

Whittlesea Municipal Emergency Management Plan

Version 5.0



Whittlesea
MEMPC

Whittlesea Municipal Emergency Management Plan (V5.0)

September 2023

V5.0 Adopted by MEMPC 18 October 2023

To Activate this Plan: EMERGENCY RESPONSE (24/7)		
City of Whittlesea On-Call Emergency Management Duty Officer	Whittlesea MEMO	9217 2170 (24/7)
Victoria Police	Incident Emergency Response Coordinator	000 (24/7)
	Whittlesea Municipal Emergency Response Coordinator (contact via the IERC)	

For General Enquiries and Plan Administration:	
City of Whittlesea MEMP Executive Officer	resilience.management@whittlesea.vic.gov.au

Acknowledgement of Country

The Whittlesea Municipal Emergency Management Planning Committee recognises the rich Aboriginal heritage of this country and acknowledge the Wurundjeri Willum Clan and Taungurung people as the Traditional Owners of lands within the City of Whittlesea .

Preface

The Emergency Management Legislation Amendment Act 2018 (EMLA Act) establishes a new integrated and coordinated framework for emergency management planning at state, region and municipal levels.

Emergency Management Victoria (EMV) is leading the reform to Victoria's arrangements and key deliverables under Emergency Management Planning Reform include:

- A Program Office to support the implementation of the new arrangements
- Guidelines for preparing State and Regional Emergency Management Plans
- Development of the State Emergency Management Plan and eight Regional Emergency Management Plans
- Guidelines for preparing Municipal Emergency Management Plans

It is for this reason that this Whittlesea Municipal Emergency Management Plan ("plan") was completely reviewed in August 2023 (V5.0), to ensure it is simple and flexible to reflect the dynamic changing environment.

This plan (V5.0) now uses the new format for the plan design and also adopts the new MEMPC logo. It also transitions to the new assurance approach with the North West Metropolitan Regional Emergency Management Planning Committee.

This plan was developed and approved by the reformed Whittlesea Municipal Emergency Management Planning Committee (MEMPC) which was established on the 7th December 2020.

The Whittlesea MEMPC is a multi-agency committee and is not a Committee of the City of Whittlesea Council. However, the City of Whittlesea council commits to supporting the Whittlesea MEMPC in preparing and maintaining relevant sub-plans and supporting documents to this MEMPlan as described in our emergency management system (detailed in Section 8.2).

Section Content Summary

Section	Title	Key Content Summary
1	Introduction	- Vision, Goals and Key Directions for the City of Whittlesea - Aim and Objectives
2	Community Information, Area Description and History of Emergencies	- City of Whittlesea Districts and Precincts - Topography and the Build Environment - Demography and Our People
3	Planning and Management Arrangements	- Municipal Emergency Management Plan - Municipal Emergency Management Planning Committee - Management Arrangements
4	Prevention and Mitigation Arrangements	- Risk assessment process and CERA - Resource sharing - Community awareness and resilience
5	Response Arrangements	- Class of emergency - Command, control, coordination, consequence, communication and community connection - Agency roles and Emergency Management Teams - Phases of Activation - Public Information and Warnings
6	Relief Arrangements and Impact Assessment	- Relief and ERCs - IIA and SIA
7	Recovery Arrangements	- Recovery management arrangements - Recovery Information Centres - Community Led Recovery
8	Appendices	- Acronyms and Definitions - Amendment History - Sub-Plans, special plans and other documented arrangements - Maps

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1. Introduction



1. Introduction

The Whittlesea Municipal Emergency Management Plan (“Plan”) is a legislated document intended for use by emergency services, agencies and organisations with emergency management roles and responsibilities in the municipality of the City of Whittlesea. It is also available to the general public.

Emergencies can affect any community at any time causing injury, death, property and environmental damage and/or disruption. The State Government requires every municipality to have a Municipal Emergency Management Plan (MEMP) to cope with such events. This Plan addresses the prevention of, response to, provision of relief services and the recovery from emergencies affecting the municipality’s community. This Plan has been developed and approved by the Whittlesea Municipal Emergency Management Planning Committee (MEMPC).

In establishing the Plan, the Whittlesea MEMPC has consulted with Victoria State Emergency Service (VICSES), Victoria Police (VicPol), Fire Rescue Victoria (FRV), Country Fire Authority (CFA), Ambulance Victoria (AV), the Department of Families, Fairness and Housing (DFFH) and other local representatives including Northern Health and recovery organisations including Australian Red Cross (ARC) and Victorian Council of Churches Emergencies Ministry (VCC EM). The Plan is consistent with state and regional emergency management objectives. To achieve this, MEMPC agencies and the City of Whittlesea have representation on the Regional Emergency Management Planning Committee (REMPC) for the North West Metropolitan Region (NWMR).

Emergency planning involves identifying hazards and assessing risks so action can be taken to avoid, minimise and deal with them if they happen. The MEMPC has prepared a Community Emergency Risk Assessment (CERA) plan. The CERA provides Emergency Management Planning Committees with a framework for considering and improving the safety and resilience of their community from hazards and emergencies. The CERA approach aims to understand the likely impacts of a range of emergency scenarios upon community assets, values and functions.

Councils have an important role in emergency management, due to the resources owned or controlled, ability to access other resources within our communities and possession of vital information about our communities and vulnerable groups. Whilst response and recovery agencies are actively involved during and immediately after the emergency, Council has a responsibility for, and commitment to, the ongoing wellbeing of our community all the time.

1.1 Endorsement of the MEMP

This Plan addresses the prevention of, response to and recovery from emergencies within the Whittlesea municipal district. It is the result of the cooperative efforts of the MEMPC.

All enquiries regarding this authority or the Plan must be addressed in writing to:

Resilience and Emergency Management Team

City of Whittlesea

Locked Bag 1, Bundoora MDC, 3083

Or resilience.management@whittlesea.vic.gov.au

1.1.1 MEMPC Endorsement

This Plan (V5.0) was endorsed by the Whittlesea MEMPC on Wednesday 18 October 2023. Records of endorsement voting via out of session email correspondence can be obtained from City of Whittlesea council.

1.1.2 Statement of Assurance

Submission to North West Metro Region Emergency Planning Committee

Following adoption of this plan (V5.0) by the Whittlesea Emergency Management Planning Committee (MEMPC) on Wednesday 18 October 2023, it has been submitted to the North West Metro Region Emergency Planning Committee (REMPC) with the Statement of Assurance on Friday 20 October 2023.

1.2 Vision, Goals and Key Directions for the City of Whittlesea

Whilst this Plan is a multi-agency plan endorsed by the MEMPC, it acknowledges the local community and works in line with the City of Whittlesea council governance and community engagement principles.

1.2.1 City of Whittlesea Vision

Whittlesea 2040: A place for all is the long-term vision for the City of Whittlesea. It guides all of Council's work and future partnerships with the community and others.

In 2040, compassion is at the heart of our community.

A compassionate community makes sure that everyone feels cared for and supported in a deep and meaningful way. It makes our municipality increasingly welcoming, whether you've just arrived or your family has been here for generations.

What that appeal feels like is different for everyone. It might be having a job you like within easy reach or knowing your neighbour's name. Or maybe something even simpler, like hearing birds in the trees outside your window.

Our community offers a sense of place that includes everyone, where people from all walks of life are valued for who they are and the qualities they bring with them.

The four goals below will help achieve the vision. To realise each of these goals, our work will be focused on three key directions



Figure 2: City of Whittlesea 2040 Goals Graphic

1.2.2 City of Whittlesea Goals and Key Directions



Figure 3: City of Whittlesea 2040 Goals Graphic

1.3 Aim

This Plan aims to:

Ensure an effective and coordinated response in alignment with the Victorian State Emergency Management Plan (SEMP) and the North West Metropolitan Regional Emergency Management Plant (NWM REMP) in the provision of the agreed arrangements for the prevention of, response to, provision of relief services and recovery from emergencies that may occur in the City of Whittlesea municipality.

1.3.1 State Emergency Management Priorities

This Plan aligns with the State Emergency Management Priorities and the factors that are required to be considered and actioned during response to any emergency.

They allow Council to frame how it addresses what is important to individual communities.

The State Emergency Management Priorities are:

- Protection and preservation of life is paramount. This includes safety of emergency services personnel.
- Safety of community members including vulnerable community members and visitors/tourists located within the incident area.
- 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 consider the cultural, biodiversity and social values of the environment.

1.4 Objectives

The objectives of this Plan are to:

- Help individuals and communities to implement strategies to develop their own resilience against emergencies.
- Document agreed arrangements for the prevention of, response to and recovery from emergencies that could occur in the municipality both non-major emergencies and Level 1, 2 and 3 emergencies.
- Manage arrangements for the use and implementation of municipal resources in response to emergencies.
- Manage support that may be provided to or from adjoining municipalities; regional, state and or federal entities under relevant arrangements.
- Support the affected community to recover following an emergency which impacts them.
- Complement other local, regional and state planning arrangements.

2. Community Information, Area Description and History of Emergencies



2. Community Information, Area Description and History of Emergencies

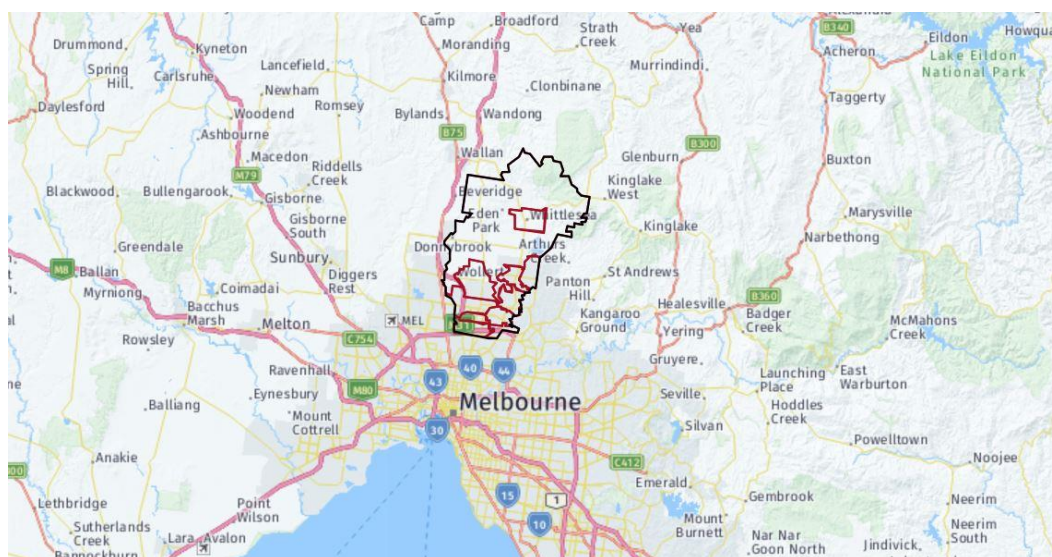


Figure 4: City of Whittlesea location in relation to Greater Metro Melbourne. Source: Google maps (black boundary indicates municipal area, burgundy boundaries indicates precincts)

The City of Whittlesea is located on Melbourne's northern metropolitan fringe, 20 kilometres north of the Melbourne City Centre. It is bounded by the Shires of Mitchell and Murrindindi in the north and north-east, the Shire of Nillumbik in the east, the Cities of Darebin and Banyule in the south and south-east, and the City of Hume in the west.

The City of Whittlesea features both urban and considerable rural areas.

The City is one of Melbourne's major growth areas, with significant future growth expected. The bulk of the population of the municipality is in the urban areas in the south, generally comprising Bundoora, Epping, Lalor, Mill Park, South Morang and Thomastown.

There are also substantial industrial and commercial areas in the south.

The rural areas of the City are characterised by farming and grazing, but also include forest, sites of conservation significance and historic township communities.

The City encompasses a total land area of approximately 490 square kilometres.

There are approximately 82,900 dwellings in the City. This figure is expected to increase substantially by 2036 to about 119,000. (Source 2021 census data).

More detailed and up to date information can be sourced directly from the City of Whittlesea GIS team and by referring to: <https://profile.id.com.au/whittlesea>

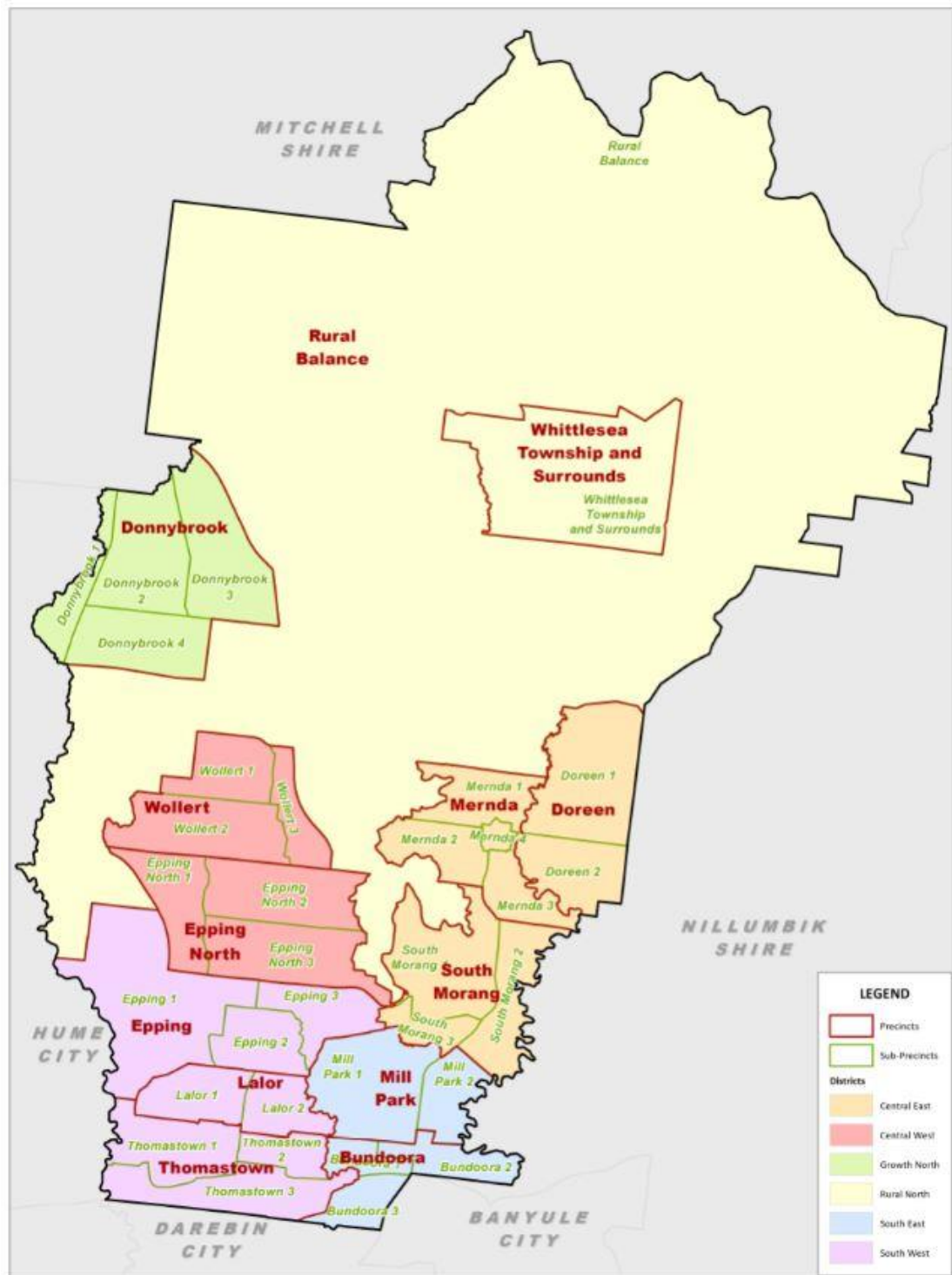
2.1 City of Whittlesea Districts and Precincts

The purpose of using districts and precincts is to ensure these important areas are strategically planned and infrastructure is delivered in a coordinated manner. They are planned to accommodate new homes and jobs, while providing for the needs of the community.

Council is currently updating Precinct Plans which will be consulted with the Whittlesea MEMPC for the purpose of more detailed and up to date community profile data (from various council service sources) and planning and mapping for such tasking such as a door knock or evacuation planning. Refer to Section 8.2 of this plan for a full list of sub-plans and supporting documents.

The district and precinct areas within the City of Whittlesea are:

District	Precincts
South West	Epping, Lalor and Thomastown
South East	Bundoora and Mill Park
Central West	Epping North and Wollert
Central East	Doreen, Mernda and South Morang
Growth – North	Donnybrook
Rural North	Rural Balance and Whittlesea Township and Surrounds.



2.2 Topography and Built Environment

The City of Whittlesea is located on the urban rural interface of metropolitan Melbourne. It is nearly 490 square kilometres in area and stretches from Bundoora and Thomastown in the south through to Beveridge and Kinglake West in the north. The topography is comprised of undulating fertile grassland with increasing mountainous regions in the north.

The urban residential areas to the south continue to expand however the majority of Whittlesea is utilised as farmland. In the east, west and north there are significant land parcels that are preserved for waterways and reservoirs. There are considerable areas scattered throughout the municipality associated with significant flora and fauna species. Many of these sites overlap with the waterway and reservoir catchment areas. The Beveridge region is also host to an extinct volcano. See Figure 4, Council Map 2018 (aerial photography) showing built environment in the south, farming and grass land in the north and bush and mountain areas in the north east.

2.2.1 Fire Hazards Profile

2.2.1.1 Fire Districts

The City of Whittlesea falls within the Country Fire Authority and Fire Rescue Victoria boundaries. DEECA also have a key responsibility for any fire on public land and will assist and support other agencies in tackling large scale incidents within the municipality.

All fire weather warnings for the City of Whittlesea fall within the Central Weather District.

2.2.1.2 Bush and Grass Fire

The City of Whittlesea falls partly within the Country Fire Authority (CFA) boundary due to the rural nature of the area during early 1950s. Today there are small pockets within the municipality that are still recognised as having a medium density bush landscape of which consideration and planning must be undertaken.

The City of Whittlesea has undertaken extensive consultation with stakeholders and the fire agencies to review, action and plan for bush fires within the municipality. Through this consultation the decision by the MEMPC was to develop a Municipal Fire Management Sub-Plan due to the moderate risk rating for the hazard was made. (See also Section 4.1 CERA of this plan).

As a legislative requirement, the City of Whittlesea Municipal Fire Prevention Officer on behalf of the City of Whittlesea MEMPC also contributes to the Northern and Western Metropolitan Regional Strategic Fire Management Plan 2015-2025.

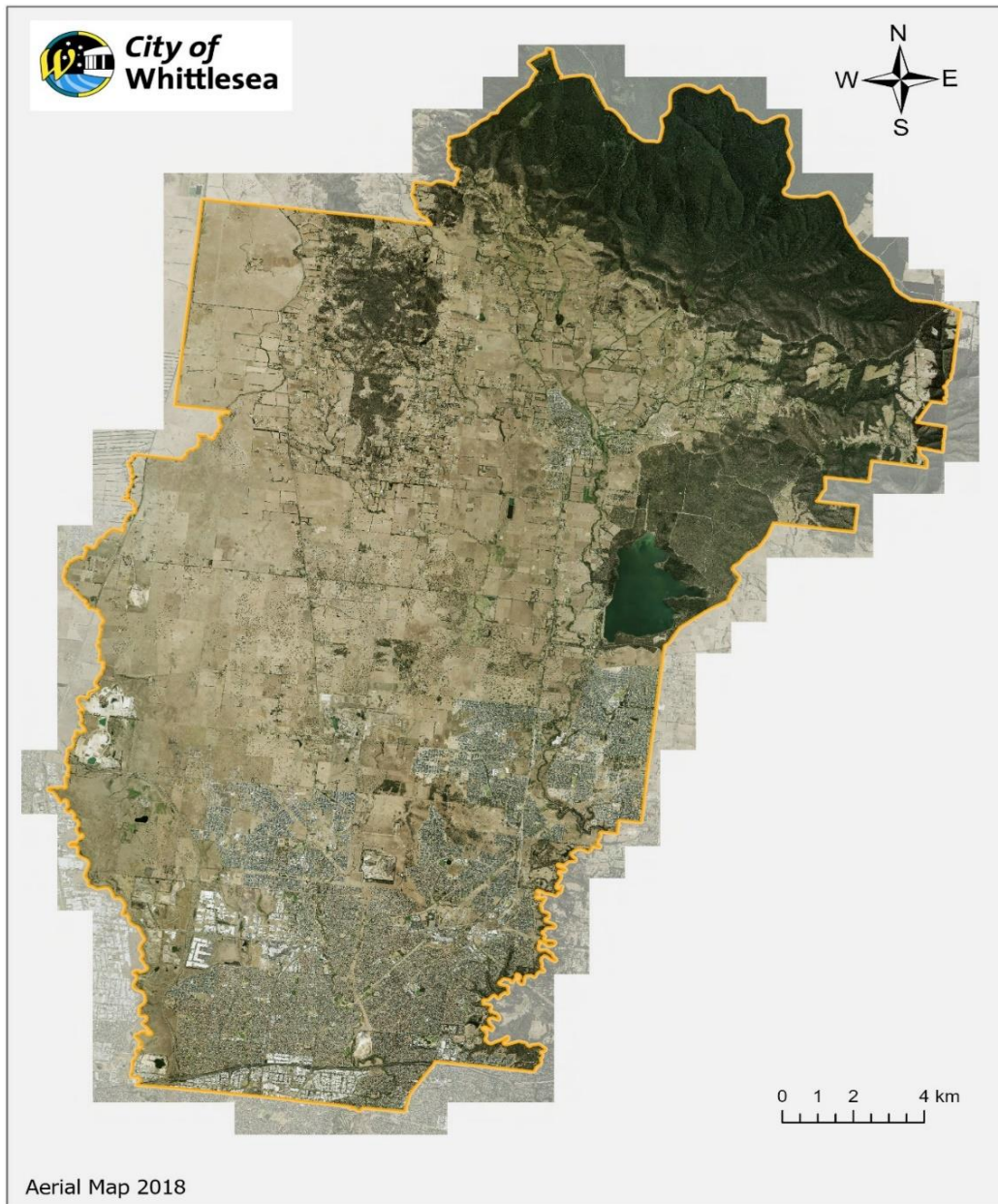


Figure 6: Council Map 2018 showing built environment in the south, farming and grass land in the north and bush and mountain areas in the north east. Source City of Whittlesea GIS

2.2.1.3 Municipal Fire Management Plan

The Whittlesea Municipal Fire Management Sub-Plan 2023-2026 [endorsed-whittlesea-municipal-fire-mgt-sp-2023-2026.pdf](#) is a sub plan of the MEMP.

The primary objective of the MFMP is the protection of human life from the threat of fire followed by the protection of critical infrastructure; protection of property and economic assets; and the protection of environmental and cultural values.

To achieve this, the Municipal Fire Management Planning Sub-Committee (MFMPSC) will work together in a coordinated manner to discuss, plan and manage fire in the community across the Prevention, Preparedness, Response and Recovery spectrum. Stakeholders will contribute knowledge, experience, resources and capability and aim to achieve measurable fire management outcomes through agreed and achievable risk treatments across an all hazards environment (bush and grass fire, structure and hazmat).

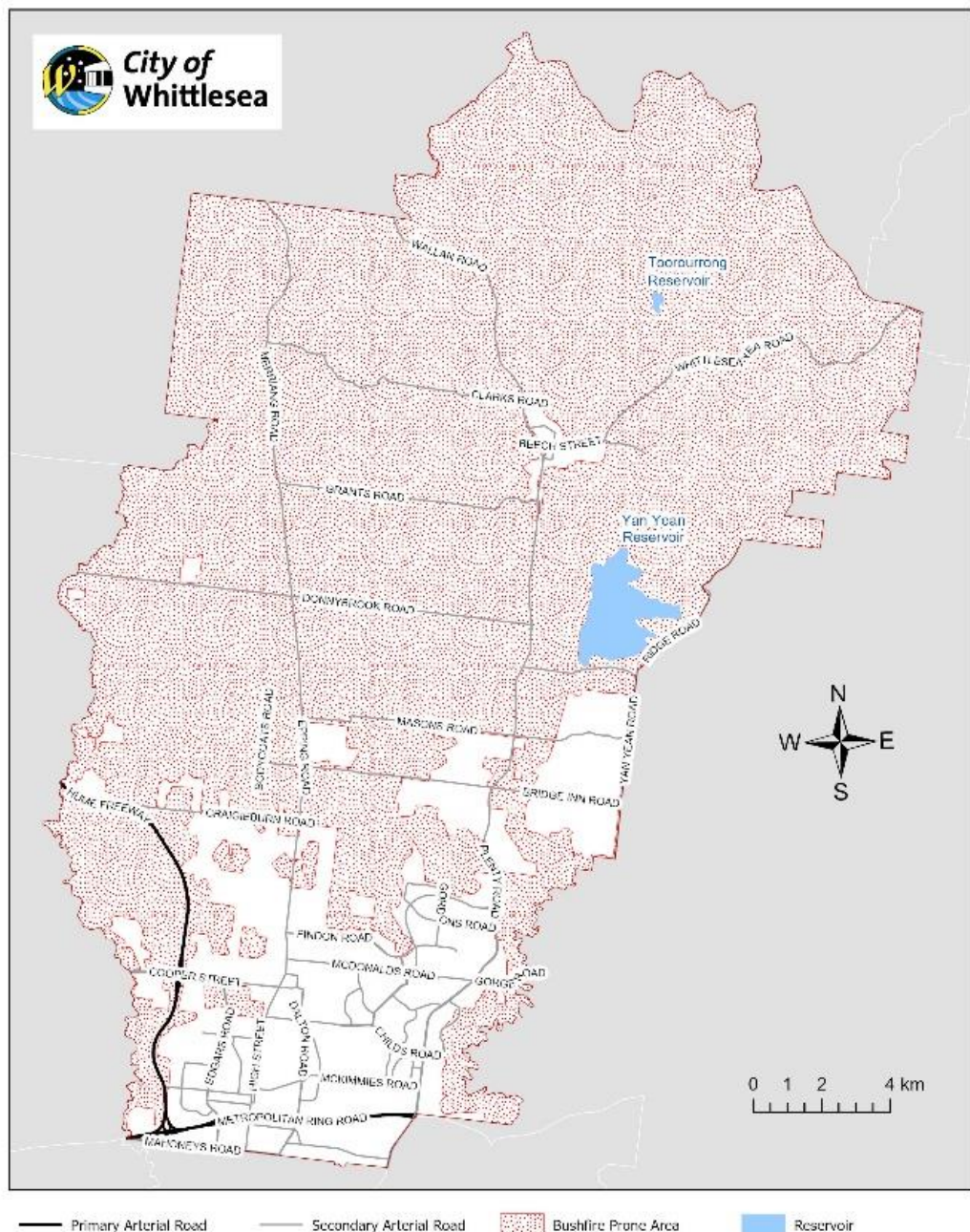
Refer to Section 8.2 of this plan for a full list of sub-plans and supporting documents.

2.2.1.4 Gazetted Bushfire Prone Areas and the Bushfire Management Overlay

The State Government of Victoria is responsible for allocating and gazetting areas that it believes and recognises as at risk from bushfire through; Bushfire Prone Areas (BPAs) and the Bushfire Management Overlay (BMO). These areas are mapped and gazetted through the States powers.

BPAs are managed through the building permit process, while BMO areas are managed through the planning permit process. Both processes set requirements to alter the natural environment and alter built form to reduce risk of damage from a bushfire.

Several areas neighbouring the municipality are also prescribed under the Bushfire Management Overlay and the community and landowners should make themselves aware from the State Government's land website. More information can be obtained from councils MFPO.



Bush Fire Prone Area

Figure 7: City of Whittlesea Bushfire Prone Area Map 2020. Source: City of Whittlesea GIS

2.2.2 Critical and Significant Infrastructure

Due to its location, the City of Whittlesea has several critical infrastructures [as defined under the Emergency Management (Critical Infrastructure Resilience) Regulations 2015], that assist the wider Melbourne metropolitan community in its day to day functioning that is either situated or running through the municipality.

2.2.2.1 Major Gas Pipeline

There are several major high-pressure underground gas pipelines located within the municipal boundary (refer to map below).

Gas Transmission Pipelines are a system of interconnected high-pressure gas pipelines that transport large volumes of natural gas from processing or storage facilities over long distances to consumer markets, for industrial use, residential supply networks, power generation and mining purposes. Gas Transmission Pipelines are steel pipelines with varying diameters and operate under high pressure to maximise the amount of compressed natural gas that can be transported.

As in the case with the pipelines that run through the City of Whittlesea, these Gas Transmission Pipelines are mostly found buried underground and run through pipeline corridors or easements and through roadways and public space areas. Gas Transmission Pipelines are identifiable by the warning signs located at regular intervals. These markers identify the pipeline route but do not indicate the exact location or depth of the buried pipeline.

Because of high-pressure nature of these pipelines, striking or puncturing one of these pipelines can cause an explosion and fire which has the potential to lead to severe injuries and fatalities and therefore a very thorough investigation and plan must be developed when working in the vicinity of such pipelines and all safety procedures must be followed as advised by the pipeline owner, manager and regulator. Signs that a pipeline is leaking or damaged include: a hissing or roaring sound, bubbling water, any unusual odour, dead or discoloured vegetation in an otherwise green location and soil discolouration

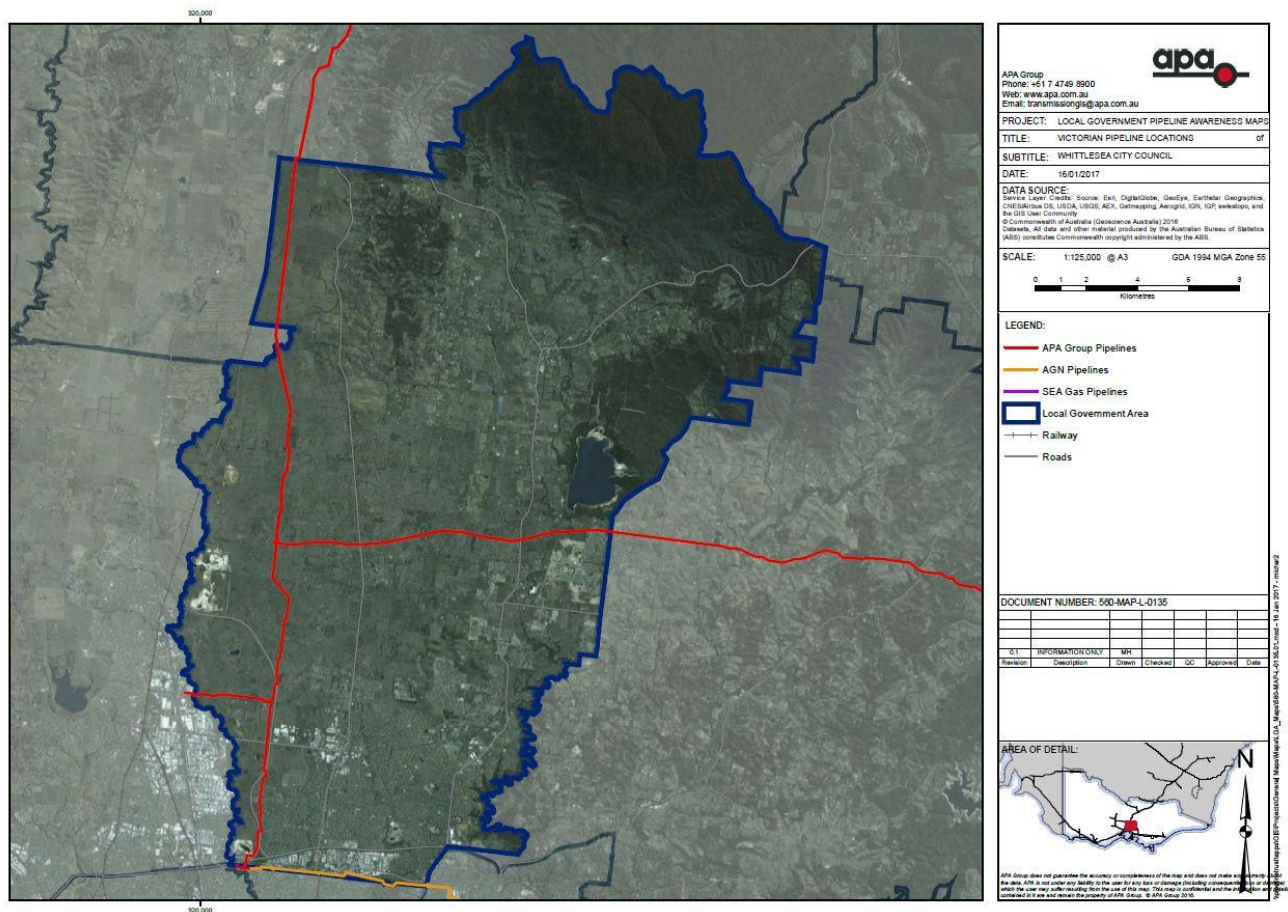


Figure 8: Major Gas Pipelines Map 2017. Source: APA Group

Information on specific high-pressure gas pipelines

APA Group- owned and maintained pipelines. APA own and manage a series of very high-pressure pipelines that run through the municipality and form part of the Victorian Transmission System (VTS). The VTS comprises approximately 1,992 km of pipelines which transports natural gas from various inlet points to load centres throughout Victoria. Almost all the natural gas consumed in Victoria is transported through the VTS. The VTS is a covered pipeline under the National Gas Law and National Gas Rules. The regulator is the Australian Energy Regulator (AER).

Located near the western boundary of the municipality and running the entire length from north to south, are a series of high-pressure pipelines ranging in size from 300mm to 750mm carrying pressures from 2760kPa to 15,300kPa. Depths can vary with indicative depths ranging from 750mm to 1200mm, however these depths change with changing terrain and development, therefore cannot be relied upon. For specific details, further investigation is required including lodging a DBYD enquiry.

There are also two east-west high-pressure pipelines that form part of the VTS and connected to the north-south pipeline. One is located centrally in the municipality through the suburbs of Doreen, Mernda and Wollert and the other one is located further south in the suburb Epping.

APA has a regular safety regime in place including, inline pipeline inspections (pigging), with leaks detected by aerial inspection and easement patrols, looking for frozen ground and discoloured areas. All the pipeline valves are inspected weekly by the local area field technicians. Electronic monitoring is also undertaken. As stated above it is imperative that when any excavation work is being undertaken at all for any reason that an enquiry is lodged with Dial Before you Dig (DBYD). For specific APA pipelines, APA is to be contacted on apanetworksprotection@apa.com.au or you can call Australian Gas Networks on 1300 001 001. In the event

of emergency relating to a pipeline APA Networks is to be contacted on 1800 GAS LEAK (1800 427 532) and also dial 000.

Australian Gas Networks-owned pipeline, known as T18 – Templestowe to Keon Park route. Running along almost the whole length of the very southern edge of the municipal boundary is the high-pressure transmission pipeline owned by Australian Gas Networks and operated and managed by APA Group. This pipeline is 450mm in diameter and with a licensed pressure of 2760kPa and a total length of 16.5km.

2.2.2.2 Major Power Transmission Lines

Major Transmission Lines are connected to two (2) terminal/switching stations in the City of Whittlesea, i.e. Thomastown and South Morang station. There are seven (7) major transmission lines connected at the South Morang station and six (6) major transmission lines connected at the Thomastown station. They are all managed by AusNet Services and form a significant link in Victoria's electricity transmission network. AusNet Services are members of Northern and Western Strategic Fire Management Planning Committee.

2.2.3 Yan Yean and Toorourrong Reservoirs

(See also 2.2.5 Major Waterways and Drains, of this plan for supporting information)

Melbourne Water manages and protects greater Melbourne major water resources, including reservoir and the pipe track networks. The two major reservoirs within the City of Whittlesea municipality are Toorourrong and Yan Yean Reservoir. Toorourrong Reservoir is located 5.5 km north-east of the Whittlesea township and was built to settle the pure mountain water coming from Jacks Creek. The water is then transported via a bluestone aqueduct into Yan Yean reservoir, located 5 km south east of the Whittlesea township. From Yan Yean reservoir, water flows further to the south via the Yan Yean Pipe Track. The Yan Yean Pipe Track is one of oldest and historical pipe tracks in Victoria and is still operational in supplying water to metropolitan Melbourne.

Melbourne Water as an authorised Water Corporation has been engaged directly by DEECA for these two sites to manage a range of emergency and-safety management issues including blue-green algae incidents, the safety of dams in Victoria, disruption to water and wastewater services, and for non-hazardous pollution of inland waters.

2.2.3 Road Network

Throughout the municipality, notable major roads include:

- Hume Freeway
- Metropolitan Ring Road
- Plenty Road
- Yan Yean Road
- Settlement Road
- Epping Road

The City of Whittlesea encourages responsible use of the road network and manages building and construction in a manner that minimises negative impacts on the community and protects public and council assets and amenity.

Permits are required for some works and uses on council roads including:

- Vehicle crossings
- Civil works
- Traffic management for event and works on road reserves
- Higher mass limit and b-double vehicles
- Parking heavy and large vehicles in residential streets.

Further details on the council permits are available on the council website at www.whittlesea.vic.gov.au

2.2.4 Rail Network

The City of Whittlesea has one major commuter and transport rail line running through the middle of the municipality from the South West corner in a north easterly direction which terminates in Mernda.

The Mernda rail line stations that are in the municipality (suburb) are: Keon Park (Thomastown), Thomastown, Lalor, Epping, South Morang, Middle Gorge (South Morang), Hawkstowe (South Morang) and Mernda. The state governments Level Crossing Removal project has seen several level crossings removed and the construction of several elevated stations such as Hawkstowe, Mernda and Reservoir.

2.2.5 Major Waterways and Drains

Stormwater drainage within the municipality is managed by the City of Whittlesea and Melbourne Water. The City of Whittlesea developed the following plans in conjunction with Melbourne Water, VICSES and VicRoads.

- Flood Management Plan
- Storm and Flood Emergency Plan (VICSES)
- Local Flood Guide – Whittlesea Township (VICSES)
- Local Flood Guide – Thomastown/Lalor (VICSES)

Refer to Section 8.2 of this plan for a full list of sub-plans and supporting documents.

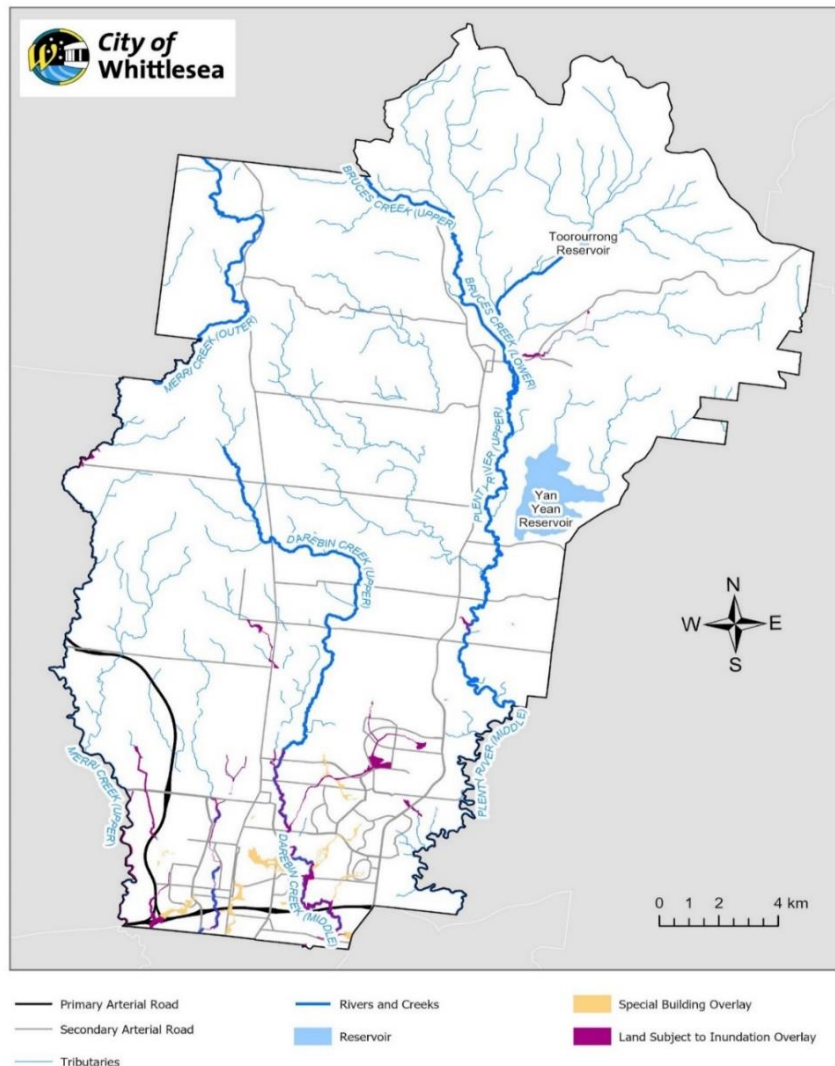


Figure 9: City of Whittlesea reservoirs, rivers, creeks and tributaries map 2019. Source: City of Whittlesea GIS

2.2.6 Educational Institutions

The City of Whittlesea is well served with a range of educational institutions.

Significant secondary school campuses (enrolments over 1000 students) and tertiary institutions include:

- RMIT Bundoora.
- Melbourne Polytechnic Epping.
- Marymede Catholic College South Morang.
- Hazel Glen College Doreen.
- Mill Park Secondary College.
- Mernda Central College.
- Epping Secondary College.
- Lalor Secondary College.
- St Monica's College.
- Other school campuses of note include:
- Ivanhoe Grammar Plenty Campus.

- Al Siraat College Epping.
- Laurimar Primary School.

To assist in emergency planning and consequence management the City of Whittlesea, in partnership with emergency service agencies and other stakeholders, maps the locations of these facilities and other places where many vulnerable people reside through its GIS system. These details are restricted and used by relevant emergency services and agencies in response and recovery. See also Section 2.3.5 Vulnerable Persons: register and facilities, of this plan.

2.2.7 Health/Medical and Aged Care Facilities

The City of Whittlesea is well served with a range of health, medical and aged care facilities.

The following hospitals and large medical centres are located within the municipality or close to its boundaries:

Within the municipality include:

- The Northern Hospital, Epping.
- Northpark Private Hospital, Bundoora.
- Plenty Valley Community Health Medical Centre, Mill Park.
- Epping Medical Centre, Epping.

Neighbouring the municipality include:

- The Austin, Heidelberg.
- Mercy Hospital for Women, Heidelberg.

In the City of Whittlesea, the number of persons aged over 60 is expected to increase by 22,973 (69.7%) by 2031 and comprise 17.5% of the total population. Several residential care facilities can be found across the municipality and a large proportion of these facilities are owned and managed by private operators and not for profit organisations.

As highlighted in this section, 11,260 residents in the City of Whittlesea live with a recognised disability of whom 6,694 are over the age of 60 and 1,214 of whom reside in non-private dwellings.

To assist in emergency planning and consequence management the City of Whittlesea, in partnership with emergency service agencies and other stakeholders, maps the locations of these facilities and other places where many vulnerable people reside through its GIS system. These details are restricted and used to assist in emergency management planning, including engagement, response and recovery. See also Section 2.3.5 Vulnerable Persons: register and facilities, of this plan.

2.2.8 Industry

The City of Whittlesea is an important source of economic value for Victoria. The Gross Regional Product is estimated at \$7.60 billion, which represents 1.8% of the state's GSP (Gross State Product).

Table 1 shows a breakdown of Full Time Equivalent (FTE) employment by industry sector in the City of Whittlesea

Industry	FTE Employment	%
Agriculture, Forestry and Fishing	821	1.4
Mining	152	0.3
Manufacturing	7,782	13.7
Electricity, Gas, Water and Waste Services	796	1.4
Construction	8,130	14.3
Wholesale Trade	2,580	4.5
Retail Trade	7,629	13.4
Accommodation and Food Services	2,123	3.7
Transport, Postal and Warehousing	3,412	6.0
Information Media and Telecommunications	356	0.6
Financial and Insurance Services	710	1.2
Rental, Hiring and Real Estate Services	654	1.2
Professional, Scientific and Technical Services	1,901	3.3
Administrative and Support Services	1,593	2.8
Public Administration and Safety	1,903	3.3
Education and Training	5,386	9.5
Health Care and Social Assistance	7,961	14.0
Arts and Recreation Services	658	1.2
Other Services	2,340	4.1
Total FTE Employment	56,886	100.0

2.2.6 Major Hazard Facilities

The City of Whittlesea has **no** Major Hazard Facilities within the municipality at the time of plan preparation.

Major hazard facilities (MHFs) are industrial sites that store, handle or process large quantities of hazardous chemicals and dangerous goods, including petroleum products.

Examples include:

- Oil refineries
- Chemical manufacturing sites
- Gas-processing plants
- LPG facilities
- Some warehouses and transport depots.

Victoria has approximately 35-45 MHFs on average at any one time. These sites must comply with stringent legal requirements, including preparation of a safety case and a license to ensure they are operated safely. MHFs are managed and regulated by WorkSafe Victoria with the assistance of EPA Victoria around environmental impacts.

As part of emergency management planning within the municipality, the City of Whittlesea's MEMPC is made aware of facilities within and neighbouring the municipality, as well as those that could have an impact on the City of Whittlesea community to assist in planning.

2.2.10 Materials Recycling and Landfill

Over 30 materials recycling and landfill operations are based within the City of Whittlesea municipality. Both materials recycling and landfill operations must comply with requirements set by the Environment Protection Authority (EPA).

Most of the materials recycling operations within the municipality are concentrated with the Epping and Thomastown industrial areas.

A small number of 'legacy' landfills can also be found within the municipality, which in partnership with stakeholders are managed and monitored.

A major landfill site operates at Wollert and receives waste from several local council areas.

The Metropolitan Waste and Resource Recovery Group supports Melbourne's 31 metropolitan councils to work with their communities to minimise waste and maximise resource recovery. More information can be obtained here: www.mwrrg.vic.gov.au

2.2.11 Agricultural Profile

The City of Whittlesea has 18,238.18 ha zoned for agricultural use and there are 149 businesses registered as Agricultural, Forestry and Fisheries. Commodities produced include:

- Crops for hay.
- Eggs.
- Livestock for slaughtering (cattle, sheep, goats and poultry).
- Dairy – milk.
- Nurseries (trees, shrubs, plants, seedlings, etc.).
- Broadacre crops.
- Fruit (grapes, berries, apples, pears, apricots, nectarines, peaches, other stone fruit).
- Wool.

During the 2019/2020 financial year, agricultural, forestry and fishing exports totalled \$24.99 million, comprising domestic exports at \$5.19 million and international exports at \$19.80 million.

2.2.12 Bio Security

Australia is free of one of the world's worst animal diseases, foot-and-mouth disease, however outbreaks of other prominent animal disease such as swine flu and avian flu have and will continue to be experienced.

Animal pests and diseases are a major threat to Australia's livestock and poultry industries and an outbreak could impact on our access to export markets and undermine livelihoods.

Biosecurity means protecting the economy, environment, and the community from the negative impacts of pests, disease, weeds, and contaminants.

Biosecurity practices include: disinfecting, signage, maintaining boundary fences, checking for strays, restricting visitor and vehicle movements, ensuring all machinery brought onto the property is cleaned, good husbandry, ensuring purchases are from reliable sources, inspecting the flock or herd regularly, quarantining new stock.

For example, during response and recovery activities following fire events, unregulated vehicle traffic between properties and municipalities increases the risk of transmission of weeds and pathogens.

2.3 Demography and Our People

2.3.1 Population and Dwellings

The population of the City of Whittlesea has grown significantly in recent years. The 2006 usual resident population was 124,650, in 2016 it was 197,497, and in 2021 it had grown to 229,400. In 2021, residents lived in 82,938 dwellings with an average household size of 2.90.

The Census counts people where they were on the night of the Census (enumerated population) and by where they usually live (usual residence). Both these populations are useful and form the basis for a range of characteristics collected in the Census. However, the most accurate count of the total population is Estimated Resident Population, which factors in an estimate of those missed in the Census and those who were overseas on Census night. It is usually higher than either Census count and is also updated annually after the Census, providing preliminary estimates for up to 5 years.

Between 2021 and 2041, the population for the City of Whittlesea is forecast to increase by 128,883 persons (55.60% growth), at an average annual change of 2.24%.

One of the major drivers for population growth is additional dwellings to the housing stock. Residential development forecasts assume the number of dwellings in City of Whittlesea will increase by an average of 2,611 dwellings per annum to 136,797 in 2041.

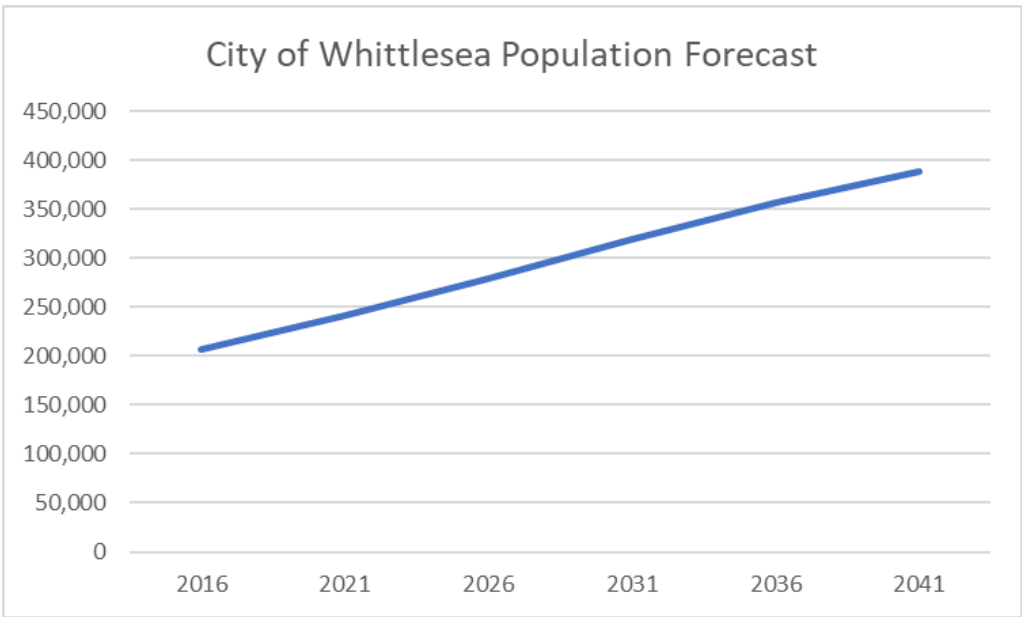


Figure 10: City of Whittlesea population forecast. Source: <https://profile.id.com.au/whittlesea/>

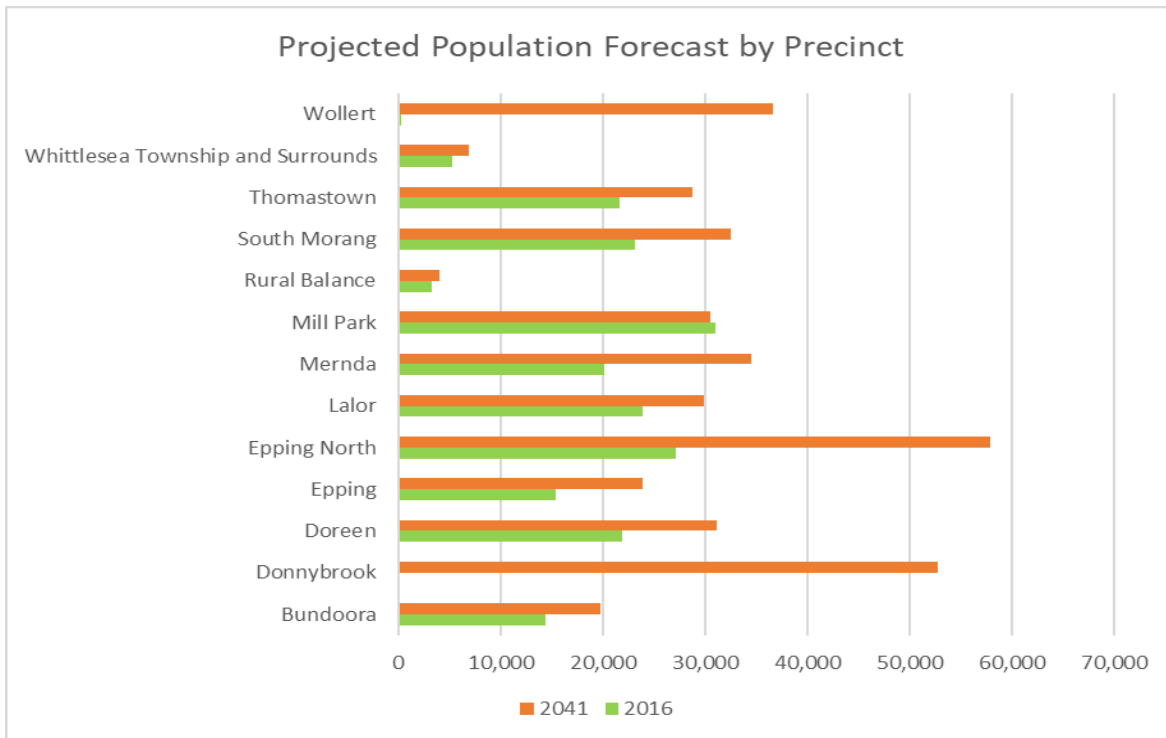


Figure 11: City of Whittlesea population forecast by precinct. Source:

2.3.2 Age

Most adult residents are of working age consisting of 59% of the municipality. Between 2016 and 2031, the age structure category, 'Parents and homebuilders (age 35 to 49)' is projected to have the greatest increase in growth.

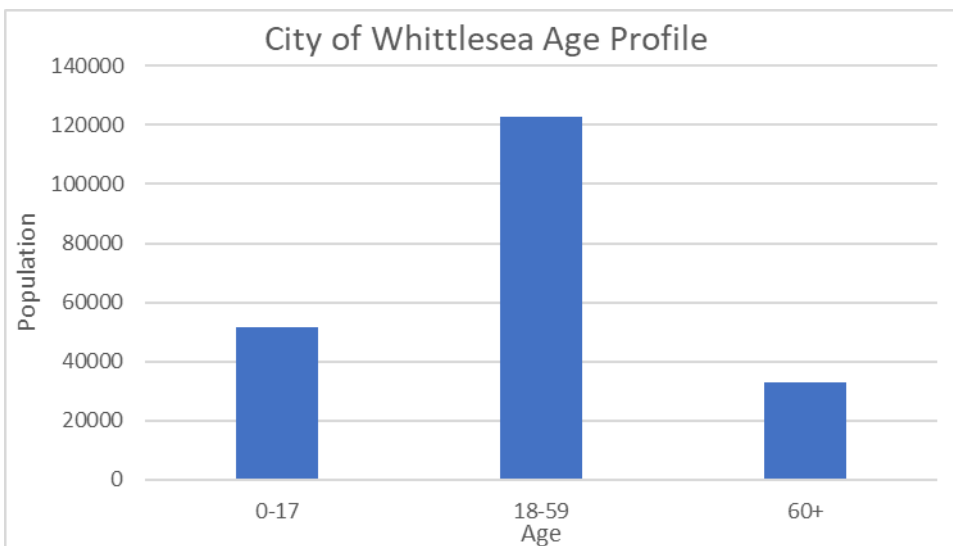


Figure 12: City of Whittlesea Age Profile. Source: <https://profile.id.com.au/whittlesea/>

2.3.3 Cultural Diversity

The City of Whittlesea is one of the most culturally diverse municipalities in Victoria. According to the 2021 ABS Census our residents come from 130 countries and they speak more than 135 different languages. Over 37% of people in Whittlesea were born overseas and 51% speak a language other than English at home.

The municipality includes a significant number of residents who settled here as migrants decades ago and a rapidly growing number of new arrivals have come from different parts of the world in recent years. Whittlesea is also home to many International students.

Acknowledging the strength of our cultural diversity, Council's Multicultural policy commits us to provide leadership on local multicultural issues and to inclusiveness and engagement with people from culturally diverse backgrounds.

Council also acknowledges that there are specific barriers to people from culturally diverse backgrounds accessing services and participating in civic life. These include language, costs of participation and low awareness of the service system. Critically for our Emergency Preparedness over 30% of residents report speaking English 'not well' or 'not at all'.

To address these barriers Council has a range of strategies including a cultural diversity team and the provision of Language Services which comprises the employment of bi-lingual staff where appropriate, a staff language aides program, access to interpreters on the phone or face-to-face and translated information materials that are disseminated through Council's information channels.

Language services is a complex and multifaceted set of service elements that in total ensure Council can communicate effectively with residents who are not proficient in English and therefore may have difficulty accessing our services, gaining information and participating at a civic level.

It is our commitment to provide residents with access to interpreters and to translated material in multiple languages. Prevention and preparedness messages and material should be produced in language to assist all communities in an easy English format, in the top ten primary languages spoken in the City of Whittlesea (based on 2016 Census) which are:

- Arabic
- Mandarin (Chinese Simplified)
- Greek
- Hindi
- Italian
- Macedonian
- Punjabi
- Tamil
- Turkish
- Vietnamese
- Persian (Farsi)

2.3.4 Aboriginal and Torres Strait Islander People

Whittlesea has the second largest Aboriginal Population in Metropolitan Melbourne. Council believes that the Aboriginal community is one of the fastest growing communities within the City of Whittlesea but obtaining accurate population data is difficult for a range of reasons. According to the 2021 Census, the number of

residents living within the City of Whittlesea who identified as Aboriginal or Torres Strait Islander is currently 2,270 people.

Council recognises that Aboriginal peoples enjoy self-determination. Aboriginal self-determination refers to governance and decision-making power of Aboriginal peoples. It is the right of Aboriginal peoples to determine their own political status and pursue their own economic, social and cultural interests. This makes it essential that Council's engagement practices with the Aboriginal community is open and meaningful and is based on Council's Aboriginal Reconciliation Policy.

Prevention and preparedness messages and material for the Aboriginal community should be developed in consultation with the Aboriginal community to ensure messaging is well targeted.

2.3.5 Vulnerable persons: Register and Facilities

Within the City of Whittlesea there are several vulnerable groups:

- Lower socio-economic groups
- Culturally diverse communities
- People with a significant disability
- Senior citizens including those residing in retirement villages and aged care facilities

2.3.5.1 Vulnerable Persons Register

For the purposes of the official register, a vulnerable person is defined as someone living in the community who is:

- Frail, and/or physically or cognitively impaired; and
- Unable to comprehend warnings and directions and/or respond in an emergency.

A vulnerable person may be identified for inclusion on the VPR if they cannot identify personal or community support networks to help them in an emergency.

As the City of Whittlesea municipality is partially located within a CFA district, a Vulnerable Persons Register (VPR) must be coordinated. The VPR is managed by Department of Families, Fairness, and Housing and hosted on Council's emergency database Crisisworks. Funded agencies are responsible for entering and maintaining information about identified people.

The VPR may be used by VicPol and other authorised emergency management organisations for consideration in planning activities (including exercises and training) and for responding to a range of emergencies where there is the capacity and resources to safely provide assistance.

During an emergency, as Evacuation Manager, Victoria Police have access to the Vulnerable Persons Register directly via Crisisworks. Other relevant service agencies that believe they require this register are requested to contact the Municipal Emergency Management Officer (MEMO) on 9217 2170.

2.3.5.2 Facilities where Vulnerable People may be located

The List of Facilities of Vulnerable People is maintained by City of Whittlesea council and identifies buildings where vulnerable people are likely to be situated, including aged care facilities, hospitals, schools, disability group homes and childcare centres. The list is reviewed and updated regularly. These facilities are also mapped on councils GIS system.

The List of Facilities where Vulnerable People may be Located is available from council and can be obtained, where appropriate, by contacting council's Emergency Management Team. Refer to Section 8.2 of this plan for a full list of sub-plans and supporting documents.

2.3.6 People with a Disability

The 2021 Census inquired as to whether respondents had a severe or profound disability requiring them to obtain daily assistance with mobility, communication or personal care. Such individuals were considered to

have severe or profound disabilities. Within the City of Whittlesea municipality, 14,419 residents, or 6.3% of the population, recorded that they had a severe or profound disability. This percentage is slightly higher than the level of 5.7%, recorded in the 2016 Census.

People living with a Disability	14,419
Gender	
Male	6,593
Female	7,828
Age	
0-9 years	916
10-19 years	1,038
20-59 years	3,836
60-79 years	5,112
80+ years	3,502

Table 1: Demographics of People living with a disability in the City of Whittlesea. Source: <https://profile.id.com.au/whittlesea/>

2.4 Municipal Mapping and Geospatial Information System (GIS)

The City of Whittlesea council has extensive mapping and property search criteria which may assist in municipal emergency response. Council staff have access to the GIS system and a team is appointed, who are the subject matter experts. The MEMO can request specialist mapping from these officers as required.

2.5 History of Emergencies

The City of Whittlesea has a significant risk profile, with emergencies including the devastating 2009 bushfires. There have also been power outages, localised grass fires on the urban fringe areas, as well as floods, structural fires, hazardous chemicals, storms, road crashes on major highways, heat health impacts and outbreaks of infectious disease. The impact of these emergencies has resulted in loss of life and serious injury, damage to property including homes from floods and fire.

2.5.1 Regional, State and National Emergencies of Significance

The City of Whittlesea municipality resides in the North and West Metropolitan State Government Emergency Management region and there have been several regional emergencies of significance that the City of Whittlesea has activated to assist neighbouring, regional, or other region's municipalities with.

The following table provides a list of regional emergencies, those affecting multi municipalities, where the City of Whittlesea has assisted either other municipalities directly or through regional agencies upon request.

Incident / Date	Impacted Municipality / Region	Summary of Whittlesea Activity
Deployment to Greater Shepparton 27/02/2023 until 03/03/2023	Greater Shepparton	Deployment to Greater Shepparton to assist with flood response
Deployment to Murrindindi 14-28 October 2022	Murrindindi Shire	Deployment to Murrindindi Shire to assist with flood response
COVID-19 Pandemic March 2020 (ongoing)	Nation Wide	Activation of the Pandemic Sub-Committee and implementation of the Pandemic Plan, including food and relief services provided to the vulnerable community. Transition of Sub-Committee to the Multi-Agency COVID-19 Consultative Group. Operation DRASI (debrief report prepared).
Severe Heat Event 25/01/2018 until 30/01/2018	State-wide	High heat event with very high relative humidity provide uncomfortable weather and possible threats for people of vulnerability.
Flood Event 29/12/2016	Greater Melbourne Metropolitan Area	Severe flooding across Greater Melbourne Metropolitan area with rain fall of 80mm within a few hours being recorded in some suburbs. Impact includes flash flooding inundating homes, landslips, road closures, sewage flowing into backyards.
Thunderstorm Asthma Event 21/11/2016	Greater Melbourne Metropolitan Area	A thunderstorm event caused an epidemic and affected the health of thousands of people not only within Metropolitan Melbourne but across the State of Victoria. Nine fatalities have been attributed to the event when unprecedented surges in people suffering shortness of breath with respiratory or asthma related symptoms. This rapid onset saw a high-level demand on medical emergency service that had never been seen before in such a short period of time and over such a large geographical area.
Severe Heatwave 14/01/2014 until 17/01/2014	State-wide	Four consecutive days of high heat (above 41c) saw 164 deaths attributed to this event, slightly less than Black Saturday Bush Fires in 2009.
Severe Heat	Greater Melbourne	Melbourne experienced 10 consecutive days of high

Incident / Date	Impacted Municipality / Region	Summary of Whittlesea Activity
Event 04/03/2013 until 12/03/2013	Metropolitan Area	heat.
Severe Weather Event 04/02/2011	Greater Melbourne Metropolitan Area	Severe flooding due to highest February recorded rain fall.
Severe Rain / Flooding Event 25/01/2011	State-wide	Severe flooding due to prolonged heavy rain from former Cyclone Anthony and Cyclone Yasi.
Severe Storm event 06/03/2010	Greater Melbourne Metropolitan Area	Large super cell moved across Melbourne producing large hail (recorded up to 10cm) and causing over \$1.2 billion making it the second most costly emergency event in Victoria's history.
Catastrophic Bush Fire Event 07/02/2009	State-wide	Black Saturday saw 173 deaths across Victoria. Council lead the local relief and recovery phase of this emergency
Catastrophic Heat Wave Event 27/01/2009 until 07/02/2009	State-wide	Catastrophic Prolong Heat Wave saw 374 deaths across Victoria (not including Black Saturday fatality figures).

Table 2: History of Significant Regional Emergencies

2.5.2 Municipal Emergencies which required MEMP Activation

The following incidents have required activation of emergency procedures and/or assistance of Municipal resources, response and/or recovery personnel and required activation of Council's Municipal Emergency Management Plan.

Date	Incident
01/02/2023	Fire – Supercheap Auto Epping
13/10/2022	Storm Flooding – Whittlesea Municipal Area. Road closures, infrastructure damage and homes under threat
31/03/2022	Helicopter Crash – Mount Disappointment
01/12/2020	Sink Hole – McDonalds Road South Morang
27/08/2020	Storm Event resulting in Power Outage Bundoora (4 days)
28/07/2020	Settlement Road Factory Fire
08/06/2020	Missing teenager – Mt. Disappointment
01/06/2020	Flooding – Plenty Road South Morang

Date	Incident
30/12/2019	Large fire involving impacting Bundoora - Plenty Gorge
21/11/2019	Severe weather warning – damaging winds in municipality
08/08/2019	Evacuation of Mernda Community Activity Centre due to odours
10/07/2019	Factory fire – Industrial Avenue Thomastown
29/05/2019	Gas main rupture - McDonalds Road South Morang
14/03/2019	Grassfire - Rockbank Court South Morang
13/03/2019	Truck accident and fire – Whittlesea Yea Road Humevale
20/02/2019	Grassfire – Everard Road Mernda
15/02/2019	Grassfire – Langley Park Drive Donnybrook
28/12/2018	Illegal dumping of chemicals - Epping, incident managed by WorkSafe
13/07/2017	Recycling depot fire - Maffra St Coolaroo (Hume City Council) NWMR collaboration
29/12/2016	Severe storm - Causing flash and widespread flooding
02/11/2016	Apartment block fire - Janefield Drive, Bundoora, arson attack
15/03/2016	Chemical spill - Holt Parade Thomastown
17/01/2014	Grassfire – Craigieburn / Hume Highway fire
18/02/2013	Grassfire - Donnybrook Kalkallo (aka Wollert)

Table 3: History of Significant Local Emergencies

3. Planning and Management Arrangements



3. Planning and Management Arrangements

This section details the planning arrangements for the planning for and the management of emergencies that affect the community of Whittlesea.

It identifies specific emergency management roles and responsibilities. All emergency positions and arrangements are put in place to meet the needs of an emergency affected community, with some of these positions required under the Emergency Management Act 1986.

3.1 Municipal Emergency Management Plan

The Municipal Emergency Management Plan (plan) has been established as a multi-agency plan by the Municipal Emergency Management Planning Committee for the City of Whittlesea municipal area.

3.1.1 Maintenance of the Whittlesea MEMP

The MEMP and each Sub Plan will be reviewed annually or after a significant emergency. A major review will be undertaken every 3 years by the MEMPC. Council's Emergency Management Team will ensure that the plan is updated as required.

Organisations with responsibilities within this plan are required to notify council's Unit Manager, Emergency Management of any changes of details (e.g., contact information), as they occur.

Review of the plan will specifically focus on the hazards/risks in the municipality.

Amendments to the plan are placed on the MEMPC agenda. Following approval, the amendments are included in the updated MEMP and are distributed to members of the MEMPC electronically. Records of MEMP updates and communication of such to MEMPC members is available from council as part of our executive officer role and record management practices. Council maintains records via the resilience.management@whittlesea.vic.gov.au mailbox.

It is each committee members' responsibility to ensure that any hardcopy editions of the plan prepared for their agency is updated immediately upon receipt of an amended version.

The current version of the Whittlesea Municipal Emergency Management Plan is available on the City of Whittlesea Council website.

Refer to Section 8.2 of this plan for a full list of sub-plans and supporting documents.

3.1.2 Sub-Plans and other supporting documents

Several Sub Plans have been developed to detail specific emergency arrangements. They are hazard based and have been developed based on the risk to the community.

Sub Plans that are available to the public, via council's website are:

- Whittlesea Municipal Fire Management Plan
- Whittlesea Storm and Flood Emergency Plan
- Whittlesea Heat Health Plan
- Whittlesea Pandemic Influenza Plan

The maintenance of the Sub Plans is the responsibility of the MEMPC and is administered by council's Emergency Management Team

Additional Sub-Plans and supporting documentation is managed by the council's Emergency Management Team as part of the Emergency Management System.

Additional plans include:

- Whittlesea Relief Sub- Plan
- Whittlesea Recovery Sub-Plan
- Whittlesea Non-Major Emergency Work Instructions

And the suite of support documents prepared by the North West Metropolitan Region (NWMR) Emergency Management Collaboration which includes:

- NWMR Emergency Relief Centre Standard Operating Guidelines
- NWMR Secondary Impact Assessment Guidelines.

Refer to Section 8.2 of this plan for a full list of sub-plans and supporting documents and a summary of the Whittlesea Emergency Management System.

3.1.3 Lodgement of MEMP for Public Document Register

Under the Victorian Libraries Act 1988, City of Whittlesea council is required to provide a copy of the Whittlesea MEMP to the State Library of Victoria. The Act requires the deposit, within two months of every new or amended publication published in Victoria.

The Whittlesea MEMP is provided to the State Library of Victoria electronically (to vgp@slv.vic.gov.au or via ned.gov.au, which is a trial in early stages). Record of this, including receipt of plan acknowledgement, is available from council as part of our executive officer role and record management practices. Council maintains records via the resilience.management@whittlesea.vic.gov.au mailbox.

3.2 Municipal Emergency Management Planning Committee

3.2.1 Membership of the Whittlesea MEMPC

The Committee is chaired by the City of Whittlesea Chief Executive Officer.

The Committee consists of:

City of Whittlesea Council Members

- Chief Executive Officer (Chair)
- Manager, Emergency Management and Regulatory Programs (MEMO)
- Unit Manager Resilience and Emergency Management (MRM)
- Emergency Planning and Engagement Officer (Executive Officer)
- Emergency Management Officer
- Municipal Fire Prevention Officer (MFPO)

Response and Recovery Services/Agencies/Organisation

- Victoria Police - Municipal Emergency Response Coordinator (MERC)
- Fire Rescue Victoria
- Country Fire Authority
- Department of Health
- Department of Families Fairness and Housing
- Ambulance Victoria
- Northern Health
- Parks Victoria
- Plenty Valley FM

- VCC Emergencies Ministry
- Victoria State Emergency Service
- Whittlesea Community Connections
- Australian Red Cross

Local Business/Community Representatives

- Community Sub-Committee Chair

Membership of the Committee can be reviewed at any MEMPC meeting. New members may be invited dependent on changes in legislation, changes of agency contact person, risk identification or interest from a new agency/community group.

3.2.2 Terms of Reference and Meeting Frequency

The Terms of Reference describe the purpose and structure of the Whittlesea MEMPC and are available from council on request. Refer to Section 8.2 of this plan for a full list of sub-plans and supporting documents.

Whittlesea MEMPC meetings are held quarterly.

This may be virtually if required. The MEMPC may also call extra-ordinary meeting as required.

Should a significant incident occur within the municipal area, the MEMO or MERC may call an extraordinary meeting to discuss, review and evaluate the response to the incident.

Legislative or policy changes impacting local governments' response to emergency management operations may also generate the need for an extraordinary meeting.

3.2.3 Municipal Emergency Management Planning Sub Committees

The MEMPC may form, or contribute to, special sub committees to plan for the management of hazard-specific identified risks or functions that require an additional level of planning.

An established sub-committee is the Municipal Fire Management Planning Sub-Committee.

We have also established several working groups, including storm and flood, fire management, and health and environment.

In addition, short term Sub-Committees or working groups will be established as required. Examples of these include municipal recovery and pandemic.

3.2.4 Escalation of Risks and Emerging Issues and Alignment with the Regional Emergency Management Planning Committee (REMPC)

The City of Whittlesea CEO has delegated representation of council at the North West Metropolitan Region (NWMR) REMPC to the Unit Manager, Emergency Management.

Other services/agencies/organisations also have nominated representatives on the NWMR REMPC.

These representatives will be the conduit to ensure that municipal planning arrangements are in line with regional planning arrangements and can also advocate on behalf of City of Whittlesea and escalate risks and emerging issues.

3.2.5 Testing and Exercising of the MEMP

To assist with learnings, identifying gaps or improvements as well as areas that work well, the plan and sub-plans require regular testing.

Exercising or testing of the plan or related sub-plans can be in whole or part and the exercise plan will clearly identify aims and objectives. Exercise formats may be desktop or practical or a combination these formats. Each exercise of the plan will include a debrief and report preparation.

City of Whittlesea Council is a member of the North West Metropolitan Regional Emergency Management Collaboration. As part of this, agencies and council are participants in the annual exercise as scheduled.

In addition to the exercises in the table below, the MEMPC have conducted ERC training, which involves the set up and exercise of ERC teams. These training sessions will occur quarterly in 2023.

Date	Name and Scenario	Style and Location	Participants
2023	Set up of relief centre: 21 February 2023 – Barry Road, Thomastown 16 May 2023 – Whittlesea Community Activity Centre 15 August 2023 – Epping Memorial Hall	Physical exercise	City of Whittlesea with agency observers
30/05/2023	Exercise Alcazar Active shooter at Pacific Epping	Practical exercise at Pacific Epping	Multi agency participation
30/10/2019	Exercise Paen Flooding - ERC activation component	Practical exercise City of Whittlesea municipal offices South Morang	Multi-Agency - NWMR Collaboration
28/08/2019	Exercise Paen Flooding – ICC activation component	Practical exercise Vic SES Sunshine ICC	Multi-Agency – NWMR Collaboration
28/06/2019	Exercise June Warehouse Fire	Desktop discussion City of Whittlesea municipal offices South Morang	City of Whittlesea
22/11/2018	Exercise Firestorm Activation of the MECC (CEOC) and ERC Standard Operating Guidelines	Discussion and practical exercise components City of Whittlesea municipal offices South Morang	City of Whittlesea
10/05/2018	Exercise Iron Horse Train derailment	Practical hosted by Hobsons Bay council	Multi-Agency - NWMR Collaboration
12/12/2017	Exercise Iris Activation of the Secondary Impact Assessment Guidelines	Practical exercise initiated at City of Whittlesea municipal offices South Morang	City of Whittlesea

Date	Name and Scenario	Style and Location	Participants
15/09/2017	Exercise Foxglove Grass fire – ERC and MECC activation	Practical exercise City of Whittlesea municipal offices South Morang	Multi-Agency
26/08/2015	Exercise Jewell Explosion	Practical hosted by Moreland and Yarra City Councils	Multi-Agency - NWMR Collaboration
24/10/2013	Exercise Derrimut Fire	Practical hosted by Melton and Wyndham City Councils	Multi-Agency - NWMR Collaboration
16/10/2012	Exercise Lorikeet Sinkhole - ERC Activation	Practical hosted by Darebin City Council	Multi-Agency
30/11/2011	Exercise NorthEx – Northern Group Emergency Management Relief Project	Practical hosted by Banyule City Council	Multi-Agency

Table 4: Exercise Record

3.3 Management Arrangements

3.3.1 Emergency Management Roles and Responsibilities

The people and agencies with roles and responsibility for responding to emergencies refer to the [Roles and Responsibilities | SEMP](#) work together in teams at the state, regional and incident tiers to ensure a collaborative and coordinated whole of government approach to the management of emergencies at each tier. Not all tiers are active for all emergencies.

The function of the Emergency Management Team is to support the Incident Controller in determining and implementing appropriate Incident Management strategies for the emergency. If an emergency requires a response by more than one agency, the Incident Controller is responsible for forming the Emergency Management Team.

For detailed information in relation to roles and responsibilities of the Emergency Management Team refer to the [Roles and Responsibilities | SEMP](#).

3.3.2 Statutory Appointments

For more detailed role descriptions of the Emergency Management Commissioner, Chief Commissioner of Police, Senior Police Liaison Officer (SPLO) refer to the [Role statements | SEMP](#).

The following roles are described in the [Victorian State Emergency Management Plan \(SEMP\)](#) and reference should be made to the SEMP for more information. Refer to Section 8.2 of this plan for a full list of sub-plans and supporting documents.

3.3.2.1 Regional Emergency Response Coordinator (RERC)

The member of Victoria Police appointed by the Chief Commissioner of Police as an emergency response coordinator for each Victorian Government region is known as a Regional Emergency Response Coordinator (RERC). The RERC is responsible for bringing together agencies and resources within a region to support the response to emergencies.

3.3.2.2 Municipal Emergency Response Coordinator (MERC)

The member of Victoria Police appointed as an emergency response coordinator for each municipal district is known as a MERC. The MERC is responsible for bringing together agencies and resources within a municipal district to support the response to emergencies. The MERC communicates with the Emergency Management Commissioner through the RERC (and subsequently the SPLO).

3.3.2.3 Incident Emergency Response Coordinator (IERC)

The IERC is usually the senior member of Victoria Police at the initial scene of an emergency or at the place where control is being exercised at incident level. This role usually relates to the first response to an emergency, and the person fulfilling the role may change in seniority as the emergency escalates or de-escalates.

3.3.3 Municipal Emergency Management Team

The Victorian State Emergency Management Plan legislates and guides council in the required emergency management roles to fulfil its emergency management responsibilities.

The City of Whittlesea accepts responsibility for management of municipal resources and the facilitation of community support and involvement to mitigate the consequences of an emergency, during both the response to and recovery from emergencies. This includes:

- The provision of supplementary supply (resources) to incident control and relief agencies during response and recovery.
- Municipal assistance to agencies during the response to and recovery from emergencies.
- The provision of emergency relief to affected persons during the response phase including the coordination of emergency relief centres.
- The secondary impact assessment of community needs following the emergency; and
- Recovery activities within City of Whittlesea municipality, in consultation with the Department of Families, Fairness, and Housing where regional arrangements are activated.

In order to carry out these management functions, council will form the MEMT. This group will consist of, at a minimum:

- Municipal Emergency Management Officer (MEMO).
- Municipal Recovery Manager (MRM).
- Municipal Emergency Response Coordinator (MERC).
- Municipal Fire Prevention Officer (MFPO) as required.
- Control Agency Representatives, where nominated by their agency.
- Chief Executive Officer (CEO) or member of City of Whittlesea council's Crisis Management Team (for links into Business Continuity Management) as required.

Council maintains committed to the nomination of adequate resources including roles and responsibilities for MEMT in the relevant PDs of associated officers.

3.3.3.1 Municipal Emergency Management Officer (MEMO)

In accordance with [Victorian State Emergency Management Plan \(SEMP\)](#) page 64 council has appointed four managers as MEMOs.

Function

Liaise with agencies about EM activities for their municipal district and help coordinate EM activities for the council.

Role

In accordance with the [Victorian State Emergency Management Plan \(SEMP\)](#), page 64, the MEMO roles are to:

- Maintain effective liaison with control and support agencies within or servicing the municipal district.
- Liaise with the MRM about the best use of municipal resources.
- Organise a response debrief if the MERC asks.
- Ensure there are procedures and systems to monitor and record council expenditures in relation to emergencies.

Municipal Authority

The Municipal Emergency Management Officer (MEMO) is responsible for the coordination of municipal resources in responding to emergencies and has full delegated powers to deploy and manage City of Whittlesea council's resources during emergencies.

3.3.3.2 Municipal Recovery Manager (MRM)

In accordance with [Victorian State Emergency Management Plan \(SEMP\)](#) page 67, council has appointed four managers as MRMs.

Function

Coordinate council and community resources to support recovery activities. The MEMO advises the MRM about the potential need for recovery services. They consider the community's recovery needs together and in consultation with Control Agencies and Response Support Agencies.

Role

- Coordinate municipal and community resources for recovery.
- Help collate and evaluate information gathered in the post-impact assessment.
- Establish priorities for restoring community services.
- Liaise with the MEMO about the best use of municipal resources.
- Establish an information and coordination centre at the municipal offices or at a location more appropriate to the affected area.
- Liaise, consult and negotiate with recovery agencies and the council on behalf of the affected area and community recovery committees.
- Liaise with the RRC and relevant Victorian Government agencies, asking for support on recovery coordination, if required.

3.3.3.3 Municipal Fire Prevention Officer (MFPO)

The Country Fire Authority Act 1958 and the Metropolitan Fire Brigades Act 1958 require each municipal council to appoint a fire prevention officer. Council has appointed a fulltime Municipal Fire Prevention Officer (MFPO).

Responsibilities

- Manage the Municipal Fire Prevention Sub-Committee as chairperson and executive officer
- Undertake and regularly review Council's fire prevention planning and plans
- Liaise with fire services, brigades, other authorities and council regarding fire prevention planning and implementation
- Advise and assist the MEMPC on fire prevention and related matters
- Ensure the MEMPlan contains reference to the Municipal Fire Prevention Plan
- Report to council on fire prevention and related matters

- Carry out statutory tasks related to fire prevention notices and infringement notices
- Investigate and act on complaints regarding potential fire hazards
- Advise, assist and make recommendations to the general public on fire prevention and related matters
- Issue Permits to Burn, under S38 of the CFA Act 1958; and
- Facilitate community fire safety education programs and support Community Fireguard groups in fire-prone areas.

3.3.4 Council Emergency Operations Centre

A Council Emergency Operations Centre (CEOC) was previously known as a Municipal Emergency Coordination Centre (MECC) and may still be referred to as such by some individuals. This plan considers the terms interchangeable.

The CEOC may be established to assist council in planning, coordinating and acquiring resources, and planning coordination of recovery activities in an emergency.

While dependent on the nature, size and complexity of the incident, the activation of and location of the CEOC will be established with the safety of the MEMT first and foremost.

A CEOC may be activated by the MERC, MEMO or MRM based on information on the complexity of the emergency from the Incident Controller. A CEOC will always be activated upon the request to open an Emergency Relief Centre.

The City of Whittlesea has reviewed the suitability of locations across the municipality for predetermined locations and has allocated the following location for establishment of its CEOC.

The location of the Whittlesea CEOC is:

Basement Level, City of Whittlesea Civic Centre
25 Ferres Boulevard, South Morang 3752
Melway 183 A10

The CEOC will not be open to the public or accept members of the community. A CEOC will operate for council personnel to plan and coordinate resources and services for response, relief and recovery activities.

The level of activation of the CEOC will be determined by the size, complexity and duration of the event and may be able to operate virtually if required.

All public enquiries shall be through Council's Customer Service, Emergency Relief Centre or Emergency Recovery Information Centre.

Council may, to assist with its own response, activate a Municipal Emergency Operations Centre (CEOC) this will be used as a staging area for Council's response personnel, mainly used by Parks and Gardens, Emergency Response and environmental teams.

Refer to Section 5.5 of this plan for CEOC Activation.

Arrangements and details of this facility is contained in the Whittlesea CEOC Operations Manual. Refer to Section 8.2 of this plan for a full list of sub-plans and supporting documents.

3.4 Regional and State Planning Arrangements

The City of Whittlesea sits within the North and West Metro Boundary Region within Victoria and as such is a member and participates on the North and West Metro Regional Emergency Management Planning Committee (NWMREMP) as well as any of its Sub-Committees and Working groups as invited or requested.

Regional committees are chaired by regional representatives from agencies with a coordination role at the State Level and bring together key stakeholders to discuss, develop and plan regional strategies to assist all communities across the North and West Metro Region.

The City of Whittlesea will provide a senior officer to sit on the Regional Planning Committees to provide input and local knowledge to assist in regional planning.

The City of Whittlesea has authorised (by CEO nomination) the Unit Manager, Emergency Management to be its representative on the Regional Committees and that representative will provide an update to the CoW Municipal Emergency Management Group.

The City of Whittlesea will provide input into regional planning using regional or modified developed templates.

Regional and State planning arrangements can be found in the Victorian EM Act, which outlines arrangements through the State Crisis and Resilience Council.

For agency planning purposes government agencies may work via different regional boundaries to suit their organisations structures. To assist the community, stakeholders and organisations to better plan and understand any warnings issued by those agencies the image below provides the six most commonly used region descriptions by agency.

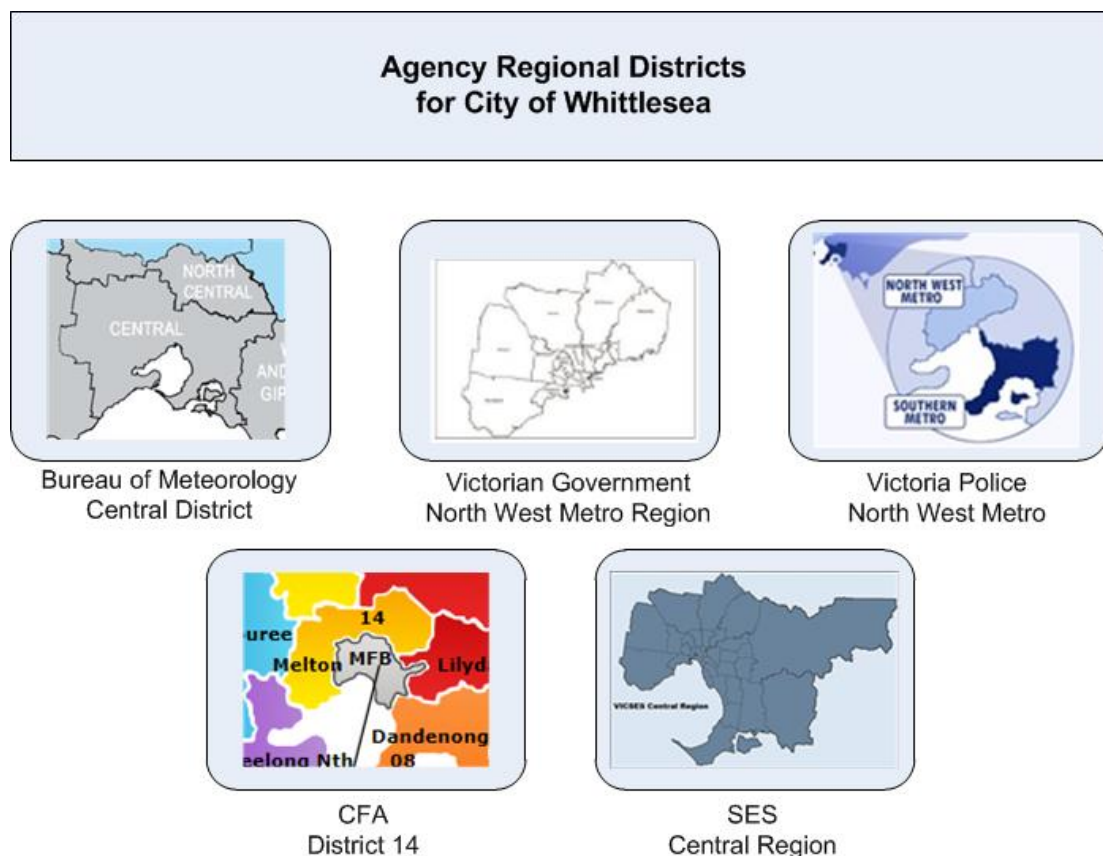


Figure13: Regional Agency Districts and Boundaries

NOTE: Recent fire services reform may change the CFA District 14 boundary with the expansion of the FRV areas.

3.4.1 State Health Emergency Response

The SEMP Health Emergency Sub Plan (HESP) describes the arrangements for the management of health emergencies in Victoria. This plan is used by people working in emergency services, such as paramedics, doctors, nurses and people working in public health, to help them effectively coordinate health services for the community during emergencies.

This is carried out using an integrated approach with a shared responsibility for health emergency management between the Department of Health, the emergency management sector, the health system and the community.

In the context of the HESP, a health emergency relates to incidents that require significant and coordinated effort to ensure that the health system can respond effectively, while easing any adverse health consequences for communities.

The HESP is supported by a suite of operational response plans and protocols that provide additional detail so that anyone involved before, during or after an emergency has the information they need to meet their responsibilities.

The City of Whittlesea Council and the Whittlesea MEMPC will support a health response as required in the context of the emergency management arrangements, which may include supporting community connection and communications. This may also be an example of the requirement to establish a Multi-Agency Consultative Group rather than a local Emergency Management Team. See Section 5.6 of this plan for more information.

4. Prevention and Mitigation Arrangements



4. Prevention and Mitigation Arrangements

The MEMPC plays a key role in prevention via the identification of potential hazards and their associated risks and consequences. These identified risks and consequences are then considered and specifically planned for during the development and implementation of plans, policies and procedures.

The ability of a community to respond to an emergency, and in turn recover from the effects of an emergency, will depend greatly on the inherent level of resilience of the people affected.

Prevention is defined as the development and implementation of strategies and associated measures to reduce the occurrence of and mitigate the consequences of identified emergency risks on the community and environment.

Preparedness focuses on ensuring the risks and management strategies identified in prevention planning are utilised.

This will assist the local community to be aware of their risks and the potential consequences of a resulting emergency event and to inform and equip them with tools to implement resilience strategies for their own homes and families.

Council policies relating to land management and building codes ensure that all measures are addressed to reduce the likelihood and impact of emergencies.

4.1 Risk Assessment Process and Community Emergency Risk Assessment (CERA)

The CERA process is designed to systematically identify hazards, determine risks and prioritise actions to reduce the likelihood and effects of an emergency.

VICSES facilitated a CERA review where two risks were reviewed in each May and August MEMPC meeting over the last three years. The CERA review included a review of current risks, the identification of new risks, the assessment of risk, and the review of control, monitor and review strategies and activities for the City of Whittlesea municipality.

The MEMPC considered emergency risk within the following context using the International Standard ISO 31000:

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

Risks were assessed and rated according to consequence and likelihood scales and risk matrixes in the CERA tool kit. Through the CERA process an overall 'risk rating' ranging from medium to high was determined.

Risk	Ratings Confidence	Residual Risk Rating
Heat Health	High	High
Flood, Storm, Extreme Weather	High	High

Fire – Natural Environment	High	High
Transport Incident – All	High	Medium
Fire - Structural	High	Medium
Human Epidemic/Pandemic	High	High
Service Disruption – Utilities >12 hrs	Medium	Medium
Gas Main Rupture/Explosion	Medium	Medium

Table 5: Risk Ratings correct as at 06/03/2020

To ensure appropriate planning and mitigation strategies are in place for the risks identified, hazard specific plans have been developed and adopted as Sub Plans to this Plan. Additional plans detailing relief and recovery considerations, arrangements and planning have also been developed as Sub Plans. Refer to Section 8.2 of this plan for a full list of sub-plans and supporting documents.

The CERA was conducted in a manner that did not intend to exclude any form of emergency, with the document adopting a flexible “all hazards approach”.

The MEMPC is responsible for reviewing the CERA process at least once every three years prior to audit. The MEMPC continues to review risks as a standing agenda item for its quarterly meetings.

The CERA is available as a supporting document to this MEMP and is stored on councils document management system. See Section 8.2 for a list of supplementary plans and supporting documents.

4.1.1 Victorian Fire Risk Register – Bushfire (VFRR – B)

The VFRR-B is a systematic process that helps to identify assets at risk from bushfire, assesses the level of risk to those assets and highlights the treatments currently in place. The VFRR-B is used to identify and address bushfire risks within the Shire and is reviewed regularly.

Outputs from the VFRR-B inform and support this plan and the Municipal Fire Management Sub-Plan.

4.1.2 Victorian Built Environment Risk Assessment Process (V - BERAP)

The V-BERAP provides a sound platform for conducting a structure fire risk assessment, which is clearly defined by a robust 10 step process.

The V-BERAP Guideline uses the methodology recognised in the National Emergency Risk Assessment Guidelines (NERAG), which is underpinned by ISO 31000, the International Standard for Risk Management. In 2016, Whittlesea went through the process for V-BERAP. During this process, structure fire risks were identified according to building classes. The following building classes were identified as a risk within the municipality:

- Class 1(a) building – house
- Class 2 building – flats, apartments
- Class 6 building – shops, restaurants
- Class 8 building – factory
- Class 10(a) building – private garage, shed

4.2 North West Metropolitan Region Emergency Management Collaboration

City of Whittlesea council has developed relationships with the other thirteen councils in the North West Metropolitan Region (NWMR) and has formal support arrangements (for relief and core business continuity) in place. These arrangements are agreed to by a Memorandum of Understanding (MoU) which is signed by all the CEOs of the fourteen councils.

Where the City of Whittlesea exhausts its resources, support may be requested and provided by these partnering councils. Refer to Section 8.2 of this plan for a full list of sub-plans and supporting documents, which includes reference to the suite of documents developed by the collaboration.

4.2.1 Purpose

The purpose of the NWMR Collaboration MoU is to:

- Formalise the working relationship for the operational arrangements in the delivery of emergency relief services within the municipal areas covered by the parties
- Outline the functional commitment of the partners in the event of a major emergency affecting one or more NWMR councils
- Enhance the capability and capacity of the parties by enabling Councils to request extra resources for the provision of relief services, to the maximum extent practicable, mindful of differing council capacities to respond.

4.2.2 Principles

The basic principles on which the MoU is based are:

- The NWMR Councils Emergency Resource Sharing Plan is consistent with and supportive of the Municipal Association of Victoria's (MAV) Resource Sharing Protocol and the emergency management responsibilities as set out in Victorian State Emergency Management Plan SEMP. The need for a coordinated local government response to major incidents affecting one or more NWMR Councils, particularly where one council cannot meet the reasonable relief and recovery needs of an affected community. This principle extends from a council requesting staff and physical resources to assist in its relief efforts to requesting another council to activate resources, e.g. open an Emergency Relief Centre (ERC) on its behalf
- The emphasis is on the coordination of support and resources from across the Councils, rather than direct control of the response which remains with the requesting council(s)
- All Councils party to this understanding are committed to supporting and releasing staff to participate, not only in an emergency incident, but also in emergency training and shared emergency exercises.

4.2.3 NWMR EM Collaboration Activation

While most events will be initially detected and managed by one council, they may escalate to the point where the NWMR Councils Emergency Resource Sharing Plan is activated, if the:

- Impact has or could spread across municipal boundaries;
- Event would be for a prolonged period; and
- Community impacts are exceeding the capacity and the resources of one or more councils

Should these criteria be reasonably satisfied, then a whole of NWMR Council response should be considered.

The initiating MEMO will:

- Notify the relevant MEMO by phone, according to the MAV Emergency Contact Protocol, to advise of the event and to ask them to make their CEO aware of the event
- E-mail to confirm the request, providing details of the event, brief assessment of issues and implications, suggested activation of the NWMR Emergency Cooperation Plan. *(most likely memo@council.vic.gov.au generic email address, but this should be confirmed with requesting council).*

The CEO of the affected council will:

- Conduct a CEO conference call to agree on the plan for activation, appointments, and team location
- Once the CEOs have confirmed the activation each organisation committing resources to the response event shall allocate a representative to the initiating council to act as the Emergency Cooperation Team and as liaison with their home council.

4.3 Inter-Council Resource Sharing Protocol

Emergencies sometimes require councils to source additional resources to ensure that the affected community is restored to normal functioning as efficiently as possible. The Municipal Association of Victoria (MAV) and the Municipal Emergency Management Enhancement Group (MEMEG) identified a need to determine an agreed position between councils regarding the provision of council resources to assist other councils with response and recovery tasks during emergencies and a protocol was developed.

City of Whittlesea council is a participating member. 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. The protocol applies to requests for human resources, equipment and/or facilities in relation to response or recovery activities associated with an emergency.

4.4 Community Awareness and Resilience

The ability of a community to respond and recover from an emergency event will depend on the capacity of the people affected. Building community resilience will require ongoing education and awareness programs. Fire prevention and community safety programs are widely publicised through media, school presentations and displays already conducted by the response agencies for their incident controller responsibilities (ie, FRV, FireEd Program; CFA, Community Fire Guard).

City of Whittlesea and the MEMPC will continue to promote appropriate prevention and awareness programs within the municipality through editorial and advertising mediums such as council's website, and Local Leader and Fairfax media outlets, as well as periodical or seasonal brochures and pamphlets in City of Whittlesea council's municipal offices, and other centres including maternal and child health centres, libraries and community centres.

The City of Whittlesea Council have developed a Seasonal Preparedness Communications Plan. This supports routine and periodical public messaging. Refer to Section 8.2 of this plan for a full list of sub-plans and supporting documents.

One increasing challenge facing the emergency management sector is balancing community expectation while promoting and building community resilience when dealing with / or preparing for emergencies.

Raising awareness within the community about emergency risks and their potential consequences is the responsibility of all agencies, including council.

This is further expanded through several community consultative committees that assist Council with community input into the development of several strategies and action plans.

Current Council strategies and action plans are made available through the Council website.

The City of Whittlesea councils Emergency Management Team has developed a Community Resilience Strategy and Framework. The Whittlesea MEMPC will be involved in the collaborative delivery of this Strategy and Framework. Refer to Section 8.2 of this plan for a full list of sub-plans and supporting documents and City of Whittlesea councils Emergency Management System.

Methods of warning the community of an impending emergency are addressed in Section 5.8 Public Information and Warnings of this plan.

4.4.1 Individual, Community Group and Local Business Planning

Individuals, communities and businesses also have a responsibility in planning for emergencies.

Community groups, sporting groups and businesses are encouraged to:

- Undertake regular risk assessments to know your emergency risks
- Develop a business continuity plan, understand what is required for 'business as usual' (BAU)
- Ensure adequate insurance coverage, including seasonal coverage for big events and increased stock levels
- Fire and flood proof your storage and important business documents
- Identify and build networks that may be able to assist you during or after an emergency
- Support and share with other groups or businesses nearby your emergency planning learnings.

4.5 Business Continuity Planning

Each service/agency/organisation or group that has a responsibility in Municipal Emergency Management should ensure their own Business Continuity arrangements and a robust plan is in place to ensure they can meet their legislative responsibilities in relation to Emergency Management.

A Business Continuity Plan should identify contain a business impact analysis, identify critical service activities and identify work around strategies to respond, recover, resume and restore to a pre-defined level of service following a disruption.

4.5.1 City of Whittlesea Council Business Continuity Planning

The objectives of the business continuity planning process are to:

- Prevent or minimise the impact of significant events on critical business services
- Ensure that business areas can respond to unavoidable disruptions
- Ensure a smooth and rapid restoration of normal business operations after a significant event.

The CoW has a single BCP that details Council's response in the event of business disruption including:

- Loss of access to a building
- Loss of communication systems
- Loss of information systems
- Loss of staff (including pandemic).

The CoW recognises that many incidents can be dealt with by managers as part of their standard operating procedures and does not require a BCP. The BCP is intended to be activated when an incident is of sufficient scope that it will have a significant impact on the organisation's ability to operate.

5. Response Arrangements



5. Response Arrangements

Emergency response focuses on the control of emergencies and the provision of rescue and immediate relief services for people affected by emergencies. This includes the provision for requests for physical assistance from Regional, State and Commonwealth levels of government when municipal resources are exhausted.

Page 16 of the [Victorian State Emergency Management Plan SEMP](#) outlines the state level arrangements for response in Victoria. The State has endorsed a set of emergency management priorities to underpin and guide all decisions made during emergencies in Victoria. The priorities focus on the primacy of life and the issuing of community warnings and information in order to assist people to make informed decisions about their safety. The priorities are detailed in Section 1.4.1 of this plan.

Emergency response operations are managed via three operational tiers, which include state, regional and incident levels. The people and agencies with roles and responsibility for responding to emergencies work together in teams at the state, regional and incident tiers to ensure a collaborative and coordinated whole of government approach to the management of emergencies at each tier. Not all tiers are active for all emergencies. See Section 5.3.2 of this plan for more information on Emergency Management Teams.

The following section outlines the arrangements in place for the activation and implementation of response activities for emergency events impacting the City of Whittlesea municipality; including regional collaborative arrangements to facilitate effective response to emergency events that impact on an area larger than the municipality.

5.1 Class of Emergency

The response to emergencies can vary based on the size and complexity of the incident. This is recognised at the state level through the Emergency Management Act 2013 s3 with the inclusion of Classes of Emergencies to assist in determining the level of Incident Control. For the purpose of understanding at the local level the classes are as follows.

5.1.1 Class 1 Emergency

- a major fire, or
- any other major emergency for which Fire Rescue Victoria, the Country Fire Authority or Victoria State Emergency Service Authority is the control agency under the state emergency response plan.

5.1.2 Class 2 Emergency

A major emergency which is not;

- a Class 1 emergency, or
- a warlike act or act of terrorism, whether directed at Victoria or a part of Victoria or at any other State or Territory of the Commonwealth, or
- a hi-jack, siege or riot.

For ease of community understanding, a Class 2 Emergency could be health, epidemic, contamination or utility disruption.

Communication through Class 1 and 2 Emergencies is overseen by the Emergency Management Commissioner supported by the line of Control.

While not included within The Act 2013, changes to the [Victorian State Emergency Management Plan SEMP](#) Page 42, has included a Class 3 Emergency.

5.1.3 Class 3 Emergency

Also known as a security emergency, a Class 3 emergency is classified as a warlike act or act of terrorism, whether direct at Victoria or a part of Victoria or at any other State or Territory of the Commonwealth, or a hijack, siege or riot.

A Class 3 emergency is any emergency that Victoria Police is the Control agency for under legislation. Victoria Police will also be the controller for Class 3 emergencies even if Class 1 or Class 2 emergencies are happening concurrently.

Communication for all Class 3 emergencies is overseen by the Chief Commissioner of Police.

5.1.4 Non-Major Emergency (not a formal class of emergency)

Many small events that meet the definition of 'emergency' may be managed by community members or through the normal or business continuity arrangements of industry, agencies or government.

Where an agency formally responds to a non-major emergency and the arrangements for managing a major emergency are not yet in place or are not required, such as where the emergency can be resolved using local resources and significant consequences to the community are not anticipated.

See also Section 5.4 of this plan for more information regarding activation. Refer to Section 8.2 of this plan for a full list of sub-plans and supporting documents.

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

To assist each of the agencies and personnel, Victoria bases its emergency response arrangements on the management functions of command, control and coordination. This mitigates confusion at an incident of who is in control, who do personnel report to, who is overseeing coordination and ensuring control is being managed. The State Emergency Management Plan describes Command, Control and Coordination for each Class of Emergency on pages 40 – 42 inclusive.

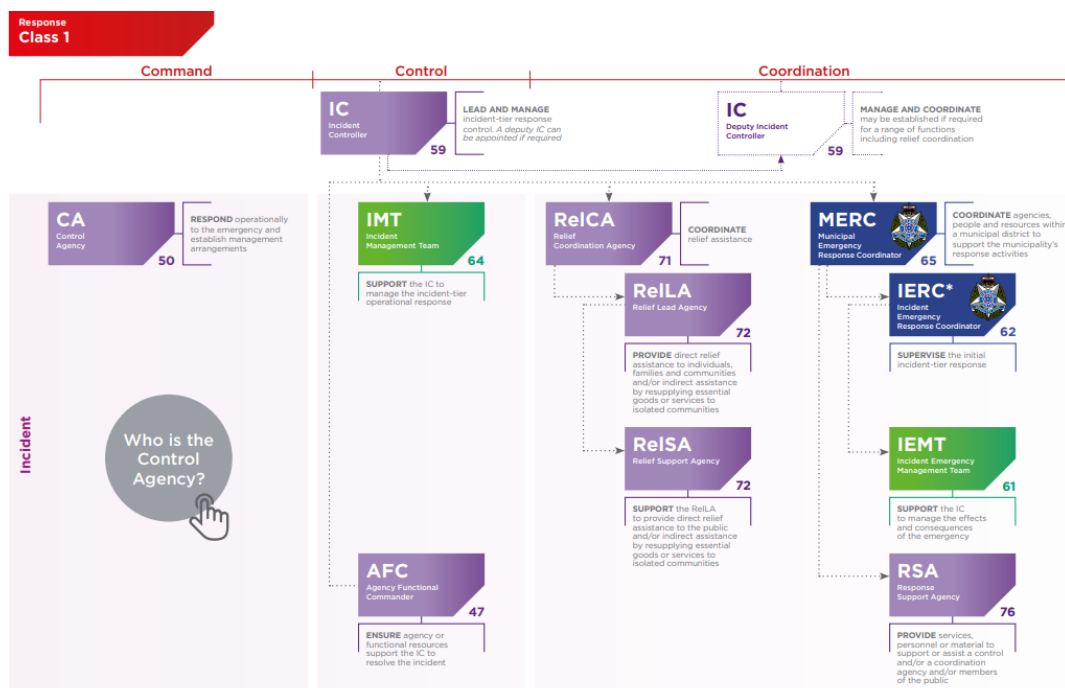


Figure 14: Victoria's Emergency Management Arrangements, demonstrating command, control, coordination for a Class 1 emergency. Source: SEMP page 40.

Over the past few years the sector has sponsored a supplementary focus on Consequence, Communication and Community Connection. The combination of these 'six c's' is leading to a shift in the way we approach emergency management and it is one Victoria is embracing.

5.2.1 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.

5.2.2 Control

Control is the direction of response activities across agencies, horizontally, including the coordination and tasking of other agencies. In Victoria, authority for control is established in Page 19 [Victorian State Emergency Management Plan SEMP](#) with the agency responsible for control of emergency response (known as the 'Control Agency') being specified in Page 50 of the [Victorian State Emergency Management Plan SEMP](#).

5.2.3 Coordination

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

Emergency response coordinators bring together agencies and resources to support the response to emergencies.

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

5.2.4 Consequence

Consequence management involves the coordination of the activities of agencies with a role in delivering of services to the community, with the aim of minimising the adverse consequences of emergencies on the community. During a major emergency all agencies may need to activate their business continuity arrangements in order to manage the adverse consequences of the emergency on their area of responsibility.

Consequence management informs and is a precursor to relief and recovery activities. The Emergency Management Commissioner is responsible for consequence management for major emergencies but will be supported by agencies implementing their business continuity arrangements.

5.2.5 Communication

Communication relates to communicating to the public, reporting to government and communicating with stakeholder agencies during emergencies. The Emergency Management Commissioner is responsible for the communication function for major emergencies but will be supported by the relevant Control Agency.

5.2.6 Community Connection

Safer and more resilient communities is always the aim of any emergency management planning. Community connection relates to the understanding of and connecting with trusted networks, trusted leaders and all communities to support resilience and decision-making.

5.3 Agency Roles and Emergency Management Teams

5.3.1 Agency Roles

Victorian emergency response operational arrangements are underpinned by individual agencies performing specific tasks in response to emergencies according to their legislated role, obligations and administrative arrangements.

Where there is any doubt as to who is the control agency, the Emergency Management Commissioner, RERC, MERC or Incident Emergency Response Coordinator (IERC) will determine who will exercise control.

Support to local incident response is coordinated at a municipal level by the MEMO. The request usually comes from the coordinator of the response agency who is at the incident. The MEMO attends to the requests received. The MERC or MEMO may direct and authorise the use of physical resources in response to the local incident. Following the direction of the Incident Controller, the MERC, in consultation with the MEMO, may direct the establishment of a Council Emergency Operations Centre (CEOC) or a municipal relief centre to be placed on standby.

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

This is achieved by coordinating municipal resources to assist responding agencies, and by providing community support, as requested, or as the situation requires.

The basic functions at a local level can include all or any of the following:

- Provision of resources as available and needed by the community and response agencies
- Establishment of Municipal Emergency Operations Centre – facilities and staffing
- Under the direction of the control agency, facilitate the delivery of warnings to the community
- Guided by the control agency, provision of information to public and media
- Coordination of the provision and operation of emergency relief centres and emergency shelters
- Clearance of blocked drains and reinstatement of local roads, including tree removal and other physical works as deemed appropriate and where possible
- Support to Victoria Police for partial/full road closures and determination of alternative routes
- Repairing or replacing damaged public utilities, services and assets.

5.3.1.1 Control agencies

The [Victorian State Emergency Management Plan SEMP](#), Page 50 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. The responsibilities of a control agency are listed in the [Roles and Responsibilities | State Emergency Management Plan \(SEMP\)](#).

5.3.1.2 Support agencies

The [Roles and Responsibilities | State Emergency Management Plan \(SEMP\)](#) nominates key support agencies for the response to each emergency. However, all agencies may be support agencies during major emergencies. This may be in relation to the agency performing a specific response, relief or recovery function, or to ensuring the continuity of its normal services during a major emergency, as part of consequence management.

5.3.2 Emergency Management Teams

The three tiers of operation (state, regional and incident), support the six C's of Command, Control, Coordination, Consequence, Communication and Community Connection functions.

5.3.2.1 Incident Emergency Management Team (IEMT)

The IEMT supports the Incident Controller. Their focus is on managing the effect and consequences of the emergency.

5.3.2.2 Regional Emergency Management Team (REMT)

The Regional Emergency Management Team supports the RERC and those exercising control at a regional level (Regional Controllers). Their focus is to raise awareness of the emergency across the whole of government, identify and manage strategic risks and consequences and develop a regional strategic plan outlining high-level actions of all agencies.

5.3.2.3 State Emergency Management Team (SEMT)

The SEMT is usually located at the State Control Centre or other location determined by the control agency.

If an emergency requires activation of a state tier response, the SEMT is formed comprising senior representatives from response, recovery, support agencies and relevant departments. The role of the SEMT is to develop consistent situational awareness, identify strategic state risks and consequences and to develop a strategic plan with high level all agency actions.

5.4 Phases of Activation

Whilst readiness is not a formal phase of an emergency, it is an important task with formal arrangements being in place for readiness events such as Catastrophic fire rating declaration. When a Catastrophic fire rating is declared, an ICC and even the RCC and/or SCC will be established and staffed in advance with a full or core IMT. When an event occurs, agencies are encouraged to send an Agency Commander or an Emergency Management Liaison Officer (EMLO) to the appropriate tier Control Centre (I/R/SCC). Response arrangements should be implemented at the earliest opportunity if the effects of emergencies are to be minimised.

The following is a list of predicted phases of emergencies:

- Alert
- Standby
- Action
- Evacuation (if required)
- Transition or Stand down

5.4.1 Alert

Upon receipt of warning or information that an emergency may occur or affect the relevant area of responsibility, the MEMT must be alerted to ensure its readiness to act if called upon. Some of the activities that should be considered in this phase are:

- Establish nature and extent of emergency
- Warning for key personnel
- Testing of communications arrangements
- Establish flow of information between Municipality and Control/Support Agencies.

5.4.2 Standby

As the threat or the effects of the emergency become imminent, agencies are placed on standby, thus being ready to move immediately they are required. Some of the activities that should be considered in this phase are:

- Staff prepared to attend the ICC and/or the Municipal Emergency Operations Centre (CEOC).

- Prepare equipment and personnel for immediate action.
- Identify assembly areas.

5.4.3 Action

This is the operational phase of the emergency when controlling and support agencies are committed to contain or control the emergency. Some operations may necessitate moving to the "Action Phase" immediately without the "Alert" and "Standby" phases being implemented. For this reason, it is always mandatory that all agencies having a role in this plan be in a state of preparedness. Some of the activities that should be considered in this phase are:

- Mobilise personnel/equipment as requested.
- Produce situation reports on a regular basis for higher authorities.
- Deploy additional resources as required.

Emergency Relief and Recovery usually commences when Response commences. The MRM will work closely with the MEMO to determine the anticipated relief and recovery requirements. Relief and recovery arrangements will commence at the earliest opportunity during an emergency event.

During emergencies, communication becomes paramount and to assist with the effective flow of information, a Municipal EMLO will be appointed and if required, will attend the ICC. This will assist in determining needs in high risk areas and consideration of the Vulnerable Persons Register.

5.4.4 Evacuation (if required)

The decision to evacuate rests with the control agency in conjunction with Victoria Police and available expert advice. Victoria Police are responsible for evacuation. Consideration must be given to the area which is to be evacuated, the route to be followed, the means of transport and the location evacuees will be asked to attend. Details of the roles and responsibilities in the Evacuation Process can be found in: Joint Standard Operating Procedure J03.12 Evacuation for Major Emergencies. [Evacuation for Major Emergencies](#)

City of Whittlesea council via the MRM will provide advice regarding the most suitable Emergency Relief Centre and other resources that may be required (e.g. public health, emergency relief considerations or requirements and special needs groups).

5.4.4.1 Warning Systems

The method of alerting people to the need for evacuation will depend on several factors (see also Section 5.8 Public Information and Warnings). Consideration should be given to:

- the type of emergency
- the number of people affected
- the ethnic origins of the affected people
- the requirements of vulnerable groups

5.4.5 Transition and Stand Down

5.4.5.1 Transition

Following Alert, Stand-by and Action, the Municipal Emergency Response Coordinator must declare a "handover" or transition of coordination from response to recovery. After consultation with the Control Agency and any other relevant agency, and the Municipal Emergency Response Coordinator is satisfied that the response to the emergency has been completed, he/she will advise the EMT. Transition is usually to the MRM at local level or DFFH at regional level, where recovery arrangements will continue to be deployed. The length of recovery is incident dependant and may be required for a short period of time or years following an event. (See also Section 5.12 Response to Recovery transition of this plan for more information).

5.4.5.2 Stand down

After consultation with Control Agencies and any other relevant agency, and once the MEMO is satisfied that the response to the emergency has been completed, the MERC will advise all participating agencies of “Stand down”.

5.5 CEOC Activation and Incident Levels

Refer to Section 3.3.4 for details of the requirement to establish and the location of the Whittlesea CEOC.

The purpose of the CEOC is to provide a location for the coordination of council and community resources in support of the response to emergencies. It is not the control centre for an emergency. An Incident Control Centre may be established by the control agency if the emergency is significant enough to warrant it.

The CEOC will be activated only to the level of activity necessary in providing support to the emergency. In minor events this might involve only a few staff, through to a major emergency requiring significant resources over a long period.

The function of emergency coordination for council can be undertaken from a variety of locations that provide flexible options, including operating on site or at an ICC if required. The functions of a CEOC may also be able to be provided remotely or virtually if required.

In the first instance, the control agency will notify the MERC that there is a requirement for additional resources. The MERC will then contact the MEMO. At the municipal level, resources owned or under the control of council may be used to supplement those of the control and support agencies. (Refer to Section 5.5.4 below).

Councils 24-hour phone number 9217 2170 also provides access to the council MEMO to initiate MEMP response arrangements as required. The activation level is dependent upon the scale of the emergency and is determined by the MERC in consultation with the MEMO or the On-Call Duty Officer in the first instance.

5.5.1 Non-Major Emergencies

Previously referred to as a ‘single incidents’ under emergency management arrangements, Non-Major Emergencies (NME) are emergencies that damage or destroy a home or residence rendering it uninhabitable. Common causes of non-major emergencies include house fires, flash flooding, storms, and gas leaks.

An NME is to be reported to the City of Whittlesea (24/7) phone number 9217 2170.

The notification/request for services must come via either the MERC or a member of Victoria Police (coordinators) acting as the MERC/IERC for an emergency. The notification may also come from the incident controller (FRV, CFA and/or VICSES).

An NME Standard Operating Procedure has been developed by the City of Whittlesea so that the On-Call Duty Officer can respond accordingly.

Required actions may be able to be performed remotely and then the incident records and actions undertaken will be passed to the Emergency Management Team on the next business day, for follow-up.

See also Section 5.1.4 Non major emergencies, of this plan for more information. Refer to Section 8.2 of this plan for a full list of sub-plans and supporting documents.

5.5.2 Level 1 – Small Scale Incidents (less than 24hr impact)

A small-scale emergency is one that can be resolved using local or initial response resources. The CEOC might not necessarily be physically activated but may support the operation virtually, with the MERC and MEMO in close communication at all times. Consequently, the MERC and MEMO will undertake required

actions concurrently and will activate the MRM to provide relief and recovery support if required (virtual CEOC). They will also monitor the emergency and its impact on the area, the community, the weather, and other elements/variables that might lead to a higher level of activation.

5.5.3 Level 2 – Medium Scale Incidents

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

5.5.4 Level 3 – Large Scale Incidents

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

These descriptions are in line with the Australasian Inter Service Incident Management System (AIIMS) Classification of incidents. Further information on accessing supplementary supplies can be found in Section 4.2 and 4.3 of this plan. Also 5.11.1 of this plan which details arrangements for supplementary resources.

Refer to Section 8.2 of this plan for a full list of sub-plans and supporting documents.

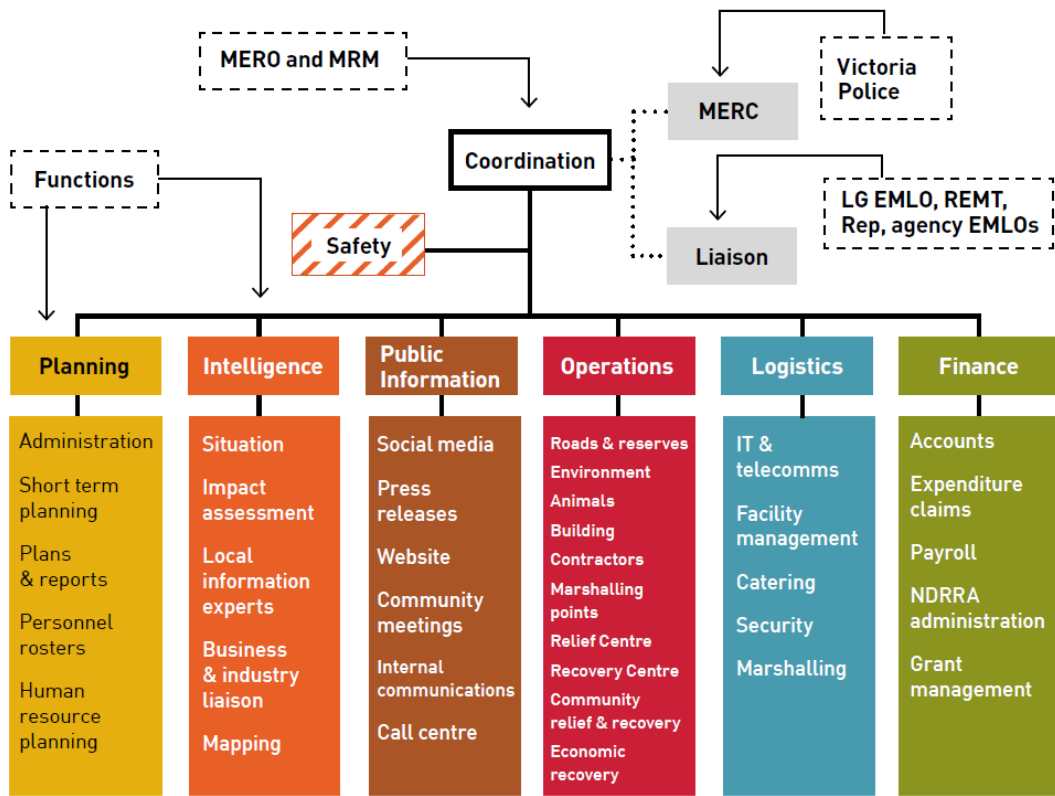


Figure 15: An example of a full council operations team in the CEOC. Source: Nillumbik Shire Council

5.5.5 City of Whittlesea Council Resources List

Council has a comprehensive list of plant and equipment, owned or contracted to council, that can be utilised during an emergency. This list is not for public distribution. Refer to Section 8.2 of this plan for a full list of sub-plans and supporting documents.

5.6 Establishment of a Multi-Agency Consultative Group in Lieu of an EMT

Some emergencies require collaboration of services, agencies, organisations and partners, but do not require the full activation of Emergency Management Teams.

An example of this is the 2020 COVID-19 Pandemic. A Pandemic Influenza Planning Group was set up as a planning sub-committee to the MEMPC and activated in the context of the COVID-19 Pandemic (a Class 2 emergency). By bringing together a range of stakeholders and varying agencies who have a key role in helping to reduce the impact of coronavirus COVID-19, the aim was to plan for and ensure that:

- Arrangements were put in place to prevent, respond and to recover from the COVID-19 Pandemic
- Council and partner agencies identified activities which could reduce the impact of the Pandemic on the community; and
- Ensure that arrangements were in place to ensure the continued delivery of critical services to vulnerable groups in the community

Through the course of the pandemic, the Pandemic Influenza Planning Group continued to be a multi-agency committee under the MEMPC. Members shared valuable information and were successfully able to develop plans and strategies to minimise the impact to the community. This was complimented by discussion of relief activities and emergent recovery actions.

As some Class 2 emergencies do not have local or regional control, this consultative group served the function of local coordination, facilitated by Council's Pandemic Recovery Manager. The consultative group was also able to escalate to Regional Relief Groups and the Regional Coordination Team via the Team Leader Emergency Management.

The establishment of a consultative group for this type of emergency served well and City of Whittlesea council will pursue the establishment of a multi-agency consultative group for future emergencies with a similar command, control and coordination arrangements.

5.7 Neighbourhood Safer Places and Fire Refuges

5.7.1 Neighbourhood Safer Place (Place of Last Resort)

There is one Neighbourhood Safer Place – Place of Last Resort within the City of Whittlesea and this is located at AF Walker Reserve Laurel Street, Whittlesea, Melway reference Map 246, G9.



Figure 16: Street view of A.F. Walker Reserve Source: Melway Online

A recommendation from the Bushfire Royal Commission (2009) was that all councils within CFA districts should investigate and develop Neighbourhood Safer Places – Place of Last Resort. A review of the Bushfire Risk and in consultation with the CFA concluded that the City of Whittlesea does not require a Neighbourhood Safer Place as described in CFA Act.

This is contained in the City of Whittlesea Neighbourhood Safer Place – Place of Last Resort Plan. This plan is reviewed on an annual basis between the MFPO and the Fire Services and is stored in Council's electronic filing system. Refer to Section 8.2 of this plan for a full list of sub-plans and supporting documents.

5.7.2 Community Fire Refuge

There are no Community Fire Refuges within the City of Whittlesea.

Through consultation with the fire services and the Risk Assessment process the City of Whittlesea has been deemed a low risk of Bushfire. However, the municipality does have a risk of grass fires within the municipality but in consultation with the CFA the City of Whittlesea does not have or need Community Fire Refuges. This has been considered as required in the Recommendations of the Bush Fire Royal Commission 2009.

5.8 Public Information and Warnings

5.8.1 Warnings

Warnings should be used under specific circumstances where community action is necessary primarily to protect lives and for the protection of property or the environment. The warning arrangements are set out in the [Victorian-Warning-Protocol](#) and also page 26 of the [Victorian State Emergency Management Plan \(SEMP\)](#)

The Control Agency has the responsibility to issue warnings to the affected community, and to other agencies. It is important to ensure public information and warnings are maintained at an optimum level. This will provide the public with the necessary information to develop an understanding and awareness of the issues associated with the prevention of, response to and recovery from emergencies.

Before

Any information released to the public on behalf of City of Whittlesea will be to educate and assist the community to prepare for emergencies. This information must be approved by the Whittlesea MEMPC.

During

It is the responsibility of the Control Agency to issue warnings to the affected communities, and other agencies. City of Whittlesea council may 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. Warnings will be released via EM-COP to emergency.vic.gov.au

After

Releasing information will be the responsibility of City of Whittlesea council and this may be done in consultation with the DFFH. Any information released must be approved by the MRM or CEO/Senior Management. Liaison must take place, so duplication and confusion does not occur.

5.8.2 Emergency Alert

Emergency Alert is a telephone warning system that Emergency Services can use to send a voice message to landline telephones and a text message to mobile phones during an emergency. If a person receives an Emergency Alert and they want more information, they can follow the instructions in the message.

Emergency Alert is a community warning system that attempts to provide a message to most phones in an area defined by the emergency services. City of Whittlesea council will support this initiative with community information. Council will inform the community they should not rely solely on receiving this telephone warning. For further information visit www.emergencyalert.gov.au

5.8.3 Information Management

During emergency response activities information is needed by all participating agencies, persons affected and the wider community. The following list summarises the principles which should be kept in mind by those responsible for managing the flow of information:

- Get information to the people who need it
- Get the right information to the right people
- Ensure it is consistent, timely, user-friendly, accurate, compatible and useful.

All agencies involved in the response to the incident have a responsibility to collect, analyse, and disseminate relevant information received regarding the incident, as appropriate. Further information regarding Warnings and Information is set out in the [Victorian-Warning-Protocol](#) and also page 26 of the [Victorian State Emergency Management Plan \(SEMP\)](#).

5.8.4 Dissemination

Immediate use of the media should be made to avoid phone congestion. The public should be advised to direct calls to appropriate agencies and centres with adequate facilities, staff and knowledge to answer questions or disseminate information. The “Standard Emergency Warning Signal” may be used to assist in the delivery of public warnings and messages for major emergencies. The use of SEWS must be authorised by the Incident Controller.

5.8.5 Methods

All methods of disseminating information should be considered including:

- VicEmergency App
- Radio Stations
- Television
- Social media platforms such as Facebook and Twitter
- Emergency Alert (Telephone based system)
- Agency Information line (i.e. Bushfire enquiry, VICSES information line)
- Community Newsletters
- Information Centres (One Stop Shops or Hubs)
- Door knocks
- Vehicle mounted Public Address Systems
- Local Community Groups, their community leaders and established community social media groups including specific community Facebook groups. Council's community development officers and key providers including Whittlesea Community Connections, already have established relationships with many groups across the municipality. Normal communication arrangements will also be followed.

5.8.6 People with a Disability or Non-English-Speaking Persons

Special considerations need to be given to warning people with a disability and culturally and linguistically diverse (CALD) community groups. In the case where information or communication is required with persons unable to speak English an interpreter service such as the Translating and Interpreting Service may be able to assist. (See also Section 2.3.3 regarding the top ten languages in the City of Whittlesea).

5.8.7 Information Resources

The following systems are an essential part of these arrangements and should be utilised if and when required:

- Electronic Media
- Police Media Liaison
- Literature/Brochure Information
- Print Media
- Radio (including local emergency broadcaster, Plenty Valley FM).

5.8.7.1 Information Centre

If required, a public and media information centre will be established. All public and media releases shall be issued from this centre. A nominated Council Officer will act as Media Liaison Officer. Refer to Section 8.2 of this plan for a full list of sub-plans and supporting documents.

5.9 Evacuation

Evacuation is the planned relocation of persons from dangerous or potentially dangerous areas to safer areas and their eventual return. The decision to evacuate rests with the control agency in conjunction with Police and available expert advice, unless time constraints prevent this consultation.

Evacuation may be undertaken by individuals, families and households of their own volition and independent of any advice, or it may be after an assessment of information provided by a control agency. Examples of events that may require immediate evacuation include fire, floods, hazardous materials accidents/incidents, air crash or earthquake.

In some life-threatening circumstances, and in an effort to preserve life, this decision to evacuate may be made by any agency representative and in these circumstances, the Incident Controller must be notified of this decision as soon as possible.

Once the decision to evacuate has been made, the MERC and Council representatives (MEMO and MRM) should be contacted.

The MEMO and/or MRM will assist the MERC by:

- Arranging a suitable assembly area if the pre-determined locations are not appropriate
- Providing transport resources and the determination of the location which evacuees will be asked to attend
- Establishing and activating emergency relief centres - including consideration of which location is the most appropriate in the circumstances
- Providing advice on local area information to assist with the traffic flow of evacuated persons out of the area and emergency services into the area
- Providing vulnerable person/facility information and advice for relocation and other relief services.

In Victoria, evacuation is largely voluntary. The Incident Controller makes a recommendation to evacuate and it is the choice of individuals as to how they respond to this recommendation. However, in particular circumstances legislation provides some emergency service personnel with authority to remove people from areas or prohibit their entry.

The Emergency Management Act 1986 Section 36A makes provision for the declaration by Police of an emergency area if normal community activities and freedom of movement must be restricted because of the size, nature or location of an emergency, and when the extreme powers available under a declared state of disaster are not needed or would take too long to implement. People and vehicles may be prevented from remaining in or entering the emergency area. However, this power is limited when a person claims pecuniary interest in a property or goods or valuables in a property within the emergency area. If the person claiming pecuniary interest is not on that property, they can be directed to leave or prevented from entering the emergency area. However, if they are located on the property then they cannot be required to leave.

By exception, the Terrorism (Community Protection) Act 2003 (Sections 16, 18 & 21) provides that a senior officer of Police, if suspecting that an area has, or people in that area may have, been exposed to such contamination by a terrorist act, may authorise a member of the force to direct a person or groups of persons to enter, not to enter, or to leave, any particular premises or area. Police may use reasonable and necessary force to ensure compliance with any authorised direction.

When the possibility of an evacuation is being considered, Victoria Police will identify a member to take the role of Evacuation Manager (Joint Standard Operating Procedure J03.12 Evacuation for Major Emergencies. [Evacuation for Major Emergencies](#)). The Evacuation Manager should be co-located with the Incident Controller at the ICC, or if no ICC exists, at the location where control is exercised.

5.10 Regional and State Arrangements (Escalation and Cross Boundary Events)

Planning for both response and recovery at the regional level is always necessary as emergencies respect no boundaries and will often traverse multiple municipal boundaries. Further, planning for cross-boundary events is necessary as often services provided by State government agencies are administered and delivered at a regional level.

The City of Whittlesea has participated in several cross-council, multi-agency training exercises to better prepare for emergencies which have the potential to affect numerous council areas.

The City of Whittlesea is a member of the North West Metropolitan Region Emergency Management Collaboration and is represented on several regional working groups helping to build regional relationships and support to strengthen councils' ability to support each other in emergencies.

New and emerging risks are communicated both at regional planning committees and through regional partnerships.

5.11 Additional Resources and Financial Considerations

5.11.1 Process for Sourcing Additional Resources

Where additional resources are required beyond the original control agency, the Incident Controller should:

- Seek response agency resources directly through the response agency commanders
- Seek supplementary resources, other than those of the responding agencies, through the IERC or MERC and MEMO
- Seek relief or recovery resources through the MRM/through the IERC or MERC and MEMO.
- Following a request:
 - The IERC or MERC will seek resources within the local area (through the MEMO) and the MERC will escalate unfulfilled resource requests to the RERC
 - RERCs will seek resources within their region and escalate unfulfilled resource requests to the Emergency Management Commissioner
 - The Emergency Management Commissioner will seek resources from across the state, interstate or internationally where necessary
- Depending on the scale of the incident a CEOC may be established by the IERC or MERC in consultation with the MEMO.

5.11.2 Financial Considerations

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

Control agencies are responsible for all costs involved in that agency responding to an emergency. Depending on the magnitude of the emergency, some government financial assistance may be available for prevention, response and recovery activities. The City of Whittlesea is accountable for any monies donated to it as a result of any emergency event and will implement systems to receive and account for all such donations.

5.12 Response to Recovery Transition – A Transfer of Coordination

It is essential to ensure a smooth coordinated transition from the response phase (including relief) to the recovery phase of an emergency at the municipal level. While it is recognised that recovery activities should have commenced shortly after impact, there will be an end of response activities and a hand over to the local, regional or state level to coordinate recovery.

At the local level early notification and activation of the need for relief is the responsibility of the Incident Controller through discussions with the MERC, MEMO and/or MRM. These discussions should begin early in the emergency response activities to provide relief and recovery planning and activation to begin before it is required.

A standard approach is required to assist with the transition of emergency management coordination arrangements between the control agency, Victoria Police (the response coordination agency), the Department of Families, Fairness, and Housing (recovery coordination at the regional level) and the City of Whittlesea.

Emergency management activities involve multiple agencies that are coordinated under agreed structures, and it is imperative that effective notification of changed coordination arrangements occurs. This is an important process to ensure the affected communities are notified and aware that the response agencies have stand down arrangements in place and for agencies with ongoing community support and recovery roles understand when transition to recovery will take place. The key tasks under this agreement include:

- Continuity of emergency relief requirements, if required
- Identifying resources required to support immediate community recovery requirements including public health and safety
- Coordination of essential clean-up operations
- Assessment of loss and damage impacts in the affected communities.

The Whittlesea MEMPC has adopted the State's transition template to ensure consistency and commonality from the local to regional levels. A copy of the template is available on EM-COP. This document will be signed by the Incident Controller, the Incident Coordinator and the Recovery Manager at the nominated level (State, Regional or Local).

5.13 Debriefing Arrangements

A debrief should take place as soon as practicable after an emergency. The MERC or the control agency, will convene the meeting and all agencies that participated should be represented with a view to assessing the adequacy of the Plan and to recommend any changes.

Each agency may conduct their own debrief prior to attending the incident/multi-agency debrief.

The Municipal Emergency Management Team may also conduct a separate debrief to inform the incident/multi-agency debrief.

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

Debriefs should be documented by the facilitating service/agency/organisation.

The City of Whittlesea debriefs are recorded in councils record management system and can be obtained (where appropriate) by contacting a member of the Emergency Management Team.

6. Relief Arrangements and Impact Assessment



6. Relief Arrangements and Impact Assessment

When using the terms, Before, During and After, relief and impact assessment is initiated in the 'During' phase.

Historically, the term 'relief and recovery' links relief into the recovery or 'After' phase, however the City of Whittlesea Council and the Whittlesea MEMPC, identify that relief is separate to recovery and promotes that incident controllers identify relief needs and initiate appropriate relief activities whilst the response is occurring in the 'During' phase.

Initial Impact Assessment is usually undertaken by the control agency and informed by emergency services personnel on the ground in the impact area. Council and other asset owners are then responsible for conducting Secondary Impact Assessment.

6.1 Relief

Emergency relief is the provision of immediate shelter, life support, and personal needs to people affected by, or responding to an emergency. It includes the establishment, management and provision of services to emergency relief centres.

Relief services could be provided at the site of an emergency, a dedicated relief centre, places of community gathering, isolated communities, transit sites or other safe locations as appropriate. It can provide reassurance to those impacted both directly and indirectly, as well as provide comfort to others away from the incident that the emergency response is being undertaken and managed.

The City of Whittlesea has developed a Whittlesea Relief Plan and has adopted the NWMR Collaboration documents to ensure it is able to provide effective and appropriate relief services. Refer to Section 8.2 of this plan for a full list of sub-plans and supporting documents.

6.1.1 Relief Management Arrangements

At State level and under Section 46 of the Emergency Management Act 2013, the Emergency Management Commissioner is responsible for the coordination of agencies to provide emergency relief. Emergency Recovery Victoria (ERV) also coordinates relief at the state tier.

The regional level of Emergency Relief coordination is by the Department of Families, Fairness, and Housing.

The municipal (local) level Emergency Relief coordination responsibility rests with the City of Whittlesea through the Municipal Recovery Managers (MRMs). Council is responsible for the local relief arrangements such as the establishment and management of Emergency Relief Centres.

In the response stage of an emergency, emergency relief is coordinated and activated by the Incident Controller via the MEMO and in partnership with the MRM who undertakes the management of emergency relief and recovery. At the transition from response to recovery the MRM will assume responsibility for all relief activities supported by the MEMO for required resources.

6.1.1.1 Escalation

Where Council exhausts its resources and cannot deliver required relief and recovery services to its community, the MRM may activate the NWMR Collaboration under the MoU. See Section 4.2 NWMR Emergency Management Collaboration and Section 4.3 Resource Sharing Protocol for more information. Further to this, the MRM may need to escalate to the regional level. The MRM will work closely with the DFFH Regional Recovery Manager to determine the appropriate response.

6.1.2 Emergency Relief Centres

Emergency Relief Centres (ERC) have been identified by the City of Whittlesea and assessed to be potentially suitable for use in times of emergency. Careful consideration must be given to the prevailing circumstances and number of people requiring assistance when selecting a site or sites. Contact details and plans for halls, centres or venues can be found in the Emergency Relief Centre Manual. Refer to Section 8.2 of this plan for a full list of sub-plans and supporting documents.

Not all ERCs will be open in an emergency which impacts the City of Whittlesea municipality. For public safety in emergencies reasons the ERC locations are in the restricted or committee version of the plan but not in the public version.

The City of Whittlesea adopts the NWMR ERC SOP for the management of coordination of ERCs. Refer to Section 8.2 of this plan for a full list of sub-plans and supporting documents. A summary of basic services in an ERC is listed below.

ERC Service	Provider
Animal Management	City of Whittlesea council and/or RSPCA
Catering	Salvation Army and/or Local Providers
Assessment and General Community Support Services	Whittlesea Community Connections DPV Health
Emergency Shelter and Personal Hardship Assistance Program (financial support)	Department of Families, Fairness, and Housing
Facility Coordination and Logistics	City of Whittlesea council
First Aid	St John Ambulance
Material Aid	Salvation Army
Personal Support/Psychological First Aid	VCC Emergencies Ministry Australian Red Cross DPV Health
Public Information and Communications	City of Whittlesea council – Communications and Media Team (in conjunction with the PIO in ICC)
Register.Find.Reunite	Australian Red Cross
Specialist Vulnerable Persons Support	City of Whittlesea council – e.g. Maternal & Child Health, Children's Services, Youth Services, HACC Services, Aboriginal Engagement and Community Inclusion (development and planning)

Table 6:ERC Services and Providers

6.1.3 Provision of an Outreach Relief Model and Other Arrangements

Some emergencies require emergency relief to be provided when the community impact does not result in evacuation or people fleeing their homes. An example of this is the 2020 COVID-19 pandemic. In this example, relief needed to be provided to vulnerable residents who were unable to leave their home to collect basic necessities including medication, or who were experiencing financial hardship and needed support with resources and provision of food and basic needs.

Council will work with Whittlesea Community Connections as the nominated relief provider within the municipality to manage the assessment and provision of relief services to our residents.

Another activity conducted in response to the COVID-19 pandemic in 2020 was a Community Engagement door knock facilitated by DFFH. This main aim was to provide information to the community about the testing and restrictions, however also proved to be an impact assessment of each household engaged.

The City of Whittlesea council has identified that greater preparedness planning is required for these types of outreach relief activities and, at the time of publication of this plan, has committed to the development of an appropriate sub-plan. Refer to Section 8.2 of this plan for a full list of sub-plans and supporting documents.

6.2 Impact Assessment

6.2.1 Initial Impact Assessment (IIA)

An initial impact assessment (IIA) gathers critical impact information concerning the extent of damage, disruption and breakdown to the community and its infrastructure as a result of the emergency. IIA captures identifiable impacts across the four key areas of social, built, economic, and natural environment. This information also assists City of Whittlesea council and agencies by informing decision making processes to ensure the safety of life and property.

The IIA is undertaken by the control agency as they are on scene in their response capacity. Basic impact assessments will be made and information such as, roads damaged, streets impacted, services disrupted, and other collective data will be ascertained. The IIA process aims to gather critical information to provide a snapshot of impact to the area. It is not intended to be specific information on individual impacts, but community based.

Information the control agency gathers through the Initial Impact Assessment process during the response to an emergency will be made available to the municipality. This includes Request For Assistance (RFA) data from VICSES.

To facilitate the IIA process the Municipal Emergency Management Team, shall as early as practicable, perform the following tasks:

- Survey the extent of damage and provide an early estimate of anticipated financial and material aid required
- Provide a priority listing for restoration of community needs to assist agencies in the performance of their functions
- Monitor the acquisition and application of financial and material aid needed or made available in the restoration period

The Emergency Management Team may co-opt persons within the community with the appropriate expertise to assist with the above tasks. Should the emergency extend beyond the boundaries of the municipality, the IIA may be merged with that of the other affected municipality(s).

6.2.2 Secondary Impact Assessment (SIA)

A more detailed analysis of loss and damage, and the impact on the affected community, including individuals, will be undertaken by the City of Whittlesea once the control agency declares the area safe for entry. The City of Whittlesea has adopted the NWMR Collaboration's SIA guidelines and will use those procedures to undertake any secondary impact assessments. The collaboration SIA guidelines include tools and processes for managing and reporting impact assessment data. Refer to Section 8.2 of this plan for a full list of sub-plans and supporting documents.

The information collected at this stage, in conjunction with the IIA data, will form the SIA. The SIA captures identifiable impacts across the four key areas of social, built, economic and natural environment. It assists in guiding Relief and Recovery and shall be a program of regular analysis, monitoring and review. Council will resource personnel to attend to the area of impact and collect information regarding the following:

- Damaged buildings yet to be evacuated, and evacuation requirements
- Specific information on individual property and/or asset damage, i.e. roads, trees, bridges, community buildings, commercial properties and residential properties. Basic survey of building damage and estimate on re-occupancy capability
- Monitoring and reporting on the progress of recovery
- Reconciliation of information gathered against ratepayer database

7. Recovery Arrangements



7. Recovery Arrangements

Section 46 of the Emergency Management Act 2013 appoints the Emergency Management Commissioner with the responsibility for the coordination of agencies in line with the State Emergency Recovery Plan.

As stated in page 30 of the [Victorian State Emergency Management Plan \(SEMP\)](#), Successful recovery is community-led and community-centred, responsive and flexible, engaging with communities and supporting them to move forward. Municipal councils and the Victorian Government each have a role in ensuring relief and recovery services are effective and well-coordinated. Municipal councils take the lead in delivering 'on the ground' relief and recovery services, because they are the closest to an affected community. The Victorian Government supports municipal councils to fulfil these local responsibilities and is responsible for establishing the state's relief and recovery arrangements, and for coordinating all regional and state level relief and recovery activities.

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

- Understanding the context.
- Recognise complexity.
- Using community-led approaches.
- Coordinating all activities.
- Communicating effectively.
- Recognise and build capacity.

Recovery requires collaboration between individuals, communities, all levels of government, non-government organisations and businesses across four inter-related recovery environments:

- Social environment – the emotional, social, spiritual, financial and physical wellbeing of affected individuals and communities;
- Built environment – the restoration of essential and community infrastructure;
- Economic environment - the revitalisation of the affected economy; and
- Natural environment – the rehabilitation of the affected environment.

Environment	This environment considers ...
Social	... the direct and indirect effects 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.
Economic	... the direct and indirect effects an event may have on businesses, primary producers and the broader economy.
Built	... the effects an event may have on essential physical infrastructure including essential services, commercial and industrial facilities, public buildings and assets and housing.
Natural	... the effects an event may have on a healthy 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; and national parks, cultural and heritage sites.

Figure 16: Recovery Environment and Function Areas. Source: Page 32 [Victorian State Emergency Management Plan \(SEMP\)](#).

Recovery initiatives may address specific elements of one or multiple aspects of the above recovery environments. The functional areas of recovery: social, built, economic and natural environments; will lead the recovery planning process at the municipal level. The implementation of recovery requirements in each of the functional environments will be coordinated by the MRM. Recovery from emergencies is a developmental process of assisting individuals, families, neighbourhoods and communities to manage the re-establishment of those elements of society necessary for their wellbeing.

Recovery activities should acknowledge the inherent resilient capabilities of individuals, households, neighbourhoods and communities affected by emergencies. Resilience is also promoted through programs that encourage, create and develop resources and connections that can be drawn on in times of crisis.

Wherever possible, the normal municipal management and administrative structures and practices will be used. Recovery information and recovery services need to be readily accessible to affected individuals, families and communities and be responsive to their needs and expectations.

The City of Whittlesea has developed a Whittlesea Recovery Plan and has adopted the NWMR Collaboration documents to ensure it is able to provide effective and appropriate recovery services. Refer to Section 8.2 of this plan for a full list of sub-plans and supporting documents.

7.1 Recovery Management Arrangements

At State level and under Section 46 of the Emergency Management Act 2013, the Emergency Management Commissioner is responsible for the coordination of agencies to provide recovery at the state level.

Regional Recovery Coordination is undertaken by the relevant State Departments which may include, Department of Fairness, Families and Housing and Department of Environment, Land, Water and Planning.

The municipal (local) level recovery coordination responsibility rests with the City of Whittlesea through the Municipal Recovery Manager (MRM).

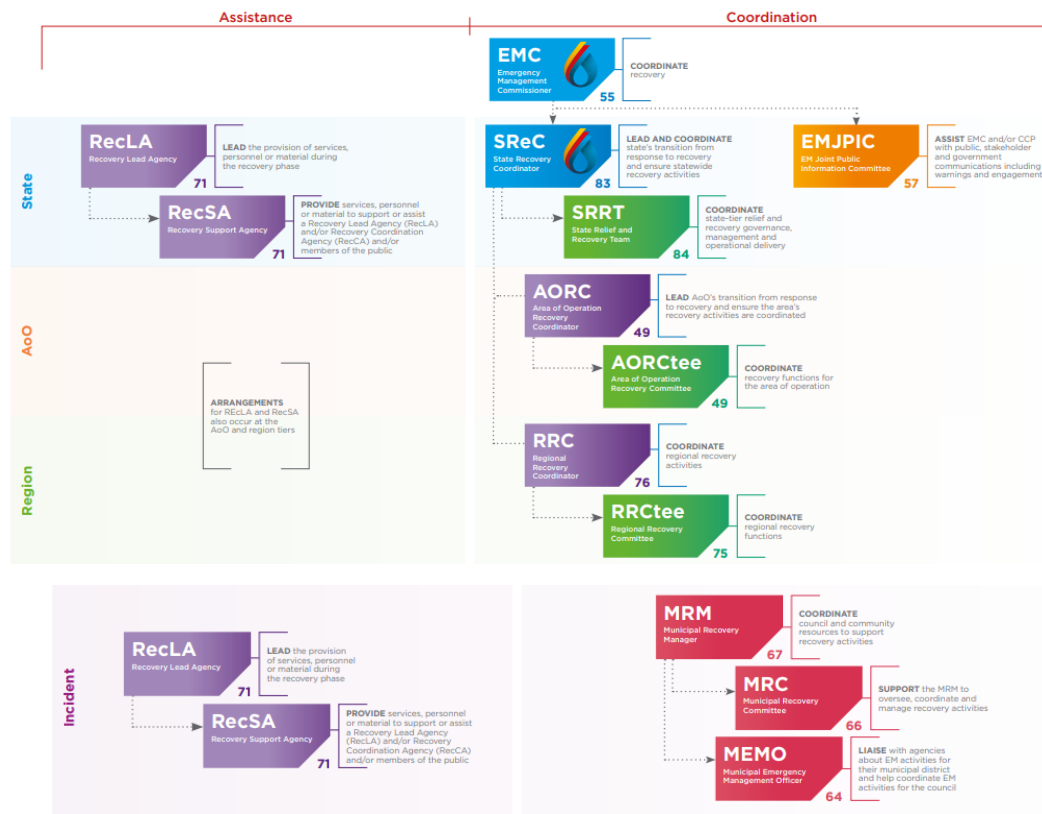


Figure 17: Recovery Coordination at State Region and Incident Level. Source: Page 43 and 44 [Victorian State Emergency Management Plan \(SEMP\)](#).

7.1.1 Escalation

Where Council exhausts its resources and cannot deliver required relief and recovery services to its community, the MRM may activate the NWMR Collaboration under the MoU. See Section 4.2 NWMR Emergency Management Collaboration and Section 4.3 Resource Sharing Protocol for more information. Further to this, the MRM may need to escalate to the regional level. The MRM will work closely with the DFFH Regional Recovery Manager to determine the appropriate response.

7.1.2 Recovery Management Structure

The Recovery Management Structure ensures that City of Whittlesea has clear links to community recovery committees. The structure adopted at the City of Whittlesea council is based on the structure identified in the EMV Disaster Recovery Toolkit for Local Government as per the following diagram.

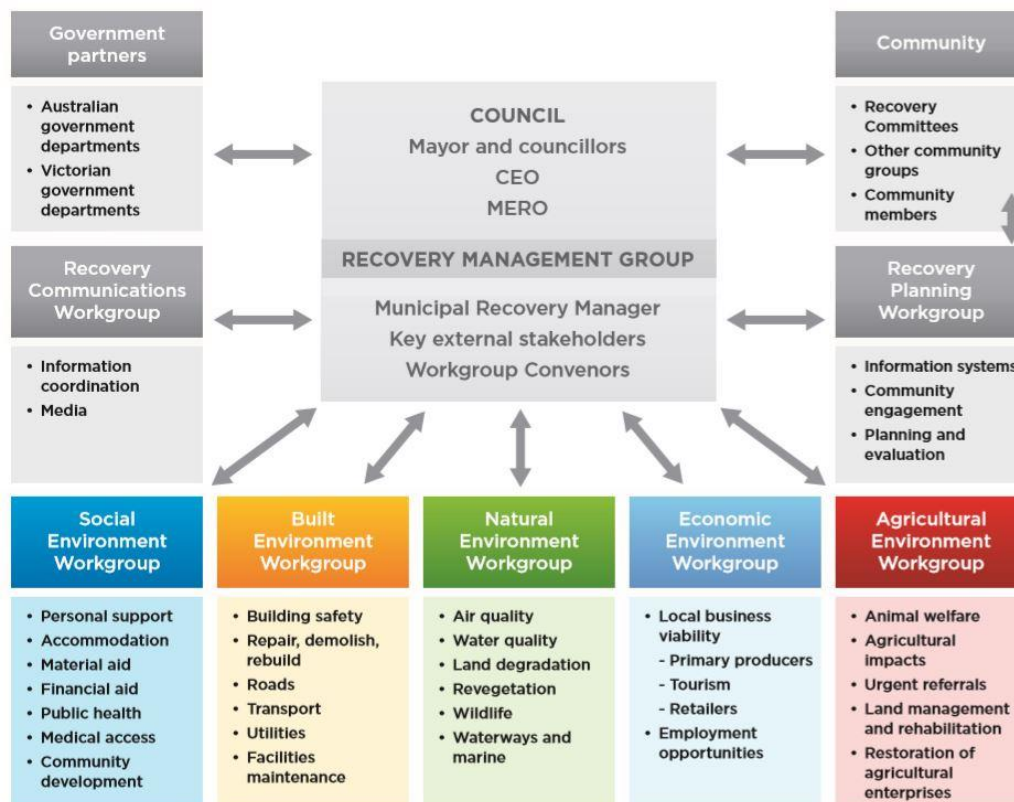


Figure 18: Disaster Recovery Management Structure. Source: EMV Disaster Recovery Toolkit for Local Government

7.1.3 Role of Department of Families, Fairness, and Housing in Recovery

DFFH is responsible for regional relief and recovery. DFFH will appoint a Regional Recovery Manager who will act as a strategic and operational interface between regional and state tiers of recovery coordination. DFFH is the lead agency for the following recovery activities:

- Supporting interim accommodation requested by councils and other referring agencies, for individuals, families and households
- Advising on standards for interim accommodation of displaced people
- Coordinating plans to assist households to prepare for the transition to permanent housing
- Coordinating the provision of psychological first aid to affected people
- Coordinating the provision of counselling and targeted psychosocial support
- Coordinating the provision of personal support through information, practical assistance, assessment of immediate needs and referral to other support agencies and services in relief and recovery centres
- Administering the personal hardship assistance program (financial assistance)
- Liaising with and providing advocacy to the Services Australia (Centrelink) regarding income support issues
- Providing public health advice on topics including safe water, safe food, waste disposal, adequate washing/toilet facilities
- Advising on wellbeing in recovery through advice, information and assistance to community
- Maintaining community access to primary and acute health services through DFFH funded health care services and other primary and acute health services

- At the regional level, providing tailored information services to affected communities
- Coordinating spontaneous volunteers through capturing and providing offers to municipal councils
- Undertaking the assessment, restoration, clearing and rehabilitation of public buildings and assets where DFFH is the manager of that building or asset

7.1.4 Functional Services

- Details of the following functional services are contained in the Whittlesea Recovery Plan:
- Case Coordination Service
- Interim Accommodation & Personal Support
- Financial Assistance
- Public Health
- Clean Up
- Reconstruction
- Community Development
- Environmental Management
- Coordination of Non-Financial Donations & Material Aid
- Coordination of Voluntary Assistance
- Animal Management – Recovery & Disease Control
- Refer to Section 8.2 of this plan for a full list of sub-plans and supporting documents

7.1.5 Supply of Goods or Services

The municipality and other recovery agencies shall obtain and pay for goods/services through their own supply systems. The MRM with the assistance of DFFH will coordinate the acquisition and supply of goods/services which cannot be provided by the municipality or participating agencies under standard escalation arrangements with the Regional Recovery Manager. When goods can only be obtained in such a manner, agreement on financial expenditure responsibility will be reached prior to the goods being obtained.

7.2 Recovery Information Centre

A Recovery Information Centre should be a one-stop shop offering services appropriate to assist the community in recovery. The MRM together with the MEMO will identify an appropriate venue for a Recovery Information Centre if required. Details of these arrangements are contained in the Whittlesea Recovery Sub-Plan. Refer to Section 8.2 of this plan for a full list of sub-plans and supporting documents.

7.3 Community Led Recovery

Successful recovery is responsive and flexible, engaging communities and empowering them to move forward. Recovery should:

- Centre on the community, to enable those affected by a disaster to actively participate in their own recovery
- Seek to address the needs of all affected communities
- Allow individuals, families and communities to manage their own recovery
- Consider the values, culture and priorities of all affected communities

- Use and develop community knowledge, leadership and resilience
- Recognise that communities might choose different paths to recovery
- Ensure that the specific and changing needs of affected communities are met with flexible and adaptable policies, plans, and services; and
- Build strong partnerships between communities and those involved in the recovery process.

7.3.1 Municipal Strategic Recovery Committee

The Municipal Strategic Recovery Committee will strategically coordinate council's recovery efforts. It will be led by the City of Whittlesea and while the membership will be determined for each event, it will likely include representation from council, local NGOs, businesses and community groups/individuals. Details of these arrangements are contained in the Whittlesea Relief Sub-Plan. Refer to Section 8.2 of this plan for a full list of sub-plans and supporting documents.

7.3.2 Community Recovery Committees

Within the City of Whittlesea, Community Recovery Committees will be established at a local, district or precinct level, whatever is deemed most appropriate at the time, to enable the local community to determine priorities, advocate for local needs and develop and support local recovery initiatives. These committees will include representation from cultural groups, sporting groups, businesses, educational institutions, youth, aged and family representatives. Each CRC will have a recovery action plan that links with a broader recovery plan.

Details of these arrangements are contained in the Whittlesea Recovery Sub-Plan. Refer to Section 8.2 of this plan for a full list of sub-plans and supporting documents.

7.3.2.1 Community Recovery Committee – Terms of Reference

An example Terms of Reference for the CRC is included in the Whittlesea Recovery Sub-Plan. Refer to Section 8.2 of this plan for a full list of sub-plans and supporting documents.

7.4 Government Assistance Measures

The state government has various financial assistance available, some of which are detailed in the [Victorian State Emergency Management Plan \(SEMP\)](#) page 35. Assistance includes: Personal Hardship Assistance provided by DFFH, and Crisis Payment from Services Australia (formally Centrelink) for people in extreme circumstances.

The Victorian Government also provides funding through the Natural Disaster Relief and Recovery Arrangements Fund to assist the Victorian community through natural disaster relief and recovery payments and infrastructure restoration. Details of these arrangements can be found at: [Information for local councils | Emergency Management Victoria \(emv.vic.gov.au\)](#).

8. Appendices



8. Appendices

8.1 Administration

The City of Whittlesea council fulfils the role of Municipal Emergency Management Plan Executive Officer and as such is responsible for the maintenance and amendments of this plan. Communication regarding this plan can be sent to: resilience.management@whittlesea.vic.gov.au

8.1.1 Acronyms

Acronym	Term
AAR	After Action Review
AIDR	Australian Institute of Disaster Resilience
AIIMS	Australasian Inter-service Incident Management System
AoCC	Area of Operations Control Centre / Command Centre
AV	Ambulance Victoria
BoM	Bureau of Meteorology
BCP	Business Continuity Planning
BOM	Bureau of Meteorology
CALD	Culturally and Linguistically Diverse
CEO	Chief Executive Officer
CERA	Community Emergency Risk Assessment
CFA	Country Fire Authority
DJPR	Department of Jobs, Precincts and Regions (formally in part Dept. of Economic Development, Jobs, Transport and Resources).
DEECA	Department of Energy, Environment & Climate Action
DFFH	Department of Families, Fairness and Housing
DH	Department of Health
DTP	Department of Transport & Planning
EHO	Environmental Health Officer
EMLA Act	Emergency Management Legislation Amendment Act 2018
EM Act 2013	Emergency Management Act 2013
EMLO	Emergency Management Liaison Officer
EMV	Emergency Management Victoria
EMT	Emergency Management Team
EO	Executive Officer
EPA	Environmental Protection Authority
ERC	Emergency Relief Centre
FRV	Fire Rescue Victoria
IC	Incident Controller
ICC	Incident Control Centre
IEMT	Incident Emergency Management Team
IERC	Incident Emergency Response Coordinator
IIA	Initial Impact Assessment
IMS	Incident Management System
IEMT	Incident Emergency Management Team

Acronym	Term
IMT	Incident Management Team
MAV	Municipal Association of Victoria
MEMPC	Municipal Emergency Management Planning Committee
MEMP	Municipal Emergency Management Plan
CEOC	Council Emergency Operations Centre
MEMO	Municipal Emergency Management Officer
MERC	Municipal Emergency Response Officer
MFPO	Municipal Fire Prevention Officer
MRM	Municipal Recovery Manager
NME	Non-Major Emergency
OIC	Officer in Charge
PIO	Public Information Officer
PTV	Public Transport Victoria
RAC	Regional Agency Commander
RCC	Regional Control Centre
RDO	Regional Duty Officer
REMI	Regional Emergency Management Inspector
REMPC	Regional Emergency Management Planning Committee
RERC	Regional Emergency Response Coordinator
RFR	Register.Find.Reunite
RSPCA	Royal Society for the Prevention of Cruelty to Animals
SCC	State Control Centre
SEMP	State Emergency Management Plan
SERP	State Emergency Response Plan
SHERP	State Health Emergency Response Plan
SIA	Secondary Impact Assessment
SITREP	Situation Report
SOG	Standard Operating Guideline
SOP	Standard Operating Procedure
V-BERAP	Victorian Built Environment Risk Assessment Process
VCC EM	Victorian Council of Churches Emergencies Ministry
VFFR-B	Victorian Fire Risk Register - Bushfire
VICSES	Victoria State Emergency Service
VicPol	Victoria Police

Table 7: Acronyms

8.1.2 Glossary of Terms

Term	Definition
Affected Area	An affected area for the purposes of managing response and recovery is the entire geographic area affected in any significant way by an emergency.
Agency	An agency means any government or non-government organisations with a responsibility, ability to or involved in the provision of the emergency management. (EM Act 1986 S4)
Command	The direction of members and resources of an agency in the performance

Term	Definition
	of the organisation's role and tasks. Authority to command is established in legislation or by agreement within an agency. Command relates to agencies and operates vertically within an agency.
Community Development Officer	A person appointed to initiate, co-ordinate and support activities in an affected community to assist its development in recovery from an emergency.
Community Recovery Committee	A committee which may be convened after an emergency to provide a management and action forum for the recovery process in respect of an affected area or a specific community.
Consequences	The outcome and effect of an event or situation expressed qualitatively or quantitatively, being a loss, injury, disadvantage or gain.
Consequence management	Consequence management means the coordination of agencies, including agencies who engage the skills and service of non-government organisation, which are responsible for managing or regulating service or infrastructure which is, or may be, affected by a major emergency. (EM Act 2013 S45)
Control	The overall direction of response activities in an emergency. Authority for control is established in legislation or in an emergency response plan and carries with it the responsibility for tasking other agencies in accordance with the needs of the situation. Control relates to situation and operates horizontally across agencies.
Control Agency	An agency nominated to control the response activities for a specified type of emergency. Control agencies are laid out in the Victorian State Emergency Management Plan.
Control Centre / Command Centre	Facilities from which incident, site, region/area of operations, and state level functions can be carried out. This could be in-field, mobile or physical location.
Coordination	The bringing together of agencies and elements to ensure effective response to emergencies and is primarily concerned with the systematic acquisition and application of resources (agency, manpower and equipment) in accordance with the requirements imposed by the emergency or emergencies. Coordination relates primarily to resources and operates; - Vertically, within an agency, as a function of the authority to command, - Horizontally, across agencies as a function of the authority to control.
Coordinator	A Coordinator is a person that could sit at the incident level, municipal level, regional level and state level to ensure that appropriate control and support agencies are in attendance. In the event of uncertainty determine which agency is to perform its statutory response role: - ensures that an incident has effective control - ensure that the Incident Controller has formed and is chairing an Incident Emergency Management Team - arrange for the provision and allocation of resources requested by the control and support agencies - escalate unfulfilled requests to the municipal, regional or state levels. The Coordinator role always sits with Victoria Police.
Counselling	The provision of psychological support and advice to persons affected by an emergency.

Term	Definition
Critical Infrastructure	Any infrastructure which is- Assessed by the relevant Minister to be significant critical infrastructure or major critical infrastructure, or Designated by the Governor in Council to be vital critical infrastructure. (EM Act 2013 Pt 7A 74B)
Disaster	This term is not generally used within Victoria's emergency management arrangements, where it would be taken to mean the same as emergency. The term 'disaster' would only be used through the definition below when 'a state of disaster' has been declared.
Disaster, State of or Area of	The Premier of Victoria can declare a state of disaster to exist in all or part of Victoria if an emergency constitutes a significant and widespread danger to life or property, which justifies the enabling of the special powers for the safety and preservation of life. (EM Act 1986 Pt 5 S22)
Emergency	An emergency due to the actual or imminent occurrence of an event which in any way endangers or threatens to endanger the safety or health of any person in Victoria or which destroys or damages, or threatens to destroy or damage, any property in Victoria, or endangers or threatens to endanger the environment or an element of the environment in Victoria including, without limiting the generality of the foregoing: a) an earthquake, flood, wind, storm, or another natural event b) a fire c) an explosion d) a road accident or any other accident e) a plaque or an epidemic or contamination f) a warlike act or act of terrorism, whether directed at Victoria or part of Victoria or at any other State or Territory of the Commonwealth g) a hi-jack, siege or riot h) a disruption to an essential service (Act). (EM Act 1986 P1 S4)
Emergency, Coordination Centre/ Emergency Operations Centre	A centre established at municipal, regional or state level to plan, coordinate resources and conduct operations ancillary to the Control and response agencies in the field. Mostly a physical location however can be virtual or in-field.
Emergency Management Liaison Officer (EMLO)	An EMLO is a person appointed by an agency who represents their agency at another agencies facility utilised to manage an emergency.
Emergency Management	Arrangements for, or in relation to: a) the mitigation of emergencies b) the response to emergencies c) the recovery from emergencies. (EM Act 1986 P1 S4)
Emergency Management Team	A team which assists a controller in formulating a response strategy and in its execution by all agencies, and which assists the Emergency Response Coordinator in determining resource acquisition needs and ensuring a coordinated response to the emergency.
Emergency Recovery	Process by which a community is supported to a level of proper functioning after an emergency.
Emergency Relief	Provision of immediate life support and basic human needs of persons affected by or responding to an emergency.
Emergency Relief Centre	A location or facility established to provide information, shelter, life support

Term	Definition
	and essential needs to persons affected by an emergency. Often referred in parts of Australia and the world as an 'evacuation' or 'disaster' centre.
Emergency Service Agency / Organisation	An agency involved in the support of the community before, during and after an emergency.
Essential Service	Defined as transport, fuel (including gas), light, power, water, sewerage or a service (whether or not of a type similar to the foregoing) declared to be an essential service by the Governor in Council within the meaning of section 3 of the Essential Services Act 1958. (EM Act 1986 P1 S3)
Evacuation	The planned relocation and eventual return of persons from dangerous or potentially dangerous areas to safer areas. The purpose of an evacuation is to use distance to separate the people from the danger created by the emergency.
Incident	To have the same meaning as 'Emergency'.
Incident Controller	A person appointed by the control agency responsible for the resolution and over all decisions in responding to an emergency.
Mitigation	Measures taken in advance of, or after an emergency aimed at preventing, decreasing or eliminating the impacts on society and the environment of an emergency.
Municipal Council	A local Government body contained within defined boundaries for which that body is responsible for its management.
Council Emergency Operations Centre (CEOC)	A facility which brings together key council personal to coordinate the provision of council and community resources during an emergency (Response, Relief and Recovery). Can be virtual, in-field or a designated facility.
Municipal Emergency Management Officer (MEMO)	An appointed municipal council officer that liaises with agencies in relation to emergency management activities for the municipal district assists in the coordination of emergency management activities for the municipal district.
Municipal Emergency Response Coordinator (MERC)	An appointed Senior Sergeant member of Victoria Police responsible for ensuring effective control by the control agency, coordination of resources and activities including provision of relief and an after-action review at the municipal level.
Municipal Recovery Manager (MRM)	An appointed municipal council officer responsible for the co-ordination at the municipal level for relief and recovery services and activities.
Region	Area defined by Government or agencies. City of Whittlesea is within the North West Metropolitan Region.
Resilience	The capacity of individuals, communities, institutions, businesses and systems to survive, adapt, and grow no matter what kinds of chronic stresses and acute shocks they experience.
Risk	The assessment of likelihood and consequence of something happening that will have an impact upon or across a community.
Risk Management	The systematic application of management policies, procedures and practices to the tasks of identifying, analysing, assessing, treating and monitoring risk.
Response Support Agency	An organisation as described in page 76 of the Victorian State Emergency Management Plan (SEMP) .
Senior Officer	A municipal employee as defined by the Local Government Act 1989.
SharePoint	Electronic document depository system used by the City of Whittlesea council

Term	Definition
Spontaneous Volunteer/s	Community members or groups who unplanned wish to assist and help during an emergency event.
State of Emergency	Term used by the Chief Health Officer for large epidemic, pandemic and other issues relating to Health. Not used in Emergency Management.
Sub-Plan	An annex of an existing plan, with addition statements of control / coordination arrangements and roles / responsibilities for identified Risks.
Support Agency	An agency which provides services, personnel, or material to support or assist affected persons and/or others in response, relief and recovery.

Table 8: Glossary of Terms

8.1.3 References

- Emergency Management Legislation Amendment Act 2018 (EMLA Act) – [Victorian legislation](#)
- Commonwealth Constitution – [Home – Parliament of Australia \(aph.gov.au\)](#)
- Victorian State Constitution – [Victorian legislation](#)
- Victoria Libraries Act – [Victorian legislation](#)
- Local Government Act – [Victorian legislation](#)
- CFA Act – [Victorian legislation](#)
- VICSES Act – [Victorian legislation](#)
- State Emergency Management Plan - [Victorian State Emergency Management Plan \(SEMP\)](#)
- ISO 31000 – [ISO - ISO 31000 — Risk management](#)
- National Emergency Management Risk Assessment Guidelines – [Search | Attorney-General's Department \(ag.gov.au\)](#)
- Community Emergency Risk Assessment – [Community Emergency Risk Assessment \(CERA\)](#)
- Australian Red Cross Services - [Help in emergencies | Australian Red Cross](#)
- Victorian Emergency Website – [Incidents and Warnings - VicEmergency](#)
- Victorian Warnings Protocol - [Victorian-Warning-Protocol-October-2017.pdf \(em.vic.gov.au\)](#)
- State Health Emergency Response Plan (SHERP) – [State Health Emergency Response Arrangements - health.vic](#)
- Privacy Commissioner - [OVIC home page - Office of the Victorian Information Commissioner](#)
- Disaster Recovery Toolkit for Local Government - Engaging the community in disaster recovery - [Engaging the community in disaster recovery | Emergency Management Victoria \(emv.vic.gov.au\)](#)

8.1.4 Amendment History

The first Whittlesea MEMP was developed in 1996. It has undergone many minor amendments which are fully listed in the 2017 version of the plan.

The minor and full amendment summary below is now considered an appropriate record of the plan amendment history. The Whittlesea Municipal Emergency Contact Directory is reviewed more frequently, and updates are distributed to the MEMPC. Refer to Section 8.2 of this plan for a full list of sub-plans and supporting documents.

Version Number	Date of Amendment	Amendment Detail
1.0	July 1996	Council adopted new MEMP (amendment # 1 – 2)
1.1	1997	Update (amendment # 3 – 6)
1.2	1998	Update (amendment # 6 – 12)
1.3	1999	Update (amendment # 13 – 18)

Version Number	Date of Amendment	Amendment Detail
1.4	2000	Update (amendment # 19 – 24)
1.5	2001	Update (amendment # 25 – 30)
1.6	2002	Update (amendment # 31 – 36)
1.7	2003	Update (amendment # 37 – 39)
2.0	August 2003	Full Review and Update to new format (amendment # 40 and 41-42 following)
2.1	2004	Update (amendment # 43 - 48)
2.2	2005	Update (amendment # 49 – 54)
2.3	2006	Update (amendment # 55 – 60)
2.4	2007	Update (amendment # 61 – 66)
2.5	2008	Update (amendment # 67 – 72)
2.6	2009	Update (amendment # 73 - 78)
2.7	2010	Update (amendment # 79 - 84)
3.0	2011	Update (amendment # 85 - 90) Full plan review in accordance with the MEMPlan Audit criteria changes.
3.1	2012	Update (amendment # 91 - 96)
3.2	2013	Update (amendment # 97 – 102)
3.3	2014	Update (amendment # 103 - 108)
3.4	2015	Update (amendment # 109 - 112)
3.5	2016	Update (amendment # 113 - 116)
3.6	2017	Update (amendment # 117 - 120)
4.0	July 2020	Full re-structure of the plan in accordance with the EMMV Part 6 (Appendix 1 Suggested structure and content of a MEMP) and the MEMP Workbook, Audit Tool and Evidence Guide (VICSES)
	01/09/2020	MEMP endorsed by Whittlesea MEMPC
	08/09/2020	Endorsed by City of Whittlesea Acting CEO
4.1	September 2021	Update & Review with new terminology and diagrams from the SEMP and update to MEMO references

Version Number	Date of Amendment	Amendment Detail
5.0	August 2023	Put in new plan format with new MEMPC logo

Table 9: Amendment History

8.1.5 MEMPC Membership Register and MEMP Distribution List

Refer to Section 8.2 of this plan for a full list of sub-plans and supporting documents.

8.1.6 Whittlesea Municipal Emergency Management Contact and Resource List

Refer to Section 8.2 of this plan for a full list of sub-plans and supporting documents.

8.2 Sub-Plans, Special Plans and Other Documented Arrangements

The following State Plans have been used in reference:

- State Emergency Management Plan (SEMP) Viral (Respiratory) Pandemic Sub-Plan
- State Emergency Response Plan Public Transport Disruption Sub-Plan State Health Emergency Response Plan
- State Emergency Response Plan Biosecurity Sub-Plan
- Interim State Emergency Response Plan Extreme Heat Sub-Plan
- SEMP Earthquake Sub-Plan
- SEMP Storm Sub-Plan
- SEMP Flood Sub-Plan

8.2.1 Sub-Plans and Supporting Documents

8.2.1.1 Public Sub-Plans and Support Documents

The following documents are publicly available on the City of Whittlesea council website at, <https://www.whittlesea.vic.gov.au/health-safety/staying-safe/>

They are also available on Crisisworks for MEMPC members. If a MEMPC member does not have a Whittlesea Crisiswork log-in, they can contact council via email to: resilience.management@whittlesea.vic.gov.au to arrange access.

- Whittlesea Municipal Emergency Management Plan
- Whittlesea CERA
- Municipal Fire Management Plan
- Whittlesea Neighbourhood Safer Place Plan
- Whittlesea Storm and Flood Emergency Plan
- Thomastown and Lalor Local Flood Guide
- Whittlesea Local Flood Guide
- City of Whittlesea Extreme Heat Plan
- City of Whittlesea Pandemic Plan

8.2.1.2 City of Whittlesea Internal Plans and Arrangements

The following documents are not available to the public.

They are available to MEMPC members via Crisisworks. If a MEMPC member does not have a Whittlesea Crisiswork log-in, they can contact council via email to: resilience.management@whittlesea.vic.gov.au to arrange access.

These plans can also be provided to MEMPC or REMPC members upon request. Request should be made via email to: resilience.management@whittlesea.vic.gov.au

They are stored on councils record management systems and available to council staff on the City of Whittlesea Emergency Management SharePoint site.

- City of Whittlesea Emergency Management Document Library
- MEMPC Membership Register
- MEMPC Terms of Reference
- MEMP Distribution List
- Whittlesea Municipal Emergency Contact Directory
- City of Whittlesea Municipal Emergency Resources List
- City of Whittlesea Seasonal Preparedness Communications Plan
- City of Whittlesea Non-Major Emergency Standard Operating Procedure
- City of Whittlesea CEOC Operations Manual
- City of Whittlesea 2020 Council Staff Deployment Guidelines
- City of Whittlesea Animal Management Plan
- Whittlesea Relief Sub-Plan
- Whittlesea ERC Manual
- Whittlesea Recovery Sub-Plan
- Whittlesea Community Recovery Committee Terms of Reference Template
- Whittlesea Strategic Recovery Committee Terms of Reference Template

8.2.2 NWMR Emergency Management Collaboration Documents and Referenced Plans and Arrangements

The following NWMR Collaboration documents are available on EM-COP. They are not available to the public. City of Whittlesea council, as a member of the collaboration, adopts the following guidelines, protocols and documented arrangements, as our own:

- ERC SOGs – Emergency Relief Centre Standard Operating Guidelines
- LGA Readiness Matrix
- Municipal Emergency Recovery Guidelines
- Non-Major Emergency (NME) Protocol
- Non-Major Emergency (NME) Registration Log and Activity Log
- Resource Sharing Procedure
- Secondary Impact Assessment Guidelines
- ERC Guidelines during COVID-19 Presentation June 2020 FINAL.pptx
- ERC protocol COVID-19 Pandemic June 2020 FINAL.doc

8.2.3 City of Whittlesea Emergency Management System

The City of Whittlesea's Emergency Management Team are currently developing a management system approach to council's emergency management arrangements. This work will continue to progress and can be discussed with council by request, via email: resilience.management@whittlesea.vic.gov.au

8.2.4 City of Whittlesea Activation Workforce

The City of Whittlesea has a comprehensive list of trained staff who have nominated to fulfil the various emergency management roles to support council during emergencies.

Council, with the assistance of emergency management agencies, undertakes the training and knowledge development of identified staff in response, relief and recovery phases of incidents.

The recruitment of staff is on a voluntary basis of their choosing and not based on their skill set in their day-to-day council role within the organisation, years of employment or level of employment. The use of activation staff differs from officers contributing subject matter expertise in an emergency as part of their position description.

Activation staff information sheets / duty statements are written in accordance with the NWMR Collaboration Emergency Relief Centre, Standard Operating Guidelines where applicable

Further information regarding the City of Whittlesea Activation Workforce can be obtained from the Emergency Management Team by emailing: resilience.management@whittlesea.vic.gov.au

8.3 Community Emergency Management Plans

Whittlesea Township and Surrounds developed their Community Emergency Plan in 2015. A full review is now being conducted which will incorporate a Community Emergency Response Network (CERN). This was described in the concept of operations, which was endorsed by the MEMPC at the 21 February 2023 meeting. The activation and arrangements of the CERN is to assist with community engagement and support during response and relief as well as recovery. The Whittlesea CERN will equip and empower the community with critical aspects of local community building, and preparedness before disasters. MEMPC members praised this as a great document, and that the vision is in line with the Emergency Management Act; also that it will tie in perfectly with engagement work.

8.4 Maps

Maps can be provided before, during and after (planning, response, relief and recovery phases). The City of Whittlesea council GIS Team will provide maps as required. Requests for maps can be made by contacting the Emergency Management Team in the first instance by emailing: resilience.management@whittlesea.vic.gov.au