CITY OF YARRA

MEMP PART 9

RELIEF ARRANGEMENTS

PUBLIC VERSION

Version 0.6

Last Amended 07-08-18

PUBLIC VERSION – CONTACT DETAILS AND OPERATIONAL INFORMATION REMOVED

Version Control

Major changes to this section must be approved and authorised by the Municipal Emergency Management Planning Committee (MEMPC) and referred to Council for consideration.

The record below is to be completed by the person making the amendment(s). Each new page will have a revision number and date of issue printed on it.

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Contents

Appendix A: Sourcing and Payment for local Emergency Relief resources . **Error! Bookmark not defined.**

Acronyms and Abbreviations

Abbreviation/ Acronym	Expansion
AV	Ambulance Victoria
CALD	Culturally and Linguistically Diverse
CEO	Chief Executive Officer
EMV	Emergency Management Victoria
DHHS	Department of Health and Human Services
DLHV	Disaster Legal Help Victoria
EMMV	Emergency Management Manual Victoria
ERC	Emergency Relief Centre
ICA	Insurance Council of Australia
JEMP	Jewish Emergency Management Plan
LGBTI	Lesbian, Gay, Bisexual, Transgender and Intersex
MECC	Municipal Emergency Co-ordination Centre
MEMP	Municipal Emergency Management Plan
MEMPC	Municipal Emergency Management Planning Committee
MERC	Municipal Emergency Response Coordinator
MERO	Municipal Emergency Resources Officer
MRM	Municipal recovery manager
NDRRA	Natural Disaster Relief and Recovery Arrangements
PEIL	Police Emergency Information Line
Red Cross	Australian Red Cross Victoria
RERC	Regional Emergency Response Coordinator
RSPCA	Royal Society for the Prevention of Cruelty to Animals
TRIM	Council's Electronic File Management System
TTY	Teletypewriter
TUV	Tenant's Union of Victoria
VAHS	Victorian Aboriginal Health Service
VCC-EM	Victorian Council of Churches Emergency Ministry
VICPOL	Victoria Police
VICSES	Victoria State Emergency Services
YCC	Yarra City Council

9.1 INTRODUCTION

Emergency relief is the provision of essential needs to individuals, families and communities in the immediate aftermath of an emergency (EMMV, Part 4).

Emergency relief can include but is not limited to:
- Shelter
- Food and water
- Community Information
- Material aid
- Reconnecting family and friends
- Health and medical assistance
- Psychosocial support
- Emergency financial assistance
- Legal assistance
- Animal welfare

This document outlines the municipal emergency relief arrangements for the City of Yarra: what they are and how they are managed. Arrangements have been developed as a collaborative effort between local emergency relief providers with the understanding that relief must be community-focussed and consequence driven, encouraging resilience and self-determination.

9.1.1 Aim and objectives

The aim of this document is to detail what and how temporary emergency relief services will be coordinated and may be provided in the City of Yarra.

This document specifically seeks to meet the following objectives:

- Outline when emergency relief begins and ends and how relief activities integrate with response and recovery activities;
- Identify the key agencies involved in relief activities as well as their responsibilities;
- Outline funding arrangements for the acquisition of relief services and materials;
- Identify local agreements between agencies, businesses and organisations to deliver emergency relief services in the City of Yarra;
- Set out arrangements for the coordination and management of resources (such as systems, materials and staff) that may be required in the provision of emergency relief;
- Assess and document the capacity in Yarra City to deliver emergency relief; and,
- Detail appropriate relief activities.

9.1.2 Planning context

The MEMPC understands that emergencies are not always confined to local government borders and as such, all local relief arrangements align with State and Regional (North West Metro) emergency plans and procedures.

The arrangements in this document are supported by a set of operational guidelines, which detail a standard approach to managing emergency relief functions. The operational guidelines outline best practice of setting up and staffing a municipal emergency relief centre, subject to available resources. The guidelines are stored on Council's electronic information management system (TRIM-D16/77128) and Crisisworks.

9.1.3 Relief and Recovery Sub-Committee

A municipal relief and recovery sub-committee has been formed to develop and maintain this section of the MEMP. The sub-committee consists of representatives from the key agencies of relief and recovery functions, as well as representatives from agencies providing services to vulnerable groups in the City of Yarra (vulnerable groups are identified in MEMP Part 4: Community Profile). The sub-committee reports to the MEMPC.

9.1.4 Update, Review, Audit, Testing and Distribution of this Plan

This section (Part 9 of the MEMP) and its supporting operational procedures will be updated reactively to reflect developments or changes in agencies, the community, legislation and accepted practice.

Relief arrangements will be reviewed by the relief and recovery sub-committee and/or MEMPC as needed following any municipal emergency where the MEMP or this particular section of the MEMP is activated.

A comprehensive audit of relief arrangements will occur on a three-yearly basis to align with the statutory audit of the MEMP. Relief arrangements will be tested as per the MEMP exercising schedule (refer Part 7 of the MEMP). Operational elements relating to relief arrangements are tested regularly as this is integrated into emergency relief staff training in both Council and the Region.

Updating and re-issuing of this section of the MEMP is the responsibility of the Municipal Recovery Manager.

9.1.5 Where Does Relief Fit into Emergency Management?

Relief planning and operations commence during the emergency response phase; that is to say, immediately after the onset of the emergency. Response control agencies need to ensure that those responsible for emergency relief planning and operations are notified immediately.

Emergency relief activity formally ends when immediate emergency relief services are no longer required. The transition from emergency relief to recovery must be communicated to control, relief and recovery agencies. It is a transition that needs to be documented and managed by the MERO and MRM with the support and inclusion of members of the MEMP relief and recovery sub-committees. Timing of transition from relief to recovery depends on:
- whether there is a recurring threat;
- the extent of impact on the communities;
- the extent of known loss and damage;
- the level of readiness and resilience of the community; and,

9.1.6 Responsibilities of Key Agencies Involved in Relief Activity

Legend: ▲ = Local government level coordination; ● = Regional / state level coordination; ■ = Provider

Agency	Community information	Public health	First aid	Primary care	Psychosocial support	Register.Find.Reunite	Emergency shelter	Food and water	Drinking water (households)	Food supply (private sector)	Non-food items (material aid)	Emergency financial assistance	Animal welfare
Ambulance Victoria			● ▲	▲									
Commonwealth Government	■											■	
Control Agency	■ ● ▲												
Department of Education and Early Childhood Development	■				■								
Department of Health	■	■ ●			●								
Department of Human Services	■				■ ●		●					■ ● ▲	
Department of Environment and Primary Industries									●	●			■ ●
Local water authority								■					
Local government	■	▲			▲		■ ▲	▲	▲		▲		▲
Red Cross			■		■	■		■ ●					
Royal Society for the Prevention of Cruelty to Animals (RSPCA)													■
St John Ambulance			■										
The Salvation Army											■ ●		
Victoria Police	■					● ▲							
Victorian Council of Churches					■								

Legend

▲ Local government level coordination   ● Regional / state level coordination   ■ Provider

Figure 1 - taken from *Emergency Relief Handbook: A Planning Guide*, 2013

Key support agencies are listed in the recovery functions tables in Section 2. Council service area managers (e.g. Aged & Disability Services, Family and Youth Services) also have a list of other local service providers that can assist in relief provision for vulnerable and affected community members.

9.1.7 Funding of Emergency Relief

Incident Controllers for emergency response operations are primarily responsible for determining the need to activate emergency relief services. Based on the Incident Controllers determination, the MERC (Victoria Police) the MERO and MRM have authority to procure and deliver emergency relief services.

If emergency relief is requested by a relief or response agency for its own personnel, that agency will be responsible for the costs incurred. When a response agency requests emergency relief on behalf of a number of response agencies, the requesting agency will be responsible for costs incurred.

The Yarra City Council is responsible for using its owned and locally available resources to fund immediate emergency relief functions required by affected Yarra City community members. Extent of funding will be determined by business continuity requirements. Appendix 2 outlines funding arrangements at the local level in a simplistic flowchart.

Under the joint Australian Government-State Natural Disaster Relief and Recovery Arrangements (NDRRA), Natural Disaster Financial Assistance may be provided by the State Government to Council to assist in the provision of urgent financial assistance to disaster affected communities. Details about this assistance is outlined in Council's "Guidelines for Emergency Management Financial Arrangements" (TRIM D14/158298; also saved to Crisisworks). NDRRA documents have been saved to Council's files (TRIM D16/148357).

9.1.8 Coordination of Resources

Emergency Management Victoria (EMV) coordinates relief at the State level. The Department of Health and Human Services (DHHS) with support from Red Cross coordinate relief at the regional level. At a Municipal level, this responsibility rests with the Yarra City Council.

In the response stage of an emergency, coordination of emergency relief resources is managed by the MERO in partnership with the MRM. At the transition from response to recovery, the MRM will assume responsibility for coordinating resources for all relief activities.

The MERO and MRM will endeavour to obtain required resources through the existing municipal arrangements. If unsuccessful, the request will be passed through the Municipal Emergency Response Coordinator to the Regional Emergency Response Coordinator.

Relief coordination is escalated from local to regional or state level:

- when requested, because capacity is or will be exceeded, or
- where an emergency has affected multiple municipalities within the region, or multiple regions within the state.

Escalation builds on existing local arrangements, rather than replacing them. If assistance is required because capacity is exceeded, responsibility is retained but aided by additional support.

The Regional Recovery Coordinator (DHHS) will monitor the emergency situation. When an escalation from local to regional relief coordination seems likely the Regional Recovery Coordinator must consider the need for a regional post-incident relief plan.

The Regional Recovery Coordinator will request state level coordination when the region's capacity is likely to be exceeded. Where an emergency has a significant community-wide impact, the Victorian Government may establish an event-specific relief coordination structure to oversee a whole-of-sector response.

9.1.9 Capacity in Yarra City to provide and manage emergency relief

Yarra City Council has a number of assets (buildings, plant and material equipment and staff) that may be deployed to assist in the coordination and delivery of relief services.

Facilities within the municipality identified by the Council as potential emergency relief centres (ERCs) have been audited to determine their fitness-for-purpose and capacity. Details on ERCs are contained in Appendix 1.

Yarra City Council has two emergency relief centre kits which contain the equipment and instruction on how to setup and manage an ERC and relief functions. The kits are located at the Collingwood Town Hall and Bargoonga Nganjin – North Fitzroy Library ERC sites but can be transported by car to any of Yarra's ERC locations.

The procedures on setting up and staffing a Municipal Emergency Relief Centre in the City of Yarra – including maps, floor plans, signage and information on ERC kit contents are on Council's electronic record management system (TRIM F14/4228) and Crisisworks.

Approximately 40 Council staff have been trained to undertake specific 'emergency relief' roles in the event of a municipal emergency. It is estimated that the Council could setup and staff an emergency relief centre for 48 hours before calling on support and resources from the North West Metro Collaboration group.

9.1.10 Local and Regional Agreements for Emergency Relief in Yarra City

Two key local government collaboration protocols and agreements are in place to establish consistent operational procedures, formalise relief agency partnerships and facilitate exercises:

- North West Metropolitan Region Collaboration - Memorandum of Understanding
- MAV Protocol for inter-council emergency management resource sharing

Additionally, a number of formal and informal agreements exist between Council and other agencies including businesses and not-for-profit organisations to deliver emergency relief services in the City of Yarra. These local agreements are listed in Section 9.2 which outlines the management and delivery of emergency relief functions in the City of Yarra.

9.2 DELIVERY OF EMERGENCY RELIEF FUNCTIONS

Emergency relief functions are coordinated and delivered in accordance with the following nine principles:

1. emergency-affected communities receive essential support to meet their basic and immediate needs
2. relief assistance is delivered in a timely manner, in response to emergencies
3. relief promotes community safety, minimising physical and psychological harm
4. relief and response agencies communicate clear, relevant, timely and tailored information and advice to communities about relief services, through multiple appropriate channels
5. relief services recognise diversity of community (e.g. children, CALD, LGBTI, Aboriginal groups, people living with a disability, gender etc.).
6. relief is adaptive, based on continuing assessment of needs
7. relief supports community responsibility and resilience
8. relief is well coordinated, with clearly defined roles and responsibilities
9. relief services are integrated into emergency management arrangements.

It is important to remember that relief services are not only provided in a relief centre. Relief functions can be activated and services provided to wherever people are. The following section

details relief services that may be provided in the municipality following an emergency, how services will be managed and who has a role in delivering these services.

A set of internal Standard Operating Guidelines developed by the North West Metropolitan Region exists to facilitate the delivery of each of these relief services in a Relief Centre. These guidelines are available to all persons working on emergency relief provision in Yarra City and are available on Council's Electronic File Management System (TRIM F14/4228) and on Crisisworks.

Contact details of local emergency service providers are stored in the MEMP Part 3.

9.2.1 Relief Centre Management

Emergency relief centres provide immediate and basic relief services to affected people. Many of the relief functions outlined in this Plan may be delivered from an emergency relief centre.

Once the nature, extent and location of the emergency event is known and as directed by the Municipal Emergency Response Coordinator (MERC), Emergency Relief Centres may be opened by the Council Multiple sites in the City of Yarra have been identified as potential Emergency Relief Centres (See Appendix 1).

Functions	Lead Agency	Service Providers	Comments/Additional Information
Setup and staff emergency relief centres to provide a 'one stop shop' for affected community to access immediate emergency relief	Council	Council (ERC staff)	Over 40 Council staff assigned to roles in an ERC.
		Department of Health and Human Services	Financial Support; information & coordination
		Red Cross	Food and water, Psychological first aid
		Victoria Police	Security and registration
		Victorian Council of Churches and Yarra Street Pastors	Personal support, triage
		Save The Children	Child Spaces/welfare in ERC
		St John's Ambulance	First Aid
		Victorian Aboriginal Health Service	Aboriginal support

9.2.2 Community Information

Information reduces anxiety and empowers the community and individuals to understand and influence their recovery, increases social cohesion, and helps to rebuild the social fabric after a significant dislocation. In the relief context, community information will focus on immediate needs and may be provided through relief centres as well as a range of other communication channels. Communications relating to municipal emergency relief operations will be coordinated by Council and supported by the service providers listed in the table below. A Council Communication Sub Plan has been developed to provide further strategic and operational guidance on communicating after an emergency event. The sub plan is stored in TRIM (D14/157211).

Functions	Lead Agency	Service Providers	Comments/Additional Information
Coordinate and provide accurate and relevant information to the public, relief service providers and media after an emergency.	Council	Council communications and ERC staff	Communications roles are outlined in ERC operational guidelines. Council translators info stored in TRIM D17/53270
		Police	The Police Emergency Information Line (PEIL) number is 9247 3650 or 1800 444 343. It provides advice through a recorded message to emergency affected people in multiple locations throughout Victoria. It can cope with a large volume of inquiry calls from the public and can also transfer callers to other related emergency services. Requests to activate the PEIL must be forwarded through the MERC to the Regional Emergency Response Coordinator (RERC) for approval. Any recorded information placed on the system must be approved by the relevant Control Agency prior to the activation.
		Local Media	Contacts list saved in Council Communications Sub Plan - TRIM D14/157211
		Mayor/CEO	Refer TRIM D15/34471
		EMV	Emergency Management Victoria (EMV) provides emergency information via the website www.emergency.vic.gov.au.
		Department of Health and Human Services	DHHS has the ability to provide an SMS to those registered with Register-Find-Reunite to communicate relief services if requested by Yarra City Council, and with approval from Victoria Police in regards to the sharing of information during an emergency. DHHS can support and provide advice on community information.
		Local Translator Services	Language Loop 9280 1941 Monday to Friday 8.30am - 5.30 pm
		National Relay Service	TTY/voice calls 133 677 Speak and Listen 1300 555 727 SMS relay 0423 677 767

9.2.3 Shelter

Emergency shelter provides spaces of relative safety for people facing the effects of an emergency. Shelter can be provided through people's own resources (self-funded or via their own insurance) and by staying with family or friends

Emergency shelter may be provided at a Municipal Emergency Relief Centre and may also be arranged at a hostel or motel See TRIM (D15/35432) and Crisisworks for Yarra City Council's accommodation list.

At a regional level, coordination of temporary accommodation will be undertaken by the Department of Health and Human Services.

Relief Service	Lead Agency	Service Providers	Comments/Additional Information
Assist in the provision of emergency shelter during or after an incident.	Council		
		Council	ERC sleeping arrangements – See Appendix 1. Accommodation Sub Plan - TRIM (D17/94803) Blankets can be obtained from Yarra leisure centres
		The Salvation Army	Offer a range of accommodation options, can assist with bedding in an ERC.
		Department of Health and Human Services	Displaced people who are tenants of DHHS are initially accommodated in an ERC eventually reaccommodated by DHHS.
		Unison	
		St Kilda Crisis Centre	Can be used when squatters are displaced
		Brotherhood of St Laurence	
		St Mary's House of Welcome	
		St Vincent de Paul – Transitional Housing Service	
		Local accommodation options (hotels, motels etc.)	TRIM D15/35432

9.2.4 Food and Water

Sustaining continuity of food supply in an emergency and keeping businesses open increases the resilience of the community. The maintenance of commercial supply to local businesses can lower demand for food and water through the emergency relief system.

Red Cross coordinates and/or provides food and water for affected people in relief/recovery centres and other locations. Red Cross has a range of MOUs and partnerships with local and regional food and water providers to meet community need. Escalation builds on local and regional arrangements, rather than replacing them. If assistance is required because capacity is exceeded, responsibility within local arrangements is retained but aided by additional support.

Council is responsible for managing food and water arrangements at a local level and may call on Red Cross to coordinate service provision.The Red Cross State Duty Officer will be activated, via the MERO, and supported by Yarra City Council.

Relief Service	Lead Agency	Service Providers	Comments/Additional Information
Food & Water Provision of food and water to those affected by the emergency	Council	Salvation Army	Go through Salvation Army State Duty Manager
		Red Cross	The Red Cross State Duty Officer will be activated, via the MERO, and supported by Yarra City Council.
		Council	Assistance to ensure safe food handling practices
		Rapid Relief Team Melbourne	Can provide BBQ meals (hamburgers) outdoors and bottled water
		Council Catering Contractors	Various
		Victorian Aboriginal Health Services	Food parcels, vouchers
		Church of All nations, Carlton	Food parcels
		Collingwood Cottage	Food parcels
		St Mark's Community Centre	Drop in centre, food parcels
		St Vincent De Paul	
		Other local providers	Parcels, vouchers, free, cheap meals. Providers listed in TRIM

9.2.5 Non-food Items (Material Aid)

The term "non-food items" is used to describe the immediate and basic material needs people may have during and after an emergency.

Individuals, families, and communities affected by an emergency may need items such as clothing, bedding and personal necessities to ensure their personal comfort, dignity, health and wellbeing.

As indicated in the table below, Council is responsible for coordinating the provision of bedding, clothing, and personal hygiene supplies to affected persons. Support in this area is provided by those organisations listed below.

Relief Service	Lead Agency	Service Providers	Comments/Additional Information
Material Aid *Coordinate distribution of bedding, clothing, and personal hygiene supplies during or after an emergency event.*	Council	Salvation Army	
		St Vincent De Paul	
		Brotherhood of St Laurence Coolibah Centre	Food, showers, laundry, telephone etc.
		Other local providers	In TRIM

9.2.6 Reconnecting Families and Friends (Register.Find.Reunite)

Separation from family and friends can be one of the more distressing aspects of an emergency. Reuniting family and friends is a significant contribution to meeting people's basic needs.

Victoria Police are responsible for the control and coordination of the Register.Find.Reunite service (previously known as the National Registration and Inquiry System).

Victoria Police may request municipal staff to undertake the physical task of registration until other agencies are in attendance at an emergency relief centre.

Relief Service	Lead Agency	Service Providers	Comments/Additional Information
Register.Find.Reunite *Coordinate the provision of this service to assist family members and friends to reunite*	Victoria Police	Red Cross	Other agencies to provide support as required (e.g. Council, Police, VCC-EM, JEMP, VAHS)

9.2.7 Health and Medical Assistance

Emergencies can have significant impacts on the health and wellbeing of affected communities. Access to safe food, drinking water, shelter, and sanitation helps prevent further illness and injury in an emergency. Vulnerable population groups (refer Part 4 of MEMP for details on vulnerable groups) are at particular risk and will have specific needs.

As indicated in the table below, the provision of first aid and primary care will be coordinated by Ambulance Victoria, in partnership with the service providers listed below. Council will coordinate the provision of environmental health services and secondary care.

Functions	Lead Agency	Service Providers	Comments/Additional Information
Medical Advice, Supplies & Pharmaceuticals Coordinate the provision of first aid and primary care to affected members of the community.	Ambulance Victoria	Ambulance Victoria	
		Red Cross	
		St John's Ambulance	
		DHHS	
		Aboriginal Health Service Cooperative	
		St Vincent's and Royal Children's Hospital Emergency Departments	
		Prevention & Recovery Care Centre - P.A.R.C	Adult mental health; can help prevent people from requiring a hospital admission or offer some additional support for people upon discharge from hospital.
		Community Health Centres	
		Royal District Nursing Service	

		Maternal & Child Health Centres	
		Centrelink	
Environmental Health Assess, advise on and minimise the public health impact of an emergency e.g. safe water supply, food safety/disposal, septic systems, safe disposal of waste, provision of temporary toilets/facilities etc.	Council	Council environmental Health Officers	Public Health warnings, advice & information
		Department of Health and Human Services	Public Health warnings, advice & information
		Riverkeepers Association	Contact details stored in MEMP Part 2
		EPA	
Secondary care Including in-home support (e.g. showering, mobility assistance, grocery shopping and food preparation)	Council	Council Aged and Disability Services	
		Home Care Package Providers	Contacts stored with Manager Council Aged and Disability Services

9.2.8 Psychosocial Support

Some of the greatest sources of suffering in emergencies arise from complex emotional, social, physical, and spiritual effects. Psychosocial support refers to advice and simple practical and emotional support for affected individuals and communities. A key principle is building on strengths, supporting self-help and promoting resources already available.

Psychosocial support can be delivered in a relief centre or wherever affected people are located. Council is responsible for coordinating psychosocial support services under the direction of the MRM. The table below identifies the other agencies that may provide services (depending on the nature of the emergency).

Psychosocial support will continue from the Relief into the Recovery phase. Psychosocial support service needs will be determined and documented during the formal handover from relief to recovery.

Functions	Lead Agency	Service Providers	Comments/Additional Information
Coordinate the provision of personal support services during and after an emergency. *Outreach services will be coordinated from this service area and continue into Recovery.*	VCC-EM	Victorian Council of Churches Emergency Ministry (VCC-EM)	Personal support. Lead agency for service provision in ERC and Recovery Centres
		Red Cross	Psychological first aid and personal support
		Council	Personal support & referral services.
		CoHealth Centres in Yarra City	Personal support, case support, counselling
		Yarra Street Pastors	Christian-based, local volunteers trained in first aid, mental health first aid, counselling, drug/alcohol awareness. All have WWCC and Police checks and can assist at an ERC

		Family Domestic Violence Crisis Service	Telephone crisis counselling and support
		Salvation Army	Social relief and family support
		Local Churches and religiously-affiliated services (e.g. JEMP, Islamic Council of Victoria, Churches: Anglican, Baptist, Catholic, Christian, Uniting, etc.)	All religious denominations in various locations of the municipality for personal support and advocacy services
		Lifeline	Personal support, case support, outreach services
		Council's EAP service provider (for ERC staff)	Convege
		Centrelink	Family Assistance
		Homeground	Personal Support
		Good Shepherd	Personal Support
		Victorian Aboriginal Health Service	Aboriginal Support

9.2.9 Emergency Financial Assistance including Public Appeals

Financial pressures immediately after an emergency can cause stress and uncertainty. Emergency financial assistance is intended to help people meet basic needs in a dignified manner. It is not compensation nor is it an entitlement.

The Department of Health Human Services will coordinate the provision of emergency financial assistance at a municipal level in partnership with the Salvation Army and Commonwealth Government (where applicable).

Relief Service	Lead Agency	Service Providers	Comments/Additional Information
Financial Assistance Coordinate the distribution of financial aid to individuals & communities after an emergency. A range of financial grants and subsidies will be offered by various agencies requiring coordination.	Dept of Health and Human Services (DHHS)	Australian Department of Human Services	Australian DHS may provide Crisis Payment or similar to eligible applicants, also includes Centrelink which can assist with Employment services (132850)
		Department of Health and Human Services	Personal Hardship Assistance Program. Assistance is available after single house fires and to eligible persons following other emergency events by departmental discretion.
		Salvation Army	
		Berry Street Service, Richmond	

Relief Service	Lead Agency	Service Providers	Comments/Additional Information
		Kildonan Uniting Care Service, Collingwood	
		Fitzroy & Carlton Community Credit Co-Operative Ltd	
		Good Shepherd Good Money	Micro financing, loans
		Disaster Legal Help	Assistance in accessing money, emergency accommodation under insurance policies
		Money Help	http://www.moneyhelp.org.au/
		Homeground	Private rental brokerage funding

9.2.10 Animal Welfare

Emergencies may threaten the municipality's animal population, including pets and wildlife. Affected individuals may attend emergency relief centres with animals, which may require housing, containment, supplementary feed or water, and veterinary treatment.

As indicated in the table below, Council is responsible for coordinating activities in this area.

Relief Service	Lead Agency	Service Providers	Comments/Additional Information
Animal Welfare Management ▪ Assist/destroy injured animals/wildlife. ▪ Coordinate emergency feed supplies. ▪ Identify holding areas for pets etc. ▪ Provide cages/leads etc. for animals at relief centres. ▪ Round up escaped animals.	Council	Council Animal Management Officers	Position description and operations checklist available in the ERC operational guidelines
		Department of Environment, Land, Water & Planning	
		RSPCA	
		Lost Dogs	Contract C1015 with Council (to provide pound and animal services)
		Lort Smith	Animal Hospital

9.2.11 Insurance Advice and Legal Assistance

Legal assistance and information in an emergency ensures that affected people understand and exercise their legal rights. These rights may relate to insurance, their living arrangements and tenancy, recovering lost or destroyed documents, accessing emergency accommodation, family law arrangements and much more. Ensuring people have the right information and advice can reduce related stress and anxiety, as well as ensuring a timely response to any legal issues that may have arisen.

Relief Service	Lead Agency	Service Providers	Comments/Additional Information
Legal information and assistance: ▪ **Lawyers at the relief centre to provide advice on legal issues and insurance rights** ▪ **Permanent phone line during business hours providing legal advice and information on legal and insurance issues** ▪ **Referrals to other agencies (legal and non-legal) to assist with ongoing legal issues**	Disaster Legal Help Victoria (DLHV)	Disaster Legal Help partner organisations: ▪ Victoria Legal Aid ▪ Federation of Community Legal Centres ▪ Justice Connect ▪ The Law Institute of Victoria ▪ Victorian Bar ▪ Victorian Law Foundation	Contact the Disaster Legal Help co-ordinator, who will then co-ordinate the legal response from these agencies. legal factsheets covering the most common areas of legal concern to those affected by disasters. Via the TUV, can provide free legal advice regarding tenancy
		Insurance Council of Australia	
		Consumer Action Law Centre	Part of Disaster Legal Help, provides specialist insurance expertise

9.2.12 Drinking Water for households

Following an emergency affecting water sources, Council is expected to source and provide drinking water for households. Commercial suppliers are listed in the MEMP Part 3. Where local resources are unable to meet the demand, the Department of Environment, Land, Water and Planning will coordinate emergency drinking water supplies and sewerage services to affected areas (following public health advice from the Department of Health and Human Services).

9.2.13 Harnessing Goodwill, Volunteers, Material Aid Donations

Material aid, donated food and spontaneous volunteers need to be handled carefully and sensitively. Financial donations are preferable to donations of material goods. There are standard protocols and messages for dealing with these and all unsolicited offers of help (refer to Emergency Management Australia Recovery Handbook). This is important as 'out of context' media stories about aid and volunteers can cause immense challenges and resentment within the community.

As indicated in the table below, the Salvation Army is responsible for coordinating the collection and distribution of donated goods and services. Council is responsible for coordinating volunteers.

Relief Service	Lead Agency	Service Providers	Comments/Additional Information
Volunteer Co-ordination Register, support and coordinate the work of volunteers after an emergency.	Council	Volunteering Victoria	Volunteer coordinator role and checklist available in the ERC guidelines. All spontaneous volunteers should register with Volunteering Victoria: volunteeringvictoria.org.au
Material donations Coordination Coordinate the collection and distribution of donated goods and, services following an emergency.	Salvation Army	Salvation Army	

Appendix A: Sourcing and Payment for local Emergency Relief resources

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┌─────────────────────┐
│ Community requires  │
│ relief services /   │
│ goods               │
└─────────────────────┘
           │
           ▼
┌─────────────────────┐                                    ┌──────────────────────────┐
│ Request for resource│ ─────────────────────────────────▶ │ Council funding limits   │
│ sent to MERO/MRM    │                                    │ are constrained /        │
│ (via MECC)          │                                    │ exceeded (Council        │
└─────────────────────┘                                    │ business continuity is   │
           │                                               │ threatened)?             │
           ▼                                               └──────────────────────────┘
┌─────────────────────┐                                              │           │
│ MERO/MRM sources    │ ◀──────────────────────────────┐            ▼           ▼
│ service/goods       │                                 │      ┌────────┐   ┌────────┐
└─────────────────────┘                                 └──────│  No    │   │  Yes   │
           │                                                    └────────┘   └────────┘
```

- Council or contracted local service provider used
- Resources procured through Inter-Council Emergency Management Resource Sharing Protocol
- No Council owned or contracted resources available, so local resources are procured that are not Council owned or controlled

Council pays costs

MRM escalates to DHHS

MRM escalates to DHHS