

LOCAL GOVERNMENT EMERGENCY
MANAGEMENT HANDBOOK
EMERGENCY MANAGEMENT
HANDBOOK

Second edition, April 2015

DISCLAIMER

The *Local Government Emergency Management Handbook* was developed by the Municipal Emergency Management Enhancement Group (MEMEG) and the Municipal Association of Victoria (MAV) with support from the Victorian and Australian Governments.

Whilst care has been taken to ensure that the information provided is consistent with the relevant emergency management legislation (current at the date of publication), councils must ensure when establishing emergency management positions within council that they are meeting the current legislative requirements and are addressing any unique local circumstances.

Councils are encouraged to seek independent legal advice to ensure:

- their employment of emergency management personnel complies with the requirements of relevant Commonwealth and Victorian legislation with regard to employment and occupational health and safety matters
- the responsibilities and roles assigned to emergency management personnel comply with the requirements of the relevant emergency management legislation, and
- the council's emergency management planning, activities and personnel adequately respond to relevant local circumstances.

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Australian Government

Attorney-General's Department

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INTRODUCTION

In recent years, Victorian communities have endured bushfires, floods, heatwaves and severe storms with devastating impacts. These events have served as dramatic reminders of the critical importance of effective emergency management.

In Australia, emergency management is primarily the domain of local and state government. The Australian Government provides funding support for specific emergency management purposes, but service delivery is the responsibility of states and councils.

Local government plays an important role in emergency management, both in partnership with other agencies, and through its own legislated emergency management obligations. Councils are not emergency response agencies but do have a long-established role in providing support to response agencies as well as coordinating relief and recovery support for the community.

This handbook assumes knowledge of the local government sector and is intended as a guide only. It is a tool for council emergency management practitioners and is designed to:

- provide an overview of councils' emergency management obligations
- provide guidance regarding council emergency management planning, structures and roles, and
- assist councils select and develop the right emergency management personnel.

When making decisions about emergency management planning and resourcing, councils must be mindful of their local circumstances and the local risk environment.

The handbook should be read in conjunction with the *Emergency Management Act* (1986 and 2013) and the *Emergency Management Manual Victoria* (EMMV).

Further details on the obligations and tasks described in this handbook are available on the MAV website at <http://www.mav.asn.au/policy-services/emergency-management/pages/default.aspx>

ACRONYMS

AEMI	Australian Emergency Management Institute, Federal Attorney General's Department
AIIMS	Australian Inter-Service Incident Management System, used by emergency response services
ALGA	Australian Local Government Association
ANZEMC	Australia New Zealand Emergency Management Committee
BCP	Business and continuity planning
CEO	Chief Executive Officer
CFA	Country Fire Authority
CRC	Community Recovery Committee
DEDTJR	Department of Economic Development, Jobs, Transport and Resources
DHHS	Department of Health and Human Services
DELWP	Department of Environment, Land, Water and Planning
EHO	Environmental Health Officer
EM	Emergency management
EMC	Emergency Management Commissioner and (municipal) Emergency Management Coordinator
EMCG	Emergency Management Coordination Group
EMLO	Emergency Management Liaison Officer
EMMV	Emergency Management Manual Victoria
EMRG	Emergency Management Reference Group
EMT	Emergency Management Team
EMV	Emergency Management Victoria
ERC	Emergency Relief Centre
ERCM	Emergency Relief Centre Manager
FERC	Field Emergency Response Coordinator
HR	Human resources
IGEM	Inspector-General Emergency Management
IMS	Incident Management System
IMT	Incident Management Team
MAV	Municipal Association of Victoria
MECC	Municipal Emergency Coordination Centre
MEM	Municipal Emergency Manager
MEMEG	Municipal Emergency Management Enhancement Group
MEMPC	Municipal Emergency Management Planning Committee

MEMP	Municipal Emergency Management Plan
MERC	Municipal Emergency Response Coordinator
MERO	Municipal Emergency Resource Officer
MFB	Metropolitan Fire Brigade
MFEP	Municipal Flood Emergency Plan
MFMP/C	Municipal Fire Management Plan, Municipal Fire Management Planning Committee
MFPO	Municipal Fire Prevention Officer
MRM	Municipal Recovery Manager
NDFFA	Natural Disaster Financial Assistance
NDRRA	Natural Disaster Relief and Recovery Arrangements
NRIS	National Registration and Inquiry System
NSP	Neighbourhood Safer Place
PDR	Performance, Development and Review process
RERC	Regional Emergency Response Coordinator
RERM	Regional Emergency Recovery Manager
SCN	Security and Continuity Networks
SCRC	State Crisis and Resilience Council
SEAWC	State Emergency Animal Welfare Coordinator
SEMC	Security and Emergency Management Committee of Cabinet
SEMT	State Emergency Management Team
SESC	State Emergency Support Centre
USAR	Urban search and rescue
VICPOL	Victoria Police
VICSES	Victoria State Emergency Service

SECTION 1

COUNCIL OBLIGATIONS

This section of the handbook examines what emergency management means, councils' emergency management roles and responsibilities, and the source of these obligations in Victorian legislation.

It also covers the respective emergency management roles of the three tiers of government.

1.1 What is Emergency Management?

An emergency is an event or situation that poses an immediate risk to health, life, property and/or the environment. There are currently two Victorian Acts pertaining to emergency management: the *Emergency Management Act 1986* and the *Emergency Management Act 2013*

The *Emergency Management Act 2013* provides definitions for 'emergency', 'major emergency' and 'major fire'. Major emergencies include two classes:

- Class 1 Emergencies include – major fires, any other major emergency for which the MFB, CFA or VicSES is the control agency under the state emergency response plan
- Class 2 Emergencies include – any 'major emergency' that is not a Class 1 Emergency or a warlike act or act of terrorism (whether directed at Victoria or a part of Victoria or at any other state or territory of the Commonwealth); hi-jack, siege or riot.

According to the *Emergency Management Act 1986*, "emergency management means the organisation and management of resources for dealing with all aspects of emergencies". It includes a structure that facilitates planning, preparedness, operational coordination and community participation for:

- Prevention – the elimination or reduction of the incidence or severity of emergencies and the mitigation of their effects
- Response – the combating of emergencies and the provision of rescue services
- Recovery – the assisting of persons and communities affected by emergencies to achieve a proper and effective level of functioning.

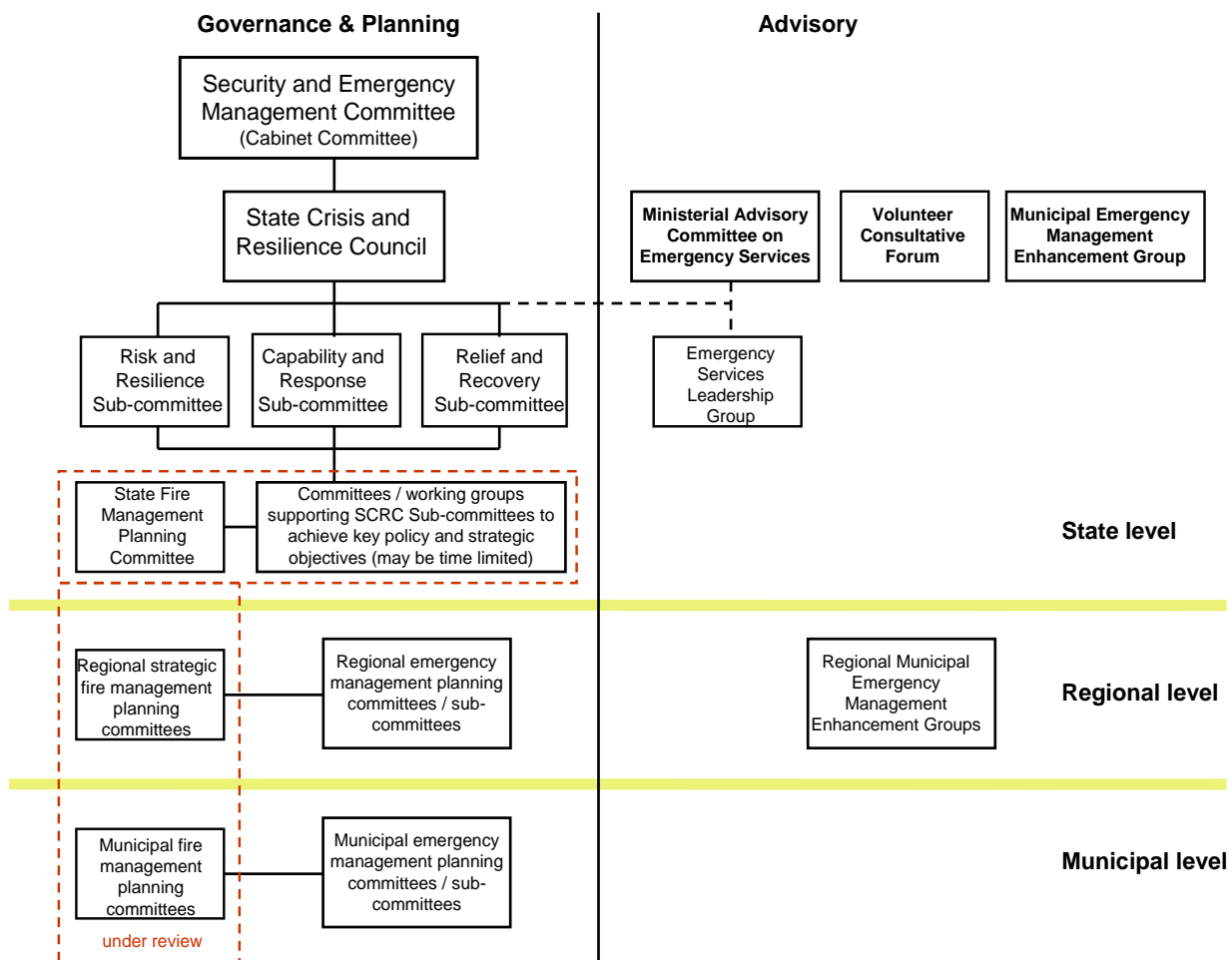
Emergency management encompasses strategic planning, operational arrangements and organisational structures required for government, voluntary and private agencies to collaboratively manage a range of emergencies and incidents in a coordinated way.

Victoria's main emergency management arrangements are outlined in the Emergency Management Manual Victoria (EMMV). The EMMV provides guidance to agencies that operate at municipal, regional and state levels for both small and large-scale emergencies. Councils are an integral part of this state wide planning approach.

The EMMV currently refers to three components of emergency management: prevention, response and recovery. Following an emergency, there are five recovery environments: the social environment, the built environment, the natural environment, the agricultural environment and the economic environment.

In fulfilling their emergency management obligations, councils need to ensure that they have plans, people systems, structures and processes in place to effectively perform their required duties in response to a range of potential events or incidents which may vary in scale, risk and severity. Council emergency management arrangements may be activated in response to a single incident, such as the displacement of one family due to a house fire or a burst water main, or to an event that spans an entire municipality, such as a major fire or an outbreak of disease. Planning and preparation needs to be suitable to respond to both extremes, and everything in between.

Preparedness and planning underpin all other activities that are part of emergency management. The three levels of formal planning (state, regional and municipal) each have a complementary role to play. The diagram below shows the building blocks of the planning process for each level: the committee structure for emergency management. This structure is dictated by Victorian legislation, which is covered in Section 1.2 of the handbook.



Source: Overview of Victoria's emergency management and planning committee structure (EMMV, Part 6) (<http://fire-com-live-wp.s3.amazonaws.com/wp-content/uploads/Part-6-EMMV.pdf>)

1.1.1 Federal and State Government Roles in Emergency Management

Australia's emergency management arrangements are based on partnerships between the Australian, state and local governments. These partnerships aim to minimise vulnerability as well as other adverse social and environmental impacts.

With the exception of large-scale emergencies, the Australian Government is predominantly involved in emergency management through national policy work and funding. The Australian Government provides support through the Attorney General's Department, and the states work together through the Council of Australian Governments (COAG) and the Australia New Zealand Emergency Management Committee.

The State Government is responsible for putting in place legislative and regulatory arrangements to support the management of emergencies as well as funding and operating the emergency services.

Emergency Management Victoria (EMV) is the central body responsible for coordinating the development of whole of government policy for emergency management in Victoria. EMV consists of a Chief Executive and the Emergency Management Commissioner (EMC), supported by staff from the Department of Justice and Regulation.

1.1.2 The Role of Local Government in Emergency Management

Councils have a role in each of the functional components of emergency management. Councils' key emergency management responsibilities stem primarily from Part 4 of the *Emergency Management Act 1986* (the *EM Act 1986*), which requires councils to:

- establish a municipal emergency management planning committee (MEMPC) (*EM Act 1986 s21(3)*)
- facilitate the development and maintenance of the municipal emergency management plan (MEMP) by the MEMPC, for consideration and adoption by council (*EM Act 1986 s21(4)*)
- allow the audit of the MEMP (*EM Act 1986 s21A*), and
- appoint at least one municipal emergency resource officer (MERO) to coordinate the use of council resources for emergency response and recovery (*EM Act 1986 s21 (1)*).

There has been little change to these requirements since the Act was introduced in 1986.

For those councils covered by the *Country Fire Authority Act 1958* (the *CFA Act 1958*), there are similar requirements that specifically relate to fire planning. These include the appointment of a municipal fire prevention officer (MFPO) (s96A), the establishment of a fire prevention committee and the requirement for the committee to draft a municipal fire prevention plan (s54 and s55A). Additionally the role of the MFPO includes the inspection of hazards and the issuing of fire prevention notices. Notably, the *CFA Act 1958* was recently amended to require councils to consider neighbourhood safer places (NSPs) for use as a place of last resort in bushfire. Under section 55B of the *CFA Act 1958* the CFA is responsible for auditing municipal fire prevention plans at least every three years.

Many councils have established a municipal fire management planning committee (MFMP) as a subcommittee to the MEMPC. This meets the CFA Act requirement to establish a fire prevention committee. The MFMP is responsible for drafting a municipal fire management plan (MFMP) as a sub-plan to the MEMP. MFMPs have been deemed to meet the *CFA Act 1958* requirement for councils and committees to develop a fire prevention plan.

For councils in the Metropolitan Fire District, the *Metropolitan Fire Brigades Act 1958* (the *MFB Act 1958*) also requires the appointment of a MFPO for each municipality (s5A) and provides council with the power to issue fire prevention notices (s87).

Councils also have a wide range of emergency management obligations that result from provisions contained in the EMMV and other Victorian legislation. These include the *Planning and Environment Act 1987*, the *Building Act 1993*, the *Electricity Safety Act 1998*, the *Public Health and Wellbeing Act 2008* and the *Water Act 1989*. These are covered in more detail in section 1.2 below.

1.1.3 Emergency Management Activities

As highlighted in section 1.1 there are three functional areas of emergency management – prevention, response and recovery. Planning and preparedness for each of these is critical and is also an essential element of effective emergency management arrangements.

Planning and Preparedness

Preparation encompasses the planning activities that are undertaken by councils and emergency agencies before an emergency event. For councils this includes establishing a Municipal Emergency Management Planning Committee (MEMPC) and working with the committee to develop and maintain a (MEMP). Part 6 of the EMMV provides planning guidance to MEMPCs.

Preparedness also includes building good relationships with local and regional emergency agency representatives and working with the community to plan for emergencies and build community resilience.

Prevention

Prevention is defined in the EM Act 1986 as the 'elimination or reduction of incidence or severity of emergencies and the mitigation of their effects'. The EMMV recognises that not all emergencies can be prevented and as such, prevention activities are those that minimise or mitigate the impact of an emergency.

Response

Response, as defined in the EMMV, is the combating of emergencies and the provision of rescue services. Part 3 of the EMMV, the State Emergency Response Plan, outlines the Victorian arrangements.

Councils have a support role in response. This support role may include: the provision of municipal resources at the request of response agencies, the establishment of a MECC and the provision of facilities for emergency services' staging areas. A more comprehensive list of council response activities can be found in part seven of the EMMV.

During the response it's important to ensure that council staff have adequate rest periods. This is especially important during prolonged emergencies. When planning for response, the interface between response, relief and recovery should be considered.

Relief and Recovery

Part 4 of the EMMV outlines the State's emergency recovery and relief arrangements. Recovery is the process of assisting the affected community to achieve a proper and effective level of functioning. The preparedness and resilience of a community will determine how quickly it will recover following an emergency. Other factors can include the speed and quality of immediate relief services (including establishing and operating relief centres), the social capital already existing in a community, the type of emergency and its level of impact.

The Municipal Recovery Manager (MRM) has an important role in planning and coordinating a council's recovery efforts. MEMPs should detail the local arrangements for recovery, and will include provisions for coordinating and delivering recovery services.

1.2 Governing Documents and Key Legislative Requirements

Emergency management in Victoria is governed by key pieces of legislation that set out compulsory emergency management roles and responsibilities. This section provides an overview of that legislation and its relevance to councils in emergency management.

Victoria is currently in a period of emergency management reform. The stated objective of the reform program is to create a more disaster-resilient and safer Victoria. The State Government's Emergency Management White Paper, outlines the reform commitments. For a copy of the white paper, please visit [Department of Premier and Cabinet website](http://www.dpc.vic.gov.au/index.php/featured/victorian-emergency-management-reform-white-paper/victorian-emergency-management-reform-white-paper-table-of-contents/victorian-emergency-management-reform-white-paper-collaboration#emv): <http://www.dpc.vic.gov.au/index.php/featured/victorian-emergency-management-reform-white-paper/victorian-emergency-management-reform-white-paper-table-of-contents/victorian-emergency-management-reform-white-paper-collaboration#emv>

Key legislation is regularly changing as part of the reform process. Currently there are two Emergency Management Acts (1986 & 2013) operating in tandem. As the reforms progress, the 1986 Act will be gradually repealed and new arrangements will be prescribed in the 2013 Act. For this reason, it is

recommended that councils are familiar with the legislation and seek to ensure knowledge is current. The legislation can be accessed at <http://www.legislation.vic.gov.au>

For a summary of councils' emergency management obligations under the EMMV and legislation refer to Appendix 1: Snapshot of Councils' Legislative Obligations on page 62. Please note that legislation and the EMMV are subject to change.

Emergency management intersects with many parts of council business, including planning and building, infrastructure management, animal management, and public health and wellbeing. Legislation relating to these and other council functions is not covered in detail in this handbook, however some of these obligations are listed in Appendix 1.

1.2.1 Emergency Management Act 1986

Version No. 046

The *Emergency Management Act 1986* currently covers the role of the Minister for Emergency Services, responsibilities of municipal councils, State of Disaster provisions, compensation for registered emergency workers and miscellaneous provisions (including declaration of an emergency area).

Importantly, Part 4 of the Act sets out the responsibilities of municipal councils, namely:

- The ability of councils to cooperate in relation to emergency management (s18), including appointing a council as the principal municipal council (s19)
- The requirement to prepare and maintain a municipal emergency management plan, and its essential provisions (s20)
- The requirement to appoint a municipal emergency resource officer and a municipal emergency management committee (s21), and
- Municipal emergency management plan audits (section 21A).

Full text of the relevant sections of the *Emergency Management Act 1986*

18. Municipal councils may co-operate:

- (1) For the purposes of this Part, 2 or more municipal councils may co-operate in relation to emergency management.
- (2) Unless section 19 applies, although 2 or more municipal councils may plan and act jointly in relation to emergency management, each of the municipal councils is separately responsible for discharging the responsibilities imposed on a municipal council by or under this Part.

Continued on next page

19. Municipal councils may appoint a principal

- (1) For the purposes of this Part, 2 or more municipal councils may, with the approval of the Minister, appoint one of the municipal councils to be the principal municipal council in relation to emergency management.
- (2) If a principal municipal council is appointed, this Part applies as if-
 - (a) a reference to a municipal council is a reference to the principal municipal council; and
 - (b) a reference to a municipal district is a reference to the whole area of the municipal districts of all the municipal councils which have appointed the principal municipal council.

20. Municipal emergency management plan

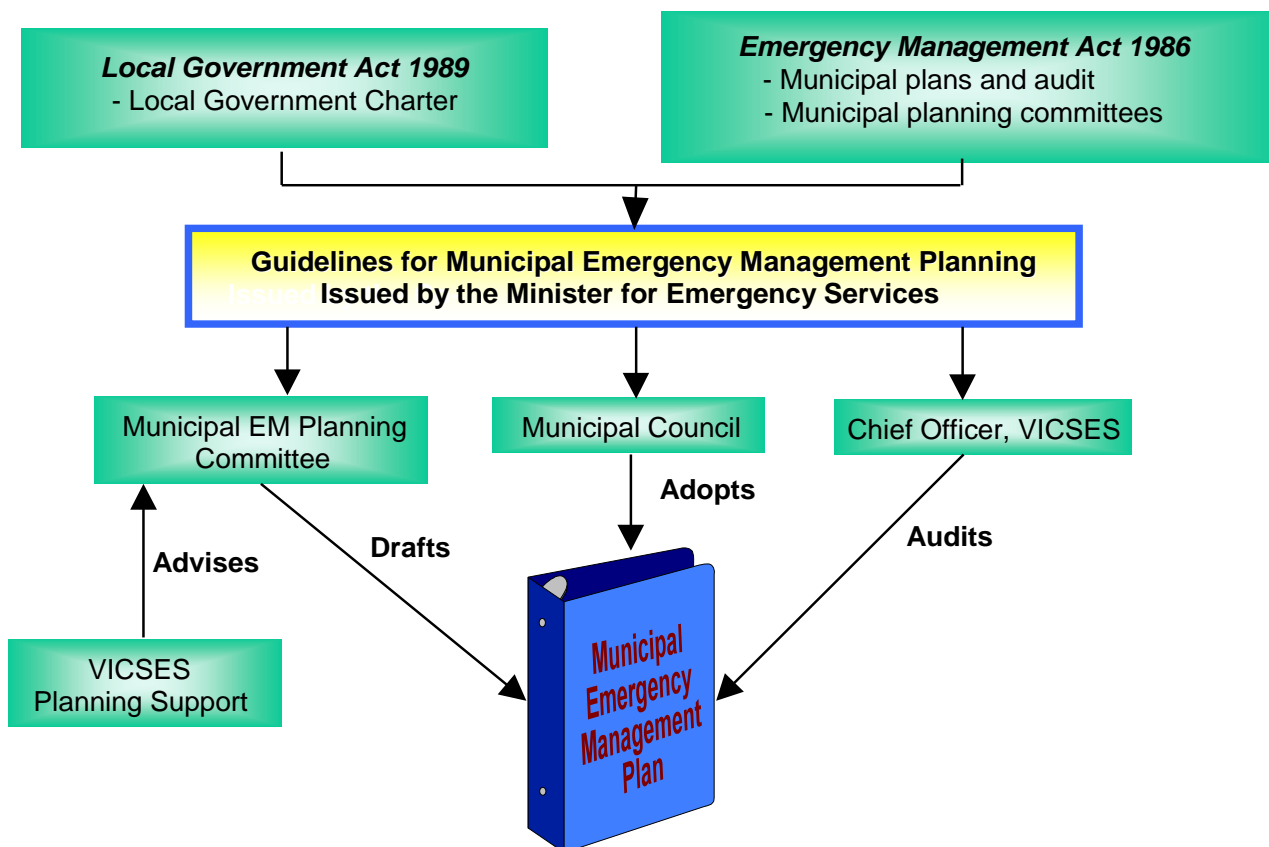
- (1) A municipal council must prepare and maintain a municipal emergency management plan.
- (2) A municipal emergency management plan must contain provisions-
 - (a) identifying the municipal resources (being resources owned by or under the direct control of the municipal council) and other resources available for use in the municipal district for emergency prevention, response and recovery; and
 - (b) specifying how such resources are to be used for emergency prevention, response and recovery; and
 - (ba) in the case of a municipal district that is located wholly or partly in the country area of Victoria within the meaning of the *Country Fire Authority Act 1958* –
 - identifying all designated neighbourhood safer places in the municipal district or, if no places have been designated under the *Country Fire Authority Act 1958*, recording that fact; and
 - designating any places in the municipal district that are community fire refuges within the meaning of Part IIIA of the *Country Fire Authority Act 1958*; and
 - (c) relating to any matter prescribed for the purposes of this subsection.

21. Municipal co-ordination and planning

- (1) A municipal council must appoint a person or persons to be the municipal emergency resource officer or municipal emergency resource officers.
- (2) A municipal emergency resource officer is responsible to the municipal council for ensuring the co-ordination of municipal resources to be used in emergency response and recovery.
- (3) A municipal council must appoint a municipal emergency planning committee constituted by persons appointed by the municipal council being members and employees of the municipal council, response and recovery agencies and local community groups involved in emergency management issues.
- (4) The function of a municipal emergency planning committee is to prepare a draft municipal emergency management plan for consideration by the municipal council.
- (5) A municipal emergency planning committee must give effect to any direction or guidelines issued by the Minister.
- (6) Subject to the regulations, a municipal emergency planning committee may determine its own procedures.

21A. Audit of municipal emergency management plans

- (1) A municipal emergency management plan must be audited during the period commencing 1 July 1995 and ending 31 December 1996 and thereafter at least once every 3 years by the Chief Officer, Operations of the Victoria State Emergency Service to assess whether the plan complies with guidelines issued by the Minister.
- (2) The Chief Officer, Operations of the Victoria State Emergency Service must during the audit invite submissions on the municipal plan from the regional emergency response committee and the regional recovery committee.
- (3) A municipal council must within 3 months of receiving an audit report forward a copy of its written response to the audit report to the Chief Officer, Operations of the Victoria State Emergency Service.



Source: Municipal emergency management plan development process (EMMV, Part 6)

1.2.2 Emergency Management Act 2013

Authorised version No. 73

The *Emergency Management Act 2013 (EM Act 2013)* repeals the *Fire Services Commissioner Act 2010* and parts of the EM Act 1986. It establishes new governance arrangements for emergency management in Victoria. This includes the establishment of the State Crisis and Resilience Council (SCRC) – on which the CEO of the MAV acts as a representative of local government. The *EM Act 2013* also establishes Emergency Management Victoria (EMV) and the Inspector-General for Emergency Management (IGEM).

EMV is responsible for coordinating the development of whole-of-government policy for emergency management in Victoria and providing support to the EMC. A key objective for EMV is to clarify roles and responsibilities for major emergencies. This includes the implementation of the ‘All Hazards – All Agencies’ approach to emergency management. More information: www.emv.vic.gov.au

IGEM is responsible for providing assurance to the Government and the community in respect of emergency management arrangements and foster continuous improvement for emergency management in Victoria. More information: www.igem.vic.gov.au

1.2.3 Local Government Act 1989

Authorised Version No. 131

The *Local Government Act 1989 (LG Act 1989)* establishes a framework to support the system of local government in accordance with Part IIA of the *Constitution Act 1975*. The *LG Act 1989* includes provisions for the local government charter, councils, elections and their conduct, the conduct of councillors, council

staff, local laws, planning and accountability reports, financial management, rates, specific functions, powers and restrictions, indemnity provisions, and reviews.

Under s98 of the LG Act, the Chief Executive Officer of a council may delegate to a member of the council staff any power, duty or function of his or her office. This excludes the power of delegation (except in certain circumstances).

Delegations are necessary in order for the council to perform required tasks in a timely and effective manner. In relation to emergency management, there are usually written delegations for the MERO, MRM, MFPO, environmental health officer (EHO) and Municipal Building Surveyor. They give the officer the authority to undertake actions on behalf of the council regarding the use of council resources and other critical emergency management services.

Officers who have delegated authority must understand the powers, limitations and responsibilities of their delegations. Each council's governance team is usually responsible for maintaining a register of all instruments of delegation and can provide advice on current delegations.

1.2.4 Emergency Management Manual Victoria (EMMV)

The EMMV is issued by Emergency Management Victoria and consists of a number of parts, some parts fulfilling legislative requirements under the EM Act 1986 and EM Act 2013. It consolidates the principal planning and policy documents for emergency management in Victoria into a single publication. It is intended to provide information and guidance on emergency management arrangements and the role of the various organisations and agencies. It is primarily aimed at people with a direct involvement in emergency management, whether on a full-time basis, as an occasional part of their usual duties, or as an emergency services volunteer.

The EMMV includes the State Emergency Response Plan (Part 3) and the State Emergency Relief and Recovery Plan (Part 4). Parts 6 and 6a have particular relevance to local government. These parts include the municipal emergency management planning arrangements, including guidelines for committees and for municipal fire management planning.

All parts of the EMMV can be downloaded from the EMV website, except for the Contact Directory (Part 10), which is only available to agencies involved in emergency management (via email request). www.emv.vic.gov.au/policies/emmv/

The EMMV has a subscription service, and councils are advised to register for update alerts through the EMV website.

1.2.5 Country Fire Authority Act 1958

Authorised Version No. 148

The *CFA Act 1958* sets out the constitution of the Country Fire Authority (CFA) and defines its officers, employees and volunteers, as well as fire control regions. It outlines the duties and powers of the CFA and includes the role of councils in relation to:

- improving community safety, including neighbourhood safer places – places of last resort
- the appointment and functions of municipal fire prevention committees
- issuing fire prevention notices.

The Act requires councils in the country area of the state (as defined by the Act) to appoint a municipal fire prevention officer (MFPO) (s96A), to establish a fire prevention committee and requires the committee to

draft a municipal fire prevention plan (s54 and s55A). Additionally the role of the MFPO includes the inspection of hazards and the issuing of fire prevention notices (s41).

Many councils have established a municipal fire management planning committee (MFMP) as a multiagency subcommittee to the MEMPC. The MFMP is responsible for drafting a municipal fire management plan (MFMP) as a sub-plan to the MEMP, which has been deemed to meet the *CFA Act* requirement for councils and committees to develop a fire prevention plan. The MFMP is prepared and endorsed in accordance with the guidelines in Section 6a of the EMMV, which includes direction on municipal fire management planning committees, suggested terms of reference, the planning progress, contents for the plan, endorsement and audit procedures.

1.2.6 Metropolitan Fire Brigades Act 1958

Authorised Version No. 115

The *Metropolitan Fire Brigades Act 1958* (the *MFB Act 1958*) provides for fire safety, fire suppression and fire prevention services and emergency response services in the metropolitan fire district.

It establishes the Metropolitan Fire and Emergency Services Board, requires councils to appoint a municipal fire prevention officer (s5A) and provides councils with the power to issue fire prevention notices (s87). The Act requires councils in the metropolitan area of the state to take all practicable steps (including burning) to prevent the occurrence of fires on (and minimise the danger of the spread of fires on and from) any land vested in it or under its control or management and any road under its care and management (s5). The Act also allows a fire prevention officer to delegate to an assistant fire prevention officer (s5A).

1.2.7 Public Health and Wellbeing Act 2008

Authorised Version No. 024

The *Public Health and Wellbeing Act 2008* outlines each council's obligation to promote public health and wellbeing, and gives special powers to the Secretary of the Department of Health and Human Services (DHHS) to direct councils during declared states of emergency. Details of the obligations to promote health and wellbeing within municipalities are in s24 of the Act.

Councils are obliged to appoint an Environmental Health Officer (EHO) under s29 of this Act, and may appoint "authorised officers" for the purpose of the Act under s31.

The Secretary of the DHHS may require a report from a council on health and wellbeing issues (s25) and councils must create a health and wellbeing plan within 12 months of council elections (s26) and include health and wellbeing matters in the council plan or strategic plan (s27).

In a declared state of emergency, the Secretary has broad powers to direct councils' activities and those of their officers. Under s28 the Secretary may order a council to perform any duties or functions and may also perform any or all of the duties or function of a council. Similarly, the Secretary may order any council officer to perform a duty or function, and may order any council officer to perform any function or duty for another council.

1.2.8 Water Act 1989 and Water Industry Act 1994

Version No. 113 (Water Act), Version No. 073 (Water Industry Act)

The *Water Act 1989* outlines the laws relating to water in Victoria, including waterways, drainage and floodplain management. Along with the *Water Industry Act 1994*, it outlines provisions in relation to fire plugs. A council may require an Authority that has a water district situated wholly or partly within the council's district to fix fire plugs in suitable locations for the supply of water for fire-fighting purposes. The

council must meet the costs of providing, installing, marking and maintaining all fire plugs that it requires to be installed by the Authority.

1.2.9 Electricity Safety Act 1998

Authorised Version No. 070

The purpose of the *Electricity Safety Act 1998* is to govern the safety, reliability and efficiency of electricity supply and use in Victoria. It establishes Energy Safe Victoria and includes provisions regarding bushfire mitigation, mostly in relation to electricity operators.

Under the Act, agencies responsible for maintaining vegetation and clearance space around power lines are referred to as 'responsible persons'.

Councils are 'responsible persons' for trees on council managed public land within a 'Declared Area' for the purposes of the Act. For areas which are not within a 'Declared Area', primary responsibility for vegetation clearance and management will usually fall to the relevant electricity distribution company. VicRoads and DELWP are also 'responsible persons' in some municipalities.

Section 86B of the Act provides that a municipal council must specify, within its municipal fire prevention plan:

- procedures and criteria for the identification of trees that are likely to fall onto, or come into contact with, an electric line [hazard trees], and
- procedures for the notification of responsible persons of trees that are hazard trees in relation to electric lines for which they are responsible.

Each 'responsible person' should have an internal procedure regarding the steps that will be taken following notification of a potentially hazardous tree.

The *Electricity Safety (Electric Line Clearance) Regulations 2010* further provide that a responsible person may cut or remove a suspected hazard tree "provided that the tree has been assessed by a suitably qualified arborist; and that assessment confirms the likelihood of contact with an electric line having regard to foreseeable local conditions."

Further information can be found in the MAV *Hazard Trees Identification and Notification Procedures* document available at <http://www.mav.asn.au/policy-services/emergency-management/Documents/Hazard%20trees%20identification%20and%20notification%20procedures.doc>

SECTION 2

PLANNING, STRUCTURES AND ROLES

This section of the handbook is divided into three sections: Planning, Structures and Roles. It outlines the planning process that underpins successful emergency management. Councils' emergency management planning should be linked to council business continuity planning. This section also includes an outline of some of the resources that are available to councils.

Included in this section are resources for MEMPCs to assist in the maintenance and enhancement of a MEMP. A suggested process and framework for this activity, along with details of MEMP audits are also included. More detailed information can be found in the EMMV.

An overview of resourcing support, such as the Inter-Council Resource Sharing Protocol and options for potential reimbursement of councils for some costs associated with emergency management are also provided.

Role statements for key emergency management personnel are covered, along with information about incident management structures, and insurance and indemnity.

2.1 Emergency Management Planning



Source: *The emergency management planning process (EMMV Part 6)*

Councils have taken varying structural approaches to emergency management, depending on the needs and risk profiles of their communities. Typically emergency management operates across the council organisation. Ideally it influences and gains support from management and staff, who will often have disparate skills and varying knowledge of emergency management.

Councils have a role in facilitating municipality-wide planning. This role includes working with response and recovery agencies in the development and maintenance of MEMPs either collaboratively or as an individual council.

2.1.2 Business Continuity Planning

It is prudent and a good governance practice for councils to link municipal emergency management planning to business continuity planning (BCP). This is a structured planning process that aims to minimise disruption to the provision of critical council services in the event of business disruption or disasters.

Emergency management needs to be supported as a critical service during emergencies, along with other identified critical council services. Not all council services will be available during an emergency but forward planning will help take some of the guesswork out of what services can be provided, depending on the circumstances. Where possible, effective business continuity planning includes temporarily diverting available resources from other non-critical council services to support critical services.

During and after an emergency event, it is vital that the council maintains its critical business operations in accordance with its BCP. The CEO should oversee the execution of the BCP, and work with senior executives, managers and officers to ensure that council's vital services continue to be delivered to the local community.

BCP also applies to Code Red or Extreme Fire Danger Rating (FDR) days where councils, council staff, or service providers may need to implement Council or personal bushfire plans. This may impact council operations depending on:

- a. the number of staff available to perform council duties,
- b. OH&S considerations, and
- c. activities that the council decides might unintentionally start a bushfire.

Councils should endeavour to inform their clients and communities of the potential impact Code Red or Extreme FDR days will have on council operations.

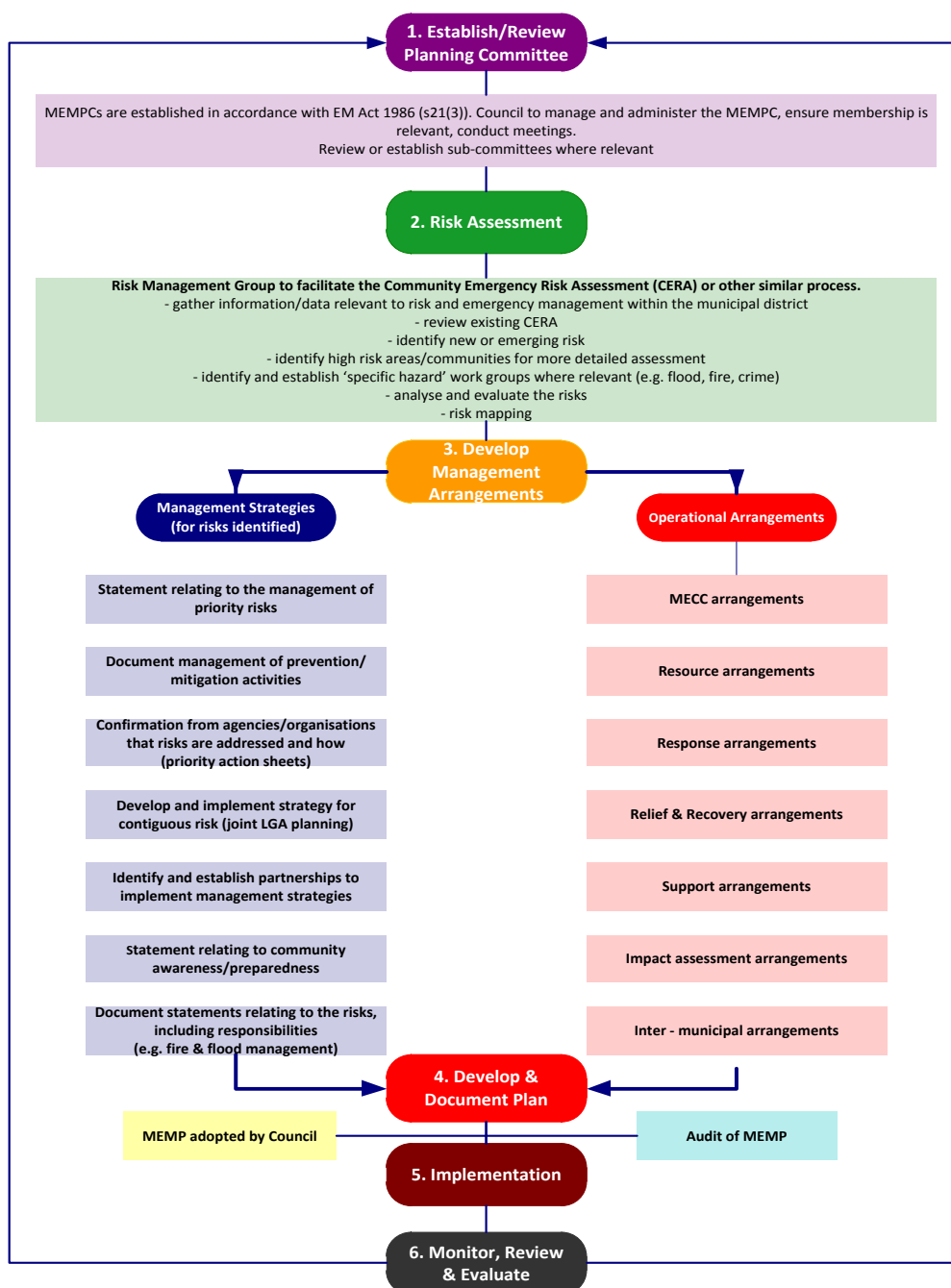
It is important that emergency management staff are aware that in most cases, typical work tasks and responsibilities still need to be undertaken even though an emergency or incident is occurring. Backfilling may be required, depending on circumstances and the ongoing obligations of emergency management staff. Council BCP should consider human and plant resourcing of emergency management activities.

2.1.4 The Municipal Emergency Management Plan (MEMP)

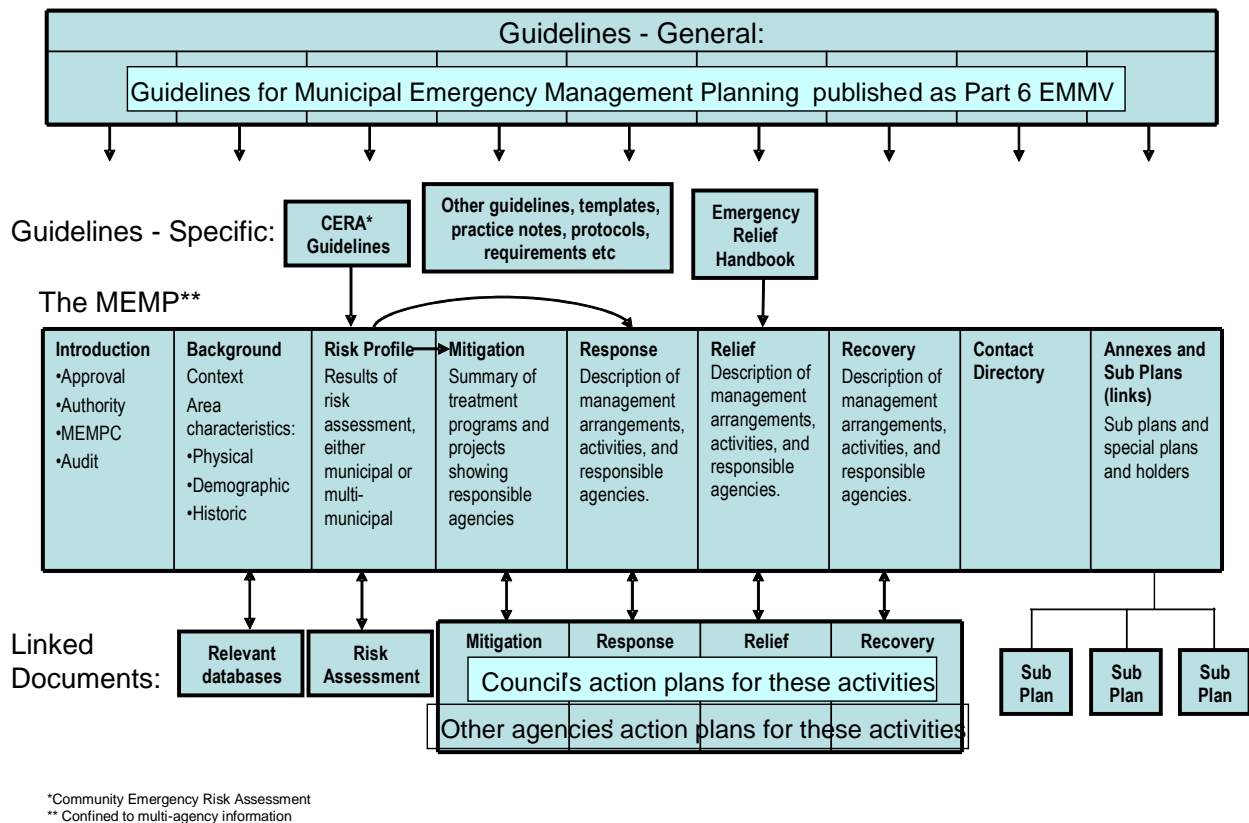
The MEMP is a multi-agency plan for the municipal district. It is not only a council plan. The result of the emergency planning process should be a coherent MEMP that is known and understood by all agencies, MEMPC members, senior council officers and all staff who have emergency management responsibilities.

The guidelines in part 6 of the EMMV detail the process for developing the MEMP. The MEMPC must seek endorsement from all agencies and organisations with roles and responsibilities listed in the MEMP before presenting the plan to the council. The plan needs to be revised and amended as appropriate. Triggers for this will include such things as changing conditions within the municipality or lessons from an incident or emergency, either within the municipality or beyond.

The diagram below explains the municipal emergency management planning process and the usual content of a MEMP and linked documents, including sub-plans.



Source: The Emergency Management Planning Process (EMMV, Part 6)



Source: Municipal Emergency Management Plans and Guidelines (EMMV, Part 6)

2.1.6 MEMP Audits

Under s21A of the EM Act 1986, MEMPs are subject to a regular audit process which is overseen by VicSES.

Audits must occur at least once every three years and are overseen by the Chief Officer, Operations of VicSES. The audit determines whether the plan complies with guidelines issued by the Minister (EMMV Part 6).

During the audit the Chief Officer, Operations of VicSES must invite submissions on the municipal plan from the regional emergency response committee and the regional recovery committee.

Within three months of receiving an audit request, a council must forward its written response to Chief Officer, VicSES.

Potential audit questions are contained in the EMMV. Please consult the EMMV for an up-to-date list of audit questions. Workbooks that cover the criteria for audit questions are available from the VicSES.

2.2 Emergency Management Structures

2.2.1 Council Incident Management Structures

In the event of an emergency taking place, it is crucial that elected officials, senior council officers and emergency management personnel have a clear and shared understanding of their respective responsibilities. This understanding needs to be embedded in council policies, training, management structures and practices. At the heart of this approach is ensuring that councils’ legislative obligations are met through specific actions by the appropriate individuals.

It is important that appropriate governance arrangements are in place to ensure that emergency management personnel work within the parameters of their operating authority, including delegations from the CEO and any financial delegations. They must know the extent of their authority to act and any expenditure should comply with council limits and processes.

2.3 Role Statements: Statutory, Optional and Elected Roles

This section describes councils' most common emergency management roles, the attributes and skills common to each of these roles and the role of the mayor and councillors in emergency management. It is possible that your council may have emergency management roles which do not appear in this section.

There are three key roles that each council must have under state legislation:

- the MERO, required under the *EM Act 1986*
- the MFPO, required under *MFB Act 1958* and the *CFA Act 1958*, and
- the EHO, required by the *Public Health and Wellbeing Act 2008*

In addition, the State Relief and Recovery Plan (EMMV Part 4), which is a statutory document, states that 'each municipal council must appoint a staff member as its Municipal Recovery Manager'.

A number of councils have also chosen to employ a municipal emergency manager (MEM) or emergency management coordinator (EMC).

Local circumstances will influence any other emergency management positions that councils may decide to have. Details of some of these optional roles are included in this section. For further information, see the EMMV (Part 6, Appendix 3, 'Key Municipal Emergency Management Roles – Indicative Functions').

2.2.1 Municipal Emergency Response Coordinator (MERC)

Under the EM Act 2013 (s.56), the Chief Commissioner of Police appoints, for each municipal district, a member of Victoria Police as municipal emergency response coordinator (MERC). The MERC must sit on the MEMPC. For more information on the role of the MERC refer to your council's MEMP.

Attributes and Skills for Key Roles

A range of attributes and skills are relevant to many if not all council EM roles. These are listed below and may be of assistance when preparing council recruitment material.

- Excellent verbal communication skills to enable the EM officer to give clear direction and to work professionally and collaboratively with external and internal stakeholders
- Demonstrated ability to work in a calm and efficient manner and to develop innovative solutions while under extreme pressure
- Demonstrated experience in leading, managing and motivating staff
- Demonstrated ability to deliver outcomes without supervision or guidance
- Good working knowledge of council resources and operations and the locality's geography, infrastructure, services and community
- Availability for after-hours roster and, where needed, response
- A willingness to undertake additional training
- Experience and qualifications in managing emergencies is highly desirable
- Current Victorian Drivers Licence
- Current Victoria Police Check
- Current Working with Children Check

Some suggested training options are included in Section 4 of this handbook.

2.2.2 Municipal Emergency Resource Officer (MERO)

The MERO position, required by the *EM Act 1986*, is responsible for the coordination of council resources to enable emergency response and recovery. The MERO and MRM should have a good working relationship, and should also collaborate with other EM personnel.

The MERO contributes to the development and maintenance of the MEMP in partnership with local emergency management agencies such as the VicSES, VicPol and DHHS.

Skills, Knowledge and Experience

- Excellent knowledge of municipal resources, local services and contractors
- Ability to provide strong leadership
- Strong decision-making capabilities
- Highly developed interpersonal skills
- Strong ability to identify hazards and respond accordingly
- Ability to work collaboratively and establish local networks
- Good knowledge of the local area

Duties

- Ensure that council resources are made available as requested by the Municipal Emergency Response Coordinator (MERC) or emergency services for response activities, and by the MRM for recovery activities
- Ensure procedures and systems are in place to monitor and record requests for assistance and council expenditure
- Maintain an effective contact database so council resources can be accessed on a 24 hour basis
- Prepare the municipal emergency coordination centre(s) to ensure prompt activation if needed
- Ensure effective liaison with field staff and emergency services and other agencies within or servicing the municipal district
- Liaise with the MERC and MRM, as part of emergency management coordination group (EMCG), regarding the best use of municipal resources during response and recovery activities
- Brief council senior management on council involvement
- Organise a response debrief if requested by the MERC

For more detail on the MERO's role, see the EMMV (Part 6, Appendix 3, 'Key Municipal Emergency Management Roles – Indicative Functions'.)

2.2.3 Municipal Fire Prevention Officer (MFPO)

The *Country Fire Authority Act 1958* and the *Metropolitan Fire Brigades Act 1958* require each council to appoint a fire prevention officer, generally known as an MFPO, and any number of assistant fire prevention officers. Under both Acts, a MFPO may delegate, by written instrument to an assistant, any power or duty of the fire protection officer, except the power of delegation.

Duties

- Prepare and regularly review council's fire prevention plans (together with the MFMPC, if one exists)
- Liaise with fire services, other authorities and councils regarding fire prevention planning and implementation
- Advise and assist the MEMPC on fire prevention and related matters
- Ensure the MEMP contains reference to the Municipal Fire Management Plan or MFPP
- Report to council on fire prevention and related matters
- Carry out statutory tasks related to fire prevention notices and infringement notices
- Investigate and act on complaints regarding potential fire hazards
- Advise and assist the general public on fire prevention and related matters
- Issue permits to burn (under s38 of the *CFA Act 1958*)
- Facilitate community fire safety education programs and support Community Fireguard groups in fire-prone areas.

For more details on the duties of the MFPO see the EMMV (Part 6, Appendix 3, 'Key Municipal Emergency Management Roles – Indicative Functions').

2.2.4 Municipal Recovery Manager (MRM)

The MRM takes an active role in emergency planning and is responsible for coordinating council resources to assist emergency relief and recovery activities. The MRM may delegate duties to provide for effective management of recovery functions.

Skills, Knowledge and Experience

- Ability to provide strong leadership
- Strong decision-making capabilities
- Highly developed interpersonal skills
- Strong ability to identify hazards and respond accordingly
- Ability to work collaboratively with people
- Strong links with local community groups

Duties

- Plan for and coordinate municipal and community resources for community support, relief and recovery
- Liaise with the MERC and the MERO on the best use of council resources
- Liaise with relevant external partners in emergency management, such as the Regional Recovery Committee (where appropriate) and DHHS
- In consultation with the MERC and MERO, establish emergency relief and recovery centres as required
- Liaise, consult and negotiate with recovery agencies on behalf of affected communities
- Establish a public information and co-ordination centre at the council offices or a location more appropriate to the affected area/s
- Co-ordinate the dissemination of accurate recovery information to council's senior management and the public, in consultation with appropriate staff (eg. council's communications officer or team)
- Ensure the effective management of the MECC for relief and recovery services
- Monitor and record council's expenditure
- Manage the timely and planned withdrawal of recovery services
- Other specific recovery activities as determined.

For more details on the duties of the MRM see the EMMV (Part 6, Appendix 3, 'Key Municipal Emergency Management Roles – Indicative Functions')

2.2.6 Municipal Emergency Manager (MEM)

Although not required by legislation, councils might opt to establish an emergency management officer role - such as an Emergency Management Coordinator, Executive Officer, or Manager. These positions are generally structured as senior roles that provide a strategic focus and oversight to all aspects of municipal EM planning and support the functional roles of the MERO, MRM and MFPO.

Where a council has decided that a MEM or similar is not needed, it must still ensure the tasks generally required of MEMs are undertaken. These roles are often carried out by the MERO, MRM or MFPO.

The suggested roles and responsibilities for the MEM as detailed in the EMMV provide a useful guide, but need to be assessed on the basis of each council's own needs.

Suggested Duties

- Provide strategic advice and direction to council on emergency management planning
- Chair the Municipal Risk Management Group
- Coordinate a range of risk reduction activities
- Liaise with the community on all safety matters and support staff and groups designated to deal with specific risks
- Track the progress of risk treatment programs
- Chair the MEMPC
- Ensure the MEMPC is effective and current
- Ensure that municipal resources are utilised effectively in a community emergency, for response and recovery activities
- Coordinate the emergency management activities of, and liaise closely with the MERO, MRM and MFPO
- Ensure that a MECC can be activated at short notice in event of an emergency
- Arrange meetings of the MEMPC or the municipal emergency coordination group as appropriate during an emergency
- Maintain effective liaison with all regional, state or Commonwealth emergency agencies servicing the council district
- Ensure that an effective contact database is maintained so that council resources can be accessed on a 24-hour basis
- Ensure that contractual arrangements for response or recovery support during an emergency are agreed and documented well in advance of such events
- Ensure that appropriate operating procedures and processes are developed for use during an emergency, and that those who will need to use them are trained in their use
- Ensure that appropriate procedures, processes and systems are in place to record and monitor any council expenditure specifically applicable to an emergency
- Ensure applications for expenditure assistance from state sources are submitted to appropriate agencies
- Ensure that debriefing sessions are held for any response and recovery operation after an emergency to examine effectiveness of the MEMPC and upgrade it as necessary
- Keep the council and CEO informed of emergency management activities, including the presentation of an annual report on activities that includes expenditure incurred by the council during the previous 12 months.

2.2.7 Environmental Health Officer (EHO)

Section 29 of the *Public Health and Wellbeing Act 2008* provides that each council must appoint one or more EHO.

In relation to emergency management, the EHO *may* have a role in:

- Food surveillance
- Inspection of food handlers and food distribution outlets
- Food sabotage
- Infectious disease surveillance and investigation
- Disinfection (concurrent (immediate) or terminal (at end of isolation))
- Water (purity and quantities)
- Waste collection and disposal (putrescible, dry, indestructible, sullage and toilet waste)
- Vermin and vector control
- Sanitation (toilets, showers, washing facilities)
- Accommodation (adequate size, suitable)
- Disposal of dead stock and animals
- Zoonotic diseases (those transferred from animal to humans)
- Siting and layout of campsites
- Water, land and/or air pollution
- Collection and dissemination of information on public health issues
- Development of Public Health Notices
- Planning (development of a municipal public health emergency management plan if resources allow) and participate in the MEMPC.

The minimum qualifications required to be appointed as an EHO are gazetted under the Public Health and Wellbeing Act 2008: <http://docs.health.vic.gov.au/docs/doc/The-Victoria-Government-Gazette>

2.2.8 MECC Facility Manager and Team

Many councils appoint a MECC Facility Manager to ensure that all systems relating to the running of the MECC are operating in a manner that supports the emergency response and recovery effort.

Suggested Duties

- Set up of the MECC, ensuring that the MECC is adequately resourced with personnel and equipment to operate for the duration of the response and recovery operations
- Registration of personnel arriving/departing the MECC
- Recording and updating the message or request handling system, and whiteboard information
- Operation of information technology and communications
- Provide support staff within the MECC with information and advice to ensure that they can perform operational functions as requested
- Ensure that catering arrangements are in place
- Ensure all attendees are provided with appropriate breaks including meal breaks to maintain operational effectiveness
- Ensure all council staff at the MECC operate in accordance with Occupational Health and Safety (OHS) and Workplace Agreement guidelines in relation to shift times
- Welcome people entering the MECC, provide orientation, introductions and familiarisation with procedures. This may include providing appropriate identification for personnel within the MECC, such as nametags
- Ensure appropriate security and privacy within a MECC facility. In particular, ensure that only authorised personnel enter. Those who are unauthorised (media, staff without MECC roles and councillors) should not be within a MECC facility.

For more information see the Practice Note, 'Operation of a Municipal Emergency Co-ordination Centre' available on the MAV website at:

<http://www.mav.asn.au/policy-services/emergency-management/Related%20documents%20%20MEMEG%20presentations/Operation%20of%20a%20municipal%20emergency%20coordination%20centre.docx>

2.2.9 Relief Centre Manager (ERC Manager) and Team

Not all councils have a designated ERC Manager. Where appointed, this individual is responsible for a relief centre and manages other team members.

The ERC Manager's role is to obtain and maintain appropriate human resources, materials and services to provide life support and essential needs to people affected by an emergency.

Suggested Duties

- Manage the relief operations at the ERC
- Provide the necessary approval for and support to agencies to operate in the ERC
- Ensure robust communications are maintained with the MRM, organisational management, team leaders and agencies on site
- So far as is practicable provide:
 - A safe and healthy working environment for all council staff, contractors and volunteers in the ERC
 - An environment in which members of the public are not endangered by council activities.

Refer to the *Department of Health & Human Services Emergency Relief Handbook* for more details. Available at <http://www.dhs.vic.gov.au/about-the-department/documents-and-resources/policies,-guidelines-and-legislation/emergency-relief-handbook>

2.2.9 Mayor and Councillors

Mayors and councillors do not have an operational role in emergency management. The key role of mayors and councillors during an emergency is to:

- Advocate on behalf of and represent their constituents, and
- Facilitate communication between council and the community.

It is appropriate for the mayor and councillors to comment on what their own council is doing, but not on other areas of responsibility, such as the control agency or police.

Council's existing media policies and protocols should be observed during an emergency or incident. Particular attention should be paid to policies and protocols regarding interaction with the media, and how and when the spokesperson role is activated. Councils may choose to develop specific policies or protocols for use in the case of an emergency or incident.

The MAV has developed a resource to assist Mayors and Councillors entitled *A Guide to the Role of Mayors and Councillors in Emergency Management*. Councils with newly appointed councillors are encouraged to provide them with this resource. A copy of this guideline can be found on the MAV Emergency Management E-library, or by contacting the MAV Emergency Management Policy team (emergencymgt@mav.asn.au).

2.3 Resource Provision, Expenditure and Reimbursement

2.3.1 Resource Sharing Protocol

Councils are strongly encouraged to become signatories to the MAV Inter-Council Emergency Management Resource Sharing Protocol. The protocol provides clarity regarding the provision of resources to assist other councils with response and recovery tasks during and after emergencies. It also clarifies operational, insurance and reimbursement issues that may arise through municipal resource-sharing arrangements. This protocol can be applied to both equipment and staff secondments and can be very helpful in preventing staff burn-out after an emergency event.

Additionally, many councils enter into additional memoranda of understanding (MOU) regarding resource sharing or mutual aid arrangements.

2.3.2 Reimbursement of Emergency Management Costs

In some circumstances, financial assistance for emergency management costs can be sought from Victorian and Australian Government sources. The major sources of this assistance are detailed below. The prospect of reimbursement should not cause councils to neglect their own obligation to plan and allocate resources for emergencies and incidents.

Natural Disaster Financial Assistance (NDFA)

The Victorian Department of Treasury and Finance (DTF) provides Natural Disaster Financial Assistance (NDFA) to local councils to assist in the recovery process and alleviate the financial burden following a natural disaster. Eligible events include bushfires, cyclones, earthquakes, floods, storms (including hail) and land slippages. Financial support is provided under the NDFA to assist municipal councils with costs associated with:

- certain counter disaster operations, including repairs to assets damaged by counter disaster operations; and
- the restoration and emergency protection works to essential public assets damaged as a direct result of a natural disaster – including the repair of roads and bridges, levees, local government offices and storm water infrastructure.

Should a natural disaster event be subject of a notification to the Commonwealth under the Natural Disaster Relief and Recovery Arrangements (NDRRA), additional support may be provided to assist local councils with expenditure associated with:

- establishing and operating a relief centre, recovery centre or MECC; and
- costs associated with personal and financial counselling.

Councils can claim any extraordinary salaries, wages or other expenditure which would not have been incurred had the emergency not occurred. This includes employment costs for temporary office staff, contractors, or costs of staff seconded from other councils to assist with the council response to the emergency (for example, backfilling). Municipal councils can also claim overtime undertaken by their staff when assisting council efforts during an emergency.

Details regarding eligibility criteria and lodging a claim for financial assistance are available via the DTF website, <http://www.dtf.vic.gov.au/Victorias-Economy/Natural-disaster-financial-assistance>

Other Costs

Other relief and recovery services are not automatically eligible for reimbursement. However, the Victorian Treasurer can vary the NDFA on a case-by-case basis to include additional types of expenditure, e.g. rate waivers.

Councils and agencies should be familiar with the following arrangements for meeting the costs of providing emergency relief services:

- Emergency relief measures provided to people affected by an emergency should be ordered through the MECC and/ or signed off by the MERC
- If emergency relief is requested by a response or relief agency for its own personnel, that agency will be responsible for costs incurred
- When a response agency requests emergency relief (such as food and water) on behalf of a number of response agencies, the requesting agency will be responsible for costs incurred

2.4 Insurance and Indemnity

There is a vast array of potential legal issues that may arise from emergency planning and from emergency management in practice. By adopting a robust approach to emergency management planning, systems and implementation, legal and liability issues can be minimised.

It is critical that councils have adequate insurance and indemnity cover, as well as thorough systems for occupational health and safety. Choosing not to have effective EM planning arrangements may leave councils vulnerable to public liability or professional indemnity claims and result in increased insurance premiums.

Councils have a duty of care to employees and the public, and all care must be taken to ensure these obligations are met.

Councillors and council officers are subject to an indemnity under s76 of the *Local Government Act 1989* against all actions or claims in respect to any act or omission done in good faith in the exercise of any function or power in the *Local Government Act 1989* or any other Act.

Councils are encouraged to seek independent legal advice to ensure:

- their employment of emergency management personnel complies with the requirements of relevant Commonwealth and Victorian legislation with regard to employment and OHS matters
- the responsibilities and roles assigned to emergency management personnel comply with the requirements of the relevant emergency management legislation, and
- The council's emergency management planning, activities and personnel adequately respond to relevant local circumstances.

SECTION 3

GETTING THE RIGHT PEOPLE IN PLACE

This section of the handbook is for staff involved in the selection and management of municipal emergency management officers.

It includes information on internal appointments to roles, content for expressions of interest and suggested interview questions.

Role statements and information about attributes and skills for council emergency management roles are outlined in Section 2.

3.1 WHICH EMERGENCY MANAGEMENT ROLES ARE REQUIRED?

As discussed in the previous section, the MERO and MFPO roles are statutory roles. The State Relief and Recovery Plan (Part 4 of the EMMV) is also a statutory document and it states that each municipal council must appoint an MRM.

Emergency management responsibilities are often taken on by municipal staff in addition to their substantive role. Emergency management responsibilities are an important development opportunity for staff and should be taken into account during performance reviews.

When a council officer takes on an emergency management role in addition to their usual job, it is important that sufficient time is allocated to their emergency management duties. This is especially important for the MERO, who has statutory obligations to meet.

Each council will take a different approach to the selection of emergency management officers, based on the council's size, risk profile and resources. Tasks for any position must be achievable and measurable.

3.2 REQUIRED KNOWLEDGE FOR KEY ROLES

The below points are suggestions that should be considered when appointing the roles of MERO and MRM.

MERO

- Detailed knowledge of the emergency management arrangements in Victoria
- Specific knowledge of council's responsibility for the provision of council resources in emergencies and the limits of council's responsibility and capability
- Knowledge of resources that council has control over and how to access council and local (non-council) resources
- Knowledge of response and recovery plans
- Knowledge of council's financial systems
- Strategic planning

MRM

- Detailed knowledge of the emergency management arrangements in Victoria
- Specific knowledge of council's responsibility for the coordination of recovery services
- Resources that council has control over and how to access council resources
- Processes for the activation of relief and recovery services
- Knowledge of response and recovery plans
- Resources required for recovery activities
- Knowledge of council's financial systems
- Understanding of the effects of emergencies on communities

3.3 CORE CAPABILITIES

These capabilities should be based on the required skills and knowledge detailed in Section 2. Here are some examples:

- Problem solving
- Team membership
- Leading teams
- Impact and influence
- Decision making
- Facilitation / engagement
- Effective communication
- Service focus (customer)
- Self-management
- Resource management
- Stakeholder management
- Working in complex and unpredictable environments

3.4 INTERNAL SELECTION

To assist with the appointment of emergency management roles, the first stage in the suggested selection process is a notice to staff seeking expressions of interest. It is important to make clear in the notice that emergency management positions require a time commitment to attend activities including team and committee meetings, exercises, training and, if necessary, attendance at emergency situations on behalf of council. This time commitment means that prior to submitting an expression of interest, potential applicants must discuss their application with their manager and have their support to apply.

After the closing date, a panel will shortlist and interview candidates. The panel should comprise senior council emergency management staff, guided by the council's own recruitment processes. This will likely include matching staff skillsets to emergency management tasks.

A formal letter of appointment should be sent to the successful applicant under the signature of the Chief Executive Officer or relevant manager, accompanied by the relevant role statement, delegation and performance development review (PDR) information.

3.5 Questions for Staff Interviews

Staff interviews should start with an explanation of the role and then explore each candidate’s capabilities through questioning. The interviewing panel should be consistent with their questioning of candidates and give each candidate the opportunity to ask questions.

The questions provided in the table below are offered as a suggestion only. Councils should adapt their approach to fit council’s needs and preferences, and should also be sure to comply with council’s own recruitment policies and practices.

Key selection criteria	Question	Desired outcome
Introduction.	Thank you for your expression of interest, tell us what interests you about this role?	Possible experience in managing emergencies.
Knowledge of council resources and operations.	Tell us more about your current role; are you responsible for managing any council resources? How long have you worked for council? Have your roles varied during this time? Who is/has been your customer base?	Knowing who to contact and when. Established relationships within council, with a good working knowledge of council resources and operations.
Interpersonal skills. Leading, managing and motivating staff.	In an emergency, team work is crucial. Can you outline your experience in leading a team and also in being a team member?	Collaborative approach. Skills in managing and motivating staff. <i>Continued next page.</i>

<p>Ability to work in a calm and efficient manner.</p> <p>Interpersonal Skills.</p> <p>Deliver outcomes without supervision or guidance.</p>	<p>Tell us about a time where you have been involved in a high pressure situation and how you managed that situation?</p> <p>Suggested leads:</p> <p>How did you feel your interpersonal skills helped you in this situation?</p> <p>Were you responsible for making decisions during this process?</p> <p>Had you been in a similar situation or were you drawing more on knowledge and any training?</p> <p>How would those you have worked with describe the way you managed the situation?</p> <p>What would you have done differently given the opportunity?</p>	<p>Effective coping skills under pressure.</p> <p>The ability to make a decision under pressure.</p> <p>Evidence of working well with the team and stakeholders.</p> <p>Communicating effectively, giving clear direction.</p> <p>Showed innovation when providing solutions.</p> <p>Ability to be flexible.</p> <p>Experience in delivering outcomes without supervision and guidance.</p> <p>Ability to identify mistakes and learn from them.</p>
<p>Interpersonal skills.</p> <p>Ability to work professionally and collaboratively with external and internal stakeholders.</p>	<p>The ability to build relationships is an important skill required. Is there a relationship with a stakeholder that you developed that you are particularly proud of? What were the benefits of forming that relationship? (e.g. you were able to call on them for resources or information).</p>	<p>Has built solid relationships.</p> <p>Has a professional reputation.</p>
	<p>You will be required to attend regular team meetings and undertake any relevant training on emergency management. How do you think this may impact on your substantive role and how will you manage this? Do you have the support of your supervisor / manager?</p>	
	<p>Housekeeping: police check, current driver's license, working with children check, out-of-hours availability (refer to Attributes and Skills in Section 2).</p>	

SECTION 4

INDUCTION, TRAINING AND DEVELOPMENT

This part of the handbook focuses on induction, training and development opportunities available for emergency management staff, both newcomers and those already experienced.

At the time of publication, there is no mandated training for emergency management personnel. There are minimum qualifications required to be appointed as an EHO.

The training options canvassed in this section are raised as suggestions only.

Suggested performance standards are included, for use in professional development and performance reviews.

Additional resources are also listed, including websites and reference materials.

4.1 Induction

Induction for emergency management staff should focus on legislative obligations, community emergency risks, the development of relationships with emergency management staff in other organisations (such as Victoria Police and VicSES), and familiarisation with council's emergency management policies and documents. Additionally, it is recommended that emergency management staff undertake approved training to build their knowledge and to ensure that it remains current.

It is recommended that new emergency management staff be provided, or shown how to access, copies of relevant emergency management plans, such as the MEMP and any sub-plans. Some councils also provide resources such as a wallet-sized quick reference guides for key contacts in various agencies, and personal log books. These items are discretionary.

As soon as possible, new senior emergency management staff should:

- Read this handbook and familiarise themselves with the EMMV. Any questions or issues should be directed to their manager or supervisor
- Contact the VicSES regional office and make introductions
- Contact other emergency management staff in surrounding councils and inform them of the change in personnel
- Carefully read council's MEMP and note whether it is up to date and when it is next due for audit
- Meet members of the municipal emergency management planning committee (MEMPC). All MEMPC member agencies are responsible for the MEMP
- Become familiar with the relevant legislation and council's responsibilities within it
- Contact local police and establish a good working relationship with the municipal emergency response coordinator (MERC)
- Become familiar with the council's MECC and ERC facilities
- Attend the two day Introduction to Emergency Management course, conducted by VicSES

Training in recovery matters for MRMs and other staff is often provided by councils in conjunction with the Department of Health and Human Services.

MECC Staff Induction

Ideally MECC staff training will be conducted by the MECC Facility Manager and will include:

- An overview of council's emergency management responsibilities
- An overview of the MEMP and sub-plans
- Details of the MECC function and the roles of staff working in the MECC
- An overview of the message flow system and paperwork to be completed
- An actual set up of the MECC

4.2 Measurable Performance Standards

Key Performance Indicators (KPIs) can be used to support the delivery of councils' emergency management legislative responsibilities. The table below provides some examples of basic KPIs that may be used for council staff with part time emergency management roles. Staff with full-time emergency management roles should have more detailed work plans that could be used for performance evaluation.

Some emergency management tasks, such as response to an event, are difficult to measure because emergencies are not predictable events. For this reason, attendance and/or participation in training and exercises should be considered as a possible performance measure.

Performance measurement in the case of an event will be done by peers, management, the emergency services and the community. Practical KPIs will also be dictated by any operational plan that is in place. For example, a council may have a plan that requires residents be door-knocked within two hours of receiving a flood warning, or the activation of the MECC within one hour of receiving a request. Debriefing and reviewing plans and activities after an event will provide another form of performance evaluation.

It is recommended that managers and staff regularly discuss KPIs so staff can report on their activities and reflect on progress and challenges.

Below are suggested KPIs for the roles of MERO, MRM and Deputy MRM. The suggested outcomes can be used as a measuring tool for supervisors to assist in assessing performance. They can be incorporated into individual staff members' performance management and annual reviews.

Activities	Suggested outcomes
Attendance at the Municipal Emergency Management Planning Committee (MEMPC)	Up to four per year
Contribute to municipal training and exercises	Up to five days per year
Contribute to the Senior Emergency Management Group meetings	Up to four per year
Chair recovery planning meetings (for MRM)	Up to four per year (two internal, two external)
Provide leadership of council's response and recovery activities as required	Evidenced in the event of an emergency and by contribution to above meetings and professional training
Build and maintain relationships cross-organisationally and with members of external agencies and community representatives	Ongoing – demonstrated by contribution to above meetings, undertaking professional training and networking

4.3 Training and Development

Training for emergency management generally involves a combination of on-the-job and formal training programs. The table below is offered as a suggestion only. Council procedures and general induction plans will also influence training plans.

Professional growth can be achieved through various means to enhance knowledge and skills and to stay up-to-date with new and emerging trends. Professional development can focus on core capabilities or on technical and specialist areas. The table below is offered for consideration and is not compulsory. Professional development pathways in emergency management should complement councils' existing procedures and practices.

On the job	Formal qualifications and training	Professional activities
<ul style="list-style-type: none"> • coaching / mentoring • sharing of knowledge • research, reading online • secondments / higher duties 	<ul style="list-style-type: none"> • accredited courses • master classes • exercising • seminars / workshops 	<ul style="list-style-type: none"> • membership of professional bodies • community of practice (for example MEMEG) • professional networks • presentation at conferences • academic journals

Emergency management roles can be quite varied and many skills will be role-specific. Lead agencies may be able to provide more details on course or development pathways:

- CFA/MFB – fire competencies
- DHHS – relief and recovery, heatwave, pandemic influenza

Formal qualifications may include:

- Bachelor of Emergency Management
- Advanced Diploma of Public Safety (Emergency Management)
- Diploma of Community Development
- Masters in Emergency Management
- Advanced Diploma of Community Sector Management

A number of institutions and agencies offer emergency management related training, including:

VicSES - Introduction to Emergency Management Course

<http://www.ses.vic.gov.au/prepare/em-planning/EM-training1>

DHS Emergency Management Training

<http://www.dhs.vic.gov.au/for-service-providers/workforce,-careers-and-training/workforce-training/emergency-management-training>

Australian Emergency Management Institute (Australian Attorney-General's Department) Courses

<http://www.em.gov.au/Education/Courses/Pages/Courseschedule.aspx>

EHO Training

Qualifications for EHOs are gazetted under the *Public Health and Wellbeing Act 2008*:
<http://docs.health.vic.gov.au/docs/doc/The-Victoria-Government-Gazette>

AIIMS Training

AIIMS is the Australian Inter-Service Incident Management System used by emergency response agencies. AIIMS does not directly apply to local government emergency management structures. * In this case, does it need to be in the guidebook? Further information is available on the Australasian Fire and Emergency Service Authorities Council (AFAC) website <http://www.afac.com.au/services/training/aiims>

COUNTRY FIRE AUTHORITY COURSES AVAILABLE IN THE CFA DISTRICT

- Municipal Fire Prevention Officer Training Course
- Introduction to AIIMS training courses
- Maintaining Safety at an Incident Scene
- Maintaining Safety on a Fire Ground

Other Training and Skills Links

Many tertiary institutions provide qualifications in emergency management, at both an undergraduate and post-graduate level.

Other emergency management training can be conducted through collaboration exercises.

www.training.gov.au

www.governmentskills.com.au

GLOSSARY

Terms included here are primarily sourced from Part 8 of the Emergency Management Manual Victoria (EMMV).

Agency

Under the *Emergency Management Act 1986*, an agency means a government agency or a non-government agency. This could be a government department, non-government organisation, a council or an emergency service organisation. See also 'Emergency Services Agency/Organisation'.

All Hazards

The all hazards approach concerns arrangements for managing the large range of possible effects of risks and emergencies. This concept is useful to the extent that a large range of risks can cause similar problems and such measures as warning, evacuation, medical services and community recovery will be required during and following emergencies.

Many risks will, however, require specific response and recovery measures and will almost certainly require specific prevention and mitigation measures.

All Agencies

All agencies should be involved to some extent in emergency management. The context of emergency management for specific agencies varies and may include:

- ensuring the continuity of their business or service
- protecting their own interests and personnel
- protecting the community and environment from risks arising from the activities of the organisation
- protecting the community and environment from credible risks.

Emergency management measures may be referred to in a number of organisational and community contexts, including risk management, environmental management, occupational health and safety, quality management, and asset management.

Animal

Pets, companion animals, livestock including horses and poultry, wildlife, birds, and fish.

Animal Welfare

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

Area-of-Operations

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

Area-of-Operations Controller

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

Area-of-Operations Emergency Management Team

In the event that an area of operations has been defined, the Area-of-Operations Controller, or the Regional Emergency Response Coordinator (or representative) may form the Area-of-Operations Emergency Management Team, comprising regional level representatives from response, recovery and other agencies. It enables consistent situational awareness, identification and management of risks, facilitates the State Controller's Plan and develops an Area-of-Operations Plan containing regional level actions of all agencies.

Chain of Command

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

COAG

Council of Australian Governments. COAG is the peak intergovernmental forum in Australia, comprising the Prime Minister, State Premiers, Territory Chief Ministers and the President of the Australian Local Government Association (ALGA).

Command

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

Commander

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

Community Development Officer

A person appointed to initiate and coordinate activities in a community to assist its development in recovery from an emergency.

Community Fire Refuge

A community fire refuge is a place to be used by the public to provide short-term shelter from a fire front during a bushfire.

Community Information Guides

Previously called Township Protection Plans (TPP), Community Information Guides have been developed by the CFA (in consultation with stakeholders, including councils) for the most high risk bushfire locations in Victoria. They contain important fire and emergency information to support residents before and during a fire. This includes Neighbourhood Safer Places (if available in the area), where people can shelter from fire as a last resort, and fire safety information for members of the local community. Further information on TPPs is available on the CFA website <http://www.cfa.vic.gov.au/plan-prepare/community-information-guides/>

Community Recovery Committee (CRC)

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

Control

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

Control Agency

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

Control Centre/Command Centre

Facilities from which incident, region/area of operations, and state level functions can be carried out. Accordingly, response agencies should provide appropriate physical and technical infrastructure to support those personnel appointed as Incident Controllers, Agency Commanders, and representatives of the organisations that support them. Any centre established for this purpose shall be named based on the function it supports, e.g. control centre, command centre, operation centre.

Coordinate/Coordination

Coordination involves the bringing together of agencies and resources to ensure effective response to and recovery from emergencies. The main functions of coordination are:

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

Coordination operates throughout the management of response and recovery activities.

Coordination Centre

A coordination centre is a facility which may be utilised during a complex or protracted emergency, primarily to coordinate the provision of resources. Coordination centres may operate at municipal, regional and state levels. (See also Municipal Emergency Coordination Centre).

Crisisworks incident management software

Crisisworks is a web-based software application that provides a cost-effective system for Victorian councils to use in incident management. It interacts with mobile devices and mapping and also enables improved task tracking, resource management, record management and financial reporting.

Councils across the state have purchased Crisisworks, and are encouraged to use it for incident management, even when a MECC activation is not required.

Disaster

A term not in general usage within Victoria's arrangements, where it would be taken to mean the same as 'emergency'. Under the *Emergency Management Act 1986*, an emergency is termed a disaster only if a "state of disaster" has been declared.

Disaster Area

The part/s of Victoria in which a "state of disaster" is declared to exist.

Disaster Victim Identification

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

Disaster, State of

The Premier can declare a "state of disaster" to exist in all or part of Victoria if an emergency constitutes a significant and widespread danger to life or property, which justifies the enabling of the Minister for Emergency Services, or delegate, to exercise extraordinary powers in directing and controlling agencies and resources for responding to it.

Emergencies of National Consequence

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

Emergency

An emergency due to the actual or imminent occurrence of an event which in any way endangers or threatens to endanger the safety or health of any person in Victoria or which destroys or damages, or threatens to destroy or damage, any property in Victoria, or endangers or threatens to endanger the environment or an element of the environment in Victoria including, without limiting the generality of the foregoing:

- an earthquake, flood, wind storm or other natural event
- a fire
- an explosion
- a road accident or any other accident
- a plague or an epidemic or contamination
- a warlike act or act of terrorism, whether directed at Victoria or part of Victoria or at any other State or Territory of the Commonwealth
- a hijack, siege or riot
- a disruption to an essential service.

Emergency Activity

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

- performing a role or discharging a responsibility of an agency in accordance with the State Emergency Response Plan or State Emergency Relief and Recovery Plan
- training or practicing for an activity referred to above or being on active standby duty
- travelling to or from the place where an activity referred to above has occurred or is to occur.

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

Emergency Services Agency

Under the *Emergency Management Act 1986*, this means any of the following-

- (a) the Country Fire Authority established under the *Country Fire Authority Act 1958*
- (b) the Metropolitan Fire and Emergency Services Board established under the *Metropolitan Fire Brigades Act 1958*
- (c) the Victoria State Emergency Service Authority established under the *Victoria State Emergency Service Act 2005*
- (d) any other prescribed agency; Emergency Services Telecommunications Authority has the same meaning as Authority has in the *Emergency Services Telecommunications Authority Act 2004*

Emergency Area

An emergency area declared under s36A of the *Emergency Management Act 1986*, being, in the opinion of the most senior police officer in attendance, on the advice of the control agency, an area from which it is necessary to exclude persons due to the size, nature or location of an emergency, so as to ensure public safety, security of evacuated premises, or the safety of, or prevention of obstruction, hindrance or interference to, persons engaging in emergency activity.

Emergency Accommodation

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

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

EM – Emergency Management

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

Emergency Management Liaison Officer (EMLO)

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

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

The EMLO may be named emergency services liaison officer (ESLO) by some agencies.

Emergency Management Manual Victoria (EMMV)

The EMMV contains policy and planning documents for emergency management in Victoria, and provides details about the roles different organisations play in the emergency management arrangements. Emergency Management Victoria maintains the EMMV, in collaboration with emergency management agencies. The Role Statements (Part 7) and the Contact Directory (Part 10) are updated annually. Other parts of the manual are updated as emergency management arrangements change.

Emergency Management Team (EMT)

An emergency management team is the team which assists a controller in formulating a response strategy and in its execution by all agencies, and which assists the Emergency Response Coordinator in determining resource acquisition needs and in ensuring a coordinated response to the emergency. (See also State Emergency Management Team).

Emergency Recovery

Has the same meaning as 'recovery'.

Emergency Relief

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

Emergency Relief Centre (ERC)

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

Emergency Response

Has the same meaning as 'response'.

Emergency Response Coordinator

The Emergency Management Commissioner (state level) and members of the Victoria Police appointed as regional, municipal or field emergency response coordinators, whose role is to *coordinate* the response to an emergency.

Emergency Response Plan

A plan which sets out the roles and responsibilities of agencies in emergency response and the control and coordination arrangements which are to be utilised.

Emergency Services / Emergency Services Agency/Organisation

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

- The definition of 'emergency services agency' in the *Emergency Management Act 1986* refers to agencies such as VICSES and any other prescribed agencies such as ESTA (s4) This definition is used in Part 4A of the Act to identify agencies whose standards and performance are monitored by the Emergency Services Commissioner.
- In the *Emergency Services Telecommunications Authority Act 2004* an 'emergency services and other related services organisation' is defined as any of the following: Ambulance Victoria, CFA, MFESB, VicPol, VICSES, any government agency, and other related agencies including organisations that provide services related to the agencies specified above and prescribed persons or bodies (s3)
- In s87C of the *Sentencing Act 1991*, the term 'emergency services agency' is included in relation to court orders for recovery of costs incurred by emergency services in responding to certain crimes. The definition covers: VicPol, MFESB, CFA, VICSES, Ambulance Service, a hospital or any other body that employs or engages an emergency service worker, such as a protective services officer or a volunteer emergency worker.
- In the *Terrorism (Community Protection) Act 2003*, the term 'emergency services agency' is used in relation to decontamination procedures conducted under police direction. The definition
- covers the CFA, MFESB, other state territory or commonwealth fire services or any other prescribed agency (s15)

Emergency Affected Persons

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

Essential Service

Defined as transport, fuel (including gas), light, power, water, sewerage or a service declared to be an essential service by the Governor in Council

Evacuation

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

Evacuation Centre

In Victoria, this is not a commonly used term. See Emergency Relief Centre (ERC).

Field Emergency Response Coordinator (FERC)

The Field Emergency Response Coordinator is usually the senior member of Victoria Police at the initial scene of an emergency who carries out emergency response coordination responsibilities at the scene. This role usually relates to the first response to an emergency, and the person fulfilling the role may change in seniority as the emergency escalates or de-escalates.

Fire Services Agency

The *Emergency Management Act 2013* defines a fire services agency as any of the following:

- the Country Fire Authority,
- the Metropolitan Fire and Emergency Services Board,
- the Secretary to the Department of Environment, Land, Water and Planning.

Gender and Emergency Management (GEM)

GEM recognises that men and women experience disaster differently. Addressing gender issues in emergency management will result in more resilient and equitable communities. GEM policies can be integrated at each stage of an emergency.

Incident

The word incident has the same meaning as 'emergency'.

Incident Controller

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

Incident Management System (IMS)

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

Incident Management Team (IMT)

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

Inspector General Emergency Management

The Inspector-General for Emergency Management (IGEM) is an assurance entity created through the reform of Victoria's emergency management arrangements in 2014.

Established under the *Emergency Management Act 2013*, the IGEM works with its emergency management partners and the community to strengthen emergency management arrangements and community safety in Victoria.

IGEM's primary role is providing assurance to government and the community regarding the emergency management arrangements in Victoria and fostering their continuous improvement.

It undertakes objective reviews, evaluations and assessments of Victoria's emergency management arrangements and the sector's performance, capacity and capability.

Interim Accommodation

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

Lead Agency

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

Major Emergency

A major emergency is defined in the *Emergency Management Act 2013* as a large or complex emergency (however caused) which:

- has the potential to cause or is causing loss of life and extensive damage to property, infrastructure or the environment
- has the potential to have or is having significant adverse consequences for the Victorian community or a part of the Victorian community
- requires the involvement of two or more agencies to respond to the emergency

Includes a Class 1 emergency and a Class 2 emergency.

- Class 1 Emergencies include – major fires, any other major emergency for which the MFB, CFA or VicSES is the control agency under the state emergency response plan
- Class 2 Emergencies include – any ‘major emergency’ that is not a Class 1 Emergency or a warlike act or act of terrorism (whether directed at Victoria or a part of Victoria or at any other state or territory of the Commonwealth); hi-jack, siege or riot.

Major Fire

A major fire is defined in the *Emergency Management Act 2013* as a large or complex fire (however caused) which:

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

Marine Casualty

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

Marine Emergency Management Team (Marine EMT)

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

Material Needs

Clothing, bedding and other personal requisites provided to emergency-affected people.

Municipal Emergency Management Enhancement Group (MEMEG)

MEMEG is a state-level committee of local government and other emergency management agencies. It supports and advises local government emergency management practitioners and advocates on behalf of the local government sector on emergency management strategy and policy. As well as municipal councils, other member organisations include the CFA, DHHS, EMV, MFB, Red Cross Australia, SES and Victoria Police. Executive officer support to MEMEG is provided by the Municipal Association of Victoria.

Mitigation

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

Municipal Council (or Council)

The local government body for a municipal district.

Municipal District

The district under the local government of a council.

Municipal Emergency Coordination Centre (MECC)

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

Municipal Emergency Resource Officer (MERO)

A municipal appointee responsible to the municipal council for ensuring the coordination of municipal resources to be used in emergency response and recovery.

Municipal Emergency Response Coordinator (MERC)

A member of Victoria Police appointed to a municipal district as municipal emergency response coordinator.

Municipal Recovery Manager (MRM)

A municipal appointee responsible to the municipal council for ensuring the coordination of municipal resources to be used in recovery.

National Registration and Inquiry System (NRIS)

Under the Authority of Victoria Police, administered in Victoria by the Red Cross, the Commonwealth/State arrangements for the recording details of evacuees and for handling inquiries about the location of registered persons.

Natural Disaster Financial Assistance (NDFA)

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

Natural Disaster Relief and Recovery Arrangements (NDRRA)

The arrangements under which the Commonwealth Government provides financial assistance to the states / territories in the form of partial reimbursements for eligible expenditure relating to eligible natural disaster events.

Natural Disaster

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

Neighbourhood Safer Places – Places of Last Resort

Neighbourhood Safer Places (also known as Places of Last Resort) are municipal council designated buildings or spaces within the community that may afford some protection from radiant heat. They are a place of last resort in bushfire emergencies only. They are a last resort shelter that may assist people when there is imminent threat of bushfire and they have no plan, or their planned options are not possible.

Post Emergency Assistance Measures

Financial and other assistance provided to people affected by emergencies, communities or organisations to assist their recovery from an emergency.

Prevention

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

Recovery

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

Recovery Agency

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

Recovery Centre

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

Regional Controller

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

Regional Emergency Response Coordinator (RERC)

A commissioned officer of Victoria Police appointed for a Victorian Government region as Regional Emergency Response Coordinator.

Regional Emergency Recovery Manager (RERM)

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

Regional Recovery Plan

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

Relief

See emergency relief.

Relief Centre

See emergency relief centre.

Resource Supplementation

The provision of resources in emergencies to response agencies. A resource could include any function or item which a response agency requires to perform its role.

Response

The combating of emergencies and the provision of rescue and immediate relief services.

Response Agency

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

Response Coordinator

See Emergency Response Coordinator.

Security and Continuity Networks (SCN)

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

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

Security and Emergency Management Committee of Cabinet (SEMC)

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

State Controller / State Response Controller

The role of the State Controller / State Response Controller is to provide strategic leadership for the response to emergencies across Victoria, this only applies to a Class 1 Emergency. This role is usually performed by a senior operational person from the control agency.

State Emergency Animal Welfare Coordinator (SEAWC)

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

State Emergency Support Centre (SESC)

See coordination centre.

State Crisis Centre

The Premier of Victoria may, on receipt of advice from Department of Premier and Cabinet, instruct that the Victorian State Crisis Centre be activated. This may occur in the event of an extreme emergency that requires coordination of whole-of-government activities during the emergency outside the coordination function of Victoria Police. If activated, it will be the focal point for the Ministerial and strategic oversight of an emergency from a state perspective and will include liaison with the Commonwealth. The State Crisis Centre does not have an operational role and does not replace or duplicate the functions of other centres, i.e. it does not assume the command, control or co-ordination functions undertaken in other centres.

State Control Centre (SCC)

See control centre/command centre.

State Crisis and Resilience Council

The State Crisis and Resilience Council (SCRC) is Victoria's peak body to develop and coordinate policy and strategy across the emergency management spectrum and to oversee its implementation. The SCRC is required to develop a three-year rolling Strategic Action Plan (SAP) with a medium to long-term outlook for emergency management reform.

It identifies priority areas for action and specific implementation plans to be undertaken within agreed timeframes.

The SCRC oversees the work of its standing sub-committees (Risk and Resilience, Capability and Response, and Relief and Recovery) and the implementation of the Strategic Action Plan

State Emergency Management Team (SEMT)

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

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

State of Disaster

See: Disaster, State of

State Recovery Coordinator

The Emergency Management Commissioner is responsible for the coordination of activities of all agencies having roles or responsibilities under the State Emergency Relief and Recovery Plan, to ensure the overall coordination of recovery in Victoria. This responsibility is delegated to the Secretary of the Department of Health and Human Services.

Support Agency

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

Tabard

High visibility vest worn in emergency situations to identify the role, function and agency of the wearer.

Urban Search and Rescue (USAR)

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

Volunteer Emergency Worker

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

WEBPAGE DIRECTORY

Emergency Management Victoria

- <http://emergency.vic.gov.au/map#now>
- www.emv.vic.gov.au
- www.emv.vic.gov.au/policies/emmv/

Australian Emergency Management (Commonwealth Attorney General)

- <http://www.em.gov.au/Pages/default.aspx>

Victoria Police

- <http://www.vicpolice.vic.gov.au/emergency-portal.html>
- http://www.police.vic.gov.au/content.asp?Document_ID=39879 (includes Community Evacuation information in a range of languages)

Victorian State Emergency Service

- <http://www.ses.vic.gov.au/>

State Government Departments

- <http://www.depi.vic.gov.au/fire-and-emergencies>
- <http://www.premier.vic.gov.au/media-centre/media-releases/from-the-minister-for-police-and-emergency-services.html>
- <http://www.recovery.vic.gov.au/>
- <http://www.dhs.vic.gov.au/emergency>

Inspector General Emergency Management

- www.igem.vic.gov.au

MAV

- <https://mavcollaborate.basecamphq.com/projects/8512706-em-capability-building-e-library/files> (MAV eLibrary)
- <http://www.mav.asn.au/policy-services/emergency-management/Pages/default.aspx>
- <http://www.mav.asn.au/policy-services/emergency-management/Pages/resource-sharing-protocol.aspx>

APPENDIX 1: SNAPSHOT OF LOCAL GOVERNMENT'S LEGISLATIVE OBLIGATIONS

Note this table is current at time of printing but may be subject to change.

PREVENTION AND PREPAREDNESS			
	Obligation	Statutory reference	Non-council oversight (compliance)
1	<p>A municipal council must appoint a person or persons to be the municipal emergency resource officer (MERO) or municipal emergency resource officers.</p> <p>A MERO is responsible to the municipal council for ensuring the coordination of municipal resources to be used in emergency response and recovery.</p>	<p>s21(1) <i>Emergency Management Act 1986</i></p> <p>s21(2) <i>Emergency Management Act 1986</i></p>	VICSES, Minister for Emergency Services
2	Each municipal council must appoint a staff member as its Municipal Recovery Manager (MRM).	<p>State Emergency Relief and Recovery Plan, EMMV Part 4, p. 4-8</p> <p>s59(1) <i>Emergency Management Act 2013</i></p>	EMC, DHHS, Minister for Emergency Services

PREVENTION AND PREPAREDNESS

	Obligation	Statutory reference	Non-council oversight (compliance)
3	<p>Each municipal council, the municipal district or part of the municipal district of which is in the country area of Victoria:</p> <ul style="list-style-type: none"> • must appoint a person to be the fire prevention officer (MFPO) for that council for the purposes of the <i>Country Fire Authority Act 1958</i> • may appoint any number of persons it thinks fit to be assistant fire prevention officers. 	<p>s96A <i>Country Fire Authority Act 1958</i></p> <p>MEMPC Guidelines, EMMV Part 6, p.6-28</p>	<p>CFA, Minister for Emergency Services</p>
4	<p>Each municipal council, the municipal district or part of the municipal district of which is in the metropolitan district:</p> <ul style="list-style-type: none"> • must appoint a person to be the fire prevention officer (MFPO) for that council for the purposes of the <i>Metropolitan Fire Brigades Act 1958</i> • may appoint any number of persons it thinks fit to be assistant fire prevention officers. 	<p>s5A <i>Metropolitan Fire Brigades Act 1958</i></p> <p>MEMPC Guidelines, EMMV Part 6, p.6-28</p>	<p>MFB, Minister for Emergency Services</p>
5	<p>A municipal council must prepare and maintain a municipal emergency management plan (MEMP).</p>	<p>s20(1) <i>Emergency Management Act 1986</i></p>	<p>VICSES, Minister for Emergency Services</p>
6	<p>A municipal council must appoint a Municipal Emergency Management Planning Committee (MEMPC) constituted by persons appointed by the municipal council being members and employees of the municipal council, response and recovery agencies and local community groups involved in emergency management issues.</p>	<p>s21(3) <i>Emergency Management Act 1986</i></p>	<p>VICSES, Minister for Emergency Services</p>
7	<p>The MEMPC is responsible for the preparation of a draft MEMP for consideration by the municipal council.</p>	<p>s21(4) <i>Emergency Management Act 1986</i></p>	<p>VICSES, Minister for Emergency Services</p>

PREVENTION AND PREPAREDNESS

	Obligation	Statutory reference	Non-council oversight (compliance)
8	The MEMPC must give effect to any direction or guidelines issued by the Minister. Note: The Minister’s Guidelines are issued as Part 6 and Part 6A of the EMMV.	s21(5) <i>Emergency Management Act 1986</i>	VICSES, Minister for Emergency Services
9	The MEMPC should meet three or four times per year, and each time an organisational change or emergency occurs.	MEMPC Guidelines, EMMV Part 6, p.6-12	VICSES, Minister for Emergency Services
10	The MEMPC needs to seek support / endorsement from all agencies and organisations with roles and responsibilities listed in the MEMP before presenting the plan to the council for consideration.	MEMPC Guidelines, EMMV Part 6, p.6-8	VICSES, Minister for Emergency Services
11	The MEMP planning process includes a risk management study to determine priority risks for the municipal district. MEMPCs should use a risk management process consistent with AS/NZS ISO 31000:2009 such as the Community Emergency Risk Assessment (CERA) process. Note: VICSES can provide information and assistance on undertaking this process.	MEMPC Guidelines, EMMV Part 6, p.6-4, 6-13 & 6-14	VICSES, Minister for Emergency Services
12	Using information from the risk assessment, the MEMPC is responsible for developing the emergency management arrangements – discussing and recording the outcomes and arrangements for prevention (mitigation), response, relief and recovery activities. This should also cover issues such as communications, community involvement, public warnings and management arrangements. Advice should be provided to residents to enable them to properly prepare for likely emergencies. Community education, awareness and engagement programs should be considered.	MEMPC Guidelines, EMMV Part 6, pp.6-4 & 6-5	VICSES, Minister for Emergency Services

PREVENTION AND PREPAREDNESS

	Obligation	Statutory reference	Non-council oversight (compliance)
13	<p>MEMPs must contain provisions:</p> <ul style="list-style-type: none"> identifying the municipal resources (being resources owned by or under the direct control of the municipal council) and other resources available for use in the municipal district for emergency prevention, response and recovery (*see note below) specifying how such resources are to be used for emergency prevention, response and recovery <p>In addition, for municipal districts that are located wholly or partly in the country area of Victoria (with the meaning of the <i>Country Fire Authority Act 1958</i>)</p> <ul style="list-style-type: none"> identifying all designated neighbourhood places in the municipal district or, if no places have been designated under the <i>Country Fire Authority Act 1958</i>, recording that fact identifying any places in the municipal district that are community fire refuges within the meaning of s50A of the <i>Country Fire Authority Act 1958</i>. <p>*Note: Councils are responsible for the costs of providing municipal resources (owned or under the direct control of the council). The provision of some council resources for response activities may be subject to limits and/or constraints, e.g. the use of some equipment may be limited due to the expense of its operation.</p>	<p>s20(2) <i>Emergency Management Act 1986</i></p> <p>MEMPC Guidelines, EMMV Part 6, p.6-18</p> <p>MEMPC Guidelines, EMMV Part 6, p.6-17</p>	<p>VICSES, Minister for Emergency Services</p>
14	<p>MEMPs must contain information about community organisations already working with vulnerable individuals at the local level, and a register of facilities where vulnerable people are likely to be situated, e.g. aged care facilities, hospitals, schools and child care centres.</p>	<p>MEMPC Guidelines, EMMV Part 6, p.6-18</p>	<p>VICSES, Minister for Emergency Services</p>

PREVENTION AND PREPAREDNESS

	Obligation	Statutory reference	Non-council oversight (compliance)
15	MEMPs are audited by the Chief Officer, Operations VICSES at least once every three years.	s21A(1) <i>Emergency Management Act 1986</i> MEMPC Guidelines, EMMV Part 6, p.6-9	VICSES, Minister for Emergency Services
16	A Municipal council must within 3 months of receiving a MEMP audit report provide a copy of its written response to the Chief Officer, Operations VICSES.	s21A(3) <i>Emergency Management Act 1986</i>	VICSES, Minister for Emergency Services
17	A municipal council may prepare a Municipal Council Neighbourhood Safer Places Plan, which must be consistent with the CFA Assessment Guidelines. The municipal council must publish its Municipal Council Neighbourhood Safer Places Plan on its website.	s50F <i>Country Fire Authority Act 1958</i>	CFA, Minister for Emergency Services
18	A municipal council, the municipal district of which is located wholly or partly in the country area of Victoria, must identify and designate places as neighbourhood safer places in its municipal district. In identifying and designating neighbourhood safer places, a municipal council may have regard to its Municipal Council Neighbourhood Safer Places Plan.	s50G <i>Country Fire Authority Act 1958</i>	CFA, Minister for Emergency Services
19	A municipal council must ensure that appropriate signs are provided at each designated neighbourhood safer place in its municipal district to identify it to the public as a neighbourhood safer place.	s50H <i>Country Fire Authority Act 1958</i>	CFA, Minister for Emergency Services
20	A municipal council is responsible for maintaining all designated neighbourhood safer places in its municipal district.	s50I <i>Country Fire Authority Act 1958</i>	CFA, Minister for Emergency Services

PREVENTION AND PREPAREDNESS

	Obligation	Statutory reference	Non-council oversight (compliance)
21	A municipal council must, by 31 August in each year, conduct a review of each designated neighbourhood safer place in its municipal district to determine if it is still suitable to be designated as a neighbourhood safer place.	s50J <i>Country Fire Authority Act 1958</i>	CFA, Minister for Emergency Services
22	The MFPO must provide to the CFA by 30 September in each year an up to date list of all designated neighbourhood safer places and community fire refuges in the municipal district.	s50K <i>Country Fire Authority Act 1958</i>	CFA, Minister for Emergency Services
23	Where a road authority is a municipal council, they have a duty to manage vegetation on roadsides to ensure a safe efficient network of roads is maintained, taking into account obligations under the Victoria Planning Provisions (VPP)	s20, s34, s40 <i>Road Management Act 2004</i> <i>VPP 52.17</i>	VicRoads, DEDJTR
24	A MEMPC may decide to establish a Municipal Fire Management Planning Committee (MFMP) as a sub-committee, based on the level and nature of the fire risk in the municipal district.	MEMPC Guidelines, EMMV Part 6A, p.6A-2	CFA, MFB, Minister for Emergency Services
25	The MFMP must meet at least once every quarter and report quarterly to the MEMPC and the Regional Strategic Fire Management Planning Committee.	MEMPC Guidelines, EMMV Part 6A, p.6A-3	CFA, MFB, Minister for Emergency Services
26	The MFMP is responsible for the preparation of a Municipal Fire Management Plan (MFMP).	MEMPC Guidelines, EMMV Part 6A, p.6A-4	CFA, MFB, Minister for Emergency Services
27	For municipal councils in the country area of Victoria (whole or part), the preparation of the MFMP meets the requirement to prepare and maintain a municipal fire prevention plan (MFPP) and must contain provisions required under s55A (2) of the <i>Country Fire Authority Act 1958</i> .	s55A <i>Country Fire Authority Act 1958</i>	CFA, Minister for Emergency Services

PREVENTION AND PREPAREDNESS

	Obligation	Statutory reference	Non-council oversight (compliance)
28	MFMPs must specify procedures for the identification and notification of trees that are hazardous to electric lines.	s86B <i>Electrical Safety Act 1998</i>	CFA, Energy Safe Victoria
29	For municipal councils in the country area of Victoria (whole or part), the MFPP/MFMP is audited by the CFA at least once every three years. The audit must assess whether the plan complies with the requirements of the <i>Country Fire Authority Act 1958</i> and regulations. Note: There is no statutory requirement for a municipal council to respond to an audit report, however in practice a response is provided.	s55B <i>Country Fire Authority Act 1958</i> MEMPC Guidelines, EMMV Part 6A, p.6A-4	CFA, Minister for Emergency Services
30	The MFPO may serve a fire prevention notice on the owner or the occupier of land in metropolitan and country areas/districts (other than a public authority) in respect of anything: <ul style="list-style-type: none"> • on that land, other than a building or in a building • on the adjacent half width of any private street that abuts that land (other than a prescribed thing or class of things) that by its nature, composition, condition or location constitutes or may constitute a danger to life or property from the threat of fire. Note: A fire prevention notice must be in the prescribed form.	s87 <i>Metropolitan Fire Brigades Act 1958</i> s41 <i>Country Fire Authority Act 1958</i>	MFB, CFA, Minister for Emergency Services
31	The MFPO may serve an infringement notice on a person that the MFPO believes has not lawfully complied with a fire prevention notice.	s92(1) <i>Metropolitan Fire Brigades Act 1958</i> s41E(1) <i>Country Fire Authority Act 1958</i>	MFB, CFA, Minister for Emergency Services

PREVENTION AND PREPAREDNESS

	Obligation	Statutory reference	Non-council oversight (compliance)
32	<p>It is the duty of every municipal council and public authority to take all practicable steps (including burning) to prevent the occurrence of fires on, and minimise the danger of the spread of fires on and from:</p> <ul style="list-style-type: none"> any land vested in it or under its control or management, and any road under its care and management. 	<p>s5 <i>Metropolitan Fire Brigades Act 1958</i></p> <p>s43 <i>Country Fire Authority Act 1958</i></p>	<p>MFB, CFA, Minister for Emergency Services</p>
33	<p>In the country area of Victoria, MFPOs are authorised to issue open air burning permits and to facilitate vegetation management of private land. Note: Burning permits must be in the prescribed form.</p>	<p>s38 <i>Country Fire Authority Act 1958</i></p>	<p>CFA, Minister for Emergency Services</p>
34	<p>Municipal councils, in consultation with relevant fire authority, ensure application of State land use planning and building policies, taking into account bushfire safety.</p>	<p>Bushfire Management Overlay (BMO), clause 44.06 Planning provisions</p>	<p>DELWP, Relevant fire authority</p>
35	<p>Municipal councils, in consultation with the relevant fire authority as a referral authority, are responsible for assessing property development projects for bushfire safety.</p>	<p>BMO, clause 52.47 Bushfire protection: planning requirements</p>	<p>DELWP, Relevant fire authority.</p>
36	<p>Municipal councils are responsible for the enforcement of bushfire related planning and building permit conditions and considering applications against mandatory standards and decision guidelines.</p>	<p>BMO, clause 52.47 Bushfire protection: planning requirements. The mandatory standards are BF5,</p>	<p>DELWP, Relevant fire authority.</p>

PREVENTION AND PREPAREDNESS

	Obligation	Statutory reference	Non-council oversight (compliance)
		BF6.1, BF6.3, BF7.1, BF8.1, 29BF9.0, BF10.	
37	The CFA may require (by written notice) a municipal council to provide pillar fire hydrants in areas supplied with water by a permanent reticulated water supply system at any specified place or places in or near a public street or road within the municipal district.	s36 <i>Country Fire Authority Act 1958</i>	CFA, Minister for Emergency Services
38	A municipal council may require a water authority that has a water district situated wholly or partly within the council's district to fix fire plugs to any of the works of the authority within the water district in suitable locations for the supply of water for fire-fighting purposes. The council must meet the costs of providing, installing, marking and maintaining all fire plugs in its municipal district.	s165 <i>Water Act 1989</i> s81 <i>Water Industry Act 1994</i>	Minister for Environment, Climate Change and Water
39	A planning authority that is a municipal council must prepare a strategic statement for its municipal district. It is required to consider local land conditions and strategies for achieving objectives.	s12A <i>Planning and Environment Act 1987</i>	DELWP, Minister for Planning
40	A planning authority that is a municipal council must review the municipal strategic statement no later than one year after each date which is required to approve a council plan or at any other time the Minister directs.	s12B <i>Planning and Environment Act 1987</i>	DELWP, Minister for Planning

PREVENTION AND PREPAREDNESS

	Obligation	Statutory reference	Non-council oversight (compliance)
41	Municipal councils are responsible for the administration and enforcement of Parts 3, 4, 5, 7 and 8 of the Building Regulations, including supervising bushfire construction/reconstruction standards, granting building permits inspection of damaged buildings and the provision of building assessments and advice.	s212 <i>Building Act 1993</i>	DELWP, Victorian Building Authority
42	The Minister may determine designated bushfire prone areas. It is the council's responsibility upon receipt of this information to make a copy of the most recent map and make it available to members of the public at the council office, without charge and within business hours.	r810 Building Regulations 2006 (Amended)	DELWP, Victorian Building Authority, Minister for Planning
43	Where a council is a planning authority, they must provide sound, strategic and coordinated planning of the use and development of land in its area, having regard to the municipal strategic statement and taking into account any significant effects the environment might have on any use or development envisaged.	s12 <i>Planning and Environment Act 1987</i>	DELWP
44	If council is the responsible authority, they can apply to the tribunal for an enforcement order against any person whose use of land contravenes or will contravene a planning scheme, this may include the enforcement of bushfire related planning permit conditions.	s114 <i>Planning and Environment Act 1987</i>	DELWP
45	Municipal strategic statements must include the identification of land, waterways and high hazard areas that have the greater risk and frequency of being affected by flood.	Clauses 44.03, 44.04 and 37.03 of the Victoria Planning Provisions s12 <i>Planning and Environment Act 1987</i>	DELWP

PREVENTION AND PREPAREDNESS

	Obligation	Statutory reference	Non-council oversight (compliance)
46	In carrying out a function involving land management a municipal council must take all reasonable steps to give effect to the Victorian Coastal Strategy.	s21/29/36 <i>Coastal Management Act 1995</i>	Minister for Environment, Climate Change and Water
47	<p>Municipal councils have a general duty to improve and promote public health and wellbeing within the municipal district, including:</p> <ul style="list-style-type: none"> • initiating, supporting and managing public health planning processes at the local government level, and • developing and implementing public health policies and programs within the municipal district. <p>Note: These functions can involve activities like heatwave planning.</p>	s24 <i>Public Health and Wellbeing Act 2008</i>	DHHS, Minister for Health
48	If there is a state of emergency declared under the <i>Public Health and Wellbeing Act 2008</i> , the Secretary of Department of Health and Human Services (DHHS) may direct a municipal council, to perform any functions or duties, or exercise any powers.	s28 <i>Public Health and Wellbeing Act 2008</i>	DHHS, Minister for Health
49	Municipal councils must develop and maintain a list of local facilities where vulnerable people are likely to be situated	EMMV P6, p. 6-18 DHHS <i>Vulnerable People in Emergencies Policy</i>	DHHS
50	Municipal councils are assisted by VICSES in relation to the performance and exercise of their duties and responsibilities under the <i>Emergency Management Act 1986</i> .	s5 <i>Victoria State Emergency Service Act 2005</i>	Minister for Emergency Management

RESPONSE			
	Obligation	Statutory reference	Non-council oversight (compliance)
51	Municipal councils are responsible for establishing and operating a Municipal Emergency Coordination Centre (MECC). A MECC may be activated by an emergency response coordinator, MERO or MRM.	State Emergency Response Plan, EMMV Part 3, p. 3-27 MEMPC Guidelines, EMMV Part 6, p.6-18 Practice Note: <i>Operation of a Municipal Emergency Coordination Centre</i> , pp. 10&11	EMC, VicPol, Minister for Emergency Services
52	Municipal councils are expected to provide municipal resources for emergency response operations without charge to the response agency. The provision of municipal resources to response agencies beyond a municipal council's defined limit may be charged to the response agency. Note: Response agencies are responsible for meeting the cost of resources sourced by a municipal council that are not municipal resources, i.e. other resources.	MEMPC Guidelines, EMMV Part 6, p.6-16 Practice Note: Sourcing Supplementary Emergency Response Resources From Municipal Councils , p. 3	EMC, VicPol, Minister for Emergency Services
53	Municipal councils may be requested to provide supplementary resources to support emergency response operations outside their municipal district. Arrangements for the provision of municipal resources for emergency response operations outside the municipal district can be included in regional emergency plans.	MEMPC Guidelines, EMMV Part 6, p.6-16 Practice Note: Sourcing Supplementary Emergency Response Resources From Municipal Councils , p. 4	EMC, VicPol, Minister for Emergency Services

RELIEF AND RECOVERY			
	Obligation	Statutory reference	Non-council oversight (compliance)
54	<p>Municipal councils are responsible for coordinating relief at the local level (DHHS is responsible for emergency relief coordination at the regional and state levels.)</p> <p>Municipal councils are responsible for locally managing and delivering recovery services for affected individuals and communities. Municipal councils will consider appropriate support strategies, including how individuals will access information, the coordination of services, and case support. DHHS can assist if requested by municipal councils.</p> <p>Municipal councils are also responsible for coordinating activities in the economic recovery environment at the local level</p>	State Emergency Relief and Recovery Plan, EMMV Part 4, pp. 4-11, 4-20 & 4-32	EMC, DHHS, Minister for Emergency Services
55	Municipal councils are responsible for establishing and managing relief centres. DHHS will support municipal councils as required to ensure people affected by an emergency are receiving appropriate relief support services.	State Emergency Response Plan, EMMV Part 3, pp. 3-15 & 3-36	EMC, DHHS, Minister for Emergency Services
56	The MERO and MRM have the authority to activate the provision of emergency relief services by affected municipal councils based on an Incident Controller's determination (which may include the activation of emergency relief centres).	State Emergency Response Plan, EMMV Part 3, p. 3-16	EMC, DHHS, VicPol, Minister for Emergency Services
57	Municipal councils lead the provision of local public information to affected individuals in relief and recovery.	State Emergency Relief and Recovery Plan, EMMV Part 4, p. 4-8	EMC, DHHS, VicPol, Minister for Emergency Services
58	Municipal councils must participate in local relief and recovery impact assessments –	State Emergency Relief and	EMC, DHHS, VicPol, Minister

	sharing any information they gather with Victorian Government agencies, as requested.	Recovery Plan, EMMV Part 4, p. 4-8	for Emergency Services
59	Municipal councils are responsible for engaging community members in the development and delivery of shared community activities. This can include the appointment of community development officers. Municipal councils can request assistance from DHHS to deliver community development recovery programs.	State Emergency Relief and Recovery Plan, EMMV Part 4, Appendix 2, p. 4-23	DHHS
60	Municipal councils will lead community information (including community briefings and meetings). DHHS can support municipal councils with community engagement where necessary.	State Emergency Relief and Recovery Plan, EMMV Part 4, Appendix 2, p. 4-23	DHHS
61	Municipal councils and other service providers are responsible for considering how they will best engage with vulnerable groups, which can include the bereaved; isolated households; those who are physically injured or impaired; parents with young children; and culturally and linguistically diverse communities. DHHS can assist if requested.	State Emergency Relief and Recovery Plan, EMMV Part 4, Appendix 2, p. 4-23	DHHS
62	Initial assessments of impacts on essential infrastructure and services should be coordinated at the local level by the municipal council or agency identified in local MEMPs and be undertaken as soon as practicable.	State Emergency Relief and Recovery Plan, EMMV Part 4, p. 4-26	EMC, DHHS, Minister for Emergency Services
63	Municipal councils often take a lead role in coordinating volunteer efforts after emergencies.	State Emergency Relief and Recovery Plan, EMMV Part 4, Appendix 6, p. 4-39	EMC, DHHS, Minister for Emergency Services

APPENDIX 2: STATE LEGISLATION

<i>Key Emergency Management Legislation</i>	<i>Additional Legislation Relevant to Emergency Management</i>
<i>Country Fire Authority Act 1958</i>	<i>Alpine Resorts (Management) Act 1997</i>
<i>Electricity Safety Act 1998</i>	<i>Building Act 1993</i>
<i>Emergency Management Act 1986</i>	<i>Building Regulations 2006</i>
<i>Emergency Management Act 2013</i>	<i>Bushfires Royal Commission Implementation Monitor Act 2011</i>
<i>Local Government Act 1989</i>	<i>Constitution Act 1975</i>
<i>Metropolitan Fire Brigades Act 1958</i>	<i>Emergency Services Telecommunications Authority Act 2004</i>
<i>Public Health and Wellbeing Act 2008</i>	<i>Fire Services Commissioner Act 2010</i>
<i>Water Act 1989</i>	<i>Forests Act 1958</i>
<i>Water Industry Act 1994</i>	<i>Planning and Environment Act 1987</i>
	<i>Protection of Cruelty to Animals Act 1986</i>
	<i>Road Management Act 2004</i>
	<i>Sentencing Act 1991</i>
	<i>Terrorism (Community Protection) Act 2003</i>
	<i>Victoria State Emergency Service Act 2005</i>

