

Municipal Emergency Management Plan

Part 5: Response Arrangements

Version 3.2 – April 2020

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Amendment History

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Amendment Authorisations

NAME	POSITION	DATE
Sue Rondeau	Coordinator Emergency Management	23 August 2017
Mat Deans	Emergency Management Officer	20 April 2020

Approved By:

TITLE	NAME	SIGNATURE	DATE
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RESPONSE ARRANGEMENTS

Emergency response provides the mechanism for the build-up of appropriate resources to cope with emergencies throughout the State and necessitating deployment of resources to counter the effects of or threat from emergency. It also provides for requests for physical assistance from the Commonwealth when State resources have been exhausted.

Emergency relief and recovery activities should be integrated with emergency response activities and commence as soon as the effect and consequences of the emergency are anticipated.

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

The priorities are;

- Protection and preservation of life is paramount. This includes:
 - Safety of emergency response personnel and
 - Safety of community members including vulnerable community members and visitors/tourists
- Issuing of community information and community warnings detailing incident information that is timely, relevant and tailored to assist community members make informed decisions about their safety
- Protection of critical infrastructure and community assets that support community resilience
- Protection of residential property as a place of primary residence
- Protection of assets supporting individual livelihoods and economic production that supports individual and community financial sustainability
- Protection of environmental and conservation assets that considers the cultural, biodiversity, and social values of the environment¹

These priorities apply to the response to an emergency, regardless of the size of the emergency, and regardless of how many agencies are involved in the response.

5.1 RESPONSE MANAGEMENT ARRANGEMENTS

Emergency response management is based on the functions of coordination, control, command, consequence management and communications. Broadly:

- Coordination is the bringing together of agencies and resources to ensure effective response to and recovery from emergencies
- Control is the overall direction of response activities in an emergency, operating horizontally across agencies
- Command is the internal direction of personnel and resources, operating vertically within an agency

Additionally, in order to meet the objectives of emergency management in Victoria, those performing the control, command and coordination functions need to ensure:

- The consequences of the emergency are managed and
- There is communication that meets the information needs of communities, stakeholders and government

¹ Emergency Management Manual Victoria Part 3: State Emergency Response Plan p3-3

The following diagram conceptually depicts the relationship between the control, command and coordination functions during an emergency response.

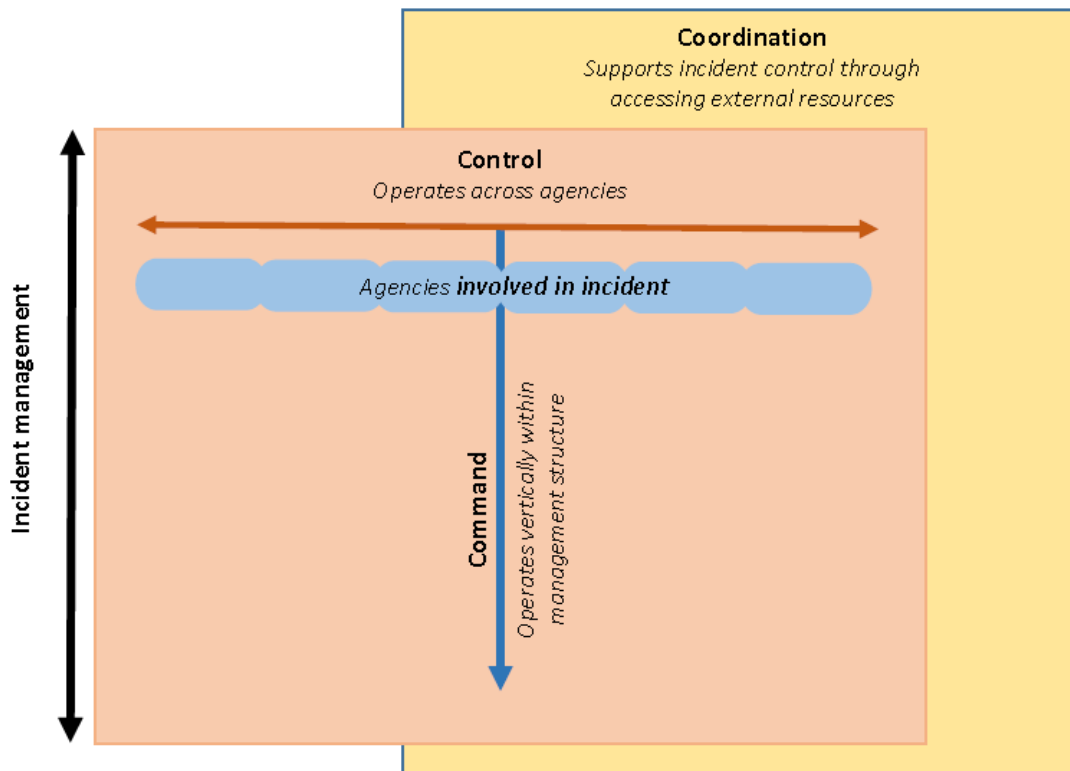


Figure 7: Conceptual depiction of the relationship between control, command and coordination in emergency response.

5.1.1 Coordination

Coordination is the bringing together of agencies and resources to ensure effective response to and recovery from emergencies.

Response Coordination

Emergency response coordinators bring together agencies and resources to support the response to emergencies. Broadly their functions are to ensure:

- Effective control arrangements have been established and are maintained to manage the response to emergencies
- Effective information sharing
- The necessary resources are accessed to support the response to emergencies

Recovery coordination

Emergency recover coordinators/managers bring together agencies and resources to support the provision of relief and recovery from emergencies.

5.1.2 Control

Control is the overall direction of response activities in an emergency, operating horizontally across agencies. In Victoria, authority for control is established in the SERP (State Emergency Response Plan) supported by roles and responsibilities as outlined in EMMV Part 7 – Emergency Agency Roles.

Controllers are responsible for leading all agencies responding to the emergency. Specific arrangements apply to the appointment of controllers for Class 1 and Class 2 emergencies and for fires other than for a major fire.

5.1.3 Command

Command is the internal direction of personnel and resources, operating vertically within an agency. Each agency has a 'chain of command', which is the agency's organisational hierarchy that identifies the link between each individual and their supervisor.

Each agency responding to an emergency must identify the commanders responsible for supervising agency personnel and the agency chain of command. Commanders escalate agency issues and provide direction on agency issues through the agency chain of command.

Where there is an agreed inter-agency arrangement, a functional commander may supervise personnel and resources from more than one agency.

5.1.4 Consequence Management

The Emergency Management Commissioner is responsible for consequence management for major emergencies. Consequence management involves the coordination of the activities of agencies with a role in delivering services to the community, with the aim of minimising the adverse consequences of emergencies on the community.

5.1.5 Communications

Communications relates to communicating to the public, reporting to government and communicating with stakeholder agencies during emergencies.

Information on communicating to the public is detailed in the Section 5 of the SERP.

5.1.6 A Team Approach

The people and agencies with roles and responsibilities for responding to emergencies work together in teams at the state, regional and local levels to ensure a collaborative and coordinated whole of government approach to the management of emergencies.

5.2 RESPONSIBILITIES

5.2.1 Control Agencies

The EMMV Part 7 – Agency Emergency Management Roles nominates a control agency for the response to each form of emergency. The control agency is the agency primarily responsible for responding to the specific form of emergency.

5.2.2 Support Agencies

The EMMV Part 7 – Agency Emergency Management Roles nominates key support agencies for the response to each emergency. However, all agencies may be support agencies during major emergencies.

5.2.3 Municipal Responsibilities

Council accepts responsibility for the management of municipal resources and the coordination of community support to counter the effects of an emergency during both the response to and recovery from emergencies that may occur within the municipal boundaries.

In the response phase responsibilities includes management of:

- The provision of emergency relief to affected persons
- The provision of municipal resources to control and relief agencies during response and recovery
- The provision of facilities for emergency services' staging areas
- Clearance of blocked drains and local roads, including tree removal
- Recovery coordination within the municipality, in consultation with the Department of Health and Human Services.

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

5.2.4 Administration

During an emergency, Council will receive many requests for resources and support. Most of these requests will come via the MERO, but some will be received at other locations depending on the emergency.

All requests will be documented and brought to the attention of the MERO to ensure that the deployment of resources and requests are actioned in a timely and appropriate manner.

Administration staff are responsible for coordinating and implementing administrative support for the MERO and MRM.

5.3 EMERGENCY ACTIVATION

Early notification of any emergency situation to Council is essential to enable it to implement its own emergency response arrangements. This is especially important when there is a likelihood that the event could escalate or be protracted.

In the event of an emergency, the MERC will determine the extent of resources and support required for successfully managing the emergency.

5.3.1 Scalability of emergency coordination

The following levels of emergency coordination illustrate the components that might be activated in the varying scale of emergencies; they also aim to create a more appropriate response determined by the scale. The activation of each level is dependent upon the scale of the emergency and is determined by the Municipal Emergency Management Coordination Group (MERC, MERO, MEM, Manager Communications and MRM)

5.3.1.1 Small Scale emergency (less than 24 hour impact)

A level one incident is considered a small scale emergency that can be resolved through the use of local or initial response resources. The MOCC may not be formally activated; however, the MERC and MERO will remain in close communication at all times.

Consequently, the MERC and MERO will undertake the planning and logistics functions concurrently and may use Crisisworks to capture data related to the emergency. They will also monitor the emergency and its impact on the area, the community and other elements/variables that may require a higher level of activation.

5.3.1.2 Medium scale emergency (more than 24 hours)

A level two incident is considered a medium scale emergency and is more complex in size, resources or risk. Crisisworks will be used to record all actions and responses and a MOCC may be activated. The emergency may potentially require forward planning to address response issues, and for recovery during the response phase.

5.3.1.3 Large scale emergency (multiple days impacted)

A level three incident is considered a large scale emergency and is characterized by the levels of complexity that require the activation and establishment of all MOCC functions plus Emergency Relief Centre/s and an Emergency Call Centre. This level of emergency will require forward planning as the emergency continues, and will specifically require recovery planning during the early stages of the response phase of the emergency. Crisisworks will be used to record all actions and responses.

The Municipal Emergency Management Coordination Group will determine if an Emergency Call Centre is required and will take appropriate action to establish with the Coordinator Customer Service.

5.3.2 Activation Procedure

There are four levels of activation. These are:

1. Alert / Notification

Some of the activities that should be considered are:

- Notifying key personnel that an emergency might require additional personnel
- Maintain situational awareness of conditions and events
- Establish flow of information between agencies

Any incident is considered a small scale emergency if it can be resolved through the use of local or initial response resources. The MOCC might not be activated however the members of the Emergency Management Coordination Group (EMCG) should be in close communication at all times. The EMCG will monitor the emergency's impact on the area, the community and other elements/variables that might lead to a higher level of activation.

2. Standby

Staff with a role in emergency management will be placed on standby in the event of:

- A 'severe' fire danger warning
- Warning from the Control Agency eg; flooding or severe storm warning
- Report of a bushfire with potential to spread
- Direction from the MERC and/or MERO

3. Activation

Due to the emergency there may be no time to place staff on standby and staff may be activated immediately to perform their emergency management roles. Activation will come from the MERO and/or MRM.

Hot Start

A hot start is when resources are activated prior to an emergency.

All MOCC functions are established and staff with emergency management will be required in attendance in the event of:

- A 'code red' fire danger warning
- Warning from the Control Agency

4. Stand down

After consultation with the Control Agency and any other relevant agency, and the MERC is satisfied that the response to the emergency has been completed, agencies will be advised to 'Stand Down'.

Standby, activation and stand down guidelines can be found in Appendix 20.

5.3.3 Phases for activation for a bushfire

Fire Danger rating	Fire Danger Index	Phases of Activation	Staff availability
Code Red	100+	Activated	MERO, MEM, MRM, EMLO, Manager Communications, ERC & MOCC staff and support staff
Extreme	75-100	Standby	MERO, MEM, MRM, EMLO, ERC & MOCC Staff and support staff
Severe	50-75	Alert	MERO, MRM, ERC staff
Very High	25-50	Normal	MERO & MRM
High	12-25	Normal	MERO & MRM
Low – Moderate	0-12	Normal	MERO & MRM

5.3.4 Triggers to recognise capability

Warrnambool City Council has identified the following triggers to escalate from local to regional tiers:

- 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

5.3.5 Escalation to other municipalities or State

When triggers are reached, the Emergency Management Coordination Group will request the MERC to request additional resources from neighbouring municipalities. If they are unavailable, the MERC will request resources from the State.

5.3.6 Debriefing Arrangements

A debrief will take place as soon as practicable after an emergency. The MERC will convene the meeting and all agencies that participated will be invited to participate with a view to assessing the adequacy of the MEMP and to recommend any changes. These meetings will be chaired by the Chairperson of the MEMPC or the lead agency.

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

5.4 MUNICIPAL OPERATION COORDINATION CENTRE (MOCC)

The Municipal Operation Coordination Centre (MOCC) will be activated by the MERO.

Appendix 21: MOCC Operating procedures

Appendix 22: Response contact directory

5.4.1 Crisisworks

Council use the cloud based program called Crisisworks to assist in the management of emergency response. Crisisworks is used to track requests and activities relating to the incident, as well as recording and tracking impact assessment data to assist in the recovery phase of the incident.

Crisisworks is used as a multi-agency platform to manage the emergency from a municipal level.

<https://warnambool.crisisworks.com/>

5.5 EMERGENCY MANAGEMENT LIAISON OFFICER (EMLO) RESPONSIBILITIES

Consistent with *Emergency Management Team Arrangements*² when two or more agencies are involved in an emergency, the Incident Controller, Regional Controller or Emergency Management Commissioner is responsible for forming an Emergency Management Team. Local government will be requested to provide an EMLO to participate in the EMT.

The EMLO will represent Council in the incident control centre and will be deployed as per section 5.3.2 and 5.3.3 above.

5.6 COUNCIL PLANT AND EQUIPMENT

The Emergency Management Act 1986 Act s.20 (2a) requires that the MEMP identify municipal resources and s.20 (2b) specify how they are to be used in emergency prevention, response and recovery.

² Emergency Management Team Arrangements – for all emergencies (Dec 2014), Emergency Management Commissioner, EMV

The MERO will coordinate the plant and equipment held by Council at Appendix 23. However, Warrnambool City Council Plant and Equipment Operators who have not completed Maintain Safety on a Fire Ground **will not** have permission to enter a designated fire emergency area³

Warrnambool City Council Plant and Equipment Operators will work within the EBA terms and conditions.

The provision of municipal resources to response agencies beyond the EBA terms and conditions may be charged to the response agency⁴.

The MERO **will not** coordinate or be responsible for contractor plant and equipment attached at Appendix 24.

5.7 SUPPLEMENTARY EMERGENCY RESPONSE RESOURCES

A supplementary emergency response resource is a resource that is required by a response agency (usually an emergency service, including the control agency) for emergency response operations that is neither owned nor effectively controlled by that agency⁵.

Supplementary resources include, but are not limited to:

- personnel – (e.g. agency support and industry technicians)
- equipment – (e.g. plant, vehicles)
- services – (e.g. telephone lines, expert technical advice).

An agency should exhaust all resources owned or directly within their control prior to requesting assistance from elsewhere. Once exhausted, supplementary resources will be allocated as per the figure below.

As per Part 8 Appendix 1 of the EMMV, when a control agency requests services and supplies (for example, catering) on behalf of a number of supporting agencies, the control agency will be responsible for costs incurred.

Figure 12 below outlines the process to request supplementary supplies:

3 EMMV, Declaration of Emergency Area Section 3.15.1.1

⁴ Sourcing supplementary emergency response resources from municipal councils, Practice Note, Emergency Management Victoria pg 4

⁵ Sourcing Supplementary Emergency Response Resources for Municipal Councils, Practice Note, Emergency Management Victoria

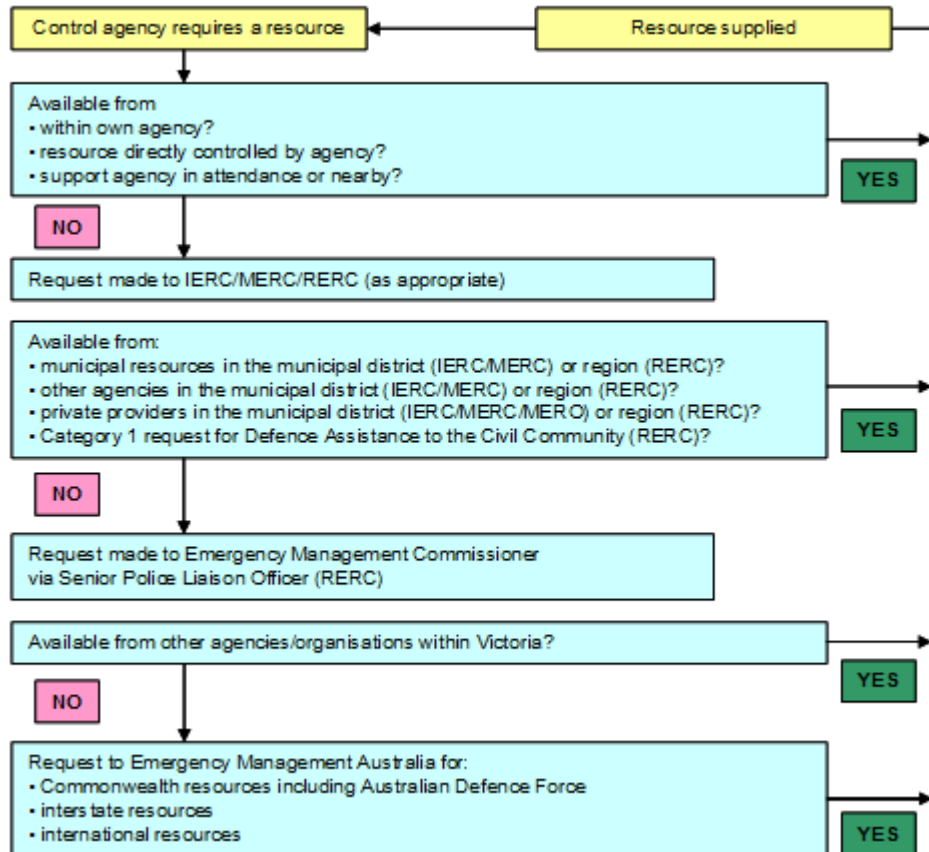


Figure 8: Supplementary response resource process flow chart⁶

5.7.1 Planning for Cross Boundary Events

Warrnambool City Council is a signature to the Protocol for Inter-council Emergency Management Resource Sharing Protocol.

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

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

Resources can be requested at any time during an emergency including recovery stages. Requests for assistance may be initiated by the MERO. Such requests may be verbal or in writing, however, verbal requests must be confirmed in writing as soon as practicable and in most cases will be logged at the Municipal Operation Coordination Centre (MOCC). Requests for assistance should include the following information:

- A description of the emergency for which assistance is needed

⁶ Sourcing supplementary emergency response resources from municipal councils, Practice Note, Emergency Management Victoria, 3

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

Requests for resources should be logged at the MOCC.

The protocol can be found here <http://www.mav.asn.au/policy-services/emergency-management/Pages/resource-sharing-protocol.aspx>

Appendix 25: Emergency Management Resource Sharing Protocol

5.8 WARNINGS & INFORMATION

Emergency Warnings and information assist the community to make informed decisions about their safety.

PREVENTION (Before Emergencies)

Any information released to the public on behalf of the Warrnambool City Council will be to educate and assist the community to prepare for emergencies.

RESPONSE

It is the responsibility of the Control Agency to issue warnings to the potentially affected community, and other agencies. The Council may have, or be asked to assist in the dissemination of this information. During response, Warnings and the release of other public information should be authorised by the Incident Controller prior to dissemination.

RECOVERY

Releasing information will be the responsibility of the Warrnambool City Council in the first instance this may be done in consultation with the Department of Health and Human Services. Any information released must be approved by the MRM or CEO/Senior Management. Liaison must take place so duplication and confusion does not occur.

5.8.1 Emergency Broadcasters



The Victorian Government has formal arrangements for the broadcast of emergency warnings and information to the community.

Victoria has Memorandum of Understandings with a number of broadcasters and Emergency Management Victoria is the administrator of Victoria's emergency broadcasting policy on behalf of the emergency services, including the CFA, Department of Environment, Land, Water and Planning and the Victoria State Emergency Services (VICSES).

During emergencies, Victoria's emergency broadcasters will broadcast information, including updates and community alerts, which will help the public to make decisions based on the advice of the emergency services.

If necessary, emergency warnings will interrupt normal programming on the radio and television station.

Emergency broadcasters include ABC Local Radio and commercial radio stations across Victoria and SkyNews television.

Three key radio stations for this area include:

- Port Fairy ABC Local 1602 AM
- Warrnambool ABC Local 1602 AM
- Warrnambool Coast 95.3 FM
- Warrnambool 3YB 94.5 FM

5.8.2 Official Emergency Services Websites

www.emergency.vic.gov.au is a single all-emergencies website for Victorians. It is Victoria's primary website for incident information and warnings. It provides a single source of information and advice to help people prepare for, respond to and recover from fire and flood.

VicEmergency has a real-time Google Map display with incidents across Victoria including fires, floods, storms, power outages, hazardous material incidents and traffic incidents.

<http://emergency.vic.gov.au>

5.8.3 Social Media

- Emergency Twitter Feeds
 - Victoria Police twitter.com/VictoriaPolice
 - SES news twitter.com/vicsesnews
 - SES warnings twitter.com/vicseswarnings
 - CFA updates twitter.com/CFA_Updates
- Emergency Facebook Pages
 - SES page facebook.com/vicses
 - CFA page facebook.com/cfavic
 - Victoria Police page facebook.com/victoriapolice



5.8.4 Culturally and Linguistically Diverse (CALD)

Special considerations need to be given to warning disabled and CALD (Culturally and Linguistically Diverse) groups. In the case where information or communication is required with persons unable to speak English an interpreter service such as the Telephone Interpreter Service may be able to assist:

- Immediate phone interpreting (24 hours, every day of the year) **Phone: 131 450**
- ATIS Voice phone interpreting (24 hours, every day of the year) **Phone 1800 131 450**

5.9 TRAFFIC MANAGEMENT

Public movement in and around an emergency scene may need restricting to either protect the public or the emergency scene.

The incident controller is responsible for developing, implementing and monitoring a traffic management plan, which may include establishing traffic management points to restrict

access. Victoria Police coordinates the implementation of the plan in accordance with EMMV Part 3, 5.2.4.

The MERO will provide advice and the On Ground Resource Coordinator should be notified.

5.10 SINGLE INCIDENT EMERGENCY ASSISTANCE

A single incident emergency is defined as an event that has occurred on a small scale, where individuals or families may have had their home or possessions severely damaged or destroyed, through an incident such as a house fire, localised flood, storm, burst pipes or vandalism.

The Municipal Recovery Manager can assist affected people by contacting/referring to the following agencies:

Australian Red Cross Victoria	<p>Emergency Assistance Red Cross help with immediate needs to assist affected people for the first few days following an incident to their principal residence. The service is designed to assist for the immediate term only until insurance and other services may be contacted and made available. This service is available 24 hours a day. There is a budgetary limit that can be spent per person.</p> <p>Where possible it is recommended for affected people to stay with friends and relatives; this provides emotional support much needed at a traumatic time.</p>
	<p>Services provided include:</p> <ul style="list-style-type: none"> • Accommodation (2-3 nights motel accommodation) • Clothing – new essential items per household member • Toiletries and groceries • Emotional support and assistance contacting other organisations when required.
Victorian Council of Churches Emergencies Ministry	<p>Personal Support</p> <ul style="list-style-type: none"> • Provide personal support and pastoral services at emergency recovery centres • Support outreach activities with trained outreach and visitation workers • Provide personal support and other information to people and communities affected by emergencies
DHHS	<p>Personal Hardship Grants Emergency grants provide assistance to meet immediate basic needs and are available for single household incidents as well as emergencies. See DHHS Website for more details.</p>
Salvation Army	<p>Community Support Services Emergency relief, material aid, advocacy, referral and support to people in personal and financial crisis.</p>

Centrelink	Crisis Payment may be available to assist those in severe financial hardship who have been forced to leave their home and establish a new one because of an extreme circumstance (domestic violence or their house burning down). Contact Centrelink for more information.
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5.11 NEIGHBOURHOOD SAFER PLACES – PLACES OF LAST RESORT

Neighbourhood Safer Places – Places of Last Resort (NSP-PLR) are municipal council designated buildings or spaces within the community that may afford some protection from radiant heat, the biggest killer during bushfire.

They are a place of last resort in bushfire emergencies only. They are a last resort shelter that may assist people when there is imminent threat of bushfire and they have no plan, or their planned options are not possible.

They are not locations to relocate to when leaving early. On days when there is advice to leave early people should relocate well away to an area of lower risk either the night before or early in the morning.

The degree of safety afforded by Neighbourhood Safer Places will depend on a number of factors, including the intensity of the bushfire.

There are 8 NSP-PLR's that have been assessed by CFA within the Warrnambool City Council municipal area.

	Location	Address
1	Albert Park - Walter Oval Car Park	Coulstock Street Entry (opposite Foster Street) Warrnambool 3280.
2	Lake Pertobe Adventure Playground Car Park	Pertobe Road (Opposite Warrnambool Surf Life Saving Club) Warrnambool 3280.
3	Albert Park - Football Club Car Park	Cramer Street Warrnambool 3280.
4	Merrivale Recreation Reserve Car Park	Cnr Merrivale Drive & Landmann Street (entry off Merrivale Drv) Warrnambool 3280.
5	EJ King Reserve Car Park	Simpson Street (between Otway Road and Bostock Street) Warrnambool 3280.
6	Davidson Oval Car Park	Cnr Caramut Road & Fairfax Avenue (entry off Caramut Road) Warrnambool 3280.
7	Albert Park - Reid Oval (sealed road at southern edge)	Coulstock Street Entry (between Japan St & Foster St) Warrnambool 3280.
8	Albert Park - Mack Oval Car Park	Grafton Road Warrnambool 3280.

Table 9: Neighbourhood Safer Places – Places of Last Resort

A map of the Neighbourhood Safer Places – Places of Last Resort is attached at Appendix 26 or can be accessed here <http://www.saferplaces.cfa.vic.gov.au/cfa/search/default.htm>

5.12 FIRE REFUGES

There are no designated fire refuges in the foot print of Warrnambool City Council.

5.13 EMERGENCY CALL CENTRE

The Emergency Call Centre may be established to enable Council to assess the impact of an emergency and then respond, in consultation with emergency services, to the needs of affected persons and communities.

The Call Centre enables the following activities to be undertaken:

- Management of requests for assistance from the public which may be directed to the appropriate authority or service;
- Collection of emergency impact data;
- Collation and dissemination of relief information to impacted people; and
- Management of offers for support with relief needs.

The Emergency Management Coordination Group will determine whether to set up a call centre.

5.14 INTEGRATION OF RECOVERY

Council is responsible for relief and recovery management at the municipal level.

The Incident Controller, DHHS, MERC, MERO and MRM will start planning for the transition to recovery as soon as possible following the initial impact of an emergency.

The Emergency Management Coordination Team should be involved in these discussions to ensure all agencies have a shared and consistent understanding of the planning, timing and expectations for the transition to recovery.

Council is responsible for managing emergency relief centres during emergency response and they may need to continue providing these services under recovery management arrangements after other response activities have finished.

A number of considerations impact the timing of the transition of coordination from response to recovery. These include:

- The nature of the emergency and whether a recurring threat is likely
- The extent of the impact on the communities, as this may determine the length of the transition period
- The level of loss/damage and the extent to which this has been validated
- The extent to which the community needs emergency relief
- The resources required for the activation of recovery arrangements

The emergency response coordinator is responsible for advising all agencies involved in the emergency of the time of termination of the emergency response phase. Following the

termination, the effects of the emergency may continue with the recovery activities often continuing for some time⁷.

Although the termination of the response phase implies the cessation of the responsibilities of emergency response coordinators, both they and the emergency response agencies may continue to operate in recovery through a previously agreed role.

5.14.1 Termination of Response Activities and Handover of Goods / Facilities

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

In some circumstances, it may be appropriate for certain facilities and goods obtained under the emergency response arrangements, to be utilised in recovery activities. In these situations there would be an actual hand over to the MRM of such facilities and goods. This hand over will occur only after agreement has been reached between response and recovery managers.

If the emergency is of significant size which has resulted in DHHS being actively involved, then the Municipal/Regional Coordinator will consult with the MERO, MRM and Recovery Manager from DHHS to agree on the timing and process of response stand down.

⁷ EMMV Part 3, 4.6

APPENDIX 20: WARRNAMBOOL CITY COUNCIL EMERGENCY RESOURCES ACTIVATION AND PROCEDURE GUIDELINES

TRIGGERS FOR ACTIVATION

ALERT/NOTIFY

Municipal Emergency Resource Officer (MERO)

Task	Time	Comments
Contact the following people:		
MEM		
MRM		
Manager Communications		

STANDBY

Municipal Emergency Resource Officer (MERO)

Task	Time	Comments
Contact the following people:		
MEM		
Deputy MERO		
MRM		
MERO Support Officer		
Manager Communications		
MOCC Manager		
Conduct a briefing with the above people		
Direct MOCC Manager to Standby MOCC		
Prepare a roster in the event of activation		
Do you need an Emergency Relief Centre?		
Do you need EHO's?		

Deputy MERO

Upon direction from the MERO:

Task	Time	Comments
Brief On Ground Resource Coordinator		
Brief Crisisworks Support Staff		
Brief Manager Information Services – re setting up the MOCC		

Manager Communications

Upon direction from the MERO:

Task	Time	Comments
Keep Council and CEO informed of the emergency		
Advise Council that MOCC is on standby		
Brief the City Assist staff of the emergency and provide them with information that can be provided to the community.		
Brief Communications Officer		
Brief Website Designer/Multimedia Producer		

MERO Support Officer

Upon direction from the MERO:

Task	Time	Comments
Reschedule MERO's meetings		
Attend the MERO's briefing via phone		
Log into Crisisworks and monitor		

Municipal Recovery Manager (MRM)

Upon direction from the MERO:

Task	Time	Comments
Contact the following and put on standby:		
Deputy MRM		
Relief Centre Manager Brief the Emergency Relief Centre Manager of the situation by phone. This briefing includes information on: the emergency (type, location, scale/severity, any other factors impacting on emergency relief arrangements), potential numbers of affected persons and any other relevant information known at the time.		
Notifying the Emergency Relief Centre Manager to put the Emergency Relief Centre Volunteer Teams on standby		
Attend the MERO's briefing		

Do you need an ERC? Talk with MERO. Which one? Arc or Archie Graham?		
Contact ERC Managers and put on standby		

Deputy Recovery Manager (MSIA Coordinator)

Task	Time	Comments
Contact the following and put on standby, if required:		
Social Environment Coordinator		
Built Environment Coordinator		
Natural Environment Coordinator		
Economic Environment Coordinator		

Municipal Relief Centre Manager

Upon direction from the MERO:

Task	Time	Comments
Contact the Relief Centre Support Officers and put on standby		

ACTIVATION

Notification from MERC or control agency – activation within 30mins

Municipal Emergency Resource Officer (MERO)

Task	Time	Comments
Notify the Manager Communications of activation		
Activate MOCC		
Email all staff advising that an emergency response has been activated		
Provide assistance to VicRoads regarding the closure or clearing of roads		
Activate resources such as plant and equipment to predetermined marshalling areas (See 5.3.5 for further information re supplementary supply)		

Activate Municipal Emergency Coordination Group. This Group consists of the MERO, Manager Communications and MRM.		
Activate EMLO to ICC		
Activate Emergency Relief Centre in consultation with MERC & MRM		
Ensure that the opening and location of ERC is communicated to the communities impacted by the emergency		
When safe to do so activate deploy personnel/equipment as requested		
List all resources deployed		
Produce briefings on a regular basis for relevant authorities and bodies		
Maintain records of financial commitments made by council in response to the emergency, or on behalf of requesting agencies		
Liaise with MERC regarding the transition into recovery		

Manager Communications

Upon direction from the MERO:

Task	Time	Comments
Notify the CEO of activation		
Notify City Assist of the emergency		
Notify the Communications Officer, Website Designer/Multimedia Producer		
Prepare information for facebook/twitter/ that supports what the control agency has advised the community		

Deputy MERO

Upon direction from the MERO:

Task	Time	Comments
Activate On Ground Resource Coordinator Are roads blocked? Are drains blocked? Have fallen trees blocked roads?		

Activate Crisisworks Support Staff to enter data into system		
Active Manager Information Services to set up MOCC		

MERO Support Officer

Upon direction from the MERO:

Task	Time	Comments
When MOCC is activated reschedule all meetings on behalf of key Municipal Emergency Management Coordination Group staff		
Attend the MERO's briefing		
Provide support to MERO		
Enter data into Crisisworks as per instructions from MERO		

MOCC Manager

Upon direction from the MERO:

Task	Time	Comments
Establish the MOCC for activation according to the MOCC layout floor plan (as per Appendix XX: SOP MOCC Initial Set Up)		
Post 'MOCC IN OPERATION APPROVED ACCESS ONLY' signage on all entry and exit doors of the MOCC		
Register personnel arriving/departing the MOCC		
Ensure information is gathered and handled in accordance with WCC & Moyne EM Handbook		
Ensure only authorised personnel enter. Those who are unauthorised (media, staff without MOCC roles) should not be within a MOCC		
Ensure the generator is ready for use		
Ensure all staff at the MOCC operate in accordance with OHS and Workplace Agreement guidelines in relation to shift times		
Ensure staff have breaks to maintain operational effectiveness		
Ensure catering arrangements are in place		
Updating the whiteboard & Crisisworks		

Attend the MERO's briefing.		
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Municipal Recovery Manager (MRM)

Upon direction from the MERO:

Task	Time	Comments
Activate the Deputy MRM		
Activate the Relief Centre Manager		
Attend the MOCC		
Attend MERO's briefing		
Ensure that the nominated Emergency Relief Centre is opened within a timely manner		
Notify DTF that a relief centre has been opened		
Ensure the opening and location of the Emergency Relief Centre is communicated to the communities impacted by the emergency in a timely manner in conjunction with the Municipal Emergency Response Coordinator and the Municipal Emergency Resource Officer		
Ensure full records are maintained of all communications, including deployment		
Maintain records of financial commitments made by Council in response to the emergency, or on behalf of requesting agencies in relation to the emergency		
Request Victoria Police deliver the emergency registration kit to the ERC		
Ensure the effective resourcing and management of the Emergency Relief Centres		
Produce briefings on a regular basis to the Municipal Emergency Coordination Group		
Notify Australian Red Cross (Victoria) of Emergency Relief Centre Activation for registration and catering teams and Victorian Council of Churches for community support services and St John/ Australian Red Cross for First Aid (Appendix XX)		
Liaise with Municipal Emergency Coordination Group regarding the transition from emergency relief to recovery.		

Develop the Community Recovery Committee		
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Deputy Municipal Recovery Manager / MSIA Coordinator

Task	Time	Comments
Attend MERO briefing		
Deploy coordinators when advised safe by the ICC		
Document when deployed and location – maintain records		
Schedule regular reporting times for teams to report back into MOCC. Document in Crisisworks		

Municipal Emergency Relief Centre Manager

Upon direction from the MERO:

Task	Time	Comments
Attend at the nominated relief centre. Follow SOP Operating a WCC Emergency Relief Centre		
Activate Relief Centre Support Staff		
Take or organise the ERC kit to the ERC		
Regularly brief the MRM		
Allocate tasks to the Relief Centre Support Officers		
Notify the MRM as soon as the ERC is established		
Support other agencies such as Red Cross in their roles		
Manage the ERC		
Assign roles and responsibilities to deputy emergency relief centre managers and other staff as outlined in Section 2. Ensure all municipal council staff fulfilling key emergency relief centre roles are suitably identified with tabards. Other municipal council staff should wear their municipal council ID badges		
Assign a staff member to set up an information and communication exchange area with whiteboards and noticeboards. Ensure information is current and updated regularly		
Contact MOCC if additional resources are required		

Regularly update the MRM of the ERC situation		
Monitor Relief Centre Support Staff and ensure breaks are regularly taken		
Brief ERC staff at the beginning of each shift		
Hold debriefs at the conclusion of each shift		
Ensure staff are keeping a log recording all ERC activities and requests		
Ensure the maintenance of staff and volunteer attendance sheets		
Liaise with Environmental Health Officer for monitoring on-site hygiene and food safety requirements.		

Emergency Management Liaison Officer

Upon direction from the MERO:

Task	Time	Comments
Attend briefings at ICC		
Provide regular reports to MERO via phone: Are roads blocked? Do alternative routes need to be planned?		
Obtain information regarding initial impact assessments and pass to MERO		
Update Crisisworks		

Health Officer

Upon direction from the MERO:

Task	Time	Comments
Attend briefings MECC		
Provide advice, if required, to MERO about:		
Water (purity & quantities)		
Waste collection and disposal		
Sanitation		
Accommodation		
Disposal of dead stock and animals		
Water, land or air pollution		
Dissemination of information on public health issues		
Development of Public Health Notices		

On Ground Resource Officer

Upon direction from the MERO:

Task	Time	Comments
Attend at predetermined resource marshalling area		
Provide regular reports to MERO		
Maintain list of resources in and out of marshalling area		

Chief Executive

Upon direction from the MERO:

Task	Time	Comments
Notify the Mayor and Councillors		
Contact and meet with Directors		
Ensure support is provided to the MERO		
Liaise with the Mayor and Councillors		

Corporate Directors and Managers

Upon direction from the MERO:

Task	Time	Comments
Ensure that divisional resources are made available to the MERO		
Ensure core business activities and services are maintained		
Ensure Council operational staff are given regular status reports		
Ensure welfare and rostering of staff who are maintaining core business activities and services		

STAND DOWN

When the control agency and emergency response coordinator are satisfied that the response to the emergency has been completed, a number of actions are required to complete the emergency response activities.

Municipal Emergency Resource Officer (MERO)

Upon direction from the MERC:

Task	Time	Comments
Notify the follow people to Stand Down		
MEM		
MERC		
Deputy MERO		
MRM		
MFPO		
MERO Support Officer		
CE		
Manager Communications		
MOCC Manager		
Health Officer		
Emergency Liaison Officer		
On ground resource coordinator		
Ensure that all Emergency Record Log Books and MOCC Message / Request books remain in the MOCC		
Update Crisisworks		
Email all staff advising that the emergency is over		
Arrange for a debriefing of all staff who participated in the emergency		

MOCC Manager

Upon direction from the MERO:

Task	Time	Comments
Pack up all MOCC equipment and place in the MOCC cupboard		
Remove signage from all entry and exit doors of the MOCC		
Conduct audit of all MOCC kits		
Arrange for the replacement of missing items		

MERO Support Officer

Upon direction from the MERO:

Task	Time	Comments
Assist the MERO in ensuring that all Emergency Record Log Books and MOCC Message /		

Request books remain the MOCC		
Update Crisisworks		

Municipal Recovery Manager

Upon direction from the MERO:

Task	Time	Comments
Ensure all documentation relevant to the MOCC remains in the MOCC		
Stand down Emergency Relief Centres		
Arrange for all staff / personnel who attended an Emergency Relief Centre to participate in a debrief		
If transitioning into long term recovery see tasks in Section 6.13 below		

Municipal Emergency Manager (MEM)

Upon direction from the MERO that the MECC has been stood down, issue an email to all staff informing them that the MOCC is no longer in operation.

RECOVERY

Relief and recovery begin when an emergency occurs and many response, relief and recovery activities are undertaken concurrently.

Municipal Recovery Manager

Upon direction from the MERO:

Task	Time	Comments
Communicate with the Community about their needs and consider a Community Recovery Committee or other engagement methods.		
Coordinate the 4 recovery environment officers		
Coordinate municipal and community resources for community support, relief and recovery		

Liaise with the MERC & MERO on the best use of council resources		
Liaise with relevant external partners in emergency management		
Establish and coordinate recovery centre		
Liaise, consult and negotiate with recovery agencies on behalf of affected communities		
Assist with the collating and evaluation of information gathered in the post-impact assessments (Appendix 29)		
Provide advice and assistance with the development of a recovery plan – plan identifies agreed priorities (use Disaster Recovery Toolkit Part 4)		
Activate a Community Recovery (Operations) Committee, if required		
Participate in Community Recovery Committees		
Liaise with DHHS		
Establish a public information and coordination centre at the council offices or a location more appropriate to the affected area/s		

APPENDIX 21: MUNICIPAL OPERATION COORDINATION CENTRE - STANDARD OPERATING PROCEDURES

Objective

To ensure the efficient set up of the Municipal Operation Coordination Centre

Location

Committee Room 1
Warrnambool Civic Centre
25 Liebig Street
Warrnambool VIC 3280

Role of MOCC

The MOCC is not the control centre for emergency response but the focus for organising any support that may be needed. It is from the MOCC that relevant personnel coordinate and organise emergency provision of council and community resources within the municipal district, or by agreement, to a neighbouring district.

The MOCC also:

- monitors all operational activities for recording, debriefing and planning purposes;
- operates during larger response operations; and
- operates for the relief and early recovery activities in which council's roles require coordination.

Activation of MOCC

The MOCC can be activated at the request of the Municipal Emergency Response Coordinator and/or Municipal Emergency Resource Officer.

Activation Procedure

- Access building to be used as MOCC
- If needed, clear area to be used (should be done by office staff)
- Call in appropriate staff
- Set up tables and chairs
- Provide necessary stationery
- Establish and test MOC communications
- Install visual display boards and maps

Staffing of MOCC

Staffing of the MOCC should be made up of the following:

- MERO
- MRM
- Manager Communication
- MERO Support Officer

- MOCC Manager/Crisisworks Coordinator
- Crisisworks Support Staff
- IT Technical Support

Others as required or co-opted

Communications

All communications in and out of the MOCC must be logged on Crisisworks and actioned accordingly. This applies to all radio, telephone, and other messages. In some cases this may only require logging and filing.

Media

Civic Centre Foyer will be used as a media liaison area for briefings.

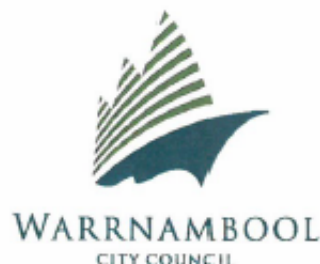
Appendix 24: CONTRACTORS PLANT

Plant	Contact	Capacity
Backhoes		
Cowland	0438 633 219	
McKinnon Quarries & Civil	5562 3985	
Rodger Constructions	5565 4444	
Watson	0409 174 159	
Water Tankers		
Bartlett		Council Tank
Rentsch		20,000l
McKinnon Quarries & Civil	5562 3985	12,000l
McKinnon Quarries & Civil	5562 3985	20,000l
Rodger Constructions	5565 4444	11,000l
Mibus (Portland)	5523 6888	30,000l
Molan	5593 3127	20,000l
Graders		
Davidson	5569 2356	Cat 120
Mibus (Portland)	5523 6888	Cat 12H
Davidson 12H	5569 2356	Cat 12H
Molans (Camperdown)	5593 3127	Volvo GD720
Rodger Constructions	5565 4444	Cat 12H
McKinnon Quarries & Civil	5562 3985	Cat 12 H
Truck Hire		
Bartlett		4x2-PM only
Cowland	0438 633 219	6x4 Rigid-12t
Rentsch		20 cu.m. Semi
McKinnon Quarries & Civil	5562 3985	6x4 Rigid-12t
Molan	5593 3127	6x4 Rigid-12t
Cowland	0438 633 219	Tr and Pig-24t
Rodger Constructions	5565 4444	6x4 Rigid-12t
Davidson	5569 2356	Truck and Dog-30t
Mibus (Portland)	5523 6888	Semi-22 cu.m.
Watson	0409 174 159	6x4 Rigid-12t
Rodger Constructions	5565 4444	Semi-18 cu.m.
Watson	0409 174 159	Truck and Dog-30t
Molan	5593 3127	Truck and Dog-30t
McKinnon Quarries & Civil	5562 3985	Truck and Dog-30t
Excavators 8-15t		
John Keast	0417 380 322	8 tonne
McKinnon Quarries & Civil	5562 3985	8 tonne
Cavan Constructions	5562 8258	8 tonne
P.F. Dingo	5568 5238	13 tonne
Rodger Constructions	5565 4444	14 tonne
Excavators 20-25t		
Mibus (Portland)	5523 6888	20 tonne
Davidson	5569 2356	25 tonne
Cowland	0438 633 219	20 tonne
McKinnon Quarries & Civil	5562 3985	20 tonne
McLeod, Panmure	0422 350 980	20 tonne
Rodger Constructions	5565 4444	20 tonne

John Keast	0417 380 322	20 tonne
Watson	0409 174 159	20 tonne
Excavators 30 tonne		
Mibus (Portland)	5523 6888	30 tonne
Molan	5593 3127	30 tonne
Rodger Constructions	5565 4444	30 tonne
Watson Contractors	0409 174 159	30 tonne
McKinnon Quarries & Civil	5562 3985	30 tonne

APPENDIX 25: EMERGENCY MANAGEMENT RESOURCE SHARING PROTOCOL

Emma Fitzclarence Lake
Manager Emergency Management Policy
Municipal Association Victoria
GPO Box 4326,
Melbourne VIC 3001



19 March 2020

Dear Emma,

Re: Protocol for Inter-council Emergency Management Resource Sharing

The Warrnambool City Council confirms its commitment to this protocol.

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

The application of this protocol is expected to enhance the capability of councils to provide the best possible outcomes for emergency management and to support the step up arrangements as detailed in the Emergency Management Manual Victoria (EMMV).

The co-ordination of responding agencies involves the systematic acquisition and application of resources (personnel, equipment and facilities) in accordance with the requirements of the emergency. This protocol will facilitate appropriate timely mustering of resources ready to discharge municipal functions.

Yours Sincerely,

Scott Cavanagh
Director City Infrastructure
Municipal Emergency Resource Officer

Civic Centre 25 Liebig Street
Warrnambool Victoria Australia
PO Box 196 Warrnambool VIC 3280

Telephone (03) 5559 4800
Facsimile (03) 5559 4900
Email: contact@warrnambool.vic.gov.au

Website: www.warrnambool.vic.gov.au
ABN 44 594 246 321

APPENDIX 26: NEIGHBOURHOOD SAFER PLACES

