

## Appendices and Glossary

### Part 8: Emergency Management Manual Victoria



# Contents

---

Appendix 1 Financial Arrangements .....	8-1
Appendix 2 Best Practice Principles for Community Education, Awareness and Engagement (EAE) Programs .....	8-8
Appendix 3 Special Response Arrangements (USAR, DVI, Marine EMT) .....	8-11
Appendix 4 Emergency Support from the Commonwealth Government and Other States	8-14
Appendix 5 Model Arrangements for Leadership During Emergencies of National Consequence.....	8-22
Appendix 6 States of Emergency Under Victorian Law .....	8-24
Appendix 7 Legal Protection for Emergency Volunteer Workers .....	8-26
Appendix 8 Response and Recovery Regions .....	8-28
Appendix 9 Evacuation Guidelines .....	8-31
Appendix 10 Multi Agency Plans, Policies and Practice Notes .....	8-41
Appendix 11 Emergency Resource Providers Support Scheme (EmRePSS).....	8-53
Appendix 12 Public Information via Media During Emergencies: The Role of EMJPIC.....	8-55
Appendix 13 (Blank).....	8-58
Appendix 14 Standard Emergency Warning Signal .....	8-59
Acronyms and Abbreviations .....	8-63
Glossary.....	8-66



## Appendix 1 Financial Arrangements

### Mitigation and Preparedness

#### Mitigation and Preparedness: Financial Assistance for Natural Disasters

##### Natural Disaster Resilience Grants Scheme

The Natural Disaster Resilience Program (NDRP) is provided by the Commonwealth Attorney General's Department to support State and Territory initiatives to reduce the impact of natural disasters, enhance community resilience and support emergency volunteers. Each year, the Commonwealth will provide up to 50% of the total cost of the approved program up to a set amount.

In Victoria, the NDRP funds are applied towards the Natural Disaster Resilience Grants Scheme. The scheme provides grants to organisations for projects that fulfil the purposes of the NDRP.

##### Contact Agency

The Department of Justice administers the Natural Disaster Resilience Grants Scheme for Victoria.

### Response and Recovery

The following summarises financial responsibilities for expenditure on response and recovery activities.

#### Emergency Payment Responsibilities

- Where an agency's expenditure is in order to fulfil its own responsibilities, that agency is responsible for the costs, including services and resources sourced from others.
- An agency cannot transfer its responsibility for the cost of undertaking its roles/responsibilities if the activity is in compliance with the direction or request of a response controller from another agency<sup>1</sup>.
- When a control agency requests services and supplies (for example, catering) on behalf of a number of supporting agencies, the control agency will be responsible for costs incurred.
- Municipal councils are responsible for the cost of emergency relief measures provided to emergency-affected people.

#### Principles Applying to Types of Organisations

##### Volunteer Agencies

Volunteer agencies are called upon to provide resources within the limit of their means. Where a volunteer agency expends extraordinary funds providing resources for emergency response or recovery to the extent that it seeks financial reimbursement, it should notify the control agency, or the agency to which it is providing services, at the earliest possible opportunity, preferably before deployment commences.

---

<sup>1</sup> Includes the Fire Services Commissioner, as State Controller for major fire

### **Municipal Councils**

Municipal councils are expected to use their resources for emergency operations within the municipal district. Municipal resources are those used to perform municipal functions, even if the resources are privately owned (contracted to council). Generally, councils are expected to provide municipal resources without charge, however some resources may be subject to limits and/or constraints, (e.g. the use of some equipment may be limited to a timeframe due to the expense of operation). Such limits and/or constraints should be reasonable, commensurate with each council's capacity to provide such resources, and details included in municipal emergency management plans.

Some reimbursement is available. Extraordinary expenditure incurred, (e.g. for overtime, or equipment hire used in emergency protection works, restoration of publicly owned assets or relief provided to emergency-affected people) may qualify for reimbursement by the Department of Treasury and Finance according to a sharing formula. See Part 6 and the next section of this Appendix.

### **State Agencies**

State agencies involved in emergency response and recovery activities as part of their normal activities will initially fund them from within their budgets, including supplies (e.g. catering) purchased from contractors or volunteer agencies. For major emergencies, some funding supplementation may be required from the Department of Treasury and Finance. This would be the subject of a Government decision at the time, in the context of the agency's budget position.

### **Commonwealth Agencies**

Local resources, including those privately owned, must be fully committed prior to Commonwealth assistance being sought. There is no charge for Australian Defence Force resources used to save human life, alleviate suffering or prevent extensive loss of animals or property. (See also Appendix 4, Part 8).

### **Private Organisations**

Private organisations that provide resources for emergency response or recovery activities would expect to be paid by the agency using the resources. The Emergency Response Coordinator or municipal council may be an intermediary in sourcing private resources for agencies.

## **Recovery: Government Post-Emergency Assistance Measures**

This table summarises the basic package of post-emergency assistance measures that may be made available to assist in various aspects of the recovery process. Most are provided by Victorian government agencies; a few Commonwealth assistance measures are also listed.

Important factors to note are:

- Assistance measures are identified as being generally available at departmental discretion, or requiring a specific government decision on each occasion;
- The table is intended to list specific assistance in the form of financial or in-kind measures. Other recovery services are listed under Services and Agencies for Relief and Recovery in Part 7, pages 7–7 to 7–11.
- Refer to *Acronyms and Abbreviations* for an explanation of abbreviations.

MEASURE	PURPOSE	AGENCY	OTHER DETAILS
<b>INDIVIDUAL HUMAN NEED ASSISTANCE MEASURES</b>			
<i>Generally available at departmental discretion</i>			
<b>Emergency relief assistance</b>	To alleviate personal hardship arising from the effects of an emergency by helping to meet immediate essential health, safety and wellbeing needs.	DHS	<p>Payments available to assist a household during the first seven days after a single house fire or natural emergency event. Payments may also be available for single emergency incidents, other than single house fires, at the discretion of the Director, HHS EM.</p> <p>Eligibility is based on alleviating hardship, for an individual or household affected by an emergency (occurring or likely to occur) to provide shelter, food, clothing, personal items or transport to leave an affected area.</p> <p>The amount paid is based on a pre-determined ‘set’ amount per individual (adult and child), capped per household.</p>
<b>RESIDENTIAL AND COMMUNITY RE-ESTABLISHMENT ASSISTANCE MEASURES</b>			
<i>Available subject to specific government approval</i>			
<b>Emergency re-establishment assistance *</b>	To assist with the re-establishment of a principal place of residence and essential household items where the householder’s needs are not met by their own resources (including insurance) or other forms of assistance.	DHS	<p>Payments available to eligible applicants following the activation of this assistance measure by the Minister for Police and Emergency Services or the Premier.</p> <p>Eligibility is based on an applicant’s principle place of residence being uninhabitable or inaccessible for more than seven days as a consequence of the natural emergency event. Applicants must also meet an income test and expenses/ losses not being covered by insurance.</p> <p>Payments can be used for alternative accommodation, removal of debris from residential properties, essential repairs to housing to restore it to a habitable condition and repair or replacement of essential household items.</p> <p>The application period closes 180-days after the natural emergency event.</p>

\* This measure only available for ‘Natural Disasters’ as defined under the Commonwealth Government’s Natural Disaster Relief and Recovery Arrangements. Refer Glossary for a definition.

## Emergency Management Manual Victoria

MEASURE	PURPOSE	AGENCY	OTHER DETAILS
<b>Concessional loans for principal residence *</b>	To assist with the re-establishment of the principal place of residence.	RFCV	Concessional housing loans may be made to people whose principal residence has been damaged or destroyed by natural disaster, and who wish to rebuild or buy another house within Victoria. These loans are granted on the basis of need to bridge the gap between the cost of rebuilding or relocation and the financial resources which are available to the individual including insurance.
<b>Concessional loans for churches, voluntary organisations, etc. *</b>	To assist with re-establishment of premises	RFCV	Concessional loans may be made available from time to time to non-profit organisations which have no reasonable access to commercial sources of finance. Loans are made on the basis of need to bridge the gap between re-establishment costs and insurance recovery.
<b>COMMUNITY SAFETY/HEALTH ASSISTANCE MEASURES</b>			
<i>Generally available at departmental discretion</i>			
<b>Disposal of dead or maimed stock</b>	To minimise the risk to public health.	Municipal councils in consultation with DEPI	Municipal councils are responsible for disposal. DEPI provides advice and supervision and may provide reimbursement.
<b>ECONOMIC RECOVERY ASSISTANCE MEASURES</b>			
<i>Available subject to specific government approval</i>			
<b>Concessional loans for primary producers *</b>	For carry-on purposes and to assist with the re-establishment of the economic enterprise.	RFCV	Concessional loans for carry-on purposes (restocking, restoration, etc.) may be made available to full-time bona fide primary producers who have suffered natural disaster losses and, after insurance recovery, are unable to obtain requirements through normal commercial channels on suitable terms, and in the Corporation's opinion have reasonable prospects of recovery.

\* Only available for 'Natural Disasters' as defined under the Commonwealth Government's Natural Disaster Relief and Recovery Arrangements. Refer Glossary for a definition.



## Part 8 – Appendices and Glossary

MEASURE	PURPOSE	AGENCY	OTHER DETAILS
<b>Concessional loans for small business *</b>	For carry-on purposes and to assist with the re-establishment of the economic enterprise.	RFCV	Concessional loans may be made available to small businesses which are in need of special assistance as a result of natural disasters and which cannot obtain finance on suitable terms from normal sources including insurance and which, in the opinion of the Corporation, have reasonable prospects of recovery. Generally the corporation would expect to share the funding for such businesses with normal sources of institutional finance.
<b>Clean-up grants for small businesses and primary producers *</b>	To cover the cost of clean-up and reinstatement, not compensation for losses	RFCV	Clean-up grants are aimed at providing a holistic approach to the recovery for regions or communities severely affected by a natural disaster. Grants are subject to Commonwealth Government approval, maximum grant \$10,000, up to \$25,000 in exceptional circumstances.
<b>Community recovery fund *</b>		DPC/ DSDBI	A community recovery fund may be established in circumstances where a community is severely affected by a natural disaster and needs to restore social networks, community functioning and community facilities. Requires Commonwealth Government approval. Amount to be determined at the time of triggering assistance.
<i>Generally available at departmental discretion</i>			
<b>Repair of damage to private fences (internal and boundary) by fire agency machinery during bushfire emergencies</b>	To make an equitable contribution to landholder bushfire recovery.	DEPI/CFA	Full restoration costs paid for fences damaged on private land paid as a result of machinery used by fire agencies to control bushfires. This includes damage to fences by machinery such as bull-dozers entering the property and/or constructing fire control lines, and other fire emergency vehicles obtaining access.
<b>Restoration of fences damaged by bushfire on the boundary of private land and public land</b>	To make an equitable contribution to landholder bushfire recovery.	DEPI/CFA	Half the cost of materials paid to replace or repair fencing between private land and all national parks, state parks and state forests destroyed or damaged by bushfires.

## Emergency Management Manual Victoria

MEASURE	PURPOSE	AGENCY	OTHER DETAILS
<b>Restoration of fencing damaged by DEPI planned burns that escape from public land</b>	To make an equitable contribution to landholder bushfire recovery.	DEPI	Full restoration costs paid for fences or other assets that are damaged or destroyed by planned burns that escape from public land onto private land.
<b>Rehabilitation of fire control lines constructed by fire agencies during bushfire emergencies</b>	To minimise environmental degradation and erosion.	DEPI/CFA	<p>Assistance is provided to private landholders to rehabilitate fire control lines, established by fire agencies, during the suppression of bushfires.</p> <p>Fire control line rehabilitation involves pushing back top soil and undertaking erosion control measures to protect the land from soil erosion and protect water quality. Government may also provide seed for use by the land-holder to control erosion and prevent soil movement.</p> <p>Assistance with the rehabilitation of fire control lines does not include replanting of trees, re-establishment of pasture, or any other agricultural crop.</p>
<b>Replacement of essential water taken from private land for use in wildfire suppression</b>	To relieve genuine hardship in the community by replenishing essential private water supplies.	DEPI/CFA	Water taken from household tanks or agricultural dams for fire fighting will be replaced (up to the quantity taken) when requested by the landholder and water is needed for essential use. The aim is to ensure that landholders have a sufficient water to sustain: the health of residents and pets, and the health and productivity of livestock and crops.
<b>Assistance with contingencies or reconstruction of food supply chains and critical infrastructure</b>	To ensure the rapid restoration of the supply of food	DEPI/ DSDBI	
<b>Assistance for the transport of donated fodder to affected rural landholders</b>	To ensure the immediate welfare of livestock in fire or flood affected areas	DEPI	

MEASURE	PURPOSE	AGENCY	OTHER DETAILS
<b>STATE GOVERNMENT ASSISTANCE TO MUNICIPAL COUNCILS</b>			
<b>Financial assistance to municipal councils:</b>  <b>(a) for the restoration of municipal assets *</b>  <b>(b) for emergency protection works *</b>	To support extraordinary municipal expenditure during emergencies.	D'TF	This assistance is generally available for natural disasters as defined. To lodge claims, see the D'TF website at <a href="http://www.dtf.vic.gov.au">www.dtf.vic.gov.au</a> and search under Budget and Financial Management  (a) Municipal council meets the first \$10,000 of approved expenditure, plus 25% of the next \$100,000. Approved expenditure exceeding \$100,000 is fully funded by the Government.  (b) Government meets entire cost.
<b>COMMONWEALTH GOVERNMENT ASSISTANCE MEASURES TO PERSONS/ LOCAL GOVERNMENT</b>			
<b>Australian Government Disaster Recovery payment</b>	To provide short-term financial assistance to people affected by major emergencies.	Centrelink	Payment of \$1000 per adult plus \$400/child to affected persons who are already receiving a Centrelink income support payment. Subject to determination of an event as a major disaster by the Minister for Families, Housing, Community Services and Indigenous Affairs.
<b>Income support, pensions, benefits and allowances</b>	To assist people affected financially by emergencies.	Centrelink	Payments are administered under the provisions of the <i>Social Security Act</i> .
<b>Natural disaster relief payments to local government *</b>	To assist municipal councils affected by natural disasters.	VGC	Grants of up to \$35,000 per council per eligible event are provided to reimburse councils for approved costs not reimbursed by D'TF.

\* Only available for 'Natural Disasters' as defined under the Commonwealth Government's Natural Disaster Relief and Recovery Arrangements. Refer Glossary for a definition.

## Appendix 2

### Best Practice Principles for Community Education, Awareness and Engagement (EAE) Programs<sup>2</sup>

Community education, awareness and engagement are essential to effective emergency management. The contribution of individuals and communities towards their own safety before and during emergencies can be enhanced by effective programs and other interventions conducted by emergency management agencies. Between 2006 and 2009, a team led by RMIT University conducted a systematic national analysis of community education, awareness and engagement programs in emergency management, that has now been published.

Reproduced below is Chapter 16 of Australian Emergency Manual No. 45, *Guidelines for the Development of Community Education, Awareness & Engagement Programs*, 2010. It is reproduced here with the kind permission of the Federal Attorney-General's Department.

#### Best Practice Principles

Six recommended 'principles of effective practice' for community EAE programs and activities for natural hazards, drawn from the synthesis of evaluation findings and the general theory model, are outlined. The list should not be regarded as definitive, but rather should be taken as a basis for discussion and debate among the diverse stakeholder groups in community safety. It should be open to amendment as further theoretical development, research and evaluation illuminate this complex field of social change.

##### Principle 1

Localise programs and activities where possible by:

- adapting generic media materials to specific localities and communities
- developing strategies to access and incorporate local knowledge and expertise in planning activities
- building activities that encourage awareness of the locality into community education activities (e.g. street-corner meetings, 'during event' briefings)
- identifying community champions and supporting them with necessary resources and training, and
- consulting with communities to understand their diversity, values and risk perceptions.

##### Principle 2

Develop a program theory model for present and new programs and activities that will provide a template for detailed planning and implementation, a 'roadmap' for evaluation and a permanent record of the thinking that occurred during program development.

The theory model might specify:

- the nature of the 'problem' to be addressed and its causes
- the outcomes to be achieved

---

<sup>2</sup> Previous contents of Appendix 2, Emergency relief, has now been incorporated into Part 4, the State Emergency Relief and Recovery Plan

*Part 8 – Appendices and Glossary*

- the people and settings (communities and localities) that the programs/activities will be designed for
- the detailed strategies/activities to be offered, and their sequence (the ‘treatments’)
- the resources (personnel, materials etc) required
- the causal processes that will be activated by the treatments, and
- the diversity of community contexts where the program will be implemented.

Further, it will:

- utilise both expert and local knowledge in its development, and
- be sufficiently flexible to encourage optimal local ‘adaptation’.

**Principle 3**

Develop a small suite of programs and/or activities that focus on achieving different intermediate steps (processes) along the pathway from ‘risk awareness’ to ‘preparedness’ (planning, physical preparation, psychological preparation) that are integrated into a general plan for enhancing natural hazard preparedness in a locality or region.

At the macro level a possible suite of activities could focus on:

- awareness and engagement
- building trust and self-confidence (in self, others in the community, the agencies involved)
- encouraging confirmation or re-assessment of present thinking and plans (both at household and community levels)
- encouraging community engagement, active participation and collaboration, and
- encouraging workable partnerships (formal) and collaborations (informal) between agencies.

**Principle 4**

Where appropriate, consider an integrated approach to planning, program development and research including:

- a multi-hazard approach
- an approach that links plans, activities, agencies and communities across the spectrum of mitigation, preparedness, response and recovery, and
- an approach that seeks to learn actively from the response and recovery phases of an event, and capitalises on the diversity of community experience during an event.

**Principle 5**

Conduct and report frequent evaluations of programs and activities to continually enhance the evidence base for what works in particular contexts in community safety approaches.

- As the evidence base for developing effective EAE programs for natural hazards is sparse (both in Australia and overseas), the review team believes that all agencies should be encouraged to conduct and publicly report evaluations of both their existing and new programs wherever possible, particularly ‘pilot’ programs where continued funding may not be guaranteed.
- Simply written but comprehensive evaluation reports are a valuable resource for program developers and managers,

particularly if they are theory-based and contain rich descriptions of program processes and contexts.

- All evaluation is valuable. While randomised experiments with appropriate comparison groups may be appropriate in some (limited) situations, they are not crucial. Mixed-method (quantitative and qualitative) approaches can be as rigorous and are typically more useful for policy and practice improvement, particularly if they focus on the improvement of the underlying theory of the program for a range of appropriate contexts.

### **Principle 6**

Optimise the balance between ‘central’ policy positions, agency operational requirements and specialist expertise on the one hand and community participation in planning, decision making, preparation and response activities on the other by:

- developing open strategies for community participation in planning activities that acknowledge and respond appropriately to the diversity of the Australian community
- ensuring equity in community representation and participation on planning committees and volunteer agencies/activities
- supporting open consultative groups that extend membership invitations to the broader community to incorporate a range of cultural backgrounds, knowledge and expertise and allow for new members to join during the process
- maintaining a transparent information-sharing approach throughout the engagement and consultation process
- considering independent facilitation, particularly in planning situations where it is necessary to work with technical detail, that will promote two-way dialogue
- valuing, hearing and understanding ideas, comments and feedback from diverse participants
- bridging power imbalances and levels of technical knowledge and expertise
- encouraging resident involvement in preparation and response organisations and activities (Community Fireguard-type groups and/or the Community Fire Units offer possible models), and
- developing and fostering partnerships with a range of organisations and community groups.

## Appendix 3

### Special Response Arrangements (USAR, DVI, Marine EMT)

#### A Urban Search and Rescue (USAR)

Urban Search and Rescue (USAR) is a specialised technical rescue capability for location and rescue of entrapped people following a structural collapse.

USAR response consists of highly trained multi agency specialists responsible for their own safety, who operate within a defined structure as a specialised resource working under normal emergency management arrangements.

An effective USAR response requires personnel from different disciplines to train and work together for maximum efficiency. Also required are an integrated response system of highly specialised equipment, effective communications, logistical support and an established command and control system.

#### Activation

If there is a need for USAR resources at an emergency, the Incident Controller or Emergency Response Coordinator should request their assistance using normal communications channels, from:

- MFB within the metropolitan fire district, or
- CFA or VICSES in the country area of Victoria, depending on the Municipal/Regional emergency response arrangements.

Each request for USAR support is to be accompanied by a detailed overview of the incident and contact names and numbers for communications.

The existing emergency response arrangements of command, control and coordination apply.

USAR is a specialised resource available to the Incident Controller, and USAR team reporting and tasking relies on effective Incident Management System implementation by the Incident Controller.

#### USAR Resources

USAR teams, like any other resource, form part of the overall emergency response structure. USAR teams identify their task and support the control agency, and must be able to operate in a manner that allows them to undertake their own risk assessment and safety management.

A USAR team will have specialised equipment, however the control agency, in conjunction with the Emergency Response Coordinator, may need to provide other resources as required.

#### B Disaster Victim Identification

Disaster Victim identification (DVI) is the term given to procedures used to positively identify the deceased in a multiple casualty event. These procedures can also be used for smaller events, such as single death incidents, where identification is difficult or where visual identification is unreliable.

Large numbers of deceased persons may arise as a result of any emergency situation. Deceased victims may be badly mutilated or burnt

### *Emergency Management Manual Victoria*

to the extent where visible identification is unpleasant or impossible. Positive identification must then rely on other means such as fingerprints, odontology, medical condition, scientific analysis, possessions, clothing, and DNA.

Victoria Police has the responsibility for the identification of deceased persons on behalf of the Coroner. The Superintendent, Crime Scene Division, Victoria Forensic Science Centre is the DVI Commander, with the responsibility for DVI in this state.

DVI resources, such as:

- Coroner and staff;
- DVI Commander;
- Police, including crime scene investigators, photographers, and fingerprint experts;
- Medical and dental experts, including pathologists, forensic odontologists, and radiographers;
- Victim support groups, grief counsellors and allied professionals; and
- Support personnel, including transport operators, administrative staff and funeral directors

are requested in accordance with the existing emergency management arrangements, using normal communications channels.

## **C Marine Emergency Management Team (Marine EMT)**

The Marine Emergency Management Team (Marine EMT) is a team of experts/personnel experienced in dealing with marine emergencies/casualties, and assembled to provide support and specialist advice to the control agency in managing such events within Victoria. The Team will comprise a nominated representative of the Control Agency, the Water RERC and any other person with the specialist knowledge and/or resources to effectively and efficiently contribute to the resolution of the emergency. See page 3-11 of this Manual for further detail in relation to the Emergency Management Team concept.

The potential marine emergencies/casualties include marine search and rescue incidents, chemical, oil, or other marine pollution incidents, fire or any other emergency occurring in the Victorian marine environment.

To enable effective utilisation of a Marine EMT, personnel from different disciplines are required to meet and plan regularly to ensure maximum efficiency. An integrated system of specialised marine response knowledge, resources, effective communications, and logistical support, all working within an established emergency management system is necessary in order to ensure the Marine EMT's capacity to effectively perform its function.

### **Activation**

The Water Region Emergency Response Coordinator (Water RERC) is responsible for ensuring an appropriate response to marine emergencies/casualties within Victoria. In the event of a marine emergency/casualty, where there is a Control Agency identified, the Incident Controller is to immediately liaise with the Water RERC, and advise him of the situation. Where a Control Agency is not identified, the Water RERC will nominate the best equipped agency to assume that responsibility.



It is the responsibility of the Incident Controller, in consultation with the Water RERC to establish a Marine EMT. The composition of the Marine EMT will vary, depending on the emergency type, location and the support/advice required.

The Marine EMT will be responsible to assist the Incident Controller to resolve the emergency situation using the collective knowledge of, and resources available to the members of that Team.

## **Control Agency**

As the Control Agency will vary with the marine emergency/casualty being encountered, overall responsibility for ensuring effective control rests with the Water RERC. It is recognised that for marine emergencies/casualty, the Control Agency may change throughout the duration of any single event, and any decisions in relation to this aspect of the response must be referred to the Water RERC.

## **Water Region Emergency Response Coordinator (Water RERC)**

The Water Region Emergency Management Plan primarily refers to the emergency management of Port Phillip and Westernport Bays, however the Water RERC also has the responsibility to ensure that an appropriate response occurs for all marine emergencies/casualties.

The responsibility involves liaison with land-based Regional Emergency Response Coordinators to ensure that a smooth interface exists between emergencies occurring on the land, and water right across the State.

Planning should identify local resources and services that can be made available, in accordance with municipal and regional plans, and those that might need to be obtained from elsewhere.

See page 3-13 of this Manual for further information in relation to the role and responsibilities of Emergency Response Coordinators.

## **Marine EMT Resources**

The Marine EMT, like its land-based counterpart, forms part of the overall State emergency management structure.

The Marine EMT must be able to operate in a manner that allows individual members of the team to undertake their respective agency's risk assessment and to consider their agency's personnel safety and resource management needs.

Personnel comprising the Marine EMT must have an in-depth knowledge of their respective agency's resources and capability to ensure that the best possible response can be achieved.

Should additional resources be required, they will be requested through the Water RERC in accordance with existing arrangements.

## Appendix 4 Emergency Support from the Commonwealth Government and Other States

### A Commonwealth Physical Support

#### Attorney-General's Department- Emergency Management Australia (AGD EMA)

AGD EMA's operational function is the co ordination of Commonwealth physical assistance to the States and Territories in the wake of a disaster or major emergency. To achieve this, all Commonwealth resources are centrally coordinated through AGD EMA

#### Commonwealth Physical Support

Under the Constitution, States and Territories have responsibility for the safety and welfare of their citizens. This in turn requires a capability to respond to a major emergency, using the resources of State and local governments and the private sector.

The Commonwealth cannot provide assistance to the State to deal with emergencies, unless officially requested by the affected State or Territory. That request may only be made by a designated State or Territory officer or officers. In the case of Victoria, the State Emergency Response Co-ordinator (Chief Commissioner of Police) is the officer nominated to request Commonwealth physical assistance.

#### **Criteria for Requesting Commonwealth Support**

For Commonwealth support to be provided, the following criteria must be met:

- a. Assistance must be required to save life or property, or to relieve suffering;
- b. The task must be beyond the resources of the affected State or Territory, those resources are already fully committed or they cannot be mobilised in time; and,
- c. The task cannot be undertaken by commercial means available within the affected State or Territory.

#### **Response**

The Director-General of AGD EMA determines the appropriate response, based on the substance of the request. While the Australian Defence Force (ADF), because of its capabilities and state of readiness, is frequently used, such use should not be anticipated by the requesting State or Territory. The AGD EMA, given the basic need, timings, priorities and contacts, determines how best the Commonwealth can meet that request.

In parallel with AGD EMA responses to requests, several Commonwealth departmental regional offices and statutory authorities (e.g. Centrelink) automatically implement their own response/recovery procedures, keeping the AGD EMA informed.

### Form of Request

As per COMDISPLAN arrangements, when making a request for Commonwealth assistance, the authorised State or Territory officer or a nominated delegate will contact AGD EMA by telephone; AGD EMA will act upon that call, which should be followed by a confirmatory hard copy as soon as practical. State or Territory agencies requiring Commonwealth assistance must seek such assistance through the appropriate regional or state emergency response co-ordinator. He or she, in turn, must be satisfied that the request meets the criteria before dispatch. The format for requests for Commonwealth assistance is as follows:

<b>Subject:</b>	Request for Commonwealth Assistance
<b>Date/Time/Origin</b>	This must include the date and local time of the request and the name of the person and department that is making the request.
<b>Request Number</b>	This should be a State/Territory number (AGD EMA will allocate separate AGD EMA numbers for each incoming request).
<b>Situation</b>	A brief summary of the reason for the request.
<b>Own Resources</b>	An explanation why the requirement cannot be met from within State/Territory (government or commercial resources).
<b>Priority</b>	Time in which the request is asked to be fulfilled within, e.g. Urgent, within 24 hrs.
<b>Delivery Location</b>	Details of when and where required.
<b>Task Description</b>	A brief description of the need and tasks for the requested resource/s (e.g. move 100 bales of fodder from supply dump to properties within a 20 km radius). Requesting authorities should not specify the means for meeting the need or tasks (e.g. by constraints that may influence AGD EMA's decision (e.g. area unsuitable to all but rotary wing aircraft).
<b>Contact Name &amp; Details</b>	To include full details of delivery point contact officer/s including name, location and telephone/facsimile numbers as appropriate. Where desired, contact officer/s may be from state/territory headquarters.
<b>Jurisdictional Requesting Officer</b>	Name and contact details.
<b>Remarks</b>	Any general comments that may contribute to providing the fastest and most effective response to the request.

## **B Role of the Australian Defence Force in Emergencies**

Defence Assistance to the Civil Community (DACC) is the provision of Defence resources for the performance of emergency or non-emergency support within Australia and its territories that are primarily the responsibility of the civil community or other government organisations.

### **Category 1**

DACC Category 1 is assistance where immediate action is necessary to save human life, alleviate suffering, prevent extensive loss of animal life or prevent widespread loss of, or damage to, property in a localised emergency situation:

- Approved by local commander
- Within local commander's own resources
- Short term, reviewed after 24 hours
- No cost recovery
- No indemnity or insurance required
- Reserves in training can be used
- In theory this support will only be required until State resources can be deployed to the emergency site.

### **Category 2**

DACC Category 2 is assistance where action is necessary to save human life or alleviate suffering during a more extensive or continuing disaster following initial Category 1 assistance:

- General emergency with direct threat to life and/or property
- Coordinated by Headquarters Joint Operations Command. State authorities approach AGD EMA
- Beyond local resources
- No cost recovery
- No indemnity or insurance required
- Reserves in training can be used.

### **Category 3**

DACC Category 3 is assistance associated with recovery from an emergency or disaster, which is not directly related to the saving of life or property:

- Ongoing emergency with no direct threat to life and/or property
- Approved by Headquarters Joint Operations Command (HQJOC). State authorities approach AGD EMA
- Full cost recovery is normal, but variations can be sought
- Indemnity (and if appropriate, insurance) required
- Formal agreement is necessary
- Reserves in training and Reserve specialists can be used.

## C Guidelines for Interstate Disaster Assistance

(Approved by Australian Emergency Management Committee March 2004)

### Principal Purpose

These Guidelines have been developed on the basis that many emergencies and disasters can require a response, which is beyond the capabilities of a State or Territory. This might result from the scale of the emergency or its duration. The prompt, full and effective use of the resources of an Assisting State for the safety, care and welfare of people, property and the environment of a Requesting State in the event of an emergency or disaster is the underlying principle on which these Guidelines are based.

The principal purpose of these Guidelines is to provide a basis of arrangements for the provision of mutual assistance between States in managing an emergency or disaster.

### Interpretation

The following definitions are applied in these Guidelines:

Requesting State A State which requests resources of another State to assist in managing an emergency or disaster.

Assisting State A State which provides resources to a Requesting State to manage an emergency or a disaster.

Contingent Support Officer An officer who is responsible for the overall administrative aspects of the deployment to enable the field/forward commander to focus exclusively on the provision of operational support to the Requesting State. The Contingent Support Officer, from the requested assisting agency, provides a conduit for passing information between the field/forward commander and the Assisting State.

Designated Officer An officer of a State who is authorised under national emergency management arrangements (COMDISPLAN) to request Commonwealth physical assistance, the Commissioner of the relevant agency, or other officer appointed by the State to manage the type of emergency for which assistance is requested

Emergency / Disaster Includes all forms of disasters whether natural, the result of a technological hazard or resulting from terrorist or criminal acts. The terms recognise the differing terminology used in States.

Participating State A State which makes arrangements with another State on the basis of these Guidelines

State Includes each of the Australian States and Territories.

### Scope

These Guidelines do not negate any existing arrangements between jurisdictions in relation to the provision of support, nor do they bind a State to use the approach set out here in preference to other agreements or arrangements the State may have with another State or States. They provide a template, however, which can be adopted readily in whole or in part by Assisting and Requesting States. The Guidelines are not intended to be restrictive, but to be adaptable and flexible to meet the particular requirements of managing an emergency or disaster. Nor are they intended to create any legal relations or to have any legal consequences; and any legal consequences that arise out of or in the

*Emergency Management Manual Victoria*

course of anything done as a result of these Guidelines should be dealt with on a case-by-case basis independently of the Guidelines.

These Guidelines do not apply to assistance provided in accordance with existing inter-State cross-border contingency arrangements or for the provision of Commonwealth Government assistance to States under national emergency management arrangements.

**Nature of Assistance**

Assistance may include but is not limited to fire services, emergency medical care, search and rescue, transportation, communications, public works and engineering assistance, recovery services, public health and other general or specialist medical services.

**Requests for Assistance**

No-one but a Designated Officer, or his or her authorised representative, may request assistance on behalf of a Requesting State, unless the Requesting State and the proposed Assisting State otherwise agree.

Requests for assistance may be oral or in writing. If oral, the request must be subsequently confirmed in writing. Acceptance or implementation, however, must not be withheld pending receipt of a written request or confirmation.

Requests for assistance should provide, as a minimum, the following information to enable the Assisting State to determine its capability to support the request:

- A description of the emergency or disaster for which assistance is needed.
- The desired outcome of assistance in the form of clear tasking instructions (to enable the Assisting State to assess correctly the type of resources to be provided) or the number and type of personnel, equipment, materials and supplies needed.
- The expected time of arrival and the duration of the assistance (to enable the Assisting State to plan rostering and changeover arrangements).
- The legislation or the authority for personnel from the Assisting State to provide support and operate with the Requesting State.
- Any issues relating to personnel competency standards or professional registration applying in the Requesting State that need to be considered by the Assisting State in the selection of personnel for deployment.
- The contact details of personnel who will provide initial reception support during the deployment into the area of operations.

**Limitations**

A State requested to provide assistance shall endeavour to make available the resources requested. An Assisting State may, on the basis of its risk assessment, withhold resources to the extent necessary to provide for its own needs and purposes or for any other reason. The Assisting State should endeavour to explain why it is unable to make certain resources available.

An Assisting State has the right to withdraw any assistance provided to a Requesting State at any time; however, sufficient notice appropriate to the circumstances of the emergency or an emerging incident in the

Assisting State should be provided to the Requesting State to enable alternative support arrangements to be made.

**Powers**

A Requesting State shall endeavour to afford to members of an Assisting State the same powers, duties, rights and privileges as are afforded to members of the Requesting State performing equivalent roles or functions.

**Command, Control & Coordination**

The Requesting State shall have primary responsibility for control and coordination of organisational units provided by an Assisting State but personnel from the Assisting State shall continue under their own command arrangements.

Where appropriate, the Assisting State shall provide a Liaison Officer to the headquarters, agency or operations centre as specified by the Requesting State.

To assist in the overall administrative management of the contingent, the Assisting State should consider providing a Contingent Support Officer to the operational headquarters of the Requesting State.

**Operational Deployment**

The Requesting State will use all endeavours to ensure that it effectively utilises the Assisting State's resources at all times.

The Requesting State is not authorised to utilise any equipment or personnel in a manner that is outside of the scope of the initial request, unless authorised by the Designated Officer of the Assisting State, and within the professional competencies and certification levels of the personnel and equipment supplied.

The Requesting State shall establish an orientation process for personnel from the Assisting State. This orientation should be provided before personnel are deployed to the incident site/s. The orientation should cover an overview of the emergency, operational issues (including command, control and communication arrangements), the provision of maps and any other relevant supportive documentation, administration and welfare, local safety and hazards, and any other issues deemed necessary by the Requesting State.

Where there is an issue relating to competencies, the Assisting State recognises that it is the role of the Requesting State to make a determination on the acceptability or not of competencies of personnel.

Personnel deployed from the Assisting State must meet the minimum health and fitness standards that would apply in the Assisting State, under existing Duty of Care provisions, for the type of work that is to be undertaken.

**Administrative Support**

The Requesting State is responsible for the provision of transportation, rationing, accommodation and other such facilities as are appropriate to support personnel for the Assisting State, unless arrangements to the contrary have been agreed.

The Requesting State is responsible for the management of the welfare of Assisting State personnel in consultation with the Contingent Support Officer or other responsible officer from the Assisting State.

*Emergency Management Manual Victoria*

Responsibility for issues such as rostering, fatigue and occupational health and safety is the responsibility of the Requesting State in consultation with the Contingency Support Officer or other responsible officer from the Assisting State.

**Cost Recovery**

With the exception of transportation, as outlined above, expenditure incurred in responding and providing assistance is to be met initially by the Assisting State.

Reimbursement of salaries of personnel provided by an Assisting State shall not be sought from the Requesting State, except for over-time, the cost of backfilling shift rosters to cover personnel who have been deployed interstate, and penalties that shall be calculated at the rates applicable in the Assisting State. The Requesting State shall meet all other reasonable additional costs incurred by the Assisting State for any loss, damage or other expense incurred in providing assistance.

Where cost recovery is sought, the Assisting State shall provide the Requesting State with a detailed account of costs claimed with full supporting documentation.

If a dispute arises in relation to the type or extent of costs being claimed, the disputing States shall each appoint appropriate officers to resolve the dispute.

**Liability**

Except to the extent that a relevant law of the Requesting State or the Assisting State or a separate agreement or any indemnity otherwise provides, the Requesting State is responsible for managing any issues incurred by the Assisting State or its personnel arising from personal injuries, death, public risk, property loss, damage, general and professional litigation, and associated expenses including legal representation arising during the course of providing assistance to the Requesting State.

**Third Party Claims**

The Requesting State and the Assisting State will consult concerning the handling of any third party claims that may arise out of the provision of assistance.

**Settlement of Disputes**

Participating States will endeavour to resolve any disputes arising from the interpretation or implementation of arrangements based on these guidelines by consultation or negotiation. Participating States should seek assistance from the Attorney General's Department - Emergency Management Australia (AGD EMA) if arbitration is required to resolve disputes.

**Media**

During the provision of assistance, the Requesting State shall be responsible for provision of information to the media on the management of the incident.

It is recognised that there will normally be significant interest by the media in personnel from an Assisting State. Comments to the media by Assisting State personnel should generally be limited to administrative matters as far as possible with questions on operational management being referred to the Requesting State, unless there is prior agreement from the Requesting State to the contrary.



**Communication**

The Assisting State is responsible for providing communication facilities for use within its own operational units, and for providing any link required to networks in its own State.

The Requesting State is responsible for providing communications from the operational units of an Assisting State to headquarters, agencies or operations centres of the Requesting State.

**Australian Government Involvement**

These Guidelines do not envisage involvement of the Australian Government. A Requesting State, however, may seek assistance from the Australian Government, through AGD EMA, for coordination of resources to be provided by an Assisting State or States.

Where the inter-State provision of resources is likely to require use of Australian Government assets, such as military aircraft, approval is to be obtained for such assistance through AGD EMA.

**Variation and Review of Arrangement**

Arrangements resulting from use of these Guidelines may be reviewed at any time by the Participating States at the request of a Participating State.

**Withdrawal from Arrangement**

A Participating State may, by written notice to Participating States, withdraw at any time from arrangements based on these Guidelines. Sufficient notice should be provided to enable alternative arrangements to be made.

**Commencement Date**

An arrangement based on these Guidelines shall come into operation immediately it is endorsed by the Participating States. Thereafter, it shall be inclusive of other States on their endorsement.

## Appendix 5

# Model Arrangements for Leadership During Emergencies of National Consequence<sup>3</sup>

### 1 Introduction

On 3 July 2008 the Council of Australian Governments (COAG) endorsed the Model Arrangements for Leadership during Emergencies of National Consequence (“the Arrangements”).

These Arrangements represent how Australian governments would work together to coordinate the response to, and recovery from, emergencies of national consequence. These are defined, for the purposes of these Arrangements, as emergencies that require consideration of national level policy, strategy and public messaging or inter-jurisdictional assistance, where such assistance is not covered by existing arrangements.

### 2 Purpose

The Arrangements are designed to guide national efforts in coordinating the response to, and recovery from, emergencies of national consequence. They provide clarity about how Australian governments would work together to coordinate national response and recovery assistance to an affected State or Territory.

In endorsing these Arrangements, leaders agreed that they are to be used:

- to inform the response to, or recovery from, emergencies of national consequence for which no national plans currently exist;
- to inform the development of any new national plans for responding to, or recovering from, emergencies of national consequence; and
- as guidance in any revision of existing plans for responding to, or recovering from, emergencies of national consequence.

### 3 Roles and Responsibilities

In adopting the Arrangements, leaders acknowledged the following roles and responsibilities:

- States and Territories have primary responsibility for the management of emergencies within their jurisdictions;
- when emergencies occur, the Commonwealth Government provides certain forms of physical and financial assistance to States and Territories, when requested to do so and may also provide financial and other assistance to individuals directly affected by an emergency;
- the Commonwealth Government also has specific responsibilities in relation to national security and defence, border control, aviation and maritime transport, quarantine, astronomical and meteorological observations, enforcement of Commonwealth legislation, and international relations; and

---

<sup>3</sup> Annex 1 of *Australian Emergency Management Arrangements*, Attorney-General’s Department, 2009

- each jurisdiction is responsible for determining its own internal coordination mechanisms to give effect to these Arrangements.

#### 4. Coordination Arrangements

As depicted in the attached diagram, these Arrangements provide that, in the event of an emergency of national consequence:

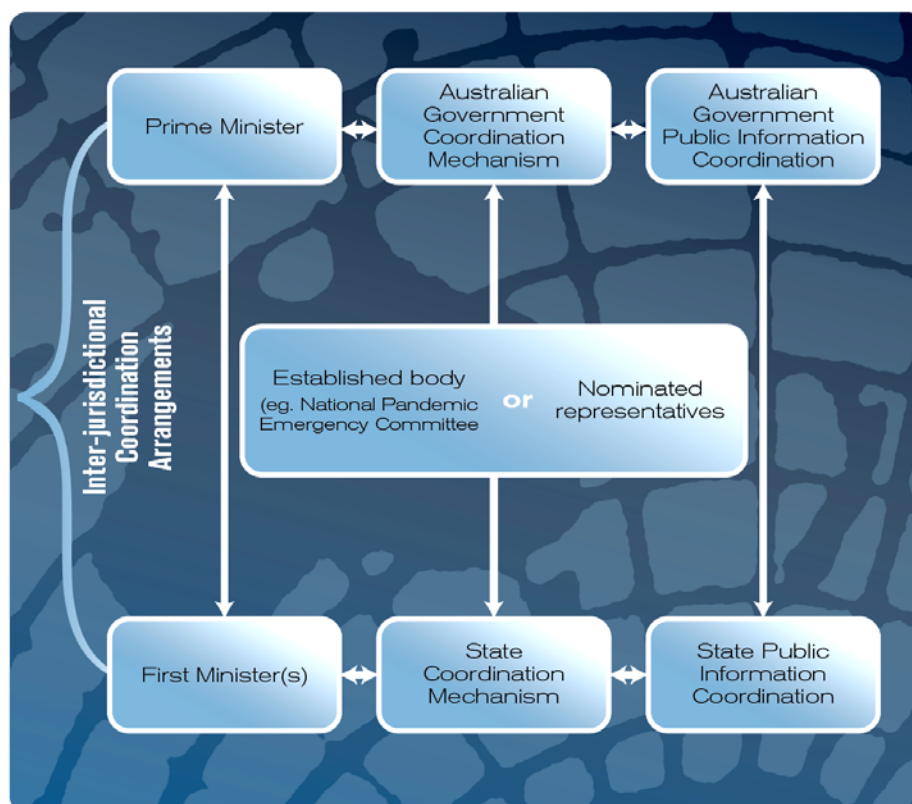
- the Prime Minister and the affected First Minister(s) will consult as necessary to coordinate the response to, and recovery, from the emergency including in relation to policy, strategy and public messaging, in support of an affected State or Territory;
- the Prime Minister and the affected First Minister(s) will consult on, and deliver the key leadership messages to be conveyed to the public;
- there will be communication, as appropriate, with all other States and Territories to enable the sharing of key information and public messages across jurisdictions; and
- all jurisdictions will coordinate the development of public messages through established public information coordination arrangements.

Updated contact arrangements will be maintained to ensure the efficient and effective communications between leaders in the event of an emergency of national consequence.

#### 5. Review

These Arrangements will be reviewed by the Commonwealth, State and Territory Governments, in consultation with the Australian Local Government Association, after three years, or earlier as agreed.

The Arrangements may be amended by agreement in writing between the parties at any time.



## Appendix 6

### States of Emergency Under Victorian Law

In addition to a state of disaster under the *Emergency Management Act 1986* (which can be declared for an emergency as defined within the Act, and invokes wide coercive powers), there are specific states of emergency provided for in Victorian legislation.

#### ***Public Health and Wellbeing Act 2008***

The Minister for Health may, on the advice of the Chief Health Officer and after consultation with the Co-ordinator in Chief and the State Co-ordinator, declare a state of emergency arising out of any circumstances causing a serious risk to public health. Declaration allows the Chief Health Officer to exercise extensive powers via departmental or council officers to eliminate or reduce a serious risk to public health. In addition, the Secretary to the Department of Health has powers to direct councils and/or their officers to perform any functions or duties, or exercise such powers as directed.

#### ***Public Safety Preservation Act 1958***

Under this Act, assigned to the Premier, there is provision for declaration of a state of emergency in the whole or part of Victoria. This is for use if 'action has been taken or is immediately threatened by any person or body of persons whereby the public safety or order is or is likely to be imperilled ...' It gives the Governor in Council wide powers for securing public safety or order.

#### ***Fuel Emergency Act 1977***

The Minister for Energy and Resources may, under this Act, declare a state of emergency with respect to any kind of fuel, which is, or is likely to become, unavailable to meet the community's reasonable requirements. The Minister and the Premier then have wide powers in respect to the supply of fuel.

#### ***Essential Services Act 1958***

Under this Act, assigned to the Premier, there is provision for a state of emergency to be declared in relation to a designated essential service, where essential service is likely to be interrupted. The definition of essential service includes transport, fuel, light, power, water and sewerage. The Premier is then given wide powers in relation to the provision of that essential service.

#### **Notes:**

- Under the *Emergency Management Act 1986*, disruptions to these defined essential services are clearly identified as emergencies.
- Section 23(1A) of the *Emergency Management Act 1986* provides that 'the Premier must not make a declaration [of a state of disaster] under this section for the purpose of taking action against any person or body of persons in the circumstances to which section 4(1) of the *Essential Services Act 1958* applies.'

#### ***Petroleum (Submerged Lands) Act 1982***

If the Commonwealth Minister has declared that a state of emergency exists, in relation to certain relevant zones, the State Minister for Energy and Resources may make a like declaration for Victoria. This provides wide powers for restricting entry of shipping, in cases of terrorism or other safety risks.

***Gas Industry Act 2001 and Electricity Industry Act 2000***

In situations of insufficient supply, the Governor in Council may proclaim emergency provisions that grant the Minister for Energy and Resources extensive powers to ensure and regulate the supply of gas or electricity.

***Public Administration Act 2004***

The Premier may declare that an emergency situation exists under various circumstances, including relevant declarations under other Acts, or if warranted by circumstances, including the necessity to assist all or part of the Victorian community to recover from an emergency. The declaration empowers the head of a public body to assign any duties to an employee, require an employee to perform duties with another public sector body, require an employee to perform duties at a place other than his or her usual place of work or direct an employee not to attend for duty.

**Other Acts**

Relevant declarations under other Acts include:

- a declaration of a vital state project as referred to in the *Vital State Projects Act 1976*;
- a declaration of a vital industry under the *Vital State Industries (Works and Services) Act 1992*;

## Appendix 7

### Legal Protection for Emergency Volunteer Workers

This appendix sets out those Victorian Acts which contain provision for volunteers about

- compensation in the case of injury or death,
- protection for volunteer emergency workers from legal liability or
- other protection.

It includes those Acts which protect a wider group of volunteers than emergency volunteer workers, but not those Acts which are unlikely to apply to volunteer emergency workers (for example the provisions in the *Education and Training Reform Act 2006*).

It is provided for guidance only and should not be relied on as legal advice.

Act and reference	Group referred to	Nature of provision
<b>Compensation provisions</b>		
<i>Emergency Management Act 1986</i> , Part 6	<b>'Volunteer emergency worker'</b> : 'a volunteer worker who engages in emergency activity at the request (whether directly or indirectly) or with the express or implied consent of the chief executive (however designated), or of a person acting with the authority of the chief executive, of an agency to which DISPLAN or the state recovery plan applied.'	Sets up a compensation scheme covering both personal injury (including death) and property damage (own property or property under that person's control at the time) to apply in the circumstances specified. Offers benefits equivalent to normal WorkCover benefits. Does not apply to a person entitled to compensation under other Acts as employees, or volunteers attached to the VICSES or CFA.
<i>Country Fire Authority Act 1958</i> , section 110 (Regulations) and sections 62-65.	<b>permanent officer or member, casual fire-fighter or voluntary auxiliary worker.</b>	The Authority has a compensation scheme to cover personal injury and property damage.
<i>Victoria State Emergency Service Act 2005</i> Part 3	<b>Registered and probationary members of the Service</b>	A compensation scheme for both personal injury and property damage is established.
<i>Police Assistance Compensation Act 1968</i> Section 2	Persons assisting or attempting to assist a member of the police force either as a result of a request or where a request can reasonably be assumed in relation to the activities specified.	A compensation scheme is set up.

## Part 8 – Appendices and Glossary

Act and reference	Group referred to	Nature of provision
<b>Immunity provisions</b>		
<i>Emergency Management Act, 1986, Section 37</i>	Volunteer emergency worker	No personal liability for loss or injury from emergency work, unless the loss or injury is caused by ‘negligence or wilful default’ in the specified circumstances.
<i>Country Fire Authority Act 1958, Section 92</i>	Chief Officer, other officers exercising those powers, any officer or member of a brigade, a volunteer auxiliary worker or a person who is a forest officer, or employed by Parks Victoria or DEPI in the circumstances specified.	No personal liability for any thing done or not done ‘in good faith’ in the specified circumstances. Instead the liability attaches to the CFA.
<i>Victoria State Emergency Service Act 2005, Section 42</i>	Registered member or probationary member	No personal liability for loss or injury from emergency work in the specified circumstances, unless the loss or injury is caused by ‘negligence or wilful default’.
<i>Wrongs Act 1958, Part IX</i>	Volunteers, that is, individuals who provide a service in relation to community work on a voluntary basis. Excludes volunteer emergency workers under the <i>Emergency Management Act</i> , the <i>Country Fire Authority Act</i> or the <i>Victoria State Emergency Service Act</i> .	‘A volunteer is not liable in any civil proceeding for anything done, or not done, in good faith by him or her in providing a service in relation to community work organised by a community organisation.’
<i>Wrongs Act 1958, Part VIA</i>	‘Good Samaritan’ – ‘an individual who provides assistance, advice or care to another person in relation to an emergency or accident’ in the circumstances specified	Protection from civil liability for anything done or not done in good faith in the circumstances specified.
<i>Occupational Health and Safety Act 2004, Sections 144 &amp; 145</i>	An officer (as defined) of a body corporate, a partnership or an unincorporated body or association who is a volunteer. (Applies to senior management, that is, to people with significant decision-making power. Volunteers are people acting on a voluntary basis, even if they receive out-of-pocket expenses.	From prosecution for a breach of the <i>Occupational Health and Safety Act</i> for anything done or not done by him or her as a volunteer.

## Appendix 8

### Response and Recovery Regions

The emergency response and recovery regions are common to the eight State Government regions (three metropolitan and five non-metropolitan). Some departments and agencies may use alternative regional boundaries to deliver normal services efficiently, however the State Government regions are maintained for emergency response and recovery.

Municipal District	Response and Recovery Regions	VICSES Region	Fire Service
Alpine	Hume	North East	CFA
Ararat	Grampians	Mid West	CFA
Ballarat	Grampians	Mid West	CFA
Banyule	North & West	Central	MFESB CFA
Bass Coast	Gippsland	East	CFA
Baw Baw	Gippsland	East	CFA
Bayside	Southern	Central	MFESB
Benalla	Hume	North East	CFA
Bendigo	Loddon Mallee	North West	CFA
Boroondara	Eastern	Central	MFESB
Brimbank	North & West	Central	MFESB
Buloke	Loddon Mallee	North West	CFA
Campaspe	Loddon Mallee	North West	CFA
Cardinia	Southern	Central	CFA
Casey	Southern	Central	CFA
Central Goldfields	Loddon Mallee	North West	CFA
Colac-Otway	Barwon South West	South West	CFA
Corangamite	Barwon South West	South West	CFA
Dandenong	Southern	Central	MFESB CFA
Darebin	North & West	Central	MFESB
East Gippsland	Gippsland	East	CFA
Frankston	Southern	Central	CFA
Gannawarra	Loddon Mallee	North West	CFA
Geelong	Barwon South West	South West	CFA
Glen Eira	Southern	Central	MFESB
Glenelg	Barwon South West	South West	CFA
Golden Plains	Grampians	South West	CFA
Hepburn	Grampians	Mid West	CFA
Hindmarsh	Grampians	Mid West	CFA
Hobsons Bay	North & West	Central	MFESB
Horsham	Grampians	Mid West	CFA
Hume	North & West	Central	MFESB CFA
Indigo	Hume	North East	CFA
Kingston	Southern	Central	MFESB CFA
Knox	Eastern	Central	CFA
Latrobe	Gippsland	East	CFA
Loddon	Loddon Mallee	North West	CFA
Macedon Ranges	Loddon Mallee	North West	CFA
Manningham	Eastern	Central	MFESB CFA



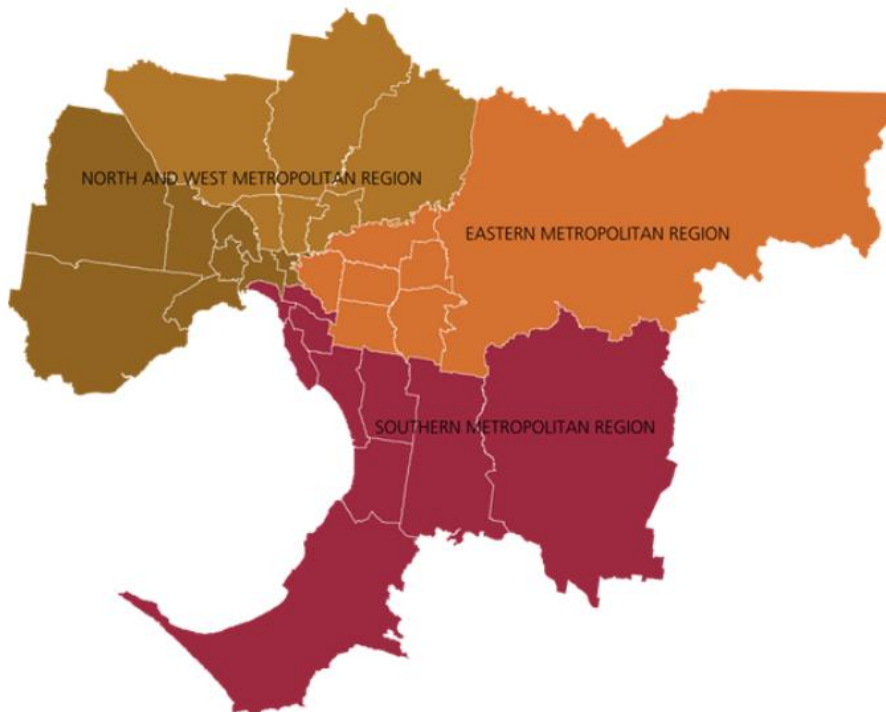
## Part 8 – Appendices and Glossary

<b>Municipal District</b>	<b>Response and Recovery Regions</b>	<b>VICSES Region</b>	<b>Fire Service</b>
Mansfield	Hume	North East	CFA
Maribyrnong	North & West	Central	MFESB
Maroondah	Eastern	Central	MFESB CFA
Melbourne	North & West	Central	MFESB
Melton	North & West	Central	CFA
Mildura	Loddon Mallee	North West	CFA
Mitchell	Hume	North East	CFA
Moira	Hume	North East	CFA
Monash	Eastern	Central	MFESB
Moonee Valley	North & West	Central	MFESB
Moorabool	Grampians	Mid West	CFA
Moreland	North & West	Central	MFESB
Mornington Peninsula	Southern	Central	CFA
Mount Alexander	Loddon Mallee	North West	CFA
Moynes	Barwon South West	South West	CFA
Murrindindi	Hume	North East	CFA
Nillumbik	North & West	Central	CFA
Northern Grampians	Grampians	Mid West	CFA
Port Phillip	Southern	Central	MFESB
Pyrenees	Grampians	Mid West	CFA
Queenscliff	Barwon South West	South West	CFA
Shepparton	Hume	North East	CFA
South Gippsland	Gippsland	East	CFA
Southern Grampians	Barwon South West	South West	CFA
Stonnington	Southern	Central	MFESB
Strathbogie	Hume	North East	CFA
Surf Coast	Barwon South West	South West	CFA
Swan Hill	Loddon Mallee	North West	CFA
Towong	Hume	North East	CFA
Wangaratta	Hume	North East	CFA
Warrnambool	Barwon South West	South West	CFA
Wellington	Gippsland	East	CFA
West Wimmera	Grampians	Mid West	CFA
Whitehorse	Eastern	Central	MFESB
Whittlesea	North & West	Central	MFESB CFA
Wodonga	Hume	North East	CFA
Wyndham	North & West	Central	MFESB CFA
Yarra	North & West	Central	MFESB
Yarra Ranges	Eastern	Central	MFESB CFA
Yarriambiack	Grampians	Mid West	CFA
<b>Non Municipal Areas</b>			
Falls Creek ARMB	Hume	North East	CFA
Lake Mountain ARMB	Hume	North East	CFA
Mt Baw Baw ARMB	Gippsland	East	CFA
Mt Buller ARMB	Hume	North East	CFA
Mt Hotham ARMB	Hume	North East	CFA
Mt Stirling ARMB	Hume	North East	CFA

*Emergency Management Manual Victoria*

Municipal District	Response and Recovery Regions	VICSES Region	Fire Service
Victorian waterways*	Water	Various	MFESB CFA

## Response and Recovery Region Maps



\* Defined as all waterways in the State of Victoria including both bays and coastal regions from the South Australian border to the New South Wales border.

## Appendix 9

### Evacuation Guidelines

#### Table of Contents

Introduction	8–32
Aim	8–32
Overview of evacuation	8–32
Authority to evacuate	8–32
Vulnerable people	8–33
The Evacuation Process	8–34
1. Decision	8–34
2. Warning or recommendation	8–35
3. Withdrawal	8–35
4. Shelter	8–35
5. Return	8–36
Roles and Responsibilities	8–37
Reference	8–39
Checklists	8–39
Checklist 1: Considerations for an evacuation	8–39
Checklist 2: Considerations for evacuation messages	8–40

## Introduction

### Aim

The aim of this document is to provide guidelines for conducting evacuations during emergencies. The guidelines draw on the Emergency Management Australia manual titled *Evacuation Planning*, and address evacuation in all hazards using a multi-agency response. They include:

- an overview of evacuation
- articulating five stages of the evacuation process
- roles and responsibilities of all agencies
- checklists of considerations for evacuation and messaging.

### Overview of evacuation

Evacuation is a risk management strategy which may be used as a means of mitigating the effects of an emergency or disaster on a community. It involves the movement of people to a safer location. However, to be effective it must be correctly planned and executed. The process of evacuation is usually considered to include the return of the affected community<sup>4</sup>.

As with all emergency response activities, the main priority when deciding to undertake an evacuation is protection of life.

Evacuation is a scalable activity in that it may be applied to individuals, a house, a street, a large facility (i.e. school or hospital), a suburb, a town or a large area of the State.

### Authority to evacuate

Primary responsibilities for evacuation are held by the control agency and Victoria Police and are detailed in later sections of this document.

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. These include:

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 (section 36B).

The *Country Fire Authority Act 1958* (section 30) provides authority for any member of any fire brigade or police, under the direction of the Chief Officer or his/her delegate, to remove any person whose presence interferes with the operation of the brigade on any land or building burning or threatened by fire. This authority may also be

---

<sup>4</sup> *Evacuation Planning* Manual Number 11 (2005) Emergency Management Australia.

exercised by forest officers and employees of Parks Victoria and the Department of Environment and Primary Industries when directed by an officer or member of the CFA (section 30A). This power is also limited, as a person claiming pecuniary interest cannot be removed.

The *Metropolitan Fire Brigades Act 1958* (section 58) empowers fire fighters and police to forcibly remove people from premises on fire or threatened by fire if they do not first comply with an order to withdraw. This power is also limited, as a person claiming pecuniary interest cannot be removed.

The state of disaster provisions of the *Emergency Management Act 1986* (section 24) also contain a power for the Minister for Police and Emergency Services to compel evacuation from the declared disaster area. Again, this power may not be exercised where there is a pecuniary interest. The Minister may also control or restrict entry into, movement within and departure from the disaster area. This restriction power is not limited by pecuniary interest.

The *Coroners Act 2008* (sections 37(2), 37(3) & 38(1)) provides the Coroner or Chief Commissioner of Police to restrict access to places:

- where a death has occurred
- reasonably connected to the place where a death has occurred
- where an incident has occurred if it is reasonably expected that a person will die as a result of an incident
- reasonably connected to the place where an incident occurred if it is reasonably expected that a person will die as a result of an incident
- where a fire has occurred
- reasonably connected to the place where a fire has occurred.

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.

### **Vulnerable people**

During an emergency or imminent threat of an emergency, special consideration must be given to evacuation of vulnerable people in the community.

Vulnerable people and those who may care for them, including facilities such as hospitals, aged care facilities, educational facilities and prisons, are likely to need more time, resources, support and assistance to evacuate safely.

These facilities should have existing evacuation plans in place to appropriately plan for and undertake an evacuation when this is recommended. However, such plans cannot rely on the availability of emergency service personnel to undertake the evacuation.

Some people living in the community may be unable to activate their own evacuation plan without support and a small number who do not have a personal support network will require assistance to safely evacuate.

In the context of bushfires a vulnerable person is an individual who lives in a high bushfire risk area and is socially isolated and without any other supports. Other factors that may be considered when assessing an individual's vulnerability include:

- lives alone and has additional needs and/or lives with an individual with similar or greater level of additional needs, and/or
- physical dependence, and/or
- inability to make an independent decision due to cognitive or other impairment, and/or
- geographic isolation.

For bushfires, the Departments of Health and Human Services, in conjunction with municipal councils, and other support agencies will provide tailored advice to vulnerable people. This advice will include the need to develop personal safety plans with an emphasis on leaving early and identification of appropriate support to do so.

Victoria Police, as the agency responsible for managing evacuations, will be required to identify vulnerable persons in the community and in addition, facilities that house vulnerable people.

- To access the list of vulnerable persons in the community, the Evacuation Manager will be required to access the web-based Vulnerable Persons Register. The Register is accessible in preparation for emergencies, and in emergencies when an evacuation has been deemed necessary. It provides information on the location of the vulnerable person as well as any special requirements in order to facilitate the evacuation of that person.
- The Victoria Police Evacuation Manager will be dependant on Municipal Emergency Management Plans (MEMPs) to have a list of facilities (and after hours contact details) where vulnerable people are likely to be situated. These lists and after hours contact details will be available to Victoria Police.

## The Evacuation Process

There are five stages in the evacuation process: decision; warning; withdrawal, shelter and return.

### 1. Decision

The decision to recommend that people evacuate is made by the Incident Controller. In making this decision, the Incident Controller should, if time permits, consult with police and consider other expert advice.

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

Some facilities may be evacuated early due to the complexity of the process and the duty of care of the provider. Those housing vulnerable people may be evacuated early by Ambulance Victoria with coordination support from the Department of Health as required.

The decision to evacuate people who are at risk during an emergency is not always straightforward, as it is often based on incomplete or unverified information in a rapidly developing situation. Timing of the decision is a significant issue.

In some cases, evacuation may not be the best option and it may be assessed that people would be safer to seek other alternatives which will vary depending on the type of emergency. For bushfires this may be to shelter in place, or go to Neighbourhood Safer Places/Places of Last Resort or refuges.

Checklist 1 (at the end of this document) provides considerations for evacuation which can be used by the Incident Controller in decision-making.

## 2. Warning or recommendation

In emergency response, the terms 'warning' and 'alert' are often used to refer to communications from response agencies to the community to inform them of an impending emergency and/or provide them with information or advice regarding heightened risk situations.

Applied to evacuations, messages to the community will be either a warning to affected people that they prepare to evacuate or a recommendation that they evacuate immediately.

The Incident Controller is responsible for authorising and issuing such messages to the community. Where authorisation from the Incident Controller is not practicable and an extreme and imminent threat to life may exist, an evacuation message can be issued by any response agency personnel.

If the Incident Controller requires assistance with issuing an evacuation message Victoria Police must be advised who will issue the information.

To maximise the responsiveness to an evacuation message it should:

- be simple and succinct
- use plain language (e.g. be free of jargon or euphemisms)
- include explicit information.

Checklist 2 (at the end of this document) provides considerations for composing and disseminating evacuation messages.

The warning arrangements are set out in the Victorian Warning Protocol available from the Fire Services Commissioner's website at: [www.firecommissioner.vic.gov.au](http://www.firecommissioner.vic.gov.au) > Policies > Victorian Warning Protocol.

The user guide for the Emergency Alert System is on the Emergency Alert portal which can only be accessed by registered users in each agency.

The guidelines for the use of the Standard Emergency Warning Signal are in Appendix 14 in Part 8 of this Manual and are also available from the Office of Emergency Services Commissioner website at: [www.oesc.vic.gov.au](http://www.oesc.vic.gov.au) > Policy and Standards.

## 3. Withdrawal

Withdrawal is the removal of people from a dangerous or potentially dangerous area to a safer area.

The Victoria Police Evacuation Manager is responsible for managing the withdrawal from the affected area which includes developing an evacuation plan which clearly identifies activities and timelines as well as roles and responsibilities of any agencies involved. This will include consultation with the Health Commander and other agencies where required.

The Victoria Police Evacuation Manager may authorise the release of messages regarding withdrawal to the community in consultation with the Incident Controller. Checklist 1 (at the end of this document) can be used by the Evacuation Manager to assist planning for withdrawal.

## 4. Shelter

Emergency shelter provides for the temporary respite of evacuees. It may be limited in facilities, but should provide security and personal safety, protection from the climate and enhanced resistance to ill health and disease. It should also aim to sustain family and community life as far as possible in difficult circumstances<sup>5</sup>.

---

<sup>5</sup> The Sphere Project *Humanitarian Charter and Minimum Standards in Disaster Response*, 2004

Emergency shelter, in the context of evacuation, may include:

- assembly areas which cater for people's basic needs
- emergency relief centres
- tents and other impermanent structures
- other places of relative safety.

Emergency shelter should be provided following an evacuation for as long as it is required until other accommodation arrangements are made.

Municipal councils are responsible for the provision of emergency shelter and for managing Emergency Relief Centres, which should be clearly identified in local emergency management plans, and communicated to the public when required.

The Victoria Police Evacuation Manager is responsible for coordinating the shelter of evacuated people. This may include authorising the release of messages regarding shelter to the community in consultation with the Incident Controller.

Shelter is managed according to the State Emergency Relief and Recovery Plan, Part 4 of this Manual.

Emergency relief is described in detail in the Emergency Relief Handbook, available from [www.dhs.vic.gov.au/emergency](http://www.dhs.vic.gov.au/emergency).

## **5. Return**

The final stage of the evacuation process involves the return of people to the place from which they were evacuated.

The Incident Controller makes the decision to advise people that they can return to the affected area in consultation with police and other relevant agencies. In the case of longer term evacuations where an Incident Control Centre is no longer activated, this decision may be made by the Victoria Police Evacuation Manager in consultation with relevant agencies.

Where deaths have occurred, or are suspected to have occurred, in the evacuated area, access may be restricted by the Coroner or Chief Commissioner of Police under provisions of the *Coroners Act 2008* (sections 37(2), 37(3) & 38(1)).

Other considerations in the decision include:

- safety of the affected area e.g. presence of hazardous conditions, possibility threat recurrence, structural safety
- crime scene preservation
- availability of services and utilities e.g. electricity, gas, water, sewerage, telecommunications, transportation and food
- availability of health and welfare services and support mechanisms
- evacuees' mental state and physical health
- economic factors involved in the return of evacuees (the condition and viability of commercial, financial, legal and insurance assistance to support the rebuilding process).

The Victoria Police Evacuation Manager is responsible for planning and managing the return of evacuated people with the assistance of other agencies where required. This may include authorising the release of messages regarding return to the community in consultation with the Incident Controller.



## Roles and Responsibilities

The table below sets out the roles and responsibilities of those involved in the evacuation process.

Organisation/Role	Task
Control Agency (Incident Controller)	<ul style="list-style-type: none"> <li>• Consider and recommend as appropriate evacuation in consultation with Victoria Police Evacuation Manager, Health Commander and other experts</li> <li>• Issue warnings, recommendations to evacuate and provide situation updates and ongoing advice that may impact an evacuation (including the dissemination of public information)</li> <li>• Activate emergency relief services</li> <li>• Maintain ongoing liaison with Victoria Police once the evacuation process has commenced.</li> </ul>
Victoria Police (Evacuation Manager)	<ul style="list-style-type: none"> <li>• Assist Incident Controller with the decision and warning stages if required</li> <li>• Manage the withdrawal, shelter and return stages of the evacuation in consultation with the Incident Controller and Health Commander</li> <li>• Source and manage resources to facilitate evacuation in consultation with control and support agencies</li> <li>• Maintain ongoing liaison with Incident Controller for the duration of the evacuation</li> <li>• Coordinate establishment and maintenance of traffic management points</li> <li>• Authorise and action communication with the community regarding withdrawal, shelter and return in consultation with the Incident Controller</li> <li>• Registration of evacuees (with Red Cross).</li> </ul>
Ambulance Victoria (Health Commander)	<ul style="list-style-type: none"> <li>• Provide health and medical strategy advice to the Incident Controller and Evacuation Manager</li> <li>• Manage the withdrawal and return of identified vulnerable people from health and aged care facilities</li> <li>• Support the withdrawal and return of identified vulnerable people who have health related needs.</li> </ul>

## Emergency Management Manual Victoria

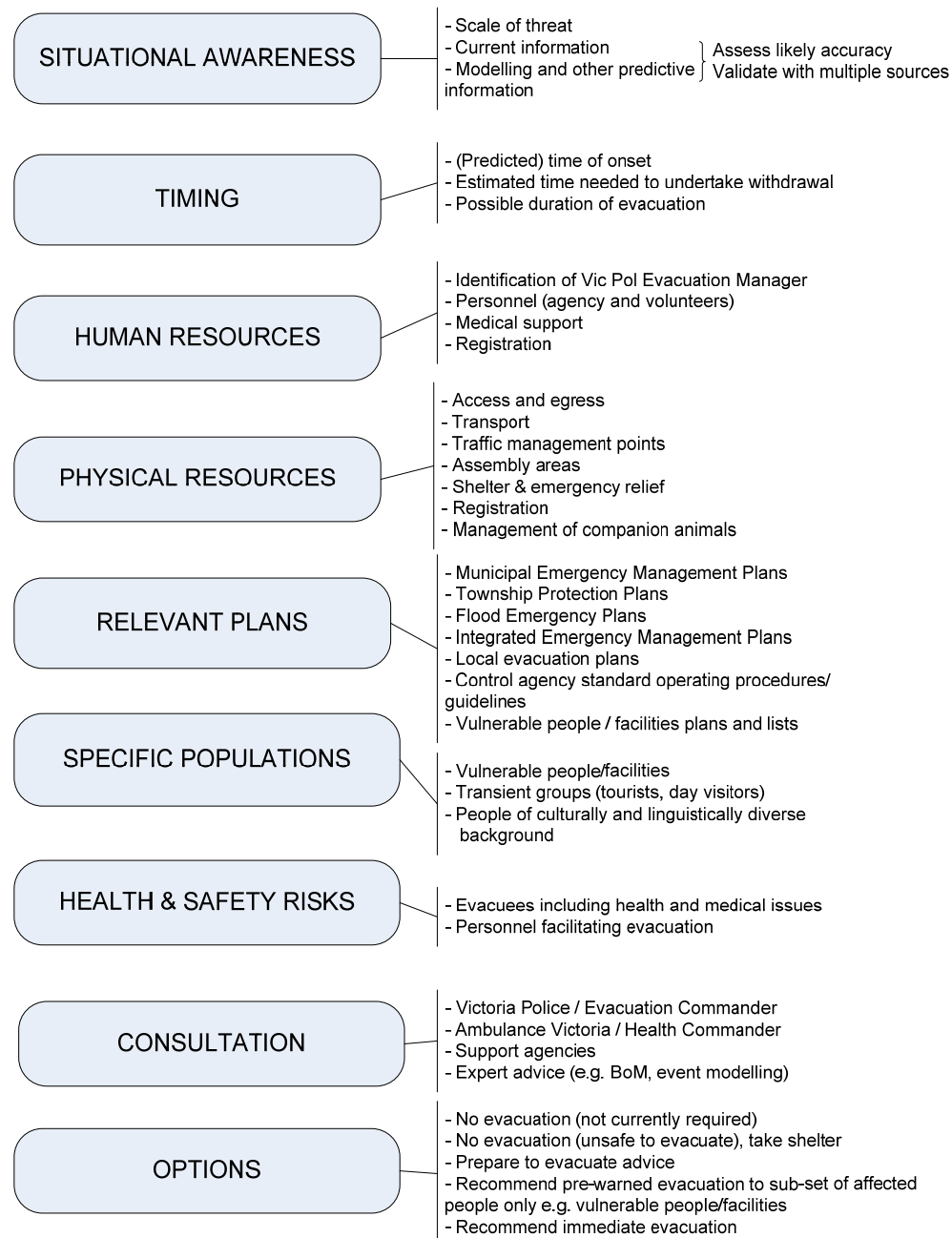
Organisation/Role	Task
Support agencies	<ul style="list-style-type: none"> <li>• Assist with the provision of resources to facilitate evacuation</li> <li>• Provide support during the evacuation process, under the direction of Victoria Police.</li> </ul>
Municipal councils	<ul style="list-style-type: none"> <li>• Establish a Municipal Emergency Coordination Centre (MECC) as required</li> <li>• Establish and manage relief centres as required</li> <li>• Assist Victoria Police with management of traffic flow including provision of information regarding road availability, capacity and safety</li> <li>• Assist VicRoads to maintain list of road closures (public information).</li> </ul> <p>With Municipal Emergency Management Planning Committees:</p> <ul style="list-style-type: none"> <li>• Develop and maintain Municipal Emergency Management Plans</li> <li>• Assist CFA with the development of Township Protection Plans for bushfires</li> <li>• Assist SES with development of Flood Emergency Plans</li> <li>• Identify and document within Municipal Emergency Management Plans facilities where vulnerable people are likely to be located</li> <li>• Maintain within Municipal Emergency Management Plans a list of those services/agencies with awareness of vulnerable people within the community.</li> </ul>
VicRoads	<ul style="list-style-type: none"> <li>• Assist Victoria Police with management of traffic flow including provision of information regarding road availability, capacity and safety</li> <li>• Maintain list of road closures (public information).</li> </ul>
Country Fire Authority (CFA)	<ul style="list-style-type: none"> <li>• Develop and maintain Township Protection Plans for bushfires.</li> </ul>
Australian Red Cross Victoria	<ul style="list-style-type: none"> <li>• Registration of evacuees (with Victoria Police).</li> </ul>
Department of Human Services	<ul style="list-style-type: none"> <li>• Support municipal councils in provision of emergency relief.</li> </ul>
Department of Education and Early Childhood Development, Association of Independent Schools of Victoria, Catholic Education Office	<ul style="list-style-type: none"> <li>• Development and maintenance of plans to manage evacuation of educational facilities including schools, universities, child care centres, etc.</li> </ul>

## Reference

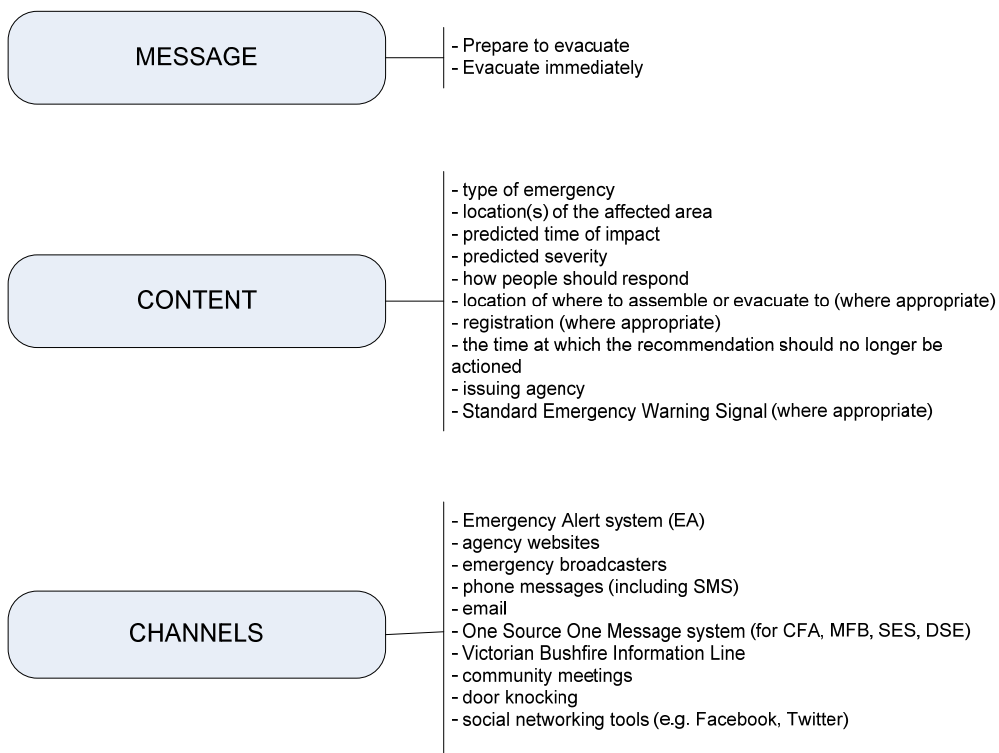
*Evacuation Planning* Manual Number 11 (2005) Emergency Management Australia.

## Checklists

### Checklist 1: Considerations for an evacuation



## Checklist 2: Considerations for evacuation messages



## Appendix 10

### Multi Agency Plans, Policies and Practice Notes

This appendix contains summary details of specific multi-agency emergency management plans, key policy documents, protocols, practice notes and guidelines that contribute to Victoria's emergency management arrangements.\*

#### Plans

Name	<b>Road Rescue Arrangements Victoria</b>
Objective/Purpose	To ensure an effective, sound and sustainable system of Road Rescue in Victoria that delivers the best possible care to, and safe extrication of, persons involved in road crashes.
Contents	Details the agencies involved, their roles and responsibilities.
Date of Publication	July 2002 (full document and pocket guide), initial print run exhausted
Availability	Available upon request
Custodian Agency	Victoria Police
Related Plan	State Emergency Response Plan
Contact Person	State Emergency Response Co-ordination, VicPol Ph: (03) 9247 6946

Name	<b>State Bushfire Plan</b>
Objective/Purpose	This plan provides Victorian Government and emergency management agencies with a consolidated overview of the current arrangements for the management of bushfire and its consequences.
Contents	Overview of the State's bushfire prevention, response and recovery arrangements.
Date of Publication	August 2012
Website for Access	<a href="http://www.firecommissioner.vic.gov.au">www.firecommissioner.vic.gov.au</a> and search under the following links: Policy>State Bushfire Plan
Custodian Agency	Fire Services Commissioner
Related Plan	State Emergency Response Plan
Contact Person	Fire Services Commissioner, Ph: (03) 8684 1380

---

\* Note: Emergency management plans contained in this Manual are not listed in this appendix

## Emergency Management Manual Victoria

<b>Name</b>	<b>State Earthquake Emergency Plan</b>
Objective/Purpose	This plan provides strategic guidance for effective emergency management to earthquake events in Victoria.
Contents	Details the roles and responsibilities of agencies/organisations that have a role in planning for, responding to and recovering from an earthquake.
Date of Publication	October 2010
Website for Access	<a href="http://www.ses.vic.gov.au/prepare/em-planning/state-plans">www.ses.vic.gov.au/prepare/em-planning/state-plans</a>
Custodian Agency	Victoria State Emergency Service (VICSES)
Related Plans	State Emergency Response Plan, State Emergency Relief and Recovery Plan
Contact Person	Director of Operations, VICSES, Ph: (03) 9684 6666

<b>Name</b>	<b>State Flood Emergency Plan</b>
Objective/Purpose	This plan provides strategic guidance for effective emergency response to a flood event in Victoria.
Contents	Describes the roles and responsibilities of agencies and organisations that have a role in planning for, responding to and recovering from a flood event – including the provision of timely information to communities (based on meteorological event forecasts).
Date of Publication	January 2012
Website for Access	<a href="http://www.ses.vic.gov.au/prepare/em-planning/state-plans">www.ses.vic.gov.au/prepare/em-planning/state-plans</a>
Custodian Agency	Victoria State Emergency Service (VICSES)
Related Plans	State Emergency Response Plan, State Emergency Relief and Recovery Plan
Contact Person	Chief Officer Operations, VICSES Ph: (03) 9684 6666

<b>Name</b>	<b>State Health Emergency Response Plan (SHERP)</b>
Objective/Purpose	SHERP is the framework for a co-ordinated whole-of-health approach to emergencies – mass casualty incidents, complex trauma events, mass gatherings and other incidents that impact the health of Victorians.
Contents	Contains principles, procedures and guidelines to enable a safe, effective and co-ordinated health and medical response to emergencies.
Date of Publication	December 2006, revised December 2009
Website for Access	<a href="http://www.dhs.vic.gov.au/emergency/sherp">www.dhs.vic.gov.au/emergency/sherp</a>
Custodian Agency	Department of Health
Related Plan	Sub plan of the State Emergency Response Plan. The Health Displan also has two sub plans; The First Aid sub plan and the Victorian Mass Casualty Burns Plan.
Contact Person	Director Emergency Management Health and Human Services Ph: (03) 9096 7996

<b>Name</b>	<b>State Storm Emergency Plan</b>
Objective/Purpose	This plan provides strategic guidance for effective emergency management to a storm event in Victoria.
Contents	Describes the roles and responsibilities of agencies and organisations that have a role in planning for, responding to and recovering from a storm event – including the provision of timely information to communities (based on meteorological event forecasts).
Date of Publication	June 2011
Website for Access	<a href="http://www.ses.vic.gov.au/prepare/em-planning/state-plans">www.ses.vic.gov.au/prepare/em-planning/state-plans</a>
Custodian Agency	Victoria State Emergency Service
Related Plan	State Emergency Response Plan
Contact Person	Director of Operations, Victoria State Emergency Service Ph: (03) 9684 6666

<b>Name</b>	<b>State Tsunami Emergency Plan</b>
Objective/Purpose	This plan provides strategic guidance for effective emergency management to a tsunami event in Victoria.
Contents	Describes the roles and responsibilities of agencies and organisations that have a role in planning for, responding to and recovering from a tsunami event.
Date of Publication	October 2010
Website for Access	<a href="http://www.ses.vic.gov.au/prepare/em-planning/state-plans">www.ses.vic.gov.au/prepare/em-planning/state-plans</a>
Custodian Agency	Victoria State Emergency Service
Related Plan	State Emergency Response Plan
Contact Person	Director of Operations, Victoria State Emergency Service Ph: (03) 9684 6666

<b>Name</b>	<b>Transport, Engineering and Services Support (TESS) Plan</b>
Objective/Purpose	To provide a directory of transport, engineering and support services for use in emergency response
Contents	TESS member details, areas of expertise and assistance available
Date of Publication	November 2005
Availability	Internal document not for public release
Custodian Agency	VicRoads
Related Plan	Sub plan of State Emergency Response Plan
Contact Person	Manager Traffic and Incident Management, VicRoads Ph: (03) 9854 2102

## Emergency Management Manual Victoria

<b>Name</b>	<b>Victorian Chemical, Biological and Radiological (CBR) Response Arrangements</b>
Objective/Purpose	To provide State Arrangements that effectively addresses the response and initial recovery from a chemical, biological, or radiological emergency in Victoria.
Contents	The main elements of the document are; roles and responsibilities; concept of operations; preparedness; threat management; response to release and recovery.
Date of Publication	February 2007
Availability	Enquiries are to be directed to the Chair of the CBR sub-committee via the secretariat by email <a href="mailto:pdoyle@mfb.vic.gov.au">pdoyle@mfb.vic.gov.au</a> or fax (03) 9665 9729
Custodian Agency	Metropolitan Fire Brigade
Related Plans	National Counter Terrorism Plan, State Emergency Response Plan, National Coordination Arrangements for Responding to the Deliberate Use of Chemical Biological and Radiological Materials.
Contact Person	Manager Hazmat Scientific, Emergency Management, MFB - Secretariat to the Chair of the State CBR Emergency Planning Sub-Committee Ph: (03) 9665 9732 Fax: (03) 9665 9729

<b>Name</b>	<b>Victorian Emergency Animal Welfare Plan</b>
Objective/Purpose	To provide the efficient and effective management of animals and co-ordination of animal welfare support services before, during and after an emergency.
Contents	The Plan details the principles and policy for the co-ordinated management of animal welfare impacts to companion animals, livestock and wildlife as a direct result of an emergency event.
Date of Publication	September 2011
Website for Access	<a href="http://www.depi.vic.gov.au">www.depi.vic.gov.au</a> and search under the following links: Fire & emergencies>Animals in emergencies>About the Victorian Emergency Animal Welfare Plan
Custodian Agency	Department of Environment and Primary Industries
Related Plan	N/A
Contact Person	Department of Environment and Primary Industries, State Emergency Animal Welfare Co-ordinator / Leader – Biodiversity Ph: 136 186



## Part 8 Appendices and Glossary

<b>Name</b>	<b>Victorian Human Influenza Pandemic Plan</b>
Objective/Purpose	The Victorian Human Influenza Pandemic Plan outlines the responsibilities, authorities, mechanisms and actions to prevent, respond to and recover from an influenza pandemic in Victoria.
Contents	The Plan identifies and describes the relationship between existing public health and emergency management arrangements. It also describes how our state and local governments, their departments and agencies will work together on preparedness, response and recovery.
Date of Publication	April 2007
Website for Access	<a href="http://www.health.vic.gov.au/pandemicinfluenza/government/hipm.htm">www.health.vic.gov.au/pandemicinfluenza/government/hipm.htm</a>
Custodian Agency	Department of Human Services
Related Plan	Victorian health management plan for pandemic influenza (July 2007)
Contact Person	Director Emergency Management, Department of Human Services Ph: (03) 9096 7996

<b>Name</b>	<b>Victorian Marine Pollution Contingency Plan (VICPLAN)</b>
Objective/Purpose	Outlines Victoria's preparedness and response arrangements for marine pollution incidents in State coastal waters.
Contents	VICPLAN describes the roles and responsibilities of agencies involved in marine pollution response in Victoria. It outlines the State's activities to prepare for and respond to marine pollution incidents, including procedures for the provision of resources and personnel. In addition, VICPLAN provides the interface for national and international assistance in the event of major marine pollution incident.
Date of Publication	October 2011
Website for Access	<a href="http://www.dtpli.vic.gov.au/Ports%20&amp;%20freight/Marine%20pollution/Victorian%20Marine%20Pollution%20Contingency%20Plan">www.dtpli.vic.gov.au/Ports &amp; freight/Marine pollution/Victorian Marine Pollution Contingency Plan</a>
Custodian Agency	Department of Transport, Planning and Local Infrastructure
Related Plans	National Plan to Combat the Pollution of the Sea by Oil and Other Noxious and Hazardous Substances ('National Plan')  Wildlife Response Plan for Marine Pollution Emergencies
Contact Person	Manager, Marine Pollution, Department of Transport, Planning and Local Infrastructure Ph: (03) 9655 9794

## Emergency Management Manual Victoria

## Key Policy Documents

Name	<b>Bushfire Safety Policy Framework</b>
Objective/Purpose	Provides direction and guidance to government and agencies on the improvement of community bushfire safety for Victoria.
Contents	The Framework identifies broad aims and key principles that guide the development and implementation of policies, programs and initiatives. It identifies five key priority areas for action: <ul style="list-style-type: none"> <li>• Education and engagement</li> <li>• Bushfire preparation and planning</li> <li>• Local community fire planning</li> <li>• Fire danger information and warnings</li> <li>• Bushfire safety options.</li> </ul>
Date of Publication	September 2011
Website for Access	<a href="http://www.firecommissioner.vic.gov.au">www.firecommissioner.vic.gov.au</a> and search under the following links: Policy>Bushfire Safety Policy Framework
Custodian Agency	Fire Services Commissioner
Related Policy	N/A
Contact Person	Fire Services Commissioner Ph: (03) 8684 1380

Name	<b>Communications Memoranda of Understanding</b>
Objective/Purpose	To ensure that emergency warnings and information is broadcast by participating media organisations in a timely way
Contents	The agreements between the Victorian Government and various media organisations provide details of special broadcast arrangements for emergencies, including the obligation for the media organisations to broadcast emergency warning information provided by emergency services.
Date of Publication	Various
Website for Access	<a href="http://www.firecommissioner.vic.gov.au">www.firecommissioner.vic.gov.au</a> and search under the following links: Policy>Emergency Broadcasters
Custodian Agency	Fire Services Commissioner
Related Documents	Practice Note - Broadcasting of Emergency Warnings and Information
Contact Person	Fire Services Commissioner Ph: (03) 8684 1380

## Part 8 Appendices and Glossary

<b>Name</b>	<b>Community Fire Refuges – Policy / Practices and Procedures</b>
Objective/Purpose	To provide the framework for identifying, establishing, managing, operating, maintaining, recording, auditing and decommissioning community fire refuges in areas of very high risk where other bushfire survival options are limited.
Contents	Policy: Contains the policy framework for the provision of community fire refuges in Victoria. Practices and Procedures: Details the principles for the identification, establishment and operation of a community fire refuge, one of the shelter options in Victoria's Bushfire Safety Policy Framework.
Date of Publications	October 2011
Website for Access	<a href="http://www.firecommissioner.vic.gov.au">www.firecommissioner.vic.gov.au</a> and search under the following links: Policy>Community Fire Refuges Policy
Custodian Agency	Fire Services Commissioner
Related Policy	Bushfire Safety Policy Framework
Contact Person	Fire Services Commissioner Ph: (03) 8684 1380

<b>Name</b>	<b>Use of Sirens for Brigade and Community Alerting</b>
Objective/Purpose	To provide the framework for the use of sirens and other broadly intrusive devices to alert Victorian communities to emergencies, in particular bushfires, floods, hazardous materials incidents and other natural and non-natural disasters.
Contents	Contains the policy and guidelines for: <ul style="list-style-type: none"> <li>• the use of fixed sirens anywhere in Victoria for any type of emergency; and</li> <li>• the implementation and assessment processes for fixed sirens.</li> </ul>
Date of Publication	May 2012
Website for Access	<a href="http://www.firecommissioner.vic.gov.au">www.firecommissioner.vic.gov.au</a> and search under the following links: Policy>Community Sirens Policy
Custodian Agency	Fire Services Commissioner
Related Plan	Victorian Warning Protocol
Contact Person	Fire Services Commissioner Ph: (03) 8684 1380

## Emergency Management Manual Victoria

<b>Name</b>	<b>Victorian Warning Protocol</b>
Objective/Purpose	To provide emergency response agencies with coordinated and consistent direction on advice and/or warnings to inform the Victorian community of a potential or actual emergency event.
Contents	Contains detailed protocol covering all aspects of warnings such as authorisation, message construction and dissemination, process flowcharts and an appendix on telephony based warnings.
Date of Publication	July 2013
Website for Access	<a href="http://www.firecommissioner.vic.gov.au">www.firecommissioner.vic.gov.au</a> >Policies>Victorian Warning Protocol
Custodian Agency	Fire Services Commissioner
Related Documents	Practice Note - Broadcasting of Emergency Warnings and Information
Contact Person	Community Information & Warnings Advisor, Fire Services Commissioner Ph: (03) 9032 3600

## Practice Notes / Guidelines

<b>Name</b>	<b>Emergency Relief Handbook: A planning guide</b>
Objective/Purpose	To provide the guidance to municipal councils and emergency management agencies regarding emergency relief functions and operating an emergency relief centre
Contents	Includes information regarding a range of emergency relief functions for supporting communities affected by emergencies and the requirements to effectively operate an emergency relief centre
Date of Publication	December 2011
Website for Access	<a href="http://www.dhs.vic.gov.au/emergency">www.dhs.vic.gov.au/emergency</a>
Custodian Agency	Department of Human Services
Related Documents	N/A
Contact Person	Director - Emergency Management Branch, DHS Email: <a href="mailto:emb@dhs.vic.gov.au">emb@dhs.vic.gov.au</a> Ph (03) 9096 8849

<b>Name</b>	<b>Guidelines for the Operation of Traffic Management Points During Wildfires</b>
Objective/Purpose	To assist in the control and management of road travel in the vicinity of the scene of a fire
Contents	Provides information regarding the establishment of traffic management points, assignment of access levels and associated operational procedures
Date of Publication	October 2009
Availability	Available upon request
Custodian Agency	Victoria Police
Related Documents	N/A
Contact Person	State Emergency Response Co-ordination, VicPol Ph: (03) 9247 6946

## Part 8 Appendices and Glossary

<b>Name</b>	<b>Practice Note - Broadcasting of Emergency Warnings and Information</b>
Objective/Purpose	To outline how the memoranda of understanding (MOUs) for emergency broadcasting, between the Victorian Government and participating media organisations, will operate in practice. Current MOUs are listed in Related Documents below.
Contents	Includes emergency 24 hour contact details of broadcasters, emergency services media contacts, and a step-by-step guide of how to activate the MOUs. The basic procedure is for emergency services to provide authorised emergency warnings and advice to broadcasters by telephone/SMS and email. Broadcasters then broadcast the emergency warnings and advice to affected communities.
Date of Publication	December 2012 (version 5)
Availability	Email enquiries to: <a href="mailto:emergencybroadcasters@firecommissioner.vic.gov.au">emergencybroadcasters@firecommissioner.vic.gov.au</a>
Custodian Agency	Fire Services Commissioner
Related Documents	MOU – Victorian Government and ABC Victoria MOU – Victorian Government and Alpine Radio MOU – Victorian Government and Commercial Radio Australia MOU – Victorian Government and Mansfield Community Radio MOU – Victorian Government and Plenty Valley FM MOU – State of Victoria and Sky News MOU – Victorian Government and Stereo 974 FM MOU – Victorian Government and UGFM – Radio Murrindindi Available at <a href="http://www.firecommissioner.vic.gov.au">www.firecommissioner.vic.gov.au</a> and search under the following links: Policies>Emergency Broadcasters
Contact Person	Community Information & Warnings Advisor, Fire Services Commissioner Ph: (03) 9032 3600

<b>Name</b>	<b>Emergency Management Team Arrangements</b>
Objective/Purpose	To detail the arrangements for establishment and operation of Emergency Management Teams (EMT) in Victoria.
Contents	The EMT Arrangements include information on the establishment and operation of EMT at the incident, regional and State tiers of emergency management in Victoria. Appendices include a template and case study for EMT at each tier.
Date of Publication	July 2013
Website for Access	<a href="http://www.firecommissioner.vic.gov.au">www.firecommissioner.vic.gov.au</a> and search under the following links: Incident Management>Procedures>Emergency management teams
Custodian Agency	Fire Services Commissioner
Related Documents	State Emergency Response Plan (EMMV, Part 3)
Contact Person	Fire Services Commissioner, Ph: (03) 8684 1388

*Emergency Management Manual Victoria*

<b>Name</b>	<b>Practice Note - Operation of a Municipal Emergency Co-ordination Centre</b>
Objective/Purpose	To provide guidance to municipal councils and emergency management agencies regarding the operation of a Municipal Emergency Co-ordination Centre (MECC)
Contents	Describes the purpose of establishing a MECC, its functions and operational guidelines, includes detailed role descriptions, work flow diagrams and templates
Date of Publication	June 2008
Website for Access	www.oesc.vic.gov.au and search under the following links: Publications or Policy and Standards>Related Publications
Custodian Agency	Department of Justice
Related Documents	N/A
Contact Person	Emergency Management Policy and Legislation, DOJ Ph: (03) 8684 7904

<b>Name</b>	<b>Initial Impact Assessment – Guidelines</b>
Objective/Purpose	To provide guidance to emergency management agencies regarding a standard approach for undertaking Initial Impact Assessment.
Contents	Describes the importance of early impact information for managing emergencies – includes operational guidelines, role descriptions and information flow diagrams
Date of Publication	October 2012
Availability	Available upon request
Custodian Agency	Victoria Police
Related Documents	N/A
Contact Person	State Emergency Response Co-ordination, VicPol Ph: (03) 9247 6946

<b>Name</b>	<b>Practice Note - Sourcing Supplementary Emergency Response Resources from Municipal Councils</b>
Objective/Purpose	Clarifies the policy and procedures regarding sourcing of supplementary emergency response resources from municipal councils.
Contents	Provides detailed information about sourcing supplementary resources for emergency response operations, including resources contracted by councils and responsibilities for payment and insurance.
Date of Publication	October 2010
Availability	Available on request
Custodian Agency	Department of Justice
Contact Person	Emergency Management Policy and Legislation, DOJ Ph: (03) 8684 7904

## National or Australian Government Plans

Name	Description
Australia's National Search and Rescue (SAR) Plan	Australia's National Search and Rescue Plan aims for seamless provision of Search and Rescue resources to a person or unit in distress using available resources from all sources. For information see: <a href="http://www.amsa.gov.au">www.amsa.gov.au</a>
Intergovernmental Agreement on National Search and Rescue Response Arrangements	The Agreement puts in place arrangements between the Commonwealth and State/Territory SAR Authorities on the coordination of search and rescue in the Australian region. For information see: <a href="http://www.natsar.amsa.gov.au">www.natsar.amsa.gov.au</a>
National Search and Rescue Manual	The manual is the standard reference document for use by all Australian Search and Rescue authorities and promulgates the agreed methods of coordination through which search and rescue operations are conducted within Australia.  Website: <a href="http://www.natsar.amsa.gov.au">www.natsar.amsa.gov.au</a>
Australian Veterinary Emergency (AusVet) Plan	AUSVETPLAN provides an overview of the national planning structure for the management of animal disease.  Website: <a href="http://www.animalhealth.com.au">www.animalhealth.com.au</a>
National Action Plan for Human Influenza Pandemic	The National Action Plan for Human Influenza Pandemic outlines how Commonwealth, state, territory and local governments will work together to protect Australia against the threat of an influenza pandemic and support the Australian community should one occur.  Website: <a href="http://www.health.gov.au">www.health.gov.au</a>
The Australian Health Management Plan for Pandemic Influenza	The Australian Health Management Plan for Pandemic Influenza (AHMPPI) outlines what the Commonwealth Government is doing and what the health sector, key stakeholder groups, organisations, the community and individuals can do to prepare for a pandemic.  Website: <a href="http://www.pmc.gov.au/publications/pandemic">www.pmc.gov.au/publications/pandemic</a>
National Counter-Terrorism Plan	The National Counter-terrorism Plan (NCTP) outlines responsibilities, authorities and the mechanisms to prevent, or if they occur manage, acts of terrorism and their consequences within Australia.  Website: <a href="http://www.ag.gov.au/agd/www/nationalsecurity.nsf">www.ag.gov.au/agd/www/nationalsecurity.nsf</a>
National Maritime Emergency Response Arrangements	The National Maritime Emergency Response Arrangement (NAMERA) is for protection of the marine environment from actual or potential ship-sourced pollution through provision of an appropriate level of maritime emergency towage capability around the Australian coastline.  Website: <a href="http://www.amsa.gov.au">www.amsa.gov.au</a>

*Emergency Management Manual Victoria*

Name	Description
National Plan to Combat Pollution of the Sea by Oil and other Noxious and Hazardous Substances	The Plan is a national integrated Government and industry organisational framework enabling effective response to marine pollution incidents. Website: <a href="http://www.amsa.gov.au">www.amsa.gov.au</a>

The following Australian Government Emergency Management plans are noted on the Attorney General's Department website: [www.em.gov.au/publications](http://www.em.gov.au/publications)

Name	Description
Australian Emergency Management Arrangements (AEMA)	The Arrangements provide an overview of how Federal, State, Territory and Local Governments collectively approach the management of emergencies, including catastrophic disaster events.
Australian Government Disaster Response Plan (COMDISPLAN)	The Plan coordinates the provision of Australian Government physical assistance in the event of a disaster in Australia or its offshore Territories.
Australian Government Overseas Disaster Assistance Plan (AUSSASSISTPLAN)	The Plan coordinates the provision of Australian emergency assistance, using Australian Government physical and technical resources, following a disaster in another country.
Australian Contingency Plan for Space Re-entry Debris (AUSCONPLAN - SPRED)	The Plan coordinates and controls the activities of Commonwealth agencies in support of State/Territory authorities involved in locating, recovering and removing radioactive space debris, and monitoring and neutralising any radiological contamination threat arising from re-entry of radioactive space debris.
Australian Government Reception Plan (COMRECEPLAN)	The Plan coordinates the reception of persons evacuated into Australia following an overseas event.
Australian Government Aviation Disaster Response Plan.(CAVDISPLAN)	The Plan provides guidance for the management of time critical phases of a response to a major aircraft accident. It addresses the processes associated with rapid deployment of search and rescue facilities and the establishment of the subsequent investigatory processes (COMDISPLAN can be activated to support CAVDISPLAN).
Australian Government Maritime Radiological Response Plan (COMARRPLAN)	The Plan details the arrangements for the response to a maritime radiation incident involving radiological material which has the potential to impact on Australia, its coastal waters or its Economic Exclusion Zone (sub plan of COMDISPLAN).
National Response Plan for Mass Casualty Incidents Involving Australians Overseas (OSMASSCASPLAN)	The plan provides an agreed framework for agencies in all Australian jurisdictions to assess, repatriate and provide care for Australians and other approved persons injured or killed overseas in numbers that exceed the capacity of normal day to day operations of relevant agencies in any incident and is declared a mass casualty event by Ministers.



## Appendix 11

### Emergency Resource Providers Support Scheme (EmRePSS)

#### What is EmRePSS?

EmRePSS is an insurance policy that provides cover for private sector resource owners when their resources (equipment and personnel) are used for emergency operations on an ad hoc basis, i.e. not under a pre-existing contract.

The Scheme provides insurance cover for privately owned resources used in emergency operations at no cost to the owners of the resources. A number of government agencies with emergency management responsibilities have combined to establish EmRePSS, each contributing a share of the EmRePSS annual premium, which is managed by the Victorian Managed Insurance Authority (VMIA).

#### Why was EmRePSS Implemented?

In recent years, as a result of government privatisation programs and outsourcing, the ownership of many specialised resources required to support emergency response and recovery operations have transferred from the public sector to the private sector.

Under EmRePSS, the participating government agencies (tasking agencies) can provide assurances (regarding adequate insurance) to the private sector owners of resources that are needed for emergency operations. EmRePSS facilitates the utilisation of privately owned resources for emergency operations and it is designed to ensure that insurance considerations will not be a disincentive to the private sector to provide assistance for emergencies.

Legislated immunities for volunteer emergency workers do not apply because resource providers and their employees are not considered to be volunteers, as they are generally paid for their services (refer to Part 8, Appendix 7).

#### Summary of Cover Provided by EmRePSS

Subject to the terms, conditions, limits and exclusions of the policies issued by VMIA, EmRePSS insurance is provided for:

##### **Property Damage and Business Interruption**

Indemnifies the resource provider for damage or loss of equipment used in the emergency. Indemnity is also provided for the resultant loss of income (net of the resource provider's fixed business operating costs) suffered by the resource provider as a result of damage to or loss of equipment.

The property (equipment) is covered for its reinstatement and replacement value.

##### **Motor Vehicle**

Indemnifies the resource provider for loss of or damage to a vehicle that is registered or licensed for use on public roads that is used in the emergency. The resource provider will also be covered for its legal liability for loss of or damage to property resulting from the use of the vehicle.

##### **Public and Products Liability**

This covers the legal liability of the resource provider for property damage and/or personal injury to other parties (not employees) arising out of the provision of the activities and products of the resource provider.

**Professional Indemnity**

Provides cover for the legal liability of the resource provider for claims made by third parties for financial loss, property damage and/or personal injury to other parties arising out of a breach of professional duty owed by the resource provider.

It should be noted that professional advisers retained during an emergency by a tasking agency would be expected to maintain their own professional indemnity insurance coverage over their normal activities.

**Directors and Officers Liability**

The Directors and Officers policy insures against:

- A civil claim against a director or officer and the legal costs of defending it
- Legal expenses incurred by a director or officer of attending a prosecution, proceeding or inquiry incurred with agreement of VMIA.

The insured's conduct giving rise to the claim, or to the requirement to attend a prosecution, proceeding or inquiry, must be in his capacity as a director or officer.

**Summary of Limits and Exclusions to EmRePSS Cover****Limits**

The limit of cover is \$10,000,000 with a \$5,000 deductible to be paid by the tasking agency.

**Exclusions**

Resources made available within the terms of pre-existing contract for reward or consideration, which specifically provides that they are for an emergency purpose will not be covered by this scheme. The scheme does however apply to arrangements in which certain resources are only identified as available to be used in emergencies.

The Scheme does not provide insurance to cover injury or death to the operators of the equipment. Its major cover is of risks associated for property damage, professional indemnity and legal liability.

**Members**

The EmRePSS participants are:

- Department of Environment and Primary Industries
- Department of Health
- Department of Human Services
- Environment Protection Authority
- Municipal Association of Victoria (on behalf of all councils)
- VicRoads
- Victoria Police
- Victoria State Emergency Service
- Victorian Water Industry Association (on behalf of all water authorities).

Other agencies are invited to join EmRePSS, noting that claims for events prior to joining the Scheme will not be accepted.

**Further Information**

Further information about EmRePSS including details of how to claim are on the VMIA website at [www.vmia.vic.gov.au](http://www.vmia.vic.gov.au).

## Appendix 12

# Public Information via Media During Emergencies: The Role of EMJPIC

### What is EMJPIC?

EMJPIC is the Emergency Management Joint Public Information Committee. Terms of reference and membership of EMJPIC are located in Part 5 of this Manual.

Its foremost responsibility is to ensure public information is co-ordinated and distributed in a timely and accurate manner to inform and advise community members during a major emergency, as well as ensuring media needs are met, through a co-ordinated multi-agency approach.

It does this through an entity known as the **Joint Public Information Centre (JPIC)**. The JPIC can exist as a physical centre or as a virtual centre in which members collaborate via telephone from their normal locations. In addition, the Chair of EMJPIC, the Victoria Police Media & Corporate Communications Director, can provide JPIC services as a support to any other agency.

Member agencies act as a link to extended industry contacts as emergency operational activities require.

In all situations, contact with EMJPIC should be initiated via an agency's media or communications director.

### Levels of JPIC activation and operation

In an emergency, the media/communications senior representative for the control agency may seek support from EMJPIC resources through the EMJPIC Chair.

Depending on the severity and geographical extent of an emergency, and the control agency's resources, the EMJPIC Chair may activate a JPIC to assist with meeting the information needs of the public and the media.

This will occur in a graduated manner, generally using the levels of JPIC described below.

#### Virtual JPIC

A Virtual JPIC is most likely to be used if the control agency's resources can meet the needs generated by the emergency, and other agencies' needs can also be met by themselves. A Virtual JPIC operates when members engage in coordinated action based in their various locations and linked by telephone as needed.

The EMJPIC Chair can activate a Virtual JPIC in consultation with the control agency. EMJPIC members will receive an SMS message alerting them to the activation of the Virtual JPIC and requesting them to take part in a telephone conference call about the emergency at a particular time.

The Virtual JPIC will then discuss the emergency and the requirements of each agency. This will include messaging, media conferences and planned operational strategies.

#### Support JPIC

A Support JPIC can be activated when the media relations resources of the control agency need the direct support of other agencies. The Support JPIC may provide a physical facility and/or appropriate resources and/or advice, to assist agencies that do not have the capacity to deal with the (expected) volume of media and public information requirements generated by an emergency.

The EMJPIC Chair may activate a Support JPIC, in consultation with the control agency. The Support JPIC is established through an initial conference call to ascertain actual resourcing needs for the control agency.

For example, during a major emergency, another agency's information centre may be utilised to assist with media enquiries to the control agency.

### **Extreme Event JPIC**

The Extreme Event JPIC may be needed in the event of a major emergency with widespread and/or severe effects that generate intense interest from the public and media, including international interest, such that the normal media or community relations resources of an agency would be unable to meet the demand.

The EMJPIC Chair, in conjunction with the control agency, may activate an Extreme Event JPIC.

The Extreme Event JPIC must have clear and open lines of communication to and from the control agency's primary control centre, in order to receive all relevant information that will assist in the production of appropriate communication material for dissemination to the media and the public.

The Extreme Event JPIC includes the establishment and co-ordination of a Media Centre and a Public Information Call Centre.

#### **Media Centre**

The Extreme Event JPIC receives all telephone and email enquiries from the media in relation to the emergency through a specifically established telephone number and email address.

The top priority of the Extreme Event JPIC is fulfilling its responsibility for ensuring there are consistent public messages across all relevant agencies. The Extreme Event JPIC is responsible for issuing holding statements and media releases, establishing key messaging for public information, coordination of media conferences and organisation (including timing) of relevant interviews.

The EMJPIC Chair may request resources from various departments' and agencies' communications directors to assist with staffing the Extreme Event JPIC.

The Media Centre requirements include:

- Ability to receive calls from the media on a 24-hour basis
- Base/location for all operational media conferences
- Facility for the media to work from, with space for their OB trucks
- EMJPIC strategy room
- Arrangements for onsite media co-ordination, including the provision of kits for people going out to the emergency site, eg. satellite phones/tabards etc.
- Catering and rest time area.

#### **Public Information Call Centre**

The Extreme Event JPIC is also responsible for ensuring a dedicated public information telephone inquiry line is established, appropriately resourced and publicised. The Extreme Event JPIC ensures messaging provided by the public information line is co-ordinated and appropriate. Overflow capabilities may also need to be activated to handle the number of calls.

## **State Government Arrangements**

During emergencies, EMJPIC may be required to support the Minister for Police and Emergency Services, or the State Emergency Response Co-ordinator (the Chief Commissioner of Police), through the Victoria Emergency Management Council Co-ordination Group (VEMC-CG) with communications advice or material for issue at State Government level.

The EMJPIC Chair, or appropriate delegate, is responsible for briefing and advising the VEMC-CG regarding public information and media issues.

## Appendix 13 (Blank)<sup>6</sup>

---

<sup>6</sup> Previous contents of Appendix 13, Command and Control for Victorian Emergencies, is now incorporated into Part 3. the State Emergency Response Plan.

## Appendix 14

# Standard Emergency Warning Signal

### Background

In 1999, an agreement was reached between all States and Territories on the need for a Standard Emergency Warning Signal (SEWS) to be used in assisting the delivery of public warnings and messages for major emergencies.

The signal to be used for the SEWS is the existing Bureau of Meteorology tropical cyclone warning signal.

The State and Territories further agreed to accept responsibility for the preparation and implementation of procedures related to the use of SEWS in each jurisdiction and to develop and conduct appropriate public awareness programs. Victoria endorsed this approach.

The 2009 fires in Victoria resulted in the 2009 Victorian Bushfires Royal Commission, whereby further recommendations were made for the use of SEWS. Victoria is particularly vulnerable to fire and the Royal Commission recommendations have been incorporated into these procedures.

SEWS may be broadcast immediately before an emergency warning or group of warnings for an emergency, or threat of an emergency, including:

- Major Fires
- Major Floods
- Major Severe Storms and their associated Storm Surges
- Earthquakes
- Chemical Hazards and any associated Major Pollution; or
- any other significant emergency

The signal may be occasionally broadcast as a test message. Any test of the signal will be announced prior to and after the signal.

### Purpose of SEWS

SEWS is designed to:

- alert the public via a media announcement that an official emergency announcement is about to be made concerning an actual or potential emergency which has the potential to affect them; and
- alert the community at large, via a public address system, that an important official emergency announcement is about to be broadcast.

It should be noted that there is a set of National Guidelines for the Request and Broadcast of Emergency Public Warnings, which was developed in consultation with States and Territories and media outlets for the broadcast of emergency warnings. They are available at [www.ag.gov.au/nbew](http://www.ag.gov.au/nbew).

The guidelines state that “an incident may require the activation of SEWS. Should this occur then the SEWS guidelines supersede the Guidelines for Broadcast of Emergency Public Warnings”.

The content and format of the announcement which **follows** the SEWS must:

- be simple, arresting and brief
- consist of clear language and avoid euphemisms
- contain explicit information,

- be suited to the needs of the potentially affected community
- be worded in accordance with advice from the relevant agencies, and
- utilise appropriate guidelines provided in the Victorian Warning Protocol

**IMPORTANT:** It is vital that the impact of the warning signal be preserved by ensuring that it is used only for emergencies of major community significance.

## Overuse of SEWS

The overuse of SEWS can diminish its effectiveness. SEWS is not intended for use as an alert for general news, editorial comment or the dissemination of general emergency preparedness messages. Whilst the SEWS is for all hazards, in the event of fires, where the incident controller must ensure the signal is only broadcast before warnings about life threatening fires and, on extreme days, the frequency of its use is limited so as not to undermine the effectiveness of warning.

## Three levels of warning

There are 3 distinct levels of alerts which are to be utilised for community warnings within Victoria.

<b>Advice</b>	There is no immediate danger. General information to keep you up-to-date with developments. SEWS <b>must not</b> be used
<b>Watch &amp; Act</b>	It is likely that you may be impacted by the emergency. You may be in danger and should start taking action to protect your life and your family. SEWS <b>must not</b> be used
<b>Emergency Warning</b>	You will be impacted by the emergency. You are in danger and must take action immediately. This message <b>will usually</b> be preceded by the Standard Emergency Warning Signal (SEWS)

The SEWS should only be used for the **Emergency Warning** category of warning. Where there are a high number of warnings happening concurrently, or very close together, SEWS should be played before each group of warnings. This decision is made by the Incident Controller when a group of warnings is for an incident under his/her control. This decision can also be made at an ERC level when a group of warnings occurs across areas of operation.

**IMPORTANT:** Emergency Warning Notices are not to be construed as evacuation notices.

## Authorisation of SEWS

The decision to use SEWS rests with the incident controller. This is reflected in and supports the State Emergency Response Plan (Part 3 of this Manual) and is also governed by the Victorian Warning Protocols.

## Emergency Warning Messages

Emergency Warning templates will be used to ensure that uniform warnings are broadcast. A new computer system has been implemented for the 2009/2010 fire season, whereby automated templates are generated regarding fire. This technology will be migrated to all hazards but at this point in time that technology is not available. Agencies are encouraged to have pre-planned message templates to assist in the timely development and dissemination of warnings to the community. Telephony warning message templates are found in the Victorian Warning Protocols and reflect a common language for all hazards.



The operational application requires information to be compiled and supplied by the incident controller, for compilation of the appropriate notice. The incident controller will then arrange for the notice to be forwarded to the relevant media outlets.

The duration of the SEWS sound should be no more than 10 seconds. The incident controller can vary the duration of this signal depending on the circumstances of the emergency and the method by which the emergency warning message is to be delivered.

The primary responsibility for issuing information and warnings to the community lies with the incident controller, and in the event that he/she is unable to do so, the subsequent tiers of the control agency and then the State Controller.

The relevant control agency is to ensure that a copy of SEWS is made available to all local media outlets – this is available in digital form, and can be e-mailed to the media outlet. After hours contacts for media outlets should be checked before they are required during an emergency. In addition, a check with local media outlets to ensure that they have the SEWS signal should be conducted at this point.

Control agencies are to ensure that they liaise with relevant stakeholder and support agencies, utilising an Emergency Management Team where appropriate, that includes regular and timely information sharing with the State Controller. The Incident Controller (or representative) shall ensure where practicable that the Control Agency command, the supporting agency commanders for the incident and the Police co-ordinator are notified prior to a SEWS (and subsequent Emergency Warning) being issued.

The appropriate Emergency Warning message will be issued to the media through the Incident Controller's relevant agency. If required, assistance to disseminate the message(s) may be requested via the Police Liaison officer who will facilitate action through the Police Media Unit.

Agencies, where practicable and feasible, should monitor in real time the effectiveness of the dissemination of the warnings.

The Incident Controller should inform the community that the heightened risk / threat has passed / eased. SEWS is **not** to be used for this purpose.

## Expectations of the Media

There are currently a number Memoranda of Understanding in place with media outlets, for example.

- Memorandum of Understanding – ABC Victoria and Victorian Emergency Services Organisations
- Memorandum of Understanding – Victorian Government and Sky News
- Memorandum of Understanding – Broadcasting of Emergency Information by Commercial Broadcasters in Victoria

These and other MOUs can be located at the Fire Services Commissioner's web site [www.firecommissioner.vic.gov.au](http://www.firecommissioner.vic.gov.au)>Policies>Emergency Broadcasters. Agencies should ensure relevant personnel are familiar with the MOUs.

On receipt of a formal request to issue a warning, the media are expected to:

- Confirm the message (if in doubt)
- Break into broadcasting to commence the broadcast of the warning (or group of warnings) by playing the SEWS for a maximum of 10 seconds, unless specific duration is requested by the incident controller (when SEWS is specifically requested) and
- Broadcast the emergency announcement **verbatim**.

*Emergency Management Manual Victoria*

The emergency announcement, preceded by the SEWS, is to be repeated **twice** at approximately a five minute interval, unless requested otherwise by the Incident Controller.

If SEWS has been broadcast for some time and media have not been advised to cease the message at a certain time, they should confirm that it still needs to be played with the Incident Controller.

## Acronyms and Abbreviations

AA	Airservices Australia
ADF	Australian Defence Force
AEMI	Australian Emergency Management Institute
AEMO	Australian Energy Market Operator
AFAC	Australasian Fire and Emergency Services Authorities Council
AGCDTF	Australian Government Counter Disaster Task Force
AGD	Attorney-General's Department
AIIMS	Australian Inter-Service Incident Management System
AMSA	Australian Maritime Safety Authority
ANZEMC	Australia-New Zealand Emergency Management Committee
ARCV	Australian Red Cross Victoria
ARFF	Aviation Rescue and Firefighting (part of Airservices Australia)
ARTC	Australian Rail Track Corporation
ATSB	Australian Transport Safety Bureau
AusSAR	Australian Search and Rescue (part of AMSA)
AV	Ambulance Victoria
AVCG	Australian Volunteer CoastGuard
BOM	Bureau of Meteorology
CBR	Chemical, Biological, Radiological
CBRIE	Chemical, Biological, Radiological, Incendiary Explosive
CCP	Chief Commissioner of Police
CCoV	Coroners Court of Victoria
CERA	Community Emergency Risk Assessment
CERM	Community Emergency Risk Management
CFA	Country Fire Authority
CI	Critical Infrastructure
CMA	Catchment Management Authority
COAG	Council of Australian Governments
COMDISPLAN	Commonwealth Government Disaster Response Plan
CWA	Country Women's Association
DACC	Defence Assistance to the Civil Community
DEECD	Department of Education and Early Childhood Development
DEPI	Department of Environment and Primary Industries
DFACA	Defence Force Aid to the Civil Authorities
DFSV	Dairy Food Safety Victoria
DGEMA	Director-General Emergency Management Australia
DH	Department of Health
DHS	Department of Human Services
DOJ	Department of Justice
DPC	Department of Premier and Cabinet
DSDBI	Department of State Development, Business and Innovation
DTF	Department of Treasury and Finance
DTPLI	Department of Transport, Planning and Local Infrastructure
DVI	Disaster Victim Identification
EA	Emergency Alert System
EM	Emergency Management
EMA	Emergency Management Australia
EMLO	Emergency Management Liaison Officer
EMMV	Emergency Management Manual Victoria
EmRePSS	Emergency Resource Providers Support Scheme

*Emergency Management Manual Victoria*

EMS	Emergency medical service
EMT	Emergency Management Team
EOC	Emergency Operations Centre
EPA	Environment Protection Authority
ERC	Emergency Response Coordinator
ERCC	Emergency response coordination centre
ERDO	Emergency response development officer
ESTA	Emergency Services Telecommunications Authority
FERC	Field Emergency Response Coordinator
GIS	Geospatial information system
HHS	Health and Human Services
ICA	Insurance Council of Australia
ICC	Incident Control Centre
IDRO	Insurance Disaster Response Organisation
IFMP	Integrated Fire Management Planning
IMS	Incident Management System
IMT	Incident Management Team
LSV	Life Saving Victoria
Marine EMT	Marine Emergency Management Team
MAV	Municipal Association of Victoria
MECC	Municipal Emergency Co-ordination Centre
MEMEG	Municipal Emergency Management Enhancement Group
MEMP	Municipal Emergency Management Plan (also MEMPlan)
MEMPC	Municipal Emergency Management Planning Committee
MERC	Municipal Emergency Response Coordinator
MERO	Municipal Emergency Resources Officer
MFB	Metropolitan Fire Brigade
MFESB	Metropolitan Fire & Emergency Services Board
MFPO	Municipal fire prevention officer
MRM	Municipal recovery manager
MTM	Metro Trains Melbourne
NCTP	National Counter Terrorist Plan
NDFA	Natural Disaster Financial Assistance
NDRRA	Natural Disaster Relief and Recovery Arrangements
NERAG	National Emergency Risk Assessment Guidelines
NOPSEMA	National Offshore Petroleum Safety and Environmental Management Authority
NPW	Nuclear powered warship
NRIS	National Registration & Inquiry System
OESC	Office of the Emergency Services Commissioner
POC	Police Operations Centre (D24)
PTV	Public Transport Victoria
PV	Parks Victoria
Red Cross	Australian Red Cross Victoria
RERC	Regional Emergency Response Coordinator
RERCC	Regional Emergency Response Coordination Centre
RFCV	Rural Finance Corporation of Victoria
RR	Road rescue
RSPCA	Royal Society for the Prevention of Cruelty to Animals
SBCS	Small Business Counselling Service
SCC	State Control Centre
SCC	State Crisis Centre
SCN	Security and Continuity Network
SCPEM	Standing Council on Police and Emergency Management
SCRC	State Crisis and Resilience Council

*Part 8 Appendices and Glossary*

SEAWC	State Emergency Animal Welfare Co-ordinator
SEC	Security and Emergencies Committee (of Cabinet)
SEMC	State Emergency Mitigation Committee
SEMT	State Emergency Management Team
SESC	State Emergency Support Centre
SEWS	Standard Emergency Warning Signal
SHERP	State Health Emergency Response Plan
TAC	Transport Accident Commission
TESS	Transport, Engineering and Services Support
TSV	Transport Safety Victoria
USAR	Urban Search and Rescue
VBA	Victorian Building Authority
VCC	Victorian Council of Churches
VEMC	Victoria Emergency Management Council
VGC	Victoria Grants Commission
VicPol	Victoria Police
VICSES	Victoria State Emergency Service
V/Line	V/Line Passenger Pty Ltd
VRCA	Victorian Regional Channels Authority
VWA	Victorian WorkCover Authority (WorkSafe)
WICEN	Wireless Institute Civil Emergency Network

## Glossary

This glossary defines or explains terms which have a restricted or technical meaning in the context of the emergency management arrangements. It does not include all of the words, titles or phrases which are defined or described elsewhere in the manual.

Where an entry is marked [Act], the definition is the same as or is similar to the meaning given in the *Emergency Management Act 1986*.

Within each entry, a word or phrase expressed in *italics* indicates a separate entry exists for that word or phrase.

### Agency

An agency means a government agency or a non-government agency. [Act] (See also *Emergency Services / Emergency Services Agency*)

### Animal

Companion animals, livestock including horses and poultry, wildlife, birds, and fish. [*Protection of Cruelty to Animals Act 1986*]

### Animal Welfare

How an animal is coping with the conditions in which it lives. An animal in a good state of welfare if (as indicated by scientific evidence) it is healthy, comfortable, well nourished, safe, able to express innate behaviour, and it is not suffering from unpleasant states such as pain, fear, and distress. Good animal welfare requires disease prevention and veterinary treatment, appropriate shelter, management nutrition, humane handling and humane slaughter/killing. Animal welfare refers to the state of the animal; the treatment that an animal receives is covered by other terms such as animal care, animal husbandry, and humane treatment. [*OIE May 2008 – International Office of Animal Health*]

### Area of Operations

A defined geographic area containing an incident or a group of *incidents* which may correlate in effect or in the deployment and allocation of resources.

### Area-of-Operations Controller

The role of the Area-of-Operations Controller is to provide leadership and management across a series of emergency sites within a defined area of operations. This role operates regionally and may be appointed by the *State Controller* or be self-initiated prior to state control being established. (See also *Regional Controller*)

### Area-of-Operations Emergency Management Team

In the event that an area of operations has been defined, the *Area-of-Operations Controller*, or the *Regional Emergency Response Coordinator* (or representative) may form the Area-of-Operations Emergency Management Team, comprising regional level representatives from response, recovery and other agencies.

It enables consistent situational awareness, identification and management of risks, facilitates the State Controller's Plan and develops an Area-of-Operations Plan containing regional level actions of all agencies.

## Australia-New Zealand Emergency Management Committee (ANZEMC)

The Committee, chaired by the Secretary of the Attorney-General's Department, comprising representatives of State and Territory governments, which addresses emergency management issues at a national level, and is the senior officials group to the Standing Council on Police and Emergency Management (SCPEM).

## Chain of Command

Chain of command refers to the organisational hierarchy of an agency. It is the identifiable line up and down the hierarchy from any individual to and from their supervisor and subordinates. The chain of command identifies people or positions with accountability.

## Command

Command refers to the direction of personnel and resources of an agency in the performance of that 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.

## Commander

A person within an agency empowered to direct personnel and resources of the agency in the performance of its role and tasks. A **functional commander** can direct personnel and resources of more than one agency in accordance with pre-determined arrangements.

## Community Development Officer

A person appointed to initiate and co-ordinate activities in an affected community to assist its development in recovery from an emergency.

## Community Fire Refuge

A community fire refuge is a designated, purpose-built or modified building open to the public that can provide short-term, last resort shelter from the immediate life-threatening effects of a bushfire event.

## Community Recovery Committee

A committee which may be convened after an emergency to provide a management forum for the recovery process in respect of an affected area or a specific community.

## 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 situations and operates horizontally across agencies.

## Control Agency

An agency nominated to control the response activities for a specified type of emergency.

## Control Centre/Command Centre

Facilities from which site, region/area of operations, and state level functions can be carried out.

Accordingly, response agencies should provide appropriate physical and technical infrastructure to support those personnel appointed as Incident Controllers, Agency Commanders, and representatives of the organisations that support them.

Any centre established for this purpose shall be named based on the function it supports, e.g. control centre, command centre, operation centre.

## Co-ordinate/Co-ordination

Co-ordination involves the bringing together of agencies and resources to ensure effective response to and recovery from emergencies. The main functions of co-ordination are:

- in relation to response, ensuring that effective control has been established and maintained, and
- the systematic acquisition and allocation of resources in accordance with the requirements imposed by emergencies.

Co-ordination operates throughout the management of response and recovery activities. Victoria Police is the co-ordination agency for response and the Department of Human Services is the co-ordination agency for recovery.

## Co-ordination Centre

A co-ordination centre is a facility which may be utilised during a complex or protracted emergency, primarily to co-ordinate the provision of resources. Co-ordination centres may operate at municipal, regional and state levels. (See also *Municipal Emergency Co-ordination Centre* and *State Emergency Support Centre*)

## Deputy State Co-ordinator

The Deputy State Co-ordinator of Emergency Response is the Deputy Commissioner (Operations) of Police.

## Disaster

A term not in general usage within Victoria's arrangements, where it would be taken to mean the same as *emergency*. Under the Act, an emergency is termed a disaster only if a *state of disaster* has been declared.

## Disaster Area

Means that part or those parts of Victoria in which a state of disaster is declared to exist. [Act]

## Disaster Victim Identification (DVI)

Procedures used to positively identify deceased victims of multiple-casualty emergencies.



## Disaster, State of

The Premier 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 Minister for Police and Emergency Services, or delegate, to exercise extraordinary powers in directing and controlling agencies and resources for responding to it. [Act]

## Emergencies of National Consequence

Emergencies that require consideration of national level policy, strategy and public messaging or inter-jurisdictional assistance, where such assistance is not covered by existing arrangements.

## 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 other natural event; and
- (b) a fire; and
- (c) an explosion; and
- (d) a road accident or any other accident; and
- (e) a plague or an epidemic or contamination; and
- (f) a warlike act or act of terrorism, whether directed at Victoria or a part of Victoria or at any other State or Territory of the Commonwealth; and
- (g) a hi-jack, siege or riot; and
- (h) a disruption to an essential service. [Act]

## Emergency Activity

Emergency activity is usually referred to in connection with compensation arrangements for *voluntary emergency workers*, and is defined as:

- (a) performing a role or discharging a responsibility of an agency in accordance with the State Emergency Response Plan or State Emergency Recovery Plan; or
- (b) training or practising for an activity referred to above or being on active standby duty; or
- (c) travelling to or from the place where an activity referred to above has occurred or is to occur. [Act]

The definition can also apply to activities of emergency workers in general.

## Emergency Area

An emergency area declared under s.36A of the Act, being, in the opinion of the most senior police officer in attendance, on the advice of the control agency, an area from which it is necessary to exclude persons due to the size, nature or location of an emergency, so as to ensure public safety, security of evacuated premises, or the safety of, or prevention of obstruction, hindrance or interference to, persons engaging in *emergency activity*. [Act]

## Emergency Accommodation

Accommodation may be provided to households and individuals displaced by an emergency event in hotels, motels, caravan parks houses, and flats or similar. The timeframe usually ranges from days to weeks. In some cases emergency accommodation may transition into interim accommodation.

Emergency accommodation is organised through MEMPlans and usually provided by community, business or government organisations, although people often find their own accommodation with family or friends.

## Emergency Management

The organisation and management of resources for dealing with all aspects of emergencies. [Act] Emergency management involves the plans, structures and arrangements which are established to bring together the normal endeavours of government, voluntary and private agencies in a comprehensive and co-ordinated way to deal with the whole spectrum of emergency needs including prevention, response and recovery.

## Emergency Management Liaison Officer (EMLO)

An emergency management liaison officer is a person appointed by an agency, who:

- represents his/her agency in
  - another agency's facility utilised to manage an emergency response; or
  - a coordination centre; or
  - an emergency management team; and
- is empowered to commit, or to arrange the commitment, of resources of the agency to the response to an emergency; and
- represents the interests of the agency and provides advice in relation to impacts and consequence management.

The EMLO may be named Emergency Services Liaison Officer (ESLO) by some agencies.

## Emergency Management Team (EMT)

An emergency management team is the 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 in ensuring a coordinated response to the emergency. (See also *State Emergency Management Team*)

## Emergency of State Significance

An Emergency of State Significance may be declared in Victoria by the Chief Commissioner of Police (in writing) on the advice of the control agency, other experts, or upon his own volition. The purpose such declaration is to acknowledge that a major emergency is occurring, raise community awareness of the emergency and reinforce the need for planning by the community, emergency services and other government and non-government agencies – reflecting the seriousness of such declaration.

## Emergency Recovery

Has the same meaning as *recovery*.

## Emergency Relief

The provision of life support and essential needs to persons affected by an emergency.  
(See also *Emergency Relief Centre*)

## Emergency Relief Centre

An Emergency Relief Centre is a building or place established to provide life support and essential needs to persons affected by an emergency (including evacuees). Emergency relief centres are established on a temporary basis to cope with the immediate needs of those affected during the initial response to the emergency. They do not imply any longer-term use of facilities as a location for recovery services.

## Emergency Response

Has the same meaning as *response*.

## Emergency Response Co-ordinator

A member of the Victoria Police appointed as state, regional, municipal or field emergency response co-ordinator, whose role is to *co-ordinate* the response to an emergency.

## Emergency Response Plan

A plan which sets out the roles and responsibilities of agencies in emergency response and the control and co-ordination arrangements which are to be utilised. [Act]

## Emergency Services / Emergency Services Agency

There is no general purpose definition for either of these terms. The range of agencies covered by the terms varies according to their specific administrative, operational or legislative context. Victorian legislation includes the following examples.

The definition of 'emergency services agency' in the *Emergency Management Act 1986* refers to agencies such as VICSES and any other prescribed agencies such as ESTA. (S. 4) This definition is used in Part 4A of the Act to identify agencies whose standards and performance are monitored by the Emergency Services Commissioner.

In the *Emergency Services Telecommunications Authority Act 2004* 'emergency services and other related services organisation' is defined as any of the following, AV, CFA, MFESB, VicPol, VICSES, any government agency, and other related agencies including organisations that provide services related to the agencies specified above and prescribed persons or bodies. (S. 3)

In section 87C of the *Sentencing Act 1991*, the term 'emergency services agency' is included in relation to court orders for recovery of costs incurred by emergency services in responding to certain crimes. The definition covers: VicPol, MFESB, CFA, VICSES, Ambulance Service, a hospital or any other body that employs or engages an emergency service worker, such as a protective services officer or a *volunteer emergency worker*.

In the *Terrorism (Community Protection) Act 2003*, the term 'emergency services agency' is used in relation to decontamination procedures conducted under police direction. The definition covers the CFA, MFESB, other state territory or commonwealth fire services, or any other prescribed agency. (S. 15)

## Emergency Services Commissioner

The person appointed under the *Emergency Management Act 1986* to:

- establish standards for the prevention and management of emergencies to be adopted by all emergency services agencies other than fire services agencies
- monitor the performance of emergency service agencies against standards prepared by him, or prepared by the Fire Services Commissioner for fire services agencies
- monitor and investigate the performance (non-financial) of the Emergency Services Telecommunications Authority in its provision of services to the emergency services
- advise, make recommendations and report to the Minister on any issue in relation to emergency management
- to encourage and facilitate cooperation between all agencies, and
- to act as Executive Officer for the *Victoria Emergency Management Council*. [Act]

## Emergency-affected Persons

People, other than emergency management personnel, who experience losses or injury or are affected by an *emergency*. Usually understood to exclude the deceased.

## Emergency Shelter

Emergency shelter is shelter for people affected by an emergency, in locations such as community halls, relief centres and tents. Emergency shelter should be provided in the days following an emergency for as long as it is required until other accommodation arrangements are made.

## 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. [Act]

## Evacuation

The planned relocation of persons from dangerous or potentially dangerous areas to safer areas and eventual return. The purpose of an evacuation is to use distance to separate the people from the danger created by the emergency.

## Evacuation Centre

See *Relief Centre*

## Field Emergency Response Coordinator (FERC)

The field emergency response coordinator is usually the senior member of Victoria Police at the initial scene of an emergency who carries out emergency response coordination responsibilities at the scene.

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.

## Fire Services Agency

The *Fire Services Commissioner Act 2010* defines a fire services agency as any of the Country Fire Authority, the Metropolitan Fire and Emergency Services Board and the Secretary to the Department of Environment and Primary Industries when performing functions or duties or exercising powers under S. 62 of the *Forests Act 1958*.

## Fire Services Commissioner

The person appointed under the *Fire Services Commissioner Act 2010* whose key functions are to:

- work with the fire service agencies to enhance their individual and collective capacity to prepare for the response to days on which it is forecast there is a high risk of major fires occurring;
- develop and maintain standards for the performance of functions by the CFA and the MFESB and for the performance of fire suppression functions by the Secretary, DEPI;
- develop and maintain incident management operating procedures for the planning and preparation for the response to and responding to major fires;
- have overall control of the response to major fires and to manage the State's primary control centre for the response to major fires
- promote and lead a program of reform to improve the operational capability of fire service agencies.

## Incident

The word incident has the same meaning as *emergency*. In this Manual, the term incident management and related terms, such as *incident controller*, are used in response management to clearly differentiate between the activities involved in incident management and the activities of *emergency management* as a whole.

## Incident Controller

The Incident Controller is a member of the control agency whose role is to provide leadership and management to resolve the emergency at the incident site. This is the agency's forward controller and operates in close proximity to the incident.  
(See also *Regional Controller*, *Area of Operations Controller* and *State Controller*)

## Incident Management System (IMS)

A system used by agencies undertaking their management responsibilities in response to an emergency. An Incident Management System is not a fixed set of rules, but rather a flexible and dynamic methodology which can cater for an escalation or change in the severity of any emergency. The system is established by a *response agency* and will involve use of personnel for the various functions which may need to be individually managed. Incident management functions might include, but are not limited to: control, planning, operations, logistics, intelligence, information, investigation, finance or administration.

## Incident Management Team (IMT)

An incident management team comprises the *incident controller* and the personnel responsible for the other functions (principally planning, operations and logistics) forming the *incident management system*.

## Interim Accommodation

Interim accommodation is provided to households and individuals whose primary place of residence is destroyed or damaged by an emergency event. Interim accommodation can be in a house, flat, caravan or similar and can continue for extended periods of weeks, months or longer prior to permanent housing. In some cases interim accommodation may transition into permanent housing.

## Lead Agency

Lead agency refers to an agency that has responsibility for co-ordinating the development of strategies in respect to one of the functional areas of *recovery*. Lead agencies will be required to undertake this role at a state and regional level.

## Major Fire

A major fire is defined in the *Fire Services Commissioner Act 2010* as a large or complex fire (however caused) which:

- has the potential to cause or is causing loss of life and extensive damage to property, infrastructure or the environment; or
- has the potential to have or is having significant adverse consequences for the Victorian community or a part of the Victorian community; or
- requires the involvement of 2 or more fire services agencies to suppress the fire; or
- will, if not suppressed, burn for more than one day.

## Marine Casualty

Marine Emergency/Casualty means a collision of ships, stranding or other incident of navigation, or other occurrence on board a ship or external to it resulting in material damage or imminent material damage to a ship or cargo, or an incident that causes or has potential to cause harm to the marine environment.

## Marine Emergency Management Team (Marine EMT)

The Marine Emergency Management Team (Marine EMT) is a team of experts/personnel experienced in dealing with marine emergencies/casualties, and assembled to provide support and specialist advice to the control agency in managing such events within Victoria. The Team will comprise a nominated representative of the Control Agency, the Water RERC and any other person with the specialist knowledge and/or resources to effectively and efficiently contribute to the resolution of the emergency.

## Material Needs

Essential non-food items provided to emergency-affected persons including, clothing, bedding and other personal requisites.

## Mitigation

Measures taken in advance of, or after, a *disaster* (emergency) aimed at decreasing or eliminating its impact on society and the environment.

## Municipal Council (or Council)

The local government body for a municipal district.

## Municipal District

The district under the local government of a council.

## Municipal Emergency Co-ordination Centre (MECC)

A Municipal Emergency Co-ordination Centre (MECC) is a facility which brings together key agencies, to coordinate the provision of council and community resources during an emergency for the response and recovery effort. The MECC facilitates activities of key personnel from local and state government agencies, emergency services and others as required to assist.

## Municipal Emergency Resource Officer (MERO)

A municipal appointee responsible to the municipal council for ensuring the co-ordination of municipal resources to be used in *emergency response*. [Act]

## Municipal Emergency Response Coordinator (MERC)

A member of Victoria Police appointed to a municipal district as municipal emergency response coordinator. [Act s. 13(1)]

## Municipal Recovery Manager (MRM)

A municipal appointee responsible to the municipal council for ensuring the co-ordination of municipal resources to be used in *recovery*.

## National Registration and Inquiry System (NRIS)

The Commonwealth/State arrangements for the recording details of evacuees and for handling inquiries about the location of registered persons.

## Natural Disaster Financial Assistance

The policy maintained and administered by the Department of Treasury and Finance under which local authorities such as municipal councils and catchment management authorities are reimbursed some of the expenditure they incur in emergency response and recovery for *natural disasters*.

## Natural Disaster Relief and Recovery Arrangements (NDRRA)

The arrangements under which the Commonwealth Government financially assists the State Government to incur eligible expenditure for persons and organisations following *natural disasters*.

## Natural Disasters

Those emergencies defined by the Commonwealth for the purposes of the *Natural Disaster Relief and Recovery Arrangements*. A natural disaster is a serious disruption to a community or region caused by the impact of a naturally occurring rapid onset event that threatens or causes death, injury or damage to property or the environment and which requires significant and coordinated multi-agency and community response. Such serious disruption can be caused by any one, or a combination, of the following natural hazards: bushfire; earthquake; flood; storm, cyclone; storm surge; landslide; tsunami; meteorite strike or tornado. (NDRRA Determination 2012, Clause 2.1.1)

## Post Emergency Assistance Measures

Financial and other assistance provided to *emergency-affected persons*, communities or organisations to assist their recovery from an emergency.

## Prevention

The elimination or reduction of the incidence or severity of emergencies and the mitigation of their effects. [Act]

## Recovery

The assisting of persons and communities affected by emergencies to achieve a proper and effective level of functioning. [Act]

## Recovery Agency

Means an agency having a role or responsibility under the State Emergency Recovery Plan or in the recovery arrangements.

## Recovery Centre

A Recovery centre is a building in which a coordinated process of support to affected communities in the restoration of their emotional, social, economic and physical well-being is provided.

## Region (Response and Recovery)

Defined areas of the State identified for emergency response and recovery purposes. These regions are common to the eight State Government regions (three metropolitan and five non-metropolitan). Some departments and agencies may use alternative regional boundaries to deliver normal services efficiently, however the State Government regions are maintained for emergency response and recovery. (Refer to Appendix 8)

## Regional Controller

The role of the Regional Controller is to provide leadership and management across a series of emergency sites within a Victorian Government region. The Regional Controller operates regionally and may be appointed by the *State Controller* or self-initiated prior to State Control being established. (See also *Area-of-Operations Controller*)

## Regional Emergency Response Co-ordinator

A commissioned officer of Victoria Police appointed for a Victorian Government region as Regional Emergency Response Co-ordinator. [Act s. 13(1)]

## Regional Recovery Co-ordinator

The person appointed by the State Emergency Recovery Co-ordinator to carry out regional recovery planning and management functions.

## Regional Recovery Plan

The emergency recovery plan prepared and maintained for each recovery region.



## Regional Response Plan

The emergency response plan prepared and maintained for each response region.

## Relief

See *emergency relief*

## Relief Centre

See *emergency relief centre*

## Resource Supplementation

The provision of resources in emergencies to response agencies by other than their internal resource acquisition systems.

## Response

The combating of emergencies and the provision of rescue and immediate *relief* services. [Act]

## Response Agency

An agency having a role or responsibility under the State Emergency Response Plan or the response arrangements. Response agencies can be *control* or *support agencies* for different emergencies.

## Response Co-ordinator

See *Emergency Response Co-ordinator*

## Security and Continuity Networks (SCN)

Security and Continuity Networks (SCN) are formal collaborative networks established for a number of key critical infrastructure sectors. The role an SCN is to:

- advise the State Government on the status of security and emergency management, including business continuity, for that sector
- identify sector wide issues impacting on security and emergency management and opportunities for improvement.

## Security and Emergencies Committee of Cabinet (SEC)

The Security and Emergencies Committee of Cabinet, chaired by the Premier with key Ministers, oversees whole of government decision making during a large-scale emergency.

## Span of Control

Span of control is a concept that relates to the number of groups or individuals that can be supervised by one person.

## Standing Council on Police and Emergency Management (SCPEM)

Ministerial Council established by COAG to promote a co-ordinated national response to law enforcement and emergency management issues. SCPEM looks to develop a shared framework for co-operation and a basis for strategic directions for the policing and emergency services of Australia and New Zealand. SCPEM also strives to encourage and share best practice across jurisdictions in police policy and operations, and in emergency management.

## State Controller

The role of the State Controller is to provide strategic leadership for the response to emergency(s) across Victoria. This role is performed by a senior operational person from the control agency.

## State Control Centre

See *control centre/command centre*

## State Crisis Centre

The Premier of Victoria may, on receipt of advice from Department of Premier and Cabinet, instruct that the Victorian State Crisis Centre be activated. This may occur in the event of an extreme emergency that requires co-ordination of whole-of-government activities during the emergency outside the co-ordination function of Victoria Police.

If activated, it will be the focal point for the Ministerial and strategic oversight of an emergency from a State perspective, and will include liaison with the Commonwealth.

The State Crisis Centre does not have an operational role and does not replace or duplicate the functions of other centres, i.e. it does not assume the command, control or co-ordination functions undertaken in other centres.

## State Crisis and Resilience Council

The State Crisis and Resilience Council, chaired by the Secretary of the Department of Premier and Cabinet, supports the *Security and Emergencies Committee of Cabinet*, responsible for the development of emergency management policy and strategy for Victoria – it does not make operational or tactical decisions.

## State Emergency Animal Welfare Co-ordinator (SEAWC)

A role established by DEPI when an emergency requires statewide co-ordination of animal welfare service arrangements across multiple agencies and organisations. The SEAWC manages that State Emergency Animal Welfare Unit when activated.

## State Emergency Response Co-ordinator

The State Emergency Response Co-ordinator is the Chief Commissioner of Police.

The role of the State Emergency Response Co-ordinator is responsible under the State Emergency Response Plan for the co-ordination of activities of agencies having roles or responsibilities in relation to the response to emergencies. [Act] (See also *Emergency Response Co-ordinator*)

## State Emergency Support Centre (SESC)

See *co-ordination centre*

## State Emergency Management Team (SEMT)

The State Emergency Management Team (SEMT) may be formed in the event of a significant emergency involving a multi-agency response, by the State Controller (or representative) or the State Emergency Response Co-ordinator (or delegate / representative). The SEMT comprises senior representatives from response, recovery and other agencies. The function of the SEMT is to:

- facilitate a discussion to enable agencies to develop a consistent situational awareness regarding the emergency(s)
- identify and manage strategic risks and consequences, and
- develop a plan outlining high level actions of all agencies.

## State of Disaster

See: *Disaster, State of*

## State Recovery Co-ordinator

A Senior Officer of the Department of Human Services, (appointed by the Minister for Police and Emergency Services as the co-ordinating agency for recovery) appointed by the Department as State Recovery Co-ordinator, to ensure the overall coordination of recovery in Victoria.

## Support Agency

An agency which provides services, personnel, or material to support or assist a *control agency* or *affected persons*.

## Urban Search and Rescue (USAR)

USAR is a specialised technical rescue capability for location and rescue of entrapped people following a structural collapse.

## Victoria Emergency Management Council (VEMC)

The Council comprising representatives of government and non government agencies, chaired by the Minister for Police and Emergency Services, which is set up to advise on all emergency management matters, including the coordination of the activities of government and non-government agencies. [Act]

## Volunteer Emergency Worker

A volunteer worker who engages in *emergency activity* at the request (whether directly or indirectly) or with the express or implied consent of the chief executive (however designated), or of a person acting with the authority of the chief executive, of an agency to which either the state emergency response or recovery plan applies. [Act]