COMMITTEE TERMS OF REFERENCE

Purpose

The purpose of the Community Recovery Committee is to provide a committee led by the community in planning their recovery.

Objectives

Community recovery committees help individuals and communities achieve an effective level of functioning. They can:

- monitor the progress of the recovery process in the community;
- identify community needs and resource requirements and make recommendations to recovery agencies, council and recovery managers;
- liaise, consult and negotiate on behalf of the community with recovery agencies, government departments and the council;
- liaise with the Department of Health and Human Services as the recovery coordination agency through the designated regional director or delegate; and
- undertake specific recovery activities as required.

Establishment

The Municipal Recovery Manager has the responsibility to ensure the establishment of community recovery committees as soon as possible after the emergency.

Where possible, existing local community representative committees should be used.

Membership – membership of community recovery committees will depend on the needs of the affected areas and should include:

- The Municipal Recovery Manager
- Community development personnel
- Councillors
- Community groups
- Affected persons
- Business and Tourism Associations
- Government agencies
- Non-government agencies
- Service clubs and community organisations

Where there is capacity to assist with recovery services, involvement should also come from local community agencies and private businesses.

Meeting Procedure

The CRC will meet at least every month or as required.

All meetings will be minuted with the minutes forwarded to MEMPC.

APPENDIX 38: MSIA DEPLOYMENT KIT CHECKLIST

CONTENTS	ITEM	DETAILS
EQUIPMENT		
	Carry packs for assessors	1 - fluoro coloured per person
	CFA Spatial map books	1
	Vic Roads Map Books	1 Per Team
	Safety/barrier tape	2 rolls
	A1 Shire map	1 - MECC planning
	Tabards - Fluoro with reflective tabs	8 X Council name/logo "Impact Assessor"
	Mobile data collection device (Tablet/IPad/IPhone/Android)	Variety of options - Internet and GPS enabled
	Mobile phone & charger	Assessors should have a council owned mobile
	First aid kit- include rubber gloves	1 Per Team Leader
	Insulated cooler pack	For food temperature control
DOCUMENTATION		
	Deployment Policy- Only applicable if council have this policy	1 Copy per staff
	Deployment Checklist for contents	Include any expiry dates
	Municipal MSIA manual	
	Log Book for recording of OH&S and staffing issues outside of the data collection process	1 per Team Leader
	Data collection forms	
	Recovery information leaflets (Calling Cards)	Some generic/some incident specific
	Contact numbers	LGA specific - provide template?
	MSIA for briefing & debriefing	Part of the manual
	Information Pack to give to people impacted by the disaster	Each Council should have a copy of the information sheet with local numbers and general help lines example in appendix
PERSONAL ITEMS	Safety clothing	Refer to council PPE requirements
	Sunscreen and insect repellent	Issued prior to departure?
	Wet Ones	" "
	Tissues	" "
	Hand sanitation gel	" "
CONSUMABLES	Lunch	Provided on the day
	Bottled water	Provided on the day
STORAGE	Large container/s	All this equipment needs to be in a sealed container

APPENDIX 39: MSIA PROMPTS AND SCRIPTING

1. Check that it is safe to enter the property
2. If the property has locked gates or do not enter signs, leave a package with information at the gate/letterbox
3. Get out of the weather if it is uncomfortable
4. Find somewhere comfortable to speak to the person if the conversation looks like it is going to be longer than a minute or two
5. If entering the property:
 - , explain who you are,
 - where you're from,
 - what you are doing and
 - if it is a reasonable time for you to visit – if not, leave the information and ask if it is ok for a council officer to contact them at a later date
6. If you feel unsafe – do not enter the property and make sure you have a safe passage and know where your exits are
7. You may encounter the following:
 - Very distressed residents
 - Dead animals including stock and native wildlife
 - Injured animals
 - Extreme property damage
 - Rodents, snakes etc
8. It is very important to get phone numbers, forwarding addresses so residents are able to be contacted as a follow up
9. Ask if there is anything else they need that you might be able to help with

Personal Support

1. Listen
2. Let the person talk if they need to
3. Be aware, people may want to vent about things that occurred during and after the fire – do not make any excuses or promises – write down their comments and let them know this will be followed up.
4. Be consistent and clear with any information – do not give longwinded answers
5. Leave the information leaflets
6. Ask about family members – children, teenagers, elderly that may have been affected
7. Ask about accommodation if they are unable to stay on the property
8. Refer to counselling services (if appropriate)
9. Leave contact numbers of the Recovery Team
10. Let person know about grants/financial assistance and how to access
11. Let person know about tip passes
12. Ask about insurance

Environmental Health Officers

1. What septic system they have in place
2. Where their drinking water (potable) and general water tanks are located
3. Was any water used in the fire fighting effort?
4. Is it OK to check water/septic system
5. Explain to the resident in regards to the 'first flush' and disconnection of guttering pipes to tanks.
6. Go through the recommended cleaning of the tanks
7. Explain that water can be delivered once tanks are cleaned (if contaminated) – Council do not clean tanks – insurance or the landholder responsible for this
8. Give residents the copy of the flyer from the Department of Health
9. If English is a second language, document this so an interpreter can explain what to do over the phone

City Laws/Animal Management Officers/DEWLP

Ask resident:

1. Stock – type and whether this has been accounted for
2. Fodder – does the person have enough feed for their stock – ask if it is OK to refer them on
3. Burial or disposal of stock – do they need assistance with this
4. Lost pets – E.g. dogs, cats – refer to council pounds
5. Fencing – is their adequate fencing for stock on the property
6. DEWLP would have assisted in this area with their assessments, so this would be a further follow up for council

Arborist

1. Check the safety of trees in driveways, around buildings and the house
2. Do not check trees that are not threatening safety. E.g. paddocks and on fence lines away from main structures.
3. Let the resident know the status of the trees – whether they are safe or not – refer back to council for immediate attention if unsafe
4. Engineering/Building inspectors/Technical Services/Assets Officers
5. Damage to houses
6. Damage to outbuildings/other structures
7. Fencing damage if not asked by city laws
8. Check if there is a risk of asbestos on the site
9. Estimation of debris removal including vehicles

Other

- People may ask about:
- Community meetings – TBA – council will be in contact about these
- How the incident started – we do not have this information as yet

Some tips for starting conversations with upset people:

"Hi, what are you working on there?"

"It looks like you've been working on ..."

"Hello, my name is and I am from....."

"How are you today?" Listen to the answer!

"I am here to conduct an assessment of damage to your property, stock, fences, water tanks etc."

"My colleague here is going to take some notes while I talk to you"

"Do you mind if I look around your property to take notes of things which have been damaged? Or can you show me around?"

"Is it OK if I take some photographs?"

"Here is some information containing contact numbers which you might find useful"

APPENDIX 40: MSIA TIPS

1. Fill in address and whatever details you can in the car before you get to the front door
2. There will be some data that won't be able to be completed until back at the recovery centre – it will be the role of MSIA coordinator to add missing data back at the office
3. Using common sense e.g. call 000 if you find a deceased person, take photo if you can't access property, make note if too unsafe to access, take note of HazMat signs
4. Need an understanding of what referral services are available for what issue – information to hand out to residents
5. Think about allocating roles in your group – assign a talker, a scribe and others can observe, usually you wouldn't have such a large group
6. iPad will be hard to use in the sun so get in the shade if you can
7. Managing people suffering symptoms of stress and trauma
8. Working with the same partner gives you an opportunity to develop rapport and a good system
9. Switch to pen and paper if you need
10. Think about the person you are speaking to and whether you need to focus on them rather than the assessment in the first instance – is now a good time?
11. Have a note pad with you to take notes if there is a problem with Crisisworks or iPad
12. Ensure you have Water and snacks
13. Do you know what assessment has already taken place – e.g? Impact Assessment

APPENDIX 41: MSIA CALLING CARDS

Warrnambool City Council Recovery Team

Date:

Time:

Our municipal assessment team called to see you today and is sorry to have missed you.

Warrnambool City Council Recovery can offer information and support to you if you have been affected by the recent incident. Please contact or visit our Recovery Team to discuss how we may assist.

Insert phone number



Warrnambool City Council Recovery Team

Date:

Time:

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Insert phone number



APPENDIX 42: MSIA RESIDENT INFORMATION SHEETS

Emergency Assistance



Dear Resident

We have dropped in to visit you and we have missed you. If you or your family have been affected by the recent incident and you need assistance and support there are a number of services available listed on this letter that could assist you.

IN A EMERGENCY DIAL TRIPLE ZERO (000) For Police, Fire & Ambulance	
Power Outages	
Powercor	13 24 12
Water Supply	
Wannon Water	1300 926 666
Gas	
AusNet Services	136 707
Hazards on designated highways (Caramut Rd, Mortlake Rd & Raglan Parade)	
VicRoads	131 170
Flood, storm, tsunami and earthquake emergency	
Victorian State Emergency Service	132 500
Injured Wildlife	
Department Environment, Land, Water & Planning	136 186
Emergency Departments	
Southwest Health Care Emergency Department – Ryot St	

Support available in times of emergency



Warrnambool City Council provides a variety of services to residents affected by emergencies. This guide outlines support Council provides and services that are not provided.

Trees:

Council will:

- Assess, maintain and remove dangerous trees on roadsides, public land and reserves
- Assess trees that are posing a threat to people and buildings
- Assist in the removal of dangerous trees

Council will **not** assist with:

- The assessment or removal of trees that are away from the above mentioned areas; e.g. trees which are located in paddocks or away from structures.

Water:

Council will:

- Assess water quality for tanks and storage units
- Replenish essential water supplies up to 10,000 litres
- Provide referrals for when water has been taken for fire fighting and request water replacement under the Victorian government Essential Water Replacement Scheme within three months of water being taken.

Council will **not** assist with:

- Cleaning tanks
- Refilling pools
- Replacement of pumps/generators

Septic Tanks:

Council will:

- Assess septic tanks initially and complete follow up assessments 3 months later
- Waiver fees for permits for new septic tanks if the old one was damaged in the emergency if this is appropriate

Council will **not** assist with:

- Replacement costs of septic tanks

Debris and rubbish removal:

Council will:

- Provide free tip/landfill passes to affected properties
- Assist with debris removal where insurance has not covered this service
- Hard rubbish collection where there are special needs
- Replacement of damaged bins

Council rates:

- Defer rate payment for affected properties
- Re-evaluate properties where assets have been lost

Support available in times of emergency

Financial Assistance:

Council will:

- Refer residents to the appropriate authorities for financial assistance and provision of grants.
- Salvation Army – material aid

Council will **not**:

- Provide financial assistance or grants to residents

Land Management:

Council will:

- Offer advice around weed identification and management
- Assist with advice around re-vegetation of native areas
- Visit properties that have been affected by fire/flood to assist regeneration

Council will **not** assist with:

- Replace lost plants including fruit trees, non-indigenous species etc

Support for businesses

Council will:

- Give advice and provide information to local businesses in relation to economic recovery

Links:

www.business.vic.gov.au
<http://www.tourism.vic.gov.au/component/content/article/17-business-tools-and-support/433-crisis-resources.html>

Personal and psychological support:

Council will:

- Link affected residents to counselling services
- Organise committee meetings
- Coordinate Community Recovery Committees

Council will **not**:

- Provide counselling services
- Provide a case management role

Lifeline	13 11 14
Beyond Blue	1300 22 4636
Mens Line	1300 78 9978
Kids Help Line	1800 55 1800
Nurse on Call	1300 60 6024

For more information:

For the latest information please visit:

www.warrnambool.vic.gov.au

or phone

1300 003 280 (local call)

or

(03) 5559 4800

APPENDIX 43: MSIA DEPLOYMENT REGISTER

Incident Name:.....

MSIA Deployment Officer:.....

Name	MSIA Role	Deploy Location	Date	Time out	Time in

APPENDIX 44: MSIA PROPERTY ASSESSMENT

New Property Assessment		
General		
Address* <div style="border: 1px solid black; padding: 5px; margin: 5px 0;">This should be automatically populated from previous data entry</div>		
Owners Family name <div style="border: 1px solid black; height: 25px; width: 100%;"></div>	Owners Given name <div style="border: 1px solid black; height: 25px; width: 100%;"></div>	Location Site Visited* <input type="radio"/> Visited <input type="radio"/> Not Visited <input type="radio"/> No Visit Required
Mobile Phone <div style="border: 1px solid black; height: 25px; width: 100%;"></div>	Fixed Phone <div style="border: 1px solid black; height: 25px; width: 100%;"></div>	Site Assessability* <input type="radio"/> Assessable <input type="radio"/> Inaccessible <input type="radio"/> Unknown
Owner email <div style="border: 1px solid black; height: 25px; width: 100%;"></div>		Hazard Assessment required* <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A
Property Type* <input type="radio"/> Commercial/Industrial <input type="radio"/> Residential <input type="radio"/> Farming <input type="radio"/> Government <input type="radio"/> Community <input type="radio"/> Other		
Summary <div style="border: 1px solid black; height: 150px; width: 100%;"></div>		
Photo(s) of property Non structural photos only (if using hard copy template take photo with phone and upload later)		

Insurance Details	
Affected Structure	
<div style="display: flex; justify-content: space-between;"> <div style="width: 40%;"> <p>Structure Type* select one</p> <div style="display: flex; flex-wrap: wrap;"> <div style="width: 45%;"> <input type="radio"/> Primary Residence <input type="radio"/> Flats/Units <input type="radio"/> Caravans <input type="radio"/> Shops/Factories <input type="radio"/> Government <input type="radio"/> Community Centres </div> <div style="width: 45%;"> <input type="radio"/> Fencing <input type="radio"/> Sheds <input type="radio"/> Tank <input type="radio"/> Dairy <input type="radio"/> Irrigation Pumps <input type="radio"/> Machinery </div> </div> <div style="width: 40%;"> <p>Other _____</p> </div> </div> </div>	
<p>Enter the name of Units damaged or lost*</p> <div style="border: 1px solid black; height: 25px; width: 100%;"></div>	<p>Damage Level* Please select</p> <div style="display: flex; flex-direction: column; gap: 5px;"> <input type="radio"/> Habitable/Functioning <input type="radio"/> Inaccessible/Non-Functioning <input type="radio"/> Partially Destroyed <input type="radio"/> Totally Destroyed <input type="radio"/> Unknown </div>
Description	
Photo of structure (only complete if using template electronically)	
<p>Status*</p> <div style="display: flex; flex-direction: column; gap: 5px;"> <input type="radio"/> Damaged <input type="radio"/> Under Review <input type="radio"/> Recovered </div>	

APPENDIX 45: MSIA ENVIRONMENTAL HEALTH ASSESSMENT

General
Is the Property assessable for inspection* <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unknown
Location- Property <div style="border: 1px solid black; padding: 5px; width: fit-content;">This will be auto populated</div>
Utilities
Details and duration of disruption(s) <div style="border: 1px solid black; height: 60px; width: 100%;"></div>
Water available?* <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unknown Telephone functional?* <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unknown Electricity functional?* <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unknown Gas available?* <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unknown
Property Damage
Is there extensive flood damage?* <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unknown Have the Outbuildings been damaged?* <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unknown Has the dwelling been damaged?* <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unknown
Waste Water
Are the septic and effluent lines operational?* <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unknown What type of waste water system and irrigation is used?* <input type="radio"/> Primary <input type="radio"/> Secondary <input type="radio"/> Split System <input type="radio"/> Ags <input type="radio"/> Irrigation <input type="radio"/> Offsite <input type="radio"/> Trenches <input type="radio"/> subsurface
Is the sewer operational?* <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unknown
Is the Septic System operational?* <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unknown

Is there an operational toilet onsite?*

☐ Yes ☐ No ☐ Unknown

Water Supply

Are tank or surface waters used for stock or crop irrigation?*

☐ Yes ☐ No ☐ Unknown

Is water testing required?*

☐ Yes ☐ No ☐ Unknown

Is there an operational portable water supply to the property?*

☐ Yes ☐ No ☐ Unknown

Clean Up & Removal

Is there a requirement for removal of food from refrigerators/freezers?

☐ Yes ☐ No ☐ Unknown

Is there a requirement for removal of perishable materials?*

☐ Yes ☐ No ☐ Unknown

Is there a requirement for removal of dead stock/domestic animals/wildlife?*

☐ Yes ☐ No ☐ Unknown

Temporary Onsite Accommodation

Sanitary contractors required?*

☐ Yes ☐ No ☐ Unknown

Is temporary onsite accommodation required?*


☐ Yes ☐ No ☐ Unknown


Additional Information


<div></div>


APPENDIX 46: MSIA INFORMATION DATA SHEET


Agency / Team ID: _____	Date/Time: / / @ :	Event Type: <input type="checkbox"/> Fire <input type="checkbox"/> Flood <input type="checkbox"/> Earthquake <input type="checkbox"/> HazMat <input type="checkbox"/> Storm		
ICC Location: _____	IIA Sector: _____			
GPS Co-ord/s. : _____	Imagery: <input type="checkbox"/> None <input type="checkbox"/> Photo <input type="checkbox"/> Video			
Street No. or Range: _____	Street / Road Name: _____			
Suburb / Town: _____	Local Govt. Area: _____			


	Hazards				
<input type="checkbox"/> Animal (dangerous)	<input type="checkbox"/> Asbestos	<input type="checkbox"/> Gas cylinder damaged	<input type="checkbox"/> Gas release	<input type="checkbox"/> HazMat release	
<input type="checkbox"/> Power 'live' exposed	<input type="checkbox"/> Sewer release	<input type="checkbox"/> Structural collapse	<input type="checkbox"/> Tree (dangerous)	<input type="checkbox"/>	

	Preservation of Life <i>(provide quantity)</i>				
Unattended injured or deceased persons must be reported directly to the ICC via the sector commander as a top priority.					
Occupied: <input type="checkbox"/> Yes <input type="checkbox"/> No	Adults No.: _____	Children No: _____	Requiring Relief: _____	Resilient in Situ: _____	
Deceased: _____	Injured: _____	<input type="checkbox"/> Behavioural issue/s	<input type="checkbox"/> Animal companions	<input type="checkbox"/>	


	Residential Property				
<input type="checkbox"/> House	<input type="checkbox"/> Mobile Unit/Caravan	<input type="checkbox"/> Flats/Apartments	<input type="checkbox"/> Hotel/Motel	<input type="checkbox"/>	
Impact Status					
<input type="checkbox"/> Not Damaged	<input type="checkbox"/> Damaged/Habitable	<input type="checkbox"/> Damaged/Not Habitable	<input type="checkbox"/> Destroyed	<input type="checkbox"/> Inaccessible	

	Assets Supporting Individual Livelihoods & Economic Production				
<input type="checkbox"/> Office	<input type="checkbox"/> Retail	<input type="checkbox"/> Factory/Manufacture	<input type="checkbox"/> Warehouse/Storage	<input type="checkbox"/> Shed (feed)	
<input type="checkbox"/> Shed (machinery)	<input type="checkbox"/> _____				
Impact Status					
<input type="checkbox"/> Not Damaged	<input type="checkbox"/> Damaged/Functional	<input type="checkbox"/> Damaged/Non Functional	<input type="checkbox"/> Destroyed	<input type="checkbox"/> Inaccessible	

	Community Assets				
<input type="checkbox"/> Aged Care/Accom.	<input type="checkbox"/> Child Care	<input type="checkbox"/> Education (all)	<input type="checkbox"/> ESO Station	<input type="checkbox"/> Evacuation Centre	
<input type="checkbox"/> Food Supply/Supermarket	<input type="checkbox"/> Fuel Supply/Stations	<input type="checkbox"/> Hospital/Clinic	<input type="checkbox"/> Place of Worship	<input type="checkbox"/> Public Assembly	
<input type="checkbox"/> Airport Terminal	<input type="checkbox"/> Railway Station	<input type="checkbox"/> _____			
Impact Status					
<input type="checkbox"/> Not Damaged	<input type="checkbox"/> Damaged/Functional	<input type="checkbox"/> Damaged/Non Functional	<input type="checkbox"/> Destroyed	<input type="checkbox"/> Inaccessible	

	Essential Infrastructure				
---	---------------------------------	--	--	--	--

<input type="checkbox"/> Gas plant	<input type="checkbox"/> Power distribution	<input type="checkbox"/> Water catchment	<input type="checkbox"/> Bridge (railway)	<input type="checkbox"/> Bridge (roadway)
<input type="checkbox"/> Airfield	<input type="checkbox"/> Railway	<input type="checkbox"/> Road (VicRoads)	<input type="checkbox"/> Road (Council)	<input type="checkbox"/>
Impact Status				
<input type="checkbox"/> Damaged/Functional	<input type="checkbox"/> Damaged/Non Functional	<input type="checkbox"/> Blocked	<input type="checkbox"/> Closed	<input type="checkbox"/> Inaccessible

	Livestock / Animal Welfare
<input type="checkbox"/> Cattle	<input type="checkbox"/> Horses
<input type="checkbox"/> Sheep	<input type="checkbox"/> _____
Impact Status	
<input type="checkbox"/> Deceased: _____	<input type="checkbox"/> Injured: _____
<input type="checkbox"/> Uncontained: _____	<input type="checkbox"/> Contained: _____
<input type="checkbox"/> Vet Required	

Comments

APPENDIX 47: SMEACS BRIEFING TEMPLATE

Incident Name:	Date:	Time: AM / PM
Current Weather Forecast Temp:	Fire Danger Index Code Red Extreme Severe Very High High Low-moderate Current river height	
Briefing Officer Name:		
Who was briefed?		

Wherever, possible use dot points to summarise

SITUATION – Describe what is happening What is the overall situation? What is at risk? What is the physical environment? What dangers and/or problems exist?
MISSION – Describe what needs to be achieved What is the overall mission? What are the objectives? Who or what is saveable?
EXECUTION – Describe how you want things done What are the tactics? How will the tasks be executed?
ADMINISTRATION – Describe how it will be supported What logistical support is required? Logistical support includes personnel, equipment and supplies, food, water, facilities. What is the timing for the various logistics? What resources are immediately available? What resources will become available and when? Where are the resources?
COMMUNICATIONS – Describe how it will be coordinated Who is in overall control of site? What is the chain of command for the site? What are the channels of communication? Confirm tasks with participants.
SAFETY – Outline any procedures or risks What are the aspects of the site that need raising regarding safe working procedures? Where is First Aid located?
QUESTIONS – Offer opportunities for team questions and clarification Open forum for two way conversations in a timely manner.

APPENDIX 48: RECOVERY SERVICES

Recovery Service	Coordinator /Team Leader	Service Providers	Comments / Additional Information
Accommodation <i>Assist in the provision of emergency/ temporary accommodation. }</i>	Active Ageing & Inclusion Service Manager	WCC/ MRM	Refer to Accommodation Register
		Red Cross	For single incident - primary residence only: shopping for supplies, etc.
		Salvation Army	
Aged and Disability Support <ul style="list-style-type: none"> • Plan for and coordinate the recovery process for aged and disabled people in the municipality • Identification of other vulnerable groups 	HACC Service Manager	Aged and Disability Care providers	
		DHHS	Liaise with agencies re: possible additional support required
		Residential care operators	
Animal Welfare Coordination <ul style="list-style-type: none"> • Assist/ destroy injured animals/wildlife • Coordinate emergency feed supplies • Identify holding areas for pets, etc. • Provide cages / leads etc. for animals and relief / recovery centres • Round up escaped animals 	Coordinator Local Laws	Animal Welfare Officers	Removal / disposal of animals
		Environment Health Officers	
		DELWP	
		Agricultural	Assist DELWP
		RSPCA	Removal / disposal of animals
Catering <i>Provide food services as required for response, field & emergency management staff (& attendees at Emergency Relief Centres)</i>	Red Cross	Salvation Army	Catering
		Other agencies as required	
Children's Services <ul style="list-style-type: none"> • Plan for and coordinate the recovery process for children and young people up to 18 years • Provide child care to relief / recovery centres 	Service Manager Early Years Learning and Development	Family Services	
		Family Day Care Providers	
		Maternal Child Health nurses	
		Childcare Centres	
	Youth Development Planner	Preschools	
		Outside School Hours Care providers	

Recovery Service	Coordinator / Team Leader	Service Providers	Comments / Additional Information
Communication <i>Coordinate and provide accurate information to the public and media.</i>	Manager Communications	• Mayor / CEO	
		• Police	
		• Local Media	
		• Media liaison / Community engagement staff with other organisations	
		• DHHS	Community Engagement
Community Development <ul style="list-style-type: none"> • <i>Coordinate and provide community events and activities that will assist community's recovery from the impacts of an emergency</i> • <i>Employment of a Community Development Officer (CDO) may be a key part of this recovery service</i> 	Manager, Community Planning & Policy / Events & Promotions Service Manager	• DHHS	Funding for Community Development Officer
		• Municipal Recovery Manager (MRM)	Planning for and Managing CDO
		• Local Traders Association	
		• Commerce Warrnambool	
		• Community group Representatives	
Counselling / Personal Support <ul style="list-style-type: none"> • <i>Coordinate the provision of personal support and counselling services during and after an emergency</i> • <i>Case management of affected members of the community will be the preferred approach</i> <i>Outreach services will be coordinated from this service area</i>	Service Manager, Early Years Intervention and Support	• WCC	Personal support and referral services
		• Victorian Council of Churches (VCC)	Personal support and outreach services
		• Local churches (e.g. Uniting Anglican, Catholic etc)	All religious denominations in various locations of COB for personal support
		• St Vincents Mental Health	Personal support
		• Salvation Army	Personal support
		• Lifeline SWV	Personal support, case management, outreach services
		• VCC Emergencies Ministry	Personal support

Recovery Service	Coordinator / Team Leader	Service Providers	Comments / Additional Information
Donations Coordination <ul style="list-style-type: none"> Coordinate the collection and distribution of donated goods, services and money. It is recommended an external agency be recruited to manage this services area. 	Red Cross	• Red Cross	
		• Volunteering Warrnambool	Role in monitoring activities and on recovery committee
Financial Assistance <ul style="list-style-type: none"> Coordinate the distribution of financial aid to individuals and communities. A range of financial grants and subsidies will be offered by various agencies requiring coordination 	Manager Financial Services	• DHHS	Grant Processing
		• Centrelink	Financial grants
		• Salvation Army	Financial grants
		• Red Cross	Food vouchers
		• Financial Counsellors	Financial counselling
		• Insurance Council of Victoria	Financial advice
		• Business Development Vic.	Business financial planning
Material Aid Coordinate distribution of material aid to affected members of the community.	Coordinator Volunteers @Warrnambool	• Service Clubs	
		• St Vincent de Paul	
		• Salvation Army	
Recovery Centre Management Coordinate the provision of recovery services e.g. insurance, personal support, financial assistance etc.	Municipal Recovery Manager – Director Community Development		
		• DHHS	Recovery support, information and coordination
		• Salvation Army	
		• VCC Emergencies Ministry	Personal support providers

Recovery Service	Coordinator / Team Leader	Service Providers	Comments / Additional Information
Relief Centre Management <ul style="list-style-type: none"> • Coordinate staff relief and recovery centres as established by the MERO and MRM and liaise with other Service Coordinators • Regular maintenance of the centre register and support resources is part of the coordinator's role 	Manager Recreation and Culture	<ul style="list-style-type: none"> • Identified centre managers and deputies 	
		<ul style="list-style-type: none"> • SES 	Relief centre support: escalation to include other municipalities
		<ul style="list-style-type: none"> • DHHS 	Recovery centre support: Information and coordination
		<ul style="list-style-type: none"> • Red Cross 	Registration/catering/first aid
		<ul style="list-style-type: none"> • Vic Police 	Security, queries regarding registration
		<ul style="list-style-type: none"> • Camcare 	Personal support services
Volunteer Coordination <ul style="list-style-type: none"> • Recruit, support, coordinate the work of volunteers. • Assist the recovery service areas through provision of volunteers as required. 	Coordinator Volunteers @ Warrnambool	<ul style="list-style-type: none"> • Service Clubs 	
		<ul style="list-style-type: none"> • Red Cross 	
		<ul style="list-style-type: none"> • WCC Volunteer Resource Centre - Volunteering Warrnambool 	
Economic Development <ul style="list-style-type: none"> • Coordinate and initiate economic development activities to assist recovery of local businesses. • Organise employment of Business Development Officer 	Manager Economic Development	<ul style="list-style-type: none"> • Business Development Officers 	Economic development assistance
		<ul style="list-style-type: none"> • Environmental Health Officers 	Business development assistance
		<ul style="list-style-type: none"> • Centrelink 	Financial assistance
		<ul style="list-style-type: none"> • Service Clubs (local) 	Business planning support
			Marketing

Recovery Service	Coordinator / Team Leader	Service Providers	Comments / Additional Information
Clean Up / Equipment Provision <i>Plan for and coordinate the <u>cleanup</u> process, including the provision of temporary resources as required e.g. toilets, earthmoving equipment, furniture, generators etc.</i>	Manager Infrastructure Services	• MERO	Coordinate equipment, tip sites, contractors etc.
		• Environmental Health Officer (EHO)	
		• Arborists	Tree clean up
		• Local contractors (e.g. earthmovers)	
		• Service Clubs	
		• Hire Business	
Infrastructure (including fencing) <ul style="list-style-type: none"> • Rebuild and restore community infrastructure/utilities. • Coordinate the reconstruction of damaged boundary fencing. 	Manager Infrastructure Services	• MERO	Coordinate restoration of roads , bridge, public infrastructure
		• <u>Powercorp</u>	Restore power and gas
		• Wannon Water	Restore water supply to properties, repair water supply infrastructure
		• Telstra	Restore phone connections to properties
		• Dept. of Environment, Land, Water and Planning	Fence line <u>cleanup</u> /restoration, community engagement
		• Glenelg Hopkins Catchment Management Authority	Protect catchment areas/assets
Transport <i>Assist in transport provision after an event so that those affected can access relief centres, recovery services, shopping etc.</i>	Service Manager Active Ageing & Inclusion	• MERO	Coordinate transport of people, water fuel and other resources
		• Community transport buses	
		• Taxis (13 cabs)	
		• Connect U and other Volunteer transport services	
		• Charter Coaches	
		• Public transport providers	

Recovery Service	Coordinator / Team Leader	Service Providers	Comments / Additional Information
Environment <i>Assess, advise on and repair damage after an event, including tree safety/assessment, replanting/revegetation, erosion prevention and control</i>	Manager Infrastructure Services	• Department of Environment, Land, Water and Planning (DELWP)	Restoration of public lands and national parks
		• Catchment Management Authority	
		• EPA	
		• Wannon Water	Manage local water supply issues
		• Environmental Health Officers	
Environmental Health <i>Assess, advise on and minimise the public health e.g. safe water supply, food safety/disposal, septic systems, safe disposal of waste, provision of temporary toilets/facilities etc.</i>	Coordinator Environmental Health	• Dept. of Health and Human Services (regional EHOs)	Public health warnings, advice and information
		• Environmental Health Officers	Public health warnings, advice and information e.g. disposal of hazardous materials
		• EPA	
		• Warrnambool Building Surveyor	
		• Warrnambool Economic Development Dept.	

APPENDIX 49: VULNERABLE PEOPLE / FACILITIES LIST

EMERGENCY MANAGEMENT PLAN

Warrnambool City Council							
Agency Name	Agency Location	Agency 24 hr Contact Number	Number of Vulnerable People	Description / Location of Vulnerable People	Town	Contact Person	Opening Hours
Aged Care and Allied Services							
Alveston House	Francis Foundation Inc.	5562 5198		78 Banyan Street	Warrnambool		9am- 5pm Monday - Friday
Anchor Point Retirement Village		5559 8277	21+	55 Aberline Road	Warrnambool	Julie Waldock	9am- 5pm Monday - Friday
Cedar Creek Lifestyle	Village Life Ltd	5561 0188	48 independent living units	37 Caroville Drive	Warrnambool	Michael and Jenny McLean	24 Hours
Christ Church Close	Heatherlie Homes	5561 5565	11 independent living units	68 Henna Street	Warrnambool	Lyn Burns Kathy Snell	Office hours Monday – Friday
Gillin Park Retirement Village		5561 2977	85 independent living units (+ 44 proposed units)	45 Mahoneys Road	Warrnambool	0419 393 248	Office hours 9am - 5pm
Heatherlie Homes		5561 5565	78 independent living units	103-111 Koroit Street	Warrnambool	Lyn Burns Kathy Snell	Office hours Monday – Friday
Lyndoch Living		5561 9300	85 nursing home 113 hostel	10 Hopkins Road	Warrnambool	0449 256 528	Office Hours 8.30am – 5pm Facility opened 24 Hours
Mercy Place		5564 2800	65	16 Hopetoun Road	Warrnambool	Sheryl Nicolson	24 hours

Warrnambool City Council							
Agency Name	Agency Location	Agency 24 hr Contact Number	Number of Vulnerable People	Description / Location of Vulnerable People	Town	Contact Person	Opening Hours
Opal Warrnambool - nursing home		5562 3343	45	170 Raglan Parade	Warrnambool	0408 655 227	Office Hours 9am – 5pm Monday to Friday Facility opened 24 hours
Opal Gillin Park - hostel		5559 0600	45	62-76 Huntingfield Drive	Warrnambool	0408 655 227	Office hours 9am - 5pm Monday – Friday Facility opened 24 hours
Themar Heights		5562 0334	40	65 Koroit Street	Warrnambool	0408 523 190	24 Hours
Hospitals							
South West Healthcare		5564 4114 5563 1666		Ryot Street	Warrnambool	Front Office	24 Hours
St John of God		5564 0600	75 bed hospital	136 Botanic Road	Warrnambool	Front Office	24 Hours
Senior Citizens Centres							
Archie Graham Community Centre		5599 4920 5559 4994 5559 4800		118-120 Timor Street	Warrnambool		8.15am – 5pm
Childcare Services							
Goodstart Early Learning Centre	Goodstart Early Learning Ltd (Cannon Hill QLD 4170)	1800 222 543 5561 0827	75	135 Harrington Road	Dennington	0438 583 236	6.30am-6.30pm

Warrnambool City Council

Agency Name	Agency Location	Agency 24 hr Contact Number	Number of Vulnerable People	Description / Location of Vulnerable People	Town	Contact Person	Opening Hours
Goodstart Early Learning Centre	Goodstart Early Learning Ltd (Cannon Hill QLD 4170)	5561 5322	80	121 Whites Road	Warrnambool	0411 483 546	6.30am-6.30pm
Children's Services Centre		5559 4747		Swan Reserve	Warrnambool		
Florence Collins Childcare Centre		5559 4640	103	27-47 Kepler Street	Warrnambool	0434 689 610	7.30am-6pm
Honeypot Childcare Centre		5561 5095 Rebecca 0438 577 155	40	76 Bostock Street	Warrnambool	Georgia – 0439 615 095	7am-6pm
Kardinia Childcare and Kindergarten		5215 3960	126	20 Tylden Street	Dennington	0477 770 508	6.30am-6.30pm
Koala Childcare and Early Learning Centre		5562 1289	103	174-178 Lava Street	Warrnambool	0406 998 646	Monday to Friday 6:30 am – 6:30 pm
Matron Swinton Childcare Centre		5559 4650	35	Lipook Court	Warrnambool	0434 689 601	8am-6pm
North Edge Child Care		03 4504 2180	103	11 Wangoom Road	Warrnambool	0488 659 212	Monday to Friday 7:30 am – 6:00 pm

Warrnambool City Council							
Agency Name	Agency Location	Agency 24 hr Contact Number	Number of Vulnerable People	Description / Location of Vulnerable People	Town	Contact Person	Opening Hours
Sherwood Park Childcare Centre		5561 3067	35	Deakin University	Warrnambool	0434 690 269	8am-6pm
Warrnambool Uniting Church Childcare Centre		5561 3929		115 Koroit Street	Warrnambool		
Kindergartens							
Allansford Kindergarten		5565 1427 0478 317 064	33	82 Ziegler Parade Allansford	Allansford	Mary Chenoweth or Rebecca Harvey	
Beamish Street Kindergarten		5559 4530 0478 317 065	28	23 Beamish Street	Warrnambool	Jackie Selway or Brenda Smith	
Central Kindergarten Warrnambool		5559 4560 0478 317 066	60	2 Manifold Street	Warrnambool	Sally Quantrelle	
City Kindergarten	Children's Services Centre	5559 4747	28	Swan Reserve			
Dennington Kindergarten		5562 5753 0478 317 067	30	12 – 16 The Esplanade	Dennington	Annette Doyle	
East Warrnambool Kindergarten		5559 4570 0478 170 068 0478 317 069	71	20A Lava Street	Warrnambool	Maryanne Mills or Carolyn Blackmore	

Warrnambool City Council							
Agency Name	Agency Location	Agency 24 hr Contact Number	Number of Vulnerable People	Description / Location of Vulnerable People	Town	Contact Person	Opening Hours
Kings College Pre-School		5562 0147	28	44 Balmoral Road	Warrnambool		
Lions Hopkins Pre School		5559 4580 0478 317 073		31 Gladstone Street	Warrnambool	Simone Duynhoven or Kara Thomson	
Mahogany Kindergarten	West W'bool Primary School		19				
South Warrnambool Kindergarten		5559 4520	60	24 Stanley Street	Warrnambool	0478 317 074	
Warrnambool 3 year old Kindergarten		5562 2925		10 Panorama Avenue	Warrnambool		
Primary Schools							
Allansford & District Primary School		5565 1382		Frank Street	Allansford	0438 116 798	
Merrivale Primary School		5562 7172		158 Merrivale Drive	Warrnambool	0429 386 749	
Our Lady Help of Christians		5562 5559		Selby Road	Warrnambool		
St Pius X Parish Primary		5562 2506		88 Morris Road	Warrnambool		
St John's Primary School		5562 5362		263 Russell Street	Dennington	0427 052 232	
St Joseph's Primary School		5561 1343		70 Botanic Road	Warrnambool	0408 527 728	

Warrnambool City Council

Agency Name	Agency Location	Agency 24 hr Contact Number	Number of Vulnerable People	Description / Location of Vulnerable People	Town	Contact Person	Opening Hours
Warrnambool East Primary School		5562 4100		Ward Street	Warrnambool		
Warrnambool Primary School		5561 5955		3-31 Jamieson Street	Warrnambool	0408 563 275	
Warrnambool West Primary School		5562 0065		32 Hoddle Street	Warrnambool	0412 120 639	
Woodford Primary School		5562 7632		8 Victoria Street	Woodford	0437 100 560	
Outside School Hours Care (at New Life Christian Church)		5559 4550		41 Bromfield Street	Warrnambool		
Secondary Schools							
Brauer College		5560 3888		Caramut Road	Warrnambool	0427 216 839	
Emmanuel College		5560 0888		Senior: 42 Canterbury Road Junior: 37 Ardlie Street	Warrnambool	0400 448 550	
Kings College		5562 0147		44-52 Balmoral Road	Warrnambool	0427 200 198	
Warrnambool College		5564 4444		Grafton Road	Warrnambool	0431 151 054	
Warrnambool Special Development School		5561 1711		101 Hyland Street	Warrnambool	0418 176 038	

Warrnambool City Council							
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Caravan Parks							
Discovery Holiday Park		5561 1514		25 Pertobe Road	Warrnambool	0457 610 115	
Figtree Caravan Park		5561 1223		33 Lava Street	Warrnambool	0407 504 153	
Hopkins River Caravan Park		5565 1327		125 Jubilee Park Road	Allansford	0400 258 534	
Shipwreck Bay Holiday Park		5559 4720		50 Pertobe Road	Warrnambool	0481 033 802	
Surfside Holiday Park		5559 4700		1/120 Pertobe Road	Warrnambool	0481 033 802	
Warrnambool Holiday Park		5562 5031		50-52 Verdon Street	Warrnambool	0438 507 271	
Warrnambool Holiday Village		5562 3376		81 Henna Street	Warrnambool	0438 341 668	
Other							
Bethany	Level 1 Bayside Plaza 24-36 Fairy St Warrnambool	1300 510 439 5278 8122		Various		Robert Delalande	
Karingal	166A Koroit St Warrnambool	5564 9200		25 Membery Way	Warrnambool	5561 4775	
MI Fellowship	505 Raglan Parade Warrnambool	5560 3000			Warrnambool		
Multiple Sclerosis Ltd	54 Railway Rd Blackburn	0438 033 917		Various		Rhonda Cooper	

Warrnambool City Council							
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Southern Way Direct Care Services Inc.	181 Fairy St Warrnambool	5564 3444	5 5 3 4	Kerr Street Loyola Avenue Merri Street Peter Street	Warrnambool	0439 039 783	
Villa Maria	802 Armstrong St Ballarat	1300 650 615 (24 Hr)		Various			
Vision Australia	124 Koroit St Warrnambool	5560 2300 1300 84 74 66		Various		Anne Johnson or Marg Thorne	