

## HEALTH AND HUMAN SERVICES EMERGENCY MANAGEMENT

# State Relief Plan: February 2014

### Version History

Ver	Action	Date	Authorised
V1.0	Final version of document. Issued to SCC	07/02/14	Director, Health and Human Services Emergency Management and State Manager Emergency Services (Red Cross)
v.2.0	Update to p7 relief agencies stand-by/activation arrangements Update to Appendix B LGAs to Relief Centre addresses	08/02/14	Director, HHSEM and State Manager Emergency Services (Red Cross)
V3.0	Relief incident preparedness removed from body of document and Relief 7 Day Action Plan included as a separate document as Attachment 1. Outstanding relief centres added in Appendix B and sorted alphabetically. Addition of Appendix G <i>Power outage interim process</i> .	12/02/14	Director HHSEM



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Attachment 1: 7 Day State Relief Action Plan (incident specific stand alone document)

## Document Information

This document has been prepared by the Health and Human Services Emergency Management Branch.

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This is a managed document.

For identification of amendments each page contains a release number and a page number. Changes will only be issued as a complete replacement document.

Recipients should remove superseded versions from circulation.

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## Purpose

The purpose of this document is to provide an outline of the relief coordination and management arrangements in place across Victoria to ensure essential relief needs are provided to individuals and communities affected by an emergency.

This plan should be read in conjunction with:

1. Regional Recovery Plans
2. Municipal Emergency Management Plans
3. State Emergency Relief and Recovery Plan (Emergency Management Manual Victoria – Part 4)
4. Emergency Relief Handbook: A Planning Guide

This plan sets out the arrangements for this Summer season. A set of appendices follow the body of this document and detail specific arrangements that are in place. These appendices contain the following information:

Appendix A: Municipal emergency relief arrangements

Appendix B: Relief centre locations

Appendix C: State level relief agency contacts

Appendix D: Regional Emergency Operations Centre (REOC) Arrangements

Appendix E: State Emergency Management Centre (SEMC) Arrangements

Appendix F: Public Information

## Emergency Relief Functions

Emergency relief is the provision and coordination of essential needs to persons affected by, or involved in the management of, an emergency.

The functions of emergency relief meet the needs of affected people through the provision of:

- emergency relief centres
- emergency shelter
- food and water
- psychosocial support
- non-food items (material aid)
- Register.Find.Reunite
- first aid and primary care
- financial assistance
- animal welfare
- community information.

Relief services can be provided in a number of ways. Methods for the delivery of relief services include:

- re-supply
- outreach
- established supply points
- information points.

Incident Controllers are primarily responsible for determining the need to activate emergency relief services.

The provision of emergency relief services by affected municipal councils can be activated by the Municipal Emergency Response Coordinator (MERC), Municipal Emergency Resource Officer (MERO) or Municipal Recovery Manager (MRM).

Incident controllers should ensure that relief information for the community is available if an evacuation warning is to be issued, to ensure that the community can access relief services or centres if they require them.

## Isolated Communities

There will be times when the provision of relief services to the community will extend beyond the activation of a static relief centre such as the Town Hall or local Community Centre. Where communities are isolated as a result of an emergency, the functions detailed above still apply but will be provided based on identified needs. It may also become the response agencies' role to coordinate logistical support, such as the delivery of food and water.

## Communications

During an emergency, the response agency is generally best placed to pass on initial community information relating to the activation of relief centres and general support services available to the community. Such information is integrated within emergency warnings.

The Department of Human Services (DHS) coordinate relief information at a state and regional level through mechanisms such as Victorian Emergency Relief Information Line and the whole-of-Victorian government Emergency Relief and Recovery Victoria website.

A table outlining key relief messages and dissemination channels for providing public information relating to emergency relief can be found in an Appendix to this document.

## Emergency Relief Coordination

Municipal councils have responsibility for coordinating emergency relief at the local level.

DHS is responsible for emergency relief coordination at the regional and state levels. Red Cross is the support agency to DHS for relief coordination.

DHS coordinates relief during an emergency via its Regional Emergency Operations Centre at the regional level and through its State Emergency Management Centre at the state level.

A coordinated approach to the management of resources and operations is critical to ensure the effective use of limited resources required during an emergency and to ensure operations are managed consistent with emergency management guidelines.

## Municipal Emergency Relief Arrangements

Municipal councils have responsibility for coordinating emergency relief at the local level. The emergency relief services and the nominated agencies responsible for delivering those services are designated in each council's Municipal Emergency Management Plan (MEMPlan).

Current lead agencies for relief functions within each municipality are listed in an Appendix.

## Regional & State Emergency Relief Arrangements

As the needs and consequences of an emergency increase in size and scale, resource requirements for relief services can outstrip what is available locally. Requests for supplementary resources should be made when relief agencies do not have the capacity to meet the needs of the community. The Municipal Emergency Coordination Centre can request supplementary resources for emergency relief from DHS via its Regional Emergency Operations Centre.

DHS, in consultation with the municipality, will determine the appropriate course of action, which may include requesting another agency to coordinate the provision of relief.

If supplementary resources are required, a further request will be sent to DHS' State Emergency Management Centre. The appropriate course of action will be determined at the state level, in consultation with the region, which may include requesting support from private providers and/or a request to the State Emergency Response Officer.

The following table identifies the organisations designated as having lead responsibility for the delivery of emergency relief services where local arrangements have been exceeded.

**Table 1: Lead agencies for emergency relief functions – Regional & State arrangements**

Emergency relief function	Organisation with lead responsibility
Regional/state coordinator	Department of Human Services
Provision of emergency relief centres	Municipal council
Emergency shelter	Municipal council
Food and water	Red Cross
Psychosocial Support	Departments of Health & Human Services
Non-food items	The Salvation Army
Register.Find.Reunite	Victoria Police (managed by Red Cross)
First aid and primary care	Ambulance Victoria
Financial Assistance	Department of Human Services
Animal Welfare	Department of Environment & Primary Industries
Food supply (private sector)	Department of Environment & Primary Industries
Provision of information	Multiple agencies

## Financial Arrangements

When requesting emergency relief, agencies should be familiar with the following arrangements for meeting the costs of providing emergency relief services:

- Municipal councils are responsible for meeting the cost of emergency relief measures provided to people affected by an emergency.
- If emergency relief is requested by a response or relief agency for its own personnel, that agency will be responsible for costs incurred.
- When a response agency requests emergency relief (such as catering) on behalf of a number of response agencies, the requesting agency will be responsible for costs incurred.

These arrangements apply regardless of whether emergency relief is coordinated at municipal, regional or state level.

Reimbursement of relief costs may be available under the National Disaster Relief and Recovery Arrangements administered by the Department of Treasury and Finance. Municipal councils should seek early advice regarding the availability of Natural Disaster Relief and Recovery Arrangements funding from the Department of Treasury and Finance.

## Relief Arrangements – Emergency Incidents

In the event of a significant emergency incident occurring, DHS may complete a Regional Incident Relief Plan to record relief service arrangements for municipalities that have been, or are likely to be, impacted. The purpose of that document is to record the level of activation of local arrangements in response to an actual emergency and the plans that are in place should an escalation be required.

## Impact Assessment

Initial impact assessment is the responsibility of Victoria Police and is carried out with the support of the emergency response agencies.

Impact assessment data is provided to the Intelligence cell at the State Control Centre. This information then informs the production of State Situation Reports that are subsequently distributed to respective agencies, including DHS. DHS will use this information, in conjunction with other intelligence, to inform relief responses.

## Relief Agency Preparedness

Red Cross supports DHS in the coordination of relief services. DHS coordinates relief during an emergency via its Regional Emergency Operations Centre at the regional level and through its State Emergency Management Centre at the state level.

Red Cross has an incident management team operating in preparation for the upcoming weekend and has opened the Red Cross State Emergency Operations Centre. The Red Cross State Inquiry Centre is activated if required and remains open in readiness for any significant displacement of people. The Register.Find.Reunite. portal is active online.

Victorian Council of Churches (VCC), the Salvation Army, Commonwealth Department of Human Services, Save the Children and Foodbank Victoria have stand by arrangements.

The Department of Environment and Primary Industries (DEPI) has the coordinating role and responsibility under the Victorian Emergency Animal Welfare Plan to ensure the welfare of all animals is attended to in emergencies. To ensure this occurs, DEPI currently has:

- staff on stand-by across the state to respond to animal welfare and agricultural impact assessment (if required), actively monitoring the fire situation and in liaison with fire control agencies
- additional staff capacity available should that be required, which can be activated in an appropriately timely manner
- worked with municipalities to ensure they have contingencies in their evacuation centre plans to deal with evacuated animals (both healthy and injured)
- provided media messaging about the responsibilities for, and care of, animals in fire emergencies,
- fire recovery arrangements to oversee the care of injured wildlife, and
- developed networks with animal care agencies and personnel to assist in larger emergency responses (such as veterinarians, animal aid organisations and the Victorian Farmers Federation).

## Register.Find.Reunite

Register.Find.Reunite. is operational to assist reconnect and reunite families and friends where people are displaced as a result of fires. The system is open online 24 hours a day at <http://redcross.org.au> and by phone on 1800 727 077 for specified periods, as required.

Register.Find.Reunite. is managed by Red Cross on behalf of Victoria Police for the Commonwealth Attorney-General's Department.

## Relief Agency Reporting and Communication

Red Cross will coordinate reporting arrangements for relief partner agencies on behalf of DHS. During operational periods, relief agencies will be required to report daily on their operational activity, capacity and any strategic and emerging issues. This information will be collated by Red Cross and provided to DHS for inclusion in state situational reporting as required.

DHS with the support of Red Cross will coordinate operational meetings and teleconferences of relief partner agencies to ensure situational awareness and coordination of relief efforts state-wide.

## APPENDIX A – Municipal Emergency Relief Arrangements

The following tables summarise arrangements within each municipality, by region, for the provision of relief services. Each column identifies key agencies for relief service delivery as detailed in Municipal Emergency Management Plans (MEMPlan). A number of other agencies also provide support to these lead agencies. These are detailed in the *Emergency Relief Handbook* and MEMPlans.

Region	LGA	Food & water	Non-food items	Emergency shelter	First aid/ primary care	Pyschosocial Support	Financial assistance	Animal Welfare
Eastern Metro	Boroondara	Red Cross	Salvation Army	Council		CamCare	DHS (Personal Hardship Assistance Payments)	Council
Eastern Metro	Knox	Salvation Army Red Cross		Council		Council services/ DHS	DHS (Personal Hardship Assistance Payments)	Council
Eastern Metro	Manningham	Red Cross	Salvation Army	Council	Red Cross St John Ambulance	Victorian Council of Churches DonCare	DHS (Personal Hardship Assistance Payments)	Council
Eastern Metro	Maroondah	Red Cross Salvation Army Foodbank	Salvation Army St Vincent de Paul Foodbank	Council	St John Ambulance	Victorian Council of Churches  DHS	DHS (Personal Hardship Assistance Payments)	Council
Eastern Metro	Monash	Red Cross	Council	Council	St John Ambulance	Council/DHS	DHS (Personal Hardship Assistance Payments)	Council
Eastern Metro	Whitehorse	Red Cross	Salvation Army	Council	St John Ambulance	Red Cross Victorian Council of Churches DHS	DHS (Personal Hardship Assistance Payments)	Council/ RSPCA



Region	LGA	Food & water	Non-food items	Emergency shelter	First aid/ primary care	Pyschosocial Support	Financial assistance	Animal Welfare
<b>Eastern Metro</b>	Yarra Ranges	Red Cross	Salvation Army	Council	Red Cross	Red Cross Victorian Council of Churches Salvation Army DHS Inspiro	DHS (Personal Hardship Assistance Payments)	Coldstream Animal Aid/ RSPCA
<b>North and West</b>	Darebin	Red Cross	Salvation Army	Council	Ambulance Victoria St John Ambulance Red Cross	Victorian Council of Churches Red Cross	DHS (Personal Hardship Assistance Payments)	Council
<b>North and West</b>	Whittlesea City Council	Red Cross	Salvation Army	Council	St John Ambulance / Red Cross	Red Cross / Victorian Council of Churches	DHS (Personal Hardship Assistance Payments)	Council
<b>North and West</b>	Nillumbik Shire Council	Salvation Army / Red Cross	Salvation Army	Nillumbik Shire Council	Ambulance Victoria/ St John Ambulance	Victorian Council of Churches	DHS (Personal Hardship Assistance Payments)	Nillumbik Shire Council
<b>North and West</b>	Yarra	Red Cross	Brotherhood of St Laurence / St Vincents de Paul	Council	Ambulance Victoria / Red Cross	Red Cross	DHS	Council
<b>North and West</b>	Hobsons Bay	Red Cross	Salvation Army	Council	St John Ambulance / Red Cross	Victorian Council of Churches	DHS	Council
<b>North and West</b>	Hume	Salvation Army	Depends on what is required Council	Council	Ambulance Victoria	Red Cross if required	DHS	Council

Region	LGA	Food & water	Non-food items	Emergency shelter	First aid/ primary care	Pyschosocial Support	Financial assistance	Animal Welfare
North and West	Moreland	Red Cross	Salvation Army	Council – Relief Centre	St John Ambulance	Merri Community Health Service	DHS and Centrelink	Council
North and West	Melton	Salvation Army	Salvation Army	Council	St John Ambulance	Victorian Council of Churches	DHS (Personal Hardship Assistance Payments) And Council	Council
North and West	Wyndham	Salvation Army	Salvation Army	Council	St John Ambulance	Victorian Council Of Churches	DHS (Personal Hardship Assistance Payments) And Council	Council
Barwon	COGG	Red Cross	Salvation Army	Council	St John Ambulance / Red Cross	Victorian Council of Churches	DHS (Personal Hardship Assistance Payments)	Council
Barwon	Borough Queenscliffe	Red Cross	Salvation Army	Council	St John Ambulance / Red Cross	Victorian Council of Churches	DHS (Personal Hardship Assistance Payments)	Council
Barwon	Surf Coast	Red Cross	Salvation Army	Council	St John Ambulance / Red Cross	Victorian Council of Churches	DHS (Personal Hardship Assistance Payments)	Council
Barwon	Corangamite	Red Cross	Salvation Army	Council	St John Ambulance / Red Cross	Victorian Council of Churches	DHS (Personal Hardship Assistance Payments)	Council

Region	LGA	Food & water	Non-food items	Emergency shelter	First aid/ primary care	Pyschosocial Support	Financial assistance	Animal Welfare
Barwon	Colac Otway	Red Cross	Salvation Army	Council	St John Ambulance / Red Cross	Victorian Council of Churches	DHS (Personal Hardship Assistance Payments)	Council
Barwon	Southern Grampians	Red Cross	Salvation Army	Council	St John Ambulance / Red Cross	Victorian Council of Churches	DHS (Personal Hardship Assistance Payments)	Council
Barwon	Moyne	Red Cross	Salvation Army	Council	St John Ambulance / Red Cross	Victorian Council of Churches	DHS (Personal Hardship Assistance Payments)	Council
Barwon	Warrnambool City	Red Cross	Salvation Army	Council	St John Ambulance / Red Cross	Victorian Council of Churches	DHS (Personal Hardship Assistance Payments)	Council
Barwon	Glenelg	Red Cross	Salvation Army	Council	St John Ambulance / Red Cross	Victorian Council of Churches	DHS (Personal Hardship Assistance Payments)	Council
Hume	Alpine	Red Cross	Salvation Army Red Cross St Vincent De Paul Anglicare	Council	Ambulance Victoria St John Ambulance Red Cross	Ovens and King Community Health Upper Hume Community Health Victorian Council of Churches Red Cross Anglicare DHS	DHS (Personal Hardship Assistance Payments) Anglicare	Council DEPI RSPCA Wildlife Vic Vets

Region	LGA	Food & water	Non-food items	Emergency shelter	First aid/ primary care	Pyschosocial Support	Financial assistance	Animal Welfare
Hume	Benalla	Red Cross	Salvation Army St Vincent De Paul	Council	Ambulance Victoria St John Ambulance Red Cross	Ovens and King Community Health Victorian Council of Churches Red Cross DHS	DHS Centrelink Salvation Army Red Cross	Council DEPI RSPCA Wildlife Vic Vets
Hume	Indigo	Red Cross Salvation Army CWA	Salvation Army Beechworth Community Support Committee Churches Victoria Relief	Council	Ambulance Victoria St John Ambulance Red Cross	Gateway Community health Victorian Council of Churches Beechworth Health Services Salvation Army Red Cross	DHS Centrelink Salvation Army Red Cross	Council DEPI EHO RSPCA VFF Wildlife Network
Hume	Mansfield	Red Cross	St Vincent De Paul Salvation Army Anglicare Services Clubs – Lions, Rotary, Apex and RSL	Council	St John Ambulance Red Cross Ambulance Victoria	Red Cross Delatite Community Health Service Victorian Council of Churches DHS	DHS Centrelink St Vincent De Paul (Limited)	Council DEPI
Hume	Mitchell	Red Cross CWA Salvation Army Church Groups	Salvation Army Uniting Care Local Service Clubs	Council	Ambulance Victoria Red Cross	Victorian Council of Churches Red Cross	DHS Centrelink	Council DEPI (supported by Vets) RSPCA EHO

Region	LGA	Food & water	Non-food items	Emergency shelter	First aid/ primary care	Pyschosocial Support	Financial assistance	Animal Welfare
								Wildlife Network
Hume	Murrindindi	Red Cross CWA Salvation Army	Salvation Army	Council	Ambulance Victoria Red Cross	Red Cross Nexus Community health	DHS Centrelink Salvation Army	Council DEPI EHO RSPCA
Hume	Moira	Red Cross	Salvation Army St Vincent De Paul	Council	Ambulance Victoria St John Ambulance Red Cross	Ovens and King Community Health Victorian Council of Churches Red Cross DHS	DHS Centrelink Salvation Army Red Cross	Council DEPI RSPCA Wildlife Vic Vets
Hume	Shepparton	Red Cross Salvation Army	Salvation Army Vic Relief Foodbank	Council	Ambulance Victoria St John Ambulance Red Cross	DHS Victorian Council of Churches Red Cross Goulburn Valley Health	DHS	DEPI RSPCA
Hume	Strathbogie	Red Cross	Red Cross St Vincent Salvation Army Local Church groups	Council	Ambulance Victoria St John Ambulance Red Cross	Goulburn Valley Health Service Red Cross Victorian Council of Churches	DHS Rural Finance Centrelink Relief funds Council DEPI	Council DEPI RSPCA Vets

Region	LGA	Food & water	Non-food items	Emergency shelter	First aid/ primary care	Pyschosocial Support	Financial assistance	Animal Welfare
<b>Hume</b>	Towong	Red Cross Meals on Wheels CWA Church Groups Salvation Army	Red Cross Salvation Army VicRelief	Council	Ambulance Victoria	Gateway Community Health Minsters Association Salvation Army Upper Murray Health Services Tallangatta Health Services	DHS Centrelink Salvation Army Red Cross CWA	Council DEPI RSPCA Vets
<b>Hume</b>	Wangaratta	Red Cross Salvation Army	Salvation Army St Vincent De Paul	Council	Ambulance Victoria St John Ambulance Red Cross	DHS Ovens and King Community health Victorian Council of Churches	DHS Centelink	Council DEPI RSPCA VFF Vets
<b>Hume</b>	Wodonga	Red Cross Salvation Army CWA Church groups	Salvation Army Uniting Care Service clubs	Council	Red Cross St John Ambulance	Gateway Community health Upper Murray Family Care Victorian Council of Churches Salvation Army Uniting Care Red Cross	Council DHS Centrelink Salvation Army Red Cross Rural Finance CWA	Council DEPI RSPCA VFF Vets Wildlife network
<b>Gippsland</b>	Bass Coast	Red Cross	Salvation Army	Council	St John Ambulance / Red Cross	Red Cross / Victorian Council of Churches	DHS (Personal Hardship Assistance Payments)	Council/DEPI

Region	LGA	Food & water	Non-food items	Emergency shelter	First aid/ primary care	Pyschosocial Support	Financial assistance	Animal Welfare
<b>Gippsland</b>	Baw Baw	Red Cross	Salvation Army	Council	St John Ambulance / Red Cross	Council / Red Cross / Victorian Council of Churches	DHS (Personal Hardship Assistance Payments)	Council/DEPI
<b>Gippsland</b>	Latrobe	Red Cross	Salvation Army	Council	St John Ambulance / Red Cross	Lifeline Gippsland	DHS (Personal Hardship Assistance Payments)	Council/DEPI
<b>Gippsland</b>	South Gippsland	Red Cross	Salvation Army	Council	St John Ambulance / Red Cross	Red Cross / Victorian Council of Churches	DHS (Personal Hardship Assistance Payments)	Council/DEPI
<b>Gippsland</b>	Wellington	Red Cross	Salvation Army	Council	St John Ambulance / Red Cross	Victorian Council of Churches / Lifeline Gippsland	DHS (Personal Hardship Assistance Payments)	Council/DEPI
<b>Gippsland</b>	East Gippsland	Red Cross	Salvation Army	Council	St John Ambulance / Red Cross	Victorian Council of Churches / Red Cross	DHS (Personal Hardship Assistance Payments)	Victorian Animal Aid Trust
<b>Southern metro</b>	Bayside	Red Cross	Salvation Army	Council	St John Ambulance / Red Cross		DHS (Personal Hardship Assistance Payments)	Council
<b>Southern metro</b>	Casey	Red Cross	Salvation Army	Council	St John Ambulance / Red Cross		DHS (Personal Hardship Assistance Payments)	Council

Region	LGA	Food & water	Non-food items	Emergency shelter	First aid/ primary care	Pyschosocial Support	Financial assistance	Animal Welfare
<b>Southern metro</b>	Cardinia	Red Cross	Salvation Army	Council	St John Ambulance / Red Cross		DHS (Personal Hardship Assistance Payments)	Council
<b>Southern metro</b>	Greater Dandenong	Red Cross	Salvation Army	Council	St John Ambulance / Red Cross		DHS (Personal Hardship Assistance Payments)	Council
<b>Southern metro</b>	Kingston	Red Cross	Salvation Army	Council	St John Ambulance / Red Cross		DHS (Personal Hardship Assistance Payments)	Council
<b>Southern metro</b>	Glen Eira	Red Cross	Salvation Army	Council	St John Ambulance / Red Cross		DHS (Personal Hardship Assistance Payments)	Council
<b>Southern metro</b>	Port Phillip	Red Cross	Salvation Army	Council	St John Ambulance / Red Cross		DHS (Personal Hardship Assistance Payments)	Council
<b>Southern metro</b>	Stonnington	Red Cross	Salvation Army	Council	St John Ambulance / Red Cross		DHS (Personal Hardship Assistance Payments)	Council
<b>Southern metro</b>	Frankston	Red Cross	Salvation Army	Council	St John Ambulance / Red Cross		DHS (Personal Hardship Assistance Payments)	Council



Region	LGA	Food & water	Non-food items	Emergency shelter	First aid/ primary care	Pyschosocial Support	Financial assistance	Animal Welfare
<b>Southern metro</b>	Mornington Peninsula	Red Cross	Salvation Army	Council	St John Ambulance / Red Cross		DHS (Personal Hardship Assistance Payments)	Council
<b>Loddon Mallee</b>	Greater Bendigo	Red Cross	Salvation Army	Council	St John Ambulance / Red Cross	Bendigo Community Health Services Uniting Church Salvation Army Loddon Mallee Housing St Lukes Anglicare Red Cross	DHS (Personal Hardship Assistance Payments)	Council DEPI
<b>Loddon Mallee</b>	Gannawarra	Red Cross	St Vincent De Paul, Kerang	Council	St John Ambulance	Northern Districts Community Health Service Victorian Council of Churches	DHS (Personal Hardship Assistance Payments)	Council DEPI
<b>Loddon Mallee</b>	Loddon	Red Cross	Salvation Army	Council	St John Ambulance	Red Cross Salvation Army Victorian Council of Churches	DHS (Personal Hardship Assistance Payments)	Council DEPI
<b>Loddon Mallee</b>	Campaspe	Red Cross	Salvation Army	Council	St John Ambulance	Ministers Association Victorian Council of Churches Centrelink Salvation Army	DHS (Personal Hardship Assistance Payments)	Council DEPI
<b>Loddon Mallee</b>	Mount Alexander	Red Cross	Salvation Army	Council	St John Ambulance	Victorian Council of Churches Red Cross Bendigo Health CHIRP	DHS (Personal Hardship Assistance Payments)	Council DEPI
<b>Loddon Mallee</b>	Mildura	Red Cross	Salvation Army	Council	St John Ambulance	Victorian Council of Churches Red Cross Centrelink Salvation Army	DHS (Personal Hardship Assistance Payments)	Council DEPI

Region	LGA	Food & water	Non-food items	Emergency shelter	First aid/ primary care	Pyschosocial Support	Financial assistance	Animal Welfare
						Sunraysia Community Health Services		
<b>Loddon Mallee</b>	Swan Hill	Red Cross	Salvation Army	Council	St John Ambulance	Swan Hill Ministers Fraternal Centrelink Salvation Army Victorian Council of Churches	DHS (Personal Hardship Assistance Payments)	Council DEPI
<b>Loddon Mallee</b>	Central Goldfields	Red Cross	Salvation Army	Council	St John Ambulance	Victorian Council of Churches Salvation Army Loddon Mallee Psychiatric Services Red Cross Maryborough & District Health Service Maryborough Family Services MaryboroughCommunity health Centre	DHS (Personal Hardship Assistance Payments)	Council DEPI
<b>Loddon Mallee</b>	Macedon Ranges	Red Cross	Salvation Army	Council	St John Ambulance	Victorian Council of Churches Cobaw Community Health Services Red Cross DEECD BHCG Psychiatry services Local practitioners MRSC St Lukes Family Care	DHS (Personal Hardship Assistance Payments)	Council DEPI
<b>Loddon Mallee</b>	Buloke	Red Cross	Salvation Army	Council	St Johns	Red Cross Salvation Army Wimmera Uniting Care Centrelink Mallee Support & Development Group, Sea Lake Mallee Track HCS East Wimmera Health	DHS (Personal Hardship Assistance Payments)	Council DEPI

Region	LGA	Food & water	Non-food items	Emergency shelter	First aid/ primary care	Pyschosocial Support	Financial assistance	Animal Welfare
						Service		
<b>Grampians</b>	Ararat	Red Cross	Salvation Army	Council	St Johns / Red Cross	Grampians Community Health	DHS (Personal Hardship Assistance Payments)	Council
<b>Grampians</b>	Ballarat	Red Cross	Salvation Army	Council		Ballarat Community Health	DHS (Personal Hardship Assistance Payments)	Council
<b>Grampians</b>	Golden Plains	Red Cross	Salvation Army	Council		CentaCare	DHS (Personal Hardship Assistance Payments)	Council
<b>Grampians</b>	Hepburn	Red Cross	Salvation Army	Council		Hepburn Community Health	DHS (Personal Hardship Assistance Payments)	Council
<b>Grampians</b>	Hindmarsh	Red Cross	Salvation Army	Council	St Johns / Red Cross	Wimmera Uniting Care	DHS (Personal Hardship Assistance Payments)	Council
<b>Grampians</b>	Horsham	Red Cross	Salvation Army	Council	St Johns / Red Cross	Wimmera Uniting Care	DHS (Personal Hardship Assistance Payments)	Council

Region	LGA	Food & water	Non-food items	Emergency shelter	First aid/ primary care	Pyschosocial Support	Financial assistance	Animal Welfare
<b>Grampians</b>	Moorabool	Red Cross	Salvation Army	Council		Djerriwarrh Health Service	DHS (Personal Hardship Assistance Payments)	Council
<b>Grampians</b>	Northern Grampians	Red Cross	Salvation Army	Council	St Johns / Red Cross	Grampians Community Health	DHS (Personal Hardship Assistance Payments)	Council
<b>Grampians</b>	Pyrenees	Red Cross	Salvation Army	Council		Ballarat Community Health	DHS (Personal Hardship Assistance Payments)	Council
<b>Grampians</b>	West Wimmera	Red Cross	Salvation Army	Council	St Johns / Red Cross	Wimmera Uniting Care	DHS (Personal Hardship Assistance Payments)	Council
<b>Grampians</b>	Yarriambiack	Red Cross	Salvation Army	Council	Ambulance Victoria	Wimmera Uniting Care	DHS (Personal Hardship Assistance Payments)	Council

## APPENDIX B – Relief Centre Locations

The following tables summarise the locations of relief centres within each region. It is important to note however that other locations may be considered should they be required.

Region	LGA	Relief Centre Locations (including address)
Eastern Metropolitan	Boroondara	<ul style="list-style-type: none"> <li>Boroondara Sporting Complex, 271 Belmore Road, Balwyn North</li> <li>Ashburton Pool &amp; Recreation Centre, 8 WARNER AVENUE ASHBURTON</li> </ul>
Eastern Metropolitan	Knox	<ul style="list-style-type: none"> <li>Knox Regional Sports Park, George Street, Wantirna South</li> <li>Rowville Community Centre, 40 FULHAM ROAD ROWVILLE</li> </ul>
Eastern Metropolitan	Manningham	<ul style="list-style-type: none"> <li>Donvale Indoor Sports Centre, 360 Springvale Road, Donvale</li> </ul>
Eastern Metropolitan	Maroondah	<ul style="list-style-type: none"> <li>Maroondah Indoor Sports Centre, 362-378 Canterbury Road, Ringwood</li> <li>Karralyka Theatre, 304A MAROONDAH HIGHWAY RINGWOOD</li> <li>1022 WHITEHORSE ROAD BOX HILL</li> </ul>
Eastern Metropolitan	Monash	<ul style="list-style-type: none"> <li>Waverly Women's Sports Centre, Waverley Road, Wheelers Hill</li> </ul>
Eastern Metropolitan	Whitehorse	<ul style="list-style-type: none"> <li>Whitehorse Centre, Waverley Road, 397 Whitehorse Road, Nunawading</li> <li>Box Hill Town Hall, 1022 WHITEHORSE ROAD BOX HILL</li> </ul>

Region	LGA	Relief Centre Locations (including address)
<b>Eastern Metropolitan</b>	Yarra Ranges	<ul style="list-style-type: none"> <li>• Lilydale High School (Basketball Stadium), Hutchinson Street, Lilydale</li> </ul>
<b>Grampians</b>	Ararat	<ul style="list-style-type: none"> <li>• Streatham Hall 30 CAMPBELL STREET STREATHAM 3351</li> <li>• Lake Bolac Sports Complex 131 FRONTAGE ROAD LAKE BOLAC 3351</li> <li>• Willaura Hall 96 MAIN STREET WILLAURA 3379</li> <li>• Elmhurst Mechanics Institute 34 HIGH STREET ELMHURST 3469</li> <li>• Patricia Hinchey Day Centre EGHS 51-59 GIRDLESTONE STREET ARARAT 3377</li> <li>• Ararat YMCA complex 61-73 HIGH STREET ARARAT 3377</li> <li>• Ararat Performing Arts Centre 193 BARKLY STREET ARARAT 3377</li> </ul>
<b>Grampians</b>	Ballarat	<ul style="list-style-type: none"> <li>• Dowling Forest Race Club BRANCHLINE COURT MINERS REST 3352</li> <li>• Uni of Ballarat Chancellor Drive Mt Helen</li> <li>• Cooyinda 10 LEARMONTH ROAD WENDOUREE 3355</li> <li>• Wendouree Sports &amp; Events Centre 989 Norman St Wendouree</li> <li>• Bunninyong Community Centre 401-409 CORNISH STREET BUNINYONG 3357</li> <li>• Alfredton Recreation Facility 89C CUTHBERTS ROAD ALFREDTON 3350</li> <li>• Learmonth Recreation Reserve 27 LAIDLAW STREET LEARMONTH 3352</li> <li>• Buninyong Town Hall 309 LEARMONTH STREET BUNINYONG 3357</li> <li>• Ballarat Trotting Club, 702 BELL STREET REDAN 3350</li> </ul>
<b>Grampians</b>	City of Ballarat	<ul style="list-style-type: none"> <li>• Ballarat Trotting Club 702 BELL STREET REDAN 3350</li> <li>• Lake Wendouree Football &amp; Netball Club NORMAN STREET WENDOUREE 3355</li> </ul>
<b>Grampians</b>	Golden Plains	<ul style="list-style-type: none"> <li>• Woody Yaloak Recreation Facility 55 HEALES STREET SMYTHESDALE 3351</li> <li>• Linton Recreation Stadium 9 BROOKE STREET LINTON 3360</li> <li>• Haddon Recreation Centre 396 SAGO HILL ROAD HADDON 3351</li> <li>• Bannockburn Sports Stadium 32 HIGH STREET BANNOCKBURN 3331</li> <li>•</li> </ul>

Region	LGA	Relief Centre Locations (including address)
<b>Grampians</b>	Hepburn	<ul style="list-style-type: none"> <li>• Community Centre, Angus St 26 ANGUS STREET CLUNES 3370</li> <li>• Secondary College, Smith St 28 SMITH STREET DAYLESFORD 3460</li> <li>• Recreation Reserve, Midland Hwy 2745 MIDLAND HIGHWAY NEWLYN 3364</li> <li>• Town Hall, Ballarat- Daylesford Rd 1309 DAYLESFORD-BALLARAT ROAD DEAN 3363</li> <li>• Town Hall, Albert St 2 WATER STREET CRESWICK 3363</li> <li>• Town Hall, Vincent St 76 VINCENT STREET DAYLESFORD 3460</li> <li>• Mechanics Institute, High St 66 HIGH STREET TRENTHAM 3458</li> </ul>
<b>Grampians</b>	Hindmarsh	<ul style="list-style-type: none"> <li>• Nhill Memorial Community Centre 77-79 NELSON STREET NHILL 3418</li> <li>• Rainbow Civic Centre 31 FEDERAL STREET RAINBOW 3424</li> <li>• Jeparit Memorial Hall ROY STREET JEPARIT 3423</li> <li>• Dimboola Memorial Secondary College Hall ELLERMAN STREET DIMBOOLA 3414</li> </ul>
<b>Grampians</b>	Horsham	<ul style="list-style-type: none"> <li>• Kalkee Recreation Reserve 1674 BLUE RIBBON ROAD KALKEE 3401</li> <li>• Horsham Town Hall 78 WILSON STREET HORSHAM 3400</li> <li>• Natimuk Recreation Reserve 48 JORY STREET NATIMUK 3409</li> <li>• Longernong (Field Days Site) 37 FIELD DAYS ROAD LONGERENONG 3401</li> <li>• Hamilton Lamb Hall 23 KALKEE ROAD HORSHAM 3400</li> <li>• Horsham Uniting Church, 8-10 PYNSENT STREET HORSHAM 3400</li> <li>• Natimuk Soldiers Memorial hall 101 MAIN STREET NATIMUK 3409</li> <li>• Laharum (Hall), 1586 NORTHERN GRAMPIANS ROAD LAHARUM 3401</li> </ul>
<b>Grampians</b>	Moorabool	<ul style="list-style-type: none"> <li>• Ballan Mechanics Institute 143 INGLIS STREET BALLAN 3342</li> <li>• Lerderderg Library, Bacchus Marsh 215 MAIN STREET BACCHUS MARSH 3340</li> <li>• Bacchus Marsh Hall 207 MAIN STREET BACCHUS MARSH 3340</li> <li>• Laharum (Hall) 1586 NORTHERN GRAMPIANS ROAD LAHARUM 3401</li> <li>• Dunnstown recreation reserve 2855 OLD MELBOURNE ROAD DUNNSTOWN 3352</li> <li>• navigators Community Centre 344 NAVIGATORS ROAD NAVIGATORS 3352</li> <li>• Elaine Public Hall 20 PEARSONS ROAD ELAINE 3334</li> <li>• Bacchus Marsh Senior Citizens 10 BENNETT STREET BACCHUS MARSH 3340</li> </ul>

Region	LGA	Relief Centre Locations (including address)
<b>Grampians</b>	Northern Grampians	<ul style="list-style-type: none"> <li>• St Arnaud Senior Citizen Club Rooms GOLDEN STREET ST ARNAUD 3478</li> <li>• Marnoo Recreation Reserve PARK LANE MARNOO 3387</li> <li>• Navarre Recreation Reserve 47 CAMBRIDGE STREET NAVARRE 3384</li> <li>• Halls Gap Public Hall 115 GRAMPIANS ROAD HALLS GAP 3381</li> <li>• Grampians Community Health Centre (The 'Shack'), Patrick Street, Stawell</li> </ul>
<b>Grampians</b>	Pyrenees	<ul style="list-style-type: none"> <li>• Beaufort Community Bank Complex 1/39 PARK ROAD BEAUFORT 3373</li> <li>• Avoca Senior Citizen Hall 186 HIGH STREET AVOCA 3467</li> <li>• Snake Valley Hall 875 LINTON-CARNGHAM ROAD SNAKE VALLEY 3351</li> <li>• Landborough Community Complex FORESTRY ROAD LANDBOROUGH 3384</li> <li>• Beaufort Senior Citizen Hall 27-29 PRATT STREET BEAUFORT 3373</li> <li>• Beaufort Town Hall 5-7 LAWRENCE STREET BEAUFORT 3373</li> </ul>
<b>Grampians</b>	Stawell	<ul style="list-style-type: none"> <li>• Stawell Leisure Centre 49-51 HOUSTON STREET STAWELL 3380</li> <li>• St Arnaud Senior Citizen Club Rooms, GOLDEN STREET ST ARNAUD 3478</li> <li>• Halls Gap Public Hall, 115 GRAMPIANS ROAD HALLS GAP 3381</li> <li>• Navarre Recreation Reserve, 47 CAMBRIDGE STREET NAVARRE 3384</li> </ul>
<b>Grampians</b>	Warracknabeal	<ul style="list-style-type: none"> <li>• Scott St (Community Centre @ Anzac Park) SCOTT STREET WARRACKNABEAL 3393</li> <li>• 34 Lyle St (behind Shire Offices @ Stadium) 33 ANDERSON STREET, WARRACKNABEAL 3393</li> <li>• 34 Lyle St (behind Shire Offices @ Stadium) 33 ANDERSON STREET WARRACKNABEAL 3393</li> </ul>
<b>Grampians</b>	West Wimmera	<ul style="list-style-type: none"> <li>• Goroke Senior Citizens 7-11 STATION STREET GOROKE 3412</li> <li>• Kaniva Senior Citizens Ctre 25 BAKER STREET KANIVA 3419</li> <li>• Apsley rec reserve 37 SPLATT STREET APSLEY 3319</li> <li>• Harrow. Johnny Mullagh Ctre 19 BLAIR STREET HARROW 3317</li> <li>• Edenhope Senior Citizens Ctre 54-56 LANGFORD STREET EDENHOPE 3318</li> </ul>
<b>Grampians</b>	Yarriamback	<ul style="list-style-type: none"> <li>• 54 Federation(Community Centre/Memorial Hall) 54 FEDERATION STREET PATCHEWOLLOCK 3491</li> <li>• Deakin St Community Centre 25 DEAKIN STREET BEULAH 3395</li> <li>• 21 Dyer St (Senior Citizens) TAYLOR STREET RUPANYUP 3388</li> <li>• Memorial Hall 13 AUSTIN STREET HOPETOUN 3396</li> <li>• Memorial Hall 47 BROOK STREET WOOMELANG 3485</li> </ul>



Region	LGA	Relief Centre Locations (including address)
		<ul style="list-style-type: none"> <li>• Senior Citizens 20 DENNYS STREET HOPETOUN 3396</li> <li>• Seniors Citizens Mechanics Institute 37-39 DUNCAN STREET MURTOA 3390</li> <li>• Yaapeet 2 WOOD STREET YAAPEET 3424</li> <li>• Main St (Memorial Hall) 52 MAIN STREET MINYIP 3392</li> <li>• Gibson St (Community Centre @ Recreation Reserve) GIBSON STREET RUPANYUP 3388</li> <li>• Golf Course Rd (Golf Club) GOLF COURSE ROAD SPEED 3488</li> <li>• Simson St (Community Centre @ Recreation Reserve) SIMSON STREET BRIM 3391</li> <li>• Woomelang ROBERTS STREET WOOMELANG 3485</li> <li>• Cumming St Recreation Reserve 29 STRACHAN STREET HOPETOUN 3396</li> <li>• Lake St (Community Centre @ Recreation Reserve) 51 LAKE STREET MURTOA 3390</li> <li>• Senior Citizens MAIN STREET MINYIP 3392</li> <li>• Memorial Hall 70 PHILLIPS STREET BEULAH 3395</li> <li>• Cromie St (Memorial Hall) 35 CROMIE STREET RUPANYUP 3388</li> </ul>
<b>Barwon South</b>	Colac-Otway	<ul style="list-style-type: none"> <li>• Colac Golf Club 32 COLAC-LAVERS HILL ROAD ELLIMINYT 3250</li> <li>• Colac Otway Performing Arts &amp; Cultral Centre 8 RAE STREET COLAC 3250</li> <li>• Apollo Bay Youth Hall 19-21 MOORE STREET APOLLO BAY 3233</li> <li>• Apollo Bay P-12 College 20 PENGILLEY AVENUE APOLLO BAY 3233</li> <li>• Blue Water Fitness Centre 118-134 HEARN STREET COLAC 3250</li> <li>• Colac Livestock Selling Centre 55 COLAC-BALLARAT ROAD COLAC EAST 3250</li> </ul>
<b>Barwon South</b>	Corangamite	<ul style="list-style-type: none"> <li>• Camperdown Community Centre 210-212 MANIFOLD STREET CAMPERDOWN 3260</li> <li>• Port Campbell Community Centre 24 DESAILLY STREET PORT CAMPBELL 3269</li> <li>• Skipton Mechanics Hall 5 ANDERSON STREET SKIPTON 3361</li> <li>• Terang Civic Hall 137 HIGH STREET TERANG 3264</li> <li>• Noorat Community Centre 65 MACKINNONS BRIDGE ROAD NOORAT 3265</li> <li>• Simpson and District Hall 9 FISHER STREET SIMPSON 3266</li> <li>• Cobden Civic Hall 53-55 VICTORIA STREET COBDEN 3266</li> <li>• Lismore Community Centre SEYMOUR STREET LISMORE 3324</li> <li>• Derrinallum Community Hall 74 MAIN STREET DERRINALLUM 3325</li> <li>• Darlington Mechanics Institute 2 WARE STREET DARLINGTON 3271</li> </ul>

Region	LGA	Relief Centre Locations (including address)
		<ul style="list-style-type: none"> <li>• Timboon and District Public Hall 53 BAILEY STREET TIMBOON 3268</li> </ul>
<b>Barwon South</b>	Glenelg	<ul style="list-style-type: none"> <li>• Portland Civic Hall 30 BENTINCK STREET PORTLAND 3305</li> <li>• Casterton Town Hall 63 HENTY STREET CASTERTON 3311</li> <li>• Heywood Senior Citizens 9 HUNTER STREET HEYWOOD 3304</li> </ul>
<b>Barwon South-West</b>	Greater Geelong	<ul style="list-style-type: none"> <li>• Vines Road Community Centre 37-61 VINES ROAD HAMLYN HEIGHTS 3215</li> <li>• Grovedale Reserve 2 RESERVE ROAD GROVEDALE 3216</li> <li>• Kardinia Senior Citizens Centre 450 MOORABOOL STREET SOUTH GEELONG 3220</li> <li>• The Arena 110 VICTORIA STREET NORTH GEELONG 3215</li> <li>• Leisuretime Centre 262-288 ANAKIE ROAD NORLANE 3214</li> <li>• Portarlington Senior Citizens Club 59-65 NEWCOMBE STREET PORTARLINGTON 3223</li> <li>• Portarlington Senior Citizens Club 59-65 NEWCOMBE STREET PORTARLINGTON 3223</li> <li>• St Leonards Reserve Pavilion COLE STREET ST LEONARDS 3223</li> <li>• Wandana Heights Hall 7A WANDANA DRIVE WANDANA HEIGHTS 3216</li> <li>• Springdale Neighborhood Centre 17-21 HIGH STREET DRYSDALE 3222</li> <li>• Barwon Heads Senior Citizens Club 9 CLIFFORD PARADE BARWON HEADS 3227</li> <li>• Surfside Centre 52-60 SHELL ROAD OCEAN GROVE 3226</li> <li>• Queenscliffe Recreation Reserve J A Monohan Cent 134 HESSE STREET QUEENSCLIFF 3225</li> <li>• Geelong West Town Hall 153A PAKINGTON STREET GEELONG WEST 3218</li> <li>• City Hall 55 LITTLE MALOP STREET GEELONG 3220</li> </ul>

## APPENDIX C – State Level Relief Agency Contacts

The following tables summarises key relief partner agency contacts at a state level:

Agency	Contact	Business / organisation	Business Phone	E-mail	Mobile Phone
Department of Health Department of Human Services	Carmel Flynn	Director, Health and Human Service Emergency Management	9096 7996	<a href="mailto:carmel.flynn@dhs.vic.gov.au">carmel.flynn@dhs.vic.gov.au</a>	0408 567 801
Department of Environment and Primary Industries	Russell McMurray	Chief Biosecurity Director,	9208 3053	<a href="mailto:russell.mcmurray@depi.vic.gov.au">russell.mcmurray@depi.vic.gov.au</a>	0417397297
Red Cross	Adam Dent	State Manager Emergency Services	8327 7835	<a href="mailto:adent@redcross.org.au">adent@redcross.org.au</a>	0447 303 731
Foodbank Victoria	David McNamara	Operations Manager	9362 8300	<a href="mailto:dave.mc@foodbankvictoria.org.au">dave.mc@foodbankvictoria.org.au</a>	0430 538 581
Save the Children Australia	Susan Davie	Senior Advisor – Australian Emergencies	9938 2016	<a href="mailto:susan.davie@savethechildren.org.au">susan.davie@savethechildren.org.au</a>	0400 054 971
Victorian Council of Churches	Stuart Stuart	State Manager Emergency Services	9650 4511	<a href="mailto:stuart.stuart@vcc.org.au">stuart.stuart@vcc.org.au</a>	0407 212 438
Victorian State Emergency Services	Leanne Simpson	Manager Operational Performance,	9256 9104	<a href="mailto:leanne.simpson@ses.vic.gov.au">leanne.simpson@ses.vic.gov.au</a>	0439 073 265
Salvation Army	Eddy Holman	Divisional Social Program Secretary	8872 6406	<a href="mailto:eddy.holman@aus.salvationarmy.org">eddy.holman@aus.salvationarmy.org</a>	0407 330 880
Victoria Police	Matthew Ryan	Emergency Management	9247 6814	<a href="mailto:john.matley@police.vic.gov.au">john.matley@police.vic.gov.au</a>	0404 822 800
Public Transport Victoria	Kathryn Ng	Crisis and Emergency Response Officer	9027 4793	<a href="mailto:kathryn.ng@ptv.vic.gov.au">kathryn.ng@ptv.vic.gov.au</a>	0417 302 474
Department of Transport	Andrew Blades	Principal Advisor	9095 4296	<a href="mailto:andrew.blades@transport.vic.gov.au">andrew.blades@transport.vic.gov.au</a>	0429 180 979
Commonwealth Government Department of Human Services	Kerrie Brian	Victorian Regional Manager  General emergency Management Email	9963 2440	<a href="mailto:kerrie.brian@humanservices.gov.au">kerrie.brian@humanservices.gov.au</a>  <a href="mailto:ncem.nvic@humanservices.gov.au">ncem.nvic@humanservices.gov.au</a>	0411 670 884

## APPENDIX D – State and Regional Emergency Operations Centre (REOC) Arrangements

Health and Human Services State Operations are contactable 24 hours a day, 7 days a week via the State Duty Officer contact number: **1300 790 733**

Health and Human Services Emergency Management regional operations are contactable 24 hours a day, 7 days a week via the Duty Officer contact numbers in each region as detailed below:

Region	Duty Officer contact number
Barwon	0428 513 875
Eastern	0417 487 201
Gippsland	0477 318 877
Southern	1800 309 916 or SMS 0400 894 121
Hume	0417 508 187
North and West	0408 513 985
Grampians	0408 480 160
Loddon Mallee	0418 798 534

In the event of a significant incident or potential threat, the State Emergency Management Centre and Regional Emergency Operations Centres will be activated and can be contacted as per the details below:

Region	Contact number	Email address
State Emergency Management Centre	1300 304 309	
Barwon	5221 9658	<a href="mailto:Barwon.eoc@dhs.vic.gov.au">Barwon.eoc@dhs.vic.gov.au</a>
Eastern	9843 6030 or 0447 440 883 (AH)	<a href="mailto:Eastern.eoc@dhs.vic.gov.au">Eastern.eoc@dhs.vic.gov.au</a>
Gippsland	1300 528 951	<a href="mailto:Gippsland.eoc@dhs.vic.gov.au">Gippsland.eoc@dhs.vic.gov.au</a>
Southern	1800 309 916	<a href="mailto:Southern.eoc@dhs.vic.gov.au">Southern.eoc@dhs.vic.gov.au</a>
Hume	5721 6871	<a href="mailto:Hume.eoc@dhs.vic.gov.au">Hume.eoc@dhs.vic.gov.au</a>
North and West	1800 990 660 or 0418 513 985 (AH)	<a href="mailto:northand west.eoc@dhs.vic.gov.au">northand west.eoc@dhs.vic.gov.au</a>
Grampians	5338 7928	<a href="mailto:Grampians.eoc@dhs.vic.gov.au">Grampians.eoc@dhs.vic.gov.au</a>
Loddon Mallee	5434 5555	<a href="mailto:Loddon.eoc@dhs.vic.gov.au">Loddon.eoc@dhs.vic.gov.au</a>

## **APPENDIX E – State Emergency Management Centre (SEMC)**

The State Emergency Management Centre (SEMC) will be operational from Saturday 8 February through to Sunday 9 February and ongoing as required.

The SEMC is contactable via the State Duty Officer (**1300 790 733**) or directly on **1300 304 309**.

A Health and Human Services Situation Report including consolidated relief information will be provided to the State Control Centre as required.

## APPENDIX F – HHSEM Public Information – Key relief messages and channels

The Public Information Unit (PIU) within H&HSEM's State Emergency Management Centre (SEMC) is responsible for managing, producing and coordinating a range of internal and external (public) messaging relating to DHS' relief responsibilities during an emergency event.

These activities include direct liaison with the Emergency Management Joint Public Information Committee (EMJPIC), the Victorian Emergency Communications Committee (VECC), and the communications teams at the Fire Services Commissioner, and the State Control Centre Media Unit.

The PIU also liaises with senior communication officers across the Victorian Government (including, as required, ministerial offices), and with regional and local government communications and media contacts.

As required, the PIU is responsible for planning immediate (and longer-term) WoVG relief (and recovery) public information/advertising campaigns across appropriate media/channels.

The PIU has relief (and recovery) ads prepared for radio and print if needed to immediately promote available Victorian Government relief services. The activation of such a campaign would require authorisation from the State Recovery Coordinator, together with approval from the Department of Premier and Cabinet's Strategic Communications Unit, and an appropriate budget.

The principal methods of publishing emergency relief information to the public include content updates on the *Emergency Relief and Recovery Victoria* (ERRV) website ([www.recovery.vic.gov.au](http://www.recovery.vic.gov.au)) and via the *Victorian Emergency Recovery Information Line* (VERIL) on **1300 799 232**.

The table below describes the key messages, processes and channels used by the PIU during a typical major relief incident.

Event	Message	Comms Channels	Frequency	Existing collateral
All	New relief centres opened or details changed	<ul style="list-style-type: none"> <li>Emergency Relief &amp; Recovery Victoria website (ERRV)</li> <li>Call centres: VERIL/VBIL</li> <li>Advertising – print and radio (pending budget)</li> <li>News agency stories</li> <li>DH/DHS social media (inc Better Health Channel)</li> <li>Media release via DHS/SCC</li> <li>Key messages to EMJPIC</li> <li>Response agency social media feed – re-tweet/re-post</li> </ul>	<b>During relief phase:</b> <ul style="list-style-type: none"> <li>At time of opening</li> <li>Hourly for three hours</li> <li>Discretionary</li> </ul>	<ul style="list-style-type: none"> <li>Emergency Relief &amp; Recovery website (ERRV)</li> <li>Call Centres: Victorian Emergency Recovery Information Line (VERIL) plus VBIL</li> </ul>
All	Relief centres closed	<ul style="list-style-type: none"> <li>ERRV</li> <li>Call centres</li> </ul>	<b>During relief phase:</b> <ul style="list-style-type: none"> <li>At time of closing</li> </ul>	<ul style="list-style-type: none"> <li>Emergency Relief &amp; Recovery website</li> </ul>

Event	Message	Comms Channels	Frequency	Existing collateral
		<ul style="list-style-type: none"> <li>DH/DHS social media (inc BHC)</li> <li>Response agency social media feed – re-tweet/re-post</li> </ul>	<ul style="list-style-type: none"> <li>Hourly for three hours</li> <li>Discretionary</li> <li>.</li> </ul>	<ul style="list-style-type: none"> <li>VERIL / VBIL</li> </ul>
All	Personal Hardship Assistance Program (PHAP) funding available	<ul style="list-style-type: none"> <li>Joint media release with Federal and Victorian governments</li> <li>ERRV</li> <li>Call centres: VERIL/VBIL</li> <li>Advertising: print and radio (pending budget)</li> <li>News agency stories (offer link to ERRV)</li> <li>DH/DHS social media (inc BHC)</li> <li>Response agency social media feed – re-tweet/re-post</li> <li>Key messages to EMJPIC</li> </ul>	<p><b>During relief phase:</b></p> <ul style="list-style-type: none"> <li>As notified</li> <li>Hourly for three hours</li> <li>Discretionary</li> </ul>	<ul style="list-style-type: none"> <li><i>After the Fires Kits</i> (printed folder with fact sheets, available at relief centres)</li> <li>Emergency Relief &amp; Recovery website</li> <li>VERIL / VBIL</li> </ul>
All	<p><i>Emergency Relief and Recovery Victoria</i> website content updated as required</p> <p>VERIL call centre script updated (Usually the call to action on advertising or in fact sheets)</p>	<ul style="list-style-type: none"> <li>Media release via DHS / SCC</li> <li>Advertising: print and radio (pending budget)</li> <li>DH/DHS social media (inc BHC)</li> <li>Alert banner on DHS website</li> <li>Response agency social media feed – re-tweet/re-post</li> <li>Key messages to EMJPIC</li> </ul>	<p><b>During relief phase:</b></p> <ul style="list-style-type: none"> <li>As notified</li> <li>Discretionary</li> </ul>	<ul style="list-style-type: none"> <li>Emergency Relief &amp; Recovery Victoria website</li> <li>VERIL / VBIL</li> <li>DHS website – alert banner</li> </ul>
All	<i>Register. Find. Reunite</i> activated	<ul style="list-style-type: none"> <li>Via ERRV</li> <li>Media release via DHS / SCC</li> <li>DH/DHS social media (inc BHC)Key messages to EMJPIC</li> </ul>	<p><b>During relief phase:</b></p> <ul style="list-style-type: none"> <li>As notified</li> <li>Discretionary</li> </ul>	<ul style="list-style-type: none"> <li>Emergency Relief &amp; Recovery Victoria website</li> <li>VERIL / VBIL</li> </ul>
All	Public Appeal Fund launched	<ul style="list-style-type: none"> <li>Media release via DHS / SCC</li> </ul>	<p><b>During relief phase:</b></p>	<ul style="list-style-type: none"> <li>Emergency Relief &amp;</li> </ul>

Event	Message	Comms Channels	Frequency	Existing collateral
		<ul style="list-style-type: none"> <li>• ERRV</li> <li>• DH-DHS social media (inc BHC)</li> <li>• Key messages to EMJPIC.</li> </ul>	<ul style="list-style-type: none"> <li>• As notified</li> <li>• Discretionary</li> </ul>	Recovery Victoria website <ul style="list-style-type: none"> <li>• VERIL / VBIL</li> </ul>
All	Spontaneous volunteers	<ul style="list-style-type: none"> <li>• ERRV</li> <li>• Call centres (VERIL and VBIL)</li> <li>• Key messages to EMJPIC and SCC Media</li> </ul>		<ul style="list-style-type: none"> <li>• Brochures (in preparation)</li> </ul>



## APPENDIX G – Flow chart: Power outage notification Interim process

12 February 2014 (to be revised after the summer season)

### Electricity Distributors Trigger for email notification\*

Power outages  
expected > 24 hours

Inform DHS/DH (via  
SEMC inbox) ASAP  
or within 28 hours of  
sustained  
interruption

Inform DHS/DH  
every 12 hours  
thereafter until  
power issue  
resolved

### Health and Human Services Emergency Management

- Analyse information to identify any people on 'life support'
- If no people on life support, no further action
- Update summary log

- Alert regional emergency management manager or regional duty officer by phone
- Forward details to REOC
- Log actions

### DHS Regions

- Initial phone contact to be made to establish if power dependent customer has activated plan and does not require any assistance
- If no phone contact can be made outreach should be undertaken, taking into account the operational environment.
- Log actions and report to SEMC

\*Refer to Electricity Distribution Code May 2012 (clause 5.7)