

CITY OF YARRA

MEMP PART 8

EMERGENCY RESPONSE ARRANGEMENTS

PUBLIC VERSION

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Version Control

Major changes to this section must be endorsed by the Municipal Emergency Management Planning Committee (MEMPC) and presented to Council for consideration and adoption.

The record below is to be completed by the person making the amendment(s). As amendments occur, the decimal version number will be updated (e.g. from Version 2.1 to Version 2.2). Major changes will require the whole version number to change (e.g. from Version 2.6 to version 3).

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8.1 INTRODUCTION

Response is defined as “the combating of emergencies and the provision of rescue services” (*Emergency Management Act 2013*). The main priority when responding to an emergency within the City of Yarra is the protection of life and then property. This aligns with the State Emergency Management Priorities:

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

The basic emergency response functions at a local level are:

- Provision of resources as available and needed by the community and response agencies
- Establishment of a Municipal Emergency Coordination Centre – facilities and staffing
- Facilitate the delivery of warnings to the community
- Provision of information to public and media
- Coordination of the provision and operation of emergency relief centres and emergency shelters
- Clearance of blocked drains and local roads, including tree removal
- Support to Vic Roads for partial/full road closures and determination of alternative routes
- Repairing or replacing damaged public utilities, services and assets.

Emergencies begin locally and response arrangements may initially be managed through cooperation between the Control Agency and the City of Yarra using Control agency resources, Council resources or through commercial contracts in place between the Council and its commercial partners. Council has a number of Emergency Management Liaison Officer’s (EMLO) and MERO’s who are trained to liaise between Council and the control agency. Where the capability and resources of the Control Agency and Council is exhausted, the Regional and State Emergency Response Plan provides for further resources to be made available, firstly from neighbouring Municipalities, then through Regional or State levels.

Emergencies are classed in three categories:

Class 1 emergency means -

- (a) a major fire; or
- (b) any other major emergency for which the Metropolitan Fire and Emergency Services Board, the Country Fire Authority or the Victoria State Emergency Service Authority is the control agency under the state emergency response plan;

Class 2 emergency means a major emergency which is not—

- (a) a Class 1 emergency; or
- (b) a warlike act or act of terrorism, whether directed at Victoria or a part of Victoria or at any other State or Territory of the Commonwealth; or

(c) a hi-jack, siege or riot;

Class 3 emergency –

For the purpose of this State Emergency Response Plan, a Class 3 emergency means a warlike act or act of terrorism, whether directed at Victoria or a part of Victoria or at any other State or Territory of the Commonwealth, or a hi-jack, siege or riot. Class 3 emergencies may also be referred to as security emergencies

This section of the MEMP outlines when, how and by whom resources can be sourced and deployed to protect life and property in a municipal emergency event occurring in the City of Yarra. This section also covers who is responsible for controlling and supporting response operations in the municipality.

8.1.1 Control, Command, Coordination, Consequences and Communication

The State Emergency Response Plan within the Emergency Management Manual of Victoria (EMMV Part 3) details the response management arrangements for Victoria. Included in these arrangements are definitions of Command, Control, Co-ordination, Consequence and Communication.

The identification of Control and Support Agencies for specific emergencies (EMMV Part 7), and the role of local government in emergency management (EMMV Part 6). The State Emergency Response Plan should be consulted for detailed information, however for the sake of completeness, an overview is included below:

Control- The overall direction of response activities in an emergency, operating horizontally across agencies.

Command-The internal direction of personnel and resources of an agency, operating vertically within the agency.

Coordination- The bringing together of agencies and resources to ensure effective preparation for, response to and recovery from emergencies.

Consequences -The management of the effect of emergencies on individuals, the community, infrastructure and the environment.

Communication -The engagement and provision of information across agencies and proactively with the community to prepare for, respond to and recover from emergencies.

Refer to [Appendix 1](#) for detail on how resource requests should be coordinated.

8.1.2 Activating response arrangements

It is important to recognise that response arrangements should be activated at the earliest possible opportunity if the effects of emergencies are to be minimised and that activities are *scalable* and can escalate as required.

The MERC should always be the first person contacted when a Control Agency requires additional resources to respond to an emergency event. Control agencies should notify the MERC who will contact the MERO. Contact details for the MERC and MERO are stored in Part 2 of the MEMP.

Victoria Police has multiple officers appointed and trained to ensure a MERC is available 24 hours 7 days a week in the City of Yarra. Similarly, Council has multiple officers appointed and trained to ensure a MERO and MRM are available 24 hours 7 days a week.

Following direction from the MERC, the MERO may be required to deploy staff, procure and deploy plant resources including activating the establishment of the MECC or - in consultation with the MRM - a Municipal Emergency Relief Centre (ERC).

8.1.3 Escalation

[Appendix 1](#) provides an overview of the escalation process relating to resource management.

If a request for resources cannot be satisfied at the local level, assistance may be sought from other Councils in the North West Metro Region (NWMR) by activating the NWMR Collaboration Group Resource Sharing Protocol or Councils outside the NWMR through the MAV Protocol for Inter Council Emergency Resource Sharing. The Yarra City Council is a signatory to both these Protocols. Details on activating these two protocols are stored in TRIM (D14/166543 and D14/146955).

If the MERO and MRM are unable to source the requested resources, then the request will be escalated by the MERC to the Regional Emergency Response Coordinator (RERC). If the request cannot be satisfied at the Regional level, it will be escalated by the State Police Liaison Officer to the Emergency Management Commissioner.

If a request cannot be satisfied from resources within Victoria, the Emergency Management Commissioner may seek Commonwealth Assistance or assistance from other States and Territories.

Council owned resources and local contractors are listed in the Part 3 of the MEMP – Local Resources.

Requests for resources should be provided in a format as decided by the relevant emergency response coordinator, and include the name and position of the person requesting the resources and comprehensive details of the task to be undertaken. Private providers of resources must be considered as possible sources of supply at each level. The requesting agency is responsible for making appropriate arrangements for delivery of supplementary resources.

8.2 STAGES OF EMERGENCY RESPONSE

The following activity stages have been identified to assist emergency managers in the City of Yarra in preparing for and responding to emergency response operations and subsequently ensuring resource coordination continues to support emergency recovery operations:

- Alert (pre-emergency)
- Standby
- Action (emergency response)
- Handover to Recovery

Each stage will require debriefing. The purpose of a debriefing is to ensure participating agencies understand what happened during an operation or emergency, and to identify problems and highlight areas that were handled well, in order to improve the efficiency, effectiveness and safety of future operations.

8.2.1 Alert (pre-emergency)

Upon receipt of warning or information that an emergency may occur or affect the relevant area of responsibility, relevant control and support agencies must be alerted by Incident Controllers to ensure they are ready to activate, if called upon. Some of the activities that should be considered by Incident Controllers in this phase are:

- Notification of groups or individuals about the potential emergency, such as:
 - MERC (if not already aware)
 - MERO, MRM and any other relevant Council personnel
 - Relevant members of the Municipal Emergency Management Planning Committee

Activities that should be considered in this phase include (but are not limited to):

- Warning key personnel
- Testing of communications arrangements
- Establishing a flow of information between Municipality and Control/Support Agencies

8.2.2 Standby

As the threat or the effects of the emergency becomes imminent, members of relevant organisations are placed on standby by Incident Controllers and the MERC, thus being ready to move immediately if they are required. Activities that should be considered in this phase include (but are not limited to):

- Establishing and staffing the Municipal Emergency Co-ordination Centre (MECC), or at the very least preparing a roster in the event of activation;
- Preparing relevant equipment and personnel for immediate action;
- Identify assembly areas for marshalling of resources;
- MERC, MERO and MRM to maintain communications and discuss emergency relief or recovery services that may be required
- Agencies to alerting relevant co-operating support agencies
- The issuing of public warnings, as authorised by the RERC or MERC
- Council to notify its neighbouring municipalities as appropriate

8.2.3 Action (emergency response)

This is the operational phase of the emergency when control and support agencies are committed to contain or control the emergency. Some operations may necessitate moving to the “Action phase” immediately without the “Alert” and “Standby” phases being implemented. For this reason, it is mandatory that all organisations having a role in this Plan be in a state of preparedness at all times.

Immediate activities that should be considered in this phase include (but are not limited to):

- Establish and staff Municipal Emergency Co-ordination Centre (MECC).
- Identify assembly areas for marshalling of resources.
- Identify and establish one or more Emergency Relief Centre(s) as required, including mobilise staff to manage the facility (Refer MEMP Part 9 – Relief Arrangements).
- Mobilise personnel/equipment as requested.
- Ensure Volunteer Emergency Workers are registered.
- Ensure full records are maintained of all communications, including deployments.
- Maintain records of financial commitments made by Council in response to the emergency, or on behalf of requesting agencies in relation to the emergency.
- Produce SITREP’s on a regular basis for relevant authorities and bodies.
- Deploy additional resources as required
 - Through adjoining municipality MERO’s
 - Through external support agencies
 - Through Regional assistance via MERC.

To support response personnel, it may be necessary to consider and provide:

- Catering
- Toilets, wash-up facilities
- Rest areas, seats, beds etc.
- Transport to and from incident.

8.2.4 Handover to Recovery

Recovery arrangements are activated at the same time as response arrangements; however, once the threat of harm to life and property is no longer predominate, command, control and coordination of an emergency event moves from those in response activities to those in recovery activities.

A formal agreement for handover from emergency response coordination to emergency recovery coordination is required to achieve a seamless transition of information, management, resources and coordination activities.

For this to occur, the Incident Controller, the Emergency Response Coordinator and Emergency Recovery Coordinator (State and/or Regional/Local Government - Municipal Emergency Resource Officer/Municipal Recovery Manager) will determine the transition structure and handover requirement to fully establish the Recovery Coordination arrangements. In a prolonged campaign incident, a transition period will be established to allow sufficient time for briefing, resource planning and implementation of immediate recovery services.

Handover must be documented by the outgoing person responsible (e.g. by the Control Agency/MERC/MERO via email, SITREP or logged on Crisisworks).

Key considerations in reaching an agreement on the timing of the handover from response to recovery include:

- The nature of the hazard or threat and its potential to continue or re-occur;
- The extent of impact on communities, which may determine if a prolonged transition, is required where some areas or affected groups are handed over before others;
- The extent of loss or damage and the extent of emergency relief;
- The anticipated demand on resources during recovery

Conclusion of response implies the cessation of the responsibilities of Victoria Police as response co-ordinators. However, during the initial phase of recovery coordination, and on request of the Recovery Coordinator, Victoria Police and other response agencies will continue to support recovery activities to affected communities.

Response and recovery agencies will work cooperatively during the period of handover to recovery and provide each other with appropriate support. Co-ordination responsibility is passed to the Department of Health & Human Services as the recovery co-ordination agency at the State and Regional level, while Local Government has management responsibility at the municipal level.

In some circumstances it may be appropriate for certain facilities and goods obtained during emergency response to be utilised in recovery activities. In these situations there would be a physical hand over to the MRM of such facilities and goods. This will occur after agreement has been reached between response and recovery managers. Handover of materials must be documented by the outgoing person responsible (e.g. by Control agency or owner of the facility/resource via email, SITREP or logged on Crisisworks). Resources acquired for the response, which are not required for recovery, remain under the control of the requesting response agency who is responsible for their return or disposal.

Key activities to be undertaken as part of the handover from response to recovery include:

- Notification to all stakeholders of the handover from response to recovery agencies
- A briefing report for the Recovery Coordinator from the Incident Controller
- Handover of the immediate media coordination arrangements from the Control Agency to the Recovery Coordination Agency
- Identification of resources for transfer from response to recovery for continuity or services, including logistics and supply contracts
- Provision of initial impact assessment data/information and the status of clean-up projects by the control agency
- Implementation/development of a model for ongoing recovery coordination operations, including identification of additional agencies required for service delivery
- Identification/notification of the hazard/threat and OH&S issues for recovery interests
- Development of a communication strategy, notifying key stakeholders of the coordination changes for the ongoing management of the incident, including community interests – authorised by Incident Controller, Response Coordinator and Recovery Coordinator
- Ongoing management of relief centres and establishment of recovery centres with key contact information by Local Government
- Consideration to implement of initial outreach programs to enable more accurate assessments of impacts and determination of appropriate recovery activities.

Information on the management and delivery of recovery arrangements are provided in Part 10 of the MEMP.

8.3 CONTROL AND SUPPORT AGENCIES

Part 7 of the EMMV identifies the control agency for each type of emergency.

In addition to the list of control agencies, there are a range of functional support services for response. A support agency provides essential services, personnel or material to support or assist a control agency or affected persons. Any agency may be requested to assist in any emergency if it has skills, expertise or resources that may contribute to the management of the emergency.

Part 7 of the EMMV identifies agencies with specific portfolio responsibilities for functional support areas. These agencies are generally the lead agency for the functional area (e.g. Animal welfare, education, coronial services etc.) and will coordinate the involvement of service providers within the portfolio.

8.4 MUNICIPAL EMERGENCY COORDINATION CENTRE (MECC)

A MECC may be needed for Council to facilitate the coordination of the provision of human and material resources within the municipality to assist with emergency response, relief and recovery operations. A MECC may also activate to support operations to a neighbouring municipality. The MECC may request the activation of a MECC if required.

The City of Yarra uses a web based Emergency Management Incident Management System (Crisisworks) to document and track operational information, requests and donations. Using this software, resourcing of emergency management operations may be managed virtually without formally setting up the MECC. Further information about Crisisworks is in Part 7 of the MEMP (Planning Arrangements).

MECC floor layout plans, facility setup instructions, inventory lists (including phone lines) are stored on Council's electronic file management system TRIM (F14/4277). A hard copy of all MECC facility management documents are kept at the primary Municipal Emergency Coordination Centre for the City of Yarra which is:

Council Depot (Lunch Room)
166 Roseneath St
Clifton Hill VIC 3068

The secondary (alternative) MECC site is:

Richmond Town Hall (Meeting Room 3)
333 Bridge Rd
Richmond 3121

A set of Standard Operating Procedures has been developed to assist staff in managing the MECC facility and its operational activity. This document is saved on Council's electronic file management system TRIM (F14/4277) and a hard copy is stored in both MECC facility cupboards.

8.4.1 Emergency response roles and responsibilities

To ensure that response operations and arrangements are effective, a number of staff appointments have been made within MEMP committee member organisations (Council, Victoria Police, Red Cross, EMLO etc).

[Appendix 3](#) provides details of the roles and responsibilities of key emergency response personnel (not just MECC staff). Key emergency response personnel include:

- Municipal Emergency Resource Officer (MERO)
- Municipal Recovery Manager (MRM)
- Municipal Fire Prevention Officer (MFPO)
- Municipal Emergency Response Coordinator (MERC)
- Evacuation Manager

Yarra City Council has developed detailed position descriptions and operational checklists, guidelines and templates relevant to all roles that may be required in a MECC. These supporting documents are based on guidelines and practice notes provided by the State Government and the North West Metropolitan Emergency Management Collaboration Group. All role statements and operational checklists are stored on Council's electronic file management system (TRIM F15/366) and hard copies are kept in the Council's identified MECC facilities. Administrative staff for the MECC will be drawn from municipal employees, whose names and contact numbers are known to the MERO and in Crisisworks.

8.4.2 Impact Assessments

There are three stages of impact assessment:

- **Initial Impact Assessments** appraise the extent of damage, disruption and breakdown to the community and its infrastructure as a result of the emergency or disaster. It is a high level assessment conducted as soon as possible after the impact of an emergency and is managed by incident controllers during the emergency response.
- **Secondary Impact Assessments** assess the impact of the emergency on the natural, built, social, economic and agricultural environments and are managed by relief and recovery coordinators/managers.
- **Post emergency needs assessments.** A longer term, more thorough estimate of the effects and consequences of the emergency on the health and wellbeing of the community, property, the economy and the environment. This is managed by relief and recovery coordinators/managers.

Following a municipal emergency Yarra City Council staff will aim to perform a Municipal Secondary Impact Assessment (MSIA). The MSIA should include the following tasks:

- survey the extent of damage, indicating evaluation of financial and material aid needed
- develop a priority listing for restoration of community needs to assist agencies in the performance of their functions
- monitor the acquisition and application of financial and material aid needed or made available in the restoration period.

The MERO and MRM may appoint persons within the community with suitable expertise to assist with undertaking a MSIA. Should the emergency extend beyond the boundaries of the Yarra City Council, the initial impact assessment may be merged with that of the other affected municipality(s). A guidance note and templates for conducting MSIA's are stored in Crisisworks and on TRIM (D15/42126). More general Impact Assessment Guidelines can be obtained from the Emergency Management Portal (login required) at: <http://cop.em.vic.gov.au/>.

8.4.3 Financial considerations

Key financial considerations to be taken into account during emergency management operations include:

- Control agencies are responsible for all costs involved in that agency responding to an emergency
- Response agencies are responsible for meeting the cost of resources sourced by a municipal council that are not municipal resources, i.e. other resources.
- The acquisition or deployment of municipal resources utilised in emergencies must be authorised by the MERO or the MRM.
- The State emergency management arrangements indicate that municipal councils are expected to provide municipal resources to support emergency response operations - without charge to the response agency. However, it is recognised that this is subject to limits and constraints. Yarra City Council will monitor any such expenditure and determine when its limit has been reached. When this limit is reached, or the resource is simply not available, any additional costs incurred may be charged to the requesting agency.
- The MERO will alert the response agency(s) making such requests where it is likely that the cost of supplementary emergency response resources (sourced through the municipal council) will be charged for.

- The owners of resources are responsible for providing adequate insurance for resources used for supplementary emergency response.
- Private owners of equipment used for emergency response operations on a non-contracted (ad hoc) basis may be insured for various risks under the Emergency Resource Providers Support Scheme (EmRePSS). EmRePSS is insurance cover provided by the Victorian Managed Insurance Authority (VMIA) for all municipal councils and a number of participating State government agencies with emergency management responsibilities. See www.vmia.vic.gov.au/insure/policies/emrepss or EMMV part 8, appendix 11 for further information. State government agencies not participating in EmRePSS may have similar insurance that extends to cover for privately owned resources used in emergency response operations.
- Yarra City Council is accountable for any monies donated as a result of any emergency event and will implement systems to receive and account for all such donations.

[Appendix 2](#) depicts how resources should be obtained and paid for during emergency management activities.

Guidelines have been established to assist emergency management practitioners in the City of Yarra Council, particularly the MERO, MRM and their deputies. These guidelines offer clarification of the emergency management arrangements, policy and procedures governing the sourcing of resources, financial responsibilities and funding sources that may be available. These guidelines are saved on Council's electronic file management system (D14/158298).

8.4.4 Volunteer Emergency Workers

It is the responsibility of the organisation utilising the Volunteer Emergency Workers to ensure that all of the Volunteer Emergency Workers are registered. Compensation for all Volunteer Emergency Workers is to be in accordance with Part 6 of the Emergency Management Act 1986.

8.5 INCIDENT MANAGEMENT TEAM (IMT)

The Yarra City Council Incident Management Team (IMT) manages issues/emergencies and crisis that are specific to Council business continuity, including providing support when the MEMP is activated.

The IMT draws on the services of any branch of the organisation, having the power to co-opt any member of the organisation to assist in the management of a crisis. Alternates may also be brought in.

Further details on the IMT and process of activation are found in TRIM (D17/153096).

8.6 PLANNING FOR CROSS-BOUNDARY EVENTS

In order to take into consideration emergency events that affect multiple local government areas, the City of Yarra's local emergency management plan, aligns with regional plans. Yarra City Council is also a member of the North West Metro Region (NWMR) collaboration on emergency management and the Municipal Emergency Management Enhancement Group. As such, the City of Yarra provides input into and actively exercises regional emergency management plans and processes.

During the *Standby* stage of an emergency in the municipality, Yarra City Council's emergency management coordination group (made up of the MERO, MRM and EMPO) will notify MEROs and MRMs in neighbouring Councils if the emergency is deemed likely to require cross-Council collaboration on operational activities or if the impacts of the emergency are deemed likely to 'spill over' into a neighbour's municipality.

8.7 PROVISION OF INFORMATION TO PUBLIC AND MEDIA

It is important to ensure that public information and warning is maintained at an optimum level. A high level of public information provides the public with the necessary information to develop an understanding and awareness of the issues associated with the prevention of, response to and recovery from emergencies.

Warnings should be used under specific circumstances where community action is necessary primarily to protect lives, and also for the protection of property or the environment. Warnings and information will be most effective, and reach the most people when a combination of warning systems is used. This is critical as people often rely on one information medium. Warning systems vary and might include, but are not limited to:

- agency websites
- radio and television
- voice and SMS phone messaging through the use of Emergency Alert (EA)
- meetings at local community facilities
- emails
- verbal messages
- sirens
- social media and/or social networking web sites.

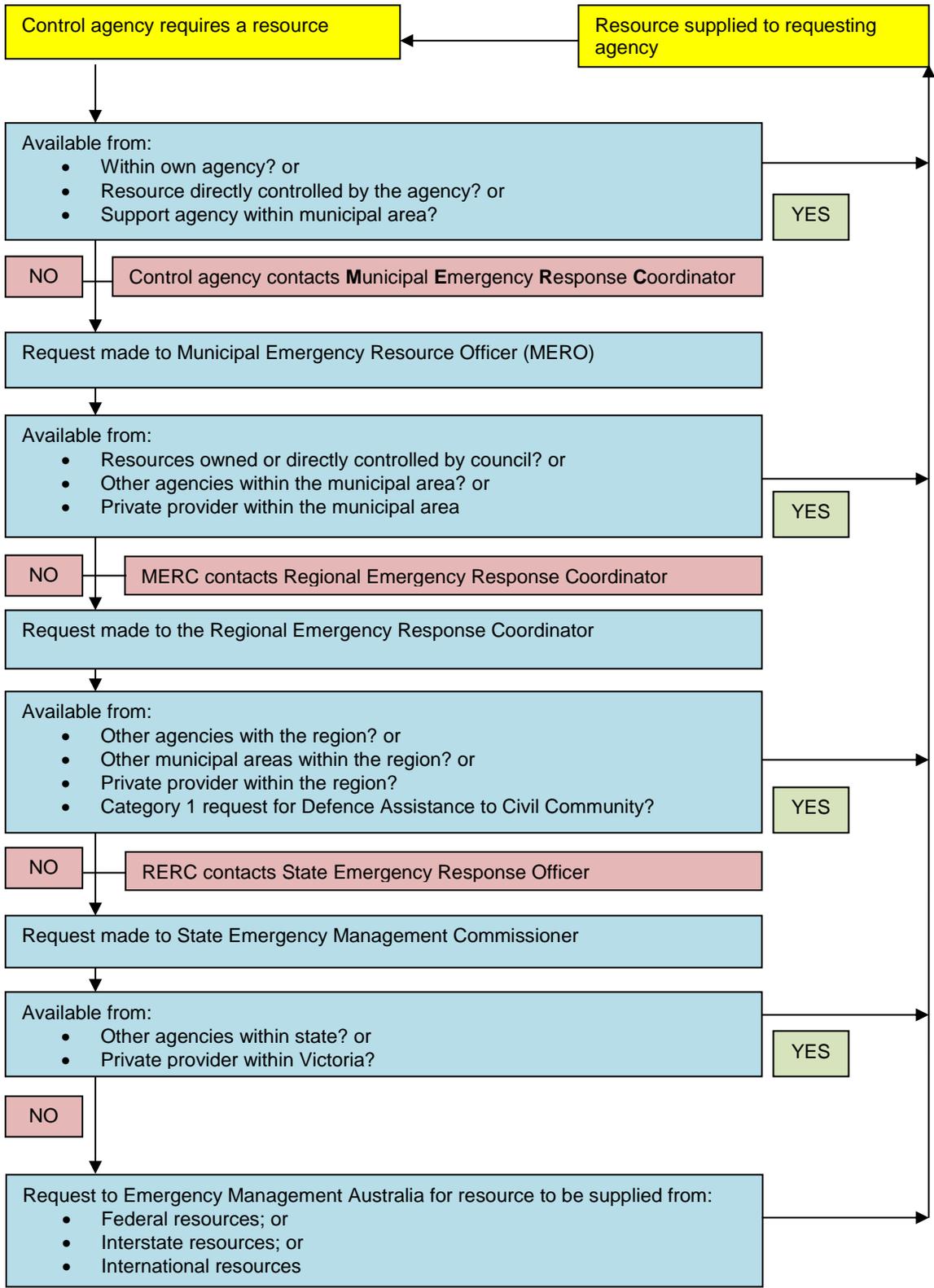
The *Emergency Management Act 2013* sections 42 and 43 provides for warnings and information in relation to fires in Victoria. The provision of these warnings and information must be consistent with guidelines, procedures and protocols developed by the Emergency Management Commissioner.

For all other emergencies, the control agency should issue warnings and provide information to the community as per guidelines listed in the EMMV (Part 3 section 5.2.2). Public information about the emergency response should be authorised by the controller, or their nominated representative, prior to dissemination.

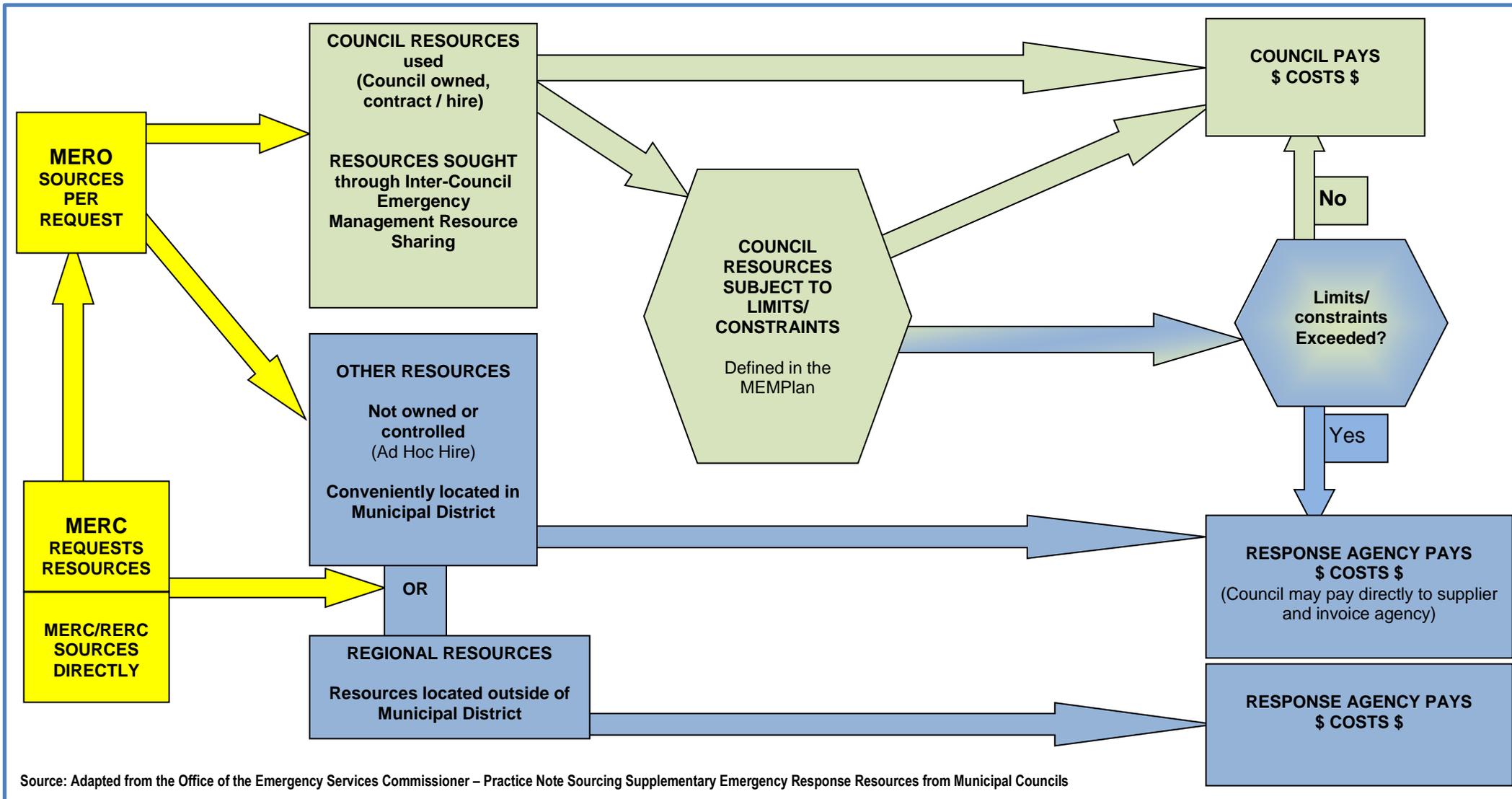
Media management at any emergency, including access and safety for media representatives, is the responsibility of the control agency. The Emergency Management Joint Public Information Committee can be initiated to provide support to ensure that public information is co-ordinated and distributed in a timely and accurate manner (refer to EMMV Part 8 Appendix 12).

Details on Council's strategies and methods for warning and informing the local community about preparations they can make, assistance they can receive and progress that the responding agencies are making in dealing with an emergency, can be found in the Communications Sub Plan of the MEMP found in TRIM (D16/67827).

Appendix 1: Resource Request Process Flow Chart



Appendix 2: Sourcing and Payment for supplementary resources



Source: Adapted from the Office of the Emergency Services Commissioner – Practice Note Sourcing Supplementary Emergency Response Resources from Municipal Councils

Appendix 3: Key Operational Positions

Municipal Emergency Resource Officer (MERO)

Yarra City Council has appointed a staff member to fulfil the function of Municipal Emergency Resource Officer (MERO) pursuant to Section 20(1) of the Emergency Management Act 1986.

The MERO is responsible for the coordination of municipal resources in responding to emergencies, and has full delegated powers to deploy and manage Council's resources during emergencies.

Council has also appointed a number of Deputy MEROs to supplement the role and provide 24 hour availability 365 days a year. Names and contacted details of the appointed personnel are stored in Part 2 of the MEMP (Contact Directory).

MERO Responsibilities

- coordinate municipal resources in emergency response;
- provide council resources when requested by emergency services or police during response activities;
- maintain effective liaison with emergency agencies within or servicing the municipal district;
- maintain an effective contact base so municipal resources can be accessed on a twenty-four hour basis;
- keep the municipal emergency coordination centre(s) prepared to ensure prompt activation if needed;
- liaise with the MEM and the MRM on the best use of municipal resources;
- organise a response debrief if requested by the Municipal Emergency Response Coordinator (MERC), an appointee of Victoria Police;
- ensure procedures and systems are in place to monitor and record expenditure by the council in relation to emergencies; and
- perform other duties as determined.

Municipal Recovery Manager (MRM)

Yarra City Council has appointed a staff member to fulfil the function of MRM pursuant to Section 20(1) of the Emergency Management Act 1986. A number of staff members have also been appointed as Deputy MRMs. Names and contacted details of the appointed personnel are stored in Part 2 of the MEMP (Contact Directory).

MRM Responsibilities

- Coordinating municipal and community resources within the municipality during recovery.
- Immediately following an emergency, assist with the:
 - Collation and evaluation of information gathered in the secondary impact assessment.
 - Establishment of priorities for the restoration of community services and needs.
- Liaising with the appointed MERO for the best use of municipal resources to enable individuals or the community to recover from the effects of an emergency.
- Establishing an Information and Coordination Centre to be located at the Municipal Offices or a location appropriate to the emergency that has occurred.

- Liaising, consulting and negotiating on behalf of the affected area with recovery agencies and the municipality.
- Liaising with the Regional Recovery Management Committee of Department of Human Services.
- Undertaking specific recovery activities as determined by the municipality.

Municipal Fire Prevention Officer (MFPO)

Yarra City Council has appointed a staff member to fulfil the function of Municipal Fire Prevention Officer pursuant to the Metropolitan Fire Brigades Act 1958. Names and contacted details of appointed personnel are stored in Part 2 of the MEMP (Contact Directory).

MFPO Responsibilities

- Undertake and regularly review Council's fire prevention planning and plans.
- Liaise with fire services, brigades other authorities and councils regarding fire prevention planning and implementation.
- Advise and assist the Municipal Emergency Management Planning Committee on fire prevention and related matters.
- ensure the MEMP contains reference to the Municipal Fire Management Plan;
- Report to Council on fire prevention and related matters.
- Carry out statutory tasks related to fire prevention notices and infringement notices.
- Investigate and act on complaints regarding potential fire hazards.
- Advise, assist and make recommendations to the general public on fire prevention and related matters.

Evacuation Manager

In order to protect people from the risks of an emergency, the incident controller may recommend the evacuation of people from the municipality.

Primary responsibilities for evacuation are held by the control agency and Victoria Police. Evacuations should be conducted in accordance with the Evacuation Guidelines, which can be found in the EMMV, Part 8 – Appendixes and Glossary, Appendix 9. These guidelines include considerations for evacuating persons on Vulnerable Persons Registers and in vulnerable facilities and who may need tailored advice of a recommendation to evacuate.

Responsibilities of the evacuation manager include:

- Assist Incident Controller with the decision and warning stages if required
- Manage the withdrawal, shelter and return stages of the evacuation in consultation with the Incident Controller and Health Commander
- Source and manage resources to facilitate evacuation in consultation with control and support agencies
- Maintain ongoing liaison with Incident Controller for the duration of the evacuation
- Coordinate establishment and maintenance of traffic management points
- Authorise and action communication with the community regarding withdrawal, shelter and return in consultation with the Incident Controller

- Registration of evacuees with Red Cross using Register.Find.Reunite.

The complete list of roles and responsibilities relating to evacuation management are provided in the EMMV Part 8 Appendix 9.

A set of tailor-made emergency management maps are stored in the MECC and City of Yarra Police Stations to support decision-making around evacuation. These maps include location of ERCs, educational, medical, community facilities, public housing and more.

Municipal Emergency Response Coordinator (MERC)

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

MERC Responsibilities

- Ensure that the appropriate control and support agencies are in attendance - or have been notified by the controller and are responding to an emergency
- In the event of uncertainty, determine which agency is to perform its statutory response role, where more than one agency is empowered to perform that role
- Ensure the Incident Controller has formed and is chairing an Incident Emergency Management Team (IEMT) or, if the Incident Controller is unable to attend or there are several disparate emergencies within the municipality, form and chair an IEMT
- Ensure timely warnings and information are provided to the community and support agencies by the control agency
- Arrange for the provision of response resources requested by control and support agencies and escalate unfulfilled requests to the RERC
- Ensure the incident controller has developed and issued an incident action plan (including objectives and strategies for managing the incident)
- Ensure the Municipal Recovery Manager has been notified by the incident controller of the emergency, to ensure relief and recovery measures are in place
- Consider the provision of relief to affected communities where necessary and advise the Municipal Recovery Manager of requirements
- Consider registration of persons affected by the emergency
- Ensure the Municipal Emergency Resource Officer is advised of the emergency, is available to provide access to council owned or controlled resources if required and is receiving information as appropriate
- Consider the need for declaration of an emergency area
- Provide the RERC with information or advice on issues relating the control, command and coordination of the emergency response, including issues relating to consequence management, the provision of relief and the transition to recovery
- Ensure the control agency for the emergency has organised an operational debrief with participating agencies as soon as practicable after cessation of response activities.

Any Emergency Service Agency requiring municipal support will request that support through the MERC who will convey all requirements to the MERO.