Emergency Management Agency Roles

Part 7: Emergency Management Manual Victoria

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Control and Support Agencies for Response

The purpose of this table, required by the *Emergency Management Act 1986*, is to identify control agencies and key support agencies for response. Response planners should use it as a definitive guide to agencies which must be included in response plans. It does not list all agencies that may be involved in any particular emergency. Nor does it list all emergencies that may be encountered.

In using this table, reference should be made to the State Emergency Response Plan (Part 3 of this Manual) for an explanation of response concepts and operational arrangements. Refer to Part 8 for explanations of abbreviations and technical terms.

Control Agency
A control agency is an agency identified within this table that is assigned to control the response activities to a specified type of emergency. The control agency may change as the emergency response progresses or is clarified.

For certain types of emergency, more than one control agency is shown, as the assigned control agency may vary by location. Regional and municipal response plans identify the relevant control agencies for their areas.

Support Agency
A support agency is an agency which provides essential services, personnel, or material to support or assist a control agency or affected persons.

A key support agency is an agency that has specific skills and resources to support response for a particular type of emergency. Key support agencies are shown in the table below, but **the table does not identify every agency that may be involved in an emergency**. Support agencies that are not named in this table should be included in specific purpose response plans or arrangements.

Any agency might be asked to assist in any emergency if it has skills or resources that may contribute to the response.

There are generic support services and relevant support agencies listed in the next table (page 7-5).

EMERGENCY/THREAT	CONTROL AGENCY (may vary by location)	KEY SUPPORT AGENCIES
ACCIDENT/INCIDENT		
Aircraft	Victoria Police	AMSA, ARFF, ATSB
Biological materials	DH	CFA, MFESB
Gas leakage	CFA/MFESB	Gas distribution companies
Hazardous materials, high consequence dangerous goods or dangerous goods	CFA/MFESB/ARFF	EPA, AV, WorkSafe (workplace, storage facilities and transport)
Lifts, cranes or scaffolding and amusement structures	CFA/MFESB	WorkSafe

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EMERGENCY/THREAT	CONTROL AGENCY (may vary by location)	KEY SUPPORT AGENCIES
Marine (not including marine pollution)	Victoria Police	TSV, AMSA
Military aircraft and ships	Defence Force	AMSA, VicPol, Airservices Australia
Radioactive materials	DH	CFA, MFESB
Rail and tram	Victoria Police	PTV, DTPLI, V/Line, ARTC, MTM, Yarra Trams, CFA, MFESB, VICSES
Road	Victoria Police	CFA, MFESB, VICSES, VicRoads, Municipal councils, CityLink, EastLink
AGRICULTURAL		
Chemical contamination of livestock or agricultural produce (agricultural or veterinary)	DEPI	DFSV, PrimeSafe
Exotic animal disease (includes bees & aquaculture)	DEPI	
Plant pest or disease	DEPI	
ENVIRONMENTAL		
Marine pollution oil spills in Victorian coastal waters up to three nautical miles	DTPLI (Emergency Risk and Resilience)/Port operator	DEPI , EPA, AMSA, PV, BOM, VRCA, MFESB, CFA
Oiled Wildlife	DEPI	PV, DTPLI, AMSA
Exotic marine pest incursion	DEPI	PV
Cetacean (whale) stranding or entanglement	DEPI	PV
Vertebrate pest/plagues	DEPI	PV
Pollution into inland waters	CFA/MFESB	EPA, PV
Pollution of inland waters	EPA	PV, Melbourne Water
ESSENTIAL SERVICE DISRUPTION		
Food supply, critical infrastructure damage or disruption	Victoria Police	DEPI
Electricity	DSDBI (Energy Sector Development)	AEMO, Electricity distributors, Energy Safe Victoria, DEPI
Natural gas	DSDBI (Energy Sector Development)	AEMO, DSDBI (Earth Resources Regulation Victoria), Energy Safe Victoria, Gas distribution companies
Petroleum and liquid fuels	DSDBI (Energy Sector Development)	DSDBI (Earth Resources Regulation Victoria), WorkSafe, Oil companies
Public transport	PTV	DTPLI (Emergency Risk and Resilience)

EMERGENCY/THREAT	CONTROL AGENCY (may vary by location)	KEY SUPPORT AGENCIES
Roads/bridges/tunnels	VicRoads	Municipal councils, CityLink, EastLink, DTPLI (Emergency Risk and Resilience)
Water and sewerage	DEPI	Water authorities, DHS, Municipal councils
FIRE AND/OR EXPLOSION		
Aircraft	ARFF/CFA/MFESB	
Boilers and pressure vessels	CFA/MFESB	WorkSafe
Explosion	CFA/MFESB	DSDBI, WorkSafe
Explosive device	Victoria Police	CFA, MFESB
Fire	CFA/MFESB/DEPI, Fire Services Commissioner (Major Fire)	PV, AVCG, WorkSafe, BOM
HUMAN DISEASE/ILLNESS		
Retail food contamination	DH	
Food/drinking water contamination	DH	DEPI, Municipal councils
Human disease	DH	
NATURAL EVENT		
Earthquake	VICSES	All
Flood	VICSES	DEPI, CMAs, Water authorities, Municipal councils, CFA, MFESB, BOM, PV
Heatwave	Victoria Police	Municipal councils, DH, AV, DEPI, DTPLI, DSDBI
Storm	VICSES	BOM, DEPI, PV,CFA, MFESB, DSDBI
Tsunami	VICSES	BOM, All
RESCUE		
Building, structure	CFA/MFESB/VICSES	VBA, AV, VicPol, WorkSafe
Cave	Victoria Police	VICSES
Land	Victoria Police	VICSES
Lift, crane, scaffolding or amusement structure	CFA/MFESB	VicPol, VICSES, WorkSafe, DSDBI
Mine/quarry	Victoria Police	DSDBI, DEPI, CFA, VICSES, WorkSafe
Rail, aircraft and industrial	CFA/MFESB/VICSES	AMSA (aircraft only), WorkSafe (rail & industrial only)
Road	CFA/MFESB/VICSES	AV
Trench or tunnel	CFA/MFESB	
Water	Victoria Police	VICSES, LSV

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EMERGENCY/THREAT	CONTROL AGENCY (may vary by location)	KEY SUPPORT AGENCIES
SEARCH		
Land and water	Victoria Police	VICSES, Others per VicPol Register
Overdue aircraft	AMSA	VicPol, VICSES, Airservices Australia
OTHER		
Aircraft – inflight emergency	Airservices Australia	ADF
Dam safety	DEPI	Water authorities, VICSES, Municipal councils
Marine casualty – non SAR – (commercial ship) in port waters	Port operator, VRCA	TSV, AMSA, CFA/MFESB, VicPol, AV, DTPLI
Marine casualty – non SAR – (commercial ship) in coastal waters	Transport Safety Victoria	VRCA/Local port operators, CFA, AMSA, VicPol, AV, DTPLI
Other threats against persons, property or environment	Victoria Police	

Support Services and Agencies for Response

In addition to the list of control agencies and key support agencies, there is a range of generic support services for response.

This list of generic support services indicates the primary support agency or managing agency and other support agencies. The list is neither exhaustive nor exclusive as many response agencies have a support role, depending on the effects of the emergency.

The support services are listed in the table below in alphabetical order.[1]

SUPPORT SERVICE	PRIMARY AGENCY	SECONDARY AGENCIES
Animal Welfare	DEPI	PV, RSPCA
Catering	Red Cross	Salvation Army
Commonwealth resources	Victoria Police	EMA, ADF
Communications	Victoria Police	ESTA, Telstra, WICEN
Deceased persons: identification	Victoria Police	CCoV
Detection of Emergency Locator Transmitters	AMSA	Airservices Australia
Emergency call taking and dispatch	ESTA	Telstra
Emergency medical care and/or transport	AV	MFESB, ARFF, ESTA - Others as per SHERP (DHS)
Environmental impact assessment	EPA	DEPI, PV
Evacuation	Control agency, Victoria Police	VICSES, Municipal councils
First aid	AV	St John Ambulance, LSV, Red Cross - Others as per SHERP
Mapping services/information, including: • digital and hardcopy maps • aerial photography acquisition • satellite imagery acquisition • GPS positioning and location	DEPI	Geoscience Australia
Media relations	Control agency	VicPol
Produce (food) contamination by chemicals of security concern	DEPI	
Public warnings	Control agency, Victoria Police	BOM, Municipal councils, Telstra (Emergency Alert)
Relocation	Control agency	VicPol, VICSES, Municipal councils
Transport, engineering and services support	VicRoads	Others as per TESS Plan

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[1] The relief functions previously included under Support Services and Agencies for Response have been transferred into the table headed Services and Agencies for Relief and Recovery (see p. 7-7)

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SUPPORT SERVICE	PRIMARY AGENCY	SECONDARY AGENCIES
Weather information and forecasting	BOM	
Work place / work related investigations and technical support	WorkSafe	

Services and Agencies for Relief and Recovery

The tables below are provided as a guide for relief and recovery planners to indicate the range and types of services in a relief and recovery process and the sources of those services.

The information shown is in summary form. See Agency Role Statements and the list of government assistance measures (Appendix 1 in Part 8) or consult agencies directly if necessary, for details of assistance measures and eligibility.

This guide to provision of services does not preclude the provision of these or additional services by others than those shown, provided they are managed within the coordination processes established.

Relief

RECIPIENT	SERVICE PROVIDED	PROVIDER	
		PRIMARY	SUPPORT
Individuals and families	• Registration (NRIS) • Emergency shelter • Food and water	• Victoria Police • Municipal councils • Red Cross	• Red Cross • DHS • Salvation Army • Foodbank Victoria
	• Drinking water (households) • Food supply manufacturing and logistics • Non-food items	• Local water authority • DEPI • Salvation Army	• DEPI • DTPLI • St Vincent de Paul • Foodbank Victoria
	• Emergency financial assistance • Animal welfare (companion animals)	• DHS • Municipal councils	• Centrelink • DEPI • RSPCA • Australian Veterinary Association

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		PROVIDER	
RECIPIENT	SERVICE PROVIDED	PRIMARY	SUPPORT
Primary producers and rural land managers	• Rural loss and damage assessment • Emergency fodder and water for animals • Animal welfare (livestock)	• DEPI	• Victorian Farmers' Federation • RSPCA • Australian Veterinary Association

Recovery

		PROVIDER	
RECIPIENT	SERVICE PROVIDED	PRIMARY	SUPPORT
ENVIRONMENTAL			
	• Foreshore Clean up	• DEPI/PV/AMSA	• DTPLI
	• Beach Clean up	• DEPI/PV/AMSA	• DTPLI
	• Erosion Control	• DEPI/PV • Municipal Councils • VicRoads	
INFORMATION SERVICES			
Individuals and families	• Advice on financial assistance, insurance claims, legal advice and referral services	• Municipal councils • DHS • RFCV • Centrelink	• IDRO • VCC
	• Water and food safety	• DH	
Communities	• Advice on assistance and recovery strategies	• DHS	• Red Cross • VCC
Municipal councils	• Advice on safe water, safe food, waste disposal, adequate washing/toilet facilities	• DH	
	• Accommodation standards	• DHS	
	• Advice on erosion, catchment protection and reforestation • Fish and fish habitat • Flora, fauna • Environmental issues	• DEPI • PV • EPA	
	• Advice on disposal of dead/maimed stock	• DEPI	

RECIPIENT	SERVICE PROVIDED	PROVIDER	
		PRIMARY	SUPPORT
Primary producers and rural land managers	• Technical advice on re-establishment or alternative strategies • Advice on disposal of dead and maimed stock • Administration of specific assistance programs	• DEPI	
Small businesses	• Advice on options and support available	• DSDBI	
All	• Mapping services/information	• DEPI (Information Services)	
FINANCIAL ASSISTANCE			
Individuals and Families	• Personal hardship grants • Income support • Loan funds towards restoration of dwelling	• DHS • Centrelink • RFCV	• Insurance companies • Financial institutions • Charities • Public appeals
Municipal councils	• Restoration of public assets and emergency protection works • Specific funding programs	• DTF • DSDBI	• Insurance companies • Financial institutions • Public appeals
Small businesses	• Loan funds towards restoration of income-earning assets; working capital • Support for enhancing business skills	• RFCV • DSDBI	• Insurance companies • Financial institutions • Public appeals
Primary producers and rural land managers	• Administration of specific assistance programs	• DEPI • RFCV	• Insurance companies • Financial institutions • Public appeals
Community groups	• Loan funds towards restoration of assets • Rural Leadership & Community Events Program	• RFCV • DSDBI	• Insurance companies • Financial institutions • Public appeals

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RECIPIENT	SERVICE PROVIDED	PROVIDER	
		PRIMARY	SUPPORT
ACCOMMODATION AND HOUSING			
Individuals and families	• Emergency Accommodation (short term)	• Municipal councils • DHS (grants)	• Insurance companies
	• Interim Accommodation (medium term) • Support for transition to permanent housing	• DHS	• Insurance companies
FOOD			
Critical Infrastructure food suppliers and logistics	• Damage assessment • Assistance with interdependencies, contingency arrangements and reconstruction	• DEPI • DTPLI	• Food Supply SCN • DSDBI
REBUILDING AND UTILITY RESTORATION			
Individuals, families, community groups	• Assessment, repair and rebuilding • Household services: water, power, telephone, sanitation	• Municipal councils • Telstra • Water/sewerage authorities • DHS • CFA	• Trade Associations • Service Clubs • Gas distribution companies • Electricity distributors
Municipal councils	• Roads and bridges	• VicRoads	
Public land	• Clearing, restoration and rehabilitation of roads bridges and other public assets	• Municipal councils • DEPI • PV • VicRoads	
INDIVIDUALISED SUPPORT SERVICES			
Individuals, families and community groups	• Personalised support, counselling and advocacy • Psychological first aid • Psychological support services • Outreach • Single point of contact • Service co-ordination • Case management • Community activities	• DH • DHS • Municipal councils • Hospitals • Community health/mental health centres • Centrelink • DEECD	• VCC Community Chaplain • Red Cross • Salvation Army • Voluntary groups • Private health providers

RECIPIENT	SERVICE PROVIDED	PROVIDER	
		PRIMARY	SUPPORT
COMMUNITY DEVELOPMENT			
Community recovery committees	• Funding • Administrative support • Support personnel • Advice	• DHS • Municipal councils	• Red Cross • Service clubs and community groups
Communities	• Employment and economic redevelopment program	• DSDBI	• Service clubs and community groups
Municipal councils	• Funding • Support personnel • Advice • Additional equipment	• DHS • DTF	

Agency Role Statements

These role statements have been provided by participating emergency management organisations for inclusion in the Manual. The general format for role statements includes a categorisation of relevant activities under:

- Prevention/Mitigation/Risk Reduction
- Response
- Relief/Recovery.

The *Emergency Management Act 1986* (s.4A(b)) includes the provision of immediate relief services under response. Relief is grouped with recovery in this Part because the activities are similar to those undertaken in the early stages of recovery and reflects the responsibility for co-ordination of relief by the Department of Human Services.

While the role statements are believed to be current at the date of publication, readers are advised to contact the required agency to ensure that functions can still be carried out as expected.

Users of the Manual are also requested to suggest additional organisations which they believe should be included in the next edition.

Other Support Agencies

The Victorian community receives significant benefit from the emergency management contributions of a wide range of volunteer groups and organisations whose operations are either quite specialised and/or available mainly in a specific locality.

These groups should be identified in relevant municipal emergency management plans and/or regional response plans or regional recovery plans, as appropriate.

The organisations listed in this Manual are those with either broad or statewide presence, Government organisations, those with a statutory emergency management involvement and some private corporations with specific roles.

Airservices Australia

Control Agency for Aircraft – inflight emergency.
Airservices Australia is a Commonwealth government organisation providing air traffic management, air navigation infrastructure, and aviation rescue and fire fighting services.

Prevention/Mitigation/Risk Reduction Activities

Aviation safety is the single most important area of focus for Airservices Australia. The safety of the Australian air transport system is maintained and improved by:

- Aircraft collision prevention and separation
- Airspace design
- Pilot and air traffic management procedures
- Surveillance and navigation systems
- Fire and injury prevention and risk management

Response Activities

- Provision of an In Flight Emergency Response (IFER) service to aircraft in flight, that need assistance, and that are in communication with air traffic control;
- Provision of an Alerting Post service for aircraft in emergency situations, and notification of appropriate agencies and organisations;
- Assistance to AusSAR in the reporting and location of Emergency Locator Transmitters (ELT);
- When appropriate, the initial activation of the relevant Aerodrome Emergency Plan (AEP) on behalf of the pilot of an aircraft in need of assistance that might reach a licensed airport;
- Actions in accordance with the Airport Emergency Plan at Melbourne, Essendon, Moorabbin and Avalon airports – in addition to the normal control of aircraft and the aircraft movement areas (at various times) at those airports;
- Assistance to aircraft involved in emergency operations (such as extra communications, priority handling, track shortening, etc.); and
- Designation of, and assistance with the management of, temporary aviation Restricted Areas in the vicinity of an emergency operation.
- Provision of aviation rescue and fire fighting (ARFF) service at Melbourne Airport inclusive of:
  - A medical first responder role anywhere on the airport
  - Structural fire fighting to any airport facility
  - Hazardous Materials response.

Notes:
1. All airspace above all of Victoria (and also a much wider area) is managed by Airservices Australia at Tullamarine, except for aviation Restricted Areas – some of which are managed by various other agencies and organisations (e.g. Defence). The degree of normal service available varies – depending on the aircraft, the location, and the circumstances.
2. Licensed airports (and their AEPs) are the responsibility of the airport owner – which in many cases is the local council.
3. If aviation Search and Rescue assistance is (or may be) required, AusSAR must be notified.

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4. The Australian Defence Force (RAAF) is responsible for handling emergencies
    connected with Defence aircraft and state aircraft of a foreign country (e.g. visiting
    Presidents, Prime Ministers, etc.). First response rests with the handling agency (e.g.
    Airservices air traffic control) at the instance of the occurrence.

Ambulance Victoria

Prevention / Mitigation / Risk Reduction Activities

- Provide appropriate pre-hospital leadership, skills and equipment through planning for various health emergencies, including mass casualty incidents
- Active participation and representation in emergency management forums and exercises to maintain a high level of preparedness for all emergencies, including mass casualty incidents
- Promote community resilience through community education programs.

Response Activities

The role of Ambulance Victoria under the State Health Emergency Response Plan is to:
- Deploy a Health Commander to direct the operational health response, assemble and lead the Health Incident Management Team
- Represent Health as a member of the Emergency Management Team
- Activate other key position holders or mobile specialist teams, including activation of the Field Emergency Medical Officer Program, Victorian Medical Assistance Teams and First Aid agencies
- Initially notify casualty receiving hospitals
- Support the Evacuation Manager in evacuation of vulnerable people.

The role of Ambulance Victoria is to:
- Respond to requests for pre-hospital emergency care
- Triage casualties and determine treatment priority
- Transport casualties to appropriate medical care
- Provide health support to other agencies, where appropriate
- Provide health support to casualties undergoing decontamination.

Relief / Recovery Activities

- Support other agencies tasked with recovery, where appropriate.

Attorney–General′s Department

The Attorney-General's Department is the Australian Government department with responsibility for providing national leadership in the development of emergency management measures to reduce the impact of emergencies on the Australian community. The department achieves this through its various divisions as follows:

- Emergency Management Australia;
- National Security Resilience Policy Division; and
- National Security Capability Development Division.

The Attorney-General's Department continues to work closely with Victoria, the other States and Territory emergency management organisations and related Australian Government agencies to achieve emergency management objectives. Strong links are also maintained with local governments, community based organisations, volunteers, academia and researchers, businesses, industry bodies and individuals. The Attorney-General's Department has cultivated international partnerships as Australia takes a greater role in regional emergency and disaster capacity building, response and recovery.

Prevention/Mitigation / Risk Reduction Activities

The National Security Resilience Policy Division is responsible for policy, legislation, advice and programs related to developing resilience to all hazards, including the areas of critical infrastructure protection, chemical, electronic and identity security and protective security policy. In particular, the National Security Resilience Policy Division facilitates the development of national policies and strategies aimed at preventing or mitigating disasters and reducing their impact on the community, including implementation of the National Strategy for Disaster Resilience.

Response Activities

Attorney-Generals Department through Emergency Management Australia has a central role in coordinating the Australian Government response to emergencies in support of the States and Territories.

Australian Energy Market Operator (AEMO)

The **Responsibilities** of AEMO are as the **key support agency for response** for:

- Energy supply network disruption, where AEMO and industry manage system stability and restoration of supply, and provide advice to the Control Agency and DSDBI about consequences during 'trigger' events.

The **Activities** conducted by AEMO can be broadly described as:

Prevention / Mitigation / Risk Reduction Activities

- Coordinate gas and electricity industry emergency exercises
- Prepare gas emergency procedures, in consultation with Government, Energy Safe Victoria (ESV) and industry.
- Facilitate the Gas Emergency Management Consultative Committee (chaired by ESV) and the Victorian Electricity Emergency Committee.
- Provide electricity load shedding priority tables after consultation with industry and Government.
- Prepare gas curtailment tables in consultation with Government.

Response Activities

- Provide information and advice to the Control Agency and DSDBI regarding the impact of an emergency on electricity supply and formulate management strategies in relation to incidents that threaten the technical integrity of the generation and transmission system (system security incidents).
- Provide information to the Control Agency and DSDBI on the extent and likely duration of major disruptions to electricity and gas supply.
- Assess the security of Victoria's gas and electricity supplies.
- Coordinate and direct the gas and electricity industry to respond to a system security emergency.
- Operate the Victorian gas Declared Transmission System.

Relief / Recovery Activities

- Coordinate restoration of gas and electricity supply as expeditiously as practicable following a system security emergency.

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Australian Government Department of Human Services

Relief / Recovery Activities

- The department's principal role in a disaster event is maintenance of the Australian Government's social security safety net for all Australians through:
    - ♦ continuity of Commonwealth payments and services for existing customers; and
    - ♦ provision of information and advice about Commonwealth payments and services for affected Australians.
- The department also delivers additional Australian Government assistance (payments and services) when requested by the Commonwealth, including facilitating the delivery of the Australian Government Disaster Recovery Payment or Ex-Gratia assistance when activated.
- The Australian Government Department of Human Services may also provide the following services:
    - ♦ participation in the operation of community recovery centres
    - ♦ participation in outreach services teams
    - ♦ provision of personal support and case management services
    - ♦ participation in the provision of reception services at International Airports
    - ♦ provision of information on Commonwealth Department of Human Services payment and services to members of the State Community Recovery Committee
    - ♦ contribution of information to the State Community Recovery Committee on the scale and impact of the disaster on individuals and Victorian communities; and
    - ♦ as appropriate, have staff available with specialist skills to work with disaster affected individuals and communities. For example, Social Workers or Indigenous Service Officers.
- The department may also deliver surge assistance such as the National Emergency Call Centre overflow arrangement on behalf of the Victorian Government on a cost recovery basis, under a separate agreement.

Note:

Any emergency relief/recovery activities undertaken by the Australian Government Department of Human Services are subject to authorisation from the Secretary or delegate. The Australian Government Department of Human Services will seek cost recovery for activities it undertakes on behalf of another agency or department and such arrangements need to be documented in a formal agreement.

Australian Maritime Safety Authority

The Australian Maritime Safety Authority is an Australian Government Statutory Agency with a public safety focus.

The Australian Government has a responsibility under a number of international conventions to provide:

- A maritime and aviation search and rescue service, within the Australian Search and Rescue Region covering 58.2 million square kilometres of land and sea.
- A response to pollution in the marine environment.
- That these obligations have been nationally legislated.
- Measures for ship and crew safety.

Prevention / Mitigation / Risk Reduction Activities

- Development and implementation of legislation designed to enhance safety of ships and crews, and maintain qualifications of crews.
- Prevent and mitigate pollution from ships.
- Development and maintenance of maritime navigation safety.
- Promotion of aviation and maritime search and rescue (SAR) and development of associated arrangements.
- Promotion and registration of distress beacons for safety in aviation, maritime and remote land activities including bush walking.
- Building awareness of aviation and maritime safety through participation in seminars, aircraft, boat and 4WD shows, safety campaigns and journal articles.
- Participation in relevant aviation, maritime, emergency management and critical infrastructure forums, exercises, and training.
- Participation in national emergency planning, preparedness and mitigation measures.

Response Activities

- Control agency for both aviation and maritime search and rescue, and distress beacon detection. Control agency for ship casualty within Australian waters falling outside of a State or the Northern Territory.
- The Australian Maritime Safety Authority is an Australian Government emergency first responder agency.

Australian Pacific Airports (Melbourne) Pty Ltd (Melbourne Airport)

Prevention / Mitigation / Risk Reduction Activities

- Facilitate the continual development of the Airport Emergency Plan through the Airport Emergency Planning Committee
- Provide emergency training and regularly exercise airport and emergency agencies
- Continue Safety Management and Risk Management programs.

Response Activities

- Implement the Airport Emergency Plan
- Provide notification to emergency response agencies
- Activate airport emergency facilities and emergency access points as required
- Open the Airport Emergency Coordination Centre if appropriate
- Assist the Emergency Coordinator with the provision of airport resources.

Relief / Recovery Activities

- Support the agencies tasked with recovery
- Coordinate with the Environment Protection Authority for any environmental recovery
- Restore airport to normal operations.

Australian Red Cross

Prevention / Mitigation / Risk Reduction Activities

- Delivery of community information to assist people, communities, government and agencies prepare for, respond to and recover from emergencies using resources such as REDiPlan.

Response Activities

- Support in providing first aid services to affected people and emergency services personnel through the State Health Emergency Response Plan.

Relief / Recovery Activities

- Support agency to DHS for emergency relief coordination.
- Provision of emergency relief to households involved in single incidents (residential emergencies) including short term accommodation, emergency clothing and food.
- Operate the National Registration and Inquiry System (NRIS) in relief centres, inquiry centres or online, to reconnect people with family, friends and their communities.
- Where agreed at local level, Red Cross provides and coordinates food and water for emergency relief (e.g. catering in emergency relief centres, emergency relief packs to isolated communities). At regional and state levels, Red Cross coordinates food and water including support from agencies (e.g. Foodbank Victoria).
- Provision of Personal Support to individuals, families and communities for relief and recovery including emotional support, information, practical assistance and referrals – in relief and recovery centres, at community events or through outreach visits.
- Coordinate and deliver Personal Support outreach visits, in partnership with local government, DHS and other recovery agencies.
- Where required, Red Cross collects donations for statewide public appeals.

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Australian Transport Safety Bureau

Prevention / Mitigation / Risk Reduction Activities

- The Australian Transport Safety Bureau's (ATSB) function is to improve aviation, marine and rail safety, based on independent accident investigations, identification of safety issues, research of accident trends, publication of reports and industry / public education programs.

Response Activities

- Under Commonwealth legislation, the ATSB is the primary organisation responsible for safety investigations into aviation accidents and incidents. It is also responsible for conducting safety investigations into marine occurrences and rail occurrences on the defined interstate rail network falling within Commonwealth's jurisdiction.
- ATSB's role is to identify the circumstances and contributory factors. ATSB has no role in prosecution of offences, neither does it have a role in apportioning blame or provide a means of determining liability. Its role is one of disseminating information and making safety recommendations and fostering education to prevent similar or worse accidents.
- Section 21 of the *Transport Safety Investigation Act 2003* defines the power of the Executive Director ATSB to investigate a transport safety matter. However, ATSB work in cooperation with the police and emergency services when exercising this power and work in parallel with other investigative bodies.
- Provide input into Coronial Inquiries.
- Issue public reports on investigations, safety issues and remedial safety actions.

Relief / Recovery Activities

- Accident site investigations conducted in concert with recovery activities.

Australian Volunteer Coast Guard Association Inc. Victorian Squadron

Established in 1961 to promote small craft safety on the water, its modus operandi - the three E's, Education, Example & Examination and finally by Search and Rescue.

Prevention / Mitigation / Risk Reduction Activities

- Providing small boat seamanship, navigation and marine radio courses for the recreational boating sector. (Education).
- Operation of 14 Limited Coast Stations (LCS) across Victoria from Mallacoota to Portland, providing weather information and ship reporting services.
- Operation of two LCS on Lake Hume and Lake Eppalock providing weather information and logging services.

Response Activities

- Rescue of persons endangered by:
    - ♦ Vessel disablement at sea due to mechanical or electrical failure
    - ♦ Foundering
    - ♦ Fire
    - ♦ Person falling overboard
- In partnership with CFA provide level 1 response activities for small ports and vessels.
- Support agency for Victoria Police (marine search and rescue).
- Support agency for CFA (fire on waterways).

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Bureau of Meteorology

Prevention / Mitigation / Risk Reduction Activities

- Contribute to community awareness activities related to meteorological and hydrological phenomena and warning systems.
- Contribute to community hazard mapping by taking the lead role in the analysis of relevant meteorological and hydrological information.

Response Activities

- Issue warnings on gales, storms and other weather conditions likely to endanger life or property, or that give rise to floods or bushfires.
- Provide weather forecasts and meteorological and hydrological information.
- Provide expert advice for emergencies that are influenced by meteorological and hydrological conditions.
- Provide weather-related information to media, including direct broadcast via radio and the internet.

Catchment Management Authorities

Prevention / Mitigation / Risk Reduction Activities

- Manage and prioritise regional flooding issues in cooperation with local government and the community.
- Advise Government on regional priorities for floodplain management activities through the implementation of regional floodplain management strategies.
- In partnership with local government, prepare and implement local floodplain management plans in accordance with the regional floodplain management strategy and community expectations.
- Collect, maintain and enhance flood information.
- Advise and assist local government in the incorporation of flood related planning controls in planning schemes.
- Advise local government and other authorities on planning permit referrals, building issues and infrastructure management within floodplains.
- Provide flood advice to local government and the community in general.
- Support community education and involvement on flooding issues.
- Manage and maintain specific strategic and regional (non-urban) works and measures in accordance with responsibilities under the regional floodplain management strategy or catchment management strategy.
- Monitor and report on performance of regional floodplain management strategies.
- Implement flood damage restoration programs for flood affected waterways.

Response Activities

- Prepare flood response action plans for internal use.
- Assist local government, the Bureau of Meteorology and DEPI, facilitate the development, maintenance and upgrading of regional flood warning systems.
- Support response agencies at the regional level through the provision of flood advice, including flood extent and severity during major flood events.
- Monitor significant flood events and collect flood data in conjunction with local government.
- Implement emergency stabilisation and other activities to arrest river breakaways, remove debris accumulation threatening structural stability of public assets.
- Assess all river waterway damage that poses a threat to public assets and stability of river systems.

Relief / Recovery Activities

- Develop and prioritise flood recovery programs for CMA assets/waterways.
- Restore impacts of river erosion where there is an immediate danger of the formation of river breakaways and/or immediate danger to CMA and public assets.
- Implement balanced flood recovery programs consistent with funding allocated.

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Coroners Court of Victoria

Prevention / Mitigation / Risk Reduction Activities

- To contribute to the reduction of the number of preventable deaths and fires through the findings of coronial investigations of deaths and fires, and the making of recommendations by coroners to promote public health and safety.

Response Activities

- To exercise as necessary the coroner's statutory powers in relation to the investigation of the scene of a reportable death or fire.
- To commence the coronial investigation process.
- To administer the handling and investigation of deceased persons and their subsequent removal.

Relief / Recovery Activities

- To identify deceased persons and determine the cause and circumstances of their death.
- To return deceased persons to their families to enable funerals to take place.
- To provide support and counselling to the families of deceased persons.

Country Fire Authority

Control Agency for:
- Fire on private land within Country Area Victoria
- Fire and/or Explosion with Aircraft, Boilers and Pressure Vessels
- Gas Leakage
- Hazardous materials Incidents
- Incidents involving lifts, cranes, scaffolding or amusement structures
- Rescue involving buildings, structures, lifts, cranes, scaffolding, amusement structures, road, rail, aircraft, industrial, trench or tunnel.

Prevention / Mitigation / Risk Reduction Activities

CFA works to minimize the impact of fires and other emergencies on Victorian communities through prevention, preparedness, education and fire protection activities such as:
- Supporting development of an aware and prepared community
- Development and enforcement of relevant legislation and regulations
- Community development processes to enable communities to deal with emergencies
- Provision of support though information, resources or coordination to other organisations or personnel preparing for or engaging in prevention tasks
- Risk modelling to identify key safety processes and priorities
- Planning and/or providing anything ancillary to the matters listed above.

Response Activities

- Rescue of persons endangered by:
  - Burning, collapsed or damaged buildings
  - Damaged vehicles including road, rail and aircraft
  - Industrial machinery, lifts, cranes, boilers and pressure vessels
  - Trenches and tunnels
  - Emergency situations generally
- Suppression of uncontrolled fires and explosions
- Control of other dangerous or hazardous situations such as oil, gas and hazardous materials spills
- Protection of property and the environment from fire damage
- Provide advice to threatened and affected communities on actions that they should take during an emergency event
- Support to, and management of, other agencies in the response to emergencies
- Investigation into the causes of fire.

Relief / Recovery Activities

- Provision of assistance and advice to individuals, families and communities who have been affected by fire or other incidents as described above
- Provide assistance, advice and information to other agencies responsible for, or involved in, recovery activities.

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Defence: Victoria

Control Agency for accident/incident involving military aircraft and ships.

Response Activities

Defence Assistance to the Civil Community (DACC)

- DACC Category 1: short term (e.g. <48 hours) assistance to save human life, alleviate suffering, prevent extensive loss of animal life or prevent widespread loss of or damage to property.
- DACC Category 2: as for Category 1 but longer term and when state/territory resources are inadequate.

Relief / Recovery Activities

- DACC Category 3: assistance with recovery from a civil emergency or disaster.

Notes:

1. Category 1 assistance may be sought by a request to a local military commander.
2. Category 2 or 3 assistance should be sought through the State Emergency Response Officer (SERO) to EMA
3. Requests for Defence assistance should primarily specify the task and effect required and only secondarily indicate personnel and equipment requirements (apart from mandatory ones): Defence, in collaboration with the IMACC / IMT / ICC will determine the actual equipment and personnel resources deployed.

Department of Education and Early Childhood Development

Prevention / Mitigation / Risk Reduction Activities

- Development of the Department's statewide emergency management policy, including guidelines for schools, to prevent or minimise emergencies.

Response Activities

- Provision of an emergency telephone notification and advice service between schools and emergency services through the Department's 24-hour communications centre.
- Provision of on-site assistance and support for management of local issues involving parents, staff, students and media during emergencies.
- Coordination of Departmental activity at schools and at the scene of off-site emergencies involving school buses, camps, excursions and outdoor activities, to ensure the safety of students and staff.
- Provision of emergency response advice and assistance to non-government schools.

Relief / Recovery Activities

- Provision of specialist support services to students, including trauma counselling.
- Provision of specialist services to staff, including trauma counselling.
- Provision of emergency recovery advice and assistance to non-government schools.

Department of Environment and Primary Industries

The Department of Environment and Primary Industries (DEPI) is the Control Agency for response for:

- Agricultural or veterinary chemical contamination of livestock or agricultural produce.
- Biosecurity incursions, including:
  - ♦ emergency animal disease outbreaks (including in fish and bees)
  - ♦ exotic plant pest and disease outbreaks (including plague locusts)
  - ♦ invasive plant and animal incursions
  - ♦ rapid and significant increases in established pest populations (including mice)
- Cetacean (whale) stranding or entanglement
- Dam safety
- Exotic marine pest incursion
- Fire in State Forest, National Park and Protected Public Lands
- Oiled wildlife
- Water and wastewater service disruption.

DEPI is a key support agency for response for:

- Electricity disruption (in respect of issues affecting water supply to generators)
- Food or drinking water contamination
- Food supply critical infrastructure damage or disruption'
- Flood
- Heatwave
- Marine pollution (ship-sourced oil spills in Victorian coastal waters up to three nautical miles)
- Mine/quarry rescue.

DEPI provides support services for response in respect of:

- Animal welfare (primary agency)
- Environmental impact assessment
- Mapping services/information (primary agency)
- Produce (food) contamination by chemicals of security concern (primary agency).

DEPI provides services relief and recovery in respect of:

- Animal welfare for companion animals, livestock and wildlife in accordance with the Victorian Emergency Animal Welfare Plan
- Clearance and restoration of assets and rehabilitation of disturbance on Public Land affected by fire and fire fighting operations
- Critical food supply infrastructure damage assessments, contingency arrangements and reconstruction
- Drinking water for households
- Erosion control and advice to councils on erosion, catchment protection and reforestation
- Foreshore/beach clean-up
- Impacts on primary industries, including rural loss and damage assessment, emergency fodder/water, and advice on the disposal of dead/maimed stock

- Mapping services/information
- Rural recovery for agri-food businesses and primary industries.

Animal Welfare

Response Activities

- Provide advice to Government and emergency agencies regarding impacts on animal welfare.

Relief / Recovery Activities

- Oversight of emergency animal welfare services, including companion animals, livestock and rescue, treatment and rehabilitation of wildlife affected by fire
- Provide strategic and expert advice on animal welfare.

Blue Green Algae Bloom

- Blue Green Algae Bloom management and co-ordination arrangements are outlined in www.water.vic.gov.au/environment/algae. DEPI will be notified of an algal bloom with potential to create a major impact on drinking water supplies and/or recreational water bodies. DEPI has a supporting role in providing advice.

Cetacean (Whale & Dolphin) Stranding or Entanglement

Prevention / Mitigation / Risk Reduction Activities

- Develop and facilitate programs to reduce the incidence of cetacean entanglements.

Response Activities

- Control agency for providing a coordinated response to cetacean strandings for either living or deceased animals under the *Victorian Cetacean Emergency Plan*
- Provide a coordinated response to cetacean entanglements under the *Victorian Cetacean Emergency Plan.*

Relief / Recovery Activities

- Oversee carcass management on the foreshore of crown lands managed directly by DEPI.

Dam Safety and Water and Wastewater Services

Prevention / Mitigation / Risk Reduction Activities

- Formulation of State government policy and regulation

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- Administration of dam safety provision in the *Water Act 1989* and water corporation obligations in the Statement of Obligations.

Response Activities

- Manage response activities in order to minimise the impact on the community and the environment from dam safety, water and wastewater service related incidents.

Fire

Prevention / Mitigation / Risk Reduction Activities

- Prevention of bushfire in State Forest, National Parks and Protected Public Lands
- Development of policy and programs for bushfire planning, prevention and response in conjunction with the Fire Services Commissioner, other fire services, local government, interstate fire and land management agencies and other organisations.

Response Activities

- Control Agency for fires State Forest, National Parks, and Protected Public Lands
- Provision of support to the Fire Services Commissioner, other fire services and other emergency services.

Relief / Recovery Activities

- Rehabilitation of disturbance resulting from fire fighting operations on public land
- Clearing and restoration of assets (e.g. roads, bridges, etc.) on public land affected by fire.

Floodplain Management

Prevention / Mitigation / Risk Reduction Activities

- Overview and revision of State flood strategy.
- Develop statewide policy and promote best practice in accordance with national standards.
- Provide inter-Governmental, statewide and regional liaison.
- Review regional floodplain management strategies for approval by the Minister for Water.
- Provide technical input into assessment of applications for funding of high priority flood studies, floodplain management plans and flood mitigation works.
- Develop management arrangements for strategic and private levees systems across the State.
- Coordinate and maintain the Victoria Flood Database.
- Support community education and knowledge.

Response Activities

- Provide real time access for flood warning purposes to stream flow data collection networks managed by the Department for the purpose of natural resource management.
- Contribute to the collection of real event flood data for major floods of State significance.
- Support response agencies at the State level through the provision of flood mapping information and flood advice.
- Advise the Minister for Water on major flood events and damages.

Relief / Recovery Activities

- Assist in the assessment of natural disaster relief claims for restoration of flood damage to public assets.

Mapping and Information Services

Response Activities

- Support to response agencies through provision of digital and spatial information and services, and topographical mapping both hardcopy and electronic.

Relief / Recovery Activities

- Assisting in defining the extent of affected areas through the provision of expert advice on spatial analysis and mapping techniques.

Marine Pest Incursions

Prevention / Mitigation / Risk Reduction Activities

- Develop and facilitate risk mitigation programs in conjunction with support agencies to reduce new marine pest incursions.

Response Activities

- Control agency for responding to marine pest incursions.

Marine Pollution

Response Activities

- Provide a coordinated response to dealing with wildlife impacted by marine pollution, including oil or chemical spills, under the Wildlife Response Plan for Marine Pollution Emergencies.

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Relief / Recovery Activities

- Responsible for foreshore and beach clean up of oil or chemical pollution incidents on crown land managed directly by DEPI or Parks Victoria.

Primary Industries and Food Supply Security

Prevention / Mitigation / Risk Reduction Activities

- Provide advice relating to enhancing industry resilience, risk management and emergency preparedness for the areas of DEPI responsibility.
- Undertake risk mitigation programs relevant to biosecurity, produce or food contamination.

Response Activities

- Provide advice to Government and emergency agencies regarding impacts on primary industries and food supply.
- Support community safety and market access and supply for primary industries through State and national biosecurity and emergency arrangements, including the Australian Veterinary Emergency Plan (AUSVETPLAN), the Australian Aquatic Veterinary Emergency Plan (AQUAVETPLAN), the Australian Emergency Plant Pest Response Plan (PLANTPLAN) and the National Environmental Biosecurity Response Agreement (NEBRA).
- Assess and report on the impacts (loss and damage) to food supply infrastructure and primary industries to inform immediate priorities and recovery programs.
- Facilitate industry coordination of arrangements for business continuity of food supply chains.

Relief / Recovery Activities

- Assess agricultural asset and livestock losses in rural zones.
- Provide strategic and expert advice on the recovery of primary production and food supply to support the restoration of functioning communities.
- Provide technical support services and administer specific programs for rural landholders.

Rebuilding and Utility Restoration

Recovery Activities

- Assist with clearing and restoration of roads, bridges and other assets on public land affected by an emergency.

Reforestation

Relief / Recovery Activities

- Advice to communities on reforestation of native forest (not plantations).

For specific information relating to DEPI's emergency responsibilities and activities contact 136 186 or www.depi.vic.gov.au/fire-and-emergencies.

Department of Health

The Department of Health is responsible for working to enhance and protect the health and wellbeing of all Victorians.

Prevention / Mitigation / Risk Reduction Activities

- To develop prevention, preparedness, response and recovery capability across the hospital, primary health and aged care sectors for an emergency with major health consequences.
- Provide whole-of-health leadership and direction in planning and preparing for emergencies with major health consequences.
- Implement legislation, programs and monitoring procedures to minimise public health risk from:
    - infectious diseases
    - contaminated food
    - contaminated water supplies
    - radiation and chemicals.

Response Activities

- Control agency for human disease/epidemics, food/drinking water contamination and incidents involving radiological substances and intentional biological releases.
- Through the State Health Emergency Response Plan, co-ordinate the on-site provision of extended health care including the deployment of Medical Assistance Teams.
- Access additional health professionals for the provision of casualty care during an emergency with major health consequences.
- Direct the strategic health response during an emergency with major health consequences.
- Co-ordinate the deployment of suitably-qualified health professionals in response to an interstate or Commonwealth request.
- Through the State Health Emergency Response Plan, co-ordinate the on-site provision of primary care including the deployment of Field Primary Care Clinics.

Relief / Recovery Activities

- Support the Department of Human Services in the co-ordination of relief and recovery planning and management at State and regional levels, including State/Commonwealth departments, local government, non-government organisations and funded agencies.
- Provide advice, information and assistance to affected individuals, communities, funded agencies and municipal councils.

Department of Human Services

The Department of Human Services is responsible for State and regional co-ordination of emergency relief and recovery.

Prevention / Mitigation / Risk Reduction Activities

- To enhance prevention, preparedness, response and recovery services for a major mass casualty incident or major natural disaster in Victoria.
- Conduct community training and awareness activities (including promoting awareness of safe practices and emergency procedures and implementing safety and warning systems) for relevant clients of the Department of Human Services.

Response Activities

- Support service delivery by the Department of Health to affected individuals, groups and/or communities.

Relief / Recovery Activities

- Co-ordinate relief and recovery planning and management at State and regional levels.
- Co-ordinate all aspects of relief and recovery, including State/Commonwealth departments, local government, non-government organisations and agencies.
- Co-ordinate recovery activities in consideration of:
  - ♦ The people, social, health and community environment
  - ♦ The economic environment
  - ♦ The natural environment
  - ♦ The built environment.
- Co-ordinate provision of personal support (including psychological first aid) at incident sites and across the community.
- Provide community information and facilitate community redevelopment programs.
- Support councils, Municipal Emergency Management Planning Committees and community recovery committees in relief and recovery planning and managing relief and recovery activities.
- Provide advice, information and assistance to affected individuals, communities, funded agencies and municipal councils.
- Co-ordinate provision of interim accommodation following emergencies with major housing impacts.
- Co-ordinate clean up, together with key support agencies and other organisations with capacity to assist.

Department of Premier and Cabinet

Prevention / Mitigation / Risk Reduction Activities

- Advise the Premier, Cabinet and Central Government Response Committee on security and emergency management issues
- Lead coordination of whole of Government strategic emergency management
- Chair the Central Government Response Committee
- Support the Security and Emergencies Committee of Cabinet and the Central Government Response Committee
- Coordinate with Commonwealth, State and Territory First Ministers Departments.

Response Activities

- Provide information and advice to the Premier, Cabinet and the Central Government Response Committee on emergencies
- Advise the Premier on his/her power to declare a state of disaster
- Lead coordination of whole of Government strategic emergency management
- Chair the Central Government Response Committee
- Support the Security and Emergencies Committee of Cabinet and the Central Government Response Committee
- Coordinate with Commonwealth, State and Territory First Ministers Departments
- Activate and manage the State Crisis Centre to support government during an extreme event, in particular under the National Counter Terrorism Plan.

Relief / Recovery Activities

- Provide information and advice to the Premier, Cabinet and the Central Government Response Committee on relief and recovery from emergencies
- Lead coordination of whole of Government strategic emergency management
- Advise the Premier, Cabinet and Central Government Response Committee on State and inter-jurisdictional matters relating to the provision of natural disaster assistance
- Chair the Central Government Response Committee
- Support the Security and Emergencies Committee of Cabinet and the Central Government Response Committee
- Coordinate with Commonwealth, State and Territory First Ministers Departments
- Activate and manage the State Crisis Centre to support government during an extreme event, in particular under the National Counter Terrorism Plan.

Department of State Development, Business and Innovation

The Department of State Development, Business and Innovation (DSDBI) is Victoria's lead economic, business and innovation agency. The Department engages with Victorian business and industry to help them become competitive, innovative and connected, and generate investment, jobs and exports. It is also responsible for policy development, legislative and regulatory reform, investment facilitation and the implementation of key government initiatives relating to the energy and earth resources sector.

DSDBI is the Control Agency for:
- Energy supply network disruption, as the Agency responsible for Government energy policy. While DSDBI is the Control Agency for energy essential service disruptions, most resources for response to a disruption are located within each industry sector itself. The industry participants are identified as support agencies. If a disruption is not being resolved effectively by support/other agencies (e.g. the essential service providers) under plans and procedures for dealing with such situations, the specified Control Agency will take ultimate responsibility within the powers available to resolve the situation.

DSDBI is a key support agency for:
- Mining and petroleum disasters by providing expert advice for mine and quarry incidents and rescues, and petroleum/geothermal well and petroleum transmission pipeline incidents.

DSDBI is a primary agency for relief and recovery services for:
- Business and industry.

Prevention / Mitigation / Risk Reduction Activities

- Provide advice relating to enhancing industry resilience, risk management and emergency preparedness for the areas of DSDBI responsibility.
- Provide oversight and/or administer relevant industry specific legislation.

Response Activities

- Provide analysis and advice to Government and emergency agencies regarding impacts on businesses, industry and energy supply.
- Provide information to business through the Victorian Business Line
- Provide information to tourism operators through tourism.vic.gov.au and to the general public through visitvictoria.com
- Advise the Minister for Energy and Resources about the implications of energy supply disruptions, and in extreme outages about reserve legislative powers to intervene in energy markets. These include the direction of energy supply or usage through Orders in Council under the *Gas Industry Act 2001*, the *Electricity Industry Act 2000* or the *Fuel Emergency Act 1977* and national arrangements.
- Assess and report on the impacts (loss and damage) to energy supply infrastructure to inform immediate priorities and recovery programs, including the restoration and supply of essential services.

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- Facilitate industry coordination of arrangements for business continuity of energy supply.

Relief / Recovery Activities

- Provide advisory and mentoring services to small and medium business
- Coordinate business recovery initiatives for businesses and industry
- Fund and administer programs for business development and recovery
- Provide strategic and expert advice on the recovery of business, industry and industries to support the restoration of functioning communities.

Department of Transport, Planning and Local Infrastructure

Within these arrangements the purpose of the Department of Transport, Planning and Local Infrastructure (DTPLI) is to lead, in collaboration with stakeholders and the community, transport portfolio emergency management and preparedness. The Department delivers specified major projects, facilitates effective freight and logistics operations, and manages the security of critical transport infrastructure. DTPLI is also the Control Agency for marine pollution emergencies.

The DTPLI portfolio statutory functions and entities include:
- Emergency Risk and Resilience (ERR)
- Roads Corporation (VicRoads)
- Public Transport Victoria (PTV)
- Office of the Director, Transport Safety (TSV)
- Freight, Logistics and Marine Division (FLM)
- Port of Melbourne Corporation (POMC)
- Victorian Regional Channels Authority (VRCA).

Emergency Risk and Resilience

The Emergency Risk and Resilience (ERR) business unit manages these arrangements for DTPLI and represents the portfolio in whole-of-government emergency management planning and exercise forums. DTPLI, ERR manages the State's marine pollution response preparedness and coordinates across the portfolio during major emergencies.

Prevention / Response / Recovery Activities

All-Hazards Emergency Management

DTPLI, ERR undertakes the following emergency management roles/responsibilities:
- Coordinating information flow across the transport sector and into the whole-of-government response, during significant emergencies. This includes the operation of an emergency coordination facility in the event of major incidents and primarily acts as an information 'hub' connecting and updating relevant stakeholders
- Lead body for facilitating the distribution of national security products to the transport sector
- Representing DTPLI in the State Emergency Management Team (SEMT) in the event of a State-wide emergency
- Deploying staff into the State Control Centre to act as emergency management liaison officers in the event of a significant incident
- Working with a range of organisations across the transport sector to increase their level of emergency resilience. These include mass-passenger (rail, tram, bus and taxi), freight logistics and marine operators
- Key support role in whole-of-government disaster recovery activities coordinated by the Department of Human Services
- Leading DTPLI's policy input into the emergency and security spheres. This includes representation at:
  - State Crisis and Resilience Council (SCRC),
  - State Emergency Response Planning Committee (SERPC)
  - State Emergency Mitigation Committee (SEMC),
  - State Emergency Relief and Recovery Planning Committee (SERRPC),

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> ♦ State Control Centre (SCC),
> ♦ Transport and Infrastructure Senior Officials Committee (TISOC), and
> ♦ Transport Security Committee (TSC).

DTPLI, ERR is required under Part 6 of the *Terrorism (Community Protection) Act 2003* to work with transport providers in the development of risk management plans for terrorism as well as supervise the exercising of these plans.

Marine Pollution

- DTPLI, ERR is the control agency for marine pollution oil spills in Victorian embayments and coastal waters and takes this responsibility from the *Marine Act 1988* and the Intergovernmental Agreement on the National Plan to Combat Pollution of the Sea by Oil and Other Noxious and Hazardous Substances (NATPLAN).
- DTPLI has the powers to issue directions to ensure compliance with Victorian Marine Pollution Contingency Plan (VICPLAN).
- DTPLI, ERR leads marine pollution preparedness and response activities throughout the State. This includes:
  - ♦ Delivering specialised marine pollution training programs
  - ♦ Maintaining a stockpile of specialist marine pollution response equipment
  - ♦ Working with other State and Commonwealth agencies to build Victoria's capability and capacity to respond to marine pollution incidents
  - ♦ Managing and administering the Victorian Marine Pollution Contingency Plan (VICPLAN)
  - ♦ Responding to major, tier two and tier three marine pollution events
  - ♦ Having the ability to recover costs from polluters.
- DTPLI, ERR acquits some response activities through arrangements with Victorian Ports who respond to local tier one marine pollution incidents. These Ports include:
  - ♦ Port of Portland
  - ♦ Port of Melbourne Corporation
  - ♦ Patrick's Ports, Hastings
  - ♦ Gippsland Ports.

The Victorian Regional Channels Authority (VRCA) is responsible for managing the shipping channels in the Port of Geelong and overseeing the channels in the ports of Hastings and Portland.

Please see a separate entry for Public Transport Victoria (PTV) for their responsibilities in managing the mass-passenger, surface transport system, during emergencies.

Department of Treasury and Finance

Relief / Recovery Activities

- Provide advice to the Treasurer on financial matters associated with recovery from emergencies.
- Administer the Commonwealth Natural Disaster Relief and Recovery Arrangements.
- In accordance with the Commonwealth Natural Disaster Relief and Recovery Arrangements and in line with the Victorian guidelines, provide financial assistance to relevant Government agencies and to municipal councils for specified types of eligible natural disaster expenditure including, emergency protection works and restoration of municipal assets.

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Emergency Broadcasters

Prevention / Mitigation / Risk Reduction Activities

- Broadcast of information that promotes community safety.

Response / Relief / Recovery Activities

- Operation and maintenance of appropriate communication system for authorised emergency service representatives to initiate emergency broadcasts
- Broadcast of emergency messages (warnings and information) in the form provided by an authorised emergency service representative, interrupting scheduled programming and repeating as required
- Broadcast of the Standard Emergency Warning Signal (SEWS) as required, in accordance with the SEWS Guidelines (refer to Appendix 14, Part 8 of this Manual)
- Broadcast of weather forecast information from the Bureau of Meteorology relevant to developing emergencies
- Providing continuous broadcast services in parts of Victoria affected by a significant emergency (abandoning scheduled programming)
- Participation in emergency debrief forums, particularly regarding public information and media issues.

Note: Emergency broadcast arrangements with Victoria's Emergency Services Organisations are formalised through memoranda of understanding (MOU). The MOU facilitates closer working relationships by providing details about the system used to communicate emergency messages.

Emergency Services Telecommunications Authority

The Emergency Services Telecommunications Authority (ESTA) holds the legislative responsibility for handling Triple Zero calls and providing and managing operational communications for Victoria's emergency service organisations. ESTA operates three State Emergency Communications Centres (SECCs), providing communications services for the Country Fire Authority and Victoria State Emergency Service state-wide, and for Victoria Police, Ambulance Victoria and Metropolitan Fire Brigade in the greater Melbourne and Geelong metropolitan area.

ESTA is currently expanding its provision of communications services state-wide for Victoria Police and Ambulance Victoria.

ESTA manages contracts associated with key emergency communications infrastructure and services, including Melbourne Metropolitan Radio network, Metropolitan Data network and Emergency Alerting Service (paging network).

Prevention / Mitigation / Risk Reduction Activities

- Improve community awareness of the Triple Zero system through public education
- Development and expansion of the Emergency Marker program to assist the rapid identification of emergencies in open area locations.

Response Activities

- Answer Triple Zero emergency calls from Telstra and activate agency responses through a Computer Aided Dispatch (CAD) system
- Dispatch appropriate emergency response resources
- Track and maintain a record of the progress and status of events and emergency services resources
- Conduct immediate, operational enquiries on persons, vehicles and locations for Victoria Police
- Provide clinical triage and pre-ambulance life support advice via the telephone and access to specialist referral services as required for medical emergencies
- Render communication and media response support for the Control Agency as appropriate
- Support other agencies in business continuity and redundancy planning and testing
- Provide advisory and co-ordination role on improvements, standards and policy relating to VicMap data, underpinning the CAD system and used by emergency services
- Provide information for post incident data analysis for review and future planning.

Relief / Recovery Activities

- Provide support to other agencies, where appropriate, for recovery activities involving communication services.

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Energy Safe Victoria

Prevention / Mitigation / Risk Reduction Activities

Gas

- Promote industry emergency awareness.
- Develop and administer Regulations and Codes to ensure:
  - ♦ Safety of gas supply and use
  - ♦ Safety of gas installations
  - ♦ Safety of gas workers
  - ♦ Safety of the gas industry.

Electricity

- Develop and administer regulations to ensure:
  - ♦ Safety of the supply of electricity
  - ♦ Safety of electricity products
  - ♦ Safety of electrical installations
  - ♦ Safety standard of electrical workers.
- Develop and administer code of practice for power line clearance (vegetation) to minimise the danger of bushfires and electrocution caused by powerlines in contact with vegetation.
- Investigate electrical accident/fatalities and analyse accident trends to develop preventative measures.
- Prevent corrosion and associated leakage of underground/underwater structures such as gas, oil, water pipelines and electrical supply/telecommunication cables due to stray electrical current.
- Conduct public /industry awareness campaigns.

Pipelines

- Administer regulations ensure the safety of pipeline construction and operation.
- Administer regulations ensure the protection of the environment during pipeline operation

Response Activities

Gas

- Investigation of incidents including:
  - ♦ Fatalities
  - ♦ Gas Safety implications
  - ♦ Fires
  - ♦ Escapes
  - ♦ Damage.
- Provide advice to Government.
- Direct industry to take any necessary actions to ensure safety and supply.

Electricity

- Attend sites of serious electrical accidents to conduct investigations.
- Intervene as required to ensure appropriate action is taken by all relevant parties in the case of electricity safety emergencies.

Pipelines

- Attend sites of serious pipeline incidents to conduct investigations.
- Intervene as required to ensure appropriate action is taken by all relevant parties in the case of pipeline incidents.

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Environment Protection Authority

Prevention / Mitigation / Risk Reduction Activities

- Enforcing of the *Environment Protection Act 1970*.
- Enforcing the *Pollution of Waters by Oil and Noxious Substances Act 1986*.
- Training external agencies in the management of hazardous materials incidents.
- Licensing and inspecting industrial facilities.
- Tracking prescribed wastes from generation to disposal.
- Undertaking legal proceedings as appropriate.

Response Activities

- Control agency for pollution of inland waters.
- Assessing the environmental impact of emergencies.
- Determining practical measures to protect the environment.
- Advising the emergency services on the properties and environmental impacts of hazardous materials.
- Ensuring that appropriate disposal methods are adopted for wastes resulting from response activities.

Relief / Recovery Activities

- Assessing environmental impacts of emergencies.
- Ensuring that appropriate disposal methods are adopted.
- Advising affected persons on the properties and environmental impacts of hazardous materials.
- Implementing the *Community Environmental Trauma Protocol* when required.

Foodbank Victoria

Response / Relief / Recovery Activities

- Provision of food for use by response and recovery agencies
- Provision of mattresses and blankets.

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Fire Services Commissioner

The Fire Services Commissioner oversees and works with the three Victorian fire services to better prepare for major fires and to ensure the fire services work as one integrated force.

The Fire Services Commissioner is the senior operational fire fighter in Victoria, exercises control over 'major fires' as the permanent 'State Fire Controller', leads the State Fire Control Team and the State Emergency Management Team for fire.

The Commissioner is responsible for driving interoperability and integration across the fire services, developing and maintaining standards and operating procedures, incident management capacity/capability and for developing and driving a three-year rolling reform program to modernise and improve the integration and performance of Victoria's fire services.

Prevention / Response / Relief / Recovery Activities

- Overall control of all major fires as the permanent State Controller (s.16, *Emergency Management Act 1986*).
- Chair the State Fire Management Planning Committee.
- Represent the fire services at a range of emergency and security management committees and groups.
- Promote and lead the Fire Services Reform Program.
- Encourage and oversee joint initiatives of the fire agencies.
- Have regard to the importance of CFA volunteers with respect to Victoria's fire fighting management and capacity.
- Advise and make recommendations to the Minister for Police and Emergency Services in relation to fire management.

Response Activities

- Overall control of the response to 'major fires' (see s. 16, *Emergency Management Act 1986*).
- Issue warnings and information to the community about fires in Victoria
- Develop and maintain incident management operating procedures
- Work with fire services to enhance their individual and collective capability/capacity to plan and prepare for major fires.
- Develop and maintain standards for the performance of functions by; CFA, MFB and DEPI (fire management and suppression).
- Develop and maintain incident management operating procedures (for matters including training, development and accreditation processes, facilities and systems).
- Manage the State Control Centre on behalf of, and in collaboration with, all emergency services.
- Represent Victoria on national committees and coordinate all interstate and international deployments from Victoria's fire services.

Insurance Council of Australia Ltd

Relief / Recovery Activities

Following a disaster, the Insurance Council of Australia (ICA) will:

- Coordinate the insurance industry response to the disaster.
- Provide a single point of contact to assist policyholders affected by the disaster, which may:
    - Provide information on how to lodge a claim.
    - Provide general assistance and advice to those with possible insurance claims.
    - Help policyholders to identify their insurance company if they have not already done so.
- On behalf of the insurance industry, establish contact with government at all levels and participate on any external committee.
- Provide information to insurers, governments, the media and other interested parties and maintain statistics showing the final insured cost of the event.
- Assist the insurance industry to respond to claims in an efficient, fair and timely manner through the coordination of insurers, adjusters and intermediaries as appropriate.

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Life Saving Victoria

Prevention / Mitigation / Risk Reduction Activities

- Development of safety standards for the development, operation and use of a range of waterways including beaches, public swimming pools, home pools and spas, and urban waterways
- Development and provision of learn water safety, swimming and lifesaving programs at swimming pools, schools and lifesaving clubs
- Provision of aquatic risk management services including safety design services to designers of swimming pools and waterways
- Provision of water safety services to aquatic based events
- Provision of expert advice on aquatic risk management systems and waters safety signage
- Provision of technical and reference manuals, texts, resources, and newsletters on water safety, lifesaving, Life guarding, CPR and First Aid
- Provision of information and education displays at tradeshows and community events
- Provision of accredited training for Personal Water Craft and Inflatable Rescue Boats
- Provision of vocational education and training programs such as Pool Lifeguard, First Aid, Oxygen Equipment, and specialist areas such as Automatic External Defibrillation (AED) and aquatic and dry Spinal Injury Management
- Provision of safety inspection services for swimming pools, urban, coastal and inland waterways using approved risk management tools.

Response Activities

- Provision of both professional and volunteer beach based patrolling including inshore, rescue and response services provided from 68 locations across Port Phillip Bay, the Victorian coastline and Mildura (Murray River)
- Provision of emergency evacuation centres at the lifesaving club clubrooms
- Provision of support services to Victorian Police (Water Police Squad)
- Provision of coastal communication network
- Provision of offshore rescue boat services
- Provision of Westpac Lifesaver Rescue Helicopter services.

Melbourne Water Corporation

Prevention / Mitigation / Risk Reduction Activities

- Develop and implement plans and operational procedures for the continuity of Melbourne's water supply systems, dams, sewerage systems, waterways and drainage assets.
- Develop and implement plans for the protection of Melbourne Water's assets and systems, including Dam Safety, Water Quality, Catchment and Asset Security.
- Develop and undertake training and exercise activities to ensure that Melbourne Water's people, customers and partners are able to implement plans and procedures.
- Prepare sub catchment drainage strategies to support urban development.
- Establish agreements with land developers for the provision of drainage infrastructure.
- Regulate development in flood prone areas within our Waterway Management District as a referral authority under council planning schemes.
- Develop policies and procedures for the management of trade waste.
- Continue to develop the flood monitoring system for our Waterway Management District.

Response Activities

- Implement plans and procedures for the continuity of services in the event of a threat or impact to Melbourne Water's water supply systems, dams, sewerage systems, waterways and drainage assets.
- Implement plans for the protection of Melbourne Water's assets and systems from threats and impacts, including Dam Safety, Water Quality, Catchment and Asset Security.
- Provide flood predictions to the Bureau of Meteorology for Melbourne's water courses for which flood warning systems have been developed.
- Provide emergency works to alleviate flooding and clearance of waterways and drainage assets after flooding has occurred.
- Provide advice and support to the Environment Protection Authority and other response agencies regarding the impact of an incident or emergency (including pollution to waterways) within our Waterway Management District.
- Provide advice and support to the Department of Environment and Primary Industries (DEPI) for any Dam Safety event.

Relief / Recovery Activities

- Support the recovery and rehabilitation of areas directly impacted by the failure of Melbourne Water's assets or systems.
- Provide advice to the community on the rehabilitation of waterways affected by an incident or event.
- Clearing and restoration of roads, bridges and other assets managed by Melbourne Water affected by an incident or event.
- Support the recovery and rehabilitation of natural, cultural, tourism and visitor assets affected by an emergency in catchments, parks, reserves, rivers and waterways, and local ports managed by DEPI and Parks Victoria.

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Metropolitan Fire Brigade

Control Agency for:
- Accidents involving Gas Leakage, Hazardous Materials, Lifts, cranes or scaffolding and amusement structures
- Fire and Explosion incidents involving Aircraft and Boilers and Pressure vessels
- Rescue incidents involving Rail, aircraft and industrial, Road, Trench and Tunnel.

Prevention / Mitigation / Risk Reduction Activities

- Reduce the number of fires and hazardous incidents through:
  - Increasing community involvement and awareness in hazard prevention.
  - Changing community behaviour through public education and legislation.
  - Increasing the understanding of the use of fire protection and detection systems.
  - The application of risk management strategies to identified community risk.
  - Development/enforcement of relevant legislation and regulations.
  - Broaden community awareness and preparedness to minimise the impact of an emergency on the community.

Response Activities

- Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through:
  - Suppression of uncontrolled fires.
  - Rescue of persons from:
    * fire
    * road, rail and aircraft accidents
    * industrial accidents
    * other emergencies
  - Controlling accidents involving:
    * boilers/pressure vessels
    * dangerous goods/hazardous materials
    * lifts and cranes
    * tunnelling/trenches
    * building collapse
    * explosions, e.g. gas
- Provide emergency medical response (EMR) to relevant, as defined, events to support Metropolitan Ambulance Service within the Metropolitan Fire District.
- Investigation into the causes of fire.
- Provide support to other agencies, where appropriate, in the management of emergencies.

Relief / Recovery Activities
- Provide post incident assistance and advice to persons impacted by fire and other emergencies.
- Provide support to other agencies, where appropriate, for recovery activities involving personnel or the environment.

Municipal Councils

This is an indicative list. Refer Part 6 of the Manual for a more detailed description. Most of the activities in the list below are carried out by councils in close conjunction with, or with direct support by, Government departments and agencies.

Prevention / Mitigation / Risk Reduction Activities

- Perform municipal functions under Local Government, Fire, Health, Building, and Planning legislation e.g. planning, building, occupancy.
- Identification and assessment of hazards/risks.
- Provision of community awareness, information and warning system(s).
- Identification and assessment of risks using a community emergency risk management framework.
- Implementation/coordination of specific risk treatments for identified risks and exposed elements in the community. Including, flood/fire management, maintaining a register of at-risk groups, fire risk reduction (private and council lands).

Response Activities

- Provision of available municipal resources needed by the community and response agencies.
- Establishment of MECC - facilities and staffing.
- Provision of facilities for emergency services' staging areas.
- Facilitate the delivery of warnings to the community.
- Provision of information to public and media.
- Coordination of the provision and operation of emergency relief (includes catering, emergency relief centres, emergency shelters and material needs).
- Clearance of blocked drains and local roads, including tree removal.
- Support to VicRoads for partial/full road closures and determination of alternative routes.

Relief / Recovery Activities

- Provision of information services to affected communities, using e.g. information lines, newsletters, community meetings and websites
- Provision and staffing of Recovery/Information Centre(s).
- Formation and leadership of Municipal/Community Recovery Committees.
- Post-impact assessment — gathering and processing of information.
- Survey and determination regarding occupancy of damaged buildings.
- Environmental health management — including food and sanitation safety, vector control, such as removing dead animals (domestic, native or feral) from waterways.
- Oversight and inspection of rebuilding/redevelopment.
- Provision and management of community development services.
- Provision and/or coordination of volunteer helpers.
- Provision of personal support services, e.g. counselling, advocacy.
- Coordination of clean up activities, including disposal of dead animals (domestic, native and feral).
- Support provision/coordination of temporary accommodation.
- Repair/restoration of infrastructure, e.g. roads, bridges, sporting facilities, public amenities.

National Offshore Petroleum Safety and Environmental Management Authority

Prevention / Mitigation / Risk Reduction Activities

- Promotion of safe and environmentally responsible Australian offshore petroleum and greenhouse gas storage industries
- Development and implementation of effective monitoring and enforcement strategies for occupational health and safety, well integrity and environmental management in offshore petroleum operations
- Investigate accidents, occurrences and other circumstances that may affect occupational health and safety, well integrity and environmental management of offshore petroleum operations
- Advising persons on occupational health and safety, well integrity and environmental matters relating to offshore petroleum operations

Response Activities

- Provision of expert advice to assist other agencies who are responding to emergencies at or involving offshore petroleum operations
- Provision of advice and briefings to Ministers, the public and the media on emergencies at or involving offshore petroleum operations.

Office of the Emergency Services Commissioner

Response / Relief / Recovery Activities

The Office of the Emergency Services Commissioner (OESC) supports the Emergency Services Commissioner to meet his legislative responsibilities. The Office provides strong leadership and a rigorous, accountable and collaborative approach to identify opportunities for continuous improvement in achieving contemporary good practice in the preparation for and management of major emergencies.

The Commissioner advises and reports to the Minister for Police and Emergency Services on any issues relating to emergency management. Key legislative responsibilities include:

- establishing standards for the prevention and management of emergencies
- monitoring and assessing performance against those standards
- actively encouraging all emergency service providers to work together to deliver a safer and more resilient Victoria.

Performance Standards Framework

Together with its partners, OESC is developing a Performance Standards Framework and Capability Self Assessment Tool for the State's emergency management sector. These standards outline community and government expectations and are used to drive a culture of continuous improvement in the way emergencies are prepared for and managed in Victoria.

Emergency Alert

The OESC also leads the national Emergency Alert project to deliver emergency messages to mobile and landline telephones. This includes the rollout of the new capability to send messages to mobiles according to their actual location when they are in an area affected by an emergency.

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Parks Victoria

Prevention/ Mitigation/ Risk Reduction Activities

- Fire prevention and preparedness on public land in Victoria (Fire Protected Area (FPA)): provide support to DEPI and undertake activities described in DEPI Fire Protection and Readiness and Response Plans.
- Responsible as the land manager for fire prevention works on parks and reserves managed by Parks Victoria in the Country Area of Victoria and Metropolitan Fire District (other than planned burns which are the responsibility of DEPI with the support of Parks Victoria staff).
- Responsible for preparing and maintaining Emergency Management Plans (EMPs) for parks, reserves, rivers and waterways managed by Parks Victoria.
- Responsible for preparation and implementation of Safety and Environment Management Plans (SEMPs) for the Local Ports of Port Phillip and Western Port.
- Responsible for the safe, efficient and environmental management of the Local Ports of Port Phillip, Western Port and Port Campbell, including the navigable sections of the Yarra and Maribyrnong Rivers (excluding Commercial Ports), and other specified navigable waterways.
- Administration of legislation and policy governing the use and enjoyment of parks, reserves, rivers, waterways and ports managed by Parks Victoria, including Marine National Parks and Sanctuaries to reduce risk to the environment and visitor safety.
- Support enforcement activities of DEPI in accordance with DEPI policy.

Response Activities

- Fire suppression on public land in Victoria (FPA): provide staff to support DEPI.
- Fire suppression activities in parks and reserves managed by Parks Victoria in the Melbourne Fire District under the direction of MFESB.
- Fire suppression activities in parks and reserves managed by Parks Victoria in the Country Area of Victoria under the direction of CFA.
- Oil and chemical pollution incidents in local ports and State waters under the direction of DTPLI (Emergency Risk and Reslilience), in liaison with or as their agents, and the Environment Protection Authority (EPA) under the Victorian Marine Pollution Contingency Plan (VICPLAN).
- Non-hazardous waterway pollution (as determined by EPA, MFB, CFA and / or DTPLI (Emergency Risk and Resilience)) on rivers managed by Parks Victoria, under the direction of EPA.
- Hazardous waterway pollution on rivers managed by Parks Victoria (as determined by EPA), under the direction of Melbourne Water, MFB, CFA, and DTPLI (Emergency Risk and Resilience) or their agents.
- Oiled wildlife, in accordance with the *Wildlife Response Plan for Oil Spills* under the direction of DEPI or DTPLI (Emergency Risk and Resilience) through a *Marine Pollution Contingency Plan*.
- Cetacean strandings and entanglements under the direction of DEPI in accordance with the *Victorian Cetacean Contingency Plan (DEPI)*.
- Fish kills, under the direction of EPA in accordance with the *Fish Death Response Procedure*.

- Marine pest incursions under the direction of DEPI in accordance with the *Interim Victorian Protocol for Managing Exotic Marine Organism Incursions (DEPI)*.
- Search and rescue on land and in Victorian Waters, particularly those managed by Parks Victoria under the direction of Victoria Police or the Victoria State Emergency Service (VICSES).
- Wildlife incidents on public land under the direction of DEPI.
- Floods, severe storms and earthquakes particularly within parks, reserves, rivers and waterways managed by Parks Victoria, under the direction of VICSES.
- Blue-green algal blooms where Parks Victoria is the designated waterway manager under the *Marine Act 1988*, (e.g. Albert Park Lake, lower reaches of the Barwon River system (including Lake Connewarre), Lysterfield Lake and Tower Hill) under the direction of the relevant Catchment Management Authority.

Relief / Recovery Activities

- Recovery and rehabilitation of natural values, cultural values, tourism and visitor assets affected by an emergency on parks, reserves, rivers, waterways and local ports managed by Parks Victoria in collaboration with DEPI and the Department of Human Services (DHS).
- Cleanup following oil or chemical pollution incidents on parks, reserves, rivers, waterways and local ports managed by Parks Victoria, in liaison with the Department of Transport, Planning and Local Infrastructure (DTPLI), or their agents, and the EPA.
- Cleanup of fish kill incidents for rivers, waterways and local ports managed by Parks Victoria in collaboration with EPA and DEPI.
- Parks Victoria may support at the request of DEPI or DHS in the recovery and rehabilitation of natural values, cultural values, tourism and visitor assets affected by an emergency on public land in Victoria.

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Port of Melbourne Corporation

The Port of Melbourne Corporation (POMC) is responsible for managing the land and water-side functions of the Port, including the channels between Melbourne and the sea. It is responsible for facilitating integration of port infrastructure with the State's broader freight and logistics system.

Prevention/Mitigation/Risk Reduction activities

- Ensure safe management of commercial shipping within the waters of the Port of Melbourne
- Monitor and provide information on Dangerous Cargoes located in the Port
- Provide fire fighting and safety management systems at common user Hazardous Bulk Liquid Berths
- Provide control systems for fuel bunkering and "Hot Work" activities in the Port.

Response Activities:

- Provide marine and port operations expertise at POMC Hazardous Bulk Liquid Berths and other POMC facilities
- Provide access to POMC controlled resources
- Control Agency for marine casualty non-search and rescue
- Control agency for oil spills in the Port Phillip Region
- Provide marine and port operations expertise to State response agencies.

Relief / Recovery Activities:

- Manage and participate in the development of recovery management within the *Melbourne Port Emergency Management Plan.*
- Manage the recovery of POMC operations and facilities.
- Provide marine and port operations expertise to State recovery agencies.

Public Transport Victoria

Public Transport Victoria (PTV) is responsible for effectively managing contractual and regulatory relationships with METRO Trains, V/Line Passenger, Yarra Trams, and bus operators.

Prevention / Response / Relief / Recovery Activities

- Support agency, in collaboration with the Department of Transport, Planning and Local Infrastructure (Emergency Risk and Resilience), providing immediate assistance in coordination of all private rail, tram, and bus organisations related to emergencies involving loss of life, injury to persons, fire, hazardous chemical accidents, general policing incidents and other major emergencies.
- Provide and facilitate professional and skilled engineering and technical emergency teams/experts, equipment and material to other emergencies from either PTV or the private companies as appropriate.
- Coordinate with the private owners the provision of alternative transport for the duration of the emergency and restoration of normal services.
- Managing partnership agreements for the provision of safe and reliable train and tram services and managing contracts for the provision of safe and reliable route bus, school bus and French Island–Philip Island ferry services
- Monitoring and reporting on the performance of public transport operators
- Auditing of rail easement fire mitigation programs
- Liaising with operators to plan and deliver public transport for special events.

Train & Tram Line Responsibilities

Melbourne Suburban Train Network

METRO Trains is responsible for the maintenance of the electrified suburban train network in Melbourne and the Stony Point line. METRO Trains also operates **Metrol** which is the train control centre for all train and track vehicle movements over the electrified metropolitan rail network (and the Stony Point line).

Melbourne Tram Network

Yarra Trams is responsible for maintaining the tram network in Melbourne. This includes tram lines, the trams control centre in South Melbourne and Melbourne's tram stops.

Intrastate Train Network

V/Line Passenger is responsible for maintaining the Victorian intrastate train network including both the freight-only and regional passenger networks. This includes some non-electrified, broad gauge freight-only lines in and around the metropolitan area including the Port of Melbourne. V/Line also operates **Centrol** which is the train control centre for all train and track vehicle movements over the non-electrified intrastate rail network.

Interstate Train Lines

The **Australian Rail Track Corporation** is responsible for the maintenance of the Victorian interstate standard gauge rail lines (known as the Designated Interstate Rail Lines (DIRN)). This includes the lines that run from Southern Cross Station to Albury (NSW) and from Tottenham Junction to Wolseley (South Australia). The Australian Rail Track Corporation also operates a control centre for all interstate trains running on its tracks.

Rural Finance Corporation of Victoria

Relief / Recovery Activities

- Provide financial assistance via grants, interest rate subsidies or concessional loans to disaster affected farmers, small business owners and non-profit organisations.

Salvation Army - Victorian Emergency Services

Response Activities

- Provide refreshments to emergency management personnel and affected persons.
- Assist in the provision of catering to emergency management personnel and affected persons.
- Primary support agency at State level for provision of material needs (including bedding and clothing) to affected persons.
- Make available any Salvation Army service that may be available during an emergency to assist persons affected (e.g. personal support, emergency accommodation, transport).
- Provide support to community safety activities.

Relief / Recovery Activities

- Provision of financial assistance, catering, personal support, food, material aid and/or temporary accommodation as available.

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St John Ambulance Australia (Vic.)

Prevention / Mitigation / Risk Reduction Activities

- Promotion and provision of community first aid training through public education in schools, workplaces and to the public.
- Improve community readiness through the marketing of appropriate and cost effective first aid kits.
- Provide onsite consultations with workplaces and community groups to include first aid component within first aid management plans for the prevention of minor injuries.
- Provide advice to event organisers with the planning of first aid and medical service delivery at local and major events.

Response Activities

- Support agency for the provision of first aid services to other emergency service agencies and public.
- Support for Ambulance Service with first aid and medical services within the scope of the Victorian State Health Emergency Response Plan (SHERP).
- Provide response and resources within the scope of the first aid support to the SHERP, i.e., Mobile first aid vehicles, first aid/first responder trained teams, Medical Assistance Teams and provides stand alone communication system.

Telstra Corporation Limited

Response Activities

- Provide products and solutions with the ability to communicate effectively with emergency response teams, groups of volunteers, media and the whole community.
- Ensure supporting emergency communications facilities are provided to response agencies and the community.

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Transfield Services Australia Pty Ltd (EastLink)

Transfield Services (EastLink) is responsible for traffic management, maintenance and operational activities on EastLink. Transfield Services is a support agency for emergencies occurring within EastLink project land. Transfield Services will provide resources, within its capability, to assist control and support agencies or persons affected by an emergency on the EastLink project land. Transfield Services may also have a role in emergencies that do not involve EastLink directly but affect its operation.

Response Activities

During an emergency Transfield Services (EastLink) will support the control and support agencies by:
- Providing a Forward Liaison Officer
- Providing an Incident Management facility to assist in the coordination of the emergency;
- Other assistance as required.

Relief / Recovery Activities

Transfield Services (EastLink) role in recovery is:
- Restoration and/or reconstruction of EastLink
- Assist with the ongoing management of traffic if EastLink is not available for use
- Liaison with state authorities and local councils
- Facilitate the physical and mental wellbeing of all company personnel involved in the emergency.

TransLink Operations Pty Ltd (CityLink)

TransLink Operations is responsible for the day-to-day management of CityLink. TransLink Operations is a support agency for any incident that involves CityLink and it will provide resources, within its capability, to assist control and support agencies or persons affected by an emergency. TransLink Operations may also have a role in emergencies that do not involve CityLink directly but effect its operation.

Response

During an emergency TransLink Operations will support the control and support agencies by:
- Providing a Forward Liaison Officer
- Other assistance as required.

Relief / Recovery

TransLink Operations role in recovery is:
- Restoration and / or reconstruction of CityLink
- Assistance with the on-going management of traffic on the arterial network if the Link is not available for use
- Provision of information concerning the commercial issues
- Liaison with state authorities and local government
- To facilitate steps to ensure the physical and mental well being of all company personnel involved in the emergency
- To participate on a Community Recovery Committee, if required.

Transport Safety Victoria

Transport Safety Victoria (TSV) is the State's safety regulator for bus, maritime and rail transport. TSV seeks the highest transport safety standards that are reasonably practicable consistent with the transport system's vision and objectives under the *Transport Integration Act 2010*. This is achieved through administering bus, maritime and rail safety legislation that promotes transport safety outcomes in Victoria.

As Victoria's transport safety regulator, TSV:
- Licenses, registers and accredits operators and other industry participants
- Monitors the transport industry's and participants' systems for managing safety risks
- Monitors compliance with transport safety legislation, and
- Takes enforcement action as appropriate to promote safety outcomes in Victoria.

Prevention / Mitigation / Risk Reduction Activities

- Investigate and report on transport safety matters
- Provide advice and recommendations to the Minister for Ports and the Minister for Public Transport on transport safety issues
- Promote awareness, provide information and education on transport safety issues
- Collects, analyse and report on safety data and safety science, and
- Develop policy relating to the administration of transport safety legislation.

Response

- Receive notifications of notifiable occurrences/ incidents/ accidents in bus, maritime and rail transport
- Investigate incidents and accidents for compliance with transport safety legislation as appropriate, and
- Liaise with relevant agencies at any incident or accident attended, including, Victorian Police, Office of the Chief Investigator (Transport and Marine Safety Investigations), WorkSafe and Department of Transport, Planning and Local Infrastructure.

VicRoads

The Roads Corporation (VicRoads) is responsible for delivering social, economic and environmental benefits to communities throughout Victoria by managing Victoria's road system and its use as an integral part of the overall transport network. The functions and objects of the Corporation are outlined in the *Transport Act 1983*, *Road Safety Act 1986* and *Road Management Act 2004*.

Prevention / Mitigation / Risk Reduction Activities

- Improve the safety level of country and city roads.
- Encourage vehicle manufacturers to provide occupant safety features and to maximise ongoing compliance with vehicle roadworthiness requirements.
- Coordinate road safety programs with community groups and other agencies.
- Plan for the management of incidents on major arterial roads with other agencies, including diversion routes for the different classes of vehicles.

Response Activities

- Assist with the management of road links during emergencies, which includes route selection, emergency traffic management, escorting, route conditions advice and control.
- Provide support advice on engineering and transport matters.
- Primary support agency for engineering and transport service for emergency response activities.
- Provide road closure and condition information to the public.

Relief / Recovery Activities

- Restoration of VicRoads roads and bridges.
- Assist municipal councils with the restoration of their roads and bridges.
- Central contact point for the acquisition and use by others of transport and engineering expertise.
- Provide road closure and condition information to the public.

Victoria Police

Control Agency for Accidents/Incidents involving Aircraft, Rail, Tram and Road
Coordination Agency for all Response Activities.

Prevention / Mitigation / Risk Reduction Activities

- Development of community emergency awareness through the provision of information and education in the media, and other means.

Response Activities

- Control agency for:
  - Search and rescue on land and Victorian waters, other than for Australian Defence Force ships and planes.
  - Road and other accidents (unless otherwise designated).
  - Rescue in mines and caves.
  - Explosive devices.
  - Threats to life and property (unless otherwise designated).
  - Heatwave.
- Responsible for the effective coordination of resources or services in response to emergencies.
- Responsible for:
  - Evacuation - in consultation with the control agency and other expert advice.
  - Registration of evacuees - in conjunction with the Australian Red Cross.
  - Provision of media coordination (where no other facility exists).
- Support to other agencies in:
  - Provision of personnel.
  - Provision of land, air and water transport.
  - Dissemination of public information.
  - Access to communications.
  - Coronial investigations.

Relief / Recovery Activities

- Ensure effective interface between response and recovery activities.
- Provision of support within the affected community in conjunction with recovery agencies.

Victoria State Emergency Service

Prevention / Mitigation / Risk Reduction

- Provision of advice, information, education, training and assistance to municipal councils, other agencies and the community in relation to emergency management principles and practices.
- Assistance to municipal councils in the development of emergency management plans including assistance to incorporate an all hazards risk management approach to emergency management planning.
- Audit municipal emergency management plans.
- Provide the emergency response development function to each emergency response region.
- Engage with communities providing flood, storm earthquake and tsunami risk information.

Response Activities

- Control agency for storm, flood, earthquake and tsunami.
- Rescue of persons from, or endangered by:
  - ♦ Road, rail and aircraft accidents
  - ♦ Industrial accidents
  - ♦ Buildings damaged or collapsed
  - ♦ Other emergency or dangerous situations.
- Support agency for search and rescue on land, including caves, and on water.
- Support agency for evacuation.
- Provision of information to the community and government.

Relief / Recovery Activities

- Provide human and other resources for recovery activities where appropriate.

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Victorian Building Authority

Prevention / Mitigation / Risk Reduction Activities

- Promote better building standards
- Conduct and promote research into better building standards
- Facilitate detailed hazard mapping areas for Victoria in accordance with the Building Regulations 2006
- Monitor and enforce compliance with the *Building Act 1993* and the Building Regulations 2006 relating to building and building practitioners.

Response Activities

- Provide building maintenance and safety information resources to response agencies.

Relief / Recovery Activities

- Provide building maintenance and safety information resources to recovery agencies
- Provide building safety and maintenance information to affected persons.

Victorian Council of Churches

Relief / Recovery Activities

- Provide personal support, psychological first aid and emotional spiritual care to individuals and communities
- Provide Community Chaplains for early psychological first aid interventions
- Co-ordinate a multi faith response to emergencies
- Co-ordinate the emergency chaplaincy network for Victoria
- Provide outreach activities with trained outreach and visitation workers
- Co-ordinate State services of worship and assist in the organisation of public memorials and gatherings to support the recovery of affected communities
- Provide an advisory and training resource for community recovery and development for faith based organisations.

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Victorian Managed Insurance Authority

The Victorian Managed Insurance Authority (VMIA) is a statutory body that provides insurance for State Government assets. VMIA is mandated under the *Victorian Managed Insurance Authority Act 1996*.

Prevention / Mitigation / Risk Reduction Activities

- Provides expert risk management support/advice to individual organisations and through emergency management forums.
- In accordance with the Act, VMIA's role is to assist departments and participating bodies to establish programs:
  - ♦ for the identification, quantification and management of risks
  - ♦ to monitor risk management by departments and participating bodies
  - ♦ to provide risk management advice to the State
  - ♦ to provide risk management advice and training to departments and participating bodies, and
  - ♦ to act as insurer for, or provide insurance services to, departments and participating bodies.
- VMIA also provides services to the Victorian Government on risk and insurance issues and trends
- Provides insurance to emergency services agencies and other agencies and departments involved in emergency management.

Response Activities

- Provides insurance for the Emergency Resource Providers Support Scheme (EmRePSS) for response preparedness (Refer to Part 8, Appendix 11 for details) to enable use of private resources for emergency response.

Relief / Recovery Activities

- Administers insurance claims for the restoration of State Government assets damaged or destroyed in an emergency and liability claims against State agencies.

Victorian Regional Channels Authority

The Victorian Regional Channels Authority (VCRA) is responsible for managing the shipping channels in the Port of Geelong and overseeing the channels in the ports of Hastings and Portland.

Prevention / Mitigation / Risk Reduction Activities

- Safe management of the movement of all vessels within the port waters of Geelong, Hastings and Portland.

Response Activities

- Control agency for marine casualty which is non search and rescue.

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VicTrack Access

Prevention / Mitigation / Risk Reduction Activities

- Identification and removal or reduction of risks on rail reserves, other than on those allocated to rail access providers.
- Maintain certain road-over-rail bridges and platforms.
- Maintain Victorian non-urban train to base radio.

Response Activities

- Provide professional engineering and technical advice to control agencies (communications, level crossings & infrastructure).

Relief / Recovery Activities

- Repair, recovery and provision of alternative communications network in times of system outages.

Volunteer Emergency Search and Rescue Organisations

Search and Rescue operations are often supported by volunteer emergency search and rescue organisations. Some of these organisations have a large network of resources located throughout the State, e.g. Australian Volunteer Coast Guard – Victorian Squadron and Lifesaving Victoria (refer to specific role statements in this Part).

Other volunteer emergency search and rescue organisations are more specialised and/or provide search and rescue support services in localised areas of the State. Some organisations specialise in marine search and rescue and others land search and rescue.

Response Activities

- Support agency to Victoria Police for land and/or marine search and rescue
- Provision of specialised search and rescue equipment.

Note: Further information about specific roles/services provided can be obtained by contacting Victoria Police Water/Search & Rescue Squads.

Note: The Country Fire Authority and Victoria State Emergency Service are statutory authorities that also provide volunteer emergency workers for emergency search and rescue response operations (refer to specific role statements in this Part).

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Water Corporations

Prevention / Mitigation / Risk Reduction Activities

- Develop appropriate operation and maintenance plans, risk management plans, emergency management plans and business continuity plans to ensure, water supply, wastewater and irrigation and drainage assets perform their function appropriately.
- Develop appropriate dam safety emergency plans to deal with a potential dam failure.
- Conduct periodic training exercises to ensure that emergency management plans can be implemented effectively.

Response Activities

- Activate incident emergency management plans and business continuity plans during a service disruption or when the corporation's assets fail to perform their function.

Relief / Recovery Activities

- Support the agency tasked with recovery activities.

Wireless Institute Civil Emergency Network (WICEN)

Response / Relief / Recovery Activities

- Provision of communications or supplementary facilities for and between response and/or recovery agencies.
- Provision of communications to the community where conventional communications facilities are not available.
- Provision of relief operators for other agency communications equipment.

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WorkSafe Victoria (Victorian WorkCover Authority)

Prevention / Mitigation / Risk Reduction Activities

- Promote workplace health and safety management systems.
- Development and publishing of guidance notes and alerts on a wide range of occupational health and safety, and dangerous goods matters.
- Investigation and reporting on:
  ♦ Workplace fatalities and incidents resulting in life threatening or serious injury.
  ♦ Incidents involving transport of dangerous goods and chemicals and high consequence dangerous goods and explosives.
  ♦ Use, storage and handling of dangerous goods and chemicals and high consequence dangerous goods.
- Inspection and certifications/authorisations/approvals under health and safety and dangerous goods legislation.
- Public Safety where WorkSafe has jurisdiction under the Equipment Public Safety Act & Regulations.

Response Activities

- Technical support to other agencies mainly in the area of plant, chemicals, dangerous goods, high consequence dangerous goods, explosives (other than ordinance and explosives or firearms at crime scenes), mines, prescribed mines, quarries, on-shore petroleum sites and geothermal or on-shore exploration sites.
- Investigation into the cause of workplace and work-related incidents including incidents in public places involving registered, licensed and prescribed equipment and at major public events where such equipment is involved in an incident including amusement structures and amusement rides.