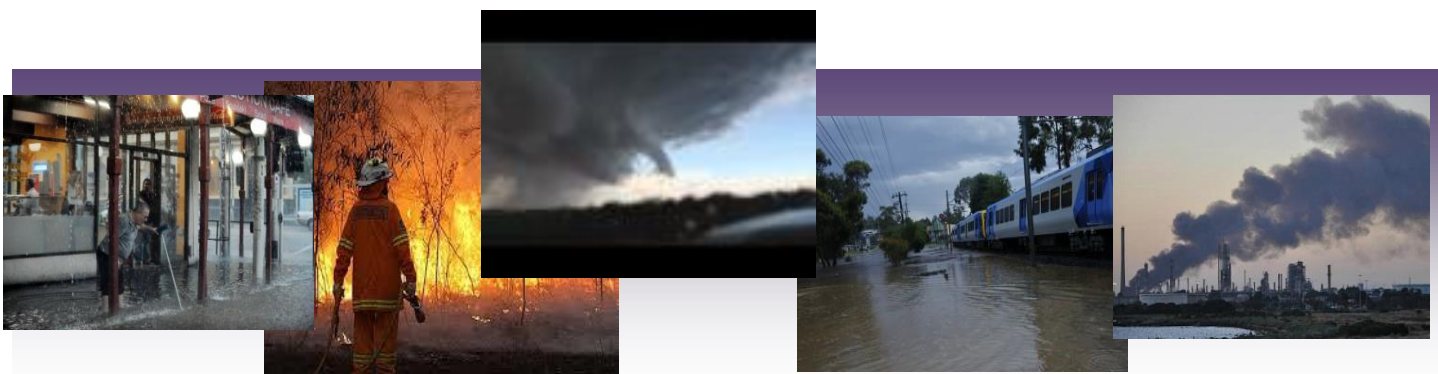


EXTRACT FROM MSIA GUIDELINES for the purposes of the EHPA EHOs in Emergencies Workshop

Municipal Secondary Impact Assessment Guidelines

Version 3.0 – May 2016



North West Metropolitan Region Collaboration



North West Metropolitan Region Councils



1. Acknowledgements

The fourteen signatory Councils to this document wish to acknowledge:

- Australian Government for providing funding through the Office of the Emergency Services Commissioner, under the Natural Disaster Resilience Program.
- Representatives from:
 - NWMR Collaboration Project
 - Eastern Region and Surrounds Collaboration
 - Southern Metropolitan Region Collaboration
 - Pyrenees Shire Council
 - Department of Human Services
 - State Emergency Services
 - Victoria Police
 - Metropolitan Fire Brigade
 - Country Fire Authority
 - Department of Environment Land Water and Planning
 - Australian Red Cross
 - Victorian Council of Churches

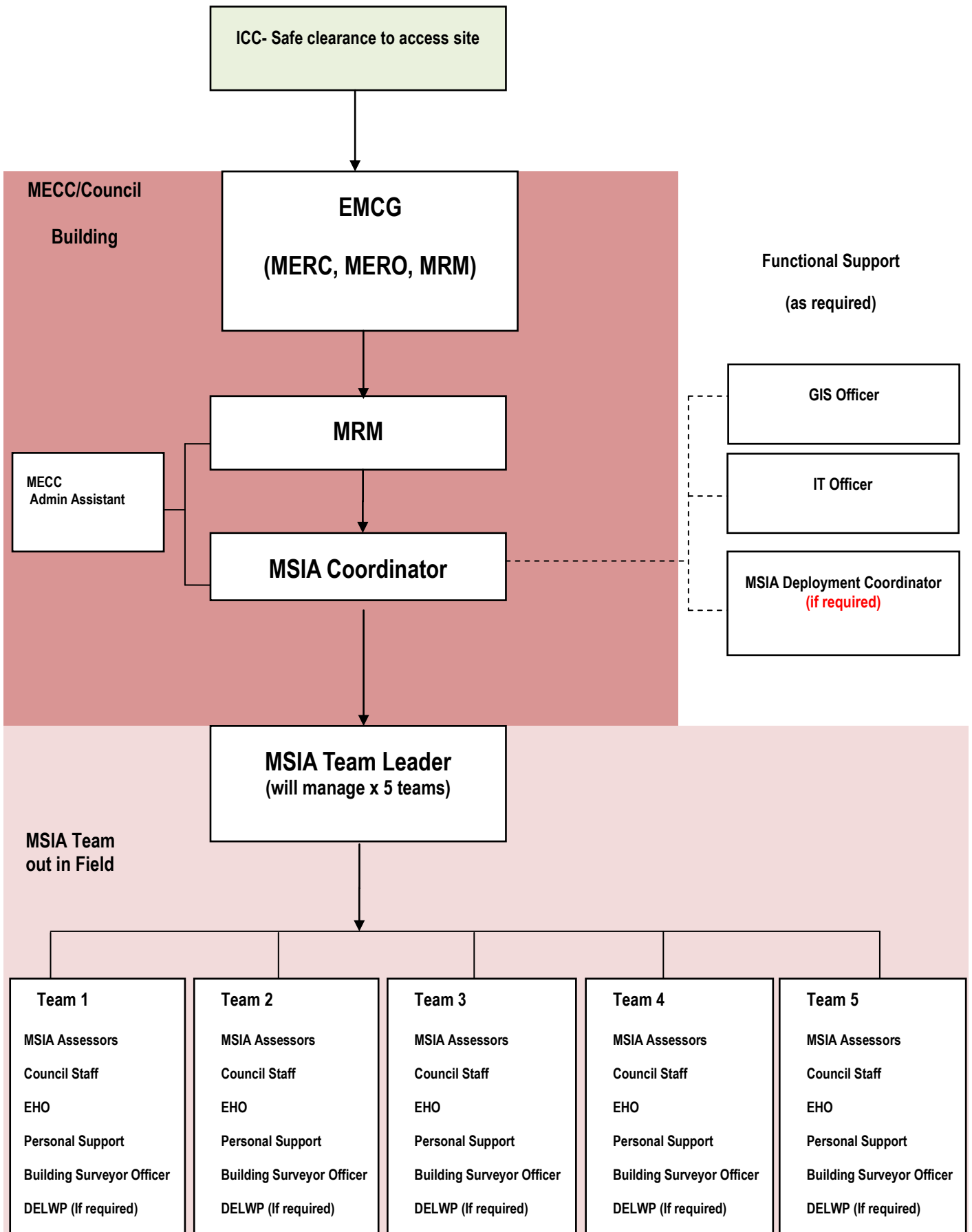
Thank you for your contribution to this project.

Intellectual Property Statement

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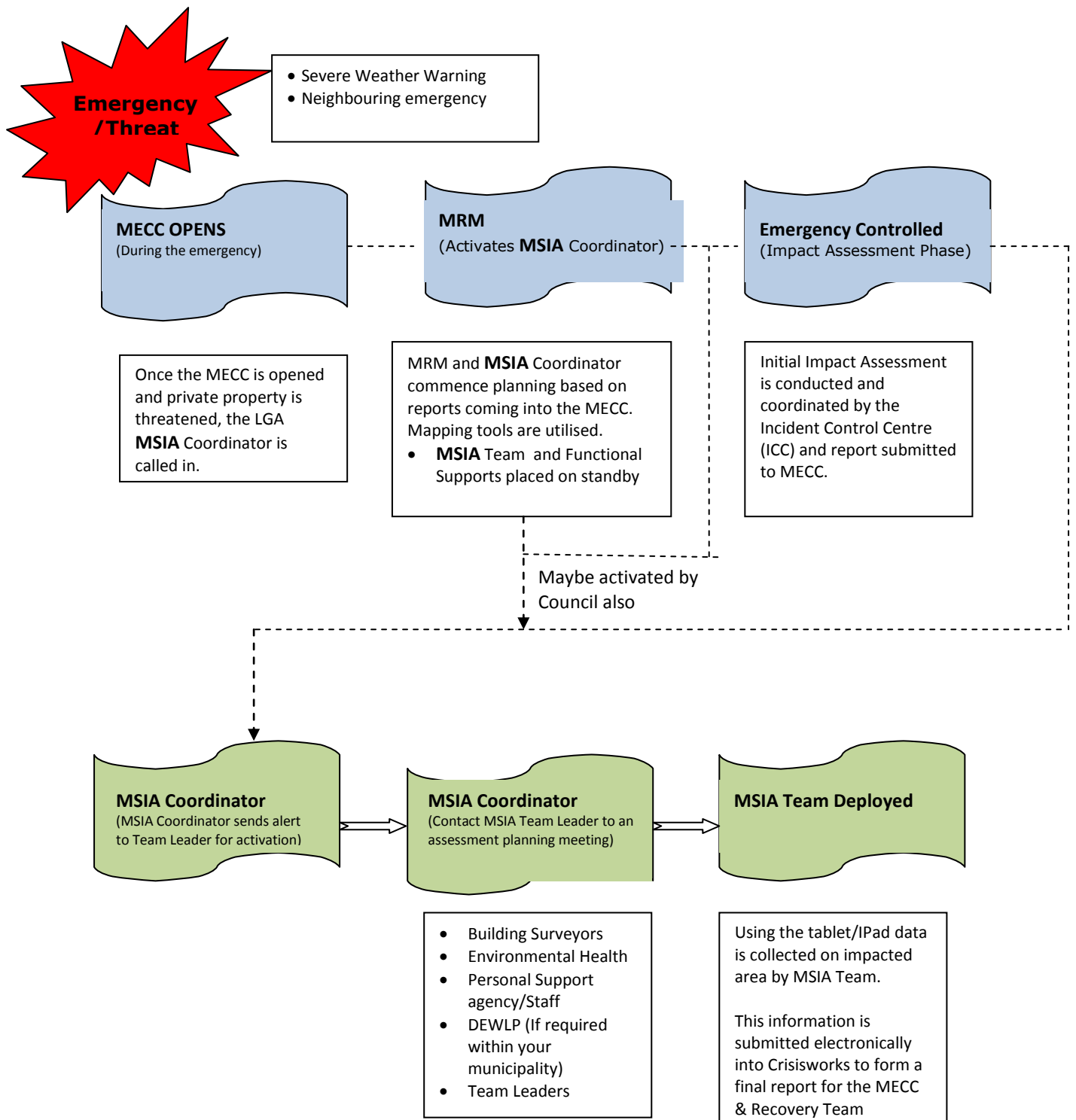
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2. Command Structure



For more detailed information on roles refer to the **Roles and Responsibility** section.

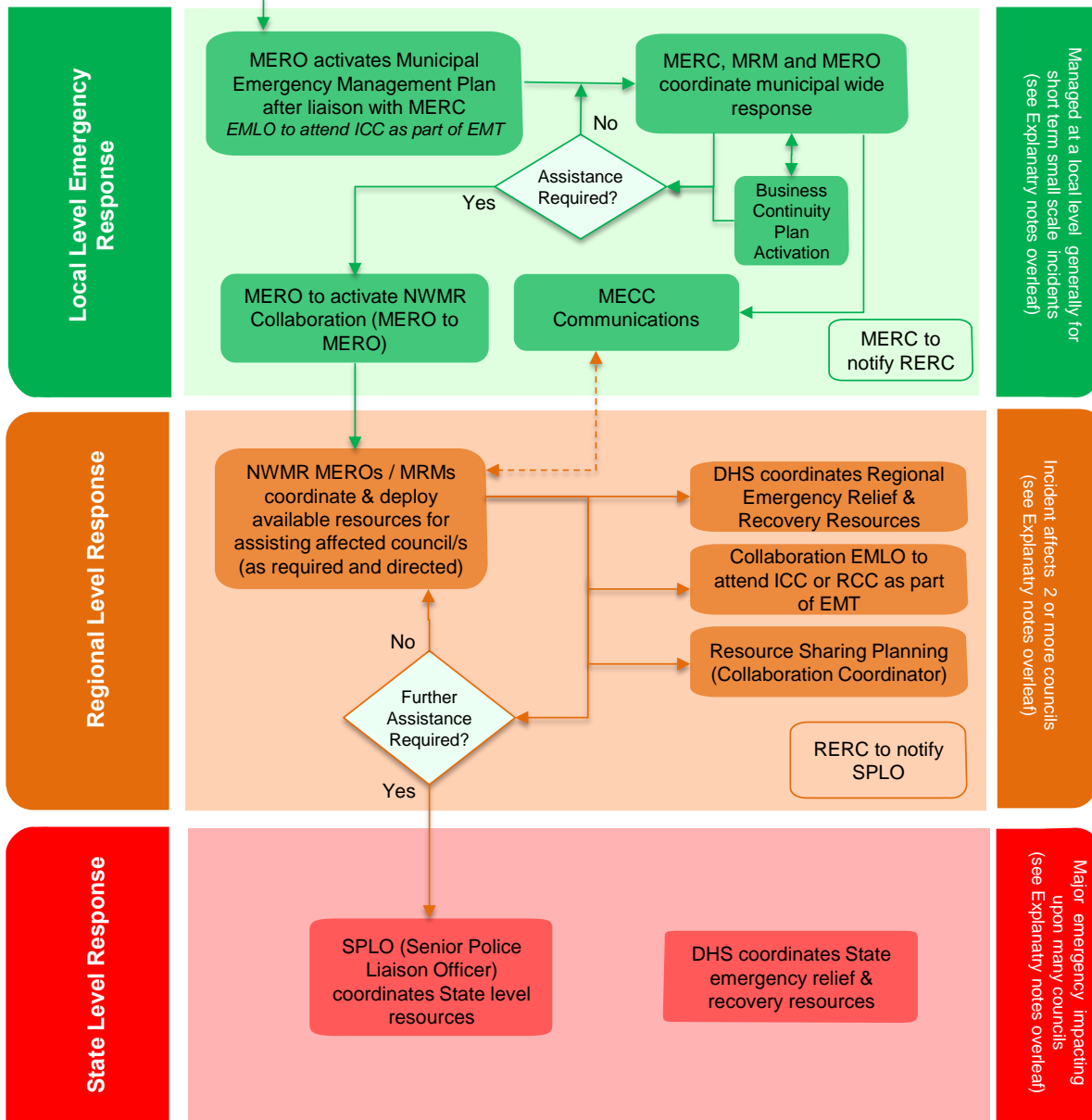
Municipal Secondary Impact Assessment (MSIA) Work Flow





North West Metropolitan Region Collaboration Emergency Resource Coordination Protocol

Incident Occurs





North West Metropolitan Region Collaboration Emergency Resource Coordination Protocol

Explanatory Notes

Local Level Emergency Response

This protocol shall be used to activate the NWMR Collaboration arrangements through the established MOU where additional municipal emergency relief & recovery resources are required (including resources to back fill critical business functions as per the councils BCP) where an incident is beyond the capacity of one council, or affecting 2 or more councils

For local events the affected council EMLO attends the ICC as part of the EMT in representing council needs and providing a critical emergency communication & planning function in accordance with the EMMV Pt 8, App 10 EMT Arrangements 2013

MERC will continue to coordinate additional municipal district response resources as needed under existing emergency management arrangements

DHS will continue to coordinate additional recovery resources across municipal district as needed under existing emergency management arrangements

Regional Level Response

The affected council activates this protocol through the MERO or MRM if response beyond capacity of single council or if 2 or more councils affected, including deploying an EMLO to the ICC and/or Regional Control Centre (RCC)/DHS REOC.

Under existing EM arrangements the MERC will advise the RERC of the escalation and the MRM will advise the DHS Regional Recovery Coordinator.

A Collaboration Coordinator will assist with coordination of NWMR regional resources in support of affected Council/s responding to emergency.

The council EMLO/s attend the Regional Control Centre (RCC) (or DHS REOC as required) as part of the Regional EMT in representing council needs and providing a critical emergency communication & planning function on behalf of collaboration.

State Level Response

Regional DHS would escalate relief/recovery requirements to DHS head office. MAV currently provides municipal needs input as a member of the State Emergency Management Team (SEMT).

This protocol has been developed in partnership with North West Metropolitan Region Councils, DHS, Victoria Police, CFA, MFB and VICSES to promote a uniform approach for coordinating municipal emergency response, relief and recovery resources to all emergencies impacting on the community.

Note: This protocol does not replace existing emergency management arrangements.

SECTION 3
FORMS AND TEMPLATES

Staff Deployment Register (appendix 1)

Incident Name: _____

MSIA Staff Deployment Officer: _____

Name	MSIA Role	Date	Time in	Time out	Reason for Time Out e.g. going home

SMEACS Briefing Format (appendix 2)

S	Situation What has happened? What is happening now? What is likely to happen?
M	Mission What are you planning to do? What do you require from the support agency? (e.g. provide a Liaison Officer to the MECC)
E	Execution Where should they report to and to whom? What is the anticipated deployment time frame? Are there any resource requirements? Are there any specific tasks?
A	Administration Rosters, catering, accommodation requirements.
C	Command/Communication Who is in charge? Are there SITREP requirements?
S	Safety Are there any known risks and/ hazards? What agency SOGs will be required?
	Questions? Everything understood?

MSIA Deployment Kit Checklist (appendix3)

CONTENTS	ITEM	DETAILS
EQUIPMENT		
	Carry packs for assessors	1 - fluoro coloured per person
	CFA Spatial map books	1
	Vic Roads Map Books	1 Per Team
	Safety/barrier tape	2 rolls
	A1 Shire map	1 - MECC planning
	Tabards - Fluoro with reflective tabs	8 X Council name/logo "Impact Assessor"
	Mobile data collection device (Tablet/iPad/iPhone/Android)	Variety of options - Internet and GPS enabled
	Mobile phone & charger	Assessors should have a council owned mobile
	First aid kit- include rubber gloves	1 Per Team Leader
	Insulated cooler pack	For food temperature control
DOCUMENTATION		
	Deployment Policy- Only applicable if council have this policy	1 Copy per staff
	Deployment Checklist for contents	Include any expiry dates
	Municipal MSIA manual	
	Log Book for recording of OH&S and staffing issues outside of the data collection process	1 per Team Leader
	Data collection forms	
	Recovery information leaflets (Calling Cards)	Some generic/some incident specific
	Contact numbers	LGA specific - provide template?
	MSIA for briefing & debriefing	Part of the manual
Information Pack to give to people impacted by the disaster	Each Council should have a copy of the information sheet with local numbers and general help lines example in appendix	
PERSONAL ITEMS	Safety clothing	Refer to council PPE requirements
	Sunscreen and insect repellent	Issued prior to departure?
	Wet Ones	" "
	Tissues	" "
	Hand sanitation gel	" "
CONSUMABLES	Lunch	Provided on the day
	Bottled water	Provided on the day
STORAGE	Large container/s	All this equipment needs to be in a sealed container

Debrief Template (appendix 4)

The primary purpose of debriefing is to assist with staff wellbeing. It is also an opportunity to reflect on the experiences and lessons learnt during an incident to improve systems and processes.

Date:		Time:	am/pm
Debrief facilitated by:			
Debrief participant/s:			
Items:			
1	How did the team/individual feel the shift went?		
2	Did anything stand out during the shift that didn't go well?		
3	Why didn't this go well? What happened?		
4	What can the team/individual do differently next time?		
5	What are some things that worked well? (Try to finish on a positive note).		
6	Is there any feedback the team/individual would like to provide to the MRM?		
7	How is the team/individual feeling in general? E.g. tired or a bit hyper.		
<i>Remind staff of reactions that they may experience and to look after themselves.</i>			

Municipal Secondary Impact Assessment (MSIA) Field Checklist (appendix 5)

2.1 This checklist is the responsibility of the MSIA Coordinator or MSIA Deployment Coordinator

	Items Required	X/✓/NA
1.	Each MSIA Assessor will receive a pack and needs to ensure they check that all items/information is included in the pack	
2.	Web based device (IPad, iPhone) loaded with Crisisworks application and password	
3.	Mobile phone and car charger	
4.	Calling cards	
5.	Information Packs for people impacted by the disaster	
6.	Paper based copy of MSIA forms	
7.	Maps/Melways if required	
8.	Deployment Plan- Details of street/addresses you will be assessing Time required to check in with the MSIA Field Team Leader Morning and lunch breaks Times for Briefings and Debriefings	
9.	Copy of the MSIA Guideline	
10.	Vehicle equipped with first aid kit	
11.	Sunscreen	
12.	Safety Clothing (if required)	
13.	Tabards or clear ID with photo	
14.	Safety barrier tap	

Action Log (appendix6)

Task	Brief Explanation/Steps	Action
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		

Assessor Information Pack (appendix 7)



North West Metropolitan Regional Collaboration

2.2 Municipal Secondary Impact Assessment Prompts & Scripting

1. Check that it is safe to enter the property.
2. If the property has locked gates or do not enter signs, leave a package with information at the gate/letterbox.
3. Get out of the weather if it is uncomfortable
4. Find somewhere comfortable to speak to the person if the conversation looks like it is going to be longer than a minute or two
5. If entering the property, explain who you are, where you're from, what you are doing and if it is a reasonable time for you to visit – if not, leave the information and ask if it is OK for a council officer to contact them at a later date.
6. If you feel unsafe – do not enter the property and make sure you have a safe passage and know where your exits are.
7. You may encounter the following:
 - a. Very distressed residents
 - b. Dead animals including stock and native wildlife
 - c. Injured animals
 - d. Extreme property damage
 - e. Rodents, snakes etc.
8. It is very important to get phone numbers, forwarding addresses so residents are able to be contacted as a follow up.
9. Ask if there is anything else they need that you might be able to help with
10. If relevant, ask if they've been to a relief centre already contacted.

Personal Support

1. Listen
2. Let the person talk if they need to
3. Be aware, people may want to vent about things that occurred during and after the fire – do not make any excuses or promises – write down their comments and let them know this will be followed up.
4. Be consistent and clear with any information – do not give longwinded answers
5. Leave the information leaflets
6. Ask about family members – children, teenagers, elderly that may have been affected
7. Ask about accommodation if they are unable to stay on the property
8. Refer to counselling services (if appropriate)
9. Leave contact numbers of the Recovery Team
10. Let person know about grants/financial assistance and how to access
11. Let person know about tip passes
12. Ask about insurance

Environmental Health Officers

1. What septic system they have in place
2. Where their water tanks are located
3. Was any water used in the fire fighting effort
4. Is it OK to check water/septic system
5. Explain to the resident in regards to the 'first flush' and disconnection of guttering pipes to tanks.
6. Go through the recommended cleaning of the tanks
7. Explain that water can be delivered once tanks are cleaned (if contaminated) – Council do not clean tanks – insurance or the landholder responsible for this
8. Give residents the copy of the flyer from the Department of Health
9. If English is a second language, document this so an interpreter can explain what to do over the phone.

City Laws/Animal Management Officers/DEWLP

Ask resident:

1. Stock – type and whether this has been accounted for
2. Fodder – does the person have enough feed for their stock – ask if it is OK to refer them on
3. Burial or disposal of stock – do they need assistance with this
4. Lost pets – E.g. dogs, cats – refer to council pounds
5. Fencing – is their adequate fencing for stock on the property
6. DEWLP would have assisted in this area with their assessments, so this would be a further follow up for council

Arborist

1. Check the safety of trees in driveways, around buildings and the house
2. Do not check trees that are not threatening safety. E.g. paddocks and on fence lines away from main structures.
3. Let the resident know the status of the trees – whether they are safe or not – refer back to council for immediate attention if unsafe
4. Engineering/Building inspectors/Technical Services/Assets Officers
5. Damage to houses
6. Damage to outbuildings/other structures
7. Fencing damage if not asked by city laws
8. Check if there is a risk of asbestos on the site
9. Estimation of debris removal including vehicles

Other

- People may ask about:
- Community meetings – TBA – council will be in contact about these
- How the incident started – we do not have this information as yet

Scripting for MSIA Assessors (appendix 8)

Some tips for starting conversations with upset people:

“Hi, what are you working on there?”

“It looks like you’ve been working on ...”

“Hello, my name is and I am from.....

“How are you today?” Listen to the answer!

“I am here to conduct an assessment of damage to your property, stock, fences, water tanks etc.

“My colleague here is going to take some notes while I talk to you”

“Do you mind if I look around your property to take notes of things which have been damaged? Or can you show me around?”

“Is it OK if I take some photographs?”

“Here is some information containing contact numbers which you might find useful”



North West Metropolitan Regional Collaboration

Practical Tips for Assessors in conducting Municipal Secondary Impact Assessment (appendix 9)

1. Fill in address and whatever details you can in the car before you get to the front door
2. There will be some data that won't be able to be completed until back at the recovery centre – it will be the role of MSIA coordinator to add missing data back at the office
3. Using common sense e.g. call 000 if you find a deceased person, take photo if you can't access property, make note if too unsafe to access, take note of HazMat signs
4. Need an understanding of what referral services are available for what issue – information to hand out to residents
5. Think about allocating roles in your group – assign a talker, a scribe and others can observe, usually you wouldn't have such a large group
6. iPad will be hard to use in the sun so get in the shade if you can
7. managing people suffering symptoms of stress and trauma
8. working with the same partner gives you an opportunity to develop rapport and a good system
9. switch to pen and paper if you need and complete CW in the car after the visit
10. Think about the person you are speaking to and whether you need to focus on them rather than the assessment in the first instance – is now a good time?
11. Have a note pad with you to take notes if there is a problem with Crisisworks or iPad
12. Ensure you have Water and snacks
13. Do you know what assessment has already taken place – e.g? Impact Assessment (IA)

Affected Person Information Pack (appendix 10)

<p>..... City Council Recovery Team</p> <p>Date: _____ Time: _____</p> <p>Our Municipal Assessment Team called to see you today and is sorry to have missed you.</p> <p>..... City Council Recovery can offer information and support to you if you have been affected by recent incident. Please contact or visit our Recovery Team to discuss how we may assist.</p> <p>(Number)</p> <p style="text-align: right;">(Insert Council Logo)</p>	<p>..... City Council Recovery Team</p> <p>Date: _____ Time: _____</p> <p>Our Municipal Assessment Team called to see you today and is sorry to have missed you.</p> <p>..... City Council Recovery can offer information and support to you if you have been affected by recent incident. Please contact or visit our Recovery Team to discuss how we may assist.</p> <p>(Number)</p> <p style="text-align: right;">(Insert Council Logo)</p>
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Support available in times of emergency

Insert Council Logo

This is a sample only each council can decided at the time of incident if the assistance list below is applicable and delete or add as they see appropriate

(enter dd/mm/yy)

Support available in emergency information sheet (appendix 11)

(Enter Council name here) provides a variety of services to residents affected by emergencies. This guide outlines support Council provides and services that are not provided.

Fencing

Council will:

- Co-ordinate with other organisations to assist residents to rebuild fences.
- Assistance through debris removal to dispose of damaged fencing. When seeking assistance with the removal, the resident must ensure that all wire is rolled into manageable rolls prior to pick up or drop off at landfills.

Council will not assist with:

- The demolition and rebuilding of fences.
- Surveying of land for reconstruction of fencing.
- Any costs associated with fencing on private land.
- Replacement of front fencing.

Trees

Council will:

- Assess, maintain and remove dangerous trees on roadsides, public land and reserves.
- Assess trees that are posing a threat to people and buildings. E.g. trees that are overhanging buildings or driveways.
- Assist in the removal of dangerous trees from this area.
- Coordinate with other services (enter services here e.g. SES/Lions/Rotary) to assist with the cutting up of trees and stacking of wood.

Council will not assist with:

- The assessment or removal of trees that are away from the above mentioned areas. E.g. trees which are located in paddocks or away from structures.

Water

Council will:

- Assess water quality for tanks and storage units.
- Replenish essential water supplies up to 10,000 litres.
- Provide referrals for when water has been taken for fire fighting and request water replacement under the Victorian Government Essential Water Replacement Scheme within three months of water being taken.

Council will not assist with:

- Cleaning tanks.
- Refilling of pools.
- Replacement of water pumps/generators.

Septic tanks

Council will:

- Assess septic tanks initially and complete follow up assessments 3 months later.
- Waiver fees for permits for new septic's if the old one was damaged in the emergency if this is appropriate.
- Council will not assist with:
- Replacement costs of septic tanks.

Debris and rubbish removal

Council will:

- Provide free tip/landfill passes to affected properties.
- Assist with debris removal where insurance has not covered this service.
- Hard rubbish collection where there are special needs.
- Replacement of damaged bins.

Council rates

Council will consider requests to:

- Defer rate payments for affected properties.
- Re-evaluate properties where assets have been lost.

Financial assistance

Council will:

- Council officers will refer residents to the appropriate authorities for financial assistance and provision of grants. Referrals to DHS (Emergency Grants)
- Salvation Army – material aid

Council will not:

Provide financial assistance or grants to residents.

Land management

Council will:

- Offer advice around weed identification and management.
- Assist with advice around re-vegetation of native areas.
- Visit properties which have been affected by fire/flood to assist in regeneration.

Council will not:

- Replace lost plants including fruit trees, non-indigenous species etc.

Support for businesses

- This will be dependent on the emergency event. Council will give advice and provide information to local businesses in relation to economic recovery.
- Council will utilise local businesses in relief and recovery activities.

Useful links:

- **Business Victoria –**
www.business.vic.gov.au
- **Tourism Victoria –**
www.tourism.vic.gov.au/business-tools-support/crisis-resources
- **Disaster Legal Assist**
phone: 1800 677 402

Personal and psychological supports

Council will:

- Coordinate an Outreach Program to visit households affected by the emergency.
- Link affected residents to counselling services/case management agencies.
- Refer residents to the counselling services.
- Organise Community Meetings.
- Coordinate and convey Community Recovery Committees if appropriate.
- Refer affected residents to the appropriate services for support.
- Council will not:
- Provide counselling services.
- Provide a case management role.

For more information

For the latest information please visit Council's website a [\(enter your website here e.g. www.hume.vic.gov.au/emergency](#) or phone (enter phone number e.g. Our Customer Service team on 9205 2200.

Financial and Personal Support

Insert Council Logo Here

(enter dd/mm/yy)

Financial and Personal Support Fact Sheet (appendix 12)

If you or your family has been affected by **xxincident namexx** and you need support, there are a number of options available to you.

Financial Support

Please note that Council does not issue cash grants to any persons affected by the fires.

The Department of Health and Human Services (DHHS) manage the distribution of Emergency Relief grants. Please call

DHS on 1300 799 232.

Rate Payment

If you are **a (enter council name here)** resident and have been affected by fire and require assistance with your rate payment, due on **(enter dd/mm/yy here)**, please call Council on **(enter number here)** to discuss.

Donations

Council is not currently accepting or distributing donations of cash or goods.

To ensure your assistance reaches those who need it most, call your local charity directly or **(provide a name and number here)**.

Personal Support

Any residents that require personal support in the first instance should contact **(Enter Council Name here)** on **(enter phone number)** or the **(Enter name of your local Mental Health Service e.g. North Western Mental Health Service on (enter number here))**.

Health and Safety

For information about how to protect your health or risks related to returning home after a fire, visit www.health.vic.gov.au

For air-quality updates, visit www.epa.vic.gov.au

If you have concerns about your health or someone in your care, see a doctor or call

NURSE-ON-CALL on 1300 60 60 24.

Useful information

1800 RESPECT (1800 737 732)

Counselling delivered by qualified, experienced professionals 24-hours a day, seven days a week.

Kids Help Line – 1800 551 800

Confidential telephone counselling service for young people aged 5–25 years.

Parent Line – 132 289

Counselling and information for families with children (up to 18 years) from 8am to midnight seven days a week.

Men's Line Australia – 1300 789 978

24-hour counselling and advice for men

Lifeline – 131 114

24-hour telephone counselling, information and referral service.

beyondblue – 1300 224 636

Provides information on depression and anxiety.

(put name of your local counselling arranged service e.g. Sunbury Community Health Centre)

To access counselling, please call **(enter phone number or visit (provide address))**

Emergency Relief and Recovery Victoria – www.recovery.vic.gov.au or by phoning the Victorian Emergency Recovery Information Line on 1300 799 232

For more information

For the latest information please visit Council's website at **(enter council website e.g.**

www.hume.vic.gov.au/emergency or phone our Customer Service team on (enter phone number).

Support available in Emergency Relief Centres

Insert Council Logo Here
(enter dd/mm/yy)

Support available in Emergency Relief Centres Fact Sheet (appendix 13)

(Enter Council Name here) has opened an Emergency Relief Centre at the <<venue/location>> for people impacted by the <<emergency>>, which is affecting the <<suburb>> area.

If you or your family has been affected and you need emergency support, there are a number of options that are available to you.

The centre is managed by (Enter Council Name here) who aims to meet the essential needs of individuals, families and the community during and immediately after an emergency.

The Emergency Relief Centre offers temporary shelter, support and information for people impacted during an emergency and provides:

- Emergency Information
- Food and Water
- Registration for family connection
- Animal welfare support
- Limited quantities of blankets and bedding
- Register. Find. Reunite. Is a service that registers, finds and reunites family, friends and loved ones after an emergency.
- Financial assistance and grants.
- Personal Support and Psychological First Aid.
- Basic First Aid
- Interpreting and Translating

Pets and animals are also welcome at relief centres as long as they are contained (e.g. in horse floats or animal cages).

People who stay at the Emergency Relief Centre should bring items necessary for their health and wellbeing such as medication

Municipal Secondary Impact Assessment Guidelines

Personal Support

Any residents that require personal support in the first instance should contact (Enter Council name here) on (enter number here).

Health And Safety

For information about how to protect your health or risks related to returning home after a fire, visit www.health.vic.gov.au

Fire Updates

For the latest information on fire activity, warnings and alerts go to www.emergency.vic.gov.au

Flood Updates

SES (Flood Information)

www.ses.vic.gov.au

Weather Updates

Bureau of Meteorology

www.bom.gov.au

DHHS

www.recovery.vic.gov.au

For more information

For the latest information please visit Council's website at (enter council website www.) or phone (enter contact number here e.g. our Customer Service team on 9466 2200).

This information is current as of <<Day, XX Month 201X>>.

Further updates will be provided when new information is received.

Emergency Assistance Services

Insert Council Logo Here
(enter dd/mm/yy)

Emergency Assistance Fact Sheet (appendix 14)

(Date)

Dear Resident,

We have dropped past to visit you and we have missed you. If you or your family have been affected by (enter incident e.g. fire, flood, storm etc.) and you need assistance and support, there are a number of services available listed on this flyer that could assist you.

IN A EMERGENCY

000

For POLICE, FIRE & AMBULANCE

Customer Service Number	
Operating Hours	
After Hours Emergency Number	
Power Outages (DELETE/ADD AS APPROPRAITE)	
SP Ausnet	13 17 99
Jemena	13 16 26
Powercor	13 24 12
CitiPower	13 12 80
GAS Outages (DELETE AS APPROPRAITE)	
SP Ausnet	13 67 07
Water Supply (DELETE/ADD AS APPROPRAITE)	
Yarra Valley	13 2762
Relief/Recovery Centres (delete one)	
Address:	
Phone Number	
Operating Hours	

<p>EMERGENCY INFORMATION BROADCASTERS ABC Melbourne 774 AM, Plenty Valley FM 88.6 FM, 3AW 693 AM, and Sky News Television For a full list of broadcasters - www.firecommissioner.vic.gov.au</p>	<p>FLOOD AND STORM INFORMATION VICSES Emergency Calls 132 500 VICSES Website www.ses.vic.gov.au</p>	<p>NON URGENT MEDICAL ASSISTANCE Medical at Home after hours GP 8341 1888 Home visits and telephone triage. www.afterhoursgp.com.au Nurse-On-Call 1300 24 24 60</p>
<p>Lifeline Phone 131 114</p>	<p>Mental Health Assistance Line 1300 280 737</p>	<p>Beyondblue information line 1300 224 636</p>
<p>Men’s Line Australia 1300 789 978 24 hour counselling and advice.</p>	<p>Kids Help Line 1800 551 800 Confidential telephone counselling service for young people aged 5-25 years.</p>	<p>Parent Line Telephone Support Services 132 289 Counselling for families with children up to 18 years</p>
<p>Nurse on Call (24 Hours) 1300 303 024</p>	<p>Centrelink 132 850</p>	<p>Insurance Council 1300 728 228</p>
<p>Superannuation (early access on compassionate rounds) 1300 131 060</p>	<p>Energy Safe Victoria 1800 800 158</p>	<p>Victorian Disaster Legal Aid 1800 677 402</p>
<p>State Trustees (03) 9667 6466</p>	<p>Australian Red Cross- Register.Find.Reunite 1800 727 077</p>	<p>Department of Human Services Financial Help 1300 664 977</p>
<p>Vic Roads (licensing and Registration advice) 131 171</p>	<p>Wildlife Victoria 1300 094 535</p>	<p>Department of Environment, Land, Water and Planning (DEWLP) Livestock/Fodder www.dewlp.vic.gov.au or phone 136 186</p>
<p>(enter name of) Community Health Centre (phone number) (Address)</p>	<p>Emergency Relief and Recovery www.recovery.vic.gov.au Or by phoning the Victorian Emergency Recovery Information Line on 1300 799 232</p>	<p>VicRoads Information on road closures www.vicroads.vic.gov.au or phone 131170</p>
<p>Translation & Interpreting Service-(add or delete as per your MEMP Plan) VITS Language Link- 9280 1941 LOTE Marketing – 9879 6234 ONCALL Interpreters & Translators- 8807 2300 Access to immediate 24hr telephone interpreting services. TIS National 13 14 50</p>		<p>HOSPITAL EMERGENCY DEPARTMENTS Delete or add hospital as required Northern Hospital – 8405 8000 185 Cooper St, Epping Austin Hospital- 9496 5000 211 Burgundy Street, Heidelberg Mercy Hospital for Women - 8458 4000 163 Studley Road, Heidelberg (Emergencies related to pregnancy, gynaecological and new babies)</p>

(If using hard copy you **must** complete all fields in **CAPITAL LETTERS**)

MSIA Template (appendix 14)

ADMINISTRATION (office use only)	
Event name:	
Relief Centre Attendance Status*	
<input type="radio"/> Attending <input type="radio"/> Has not Attended <input type="radio"/> Absent registration	
Workflow	
<input type="radio"/> Open <input type="radio"/> Under Review	
Priority* please select one	
1. Low	
2. Normal	
3. High	
4. Urgent	
Assign to: (Select from names in drop down list)	
Next action date: (select a date)	
NEW PERSONAL INFORMATION	
Primary person registering*	
Registre Details	
Family name* <input type="text"/>	Given names* <input type="text"/>
Age <input type="text"/>	Gender Please select (circle) Male Female

Language (if a translator is required) select a language or choose (other)

Akan	Gan Chinese	Kurdish	Sudanese Arabic
Amharic	German	Levantine Arabic	Dundanese
Arabic	Greek	Macedonian	Swedish
Assamese	Gugarati	Maadurese	Tagalog
Azerbaijani	Haitian Creole	Magadhi	Tamil
Belarusian	Hakka Chinese	Maghrebi Arabic	Tatar
Bengali	Haryanvi	Malagsy	Telugu
Berber	Hausa	Melay	Thai
Bhojpuri	Hebrew	Mandarin Chinese	Turkish
Bulgarian	Hiligaynon	Marathi	Ukrainian
Burmese	Hindi	Marwari	Urdu
Cantonese	Hungarian	Persian	Uyghur
Cebuano	Igbo	Polish	Uzbek
Chhattisgarh	Ilokano	Porguguese	Vietnamese
Chitagonian	Indonesian	Quechua	Other _____
Croatian	Italian	Romanian	
Czech	Japanese	Russian	
Dekhni	Javanese	Saraiki	
Dutch	Jin Yu Chinese	Serbian	
Egyptian Arabic	Kannada	Shinhala	
English	Kazakh	Shona	
French	Khme	Sindhi	
Fula	Kinyarwanda	Somali	
Fulfuide	Korean	Spanish	

Relates People (write name & surname)

1. <input type="text"/>	2. <input type="text"/>
3. <input type="text"/>	4. <input type="text"/>

If registering companions (other persons that may be with the person registering) and they have different personal and contact information (such as home address or contact numbers). Please complete another registration form

Contact Information

Phone

Alternative phone number

Be sure to include international dialing codes if appropriate

If able to, please provide both a land line and mobile number

Email

Home Address

Do you have a fixed home address within the municipality?*

- No** **Yes**

This is where you would normally live

Destination

Where will you be staying?*

Address details

Please let us know where you will be staying. With your permission, this information will be shared with friends, family and loved ones who are looking for you.

Additional Information

Consent

Permission*

- Share my details with other agencies**
 Do not share my details

New Property Assessment

General

Address*

This should be automatically populated from previous data entry

Owners Family name

Owners Given name

Location Site Visited*

- Visited
 Not Visited
 No Visit Required

Mobile Phone

Fixed Phone

Site Assessability*

- Assessible
 Inaccessible
 Unknown

Owner email

Hazard Assessment required*

- Yes
 No
 N/A

Property Type*

Commercial/Industrial Residential Farming Government Community Other _____

Summary

Photo(s) of property

Non structural photos only (if using hard copy template take photo with phone and upload later)

Insurance Details

Affected Structure

Structure Type* select one

- | | | |
|---|--|-------------|
| <input type="radio"/> Primary Residence | <input type="radio"/> Fencing | Other _____ |
| <input type="radio"/> Flats/Units | <input type="radio"/> Sheds | |
| <input type="radio"/> Caravans | <input type="radio"/> Tank | |
| <input type="radio"/> Shops/Factories | <input type="radio"/> Dairy | |
| <input type="radio"/> Government | <input type="radio"/> Irrigation Pumps | |
| <input type="radio"/> Community Centres | <input type="radio"/> Machinery | |

Enter the name of Units damaged or lost*

Damage Level* Please select

- Habitable/Functioning
- Inaccessible/Non-Functioning
- Partially Destroyed
- Totally Destroyed
- Unknown

Description

Photo of structure (only complete if using template electronically)

Status*

- Damaged
- Under Review
- Recovered

Animals

Categories*

- | | | | |
|-----------------------------|------------------------------|---|--------------------------------|
| <input type="radio"/> Dairy | <input type="radio"/> Goats | <input type="radio"/> Poultry | <input type="radio"/> Wildlife |
| <input type="radio"/> Beef | <input type="radio"/> Horses | <input type="radio"/> Bee Hive | <input type="radio"/> Pets |
| <input type="radio"/> Sheep | <input type="radio"/> Pigs | <input type="radio"/> Competition Animals | Other _____ |

Enter Number:

Prior	Dead	Missing	Require Assesement
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Services Required

Service select one*

- | | |
|--|-------------------------------------|
| <input type="radio"/> Medication | <input type="radio"/> Accommodation |
| <input type="radio"/> Personal Support | <input type="radio"/> Material Aid |
| <input type="radio"/> Animal Aid | |

Provisioning Status select one*

- | |
|-----------------------------------|
| <input type="radio"/> Requested |
| <input type="radio"/> In Progress |
| <input type="radio"/> Provided |

Details*

New Environmental Health Assessment

General

Is the Property assessible for inspection*

Yes No Unknown

Location- Property

This will be auto populated

Utilities

Details and duration of disruption(s)

Water available?* Yes No Unknown

Telephone functional?* Yes No Unknown

Electricity functional?* Yes No Unknown

Gas available?* Yes No Unknown

Property Damage

Is there extensive flood damage?*

Yes No Unknown

Have the outbuildings been damaged?*

Yes No Unknown

Has the dwelling been damaged?*

Yes No Unknown

Waste Water

Are the septic and effluent lines operational?*

Yes No Unknown

What type of waste water system and irrigation is used?*

Primary Secondary Split System Ags Irrigation Offsite Trenches subsurface

Is the sewer operational?*

Yes No Unknown

Is the Septic System operational?*

Yes No Unknown

Is there an operational toilet onsite?*

Yes No Unkown

Water Supply

Are there tank or surface waters used for stock or crop irrigation?*

Yes No Unkown

Is water testing required?*

Yes No Unkown

Is there an operational portable water supply to the property?*

Yes No Unkown

Clean Up & Removal

Is there a requirement for removal of food from refrigerators/freezers?

Yes No Unkown

Is there a requirement for removal of perishable materials?*

Yes No Unkown

I there a requirement for removal of dead stock/domestic animals/wildlife?*

Yes No Unkown

Temporary Onsite Accommodation

Sanitary contractors required?*

Yes No Unkown

Is temporary onsite accommodation required?*

Yes No Unkown

Additional Information

New Animal Welfare Assessment

General

Relocation needed?*

Agistment Boarding Pound Other N/A

Feed needed?*

Yes No N/A

Additional comments

Water needed?*

Yes No N/A

Containment needed?*

Yes No N/A

Affected animals (select one or other)

Category

Dairy Goats Poultry Wildlife
 Beef Horses Bee Hive Pets
 Sheep Pigs Competition Animals Other _____

Enter Number:

Prior	Dead	Missing	Require Assesement
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Carcass disposal needed?*

Yes No N/A

Location

Property

This should be auto populated when used electronically (not required to be populated manually)

MSIA Communications Board (appendix 15)

Situation				Mission			
Time / Date							
Map Ref	GPS Co.						
VICMaps							
Melway							
<u>INCIDENT</u>							
<u>Relief / ERC</u>				Municipal EMT			
				Name	Contact No.	Location	Role
Weather Updated							
..... / /..... (.....hrs)							
Temp	High	Low	Overnight:				
	:	:					
Rain	Change:	Amount:					
	:						
Wind	Direction		Speed:				
	:						
Sunrise		Sunset					
Forecast (4days)				Weather Notes/Alerts:			

TEAM BRIEFING / DEBRIEF:

MSIA Teams					Communications
Team Leader	Team Members	Contact No / Radio Call Sign	Area / Map Ref.	Time Out / Expected Time	Radio Channel
					<i>ICC</i>
					<i>Field</i>
					<i>ERC</i>
					Media Update
					<i>Last Update Time & Date</i>
					<i>Next Update Time & Date</i>
					<i>Officer</i>
					Community Update
					<i>Last Update Time & Date</i>
					<i>Next Update Time & Date</i>
					<i>Officer</i>

