

Municipal Emergency Management Planning

North West Metropolitan Region



City of Yarra Municipal Emergency Management Plan

Contents

City of Yarra Municipal Emergency Management Plan	1
Contents	2
1. Introduction.....	4
1.1 Acknowledge of Traditional Owners	4
1.2 Climate Emergency.....	4
1.3 Authority.....	4
1.4 Plan Assurance and Approval	4
1.5 Plan Review	4
1.6 Planning Context	6
1.7 Plan Aim and Objectives.....	6
2. Municipal District Characteristics.....	7
2.1 Geography	7
2.2 Infrastructure.....	8
2.3 Educational Institutions.....	10
2.4 Industry and Commerce	10
2.5 Tourism.....	11
2.6 Hospitals, Health Centres and Health Services.....	11
2.7 Demography	11
2.8 History of Emergencies.....	14
2.9 At risk Groups	15
3. Planning Arrangements	20
3.1 This Plan within Victoria’s emergency management planning framework.....	20
3.2 The MEMPC and its Sub-Committees and Working Groups	21
3.3 Sub Plans and Complementary Plans	22
4. Mitigation Arrangements	22
4.1 Introduction.....	22
4.2 Hazard, Exposure, Vulnerability and Resilience	23
4.3 Risk Assessment Process (Community Emergency Risk Assessment).....	23
4.4 Treatment Plans	24
4.5 Monitoring and Review	24
5. Response Arrangements.....	24
5.1 Introduction.....	24
5.2 Command, Control, Coordination	26
5.3 Local Response Arrangement and Responsible Agencies	28

Municipal Emergency Management Planning

5.4	Municipal Emergency Coordination	29
5.5	Financial Considerations.....	29
5.6	Planning for Cross Boundary Events.....	29
5.7	Resource Sharing Protocols	30
5.8	Debriefing Arrangements	30
5.9	Transition to Recovery.....	30
6.	Recovery Arrangements	31
6.1	Introduction.....	31
6.2	Objectives of Recovery	31
6.3	Management Structure	32
6.4	Government Assistance Measures.....	38
7.	Roles and Responsibilities	39
7.1	Introduction.....	39
7.2	Roles and Responsibilities of Agencies/ Stakeholders	39
Appendices		41
8.	Administration.....	41
8.1	Restricted Operational Information	41
8.4	Amendment History	42
8.5	Distribution List	43
9.2	Sub Plans.....	43
9.3	Complementary Plans.....	43
9.4	North West Metropolitan Region Standard Operating Guidelines etc.	43

1. Introduction

1.1 Acknowledge of Traditional Owners

Yarra City Council acknowledges the Wurundjeri Woi Wurrung people as the Traditional Owners and true sovereigns of the land now known as Yarra. We also acknowledge the significant contributions made by other Aboriginal and Torres Strait Islander people to life in Yarra. We pay our respects to Elders from all nations and to their Elders past, present and future.

1.2 Climate Emergency

Yarra City Council recognises that the climate emergency presents an unprecedented challenge – both globally and locally. Our planet's climate is already too hot, with dangerous heatwaves, droughts, storms and flooding becoming more intense and destructive. Global heating is now considered by the world's leading climate scientists and many others to be a 'climate emergency'. Yarra City Council's Climate Emergency Plan 2020-2024 sets out 119 actions Council will undertake to respond to the escalating climate emergency.

1.3 Authority

In 2020, the *Emergency Management Legislation Amendment Act 2018* amended the *Emergency Management Act 2013* (EM Act 2013) to provide for new integrated arrangements for emergency management planning in Victoria at the State, Regional and Municipal levels and create an obligation for a Municipal Emergency Management Planning Committee (MEMPC) to be established in each of the municipal districts of Victoria, including the alpine resorts which, for the purposes of the Act, are taken to be a municipal district. Each MEMPC is a multi-agency collaboration group whose members bring organisation, industry or personal expertise to the task of emergency management planning for the municipal district.

This Plan has been prepared in accordance with and complies with the requirements of the EM Act 2013 including having regard to the guidelines issued under section 77, *Guidelines for Preparing State, Regional and Municipal Emergency Management Plans*

1.4 Plan Assurance and Approval

Assurance

A Statement of Assurance (including a checklist and certificate) has been prepared and submitted to the Regional Emergency Management Planning Committee (REMPC) pursuant to EM Act 2013 (section 60AG).

Approval

This Plan was approved by the North West Metro REMPC on the 19/08/2022. This Plan comes into effect when it is published and remains in effect until superseded by an approved and published update.

1.5 Plan Review

To ensure the Plan provides for a current integrated, coordinated and comprehensive approach to emergency management and is effective, it is to be reviewed at least every three years or as required.

Urgent update of this Plan is permitted if there is significant risk that life or property will be endangered if the Plan is not updated (EM Act 2013 section 60AM). Urgent updates come into effect when published on the municipal council website and remain in force for a maximum period of 3 months.

This Plan will be reviewed not later than 19/08/2025. This Plan is current at the time of publication and remains in effect until modified, superseded or withdrawn.

Municipal Emergency Management Planning

Multi-agency exercises

Regular testing and exercising of the Plan are also undertaken through multi-agency scenario exercises.

Refer table below for scenario exercises that have been undertaken:

Date	Name	Type	Aim
20-11-14	NOAH	Multiagency; Field	To practice operational elements of the North West Metropolitan EM Collaboration Project with particular focus on ERC and CEOC operations and communications between the ICC, CEOC and ERC.
27-11-14	RING-A-DING	Multiagency; Functional Hypothetical Virtual	To verify the MEMPC Contact List and MEMPC member capacity to respond to requests and information in a timely manner.
04-12-14	HELIOS	Single Agency (COY Council); Hypothetical Desktop	To validate plans and Council procedures concerning emergency management prior to, during and after a heatwave event.
13-04-15	CEOCEX15	Multiagency; hypothetical Discussion	To review and demonstrate CEOC operational roles and gain mutual understanding of CEOC functioning
26-08-15	JEWELL	Multiagency; Field; Regional	To practice elements of the management and provision of emergency relief services in the North West Metropolitan Melbourne Region.
12-11-15	RING-A-DING	Multiagency; Functional Hypothetical Virtual	To verify the MEMPC Contact List and MEMPC member capacity to respond to requests and information in a timely manner.
17-11-15	ANCHIALE	Multiagency; hypothetical Discussion	To gain situational awareness of heat-related hazard management across agencies within the North West Metropolitan Melbourne Region
30-06-16	PANDAMEX	Multiagency; Hypothetical Desktop	To provide an opportunity to identify and discuss the issues involved in managing responsibilities in the event of an Influenza Pandemic.
18-11-16	RING-A-DING	Multiagency; Functional Hypothetical Virtual	To verify the MEMPC Contact List and MEMPC member capacity to respond to requests and information in a timely manner, held at least every two years.
24-11-17	BARGOONGA	Multiagency; Field; Regional	To test the setup, functioning and pack down of a Council managed ERC site and to practice recording information, Council decisions and expenditure.
27-08-18	SHAKESPEARE	Single Agency	To exercise SES personnel using the OCEP radio system, specifically in the use of the Municipal Flood Emergency Plan
8-11-18	RING-A-DING	Multiagency; Functional Hypothetical Virtual	This exercise is designed to test and verify the City of Yarra Municipal Emergency Management Plan Parts 2 and 3 (MEMPC and resource contact Lists).
28-08-19	PAEN	Multiagency; Functional	To practice the activation of an Incident Control Centre (EMLOs), Municipal Emergency Operation Centres (MERO/MRM/Coordinators)
30-10-19	PAEN	Multiagency; Field; Regional	Multi-agency, regional exercise of an Emergency Relief Centre (ERC) activation.

1.6 Planning Context

Municipal Emergency Management Functions

The role of a municipal council in relation to emergency management planning is to facilitate planning for emergencies in relation to its municipal district by establishing a Municipal Emergency Management Planning Committee (MEMPC) (EM Act 2013 section 59F(a)).

In collaboration with other agencies and by the establishment of the MEMPC, council also has a role in enabling community participation in emergency preparedness, including mitigation, response and recovery activities (EM Act 2013 section 59F(b)).

Municipal Emergency Management Officer

Under the EM Act 2013 section 59G, council, must appoint one or more Municipal Emergency Management Officers (MEMO) for its municipal district.

The responsibilities of the MEMO are to:

- Liaise with agencies in relation to emergency management activities for the municipal district
- Assist in the coordination of emergency management activities for the municipal council

The MEMO role is outlined in the State Emergency Management Plan (page 63).

Municipal Recovery Manager

Under the EM Act 2013 section 59H, council, must appoint one or more Municipal Recovery Managers (MRM) for its municipal district.

The responsibilities of the MRM are to:

- Coordinate, in consultation with other agencies, the resources of the municipal council and the community for the purposes of recovery
- Liaise with any MEMO appointed for the municipal district in relation to the use of the municipal council's resources for the purposes of recovery
- Assist any MEMO appointed for the municipal district with planning and preparing for recovery

The MRM role is outlined in the State Emergency Management Plan (page 66).

Municipal Fire Prevention Officer

The Country Fire Authority Act 1958 and the Fire Rescue Victoria Act 1958 require each municipal council to appoint a Municipal Fire Prevention Officer (MFPO) and any number of assistant fire prevention officers. The MFPO provides its municipal council with expertise in relation to fire prevention and provides a connection to local fire services.

The role of the MFPO does not include a legislated planning function. Fire planning now falls under integrated planning arrangements.

1.7 Plan Aim and Objectives

Aim

To detail the agreed collaborative arrangements for the mitigation of, the response to, and the recovery from emergencies that could occur in the City of Yarra as identified in the Emergency Management Act 2013.

Objective

The broad objectives of this Plan are to:

- Implement measures to prevent or reduce the causes or effects of emergencies
- Manage arrangements for the utilisation and implementation of municipal resources in response to emergencies
- Manage support that may be provided to or from adjoining municipalities
- Assist the affected community to recover following an emergency
- Complement regional and state planning arrangements.

2. Municipal District Characteristics

2.1 Geography

The City of Yarra is one of Australia's smallest inner-city municipalities, covering an area of 19.5 square kilometres. The municipality is bordered by the Cities of Moreland and Darebin to the north, Stonnington to the south, Melbourne to the west and Boroondara to the east.

The City of Yarra includes the suburbs of Abbotsford, Alphington (part), Burnley, Carlton North (part), Clifton Hill, Collingwood, Cremorne, Fairfield (part), Fitzroy, Fitzroy North (part), Princes Hill and Richmond.

The boundaries of the municipality are Park Street, Bowen Crescent, Macpherson Street, Lygon Street, Princes Street, Nicholson Street, Victoria Parade, Hoddle Street, Punt Road, Harcourt Parade, then the Yarra River inclusive of Herring Island to Heidelberg Road then where it intersects with Merri Creek to May Street across to Nicholson Street.

Figure 1: City of Yarra municipal boundary

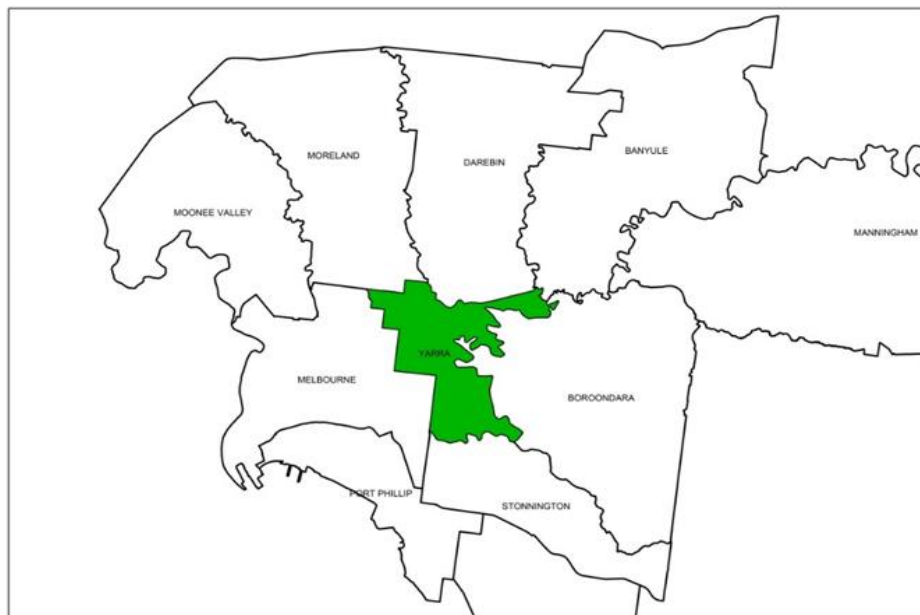
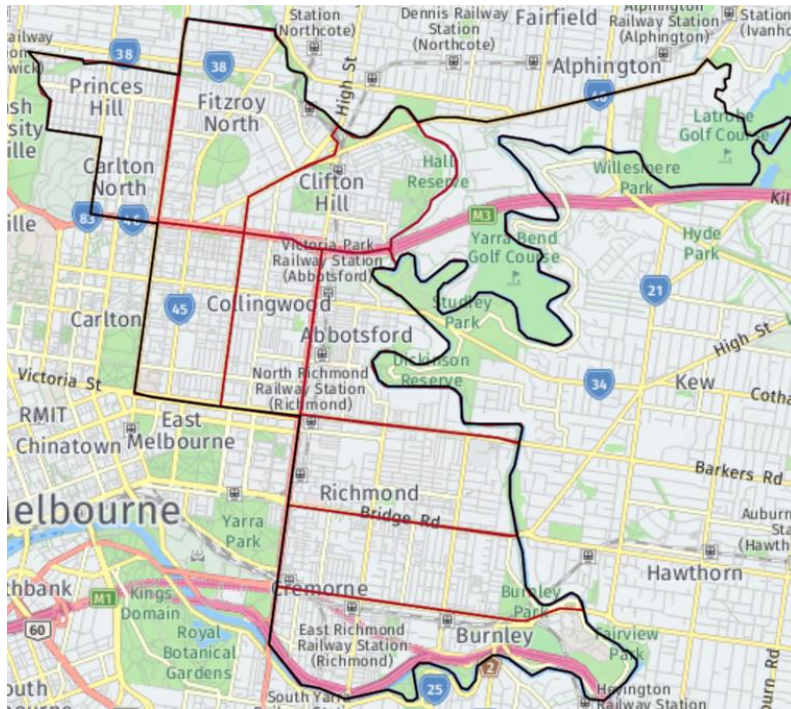


Figure 2: City of Yarra suburbs



2.1.1 Climate and Weather

The City of Yarra has a moderate climate. However, temperatures can vary from zero in the winter to 40C in summer. The annual mean minimum temperature is around 10C and the annual mean maximum temperature around 20C. On average approximately 650mm of rain falls annually with May to October being the wettest months. The municipality belongs to the Central Forecast District.

2.1.2 Rivers and Waterways

The main waterways in the City of Yarra are the Yarra River and two tributaries: Merri and Darebin Creeks. The Yarra River and Merri Creek are specifically listed as ecologically important streams in the State Environment Protection Policy (SEPP – Waters of Victoria).

In Abbotsford, Dights Falls is an important location where saltwater from the estuary meets the fresh water of the river. This site features waterfalls and remnants of the Dights Flour Mill built in the 1840s. Dights Falls is a significant site of the Wurundjeri.

2.1.3 Parks and Gardens

The City of Yarra's parks and gardens include some of Melbourne's best-known open space areas: Edinburgh Gardens, Darling Gardens, Barkly Gardens, Burnley Park, Linear Park, Fairfield Park, Mayors Park and Yarra Bend Park (the largest remaining area of natural bushland in inner Melbourne). Further information on all parks, gardens and reserves in the municipality can be accessed online - <https://www.yarracity.vic.gov.au/facilities>.

2.2 Infrastructure

2.2.1 Transport

The City of Yarra has a number of major arterial roads, railway and tram lines, bus and bicycle routes running through the municipality.

Vehicles classified as a major hazard pass through the Municipality each day including LP gas tankers, petrol tankers and chemical transporters.

2.2.2 Freeway and Arterial Roads

Freeways and Arterial Roads	From – To
Eastern Freeway	Gold Street to Yarra River
Alexandra Parade	Nicholson Street to Gold Street
Punt Road	Yarra River to Bridge Road
Bridge Road	Hoddle Street to the Yarra River
Hoddle Street	Bridge Road to Queens Parade
Brunswick Street	Alexandra Parade to St Georges Road
Burnley Street	Barkly Avenue to Victoria Street
Chandler Highway	Heidelberg Road to Yarra River
George Street	Alexandra Parade to Queens Parade
Heidelberg Road	Queens Parade to Darebin Creek
Johnston Street	Nicholson Street to Yarra River
Nicholson Street	Victoria Parade to the Municipal boundary
Princes Street	Nicholson Street to Lygon Street
Queens Parade	Heidelberg Road to Merri Creek
St Georges Road	Brunswick Street to Merri Creek
Swan Street	Punt Road to Yarra River.
Victoria Parade	Nicholson Street to Hoddle Street
Victoria Street	Hoddle Street to the Yarra River
Church Street	Yarra River to Victoria Street
Yarra Boulevard	Bridge Road to Loyola Grove
Barkly Avenue	Burnley Street to Gibdon Street
Twickenham Crescent	Gibdon Street to Loyola Grove
Loyola Grove	Twickenham Crescent to Madden Grove
Madden Grove	Loyola Grove to Swan Street

2.2.3 Railway Stations and Crossings

The following stations are located within the municipality:

- Rushall (located in Fitzroy North)
- Clifton Hill
- Victoria Park
- Collingwood
- North Richmond
- West Richmond
- Richmond
- East Richmond
- Burnley

There is one level crossing in the municipality, located on Ramsden Street near Clifton Hill train station.

2.3 Educational Institutions

Yarra is home to 12 secondary and 22 primary schools.

Refer table below for City of Yarra major educational institutions.

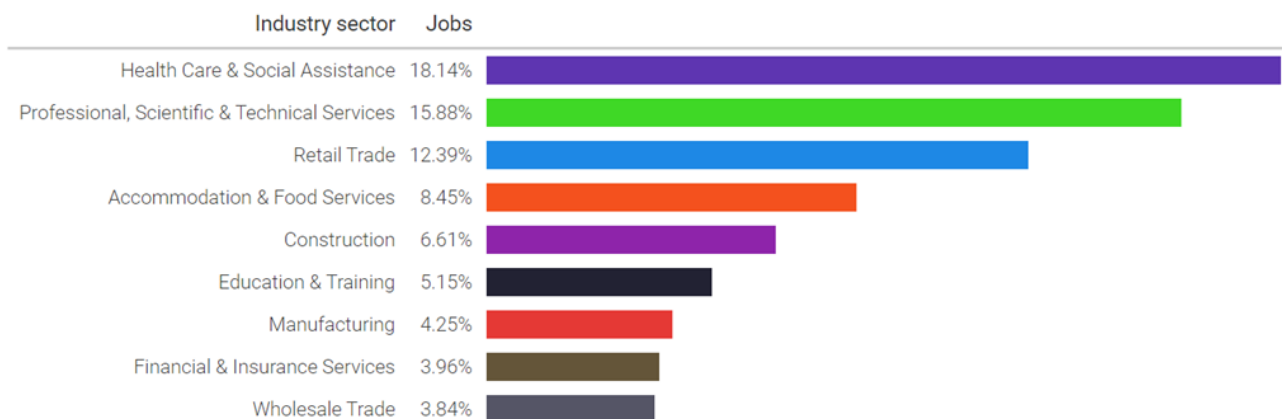
Infrastructure Name	Details
University of Melbourne	Burnley campus
Australian Catholic University	Fitzroy campus
Melbourne Polytechnic	Collingwood and Fairfield campuses
Kangan Batman Tafe	Richmond campus

2.4 Industry and Commerce

Annual economic output for the area was \$27.124 billion, making Yarra home to one of the largest economies in metropolitan Melbourne (REMPPLAN accessed on 13/10/2021).

Refer below for the top 10 industries in City of Yarra, measured by number of persons employed.

Figure 3: Industries in Yarra (Source: REMPLAN)



Commercial areas are concentrated along several of the main roads. These include Bridge Road, Swan and Victoria Streets in Richmond, Brunswick and Gertrude Streets in Fitzroy and Smith Street in Collingwood. There is a concentration of retail premises operating in the main activity centres of:

- Bridge Road, Richmond
- Brunswick Street, Fitzroy
- Church Street, Richmond
- Gertrude Street, Fitzroy
- Johnston Street, Collingwood
- Nicholson Street, Carlton
- Queens Parade, Fitzroy North
- Rathdowne Street, Carlton

Municipal Emergency Management Planning

- Smith Street, Collingwood
- St Georges Road, Fitzroy North
- Swan Street, Richmond
- Victoria Gardens, Richmond
- Victoria Street, Richmond

2.5 Tourism

According to data from REMPLAN, tourism generates service demands to support 4,442 jobs within Yarra, representing 5.3% of employment in the municipality. Tourism related employment is attributed to retail, hospitality, education, arts and recreation services, and health. The major industries associated with tourism in Yarra include:

- Accommodation and Food Services
- Retail Trade
- Transport, Postal and warehousing. The total output of the tourism sector is estimated to \$883 million, representing 3.8% of Yarra's total output.

2.6 Hospitals, Health Centres and Health Services

The main public hospital attended by residents of Yarra is St Vincent's Public Hospital.

Yarra is well serviced in terms of general health care services. Locations of all health services in the City of Yarra are available at: <https://www.serviceseeker.com.au/>

Refer tables below for Hospitals and Community Health Centres in the City of Yarra

Hospitals in the City of Yarra		
St Vincent's Public Hospital 41 Victoria Parade, Fitzroy 9231 2211	St Vincent's Private Hospital 59 Victoria Parade, Fitzroy 9411 7111	Epworth Richmond 89 Bridge Road, Richmond 9426 6666
Thomas Embling Hospital 101 Yarra Bend Road, Fairfield 9495 9100	The Melbourne Clinic 130 Church Street, Richmond 9429 4688	
Community Health Centres in the City of Yarra		
Cohealth - Carlton 530 Lygon St, Carlton 9347 4133	Cohealth - Fitzroy 75 Brunswick St, Fitzroy 9448 5531	Cohealth - Collingwood 365 Hoddle St, Collingwood 9448 5528
Cohealth Innerspace - Drug Safety Services 4 Johnston Street, Collingwood 9448 5530	Access Health and Community 283 Church Street, Richmond 9810 3000	North Richmond Community Health Centre 23 Lennox Street, Richmond 9418 9800

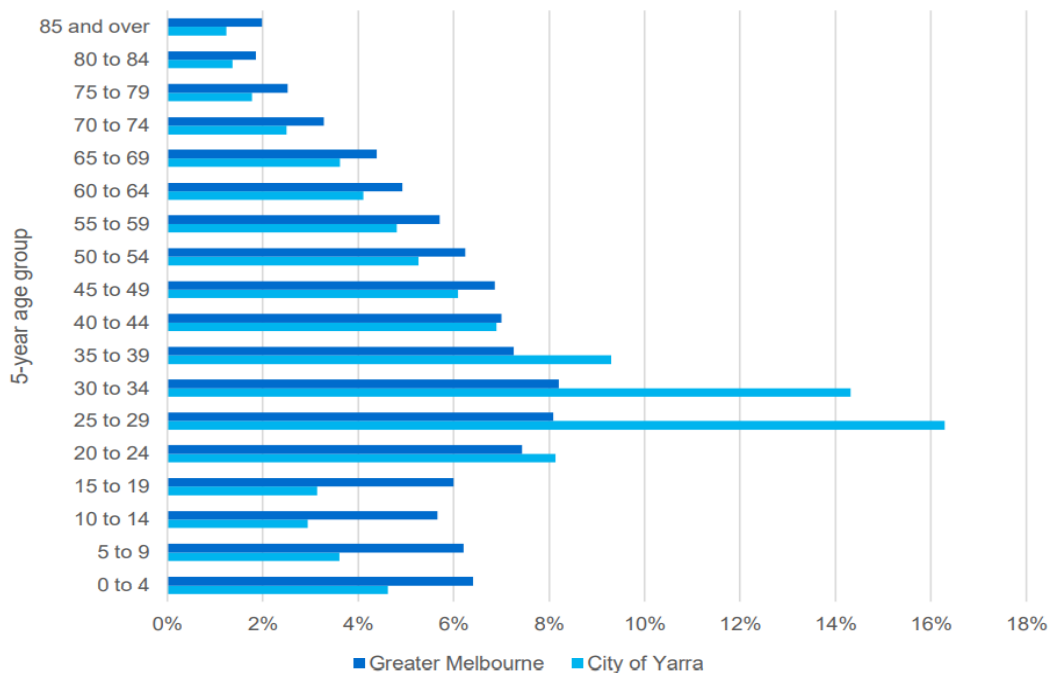
2.7 Demography

The current residential population of the City of Yarra in 2021 is estimated to be approximately 103,125. It is estimated that 81,062 people work in the City of Yarra. Demographic information can be found on the City of Yarra website.

Key information includes:

2.7.1 Population and Age

Age profile – City of Yarra and Greater Melbourne, five-year age groups 2016



Source: Australian Bureau of Statistics, Census of Population and Housing, 2016

Current and projected population change, by suburb

Yarra neighbourhood	Total population		Change 2020-35	
	2020	2035	n	%
Abbotsford	11,220	14,410	3,190	28%
Carlton North - Princes Hill	8,940	8,910	-30	-0.3%
Central Richmond	14,800	18,040	3,240	22%
Clifton Hill	7,290	7,540	250	3.4%
Collingwood	10,680	15,830	5,150	48%
Cremorne and Burnley - Richmond South	4,870	11,140	6,270	129%
Fairfield - Alphington	3,260	9,660	6,400	196%
Fitzroy	12,480	17,480	5,000	40%
Fitzroy North	13,090	15,680	2,590	20%
North Richmond	17,090	23,340	6,250	37%
City of Yarra	103,720	142,030	38,310	37%

Source: Population and household forecasts, 2016 to 2041, prepared by .id, the population experts, August 2018

2.7.2 Aboriginal Heritage

The Wurundjeri people are the cultural custodians of the land now known as the City of Yarra. They cared for the land for many thousands of years before being displaced by European settlers from the 1830s. Council acknowledges the profound impacts of these changes and today celebrates the rich and enduring culture of Yarra’s Traditional Owners. More information can be found online at: <http://aboriginalhistoryofyarra.com.au/>

There were 382 Aboriginal and Torres Strait Islander people in Yarra on census night in 2016. However, local Aboriginal services report that many more people travel into Yarra for social activities, events and to access services. It should be noted that Aboriginal and Torres Strait Islander people are commonly under-represented in the Census count.

2.7.3 Use of Transportation

According to the most recent data from the 2016 census.

- Nineteen percent of households in Yarra have no car, 45% have one car and 24% have 2 or more cars.
- 10,650 people rode their bike or walked to work in 2016 (21%).
- 18,068 people drove to work in a private vehicle (35.6%).
- Nearly one-in-two Yarra residents (46%) journey to work on sustainable transport: public transport (28.1%), cycling (8.6%) and walking (12.4%).

2.7.4 Education

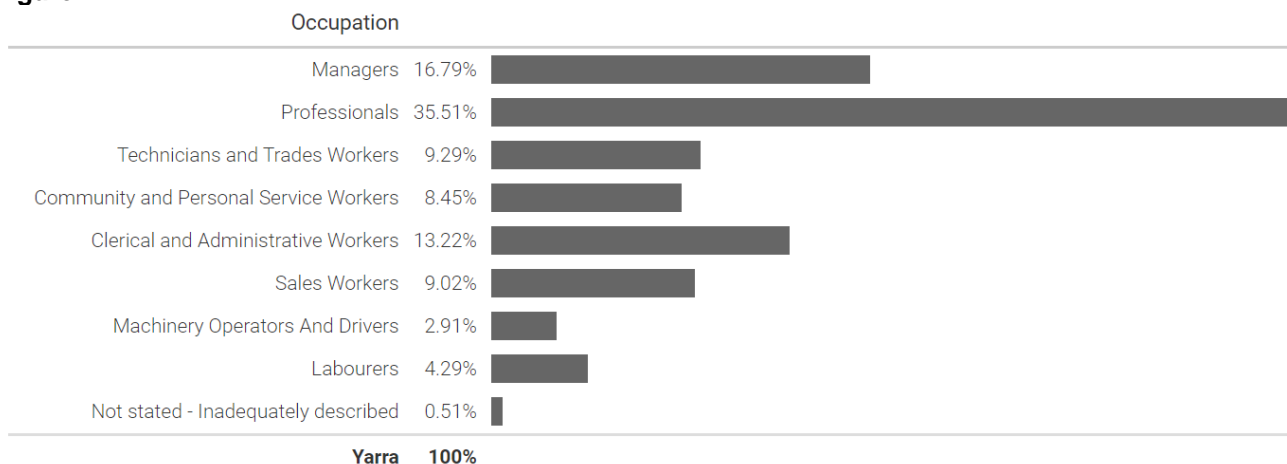
Yarra is evolving into a more educated and affluent community, with 48.2% of residents holding tertiary qualifications (compared to the Greater Melbourne average of 27.5%).

2.7.5 Employment

The residential population is estimated at 103,125* (2020). Total employment within the City of Yarra is estimated at 84,415 (2021~). Of those that are employed in the city of Yarra only 15.2% also lived in area (2016^).

* Figures obtained from the Australian Bureau of Statistics, Population by Age and Sex as of 30 June 2020 ~ REMPLAN ABEIS Survey June 2021.

Figure 4: REMPLAN



2.7.6 Health and Wellbeing

2.7.7 Financial Wealth

Yarra is a municipality of economic and social extremes. While a 38% of households earn over \$2,395 per week, and 53% of workers are in managerial and professional occupations, around 20% earn less than \$700 per week and many are living with economic hardship and social disadvantage.

2.7.8 Internet Usage

Approximately 81% of households have access to the internet.

2.8 History of Emergencies

Refer table below for Emergency incidents of note in the Municipality.

Note: this list is not intended to be a comprehensive history of emergencies for the City of Yarra.

Risk/Hazard Type	Incident	Date
Pandemic	The COVID-19 pandemic in Australia is part of the ongoing worldwide pandemic of the coronavirus disease 2019 (COVID-19) caused by severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2). The first confirmed case in Australia was identified on 25 January 2020	25 January 2020
MEMP/ERC Activation	In the summer of 2014, Council activated an Emergency Relief Centre following a fire in an apartment building which led to a number of displaced residents. Emergency Relief Centre was activated to respond to a fire at Atherton Garden Housing Estate which forced the evacuation of 300 people. Emergency Relief Centre was activated to respond to a crane which was damaged in strong wind and was at risk of falling. As a precaution hundreds of residents were evacuated at from their homes in Richmond.	January 2014 March 2017 July 2018
Flood	There have been no major level floods recorded in the City of Yarra since records began. See the Municipal Flood Emergency Plan for more details.	
Fire	A significant fire occurred in the Atherton Garden Housing Estate resulting in the evacuation of 300 people.	March 2017
Major Traffic Accidents	A vehicle pile-up occurred in the Burnley tunnel involving three trucks and four cars. The crash resulted in an explosion and a subsequent fire which reached temperatures in excess of 1,000°C. The fire forced the evacuation of motorists from both the Burnley and nearby Domain tunnels. Three people died in the accident. There have been two further road fatalities within the municipality one in 2017 and another in 2018.	23 March 2007
Massacre	A mass shooting occurred on Hoddle Street, Clifton Hill. Seven people died and 19 others were seriously injured. The massacre was highly publicised and had a long-lasting psychosocial impact in Yarra and further afield.	9 August 1987

2.9 At risk Groups

This section outlines the at risk groups in the City of Yarra. For each at risk group information has been included, such as:

- Internal support services
- External support services

2.9.1 Profiles

Profiles on residents and a range of communities within the City of Yarra are available on the [City of Yarra](#) website as well as the [social atlas](#) and [economic profile](#) in the form of data visualisations.

Profiles include

- Younger people (residents aged 15 to 24 years)
- People with disabilities aged under 65
- Older people (residents aged 60 years and over)
- Families with children (families with youngest child aged 0-12 years)
- Multicultural community (residents born overseas)
- High rise residents (living in apartments with four or more storeys)
- Workers (those who work in the municipality)
- Tertiary students (those living and/or studying in the municipality)

2.9.2 Municipal Demographic

	Population	Comments	Data Source
Infants and young children (0 – 14)	5,683	Location/other info	Australian Bureau of Statistics Regional Population by Age and Sex Australia 2020
Aged Population (65 years +)	5,391	Location/other info	Australian Bureau of Statistics Regional Population by Age and Sex Australia 2020
Residents with pre-existing conditions	NA	No records on this group although aged and 0 – 6 years may be linked to HACC and Family Services Presumptions made that resident will be linked with local GPs, hospitals or chemists	
People with disability under the age of 65	3,043 people	The age group percentage of Yarra residents with disability who require assistance with core activities is as follows: <ul style="list-style-type: none"> • 0-14 years old equates 2% • 15-64 years old equates to 2% However, it should be noted that the Census captures only those people who have identified as having a disability.	Australian Bureau of Statistics, Census of Population and Housing 2011 and 2016

Municipal Emergency
Management Planning

Homeless	29 sleeping rough	Difficult group to ascertain size and need. 78% male. There are several areas within Yarra that have been identified where people sleep rough, and these are monitored regularly with outreach and supports in place.	2018 City of Melbourne Street Count City of Yarra Rough Sleeping Site Report
CALD Groups	29% of Yarra's residential population was born overseas	Residents come from over 97 different countries, and 22.2 percent of people spoke a language other than English at home.	Australian Bureau of Statistics 2016 Census Population and Housing
Refugees and New Migrants	Approximately 25,127 Refugees and New Migrants are living and or working in Yarra and 28% had arrived in the 5 years preceding 2016	Located: Dispersed throughout Yarra.	Australian Bureau of Statistics 2016 Census Population and Housing
Residents in public housing	10% of Yarra's residents live in public housing, well above the Greater Melbourne average (2.6%) 20% of households are in the lowest quartile group earning up to \$740 per week.	Levels of disadvantage in Yarra are highly concentrated in the main public housing areas within Richmond, Collingwood, and Fitzroy.	Australian Bureau of Statistics, Census of Population and Housing, 2016 (Usual residence data)

2.9.3 At risk Groups

At risk groups include but are not limited to:

At risk Group	Vulnerability	Internal Support	External Support	Internal Contact
Aged Population	Age compounded by other illnesses Possible dependence on carers Restricted mobility Confusion Adverse reactions to medications Alternative accommodation may require disability aids Very high rates of mental illness and dementia Understanding service and other information	Commonwealth Home Support Program In home and community support services Regional Assessment Service Support for Carers program	Bolton Clarke (previously known as Royal District Nursing Service) The Australian Government funds and regulates aged care providers that provide Commonwealth Home Support Program services, Home Care Packages, and residential aged care facilities. All aged care providers are required to have comprehensive lists of their clients/residents, their contacts, and an understanding of individuals' needs. In addition, all registered residential aged care facilities are required to have evacuation plans. General Practitioners	Regional Assessment intake officer 9205 5159

At risk Group	Vulnerability	Internal Support	External Support	Internal Contact
			Community Health Centres	
People with disability under the age of 65		Home and community care program for younger people In home and community support services HACC/Program Younger People assessment Support for Carers program	NDIS Local Area Coordinator: Brotherhood of St Laurence Multiple NDIS providers	Customer service administration officer for under 65: 9205 5285
Infants and young children Residential base	Age Dependence on others	Immunisation Family Support and Counselling Maternal and Child Health Clients' details are entered in CDIS database Parent in home Support Facilitate playgroups and support groups	MacKillop Family Services	Team Leader Family Services
Residents with pre-existing medical conditions	Reliance on others Dependency on medication Mobility impaired	No internal support services unless elderly or between 0 -6 years	GPs Hospitals Doutta Galla Community Health Centres Chemists	No internal support unless current clients of services
Homeless Population: 279 'sleeping rough' 2018	Homeless rough sleeping without safe and stable housing Multiple and complex health and mental needs Undiagnosed disabilities and acquired brain injuries High rates of poly-drug and alcohol use Substance use may affect ability to regulate core body temperature Feeling confused/unsafe Adverse reactions to medications Mistrust and or cautious of mainstream services	Support primarily by referring to appropriate external support agencies	Rough Sleeper initiative (Launch Housing) Frontyard Melbourne City Mission (youth homelessness) Salvation Army 69 Bourke Street Anglicare Victoria - Lazarus Breakfast program Vincent Care Co Health , central city community health Youth Projects WIRE Unison Housing Bolton Clark Homeless Persons Program Housing Choices Australia St Vincents Hospital Homeless	Engagement Officer Homelessness and Rough Sleeping

Municipal Emergency
Management Planning

At risk Group	Vulnerability	Internal Support	External Support	Internal Contact
	and authority Isolated from families, kinship networks, supports and cultural connection Risk of exposure/illness/death due to the impacts of extreme weather		Persons Program	
CALD Groups	Possible isolation Limited understanding of English (English not first language) Cultural sensitivities Difficulty understanding services Knowledge of available services and how to access them Possible lack of close support network Possible fear of uniformed representatives (Refugee background)	May be linked with Family Services Bilingual support workers available within Family Services and Library Services	Translation Services Multicultural peak bodies Ethnic Communities Council of Victoria Victorian Multicultural Commission Multicultural affairs	Community development officer and multicultural partnerships
Residents who live in high rise apartments			Department of Families, Fairness and Housing (DFFH) – public housing	
Women and Children experiencing family violence	May be isolated and lacking family or social supports May be fearful of offender or have intervention order and therefore not attend ERCs or recovery efforts May require protection or secure refuge or location	Family services Maternal health	Well organised service system: Safe Steps: Family Violence Response Centre 1800 015 188 1800 Respect: Domestic Violence Resource Centre Victims of Crime Compensation and Counselling Victoria 1800 000 055 In Touch Multicultural Centre Against Family Violence Domestic Violence Resource Centre Victoria WIRE Victorian Centres Against Sexual Assault (CASA) 1800 806 292	Family Services Intake and Case Worker 9205 5468
International Students	May lack awareness of rights, and avenues to seek support. Some commonly raised issues include employment, and tenancy rights. May also be at risk of social isolation and limited social inclusion.	Bi Cultural support Officers, Support through Yarra Libraries community outreach initiatives	Study Melbourne 1800 056 449 Study Melbourne Facebook page International Education Association of Australia	Community development officer and multicultural partnerships

2.9.4 Community Resilience

A wide range of active organisations and services facilitate the creation and maintenance of a connected and resilient Yarra community. The community sector represents around 1,200 local, regional, and state-wide agencies delivering more than 1,500 different types of services. Through the Annual Grants program, Council has funded around 300 community groups located in Yarra to build networks and collaborate on environmental, political, social, economic, and cultural activities.

Yarra's Neighbourhood Houses and Learning Centres (NH&LCs) offer services including children and youth programs, art, music, cooking and computer classes, English and other language lessons and community lunches, all at little or no cost. Importantly, they also provide a welcoming place for community members who may feel isolated or disconnected to drop in, have a cup of tea and see some friendly faces. The NH&LCs are predominantly run and staffed by volunteers: <https://www.yarracity.vic.gov.au/the-area/visiting-yarra/neighbourhood-houses-and-learning-centres>

There are a number of well-known community groups and networks that seek to address vulnerability in Yarra.

Some of these include:

- Youth Support and Advocacy Service (YSAS)
<http://www.ysas.org.au/>
- Council to Homeless Persons
<http://chp.org.au/>
- Yarra City Active Aging Advisory Committee
[Active Ageing Advisory Committee | Yarra City Council](#)
- Yarra Drug and Health Forum
<http://www.ydhf.org.au/>

3. Planning Arrangements

3.1 This Plan within Victoria's emergency management planning framework

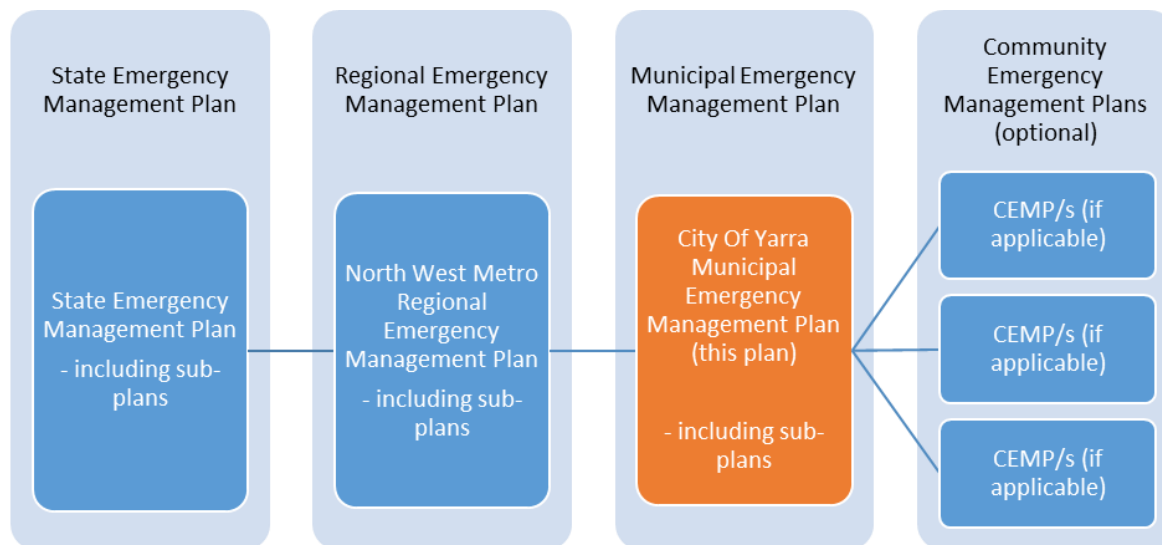
This Plan supports holistic and coordinated emergency management arrangements within the region. It is consistent with and contextualises the State Emergency Management Plan (SEMP) and North West Metro REMP. The REMP is a subordinate plan to the SEMP and the MEMP is a subordinate plan to the REMP.

To the extent possible, this Plan does not conflict with or duplicate other in-force emergency management plans that exist.

Figure 5 outlines this Plan's hierarchy. This Plan should be read in conjunction with the SEMP and the North West Metro REMP.

Figure 5: Plan hierarchy

Municipal Emergency Management Planning



3.2 The MEMPC and its Sub-Committees and Working Groups

The MEMPC is formed pursuant to Sections 59 and 59F of the Emergency Management Act 2013 (EM Act 2013). From 1 December 2020, the legislation shifts responsibility for municipal emergency management from the council to the reformed, multi-agency MEMPC.

The MEMPC promotes shared responsibility for planning by requiring relevant agencies to participate in the planning process. The MEMPC is a multi-agency collaboration group whose members bring organisation, industry or personal expertise to the task of developing a comprehensive emergency management plan for the municipality.

The MEMPC covers arrangements for mitigation, response and recovery, and identifies the roles and responsibilities of agencies in relation to emergency management.

The MEMPC reports directly to the REMPC.

Section 59A of the EM Act 2013 specifies the minimum membership requirements of the MEMPC which are:

- MEMPC Chair: City of Yarra Senior Management team member nominated by the Chief Executive Officer
- Victoria Police
- Fire Rescue Victoria
- Ambulance Victoria
- Victoria State Emergency Service
- Australian Red Cross
- Department of Families, Fairness and Housing
- Department of Health
- Community representative/s
- Recovery representative/s
- Other persons as nominated

The MEMPC will determine if a sub-committee/team is required in relation to specific or complex arrangements that either enhance or contextualise the MEMP. Refer 3.3 below.

3.3 Sub Plans and Complementary Plans

Sub Plans

The MEMPC will determine if a sub-plan is required to detail more specific or complex arrangements that either enhance or contextualise this Plan. All sub-plans are multi-agency plans and may be hazard specific where the consequences are likely to be significant, for example a municipal flood response sub-plan.

All sub-plans to this Plan are subject to the same preparation, consultation, assurance, approval and publication requirements as this Plan, as outlined in Part 6A of the EM Act 2013.

Agencies with roles or responsibilities in a sub-plan must act in accordance with the plan (EM Act 2013 s60AK).

A list of sub plans is included in Section 9.2 of this plan.

Complementary Plans

Complementary plans are prepared by industry/sectors or agencies for emergencies that do not fall within Part 6A of the EM Act 2013. They are often prepared under other legislation, governance or statutory requirements for a specific purpose.

Complementary plans do not form part of this Plan and are not subject to approval, consultation and other requirements under the EM Act 2013.

A list of complementary plans that have significance to the comprehensive, coordinated and integrated emergency management arrangements in the municipal district is included in Section 9.3 of this plan.

4. Mitigation Arrangements

4.1 Introduction

Risk management is the systematic approach and practice of managing uncertainty to minimise potential harm and loss. Emergency risk management is then a process which aims to reduce risks within a community. This can be done by identifying the risks that a community faces, assessing the vulnerability of the community to those risks and providing options to reduce or eliminate the risks. It comprises risk assessment and analysis, and the implementation of strategies and specific actions to control, reduce and transfer risks. Risk management is a core issue for the community and is a part of the Municipal Emergency Management Plan (MEMP).

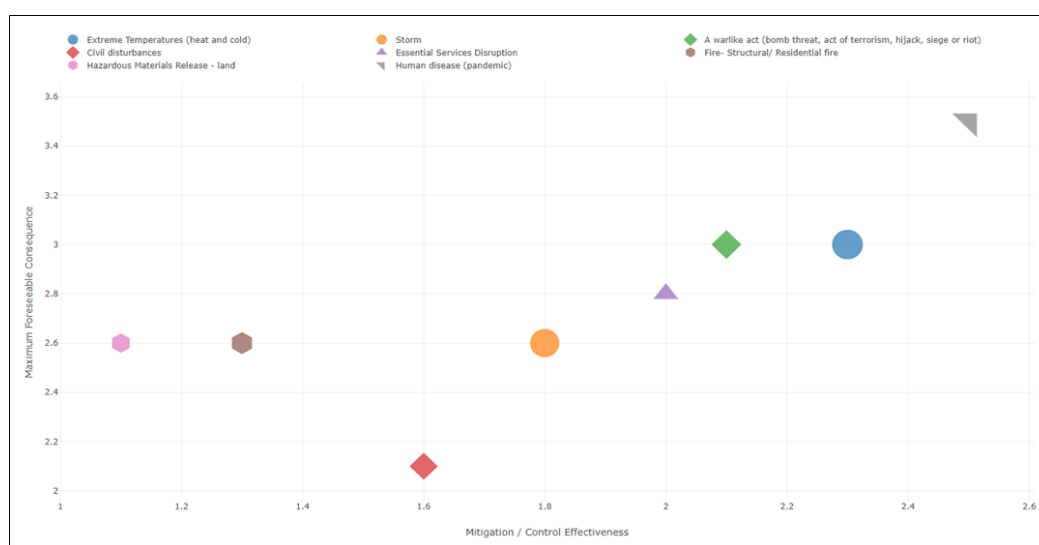
4.2 Hazard, Exposure, Vulnerability and Resilience

During 2020-21 the MEMPC considered and determined 8 hazards as being relevant to the MEMP during this period. The control measures that have been considered by the participants in the process are listed in the Community Emergency Risk Assessment (CERA). See Section 4.3 for more detail. These controls are intended to manage the risks to an acceptable level and provide assurance to the community on the arrangements that are in place at a municipal level.

The revised plan is made available to the wider community via the City of Yarra website.

A summary listing of the hazards, by category, risks and their assessment is provided in the table below.

Hazard Category	Emergency Hazard Description	Residual Risk Rating	Control Agency
Biological	Human disease (pandemic)	High	Dept of Health
Natural Disaster	Extreme Temperatures (heat and cold)	High	Dept of Health
Infrastructure	Essential Services Disruption	Medium	DELWP
Human Caused	A warlike act (bomb threat, act of terrorism, hijack, siege or riot)	Medium	Victoria Police
Human Caused	Civil disturbances	Medium	Victoria Police
Natural Disaster	Storm	Medium	Victoria SES
Technical	Hazardous Materials Release - land	Medium	Fire Rescue Victoria
Technical	Fire- Structural/ Residential fire	Medium	Fire Rescue Victoria



4.3 Risk Assessment Process (Community Emergency Risk Assessment)

The MEMP and related sub plans are supported by a common Community Emergency Risk Assessment (CERA).

The Community Emergency Risk Assessment process is used by the City of Yarra along with other Local Government Authorities. The risk assessment for this MEMP has been undertaken by the Municipal Emergency Management Planning Committee (MEMPC) and was reviewed and refreshed during 2020-21. The CERA is used to determine the nature and extent of risks by analysing potential hazards and evaluating existing conditions of vulnerability that together could potentially harm exposed people, property, services, livelihoods and the environment on which they depend throughout the municipality.

4.4 Treatment Plans

The CERA software tool is a database that contains significant, detailed and relevant risk related and community data on each hazard and other factors. Various outputs are available that can be used in management plans for all emergency service organisations and other agencies. The data is maintained virtually with capacity for identified MEMPC members to view and maintain the data on behalf of the MEMPC.

4.5 Monitoring and Review

The review process involves a cyclical review of risks during quarterly MEMPC meetings. During each meeting, a selection of risks are reviewed for accuracy, controls, risk ratings, significant new data, actions and any other relevant data. Changes to hazards and controls are reflected and actioned as soon as identified and assessed. The cycle is ongoing to ensure currency and continuous improvement.

The process of review of emergency risks generated by hazards, exposures and vulnerability for the municipality of the City of Yarra includes the:

- Scheduling and conduct of cyclical risk reviews for all hazards and risks.
- Identification of key assets, values and functions that should be considered in the assessment with the hazards that may affect them.
- Identification of strengths and weaknesses in existing planning and mitigation arrangements and opportunities for improvement.
- Full assessment and calculation of the levels of risk and the effectiveness of the applicable control measures.
- Creation of an updated risk profile for the community emergency risk assessment that provides outputs that can be used in specific management plans.

The review process has referenced the Emergency Management Act 2013, the Risk Management standard AS/NZ ISO 31000:2018 and the Community Emergency Risk Assessment (CERA) software tool and workbook as published and supplied by VICSES to support the process.

5. Response Arrangements

5.1 Introduction

Emergency response is the action taken immediately before, during and in the first period after an emergency to reduce the effect and consequences of emergencies on people, their livelihoods and wellbeing, property, the environment and to meet basic human needs.

Emergency relief and recovery activities should be integrated with emergency response activities and commence as soon as the effect and consequences of the emergency are anticipated.

The MEMPC provides the mechanism for the build-up of appropriate resources to cope with emergencies in the City of Yarra. It also contains arrangements for escalation where municipal resources have been exhausted.

The objective of the response arrangements in this plan are to minimise the effects of an emergency on affected persons and property within the City of Yarra by co-ordinating municipal resources to assist emergency service authorities, as requested.

Municipal Emergency Management Planning

The basic functions at a local level are:

- Provision of resources as available and needed by the community and response agencies
- Establishment of Emergency Management Operation 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.

There are two basic types of emergencies to which the Council must respond. These are:

Emergency Management Response

The MEMP becomes active at the request of the Municipal Emergency Response Coordinator (MERC) or Senior Victoria Police Member coordinating at a major incident not attended by the MERC. This person contacts the Council Municipal Emergency Management Officer (MEMO) via Access Yarra. The on-call MEMO will respond to directions and coordinate municipal resources requested by the MERC.

Local Incident Response

The Local Incident Response is coordinated at a municipal level by the responding Duty MRM/MEMO. The Duty MRM/MEMO may receive a request from Council Branches such as Building, Health Services or Engineering Services to provide physical resources or personnel at the scene of the local incident. The request usually comes from the coordinator of the response agency who is at the incident. The responding on-call officer will attend to the request made. If further resources are required to be supplied and the on-call officer does not have the authority to supply those resources, the on-call officer will advise the Senior Victorian Police member coordinating the emergency to contact Access Yarra and activate the on-call MEMO. The on-call MEMO may direct and authorise the use of physical resources in response to the local incident. Following the direction of incident controller, the on-call MEMO may direct the establishment of the CEOC or a municipal recovery centre to be placed on standby. The escalation of Council's response is to be advised by the on-call MEMO to the MEMO and MRM.

Emergency Management Priorities

The State has endorsed a set of emergency management priorities to underpin and guide all decisions made during emergencies in Victoria. The priorities focus on the primacy of life and the issuing of community warnings and information, to assist people to make informed decisions about their safety.

The priorities are:

- Protection and preservation of life is paramount. This includes safety of emergency response personnel and community members (including at risk community members and visitors/tourists)
- 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 support 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 State uses a scalable systems approach to manage emergency response operations through the following three operational tiers:

- State tier
- Regional tier
- Incident tier

Not all tiers will be active for every emergency. In general, the State and Regional tiers are active only for major emergencies or where major emergencies are anticipated to occur. Non-major emergencies are managed only at the incident tier.

5.2 Command, Control, Coordination

Command

Command refers to the direction of personnel and resources of an agency in the performance of that organisation's role and tasks. Authority to command is established in legislation or by agreement within an agency. Command relates to agencies and operates vertically within an agency.

Control

Control refers to the overall direction of response activities in an emergency. Authority for control is established in legislation or in an emergency response plan and carries with it, the responsibility for tasking other agencies in accordance with the needs of the situation. Control relates to situations and operates horizontally across agencies. The Control Agency is to appoint an Incident Controller who will control the operation.

Coordination

Coordination is the bringing together of agencies and resources to ensure effective response to and recovery from emergencies. In relation to response, coordination includes ensuring that effective control has been established.

Incident Emergency Response Coordinator

The Incident Emergency Response Coordinator (IERC) is usually the senior member of Victoria Police at the initial scene of an emergency or at the place where control is being exercised at incident level. This role usually relates to the first response to an emergency, and the person fulfilling the role may change in seniority as the emergency escalates or de-escalates.

The role of the IERC is to:

- Maintain a presence at the place where control is being exercised and represent the MERC in their absence
- Ensure effective control is established and maintained
- 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

Municipal Emergency Management Planning

- Ensure the Incident Controller has formed and is chairing an Incident Emergency Management Team (IEMT) ensuring effective information sharing
- Arrange for the provision and allocation of resources requested by control and support agencies and escalate unfulfilled requests to the MERC or RERC
- Ensure timely warnings and information are provided to the community and support agencies by the control agency
- Ensure the Incident Controller has developed and issued an incident action plan (including objectives and strategies for managing the incident)
- Consider the need for declaration of an emergency area
- Provide the MERC or RERC with information or advice on issues relating to control, command, and coordination of the emergency response, including issues relating to consequence management, the provision of relief and the transition to recovery.

Municipal Emergency Response Coordinator

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 sits on the Municipal Emergency Management Planning Committee.

The MERC will communicate with the EMC through the Regional Emergency Response Coordinator (RERC), and subsequently the Senior Police Liaison Officer.

The role of the MERC is to:

- 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
- Arrange for the provision of resources requested by control and support agencies and escalate unfulfilled requests to the RERC
- Advise the RERC of emergencies that have the potential to require supplementary resources from outside the municipal district.
- Ensure timely warnings and information are provided to the community and support agencies by the control agency
- Ensure the Incident Controller has developed and issued an incident action plan (including objectives and strategies for managing the incident)
- Ensure the Municipal Emergency Management Officer (MEMO) is advised of the emergency, is available to provide access to municipal resources if required and is receiving information as appropriate
- Consider registration of persons evacuated or otherwise affected across the municipality
- Consider the provision of relief to evacuees and agency personnel where necessary and advise the Municipal Recovery Manager (MRM) of requirements

- Consider the need for declaration of an emergency area
- Ensure the municipal recovery manager has been notified by the incident controller of the emergency
- 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.

Any Emergency Service Agency requiring municipal support will request that support through the MERC who will pass on all requirements to the MEMO.

Regional Emergency Response Coordinator

When all relevant resources have been fully committed and there is a requirement for additional resources, all requests must be forwarded to the Municipal Emergency Response Coordinator who will in turn pass on same to the Regional Emergency Response Coordinator (RERC) for action. In the absence of the Regional Emergency Response Coordinator, his/her deputy will be contacted.

5.3 Local Response Arrangement and Responsible Agencies

Activation of the MEMP

The MEMO will be the first point of contact for the MERC.

To supplement the role and availability of the MEMO a 'MEMO on call Roster' has been established which has a pool of MEMO's who are rostered on call, after hours, on a rotating weekly basis to respond to emergency incidents. This therefore provides 24 hour 7 days a week coverage. The MERC can contact the on-call MEMO by contacting the MEMO duty line. There is also a duty MRM line that can be accessed for on call MRMs.

The on-call MEMO may direct and authorise the use of physical resources in response to an emergency incident just as the MEMO would.

Following direction from the MERC or Incident Controller coordinating at a major incident not attended by the MERC, the on-call MEMO may, in consultation with the MRM, activate an Emergency Relief Centre (ERC) to be placed on standby.

Escalation

If required, the request for resources will be escalated to the Regional Emergency Response Coordinator (RERC) via the MERC. If the request cannot be satisfied at the Regional level, it will be escalated via the Senior Police Liaison Officer (SPLO) 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.

Control and Support Agencies for Response

Roles and responsibilities are outlined in the State Emergency Management Plan (SEMP):

- SEMP Table 8 lists mitigation activities and agencies for managing Victoria's significant emergency risks, by emergency
- SEMP Table 9 lists response control agencies. The control agency is the primary agency responsible for responding to the specified emergency. Where multiple control agencies are listed for the same emergency type in the table, the control agency responsibility is delineated through legislation or administrative arrangements.
- SEMP Table 10 lists response support agencies by functional area.

5.4 Municipal Emergency Coordination

Under the EM Act 2013 it is not mandatory for councils to establish a physical Council Emergency Operation Centre (CEOC) during an emergency, although councils can elect to do so if appropriate.

City of Yarra uses a web-based reporting system, Crisis Works, to record all actions taken in relation to emergency incidents.

An Operations Centre/Control Centre may be established by an agency to undertake the command/control functions in response to the emergency incident. Request for Council resources from the emergency Operation Centre/Control Centre will be made to the MEMO. Resources, including an Emergency Management Liaison Officer (EMLO), may be requested by the control agency in support of the incident.

5.5 Financial Considerations

Financial accounting for Municipal resources utilised in emergencies must be authorised by the MEMO or the MRM.

Where the goods/services are obtained through the City of Yarra, they will be assigned to the activity code "Emergency Management" in the first instance. As soon as this occurs, the on-call MEMO or MRM will be responsible for contacting the City of Yarra Corporate Accountant or Financial Accountant and requesting a new "Emergency Management" activity code be established. All subsequent costs associated with this emergency are to then be allocated to the activity code designated for this emergency. Refer to City of Yarra procedure for Procurement and Recording and Accounting. Emergency service agencies are responsible for all costs involved in that agency responding to an emergency. Government agencies supporting the control agency are expected to defray all costs from their normal budgets.

Depending on the magnitude of the emergency some government financial assistance may be available for prevention, response, and recovery activities.

The City of Yarra 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.

5.6 Planning for Cross Boundary Events

The City of Yarra is a member of the North West Metro Region Emergency Management Collaboration Group (the Collaboration) along with representatives from key emergency services agencies. The 14 member councils of the Collaboration are: Banyule, Brimbank, Darebin, Hobsons Bay, Hume, Maribyrnong, City of Melbourne, Melton, Moonee Valley, Moreland, Nillumbik, Whittlesea, Wyndham and Yarra.

The key benefits of the collaboration to date have been:

- Development of standardised regional documentation relevant to emergency management arrangements and operations
- Resource sharing and support in times of need
- Expanded pool of knowledge - members leverage off Subject Matter Experts within the Collaboration
- Improved efficiency in emergency management arrangements
- Innovative approaches being deployed because of collaboration
- Continually improving regional capacity and capability
- Regular and well supported forums and meetings to progress improvements and maintain relationships

- Raising the profile of emergency management within the participating Councils
- Establishing strong personal relationships to be leveraged in emergency situations
- Ensuring a higher level of confidence to Councils and agencies on the ability to work together
- Providing a forum for the Regional Emergency Management Planning Committee to liaise with Councils collectively on emergency management matters
- Providing a forum for agencies to liaise with Councils collectively on emergency management matters.

5.7 Resource Sharing Protocols

If the request cannot be satisfied at the local level, assistance may be sought from other councils in the North West Metro Region (NWMR) through the NWMR Collaboration Group Resource Sharing Protocol or councils outside the NWMR through the Municipal Association of Victoria (MAV) Protocol for Inter Council Emergency Resource Sharing. The City of Yarra is a signatory to both these Protocols.

5.8 Debriefing Arrangements

The Control Agency is responsible for conducting an Operational Debrief. The MERC is responsible for ensuring the Control Agency does organise the Debrief. A Debrief is expected to take place as soon as practicable after an emergency and all agencies who participated should be represented with a view to assessing the adequacy of the Plan and to recommend any changes.

It may also be appropriate to conduct a separate recovery debrief to address recovery issues. This may be convened and chaired by the MRM.

5.9 Transition to Recovery

The process of transition from response to recovery is an on-going one and commences from the time of impact of the emergency. The Incident Controller, MERC, MEMO and MRM should start planning for the transition to recovery as soon as possible following the initial impact of an emergency.

An 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, Regional Recovery Coordinator, MERC, MEMO and MRM should consult to reach agreement on the timing and process of the de-escalation of response. (Note this may require the formation of an EMT with the relevant agencies for this to occur).

The Emergency Management Team should be involved in these discussions to ensure all agencies have a shared and consistent understanding of the planning, timing and expectations for the transition to recovery.

Key considerations impacting the timing of the transition of coordination from response to recovery include:

- The nature of the emergency and whether a recurring threat is likely
- The extent of the impact on communities, as this may determine the length of the transition period
- The extent of loss or damage and the extent of emergency relief
- The resources required for the activation of recovery arrangements.

In determining the timing and process of handover from response to recovery consideration should be given to:

- Notification of all organisations, stakeholders, and the community
- Media coordination

Municipal Emergency Management Planning

- Management of community information sessions
- Verification and validation of information
- A schedule for transition to ensure a staged and seamless approach
- A full situational briefing to all agencies
- Closure of any Emergency Relief Centres and opening of a suitable Recovery Centre (which could be at the same location).

Accounts and financial commitments made during the response phase are the responsibility of the MEMO through the Municipal Emergency Management Plan arrangements.

In some circumstances, it may be appropriate for certain facilities and goods obtained under Emergency Management Arrangements during response to be utilised in recovery activities. In these situations, there would be an actual hand over to the Recovery Manager of such facilities and goods. This hand over will occur only after agreement has been reached between response and recovery managers.

Payment for goods and services used in the recovery process is the responsibility of the MRM through the Municipal Emergency Management Plan arrangements.

6. Recovery Arrangements

6.1 Introduction

Recovery is defined in the Emergency Management Act 2013 as:

|| *“The assisting of persons and communities affected by emergencies to achieve a proper and effective level of functioning”.*

In effect this means providing a coordinated process of support to emergency affected communities to assist with reconstruction and the restoration of emotional, social, economic and physical well-being.

This section of the Municipal Emergency Management Plan incorporates the arrangements for emergency recovery.

6.2 Objectives of Recovery

Recovery from emergencies is a supportive and enabling process that incorporates many concepts and principles that have been developed through both research and the practical process of assisting communities to recover from emergencies. They include, but are not limited to:

- Establishing arrangements that are accepted and understood by organisations involved and the community
- Recognising that recovery can be complex and protracted and that community needs change over time
- Recovery management is best approached from a community development perspective and is most effective when conducted at a local level with the participation of the affected community
- Recovery is most effective when human service agencies take a lead role in decision making
- The sooner recovery management commences after the impact of an emergency, the more effective it is

- Recovery management is most effective when the planning for it recognises the diverse range of assistance measures that a community may require
- Community involvement in the recovery process and its management leads to ownership and acceptance of decisions made.

The process of managing the recovery from an emergency is complex. It is likely to involve many organisations and individuals in the management structure each of whom has something specific to contribute. An effective and efficient management structure is required to ensure effective span of control and operational management of these groups and a coordinated approach to:

- Municipal secondary impact assessment
- Community representation in post emergency recovery planning
- Meeting coordination
- Reporting requirements.

6.3 Management Structure

Activation of Relief and Recovery

Any requests for recovery services in the City of Yarra are to be directed to the MRM (or on call MRM) in the first instance.

The MRM will most likely be notified of the emergency by one of the following people:

- MEMO (Council)
- MERC (VICPOL)
- Regional Emergency Management Coordinator (DFFH).

Any requests received from other sources should, in the first instance, be discussed with the MEMO and MERC before determining if a recovery related response would be provided.

Municipal Emergency Recovery Management Arrangements

The MRM and on call MRMs will manage and coordinate the recovery process within the City of Yarra to the extent that both the City of Yarra and the nominated service providers have the capacity to do so. When the physical, human and economic resources of the Council and/or the nominated provider groups within the community are exhausted, assistance may be sought from other councils in the North West Metro Region (NWMR) through the NWMR Collaboration Group Resource Sharing Protocol or Councils outside the NWMR through the MAV Protocol for Inter Council Emergency Resource Sharing. The City of Yarra is a signatory to both these Protocols. If required, the resourcing of those recovery services and/or coordination will be escalated to the Department of Families, Fairness and Housing (DFFH) at the regional level.

The process and decision to escalate recovery coordination from municipal to regional level will be the result of on-going consultation throughout the emergency between the MRM and the DFFH Regional Recovery Manager (RRM).

At municipal level, the role of the City of Yarra is to coordinate recovery arrangements across the four recovery environment functional areas:

- Social environment
- Built environment
- Economic environment
- Natural environment.

Municipal Emergency Management Planning

The social environment considers the impact an event may have on the health and wellbeing of individuals, families, and communities. This environment is primarily concerned with safety, security, shelter, health and psychosocial wellbeing.

The built environment considers the impact that an event may have on essential physical infrastructure including essential services, commercial and industrial facilities, public buildings and assets and housing.

The economic environment considers the direct and indirect impacts that an event may have on business, primary producers, and the broader economy.

The natural environment considers the impact that an event may have on a healthy and functioning environment, which underpins the economy and society. Components of the natural environment include air and water quality, land degradation and contamination, plant and wildlife damage/loss, national parks, and heritage sites.

Recovery initiatives could address specific elements of one recovery environment, or they could operate across multiple environments.

Every recovery activity has a lead agency, often with several other agencies supporting them. The impacts of the emergency and community needs will determine if the recovery activity is required. The lead and support agencies for each of the four recovery environments are detailed in the SEMP Tables 12 -15.

Municipal Recovery Manager

The role of the MRM is to:

- Notify the Chief Executive Officer (CEO) and councilors via the MEMO of the nature and extent of recovery activities and the outcomes of the initial internal recovery committee meeting
- Coordinate municipal and community recovery resources through the activation of relevant recovery service coordinators
- Assist with the validation and consolidation of information gathered in the post impact assessment
- Lead the process of establishing priorities for restoration of community services and needs
- Liaise with the MEMPC and the MEMO on the best use of municipal resources
- Establish an information and coordination centre to service the needs of the affected community
- Liaise, consult, and negotiate with recovery agencies on behalf of the affected area
- Liaise with the regional recovery committee and DFFH
- Undertake other specific recovery activities as agreed with the City of Yarra and/or the MEMPC.

Emergency Recovery Environment Coordinators

Recovery is divided into four functional environments (see above). The role of the environment coordinators, if appointed, is to maintain a strategic overview of all aspects of their environment. This includes ensuring a coordinated approach across recovery service teams in the delivery of support to emergency affected people.

In the event of a small-scale incident where minimal recovery services provisions are required, the recovery environment coordinator(s) may not be required to be activated as the MRM may deal directly with the specific emergency recovery service coordinator(s).

Emergency Recovery Service Teams

Each recovery environment functional area comprises a series of recovery service teams with nominated coordinators. Each recovery service team aims to link the key municipal organisations involved in a particular area of recovery so as to ensure maximum access to and use of resources and knowledge and to minimise overlap of service delivery in an emergency.

Municipal Emergency Management Planning

The roles of the recovery service teams are to:

- Plan the recovery process for their area of responsibility
- Co-ordinate the recovery process in the area of responsibility and report back to their recovery environment coordinators and the MRM
- Identify local resources and external resources available for recovery
- Identify and involve the community in planning and implementation of the recovery process
- Liaise and communicate with other recovery service teams
- Liaise and communicate within the recovery team as established after an emergency.

Emergency Recovery Service Coordinator

Coordinators are responsible to the MRM. The role of the recovery service coordinator is to:

- Develop and maintain a recovery service providers contact and capability information list for their recovery service
- Convene and co-ordinate a recovery service team
- Should the team be activated, represent their recovery service team on City of Yarra emergency recovery group formed at the time of an emergency
- Ensure records are kept of recovery service team meetings
- Liaise with other recovery service coordinators and the environment coordinator to ensure co-ordination and information sharing
- Liaise with relevant state-wide organisations/departments through the MRM, which are responsible for specific types of service.

Depending on the nature, scope and expected duration of the recovery activities the MRM may, in consultation with Council Executive, decide to call an initial briefing meeting of all environment coordinators and recovery service coordinators. Such a meeting would be convened as soon after impact as practical. For more information see Internal Recovery Committee below.

Internal Recovery Committee

The MRM should convene a meeting of the Deputy MRM(s) and relevant environment coordinators (if appointed) as soon after an emergency as possible. The MRM may also choose to invite some or all of the recovery service coordinators and the MEMO and CEO to the initial meeting. The functions of this internal recovery committee are to:

- Link and maintain networks with the community that will aid the recovery process
- Identify issues that the MRM and deputy can take to the MEMO
- Coordinate the delivery of recovery services and monitor the needs of the community post emergency
- Sustain an effective recovery program over the duration of the recovery period, within the capabilities of the municipal resources
- Monitor progress of recovery.

Issues that may be addressed at the first meeting of this group include:

- Municipal Secondary Impact Assessment
- Resource management

- Information management
- Capacity of the service providers to support the affected community, Council to coordinate at municipal level and the need to engage with DFFH regarding regional support for recovery operations
- Meeting coordination
- Community engagement
- Reporting processes and requirements
- Frequency of meetings
- Next meeting.

Municipal Recovery Committee

Where the magnitude of the event requires extended management and coordination of recovery process a Municipal Recovery Committee (MRC) may be established.

Triggers for the formation of an MRC may include:

- Advice from one or more government agencies, Non-Government Organisations (NGOs) or stakeholders that the magnitude or extent of the emergency recovery will be prolonged
- Community feedback or sentiment about the extent or priority of recovery activities.

Membership of the Municipal Recovery Committee

The composition of the committee will vary depending on the nature of the emergency and the area affected. It is generally formed as a sub-committee of the MEMPC. Membership of the MRC may include community leaders and representatives of relevant organisations including:

- MRM and Deputy(s)
- The CEO or designated Councillor
- City of Yarra staff, including community development staff
- State government agencies (e.g., DFFH)
- Community groups (e.g., Interest groups, Service clubs, etc.)
- Affected persons
- Non-government organisations (e.g., Red Cross, Salvation Army, Community Health Services)
- Local community leaders
- Local counselling services
- Local business representatives (e.g., Chamber of commerce, etc.)

Functions of the Municipal Recovery Committee

The functions of the MRC may include:

- Provide information on the affected community prior to the event
- Assist in the assessment of impact issues
- Liaise, consult, and negotiate, on behalf of affected communities, with recovery agencies and government departments
- Liaise with DFFH
- Undertake specific recovery activities as determined by the circumstances and the MRC.

Municipal Emergency Management Planning

Municipal Secondary Impact Assessment

A Municipal Secondary Impact Assessment (MSIA) is a process to determine the extent of damage, disruption and breakdown to the community and its infrastructure as a result of the emergency. Strategies for recovery are developed from the MSIA report and then implemented by the range of available agencies within the local government boundary and/or region.

The Control Agency should provide all data from the Primary Impact Assessment to council (prior to council and agencies being able to enter the area). Once the Incident Controller has declared the area safe, council and agencies will be able to commence the MSIA. An MSIA is a process for determining the impact on the community after an emergency event. Data should be collected as soon as possible after the emergency when it has been declared safe by the Incident Controller. To facilitate this process the City of Yarra, in conjunction with the Municipal Recovery Committee, will coordinate and activate an MSIA team and shall as early as practicable collect information on:

- Community/township-built environment (sewerage, water, electricity access)
- Injured/displaced persons
- Potential isolation of community, homes, businesses
- Damage to local businesses
- Damage to government facilities (e.g., schools, hospitals etc.)
- Residential damage
- Transport damage (e.g., roads)
- Impact on people (e.g., well-being, emotional health).

The MSIA will provide information and data to inform the following tasks:

- Determine what needs to occur to ensure safety to life and property
- Identify what relief and recovery requirements are needed and to prioritise those requirements to enable restoration of community needs
- Provide advice to relevant government departments, agencies, and the community
- Effectively commence recovery operations.

The City of Yarra may co-opt relevant agencies and persons with the appropriate expertise to assist with the coordination of the above tasks. Should the emergency extend beyond the boundaries of the City of Yarra the impact assessment may be merged with that of the other affected municipality(s). This will be coordinated by the North West Metro Regional Recovery Committee but will require input from City of Yarra.

The City of Yarra uses the Municipal Secondary Impact Assessment (MSIA) Guidelines, which was developed in partnership by the fourteen councils in the North West Metropolitan Recovery Collaboration (refer Section 9.4 of this plan).

Relief and Recovery Centres

Relief and recovery centres are established to provide two very different services to emergency affected people.

- Emergency relief relates to immediate needs
- Emergency recovery addresses longer-term issues.

However, depending on the nature and extent of the emergency it is possible that some or all of the functions of both relief and recovery may be provided from the one location. The extent of

impact of the emergency on people will determine the best mechanism for delivery of support and assistance to the affected community.

City of Yarra has identified several facilities, which may be used for emergency relief. These are listed in Section 9.1 of this Plan. The internal recovery committee will determine the location from which recovery services will be delivered. This may include the on-going use of an emergency relief centre, depending on the nature of the emergency and the availability of the facility.

Wherever possible, a 'one stop shop' approach will be used to deliver as many of these services as possible/practical from a single location. The location of such a facility will be determined by the nature of the emergency.

The City of Yarra has adopted the Emergency Relief Centre Standard Operating Guidelines that was developed in partnership by the fourteen councils in the North West Metro Region (NWMR) Collaboration Group (refer Section 9.4 of this plan).

The purpose of this standard operating guideline is to provide guidance to Councils staff and relevant agencies who may be called upon to act in an Emergency Relief Centre (ERC) in a particular role function in times of emergency. It is acknowledged that the City of Yarra will adopt the NWMR structure and operating guidelines to ensure consistency of ERC operating practices and training across the NWMR.

Role of Department of Families, Fairness and Housing

During recovery from an emergency, DFFH:

- Acts as principal recovery planning and coordination agency at regional level
- Assumes a role of facilitation in developing a coordinated response as appropriate to the circumstances (e.g., when the event is beyond the capacity of the municipality, or one or more required recovery services have been exhausted within the municipality)
- Administers personal hardship grants to affected communities
- In larger scale emergencies major grants to individuals and families may be provided
- Provides advice, information, and assistance to affected individuals, communities, funded agencies, and the City of Yarra.

6.4 Government Assistance Measures

The State Government of Victoria, Department of Families, Fairness and Housing and Department of Health produce a range of fact sheets and guidance notes on various topics associated with recovery from emergencies on their website (www.betterhealth.vic.gov.au).

Topics covered include:

- Financial assistance
- Industry and agency support
- Personal support
- Public health.

The municipality and other recovery agencies shall where possible obtain and pay for goods/ services through their own supply systems.

Where the goods/services are obtained through the City of Yarra, they will be assigned to the activity code "Emergency Management" in the first instance (refer Section 5.5 for further detail).

The MRM, with the assistance of DFFH, will co-ordinate the acquisition of supply of goods/ services which cannot be provided by the municipality or participating agencies.

The City of Yarra may be able to recover some of the relief and recovery costs incurred from the State Government. Further information in relation to funding and reimbursement is contained in the SEMP pages 34-35.

7. Roles and Responsibilities

7.1 Introduction

An agency that has a role or responsibility under this plan must act in accordance with the plan.

The SEMP and REMP outline agreed agency roles and responsibilities, noting that existing duties, functions, power, responsibility or obligation conferred on an agency by law, licence, agreement or arrangement prevail to the extent of its inconsistency with this plan (EM Act 2013 s60AK).

The roles and responsibilities outlined in this plan are specific to the region and are in addition to, or variations on, what is outlined in the SEMP and REMP.

All agencies with responsibilities under the MEMP should provide written confirmation of their capability and commitment to meet their obligations. This can be evidenced by their endorsement of the draft MEMP, including revisions, before it is presented to the REMPC for consideration.

This Plan details emergency management agency roles and responsibilities for Mitigation, Response, Relief and Recovery, where not previously identified in the SEMP.

7.2 Roles and Responsibilities of Agencies/ Stakeholders

As outlined above, agencies/stakeholders are only included here if not already listed in the SEMP or REMP.

Neighbourhood Justice Centre

Activity	Alignment to Victorian Preparedness Framework
Mitigation Participate in MEMPC meetings Participate in Review of CERA risks Participate in multi-agency exercises and training	Core Capability 1
Response (including Relief)	Core Capability 2.2, 2.4 and 2.5
Recovery	Core Capability 20.5
Assurance and Learning Participate in Post Incident Debriefs Identify change/improvement opportunities	Core Capability 21

St Vincent's Hospital

Activity	Alignment to Victorian Preparedness Framework
Mitigation Participate in MEMPC meetings Participate in Review of CERA risks Participate in multi-agency exercises and training	Core Capability 1
Response (including Relief) Carry out designated role when MEMP activated Provide medical support to affected persons	Core Capability 14
Recovery Carry out designated role when MEMP activated	Core Capability 14
Assurance and Learning Participate in Post Incident Debriefs Identify change/improvement opportunities	Core Capability 21

Appendices

8. Administration

8.1 Restricted Operational Information

Pursuant to Section 60AI (2) of the EM Act 2013 the information detailed below is excluded from the published Plan as it relates to critical infrastructure, personal information or information that is of a commercially sensitive nature.

Summary of the restricted information (including location within the MEMP, e.g., page or section number)	Reason for restriction	Agency that holds this information in full	Contact point
Contact Directory of City of Yarra staff and MEMPC members Section 8.2	Personal information	City of Yarra	Municipal Emergency Management Officer
Recovery Service Coordinators and Providers Contacts Section 8.3	Personal information	City of Yarra	Municipal Emergency Management Officer
Distribution List Section 8.5	Personal information	City of Yarra	Municipal Emergency Management Officer
Locations of Emergency Relief Centres (ERCs) Section 9.1 NB: Public will be advised of location and details of ERC when it is opened during an emergency incident	Personal information	City of Yarra	Municipal Emergency Management Officer

Municipal Emergency Management Planning



North West Metropolitan Region

8.4 Amendment History

Amdt. No.	Date	Version	Page #	Description	Amended By
1	27-11-2018	V2.1		Version following MEMP audit 2018	
2	23-08-2017	V2.1	7-8, 36	Updated contractor assets and DELWP	Sinead Quinn
3	11-09-2017	V2.1	30	Save the Children contact changed	Lucy Saaroni
4	20-10-2017	V2.1	5	Ausnet services details updated	Lucy Saaroni
5	10-11-2017	V2.1	12	Yarra contact removed	Lucy Saaroni
6	15-12-2017	V2.1	4	Police contacts added	Lucy Saaroni
7	21-12-2017	V2.1	7	Council contacts amended	Lucy Saaroni
8	17-01-2018	V2.1	11	CEOC Manager contact changed	Lucy Saaroni
9	23-04-2018	V2.1	11, 12	IS/IT, CEOC, Community Support and Finance contacts updated	Sophie Barison
10	08-05-2018	Section endorsed by MEMPC			
11	29-05-2018	V2.1	12, 27	MFPO contact and admin staff updated. Clarification re agencies that offer counselling, psychological and psychiatric support.	Sophie Barison
12	13-06-2018	V2.1	12, 21	Updated CEOC & Internal Communications staff lists	Glen Moore
13	15-06-2018	V2.1	22, 27	Updated Accommodation Providers contact details, Psychological Support Services	Glen Moore
14	04-07-2018	V2.1	12	MERO and EMLO contacts updated	Sophie Barison
15	20-08-2018	V2.1	4,6,12,16,33	SES contact updated, CEOC staff positions updated, ERC added, Red Cross removed as accommodation provider, NED removed as Animal Support provider, catering firms added	Sophie Barison
16	02-2022	V3.0	Pp 1-72	Complete redraft of MEMP: All sections reviewed, redrafted, and put to the MEMPC for approval.	Shaun Young
17	29-08-22	V3.1	Pp 1-76	Template update and contacts in part 9	Shaun Young

Amdt. No.	Date	Version	Page #	Description	Amended By
				updated	

8.5 Distribution List

Restricted Operational Information

9.2 Sub Plans

Flood Emergency Plan

Influenza Pandemic Action Plan

9.3 Complementary Plans

Heat Health Activation Plan

Emergency Accommodation Plan

Public Health Plan

Melbourne Flood Management Plan

9.4 North West Metropolitan Region Standard Operating Guidelines etc.

Document	Version
Emergency Relief Centre Standard Operating Guidelines	V7. 2021
Municipal Emergency Relief Guidelines	V1. 2019
NME Assistance Protocol	V10.3 2020
Collaboration Emergency Resource Coordination Protocol	2020
Secondary Impact Assessment Guidelines	V4. 2018
Emergency Relief Centre COVID safe Pan	V5. 2021

Municipal Emergency Management Planning

North West Metropolitan Region



Municipal Emergency Management Planning

North West Metropolitan Region



Municipal Emergency Management Planning

North West Metropolitan Region

