



**Colac Otway Shire**  
**Municipal Emergency Management Plan**  
**2020 - 2023**

## Document Title

Colac Otway Shire Municipal Emergency Management Plan

## Disclaimer

Every effort has been made to ensure that all information contained in this management plan is correct and accurate. Colac Otway Shire does not guarantee that this plan is without any omissions or errors and therefore disclaims any liability for any errors, loss or other consequence, which may arise from the use of any information within this document.

## Document Status and Amendment History

Version	Date Revised	Sections Revised	Plan Updated By
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1.2	13/12/2006	Section 7	
1.3	07/05/2007	Section 1 Appendix 9	
1.4	28/09/2007	Complete Review	Municipal Emergency Manager
1.5	20/11/2008	Section 1 & 7	Municipal Emergency Manager
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1.8	16/5/2011	Part 5 & 6	Municipal Emergency Management Coordinator
1.9	15/11/2011	Sect. 1, 2, 3, 4, 5 & 7 Appendix, 1, 2, 4, 5, 6, 7 & 11	Municipal Emergency Management Coordinator
2.0	12/06/2012	Record of Updates as per D12/38793	Municipal Emergency Management Coordinator
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2.2	01/04/2014	Complete Review	Municipal Emergency Management Coordinator
2.3	18/08/2014	Part 5, Part 6 & Appendices	Municipal Emergency Management Coordinator
2.4	14/11/2014	Part 3, Part 5, Appendices	Municipal Emergency Management Coordinator
2.5	06/02/2015	Record of Updates as per D	Municipal Emergency Management Coordinator
2.6	18/02/2015	Page numbers	Manager Environment & Community Safety
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4.1	28/08/2020	Administrative amendment	Municipal Emergency Management Coordinator

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4.2	9 <sup>th</sup> December	Full Version – Post Audit/ MEMPC endorsed	Municipal Emergency Management Coordinator
4.2 (b)	11 <sup>th</sup> December	Public Version – Post Audit/ MEMPC endorsed	Municipal Emergency Management Coordinator

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## Foreword

The Colac Otway Shire Municipal Emergency Management Plan (MEMP) has been developed pursuant to *Section 20(1)* of the *Emergency Management Act 1986 and the Emergency Management Act 2013*.

This Plan is one component of a broader framework that enables Colac Otway Shire Council to strengthen its capacity to identify hazards, determine risks, and prepare for emergencies and disasters to strengthen community safety.

Colac Otway Shire is one of the most diverse municipalities in Victoria, balancing the juxtaposition between the Volcanic Plains and Great Otway National Park and rural and urban areas. The Otway Ranges contain significant remnant native vegetation as do the grasslands of the Western Basalt Victorian Volcanic Plains and internationally listed Ramsar Wetlands. The Shire also takes in stunning sections of the Great Ocean Road on its south eastern and southern boundaries.

Colac Otway Shire Council is committed to working in partnership with the community, emergency services, other agencies and management authorities, to prevent and minimise the occurrence of emergency events and their impacts on community wellbeing, including social, economic and the natural and built environments.

This MEMP is the result of the cooperative efforts of the agencies and organisations that comprise the Municipal Emergency Management Planning Committee (MEMPC).

This plan should be read in conjunction with the *Emergency Management Manual Victoria*, which can be found at <http://www.emv.vic.gov.au/policies/emmv>

DocuSigned by:  
  
8DD5DA1B849549C...

**Peter Brown**  
**Chief Executive Officer**  
**Colac Otway Shire Council**

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## COMMUNITY EMERGENCY CONTACT LIST

EMERGENCY	24 HOUR CONTACT	WEBSITE
<b>RESPONSE</b>		
Ambulance	000	<a href="http://www.ambulance.vic.gov.au">www.ambulance.vic.gov.au</a>
Australian Red Cross	1800 232 969	<a href="http://www.redcross.org.au">www.redcross.org.au</a>
Coast Guard (Geelong)	03 5278 8440	<a href="http://www.coastguard.com.au">www.coastguard.com.au</a>
Colac Otway Shire	03 5232 9400	<a href="http://www.colacotway.vic.gov.au">www.colacotway.vic.gov.au</a>
Fire	000	<a href="http://www.cfa.vic.gov.au">www.cfa.vic.gov.au</a>
Flood / Storm	13 25 00	<a href="http://www.ses.vic.gov.au">www.ses.vic.gov.au</a>
Life Saving Victoria	13 78 73	<a href="http://www.lifesavingvictoria.com.au">www.lifesavingvictoria.com.au</a>
Police	000	<a href="http://www.police.vic.gov.au">www.police.vic.gov.au</a>
Regional Roads	133 778	<a href="http://www.regionalroads.vic.gov.au">www.regionalroads.vic.gov.au</a>
Water Police	1800 135 729	<a href="http://www.police.vic.gov.au">www.police.vic.gov.au</a>
Apollo Bay Marine Rescue	000	<a href="http://www.emv.vic.gov.au/smar">www.emv.vic.gov.au/smar</a>
<b>HOSPITALS</b>		
Colac Area Health	03 5232 5100	<a href="http://www.cah.vic.gov.au">www.cah.vic.gov.au</a>
Great Ocean Road Health Apollo Bay Campus	03 5237 8500	<a href="http://www.greatoceanroadhealth.com.au">www.greatoceanroadhealth.com.au</a>
<b>ENVIRONMENTAL POLLUTION</b>		
EPA Victoria	1300 372 842	<a href="http://www.epa.vic.gov.au">www.epa.vic.gov.au</a>
EPA Regional Emergency Response	0477 755 004	<a href="http://www.epa.vic.gov.au">www.epa.vic.gov.au</a>
<b>UTILITIES</b>		
Barwon Water	1300 656 007	<a href="http://www.barwonwater.vic.gov.au">www.barwonwater.vic.gov.au</a>
Wannon Water	1300 926 666	<a href="http://www.wannonwater.com.au">www.wannonwater.com.au</a>
Electricity – Powercor	13 24 12	<a href="http://www.powercor.com.au">www.powercor.com.au</a>
Gas – SP AusNet	136 707	<a href="http://www.ausnetservices.com.au">www.ausnetservices.com.au</a>
Telecommunications - Telstra	13 22 03	<a href="http://www.telstra.com.au">www.telstra.com.au</a>
<b>OTHER</b>		
Work Safe Victoria	13 23 60	<a href="http://www.worksafe.vic.gov.au">www.worksafe.vic.gov.au</a>
Parks Victoria	13 19 63	<a href="http://www.parks.vic.gov.au">www.parks.vic.gov.au</a>

## PART 1 – INTRODUCTION


### 1.1 Agency and Municipal Council Endorsement

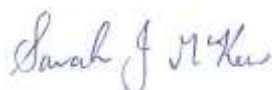
This Municipal Emergency Management Plan (MEMP) has been produced by and with the authority of Colac Otway Shire Council pursuant to *Section 20(1)* of the *Emergency Management Act 1986 and the Emergency Management Act 2013*.

The Colac Otway Shire understands and accepts its roles and responsibilities as described in *Part 4* of the *Emergency Management Act 1986 and the Emergency Management Act 2013*.

The Colac Otway Shire Council understands and supports the concept that mutual aid between municipalities may be required during and following emergencies.

This MEMP is the result of the cooperative efforts of the agencies and organisations that comprise the Municipal Management Planning Committee (MEMPC)

Signed on behalf of the Colac Otway Shire Council )  
By the Acting Chief Executive Officer )  
Pursuant to the instrument of delegation )  
Dated 7 August 2020 in the presence of: )   
Peter Brown



Sarah McKew  
Manager Governance & Communications

Witness

### 1.2 Audit Report

The Colac Otway Shire Council, pursuant to *Section 21A* of the *Emergency Management Act 1986 and the Emergency Management Act 2013*, will submit the Municipal Emergency Management Plan to the Victoria State Emergency Service for audit.

The purpose of the audit is to assess this plan's compliance with the guidelines issued by Victoria's Coordinator-in-Chief. Council will respond to all requests resulting from the audit as required.

The Plan will be subject to audit every (3) years.

A copy of the most recent Audit Report can be found in Councils Records Management system; **(CM9: D20/287521)**.

A copy of the most recent Audit Certificate is provided over page.

The audit report indicates whether or not the plan complies with the guidelines and if there are opportunities to improve the plan or planning process. A plan that does not comply with the guidelines will be audited again in twelve months.

**Note:** Councils must provide a written response to the audit report to the Chief Officer Operations within three months of the receipt of the audit report.

Figure 1 - Certificate of Audit



### 1.3 Aim

The aim of the Colac Otway Shire Municipal Emergency Management Plan (MEMP) is to detail the agreed arrangements for the prevention of, preparedness for, response to, and the recovery from emergencies that could potentially occur in the Colac Otway Shire as identified in Part 4 of the *Emergency Management Act 1986 and the Emergency Management Act 2013* and the Emergency Management Manual Victoria (EMMV), which can be found at <http://www.emv.vic.gov.au/policies/emmv>

### 1.4 Objectives

The objectives of the Colac Otway Shire MEMP are to:

- Identify, evaluate and treat potential risks that could impact on the Colac Otway Shire community.
- Implement measures to prevent or reduce the likelihood or consequences of emergencies.
- Manage arrangements for the utilisation and implementation of municipal resources (being resources owned by or under the direct control of the municipal council) and other resources available for use in prevention, preparedness, response and recovery in emergencies.
- Manage support that may be provided to or from adjoining municipalities.
- Assist the affected community to recover following an emergency.
- Complement other local, regional and state government planning arrangements.

The Colac Otway Shire MEMP is consistent with the following objectives contained in the Emergency Management Manual Victoria, which aim to:

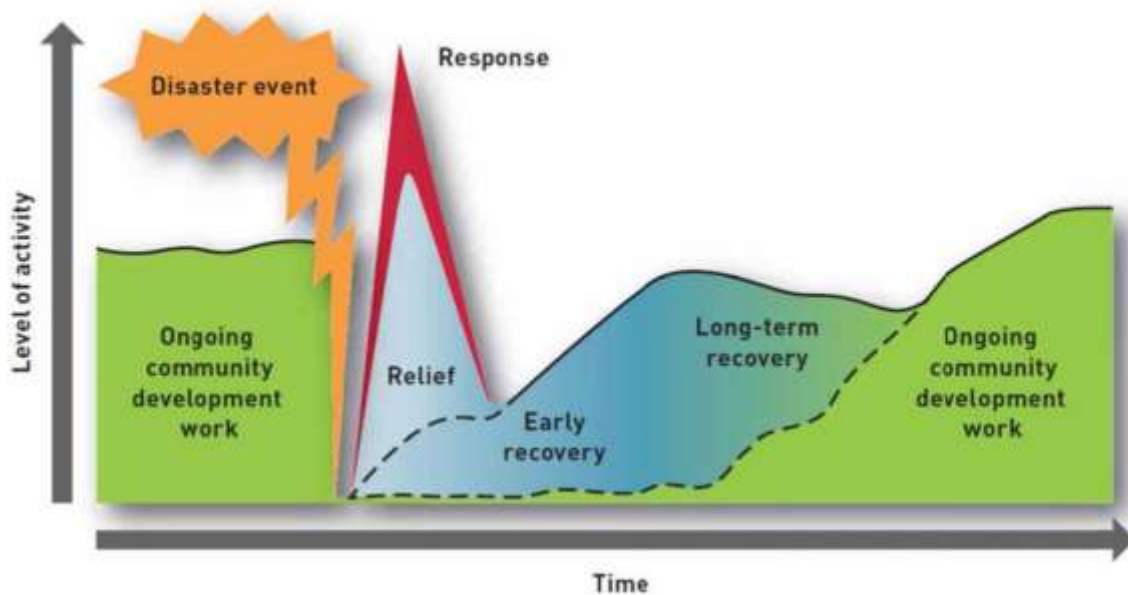
**Deal with all hazards:** While most attention is given to the obvious emergencies such as fire, flood and transport accidents, a wide range of hazards are dealt with using the emergency management arrangements and resources. This includes emergencies for which there has been little or no experience in Victoria, such as new animal diseases, terrorist incidents, earthquakes or environmental emergencies.

**Be integrated (involve all people and relevant agencies):** The management of emergencies is a shared responsibility involving many people and organisations in the community. It is not something done by one sector of the community to or for the rest of society, although some organisations have specialist roles. In addition to the emergency services, all government departments may have some role to play. The emergency response role may be a minor part of their responsibilities; however, many departments have an essential prevention responsibility. Prevention infrastructure includes, land use planning, occupational health and safety, clean water, public health and building regulations. These are part of the prevention infrastructure.

Municipal councils have essential roles in emergency management. Voluntary organisations such as Australian Red Cross, VCC Emergencies Ministry, St John Ambulance, Wireless Institute Civil Emergency Network (WICEN) and search and rescue organisations play well-defined roles in emergency management.

**Be comprehensive (cover prevention, response and recovery):** Prevention, response and recovery are all important aspects of emergency management and each are addressed in these arrangements. The model of emergency management shown below makes clear that there is not a strict sequence, nor a hierarchy of relationships. All activities are important and in a comprehensive model, have a place in the overall scheme. Emergency management activities do not take place in any particular sequence or cycle. It is now recognised that prevention, response and recovery do not follow each other in order. They can all operate at the same time.

Figure 2 - Time Sequence of Emergency Management Activities



Source: Australian Emergency Management – Community Recovery - Handbook 2

Response activities commence as soon as possible after the time of impact, peak to full effort quickly, and often cease promptly when the emergency has been dealt with, and/or affected people have been rescued or evacuated.

Recovery activities commence at or soon after the time of impact, and peak to full effort more gradually and often later than response activities. Recovery activities may continue for a considerable period of time, gradually tapering off and merging into normal community activities in the weeks, months or even years after impact.

Prevention, response and recovery are not phases or stages of emergency management. The model sees them as clusters of activities. They take place as needed, and do not necessarily follow one another in a sequential order.

## 1.5 Purpose of the Plan

The purpose of this plan is to bring together, in an integrated organisational network, the resources to prevent or mitigate, respond to and recover from emergencies. It accepts that emergencies touch people's life experiences in different ways and recognises that there is not and cannot be a single organisation, solely responsible for dealing with all aspects of emergencies.

In order to achieve this Colac Otway Shire Council acknowledges the linkages between this plan and the broader emergency, risk management and community safety context. This plan is to be read in consideration of the following plans and strategies:

Plans:

### MEMP sub plans

- [Otway District Strategic Fire Management Plan](#)
- [Colac Otway Shire District Emergency Relief and Recovery Plan](#)
- [Colac Otway Shire Fire Management Plan](#)
- [Municipal Relief and Recovery Plan](#)
- [Colac Otway Shire Municipal Flood Emergency Plan](#)
- Birregurra Flood Sub-Plan
- [Neighbourhood Safer Places Plan](#)
- Community Emergency Risk Assessment

**Municipal (Council plans and strategies):**

- BSW Region – Municipal Influenza Pandemic Response Plan 2020 – DRAFT
- [Colac Otway Municipal Public Health and Wellbeing Plan](#)
- [Colac Otway Shire Heatwave Plan](#)
- Business Continuity Plan
- Risk Management Policy

**Other relevant plans and strategies:**

- [Heat Health Plan for Victoria \(Department of Health and Human Services\)](#)
- [Victorian Action Plan for Pandemic Influenza \(Emergency Management Victoria\)](#)
- [Regional Coordination Plan - Blue Green Algae – \(Dep Environment, Land, Water & Planning\)](#)
- [Road Safety Strategy \(Regional Roads Victoria\)](#)
- [Biosecurity Strategy \(Agriculture Victoria - Department of Jobs, Precincts & Regions\)](#)
- [Community Information Guides \(formerly township Protection Plans - CFA\)](#)
- [Strategic Bushfire Management Plan – Barwon Otway \(Dep Environment, Land, Water & Planning\)](#)
- Barwon South West Regional Emergency Response Plan
- Regional Emergency Recovery Plan Barwon South West
- [FloodSafe \(VICSES\)](#)
- [StormSafe \(VICSES\)](#)

**Operational guidelines and documents**

- Municipal Emergency Coordination Centre Operations Plan
- Safety and Environment Management Plan – Port of Apollo Bay
- The Colac Otway Shire Emergency Management Policy
- The Colac Otway Shire Emergency Management Guidelines
- The Emergency Management Role Statements
- The Emergency Management Structures
- The Response and Relief Operational Plan (Draft)

## **1.6 Updates (sub-plans, operational plans and strategies)**

The maintenance responsibility of all Council related sub-plans, operations plans, strategies, and standard operating procedures that support the Municipal Emergency Management Plan rest with the relevant author.

## **1.7 Public access**

An edited version of this plan, omitting all contact names, numbers and confidential information, is available at the Colac Otway Shire Council website [www.colacotway.vic.gov.au](http://www.colacotway.vic.gov.au), the Municipal Library and the State Library of Victoria.

## **1.8 Privacy**

Recipients of the plan are advised that names and contact numbers contained within will be used only for essential emergency management purposes and will be managed in accordance with the *Information Privacy Act 2000*. This extends to other parts of the plan where names and contact numbers are provided. The public version shown on Council's website will have all names and contact numbers removed.

## PART 2 – BACKGROUND

### 2.1 Context

Colac Otway Shire is located in south-western of Victoria, approximately 150 kilometres from Melbourne. Colac Otway Shire is bounded by Golden Plains Shire in the north, Surf Coast Shire in the east, the Southern Ocean in the south and Corangamite Shire in the west.

The Shire encompasses a total land area of approximately 3,500 square kilometres, of which a large proportion is Crown Land (43%) including the Great Otway National Park.

Colac Otway Shire has a population of approximately 20,972 people.

Colac Otway Shire includes the townships and rural localities of Aire Valley, Alvie, Apollo Bay, Balintore, Barongarook, Barongarook West, Barramunga, Barwon Downs, Barunah Plains, Beeac, Beech Forest, Birregurra, Bungador, Cape Otway, Carlisle River, Carpendeit, Chapple Vale, Colac, Colac East, Colac West, Coragulac, Cororooke, Corunnun, Cressy, Cundare, Cundare North, Dreeite, Dreeite South, Elliminyt, Eurack, Ferguson, Forrest, Gellibrand, Gellibrand Lower, Gerangamete, Glenaire, Grey River, Hordern Vale, Irrewarra, Irrewillipe, Irrewillipe East, Jancourt East, Johanna, Kawarren, Kennett River, Larpent, Lavers Hill, Marengo, Mount Sabine, Murroon, Nalangil, Ombersley, Ondit, Pennyroyal, Petticoat Creek, Pirron Yallock, Separation Creek, Skenes Creek, Skenes Creek North, Stonyford, Sugarloaf, Swan Marsh, Tanybryn, Warncoort, Warrion, Weeaprounah, Weering, Whoorel, Wingeel, Wongarra, Wool Wool, Wyelangta, Wye River, Yeo, Yeodene and Yuulong.

The Colac Otway Shire is one of the most picturesque municipalities in the State of Victoria. As the gateway to the Otways and Western Plains, containing National, State and Regional parks, part of an extensive inland lake system, the seaside attractions of Apollo Bay and the Great Ocean Road, the Colac Otway Shire is a rural, residential and resort area with a major tourist industry supporting these natural resources.

Much of the rural area is used for timber production and agriculture, with farming, cropping and dairying being the main agricultural pursuits. Agricultural activity is concentrated in the northern part of the Shire, whilst timber production and fishing are prevalent in the south.

Industry is supported by comprehensive infrastructure including rail, road, air and sea transport. The Municipality is serviced by three major roads, the Hamilton Highway, Princes Highway and Great Ocean Road, as well as rail passenger and freight facilities and a vast network of road transport operations.

### 2.2 Topography

Colac Otway Shire has many areas of unique beauty and character, the geography of the Shire varies from lush plains in the north to the rugged and beautiful Otway Ranges in the south with a spectacular coastline.

The Great Ocean Road includes huge cliffs, roaring seas, tranquil coves and safe swimming beaches. The Great Ocean road passes through a number of coastal towns including Kennett River, Wye River, Skenes Creek, and Apollo Bay. The Otway Ranges is a popular holiday destination for tourists from Australia and overseas.

#### 2.2.1 Environmental Values

The Shire contains some of the most significant environmental assets found in Australia. The municipality has an extensive network of water bodies, some of which are Ramsar listed (i.e. of international significance). In addition, the Shire has over 300 km of very high conservation roadside reserves, as well as approximately 100 km of the internationally recognised Great Ocean Road. This spectacular coastal environment includes not only the coastal dunes and estuaries but also the marine environment.



The majority of the vegetation in the Shire has been cleared since European settlement and although some areas of pristine vegetation remain in the Otways twenty nine of the fifty four vegetation communities in the region are listed as endangered or vulnerable and only nine are not of concern. The Plains Grasslands have been nationally listed under the Environmental Protection and Biodiversity Conservation Act 1999 (EPBC Act) because only very small areas remain intact, the majority of which are on private land.

The environmental assets found in the Shire can be categorised by the Bioregions in which they are found. Bioregions reflect natural boundaries and relationships between biodiversity assets and natural resource based activities. Four Bioregions are found in the Shire; Victorian Volcanic Plain (VVP), Warrnambool Plain, Otway Plain and the Otway Ranges.

#### **Victorian Volcanic Plain (VVP) Bioregion**

Colac Otway Shire covers in excess of 900 square kilometres of the VVP that once supported large tracts of the Ecological Vegetation Community (EVC) Plains Native Grassland and Plains Grassy Woodland vegetation. These are now restricted to tiny areas on roadsides, the margins of the region's brackish and saline lakes and scattered small remnants (usually highly degraded) on private land.

These Endangered EVC's have been almost totally lost throughout their Victorian range, with only 2.3% of the original Plains Grassy Woodlands remaining (and most of that highly degraded by grazing and weeds), while less than 1.3% of Plains Native Grasslands still exist (DSE 2002). The recent listing of this EVC under federal legislation as a protected plant community indicates that the flora and fauna of this bioregion are some of the most threatened in Australia (Tonkinson 2007). The VVP also hosts internationally protected Ramsar Lakes supporting several rare and threatened waterbirds.

#### **Warrnambool Plain (WP) Bioregion**

The Warrnambool Plain extends into a relatively small area of the Shire from the west and is often referred to as the Coastal Plain. The identifying features of the Warrnambool Plain are nutrient deficient soils over low calcareous dune formations. Much of the limestone has been overlain by more recent sediments, and between the limestone dunes, areas of swamplands are characterised by highly fertile peats and seasonal inundation.

#### **Otway Plain (OP) Bioregion**

Similar to the VVP, the Otway Plain covers over 900 square kilometres of the Shire. This bioregion includes coastal plains and dunes, foothills with river valleys and swamps in the lowlands. The upper terrain supports Lowland Forest and Heathy Woodland ecosystems, whereas the floodplains and swamps predominantly contain Grassy Woodland and Floodplain Riparian Woodland. Much of this vegetation remains intact on private land and protected in Crown land.

#### **Otway Ranges (OR) Bioregion**

The largest, and most protected, bioregion within the Shire is the Otway Ranges. Consisting of moderately steep slopes and moist gullies, this bioregion supports Shrubby Wet Forest and Cool Temperate Rainforest ecosystems on the higher slopes; and Shrubby Foothill Forest on the lower slopes. Large intact examples of these vegetation communities are found in the Shire and remain well protected as over 50% are found in the Great Otway National Park.

#### **Environment Assets**

Due to the large amount of clearing there are a number of listed threatened flora and fauna species in the region. Some of the threatened species are listed as threatened in Victoria and some of them are also listed as threatened at the national level due to a greater likelihood of extinction (e.g. Spiny Rice flower).

A large proportion of the Otway Ranges bioregion is protected by being in the Great Otway National Park. This ensures protection of many high value waterways that flow to the sea from the Otway Ranges. However, it is worth noting that the Ramsar Lakes located in the VVP bioregion are surrounded by farm land. Therefore, these environmental assets face more significant threat of degradation than those located within the national park.

### 2.2.2 Major rivers, lakes, creeks and reservoirs

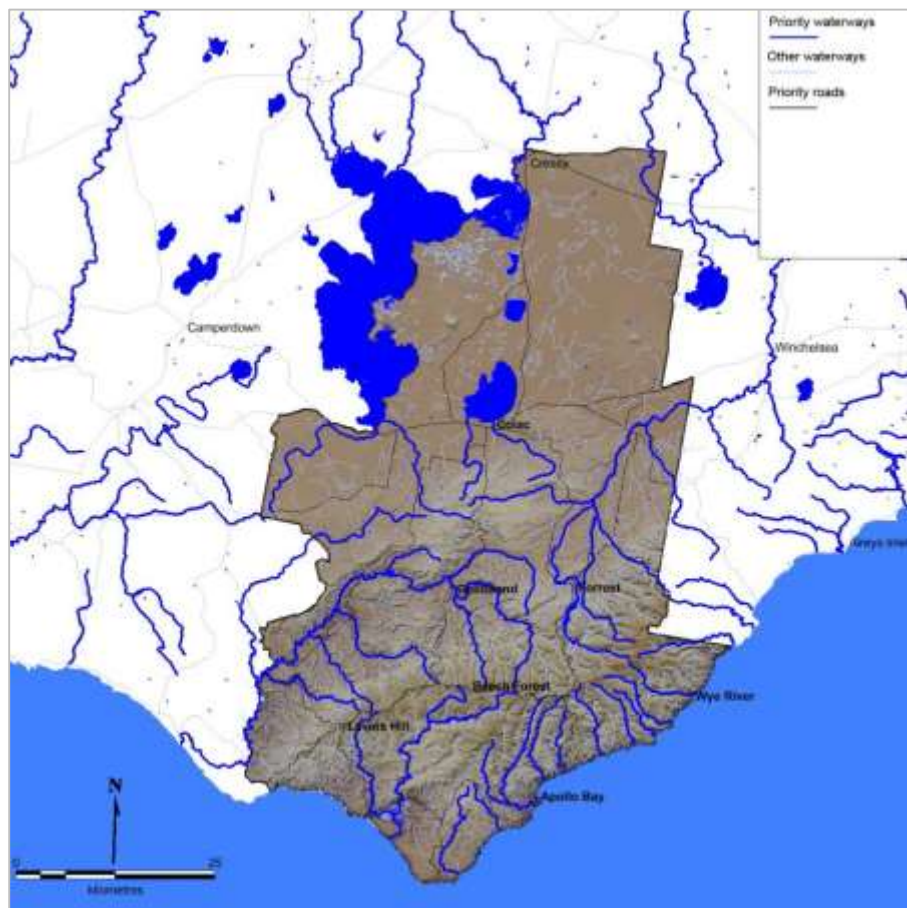
Colac Otway Shire has many rivers, lakes, creeks and reservoirs, key waterways are identified in the following table.

**Figure 3 - Table of Waterways within Colac Otway Shire**

Rivers	Creeks	Lakes	Reservoirs
Aire River	Atkins Creek	Lake Beeac	West Gellibrand Reservoir
Barham River	Barongarook Creek	Lake Colac	West Barwon Reservoir
Barwon River East Branch		Lake Cundare	Olangolah Reservoir
Barwon River West Branch		Lake Elizabeth	Arkins Creek Weir
Carlisle River			
Gellibrand River			

Refer to Colac Otway Shire Municipal Flood Emergency Plan for history of floods within Shire.

**Figure 4 - Map of Waterways within Colac Otway Shire**



To access the interoperable Colac Otway Shire WebGIS portal with up to date mapping information for priority waterways within Colac Otway Shire. Click [HERE](#)

Source: PRIORITY\_RIVERS- Department of Environment and Primary Industries – 29/10/2013

## 2.3 Infrastructure

The Shire has excellent access to the Melbourne and Avalon Airports. This transport network provides the Shire and its industries excellent access to both domestic and international markets.

### Major Roads

Major roads within Colac Otway Shire include:

- Princes Highway
- Great Ocean Road
- Hamilton Highway
- Colac-Ballararat Road
- Colac-Apollo Bay Road
- Colac-Lavers Hill Road
- Carlisle River Road
- Cobden Road

Figure 5 - Map of Road Network within Colac Otway Shire



To access the interoperable Colac Otway Shire WebGIS portal with up to date mapping information for the road network within Colac Otway Shire. Click [HERE](#)

Source: TR\_ROAD – Department of Environment and Primary Industries – 27/6/2014

### Rail

The VLine passenger service from Melbourne to Warrnambool runs through the shire parallel to the Princes Highway stopping in Birregurra and Colac regularly throughout each day. Regular freight services also use this line.

## 2.4 Industry

The Shire provides diverse employment opportunities through a range of primary industries, tourism and commercial and community services. The region is well supplied with existing infrastructure in terms of power and water and is well placed to take advantage of future proposals to extend the natural gas grid.

Tourism is an important industry, especially in the southern section along the Great Ocean Road. The Shire has two main townships, with many small villages and localities. The only city is Colac, which serves as an administrative, retail and commercial centre. The other major township is Apollo Bay, which serves as the major tourism centre.

The five major industry sectors (REMPPLAN June 2017) are:

- Manufacturing (1,440 persons or 14.6%)
- Health Care and Social Assistance (1,341 persons or 13.6%)
- Agriculture, Forestry & Fishing (1,284 persons or 13.0%)
- Tourism (946 persons or 9.6%)
- Retail Trade (840 persons or 8.5%)

In combination, these five industries employ a total of 5,851 people or approx. 60% of the employed resident population.

## 2.5 Demography

The Shire is a cool temperature zone with the temperature averaging 26°C in summer and 12°C in winter. The average annual rainfall is 729mm for Colac and 1937 mm for Weeaprounah.

Colac Otway Shire has a population of approximately 20,972 people. The seasonal variation in population along the coast can be significant.

**Figure 6 - Population Distribution throughout Colac Otway Shire**

Town	Population
Apollo Bay	1596
Marengo	237
Birregurra	828
Beeac	371
Beech Forest	80
Lavers Hill/ Carlisle River	214
Colac/Elliminyt	12,251
Cressy	176
Cororooke	307
Forrest	230
Gellibrand	210
Skenes Creek	175
Wye River/Separation Creek/ Kennett River	44
Other Regional Areas	4253
<b>Total Population</b>	<b>20972</b>

Source: Australian Bureau of Statistics. Census of Population and Housing 2016;

Colac Otway Shire's population increases considerably during the summer and school holiday periods. For the year ended March 2018 the Colac Otway Shire received a total of 1.139m visitors which is an increase of 49.3% since March 2014.

The breakdown of visitors for year ending March 18 was 405k Domestic Overnight Visitors, 75.2k International Overnight visitors and 658 Domestic Day trip visitors. Both the International (2 nights) and Domestic (2.8 nights) average length of stay has also increased over the past four years.

(Source: Data Insights Visitation Report, March 2018)

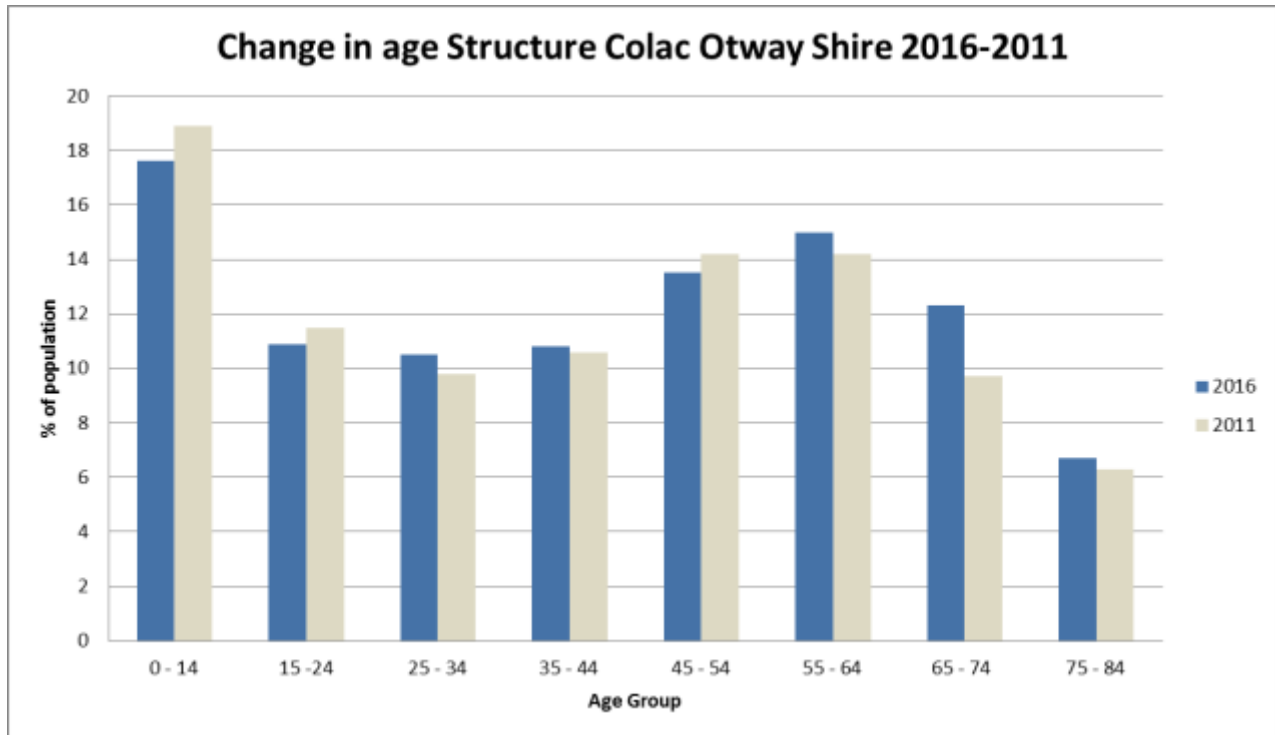
The following table and graph show the change in age structure of people in Colac Otway Shire between 2011 and 2016. It also shows that the median age of people in Colac Otway Shire in 2016 was 44 years, children aged 0-14 years made up 17.6% of the population and people aged 65 years and over made up 19% of the population a much higher figure than the Australian average of 13.7%.

**Figure 7 - Age Structure for Colac Otway Shire 2016**

Age	Colac Otway Shire	%	Victoria	%	Australia	%
<i>people</i>						
0 to 4	1,166	5.6	6.3		6.3	
5 to 9	1,267	6.0	6.2		6.4	
10 to 14	1,262	6.0	5.8		6	
15 to 19	1,191	5.7	6.0		6.1	
20 to 24	1,081	5.2	7.0		6.7	
25 to 29	1,105	5.3	7.4		7.1	
30 to 34	1,095	5.2	7.6		7.3	
35 to 39	1,055	5.0	6.8		6.7	
40 to 44	1,215	5.8	6.8		6.8	
45 to 49	1,386	6.6	6.8		6.8	
50 to 54	1,437	6.9	6.4		6.5	
55 to 59	1,556	7.4	7.1		6.2	
60 to 64	1,593	7.6	5.4		5.6	
65 to 69	1,464	7.0	4.9		5.1	
70 to 74	1,105	5.3	3.7		3.8	
75 to 79	832	4	2.8		2.8	
80 to 84	566	2.70	2.0		2.0	
85 and over	585	2.8	2.2		2.1	
median age		44				

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

Figure 8 - Change in Age Structure Colac Otway Shire 2016/2011



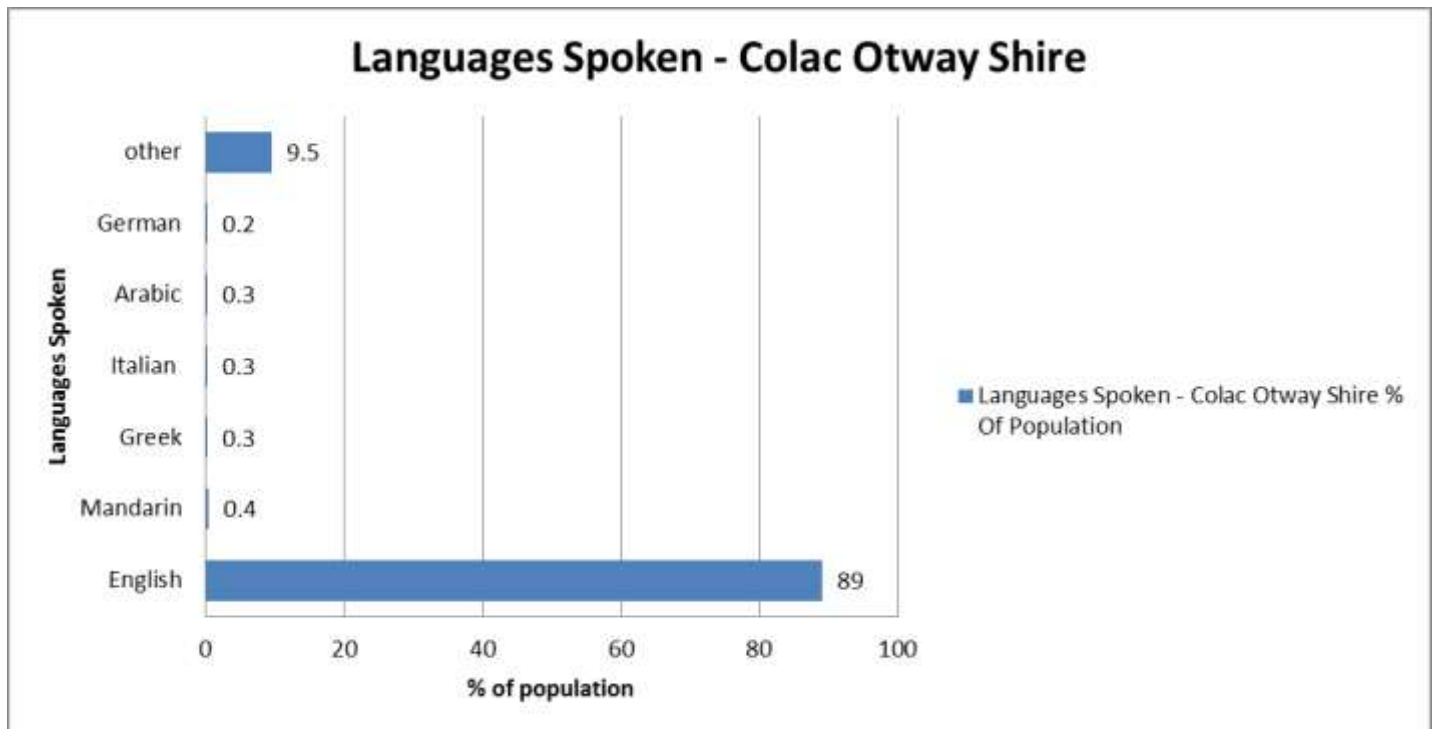
Source: Australian Bureau of Statistics. Census of Population and Housing 2016

Figure 9 - Languages Spoken by Colac Otway Shire Residents

Language, top responses (other than English)	Colac Otway Shire %	Victoria %	Australia %
Mandarin	0.4	3.2	2.5
Italian	0.3	1.9	1.2
Arabic	0.3	1.3	1.4
Persian/Dari	0.3	0.6	0.5
Greek	0.3	1.9	1
Filipino/Tagalog	0.2	0.7	0.8
German	0.2	0.3	0.3
English only spoken at home	89	67	72.7

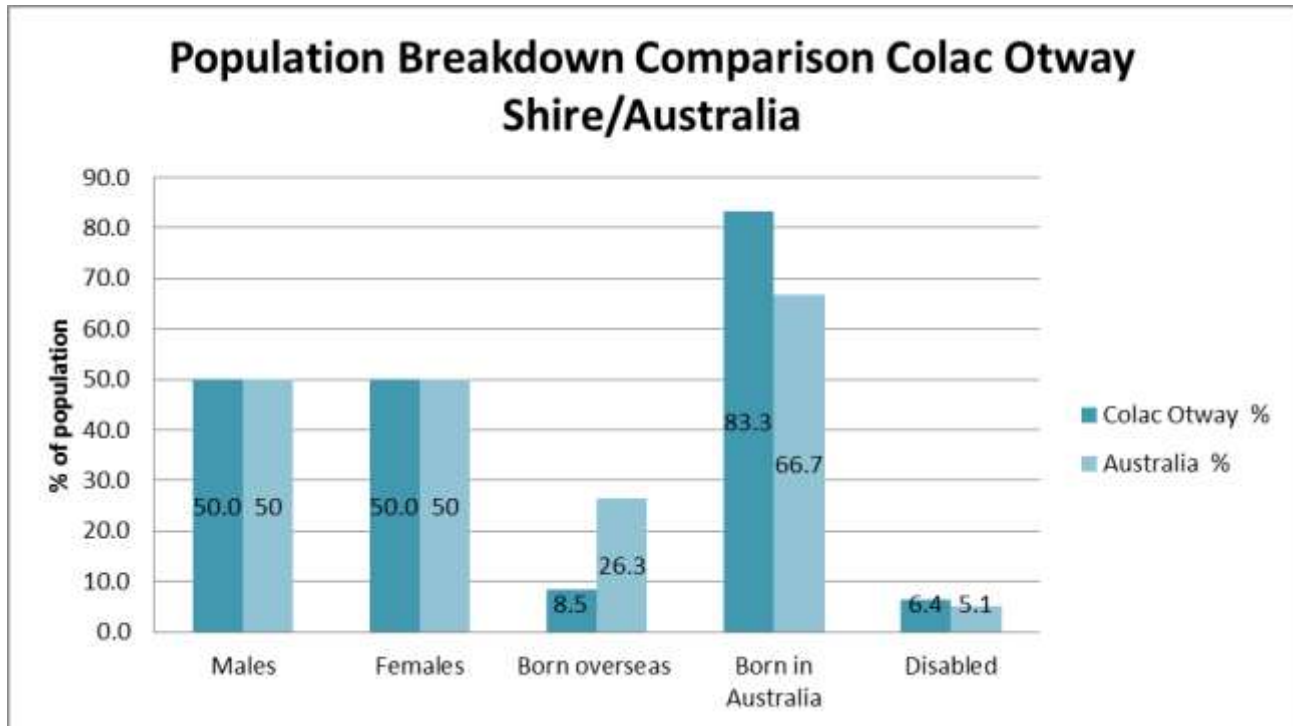
Source: Australian Bureau of Statistics. Census of Population and Housing 2016

Figure 10 - Languages Spoken in Colac Otway Shire - % Population



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

Figure 11 - Population breakdown comparison Colac Otway Shire/Australia



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

## 2.6 Special Needs Groups

Community groups such as Senior Citizens, Adult Day Care Services, kindergarten, primary and secondary schools, Mobile Child Care Services, Residential Services including Aged Care, home-based special medical needs, intellectual and physical disability facilities, all require special consideration during emergencies. These services are located throughout the Shire.



## 2.7 Vulnerable Persons

During an emergency or imminent threat of an emergency, special consideration must be given to the evacuation of vulnerable people in the community.

A vulnerable person is an individual who is socially isolated and without any other supports. Other factors that may be considered when assessing an individual's vulnerability include:

- Lives alone and has additional needs and/or lives with an individual with similar or greater level of additional needs.
- Physical dependence.
- Inability to make an independent decision due to cognitive or other impairment.
- Geographic isolation.

It is likely that more time, resources, support and assistance will be required to safely evacuate vulnerable people in the community and in facilities, such as hospitals, aged care facilities and educational facilities.

These facilities should have existing evacuation plans in place to undertake an evacuation if necessary. However, such plans must not rely on the availability of emergency service personnel to undertake the evacuation.

Some people living in the community may be unable to activate their own evacuation plan without support and a small number who do not have a personal support network will require assistance to safely evacuate.

The Department of Health and Human Services, in conjunction with municipal councils, and other support agencies will provide tailored advice to vulnerable people. This advice will include the need to develop personal safety plans with an emphasis on leaving early and identification of appropriate support to do so.

The Department of Health and Human Services Vulnerable Persons in Emergency Policy provides further guidance on planning for the needs of vulnerable people.

### 2.7.1 Vulnerable Persons Register

Colac Otway Shire Council coordinates a local Vulnerable Persons Register as per Department of Health and Human Services (DHHS) guidelines. Council has identified vulnerable individuals across the municipality through Older Person's and Ability Support Services (OPASS) services. A database of these individuals is maintained through the municipal council administered CrisisWorks emergency management system.

DHHS funded agencies are responsible for entering and maintaining information for any of their clients who have been identified as vulnerable. The *Vulnerable Persons Registers* is accessible to authorised Victoria Police representatives, for consideration in planning and exercising, and for responding to emergencies. The *Vulnerable Persons Register* records the location of the vulnerable person as well as any special requirements in order to facilitate the evacuation of that person.

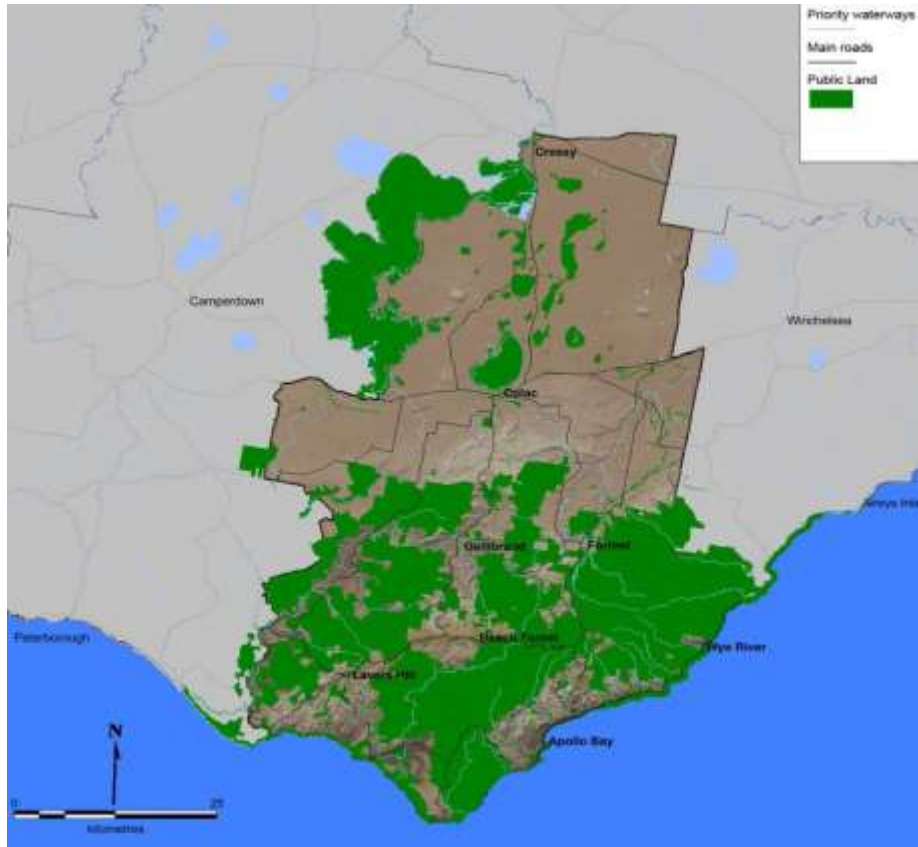
### 2.7.2 Facilities Register - Vulnerable People

Council maintains a register of facilities, where vulnerable people are likely to be found, for example, aged care facilities, hospitals, schools and childcare centres. This list is provided in [Appendix 5 – Register of Facilities – Vulnerable People or is available on CrisisWorks](#).

## 2.8 Maps

A set of detailed maps covering this area can be found at <http://www.ubspatial.com.au/cos/> alternatively refer to Spatial Visions VICMAP Book South West Region for a complete coverage of Colac Otway Shire. Hardcopies are available at <https://spatialvision.com.au/vicmap-books/>.

Figure 12 - Map Showing Public Land within Colac Otway Shire



To access the interoperable Colac Otway Shire WebGIS portal with up to date mapping information for public land within Colac Otway Shire, Click [here](#).

Source: PLMGEN - Department of Environment and Primary Industries – 16/1/2014

### Access to GIS Mapping

Colac Otway shire uses a variety of GIS Mapping systems

- i) MapInfo Pro and MapInfo Exponent for internal use
- ii) Colac Otway Shire Interoperable WebGIS portal for internal and public use

Emergency management staff have received training and have full access to a combination of these systems. CrisisWorks, a WebGIS portal used by many other local government organisations, is the main mapping tool to be used in the Municipal Emergency Coordination Centre. Additional WebGIS products developed by Emergency Management Victoria (i.e. Vic Emergency Mapping, EMCOP etc.) will also be available for use in the Municipal Emergency Coordination Centre. Contact details for Councils GIS Coordinator are included in Appendix 2.

Figure 13 - Map of Geographic Area Covered by Colac Otway Shire



Source: Colac Otway Shire - Chris Cook 2004

## 2.9 History of Emergencies

History shows that the Shire is prone to fires both in the grasslands in the north and the forested areas throughout the south. From early in the century the Shire has suffered significant losses of life, property and livestock in the significant fires of 1919, 1939, 1944, 1977, the Ash Wednesday Fire of 1983, and more recently the Christmas Day fires in Wye River and Separation Creek Fires in 2015.

Furthermore the Shire is home to significant catchments vulnerable to flood events and steep topography susceptible to landslip. Most recently the Shire suffered the significant flood events of 2016 with subsequent multiple landslip incidents recorded along the Great Ocean Road.

Bass Strait, which forms the southern boundary of the Shire, has a history of maritime disasters dating back to the settlement of Victoria. With improvements in maritime technology and navigation, the risk of shipwreck has somewhat diminished although the potential for emergencies including oil spills at sea is ever present.

The extensive road network within the Shire includes the Hamilton Highway, Princes Highway and Great Ocean Road and many other roads that have increasing amount of tourist traffic. The risk of road accidents is ever present and occurs regularly.

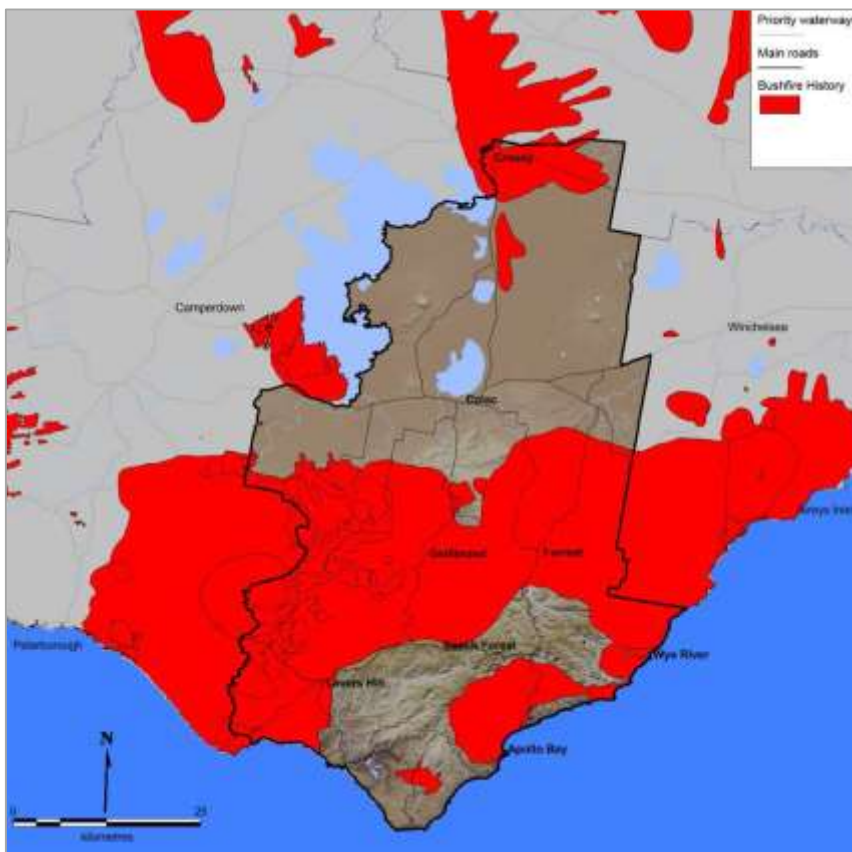
**Figure 14 - Major Fire History for Colac Otway Shire**

Date	Event
6 February 1851	Black Thursday: fires covered a quarter of Victoria, including country between Geelong and Ballarat.
March 1881	Bushfires 'raged' between Colac and Gerangamete and near Birregurra and the Otway Ranges.
4-5 January 1886	Major fires in the Otway Ranges, Colac and Heytesbury regions.
1914	Major fires in the Otway Ranges, Beech Forest and areas south of Colac.
February 1898	Bushfires from Cape Otway forest extended to Anglesea.
February 1901	Extensive fires reported at Birregurra and in the Geelong region. Several people lost their lives in the Birregurra fire.
1914	Fires reported in Otway Ranges, Beech Forest and 'forest south of Colac'
1 February – 1 March 1919	Major fires in the Otway Ranges: three fatalities, many homes destroyed and large areas of forest burnt.
24 November 1919	Fires destroy 120,000 ha in the Otway Ranges and Grampians.
January-February 1932	Widespread fires including Beech Forest, Cape Otway & Benwerrin
13 January 1939	Black Friday: major fires recorded in the Otway Ranges and many other parts of Victoria.
14 January – 14 February 1944	Major fires across Western District: 15-20 fatalities.
16 January 1962	Fires in Otway Ranges: 2,024 ha. destroyed.
21 February 1965	Fires in Otway Ranges: 12,000 ha. destroyed.
23 November 1966	Fires in the Otway Ranges, Modewarre, Wurdale and Anglesea -15,000 ha. destroyed.
11 Jan 1968	Fire in South Colac - 810 ha. destroyed.

6 Feb 1968	Fire on north side of Lorne: 1215 ha. destroyed.
12 February 1977	Grass fires in Cressy destroy 42,000 ha. Three fatalities recorded, 10 homes lost and other buildings destroyed. Grass fires in Werneth destroyed the State School, tennis centre and a large number of outbuildings. Beeac fire
16 February 1983	Ash Wednesday: Major fires originating at Deans Marsh result in 3 fatalities, the loss of approximately 41000 ha (mainly forest) and the destruction of 729 dwellings.
March 1998	Yeodene peat fire – repeated outbreaks over a number of years were contained close to the site, however in 1998 an outbreak escaped the site and burnt over 300 hectares, being stopped on the Barwon River flats.
2 February 2001	Wingeel Plains Fires destroyed 2000 ha.
15 September 2002	Chapple Vale fire destroyed 786 ha.
25 December 2015	The Christmas Day fires of 2015 in Wye River and Separation Creek saw the loss of 109 houses. The fire was started by lightning in inaccessible country a week prior. It burnt over a number of weeks and when finally extinguished the fire had burnt through 2600 hectares of the Otway Ranges and destroyed 116 houses in Wye River and Separation Creek.
18 January 2018	Dreeite Fires 423 ha burnt, 2 unoccupied house lost along with substantial farming infrastructure.
December 2019 – January 2020	Several lightning strikes started numerous small fires (<30 ha) near Gellibrand and Carlisle River. Largest fire near Gellibrand predominately within Great National Park - 340 hectares.

Source: Otway District Strategic Fire Management Plan (2017 -2020) - Version 1.5

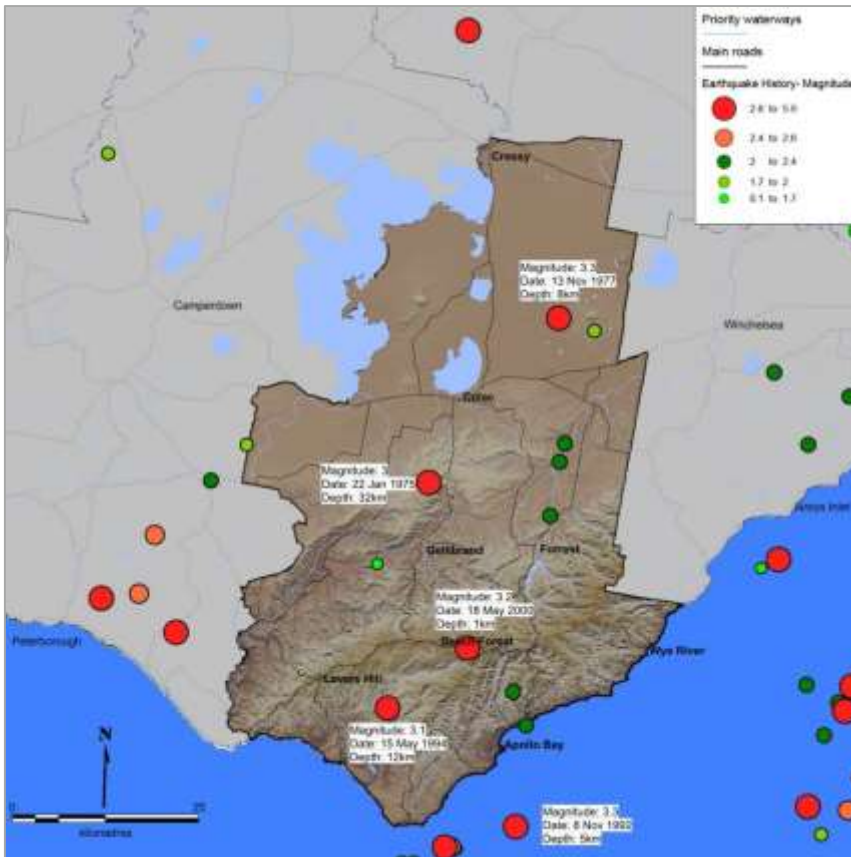
Figure 15 - Map Showing Bushfire History for Colac Otway Shire



To access the interoperable Colac Otway Shire WebGIS portal with up to date mapping information for bushfire history within Colac Otway Shire. Click [Here](#).

Source: FIRE\_HISTORY – Department of Environment and Primary Industries – 27/12/2013

Figure 16 - Map Showing Earthquake History for Colac Otway Shire



To access the interoperable Colac Otway Shire WebGIS portal with up to date mapping information for earthquake history within Colac Otway Shire. Click [HERE](#)

Source: Earthquake History – Geoscience Australia – 09/01/2013

## PART 3 – PLANNING ARRANGEMENTS

### 3.1 Introduction

This section details the planning arrangements for the management of emergencies within the Colac Otway Shire. It identifies specific emergency management roles and responsibilities and the emergency management planning committee structure that oversees emergency management arrangements.

Many of the following arrangements are requirements under the Emergency Management Act 1986; however, the primary purposes of the arrangements are to meet the needs of emergency affected communities.

### 3.2 Municipal Emergency Management Functions

The *Emergency Management Act 1986*, the *Emergency Management Act 2013* and the *Local Government Act 1989*, identifies that councils play a critical role in Victoria's emergency management arrangements and systems.

Councils have emergency management responsibilities as they are the closest level of government to their communities and have access to specialised local knowledge about the environmental and demographic features of the municipality.

People will naturally seek help from their local council and emergency management agencies during emergencies and the recovery process.

The Colac Otway Shire Council is responsible for the management of municipal resources and the coordination of community support to counter the effects of an emergency during both the response to and recovery from emergencies. Emergency management responsibilities of Council include:

- The provision of emergency relief to combatants and affected persons during the response phase.
- The provision of supplementary supply (resources) to control and relief agencies during response and recovery.
- Municipal assistance to agencies during the response to and recovery from emergencies.
- The assessment of the impact of the emergency.
- Recovery activities within the municipality, in consultation with the Department of Human Services.

### 3.3 Victorian Arrangements

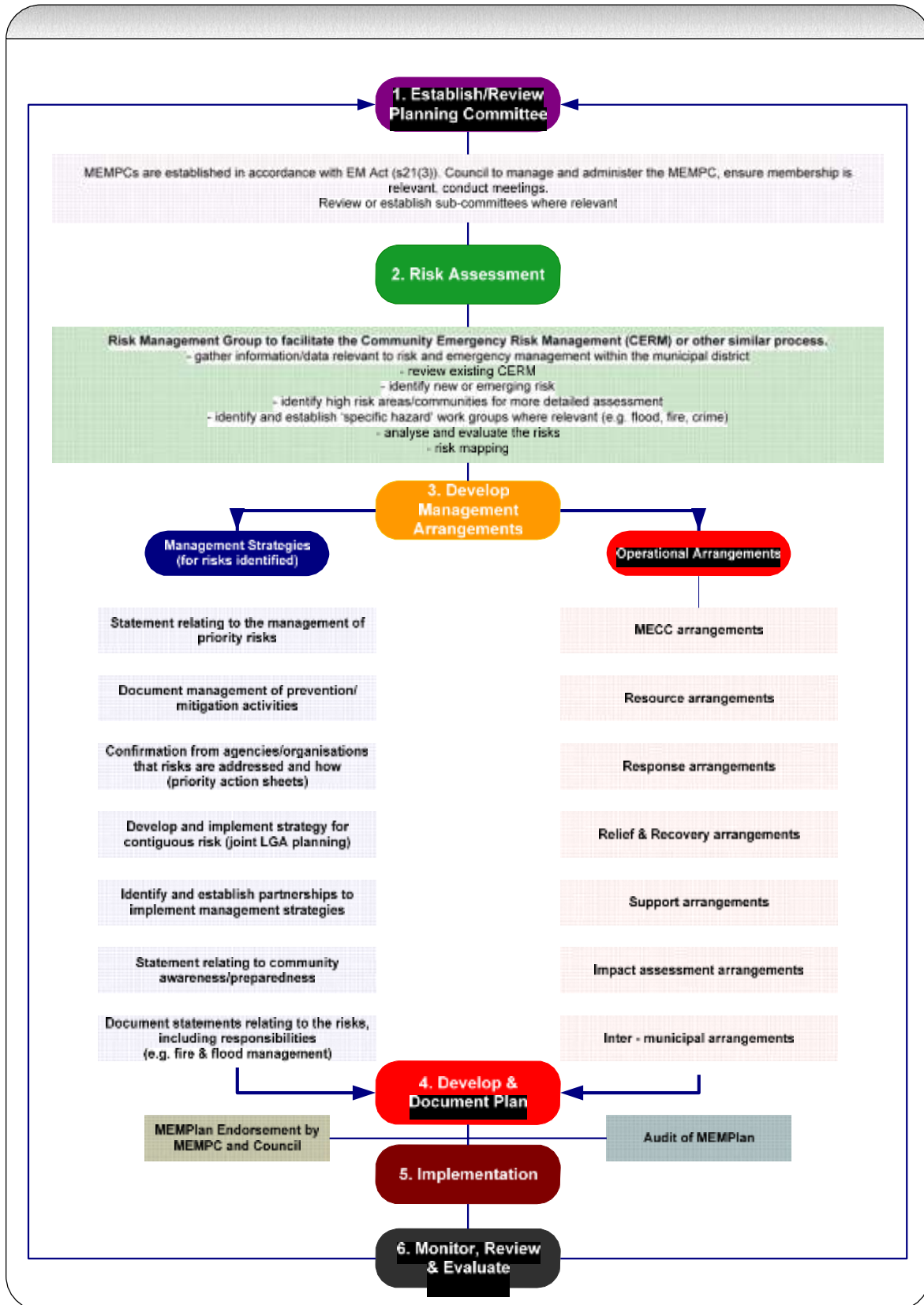
In Victoria, emergency management planning is conducted at three levels, state, regional and municipal. Part 1 of the EMMV describes the principal planning communities for emergency management in Victoria.

The framework for the management for all types of emergencies in Victoria is provided by the Emergency Management Act 1986, the Emergency Management Act 2013 and the State Emergency Response and Recovery planning arrangements contained in the EMMV.

### 3.4 Emergency Management Planning Process

The emergency management planning process can be seen as a series of steps that results in the development, maintenance and refinement of an emergency management plan. The following diagram illustrates the continuous nature of the planning process in detail

Figure 17 – Detailed Municipal Emergency Management Planning Process



Source: Part 6 EMMV



### 3.5 Municipal Emergency Management Planning Committee

The Colac Otway Shire MEMPC has been established pursuant to *Sections 21(3) and (4)* of the *Emergency Management Act 1986*.

The MEMPC is one component of a broader structure that enables appropriate planning, response and recovery activities and arrangements at local and regional levels, with sub-committees and working groups who are responsible for planning for fire management, flood management, and relief and recovery.

Figure 18 shows the MEMPC committee structure and the vertical and horizontal links to other committees.

#### 3.5.1 Role of the Municipal Emergency Management Planning Committee

It is not the MEMPC's role to manage emergencies. This is the responsibility of agencies and personnel identified under the Victorian State Response and Recovery Arrangements.

The MEMPC is required to prepare the Municipal Emergency Management Plan as per the *Emergency Management Act 1986*. The ongoing role of the committee is to:

- Develop and maintain the MEMP for consideration by Council.
- Review and update the MEMP annually, including review of risks and the Community Emergency Risk Assessment (CERA) as required.
- Arrange regular tests/exercises of MEMP.
- Assess and review hazards and risks facing the community.
- Call an out of session meeting following an emergency incident or change to the plan.
- When necessary, form specialist sub-committees or working groups of the MEMPC
- Prepare risk specific response and recovery sub-plans for the municipal district.

The MEMPC is chaired by the Municipal Emergency Manager and the Executive Officer role is undertaken by Councils Municipal Emergency Management Coordinator.

#### 3.5.2 MEMPC Terms of Reference

Terms of reference for the committee have been developed and are provided at [Appendix 6 – MEMPC Terms of Reference](#)

#### 3.5.3 MEMPC Membership

The membership of the MEMPC consists of representatives of the following organisations:

- Victoria Police (VICPOL)
- Victoria State Emergency Service (VICSES) – South West Region.
- Country Fire Authority (CFA) – District 6.
- Department of Health and Human Services (DHHS).
- Colac Otway Shire – Municipal Emergency Manager (MEM), Municipal Emergency Resource Officer (MERO), Municipal Recovery Manager (MRM), Municipal Fire Prevention Officer (MFPO) and nominated Councillors.
- Ambulance Victoria (AV).
- Department of Environment Land, Water and Planning (DELWP).
- Powercor.
- Barwon Water.
- Department of Transport (Regional Roads Victoria – South West Region).
- Parks Victoria.
- Department of Jobs, Precincts and Regions (DJPR)

- Representatives of other organisations may be co-opted to the MEMPC as required:
  - Wannon Water.
  - Colac Area Health.
  - Great Ocean Road Health
  - Red Cross.
  - Telstra.
  - V/Line.
  - Gas Authorities.
  - Environment Protection Authority.
  - VCC Emergencies Ministry

The MEMPC contact list is updated quarterly post MEMPC meetings by the Executive Officer of the MEMPC. Contact details are included in [Appendix 3 – Municipal Emergency Planning Committee Members](#)

**Figure 18 - Colac Otway Shire Emergency Management Committee Structure**



### 3.5.4 Frequency of MEMPC Meetings

The Colac Otway Shire MEMPC meet quarterly. Extraordinary meetings may be called by the MEMPC should a significant event occur within the municipality. A record of MEMPC meetings is provided at [Appendix 7 – Meeting and Training Log](#)

### 3.6 MEMPC Sub-Committees

The MEMPC Committee has four specialist sub-committees currently undertaking specific work.

1. Municipal Fire Management Planning Committee (MFMP) – ToR **CM9: D19/52068**
  - a. Responsible for development and review of the Municipal Fire Management Plan (MFMP).

2. Cross Council Relief and Recovery Sub-committee. ToR **CM9: D12/65712**
  - a. Responsible for the development of Relief and Recovery Plans that address:
    - i. Roles and responsibilities of three councils.
    - ii. Planning and preparedness.
    - iii. Activation processes.
    - iv. Support arrangements.
3. Events Sub-Committee ToR **CM9: D13/41205**
  - a. Responsible for reviewing the CFA/DELWP Event Management and Wildfire Trial Guidelines.
  - b. Overseeing broader emergency management for events.
4. Community Emergency Risk Assessment (CERA) Working Group
  - a. Responsible for the development and review of the CERA.

### **3.7 Emergency Management Group (EMG)**

Colac Otway Shire convenes an internal Emergency Management Group (EMG) to manage day to day emergency management duties and promote emergency management within the organisation. This group meets fortnightly during the Declared Fire Danger Period and monthly throughout the rest of the year.

The EMG comprises:

- Municipal Emergency Manager (MEM).
- Municipal Emergency Resource Officers (MERO).
- Municipal Recovery Manager (MRM).
- Deputy MRM.
- Municipal Fire Prevention Officer (MFPO).
- Manager Information Services.

Other Council officers can be co-opted to the group as required. The EMG is chaired by the MEM.

### **3.8 Environment and Community Safety Unit**

Council's Environment and Community Safety (E&CS) Department has the role of ensuring appropriate prevention and preparedness mechanisms and processes are in place for emergency response, relief and recovery.

The E&CS Department is integral to Council's capacity to establish a coordinated approach in identifying and mitigating risks, preventing, planning for, responding to, and recovering from emergencies.

The E&CS Department sits within Council's Development & Community Services Division and includes staff whose primary role is emergency management and community safety. These include the Manager for E&CS, the Municipal Emergency Management Coordinator, Municipal Fire Prevention Officer (MFPO) and Assistant MFPOs.

The Manager for E&CS Division along with the Municipal Emergency Management Coordinator perform the roles Municipal Emergency Resource Officer (MERO) and deputy MERO respectively. The E&CS Division in turn works closely with the Municipal Recovery Manager (MRM), Municipal Emergency Response Coordinator (MERC), and key stakeholders to develop plans and prepare for emergency events.

### **3.9 Audit Requirements for the Plan**

#### **3.10 Audit of the Plan**

The plan is audited pursuant to *Section 21A* of the *Emergency Management Act 1986* by the Chief

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Officer, Victoria State Emergency Service every three years.

The MEMPC is responsible for ensuring the plan complies with the guidelines. The Act also requires that the auditor obtain comments on each municipal plan from the Regional Emergency Response Planning Committee and the Regional Recovery Committee.

### **3.11 Response to Audit**

Under *Section 21A (3)* of the *Emergency Management Act*, each municipal council must respond in writing to an audit report within three months of receiving it. If the audit is qualified, Councils should indicate in their response how they intend to remedy any deficiencies.

### **3.12 Maintenance Review and Testing of the Plan**

#### **3.12.1 Authority**

This Plan was developed by the Colac Otway Shire MEMPC, formed under the authority of the Colac Otway Shire Council, pursuant to *Part 4, Section 20* of the *Emergency Management Act 1986*.

Council endorses this Plan on the basis of advice provided by the MEMPC. This plan is administered by the Municipal Emergency Management Coordinator. All enquiries can be directed to:

Municipal Emergency Management Coordinator  
Colac Otway Shire Council  
PO Box 283  
Colac VIC 3250

#### **3.12.2 Review of the Plan**

This plan will be reviewed annually or after an emergency or exercise where the plan has been utilised.

Organisations and departments delegated with responsibilities in the plan are required to notify the Municipal Emergency Resources Officer (MERO) of any required changes.

Council will check all contact numbers and names contained within the various parts of the plan biannually (every six months). The Municipal Emergency Resource Officer (MERO) and the Municipal Recovery Manager (MRM) will ensure that these bi-annual checks/updates are completed. The MEMPC contact list will be updated quarterly after each MEMPC meeting.

A major review will be undertaken by a working group made up of members of the MEMPC prior to the regulated audit of the plan (every three years). A major Community Emergency Risk Assessment review will coincide with the major plan review. This process is instrumental in identifying emergency risks that could impact on the Colac Otway Shire.

It is the responsibility of the Municipal Emergency Manager (MEM) to ensure that all facets of the Plan, including terminology, are updated on a regular basis. Minutes of meetings will be taken and kept on record.

The Municipal Emergency Management Coordinator will support the MEM in the role of MEMPC caretaker. Any amendments will be produced and distributed by the Colac Otway Shire Council as required. Agencies as identified on the distribution list are required to acknowledge receipt of the amendments.

Amendments will be distributed via hardcopy, pdf (via email) or CD in the mail either as inserts into sections or as a complete document depending on the nature and number of the amendments undertaken.

Amendment distributions to those organisations listed in the distribution list, as provided in [Appendix 8 – MEMP Distribution List](#) will be accompanied by a confirmation letter to be signed and returned by the recipient confirming that the amendment has been received and administered into their copy of the Plan.

A copy of this Plan will be lodged with the State Library of Victoria, as required under the *Victorian Libraries Act 1988*.

### 3.12.3 Testing and Exercising of the Plan

The MEMPC in conjunction with the Municipal Emergency Response Coordinator (MERC) is responsible for planning, implementing and conducting debriefs for test exercises. A record of training exercises is provided at [Appendix 7 – Meeting and Training Log](#).

Training will be specific and tailored to the functions being undertaken. It is the responsibility of the Colac Otway Shire to coordinate the training of Council staff with emergency management roles.

Arrangements pertaining to this Plan are tested a minimum of once per annum, under the auspices of the Colac Otway Shire MEMPC. Any procedural anomalies or shortfalls encountered during the exercises, tests or assessments will be addressed and rectified at the earliest opportunity.

### 3.13 Planning Across Boundaries

Planning for both response and recovery at the regional level is required because many emergencies traverse municipal boundaries, and because many services provided by State government agencies are administered and delivered at a regional level.

At a local level, communication of identified risks across municipal boundaries takes place through provision of MEMP plans to municipalities that border Colac Otway Shire. Every opportunity is taken to include neighbouring councils in fire management planning and relief and recovery training and exercising. Contact is also made if new risks are identified that may impact them.

#### Neighbouring Councils

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Surf Coast Shire	5236 0600	<a href="http://www.surfcoast.vic.gov.au">www.surfcoast.vic.gov.au</a>
Corangamite Shire	5593 7100	<a href="http://www.corangamite.vic.gov.au">www.corangamite.vic.gov.au</a>
Golden Plains Shire	5220 7111	<a href="http://www.goldenplains.vic.gov.au">www.goldenplains.vic.gov.au</a>

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## **PART 4 – PREVENTION/MITIGATION ARRANGEMENTS**

### **4.1 Introduction**

Emergency Risk Management is a process which aims to reduce risks within a community. This can be done by identifying the risks that a community faces, assessing the vulnerability of the community to those risks and providing options to reduce or eliminate the risks.

Emergencies of some kind or another occur every day within a municipality. The aim of emergency risk management is to promote public safety and reduce the impact of these emergencies.

### **4.2 Community Emergency Risk Assessment (CERA)**

A key element of Councils role in emergency prevention and mitigation relates to the identification of potential and man-made hazards within the municipality and plans for their mitigation and management. The principal mechanism for undertaking this hazard identification is through the CERA process.

The CERA process developed by VicSES, provides the MEMPC with a framework for considering and improving the safety and resilience of the community from hazards and emergencies.

The CERA approach aims to understand the likely impacts of a range of emergency scenarios upon community assets, values and functions. As such, CERA provides an opportunity for multiple community impacts and consequences to be considered enabling collaborative risk treatment plans and emergency preparedness measures to be described.

The outputs of the assessment process can be used to inform emergency management planning, introduce risk action plans and ensure that communities are aware of and better informed about hazards and the associated emergency risks that may affect them.

### **4.3 Development of Colac Otway Shire CERA**

The CERA process comprises a five step framework which includes Risk Assessment and Risk Treatment and has replaced the Community Emergency Risk Management (CERM) process which was utilised by Council in iterations of the MEMP previous to version 2.4. CERA is consistent with AS/NZS ISO 3100:2018 Risk Management – Principles and Guidelines.

The CERA process underpins the MEMP by providing a mechanism for the identification of hazards, the determination of risk associated with those hazards and how those risks are to be managed. The CERA process aims to reduce the incidence and impact of risks within the Colac Otway Shire community by identifying the risks that the community may face, assessing the vulnerability of those at risk and providing options, treatments and/or elimination of the risks.

It is acknowledged that some risks will span municipal boundaries. In these instances, treatments will be developed in collaboration with adjoining municipalities.

#### **Step 1 – Establish the Content**

- Establish the objectives of the CERA process.
- Define how CERA will benefit and respond to the needs of community, regional and state level stakeholders.
- Define the approach and identify key participants.
- Define the risk assessment criteria that will be used.
- Develop a municipal profile.

**Step 2 – Identify Emergency Risks**

- Through primary and secondary sources, identify and review the universe of potential emergency risks.
- Based upon historical data, loss events and other relevant analysis (VFRR, etc.) select a short list of risks for further assessment relative to the municipality.

**Step 3 – Analyse Emergency Risks**

- Estimate ratings of consequence, likelihood and mitigation/preparedness for each risk.
- For each risk – determine high-level changes required, if any, in collaborations with other municipalities and state-level agencies.
- For each relevant share attribute group, facility and/or location – estimate the level of action, if any, relative to emergency risks.

**Step 4 – Evaluate Emergency Risks**

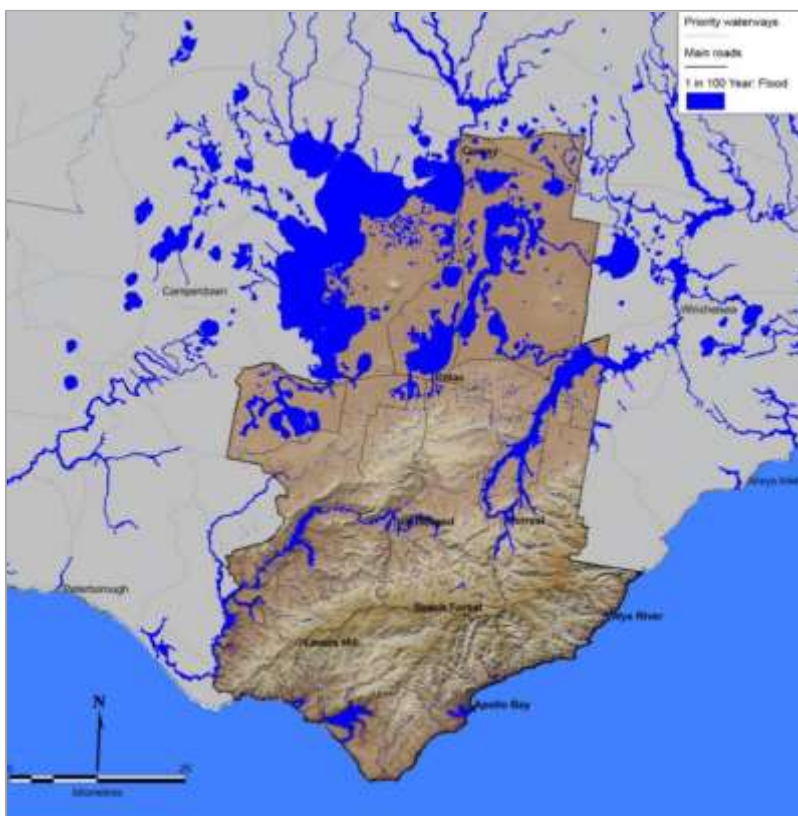
- Review the preliminary analysis to determine the extent of actions to be taken relative to risks and/or shared attribute groups.
- Determine if further in depth analysis is required for certain risks and/or shared attribute groups.
- Determine best approach, resources and participants required to develop specific actions relative to each risk.

**Step 5 – Treat Emergency Risks**

- Determine specific actions for improving controls and preparedness, generally.
- Define specific actions to enhance collaboration with other communities and/or state level agencies.
- Determine specific actions to better control/mitigate the risk and related impacts, particularly across shared attribute groups.
- Leverage the results of the CERA to inform your MEM Plan and other related documents/processes.

Given the combination of the municipality's geomorphology, history of natural disasters and the socio-demographic trends in its communities, the Colac Otway Shire potentially faces significant issues in the event of a natural or man-made disaster. The following maps provide a pictorial view of some of the risks faced by Colac Otway Shire.

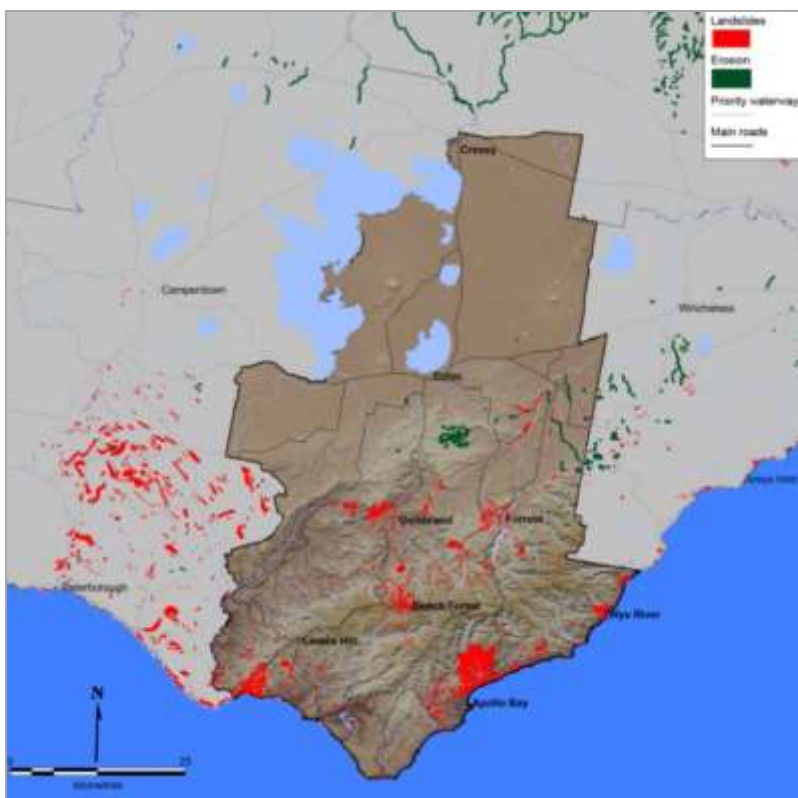
Figure 19 – Priority Waterways and 1 in 100 Year Flood Mapping



Source: EXTENT\_200Y\_ARI – Department of Environment and Primary Industries – 18/10/2013

To access the interoperable Colac Otway Shire WebGIS portal with up to date mapping information for 1 in 100 year flooding within Colac Otway Shire. Click [HERE](#)

Figure 20 – Identified Landslide and Erosion Potential



Source: Erosion; Landslides – COS/ Fed University (previously Ballarat University) - 2008

To access the interoperable Colac Otway Shire WebGIS portal with up to date mapping information for erosion and landslide history within Colac Otway Shire. Click [HERE](#)



Residual risk ratings for identified hazards are listed in the table below:

Figure 21 - CERA hazard residual risk rating table

Colac-Otway Shire Council			
17 January 2020			
Code	Risk	Ratings Confidenc	Residual Risk Rating
BF-L	Bushfire - large, regional	Med	High
Te-O1	Fire - (Residential / Industrial)	Med	High
Te-MF	Marine Pollution	Med	High
LS	Landslide	Med	High
N-O1	Severe Weather	High	High
SF-BU	Structural Failure - Building	Med	Medium
Te-O3	Hazardous Materials (spill / leak)	Med	High
N-O2	Flooding	Med	High
SS	Storm Surge	Med	High
Te-O2	Air Pollution	Med	Medium
EQ	Earthquake	Med	High
BO	Bombing / Explosion	Med	Medium
ET-HV	Heat Health	Med	Medium
I-O1	Infrastructure Failure	Med	Medium
SF-D	Structural Failure - Dam	Med	Medium
HE	Human Epidemic / Pandemic	Med	High
H-O1	Drowning	Med	High
		Select	
		Select	
		Select	

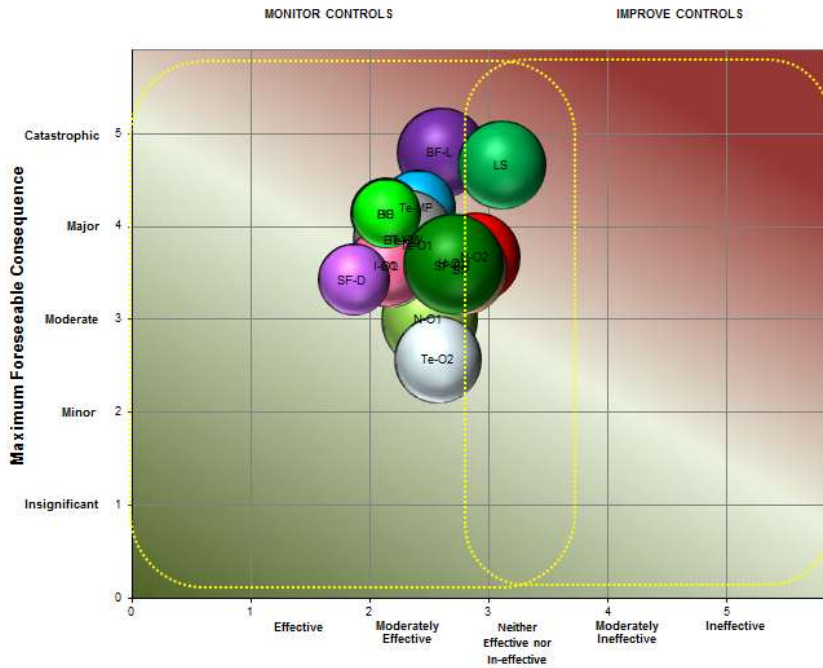
Source: CERA Assessment for Colac Otway Shire – January 2020

A risk treatment schedule and plan is contained in the Community Emergency Risk Assessment. This schedule and plan is provided in [Appendix 9 – Community Emergency Risk Assessment-](#)

The progress of implemented treatment options is monitored by the MEMPC through reports provided by the MERO and responsible agencies at MEMPC meetings.

Figure 22 – CERA heat map

Community Emergency Risk Assessment (CERA) Heat Map



**Note: Size of bubble reflects level of residual likelihood**

Source: CERA Assessment for Colac Otway Shire – January 2020

### **4.3.1 Monitoring and Review**

The CERA is subject to minor reviews lead by VicSES and will undergo a major review at least once every three years, between audits. The progress of implemented treatment options is monitored by the MEMPC through reports provided by the MERO and responsible agencies at MEMPC meetings and through the annual risk assessment process.

The cyclic review of the risk management process will result in a report provided to the MEMPC identifying any adjustments required and will also be used by the committee to identify if any amendments or updates are required to the MEMP.

This process will be administered by the Executive Officer and if required, an updated draft plan will be presented to the MEMPC for endorsement.

Once the CERA is complete the MEMPC will make the output of the CERA process available on the Colac Otway Shire website for feedback and review from the community.

## **4.4 Hazard, Exposure, Vulnerability and Resilience**

### **4.4.1 Hazard**

A hazard can be defined as a dangerous phenomenon, substance, human activity or condition that may cause loss of life, injury or other health impacts, property damage, loss of livelihoods and services, social and economic disruption, or environmental damage.

The hazards of concern to disaster risk reduction are of natural origin and related environmental and technological hazards and risks. Such hazards arise from a variety of geological, meteorological, hydrological, oceanic, biological, and technological sources, sometimes acting in combination. In technical settings, hazards are described quantitatively by the likely frequency of occurrence of different intensities for different areas, as determined from historical data or scientific analysis.

This MEMP, informed by the Community Emergency Risk Assessment, includes identified hazards which would lead to sources of risks in the Colac Otway Shire. Risk statements are generated to establish a credible relationship between a source of risk and an element of risk. An overview of this information is provided in [Appendix 9 – Community Emergency Risk Assessment](#) and detailed information is included in the CERA document held by the MEMPC Executive Officer.

### **4.4.2 Exposure**

Exposure refers to people, property, systems, or other elements present in hazard zones that are thereby subject to potential losses.

While the literature and common usage often mistakenly combine exposure and vulnerability, they are distinct. Exposure is a necessary, but not sufficient, determinant of risk. It is possible to be exposed but not vulnerable (for example by living in a floodplain but having sufficient means to modify building structure and behaviour to mitigate potential loss). However, to be vulnerable to an extreme event, it is necessary to also be exposed.

### **4.4.3 Vulnerability**

Vulnerability refers to the characteristics and circumstances of a community, system or asset that make it susceptible to the damaging effects of a hazard.

There are many aspects of vulnerability, arising from various physical, social, economic, and environmental factors. Examples may include poor design and construction of buildings, inadequate protection of assets, lack of public information and awareness, limited official

recognition of risks and preparedness measures, and disregard for wise environmental management. Vulnerability varies significantly within a community and over time.

#### **4.4.4 Resilience**

Resilience can be defined as the capacity of individuals, communities, institutions, businesses and systems to survive, adapt and thrive no matter what kind of chronic stresses and acute shocks they experience

#### **4.5 Prevention**

Prevention of emergencies includes a range of activities that require the allocation of resources (human and financial) and multi-agency support to ensure a coordinated and well planned approach to hazard mitigation and risk reduction.

Prevention takes many forms, including legislation, risk mitigation activities, programs and plans. Much of this work is integrated within everyday business and activities of services, agencies and the community.

Colac Otway Shire and key agencies develop and implement a range of plans and initiatives that ensure appropriate prevention/mitigation activities are conducted regularly. The following list are examples of plans and activities developed and implemented by Council and other agencies:

- Otway District Strategic Fire Management Plan.
- Annual Fire Prevention Program.
- Public Health and Wellbeing Plan.
- DELWP Fire Operations Plan.

#### **4.6 Preparedness**

Preparedness for emergencies includes a range of activities that require the allocation of resources (human and financial) and the support of agencies to ensure a coordinated and well planned approach.

Preparedness takes many forms, including planning, training, exercising, purchase of infrastructure and the development and implementation of programs. Whilst much of this work is integrated within the everyday business and activities of Council and agencies, community preparedness is an important component.

Colac Otway Shire, and key agencies develop and implement a range of plans and initiatives that ensure they, and the community are appropriately prepared for emergencies. The following are examples of plans and activities developed and implemented by Council and other agencies:

- Exercises and training.
- Community Information Guides.
- Municipal Relief and Recovery Plan.
- Municipal Neighbourhood Safer Places Plan – Places of Last Resort (NSP).

#### **4.7 Community Education**

Community education is a vital component of prevention and preparedness. The development of relevant and appropriate community education resources and activities empower the community and enhances their resilience through being well informed and therefore better equipped emotionally and physically for an emergency. Resilient communities are well prepared, better able to respond to and recover from the impacts of an emergency.

Colac Otway Shire together with emergency management services/agencies actively engage the community through a range of mechanisms including community programs and projects, media releases, advertisements, Councils website and Emergency Service Networks.

It is important to note that community members are also responsible for learning the potential risks of their environment and for actively planning and preparing to respond to the risks of emergencies. This includes taking action to protect themselves, their families, vulnerable members of the community and their interests. By doing so, individuals and communities build and strengthen their own resilience to emergencies.

The Colac Otway Shire Council website and social media tools will play a critical role in communicating with the broader community. In the event of an emergency, the council website [www.colacotway.vic.gov.au](http://www.colacotway.vic.gov.au) and Facebook page could be used to communicate information on the following:

- Council services.
- Emergency management planning.
- Current event information.
- Neighbourhood Safer Places.
- Public health.
- Municipal Emergency Management Plan.
- Community Emergency Risk Assessment.
- Fire prevention.
- Business continuity.
- Recovery activities.
- Planned meetings and activities.

The Colac Otway Shire has developed a Community Engagement Policy which will provide direction for engagement with the community pre, during and post emergency events. **(CM9: D 16/24548)**

## **PART 5 – RESPONSE ARRANGEMENTS**

### **5.1 Introduction**

The *Emergency Management Act 2013* defines Emergency Response as the combating of emergencies and the provision of rescue and immediate relief services.

The State Emergency Response Plan (included in the EMMV) details the response management arrangements for Victoria. Those arrangements are applicable at all levels, State, Regional and Municipal. Victorian emergency response operational arrangements are underpinned by individual agencies performing specific tasks in response to emergencies according to their legislated role, obligations and administrative arrangements.

Responses to an emergency situation generally follow accepted procedures and involve a number of activation phases. This section details Colac Otway Shire’s arrangements for response to an emergency.

#### **5.1.1 State Emergency Management Priorities**

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

The priorities are

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

The State emergency management priorities provide a framework for emergency managers to identify the priority roles and actions of agencies in an emergency response, especially where there are concurrent risks or competing priorities.

### **5.2 Coordination, Control and Collaboration Overview**

Emergency response management is based on the functions of coordination, control, command, consequence management and communications. Broadly:

- Coordination is the bringing together of agencies and resources to ensure effective response

to and recovery from emergencies.

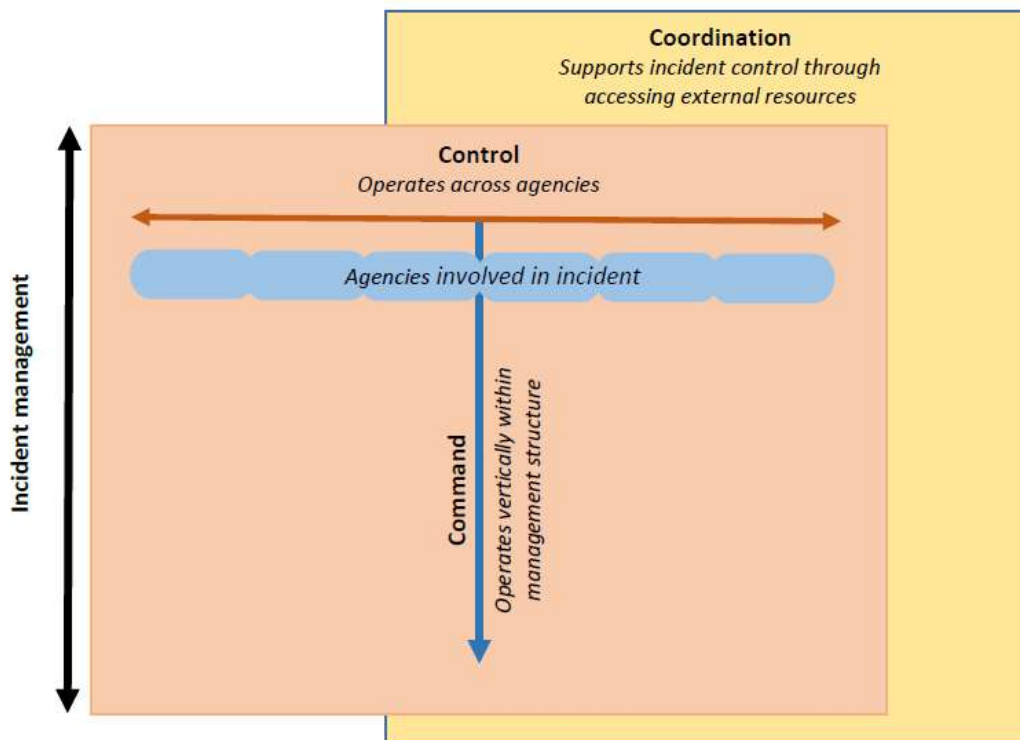
- Control is the overall direction of response activities in an emergency, operating horizontally across agencies.
- Command is the internal direction of personnel and resources, operating vertically within an agency.

Additionally, in order to meet the objectives of emergency management in Victoria, those performing the control, command and coordination functions need to ensure:

- the consequences of the emergency are managed and
- there is communication that meets the information needs of communities, stakeholders and government.

The functions of coordination, control, command, consequence management and communications are discussed further in this Part.

**Figure 23 – Conceptual depiction of the relationship between control, command and coordination in emergency response**



Source: Part 3 EMMV

## 5.3 Coordination

Coordination is the bringing together of agencies and resources to ensure effective response to and recovery from emergencies.

### 5.3.1 Response coordination

Emergency response coordinators bring together agencies and resources to support the response to emergencies. Broadly, their functions are to ensure:

- effective control arrangements have been established and are maintained to manage the response to emergencies
- effective information sharing
- the necessary resources are accessed to support the response to emergencies.

### **5.3.2 Recovery coordination**

- Emergency recovery coordinators/managers bring together agencies and resources to support the provision of relief and recovery from emergencies.

## **5.4 Control**

Control is the overall direction of response activities in an emergency, operating horizontally across agencies. In Victoria, authority for control is established in the State Emergency Response Plan, with the details listed in the EMMV Part 7 – Emergency Agency Roles.

Controllers are responsible for leading all agencies responding to the emergency. Specific arrangements apply to the appointment of controllers for Class 1 and Class 2 emergencies and for fires other than for a major fire.

The ‘line of control’ refers to the line of supervision for those appointed to perform the control function and this relates to the specific class of emergency. Controllers escalate or provide direction on control issues through the line of control.

There may be some complex emergencies which require only the coordination of the consequences of the emergency across a number of agencies with shared accountability and which do not require controllers

## **5.5 Command**

Command is the internal direction of personnel and resources, operating vertically within an agency. Each agency has a ‘chain of command’, which is the agency’s organisational hierarchy that identifies the link between each individual and their supervisor.

Each agency responding to an emergency must identify the commanders responsible for supervising agency personnel and the agency chain of command. Commanders escalate agency issues and provide direction on agency issues through the agency chain of command.

Where there is an agreed inter-agency arrangement, a functional commander may supervise personnel and resources from more than one agency.

## **5.6 Consequence Management**

The Emergency Management Commissioner is responsible for consequence management for major emergencies. Consequence management involves the coordination of the activities of agencies with a role in delivering of services to the community, with the aim of minimising the adverse consequences of emergencies on the community.

During a major emergency, all agencies including critical infrastructure providers may need to activate their business continuity arrangements in order to manage the adverse consequences of the emergency on their area of responsibility.

Consequence management should inform and be a precursor to relief and recovery activities.

## 5.7 Communications

Communications relates to communicating to the public, reporting to government and communicating with stakeholder agencies during emergencies.

Information on communicating to the public is detailed in chapter 5 of Part 3 of the EMMV

## 5.8 Levels of Emergencies and Operational Management

### 5.8.1 Major Emergencies

The State Emergency Response Plan (EMMV Section 3) categorises emergencies into three classes:

<p>Class 1 emergency</p>	<p>(a) a major fire; or</p> <p>(b) any other major emergency for which the Metropolitan Fire and Emergency Services Board, the Country Fire Authority or the Victoria State Emergency Service Authority is the control agency under the state emergency response plan.</p> <p>(Emergency Management Act 2013 section 3)</p>
<p>Class 2 emergency</p>	<p>A major emergency which is not—</p> <p>(a) a Class 1 emergency; or</p> <p>(b) a warlike act or act of terrorism, whether directed at Victoria or a part of Victoria or at any other State or Territory of the Commonwealth; or</p> <p>(c) a hi-jack, siege or riot.</p> <p>(Emergency Management Act 2013 section 3)</p>
<p>Class 3 emergency</p>	<p>For the purpose of this State Emergency Response Plan, a Class 3 emergency means a warlike act or act of terrorism, whether directed at Victoria or a part of Victoria or at any other State or Territory of the Commonwealth, or a hi-jack, siege or riot.</p> <p>Class 3 emergencies may also be referred to as security emergencies.</p>

### 5.8.2 Non-major Emergencies

Many small events that meet the definition of emergency are managed by community members or through the normal or business continuity arrangements of industry, agencies or government and the roles and responsibilities listed within this part are not applied.

## 5.9 Operational Tiers

Emergency response operations is managed through the following three operational tiers:

- state tier
- regional tier
- incident tier.



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

### 5.10 A Team Approach

The people and agencies with roles and responsibility for responding to emergencies work together in teams at the state, regional and incident tiers to ensure a collaborative and coordinated whole of government approach to the management of emergencies at each tier.

The following diagram shows the teams at each tier, the primary function that each team supports and the relationship between teams.

**Figure 24: The team structure across all operational tiers (Source EMMV Part 3)**

	Primary function supported by the team			
	Control	Response coordination		Relief and recovery coordination
		Communications	Consequence management	
State tier	State Coordination Team			
	State Control Team	Emergency Management Joint Public Information Committee	State Emergency Management Team	State Relief and Recovery Team
Regional tier	Regional Control Team	Regional Emergency Management Team		Regional Recovery Planning Committee or equivalent*
Incident tier	Incident Management Team (major emergencies)	Incident Emergency Management Team (major emergencies)		Municipal Recovery Planning Committee or equivalent*
		Incident Emergency Management Team (non-major emergencies)		

\* established as required

### 5.11 Incident Tier Teams

The incident controller will activate incident tier teams as required in anticipation of or in response to a specific incident. Incident tier arrangements apply for both non-major and major emergencies; although enhanced arrangements apply to the management of major emergencies (refer to part 3 of EMMV for arrangements during major and non-major emergencies).

### 5.12 Incident Controller

The Incident Controller’s responsibilities are to:

- Carry out the directions of the Regional Controller.
- Take charge and provide leadership for the resolution of the incident, including directing support agency commanders.
- Establish a control structure to suit the circumstances.
- Ensure timely issue of warnings and information to the community.
- Identify current and emerging risks, or threats, and implement proactive response strategies.
- Lead multi-agency planning and develop and implement an incident action plan (including objectives and strategies to manage the incident).
- Establish and manage the Incident Management Team, if required
- Establish the Incident Emergency Management Team, if required.

- Oversee the operational functioning of the Incident Control Centre, if operating.
- Ensure the timely flow of information to the:
  - Regional Controller
  - control and support agencies
  - Municipal Emergency Response Coordinator
  - Municipal Recovery Manager/Regional Recovery Coordinator
  - other stakeholder agencies.
- Continually assess the performance of the emergency response against the Incident Action Plan.
- Request appropriate resources for subordinates to achieve tasks, or adapt tasks according to available resources.
- Initiate Initial Impact Assessment and activate relief arrangements where necessary.
- Apply the EMC operational standards and incident management procedures.

### **5.13 Incident Management Team (IMT)**

The duty of an Incident Management Team (IMT) is to support the Incident Controller to perform their control function. The incident controller will establish an IMT where they require assistance to perform their control function. The IMT is usually part of an overall incident management system adopted by the agency for the specific class of emergency and which should be based on

- Flexibility
- management by objectives
- functional management
- unity of effort
- span of control.

Members of the control and support agencies providing the incident controller with support in functions that could include:

- planning
- intelligence
- public information
- operations
- investigation
- logistics
- finance

### **5.14 Incident Emergency Management Team (IEMT)**

If two or more agencies respond to an incident, the Incident Controller should form and chair an Incident Emergency Management Team (IEMT). The IEMT supports the incident controller.

Their focus is on managing the effect and consequences of the emergency.

If the Incident Controller is unable to attend or there are several disparate emergencies within the municipality, the MERC (or representative) should form and chair the IEMT.

The IEMT usually comprises:

- Incident Controller.
- MERC
- Support agency commanders (or their representatives).
- Health commander (functional commander of supporting health agencies).
- Regional or Municipal Recovery Manager.
- Emergency response coordinator (or representative).
- Other specialist persons as required.
- Local government.

The IEMT considers the efficacy of potential control strategies. The Incident Controller will task

support agency or functional commanders to implement a strategy or to provide resources in support of these strategies. Support agency commanders then implement the allocated strategy through their respective command structures, and report back to the Incident Controller as to the success or otherwise of the strategy.

The Incident Controller includes the strategies and the actions of all agencies in the Incident Action Plan. The effective operation of an IEMT relies heavily upon communication between agencies. The importance of an effective IEMT to the successful management of an emergency cannot be overstated.

### **5.15 Control and Support Agencies**

The Control and Support Agencies, and their roles and functions, for the Colac Otway Shire are in accordance with the arrangements within Part 7 of the EMMV. A summary of these are provided at [Appendix 10 - Control Agencies for Response](#) and [Appendix 11 – Support Agencies for Response](#)

### **5.16 Municipal Emergency Coordination Group (MECG)**

The Municipal Emergency Coordination Group (MECG), is the municipal decision making group with responsibility for the overall coordination of municipal resources for use in an emergency. This group consists of the MERC, MERO and MRM. The MECG will be activated by the MERC if the scale of the emergency event is sufficient.

### **5.17 Municipal Emergency Coordination Roles**

This section summarises the roles carried out by key municipal emergency personnel. A number of Council staff have emergency management responsibilities stipulated in their Position Description and have associated delegations to fulfil these particular roles. Role Statements have been developed for following key municipal emergency roles and connected to individual officers.

### **5.18 Municipal Emergency Manager (MEM)**

Colac Otway Shire acknowledges that support, endorsement and involvement from senior management are essential to implement effective emergency management strategies. Subsequently the Shire has appointed a member of the Executive as the MEM to oversee community safety generally and the MEMPC in particular.

The MEM is responsible to the Chief Executive Officer for the effective management of Council's emergency management activities.

Council has identified the General Manager, Development & Community Services to the position of MEM. There is no appointed Deputy. MEMPC members will be notified of any change in the appointment of the MEM.

#### **MEM roles and responsibilities include:**

- Ensure the MEMPC is effective and current.
- Ensure the municipal resources are utilised effectively in a community emergency for response and recovery activities.
- Coordinate the emergency activities of, and liaise closely with the MERO, MRM and MFPO.
- Ensure that the MECC can be activated at short notice in the event of an emergency.
- Arrange meetings of the MEMPC or the EMG as appropriate in an emergency.
- Maintain effective liaison with all Regional, State or Federal emergency related agencies servicing the municipality.
- Ensure that an effective contact base is maintained so that municipal resources can be accessed on a 24 hour basis.
- Ensure contractual arrangements with contractors to provide response or recovery

support during an emergency are agreed to and documented in advance of such events.

- Ensure appropriate operating procedures and processes are developed, documented and tested by those required to use them during an emergency and that suitable training takes place.
- Ensure appropriate procedures, processes and systems are in place to record and monitor any Council expenditure specifically applicable to an emergency.
- Ensure that applications for expenditures eligible for assistance from State resources are submitted to appropriate agencies.
- Ensure that debriefing sessions are held for any response and recovery operation after an emergency to examine the effectiveness of the MEMP and review it as necessary.
- Keep the Council and Chief Executive Officer informed on emergency management activities including the presentation of an annual report on activities that includes expenditure incurred by Council during the previous 12 months.

### **5.19 Municipal Emergency Resource Officer (MERO)**

The MERO is responsible for the activation, deployment and coordination of municipal resources in response to emergency situations.

Council has appointed the, Manager Environment and Community Safety to the position of MERO. This role is a statutory appointment pursuant to Section 21(1) of the *Emergency Management Act 1986*. The Municipal Emergency Management Coordinator is also appointed Deputy MERO to ensure continuity of service in the absence of the MERO. MEMPC members will be notified of any change in the appointment of the MERO.

#### **MERO roles and responsibilities include:**

- Coordinate municipal resources in emergency response including for the clearance of blocked drains and local roads, including tree removal and to assist with road closures and determination of alternate routes.
- Provide municipal resources when requested by emergency services or police during response activities.
- Maintain effective liaison with emergency agencies within or servicing the municipal district.
- Maintain an effective contact base so municipal resources can be accessed on a 24 hour basis.
- Keep the MECC prepared to ensure prompt activation if needed.
- Liaise with the MEM and MRM on the best use of municipal resources.
- Organise a response debrief if requested by the MERC.
- Ensure procedures and systems are in place to monitor and record expenditure by the Council in relation to emergencies.
- Perform other duties as determined.

### **5.20 Municipal Recovery Manager (MRM)**

The MRM is primarily responsible for the coordination of municipal and community resources during relief and recovery operations. The MRM works closely with the MERO and other agencies to integrate relief and recovery efforts.

Council has appointed the Manager Community Services to the position of MRM and the Manager Environment and Community Safety as the deputy. MEMPC members will be notified of any change in the appointment of the MRM.

#### **MRM roles and responsibilities include:**

- Coordinate municipal and community resources for relief and recovery.
- Assist with collating and evaluating information gathered during the post-impact

assessment process.

- Establish priorities for the restoration of community services and needs.
- Liaise with the MEM and MERO on the best use of municipal resources.
- Establish a Relief Centre as directed by the MERC or MERO.
- Establish a Recovery Centre at a location appropriate to the affected area.
- Liaise, consult and negotiate with recovery agencies and council on behalf of the affected area and community recovery committees.
- Liaise with the Regional Recovery Committee and the Department of Health and Human Services.
- Maintain vulnerable persons/locations/facilities list.
- Undertake specific relief and recovery activities as determined.

### **5.21 Deputy MERO and MRM**

In the event of the MERO and MRM being required to undertake other functions such as planning, attending meetings or briefing sessions, Deputy MEROs and MRMs will be required to undertake the roles of MERO and MRM within the MECC. Deputy MEROs and/or MRMs may also be required to fulfil other functions, for example, attend community information sessions, assist operational officers or undertake inspections of ERCs.

### **5.22 Municipal Fire Prevention Officer (MFPO)**

This role is a statutory appointment under the *Country Fire Authority Act 1958, Section 96A*. Council has appointed the Municipal Emergency Management Coordinator as MFPO and a number of other positions within the Environment and Community Safety department as assistant MFPOs. The primary role of the MFPO is to ensure Council's obligations under the *Country Fire Authority Act 1958* are met.

**The MFPO roles and responsibilities include:**

- Manage the Municipal Fire Management Planning Committee (MFMPC).
- Review Council's fire prevention planning and plans together with the MFMPC.
- Liaise with fire services, brigades, other authorities and councils regarding fire prevention planning and implementation.
- Advise and assist the MEMPC on fire prevention and related matters.
- Report to Council on fire prevention and related matters.
- Carry out statutory tasks related to fire prevention notices and infringement notices.
- Investigate and act on complaints regarding potential fire hazards.
- Advise, assist and make recommendations to the general public on fire prevention and related matters.
- Issue permits to burn (under section 38 of the *Country Fire Authority Act 1958*).

### **5.23 MECC Facility Manager**

The MECC Facility Manager has responsibility for ensuring all systems relating to the running of the MECC are operating in a manner that is conducive to supporting emergency response, relief and recovery efforts.

### **5.24 Other Emergency Response Coordination Roles**

Victoria Police has the responsibility under the *Emergency Management Act 1986 and the Emergency Management Act 2013* for emergency response coordination at municipal, regional and state levels for most emergencies. Emergency response coordinators are responsible for ensuring the coordination of the activities of agencies having roles and responsibility in response to emergencies, with the exception of emergencies involving Defence Force vessels and aircraft.

## 5.25 Regional Emergency Response Coordinator (RERC)

The member of Victoria Police appointed as an emergency response coordinator for each Victorian Government region is known as a Regional Emergency Response Coordinator (RERC). The RERC may from time to time appoint deputies.

The RERC is responsible for bringing together agencies and resources within a region to support the response to emergencies.

The RERC will communicate with the Emergency Management Commissioner (EMC) through the Senior Police Liaison Officer.

The role of the RERC is to:

- Coordinate resources or services within the emergency response region, having regard to the provisions of section 56(2) of the EM Act 2013.
- Monitor control arrangements for emergencies across the region to ensure they are effective.
- Where necessary, ensure the Regional Controller has formed and is chairing the Regional Emergency Management Team (REMT) or, where there are multiple disparate emergencies in the Region, form and chair the REMT.
- Source resources and services requested by the Municipal Emergency Response Coordinators and escalate requests unable to be fulfilled by the region to the EMC through the Senior Police Liaison Officer.
- In the event of uncertainty, determine which agency is to perform its statutory response role within a region, where more than one agency is empowered to perform that role.
- Ensure the Regional Controller is developing a regional strategic plan for the management of the emergencies within the region.
- Ensure the Regional Recovery Coordinator has been notified of the emergency.
- Monitor the provision of warnings and information to affected communities.
- Consider registration of persons evacuated or otherwise affected across the region.
- Monitor the provision of relief across the region.
- Monitor the need to declare an emergency area.
- Provide the Senior Police Liaison Officer with information or advice on issues relating the control, command and coordination of the emergency response, including issues relating to consequence management, the provision of relief and the transition to recovery.
- Ensure the Regional Control Team and REMT conduct an operational debrief, where necessary, after a period of activation.

## 5.26 Municipal Emergency Response Coordinator (MERC)

The member of Victoria Police appointed as an emergency response coordinator for each municipal district is known as a Municipal Emergency Response Coordinator (MERC).

The MERC sits on the Municipal Emergency Management Planning Committee.

The MERC will communicate with the EMC through the RERC (and subsequently the Senior Police Liaison Officer). The role of the MERC is to:

- Ensure that the appropriate control and support agencies are in attendance - or have been notified by the controller and are responding to an emergency.
- In the event of uncertainty, determine which agency is to perform its statutory response role, where more than one agency is empowered to perform that role.
- Ensure the Incident Controller has formed and is chairing an Incident Emergency Management Team (IEMT) or, if the Incident Controller is unable to attend or there are several disparate emergencies within the municipality, form and chair an IEMT.
- Arrange for the provision of resources requested by control and support agencies and

escalate unfulfilled requests to the RERC.

- Advise the RERC of emergencies that have the potential to require supplementary resources from outside the municipal district. ensure timely warnings and information are provided to the community and support agencies by the control agency.
- Ensure the Incident Controller has developed and issued an incident action plan (including objectives and strategies for managing the incident).
- Ensure the Municipal Emergency Resource Officer is advised of the emergency, is available to provide access to municipal resources if required and is receiving information as appropriate.
- Attend, or arrange delegate to attend the Municipal Emergency Coordination Centre, if activated consider registration of persons evacuated or otherwise affected across the municipality.
- Consider the provision of relief to evacuees and agency personnel where necessary and advise the Municipal Recovery Manager of requirements.
- Consider the need for declaration of an emergency area.
- Ensure the municipal recovery manager has been notified by the incident controller of the emergency.
- Provide the RERC with information or advice on issues relating the control, command and coordination of the emergency response, including issues relating to consequence management, the provision of relief and the transition to recovery.
- Ensure the control agency for the emergency has organized an operational debrief with participating agencies as soon as practicable after cessation of response activities.

The appointed MERC in Colac Otway Shire is the Officer in Charge of the Colac Police Station.

### **5.27 Incident Emergency Response Coordinator (IERC)**

The IERC is usually the senior member of Victoria Police at the initial scene of an emergency or at the place where control is being exercised at incident level.

This role usually relates to the first response to an emergency, and the person fulfilling the role may change in seniority as the emergency escalates or de-escalates.

The role of the IERC is to:

- maintain a presence at the place where control is being exercised and represent the MERC in their absence
- ensure effective control is established and maintained
- ensure that the appropriate control and support agencies are in attendance – or have been notified by the controller and are responding to an emergency
- in the event of uncertainty, determine which agency is to perform its statutory response role in accordance with the requirements of EMMV Part 7 – Emergency Management Agency Roles, where more than one agency is empowered to perform that role
- ensure the incident controller has formed and is chairing an IEMT and is ensuring effective information sharing
- arrange for the provision and allocation of resources requested by control and support agencies and escalate unfulfilled requests to the MERC or RERC
- ensure timely warnings and information are provided to the community and support agencies by the control agency
- ensure the incident controller has developed and issued an incident action plan (including objectives and strategies for managing the incident)
- consider the need for declaration of an emergency area
- provide the MERC or RERC with information or advice on issues relating to control, command and coordination of the emergency response, including issues relating to consequence management, the provision of relief and the transition to recovery.

## 5.28 Municipal Emergency Response Arrangements

Colac Otway Shire Council's emergency management response will depend on the nature of the incident that arises and what level the emergency is deemed to be (see 5.9 Operational Tiers). A comprehensive guide to Council's Emergency Management Response Structures can be found in Appendix 19. Additionally, a Municipal response flow chart for single incidents can be found in Appendix 20.

Dependent on the level Council's Municipal emergency response may be coordinated by Council's Incident Management Team (MEM, MERO and MRM) from the Municipal Emergency Coordination Centre (MECC) and/or supported by the Emergency Relief Centres (ERC), with relevant Colac Otway Shire Council personnel and support agency representatives in attendance. The primary role of the MECC and ERC facilities is to provide a coordinated approach to the provision of resources and emergency relief and recovery activities during an emergency event.

### 5.28.1 Staging Areas

Staging Areas for Response activities have been considered by District 6 of the CFA and are noted in the 'Local Response Plans' Operational documents. More details regarding Staging Areas and the Local Response Plans can be obtained from CFA District 6 Operations Manager (see Appendix 4).

## 5.29 Municipal Emergency Coordination Centre (MECC)

During August 2016, the MAV advised municipalities that references to MECCs within Parts 3 and 7 had been removed from the EMMV and steps were underway to remove additional references to MECCs from Parts 6 and 8 of the EMMV.

It is understood that MECCs will no longer be used to coordinate resources for the ICC and their role may now be focused on coordinating relief/recovery operations. As such, Colac Otway Shire council will still be operating a MECC to help coordinate internal resources during large scale events. Additionally, a MECC may still be activated if requested by the MERC

Provision of the MECC functions may in the first instance be conducted remotely. In the event of an emergency the MERC may request activation of the MECC in consultation with the MERO. However, this does not eliminate the ability of a municipality to proactively establish a MECC in preparation for a potential large scale event.

The primary role of the MECC is to bring together key **council staff** and coordinate the provision of human and material resources within the Municipality during emergencies. It will also maintain an overall view of the operational activities within this Plan's area of responsibility, for recording, planning and debrief purposes. The MECC may also become operational during support operations to a neighbouring Municipality.

Administrative staff for the MECC will be drawn from Municipal employees, and in the event that the scale of an emergency requires the MECC to be open for a protracted period of time, staff from other municipalities may be utilised via the Municipal Association Victoria's (MAV) Inter Council Resource Sharing Protocols and MOUs with neighbouring municipalities.

A MECC Operations Plan has been developed. The plan provides detailed instructions in relation to the establishment and operation of the MECC, including MECC schematic, MECC structure chart and SOPs. Hard copies are held by the MEM, MERO, MRM and Deputy MRM and a locked electronic version is contained within Councils TRIM system. The TRIM reference number can be found in [Appendix 1 – MEMP Sub Plans, Related Procedures and Operating Guidelines](#).

Colac Otway Shire's primary MECC is located at the Colac Otway Performing Arts and Culture



Centre:

**Rehersal Room  
Colac Otway Performing Arts and Cultural Centre  
Corner of Gellibrand and Rae Streets  
Colac VIC 3250**

### **5.30 Agency attendance at the MECC**

Whilst there is no formal requirement for the MERC and agencies to attend the MECC, they are welcome to do so if it assists in their response effort.

### **5.31 Emergency Management Liaison Officer (EMLO) responsibilities**

Support agencies may provide or may be requested by an emergency response coordinator or controller to provide an EMLO to the State Control Centre (SCC), Regional Control Centre (RCC) or Incident Control Centre (ICC). It is the recommended that the EMLO:

- Attend the SCC, RCC or ICC as soon as possible.
- Notify their own organisation that their attendance has been requested.
- Have the necessary seniority/delegated authority and ability to make commitments, or be able to arrange to commitments on behalf of their agency/organisation.
- Relay tasks allocated to their organisation from the control centre and/or relay requests from their organisation to the SCC, RCC or ICC.
- Have a sound understanding of the principles of emergency management.
- Have a sound understanding of the organisation/agency they are representing in the SCC, RCC or ICC.
- Come to the SCC, RCC or ICC adequately prepared.
- Be able to provide advice to the SCC, RCC or ICC on resources.
- Maintain regular contact with their own organisation.

Where an EMLO cannot be deployed to a particular location, the EMLO may perform the role from a remote location, for example through a teleconference or video conferencing link.

### **5.32 Scale of Emergency Coordination**

The following levels of emergency coordination illustrate the components that **might be** activated in the event of small, medium or large scale emergencies. They also aim to create a more appropriate response determined by the scale of the emergency.

The activation of each level is dependent upon the scale of the emergency and is determined by the Emergency Management Coordination Group (MERC, MERO and MRM).

These levels consider the span of control where up to five reporting individuals or groups is considered to be desirable, as this maintains the supervisor's ability to effectively task, monitor and evaluate performance.

#### **5.32.1 Small Scale Emergency (less than 24 hour impact)**

A small scale emergency (level one incident) is considered to be one that can be resolved through the use of local or initial response resources. The MECC might not necessarily be activated with the MERC and MERO in close communication at all times. Consequently the MERC and MERO will undertake the planning and logistics functions concurrently. They will also monitor the emergency and its impact on the area, and the community, also other elements and variables that might lead to a higher level of activation.

#### **5.32.2 Medium Scale Emergency (more than 24 hours)**

A medium scale emergency (level two incident) is considered more complex in size, resources and/or risk. An ICC and MECC will be activated with the function being the deployment of resources beyond initial response and a multi-agency representation in the ICC and ERC(s). The emergency may potentially require forward planning to address response issues, and for recovery during the response phase.

### **5.32.3 Large Scale Emergency (multiple days' impact)**

A large scale emergency (level three incident) is an incident characterised by the level of complexity that requires the activation and establishment of the ICC, MECC plus ERC(s) and possibly an Emergency Call Centre. This level of emergency will require forward planning as the emergency continues and will specifically require recovery planning during the early stages of the response phase of the emergency.

## **5.33 Phases of Activation**

Response arrangements should be implemented at the earliest possible opportunity if the effects of emergencies are to be minimised and for this reason several phases of activation have been accepted.

### **5.33.1 Alert**

Upon receipt of warning or information that an emergency may occur or affect the relevant area of responsibility, the organisation must be alerted to ensure its readiness to act if called upon. Some of the activities that should be considered in this phase are:

- Warnings for key personnel.
- Testing of communications arrangements.
- Establishing flow of information between municipality and Control/Support Agencies.

### **5.33.2 Standby**

As the threat or the effect of the emergency becomes imminent, members of the relevant organisation or sections are placed on standby, thus being ready to move immediately they are required. Some of the activities that should be considered in this phase are:

- Staffing of respective emergency centres.
- Preparing equipment and personnel for immediate action.
- Identifying assembly areas.

### **5.33.3 Action**

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

- Mobilisation of personnel/equipment as requested.
- Production of records on a regular basis for higher authorities.
- Deployment of additional resources as required.
- Registration of volunteer workers.

### **5.33.4 Stand Down**

Once "Alert", "Standby" and/or "Action" have been implemented and objectives met, the MERC must declare a "Stand Down". After consultation with the Control Agency and any

other relevant agency, and when the MERO is satisfied that the response to the emergency has been completed, the MERC will advise all participating agencies of ‘Stand Down’.

### 5.34 Phases of Activation for a Bushfire

The following phases of response activation for the Colac Otway Shire are in alignment with the Fire Danger Rating Scale and Warning Index. These phases of activation aim to minimise the impact of bushfires by ensuring that appropriate resources are ready for activation in a timely manner in the event of a bushfire.

Figure 25 - Phases of Activation for a Bushfire

FIRE DANGER RATING	Fire Danger Index	Phase of Activation	Colac Otway Shire Staff – Availability
<b>Code Red</b>	100+	<b>Action</b>	ICC and MECC is setup and staffed, ERC Staff and support staff, resources in readiness and operating in the ERC within 20 minutes
<b>Extreme</b>	75 to 100	<b>Standby</b>	MERO on duty and able to set up MECC within 1 hour
<b>Severe</b>	50 to 75	<b>Alert</b>	MERO able to set up MECC within 2 hours
<b>Very High</b>	25 to 50	<b>Normal</b>	MERO able to set up MECC within 2 hours when FDI is forecast over 35
<b>High</b>	12 to 25	<b>Normal</b>	Normal Preparedness arrangements
<b>Low-Moderate</b>	0 to 12	<b>Normal</b>	Normal Preparedness arrangements

Source: Colac Otway Shire

### 5.35 Briefings

All briefings conducted at the ICC, MECC and ERCs will use the ‘Situation Mission Execution Administration Communications Safety’ (SMEACS) briefing template. This will provide consistency with emergency services and ensure accuracy of information from receipt of a request, to personnel who implement the request. SMEACS also provides the mechanism for safe work practices and the safety of personnel who are performing tasks and activities in the emergency affected area.

#### 5.35.1 Post Emergency Debriefing Arrangements

A debrief is undertaken as soon as is practical after an emergency. It is the responsibility of the MERC to convene the meeting and all Council personnel and agencies who participated should be represented with a view to assessing the adequacy of the MEMP and to recommend changes. The meetings to assess the adequacy of the MEMP should be chaired by the Emergency Management Planning Committee (MEMPC) Chairperson. All debrief information will be disseminated by the MEMPC Executive Officer to all present at the debrief and also all personnel on the MEMPC contact list.

An additional debrief may be conducted for the Recovery Team to cover specific relief and recovery issues. This will be convened by the MRM and will be in addition to debriefs conducted by the MERC and MEMPC.

### 5.36 Communications

Victoria Police has the delegated responsibility for communications. This is in accordance with the EMMV which identifies the Victoria Police as the primary support agency for

communications.

All agencies having a role in these arrangements are responsible for the provision of their own communications systems during emergencies. Any agency requiring communications will put their request to the MERC.

During an emergency effective communication between the MECC, emergency services and emergency relief centres (if required) is vital. For detailed arrangements refer to the Emergency Relief Centre Standard Operation Guidelines. The TRIM reference number can be found in [Appendix 1 – MEMP Sub Plans, Related Procedures and Operating Guidelines](#)

In most instances Council will be the first point of contact. The demand for information will dictate what level of resourcing is required. If deemed appropriate, a community call centre will be established to facilitate the delivery of accurate and important information, reducing the demand on Council's normal customer services and relieving pressure on the MECC.

### **5.36.1 Telephone Communications**

Telecommunication network providers will be the initial and primary means of communication in the event of an emergency and should be utilised to capacity where possible. When identifying locations for use as Emergency Coordination Centres, Assembly Areas and Emergency Relief Centres, consideration should be given to the communications facilities already in place at that location.

Additional telephones can be provided by Telstra, upon request to the MERC, who will, in turn, submit such requests to the Regional Emergency Response Coordinator for action. All costs, related to such installations, are the responsibility of the requesting organisation. The DISPLAN and internal telephone systems will be the primary means of communications for the MECC. Mobile phones and/or handheld radios may be used by field staff.

### **5.36.2 Additional Communication Resources**

The following organisations have communications facilities and resources which may be available in an emergency:

- Telstra.
- Department of Environment, Land, Water and Planning (DELWP)
- Victoria Police.
- CFA.

Council operates a two way radio system. This consists of a base station at the Colac depot and vehicle mounted radios.

### **5.36.3 Supplementary Support**

The Wireless Institute of Australia Civil Engineering Network (WICEN) is an organisation consisting mainly of Amateur Radio enthusiasts who provide communications to emergency response agencies in times of need.

WICEN is a non-government volunteer-based organisation. It operates under the respective State Disaster Plans within each of Australia's States and Territories. In Victoria, WICEN is listed as an emergency response unit under the emergency response plan and may be able to provide additional emergency communications facilities. Activation is through the Regional Emergency Response Coordinator. For further information refer to <http://www.vic.wicen.org.au/>.

## **5.37 Community Awareness Information and Warnings**

It is important to ensure that public information and warnings are maintained at an optimum

level for specific circumstances where community action is necessary, primarily to protect lives, and also for the protection of property and the environment.

The Control Agency has the responsibility to issue warnings to potentially affected communities and other agencies. Warnings and the release of other public information should be authorised by the Incident Controller prior to dissemination. Where an extreme or imminent threat to life exists, and authorisation from the Incident Controller is not practical in the circumstances, warnings may be issued by any response agency personnel.

Any information released by Colac Otway Shire Council during the response phase is the responsibility of the Control Agency in conjunction with the MERC. Any information released by Council must be approved by the MERO (General Information) or the Chief Executive Officer / Senior Management (Policy/Financial/Political matters). Assistance for preparing and disseminating information will be provided by Council's Media & Public Relations Officer in the MECC.

Council's website and social media tools will play a critical role in communicating with the broader community. In the event of an emergency, the Council website, [www.colacotway.vic.gov.au](http://www.colacotway.vic.gov.au) and Facebook page may be used to communicate information on the following Council services:

- Current Event Information.
- Public Health.
- Emergency Management Planning.
- Neighbourhood Safer Places Plan.
- Fire Prevention.

### **5.37.1 Community Information**

The provision of information to the broader community, including those attending an ERC, is vitally important to help them understand what is happening, and to assist them to make informed decisions during the crisis.

Typically, the type of information provided relates to identifying the signs of and coping with, stress, health matters, where and how to access financial assistance, where to access general emotional/psychosocial support and other information relating to the specifics of the emergency.

### **5.37.2 Emergency Warning Systems**

Emergency warning systems aim to warn individuals and communities in the event of a major emergency. However, individuals and communities need to be mindful that they should still prepare themselves in case of an emergency.

The Control Agency has the responsibility for issuing warnings to potentially affected communities, and other agencies. Where this is not practical, the Incident Controller must notify the Emergency Response Coordinator, who in turn will facilitate the issue of warnings.

Once a decision has been made to issue an alert message, the emergency services organisations will determine which method to use (i.e. television, radio or internet) and determine whether a telephone alert needs to be issued.

### **5.37.3 Emergency Alert**

Emergency Alert is the national telephone warning system. It is one of a number of alternative methods emergency service organisations such as police, fire and state emergency services, can use to warn a community of likely or actual emergencies.

Emergency Alert is not used in all circumstances. Whether an emergency services organisation decides to issue telephone warnings through Emergency Alert will depend on the nature of the incident. The warning system sends voice messages to landline telephones and text messages to mobile telephones within a specific area defined by the emergency service organisation issuing the warning message, about likely or actual emergencies such as fire, flood, or extreme weather events.

Agencies have been instructed in the use of Emergency Alert and the Incident Controller has access to the website to enable the distribution of warnings.

#### **5.37.4 Standard Emergency Warning Signal**

The Standard Emergency Warning Signal (SEWS) is an electronic warning signal, to be used in assisting the delivery of public warnings and messages for major emergencies. It is designed to:

- Alert listeners/viewers of radio/television that an official emergency announcement is about to be made concerning an actual or potential emergency which has the potential to affect them.
- Alert the community at large, via a public address system, that an important official emergency announcement is about to be broadcast.

The use of SEWS must be authorised by the Incident Controller.

The guidelines for the use of the Standard Emergency Warning Signal are in Part 8 Appendix 14 of the EMMV.

#### **5.37.5 Community Alert Sirens**

Community alert sirens are fixed sirens, including community sirens and CFA sirens, used to alert a community of an emergency that may directly affect that community. All fixed CFA sirens have two purposes, each indicated by the duration of the siren sounding:

- Alerting fire brigade members to attend emergency calls (duration no longer than 90 seconds); and
- Alerting communities to seek information about a threat (duration at least five minutes).

The community alert siren ‘message’ is for community members to seek information from other sources about the threat. The guidelines for the use of community alert sirens are detailed in Policy and Guidelines, Use of Sirens for Brigade and Community Alerting – referenced in Part 8 Appendix 10 of the EMMV.

A list of all established community alert sirens is provided in [Appendix 15 – Community Alert Sirens](#)

#### **5.37.6 Information Resources**

The following functions are an essential part of these arrangements and should be utilised if and when required:

- Council’s Media & Public Relations Officer in the MECC; and
- Police Media Liaison.

If an emergency requires concurrent media response through radio, television and newspaper outlets, the Police Media Liaison Section may be contacted through the MERC.

### **5.37.7 CALD communities**

‘Culturally and Linguistically Diverse (CALD) is a broad and inclusive descriptor for communities with diverse language, ethnic background, nationality, dress, traditions, food, societal structures, art and religion characteristics.

This term is used broadly and often synonymously with the term ‘ethnic communities’. CALD is the preferred term for many government and community agencies as a contemporary descriptor for ethnic communities.

CALD people are generally defined as those people born overseas, in countries other than those classified by the Australian Bureau of Statistics (ABS) as “main English speaking countries”. Examples of CALD communities within Colac Otway Shire include migrants from non-English speaking backgrounds.

Colac Otway Shire’s Community Services department is well connected to not only local communities, but also the other agencies/ organisations that work closely with CALD communities. Special consideration needs to be given to warning disabled and non-English speaking groups. In the case where information and/or communication is required with persons unable to speak English, an interpreter service such as the Telephone Interpreter Service may be able to assist.

## **5.38 Evacuation**

Evacuation is a strategy to remove people from the threat of the impact of an emergency. It involves the planned relocation of persons from dangerous or potentially dangerous areas to safer areas and eventual return.

Primary responsibilities for evacuation are held by the control agency and Victoria Police. Evacuation is a risk management strategy which may be used as a means of mitigating the effects of an emergency on a community. It involves the movement of people to a safer location and the return of them at an appropriate time. For evacuation to be effective it must be appropriately planned and implemented.

As with all emergency response activities, the main priority when deciding to undertake an evacuation is protection of life. Evacuation is a scalable activity in that it may be applied to individuals, a house, a street, a large facility (i.e. school or hospital), a suburb, a town or a large area of the State. (Further information on evacuation can be found in Part 3 of the EMMV and Joint Standard Operating Procedure (JSOP) – Evacuation for Major Emergencies (JO3.12)).

### **5.38.1 Evacuation of Vulnerable People**

During an emergency or imminent threat of an emergency, special consideration must be given to evacuation of vulnerable people in the community.

Some people living in the community may be unable to activate their own evacuation plan without support and a small number who do not have a personal support network will require assistance to safely evacuate. The details of known persons will be maintained on the Vulnerable Persons Register (see section 2.7.1)

The Vulnerable Persons Registers is accessible to authorised Victoria Police representatives, for consideration in planning and exercising, and for responding to emergencies. The Vulnerable Persons Register records the location of the vulnerable person as well as any special requirements in order to facilitate the evacuation of that person.

In particular, it is likely that more time, resources, support and assistance will be required to safely evacuate vulnerable people from facilities, such as hospitals, aged care facilities and educational facilities.

These facilities should have existing evacuation plans in place to appropriately plan for and

undertake an evacuation. However, such plans cannot rely on the availability of emergency service personnel to undertake the evacuation. Further information on considerations for vulnerable people can be found in the *Evacuation Guidelines*, Part 8 Appendix 9 of the EMMV.

### 5.39 Shelter Options

The State’s revised Bushfire Safety Policy refers to ‘shelter in place’ within its eleven principles to “guide the development and implementation of strategies and initiatives to enhance the safety of people from bushfires”. The Policy states: “Bushfire safety involves effective planning and preparation prior to a fire, making informed decisions during the event, and having access to a range of safety options, in particular places to shelter from the effects of the fire.”

With the review of the Bushfire Safety Policy Framework, attention has been given to formalising and integrating a range of options in the development of a bushfire survival options triptych (leave early, well prepared, last resort) and the development of a Shelter Options Hierarchy.

The hierarchy rates options from low to higher risk options:

- Leaving Early;
- Private Bushfire Shelters (bunkers);
- Community Fire Refuges;
- Defending a well prepared property;
- Neighbourhood Safer Places – Places of Last Resort (NSP-PLR),
- Gathering at informal places;
- Defending an ill prepared property; and
- Leaving late.

Extensive education campaigns and programs have been conducted for many years on bushfire planning and preparation, however despite this, research consistently shows that a large majority of people do not have a comprehensive plan and will ‘wait and see’ what the situation is before acting. Consequently people may undertake risky options such as leaving late or defending an ill-prepared property.

#### 5.39.1 Community Fire Refuges – (Bushfire only)

A community fire refuge is a designated building open to the public that can provide short-term shelter from the immediate life-threatening effects of a bushfire event. Community fire refuges are one of a number of contingency shelter options contained in Victoria’s Bushfire Safety Policy Framework which places paramount importance on the protection of life and the safety of the individual.

Community fire refuges should be considered in the context of all of the survival options available to a community in a high bushfire risk area. Leaving early on high-risk days is always the safest option.

There is currently only one Community Fire Refuge in the Colac Otway Shire located at 8 – 14 Lavers Hill-Cobden Road, Lavers Hill. Further information can be found in [Appendix 14 – Designated Neighbourhood Safer Places and Community Fire Refuges](#).

#### 5.39.2 Neighbourhood Safer Places - Places of Last Resort

NSPs are not community fire refuges or emergency relief centres. NSPs are places of last resort during the passage of a bushfire, and are intended to be used by persons whose primary bushfire plans have failed. NSPs are places of relative safety only. They do not guarantee the survival of those who assemble there. Furthermore, there may be serious risks to safety



encountered in travelling, and seeking access, to NSPs during bushfire events. Depending on the direction of a particular fire, it may not be a safer place to assemble than other places within the municipal district.

Neighbourhood Safer Places (NSP) are identified in the Colac Otway Shire Neighbourhood Safer Places Plan and meet guidelines issued by the Country Fire Authority and the criteria in the Colac Otway Shire Neighbourhood Safer Places Plan.

Locations are clearly identifiable with agreed signage and information. NSPs within the Colac Otway Shire have been identified and assessed by the CFA. A list of designated NSPs is provided in [Appendix 14 – Designated Neighbourhood Safer Places and Community Fire Refuges](#)

All processes, relating to Neighbourhood Safer Places, including maintenance, audit and informing the community of the location of NSP-PLRs are detailed in the Colac Otway Shire [Neighbourhood Safer Places Plan](#).

## 5.40 Resource Sharing

Colac Otway Shire Council is a signatory to the Inter-Council Emergency Management Resource Sharing Protocol. The purpose of this protocol is to provide an agreed position between councils for the provision of inter-council assistance for response and recovery activities during

an emergency. This protocol details the process for initiating requests for resources from another council and identifies associated operational and administrative requirements.

This protocol applies to requests for human resources, equipment and/or facilities in relation to response or recovery activities associated with an emergency. Duties undertaken by Council staff seconded to another council for assisting with response and recovery operations should be within the scope of Councils' emergency management responsibilities as set out in Part 6 of the EMMV.

Resources can be requested at any time during an emergency including the recovery stages. Requests for assistance may be initiated by the CEO (or person acting in this role) or by any person nominated by the CEO at the receiving council. Requests should be directed to the CEO, or any person nominated by the CEO, at the assisting council. It is noted that in many cases the person nominated by the CEO will be the MERO at both the assisting and receiving council. Such requests may be verbal or in writing, however verbal requests must be confirmed in writing as soon as is practicable and in most cases will be logged at the Municipal Emergency Coordination Centre.

Requests for assistance should include the following information:

- A description of the emergency for which assistance is needed.
- The number and type of personnel, equipment and/or facilities (resources) required.
- An estimate of time as to how long the resources will be required.
- The location and time for the staging of the resources and a point of contact at that location.

The Municipal Emergency Response Coordinator or Regional Emergency Response Coordinator should be contacted before the resources are moved. Requests for resources should be logged in the Municipal Emergency Coordination Centre. It is anticipated that a requesting council will initially seek assistance from surrounding councils. This will reduce travel times and expenses for assisting councils to respond and return.

### **5.40.1 Local Resource Sharing Arrangements**

Colac Otway Shire and stakeholder agencies have existing planning relationships across the following adjoining municipalities:

- Corangamite Shire.
- Surf Coast Shire.
- Golden Plains Shire.

Colac Otway Shire has joined Corangamite Shire and Surf Coast Shire to establish a collaboration known as the Otway District Relief and Recovery Collaboration.

A Memorandum of Understanding (MoU) exists between the three councils, the prime purpose being to enhance the capability and capacity of the signatory councils to request extra resources for emergency relief and recovery services from each other, to the maximum extent practicable, in the event of an emergency (**CM9: D14/23091**).

### **5.41 Financial Arrangements and Responsibilities**

The use of municipal resources in emergencies must be authorised by the MERO or the MRM, and be in accordance with the normal financial arrangements of Colac Otway Shire Council. An account number for emergencies has been allocated and a work order number will be created for each emergency.

In all instances, the requesting agency should make appropriate arrangements for delivery and will be responsible for all costs incurred.

#### **5.41.1 Municipal Councils**

Councils are expected to use their own labour and equipment in an emergency situation within the municipal district. Where equipment and/or personnel are sourced from contractors, the municipal council is responsible for paying contractors.

Extraordinary expenditure incurred, (e.g. for overtime, or equipment hire used in emergency protection works, or restoration of publicly owned assets) may qualify for reimbursement by the Department of Treasury and Finance (according to a sharing formula), from the Natural Disaster Relief Trust Account. (Refer EMMV Part 8 Appendix 1).

Refer Municipal Association of Victoria's *A Council Guide to Financial Management in Emergencies*.

#### **5.41.2 Other Agencies**

Control Agencies are responsible for all costs involved in responding to an emergency. State agencies involved in emergency response and recovery activities, as part of their normal activities will initially fund them from within their budgets, including supplies (e.g. catering) purchased from contractors or volunteer agencies. For major emergencies some funding supplementation may be required.

#### **5.41.3 Financial donations**

Colac Otway Shire Council is accountable for any monies donated as a result of an emergency event, and will implement systems to receive and account for all such donations.

#### **5.41.4 Private Organisations**

Private organisations meet their own expenses incurred in emergency activities.

### 5.41.5 Financial reimbursement

In accordance with the Commonwealth Natural Disaster Relief and Recovery Arrangements and in line with the Victorian guidelines, the Department of Treasury and Finance provide financial assistance to relevant Government agencies and to municipal councils for specified types of eligible natural disaster expenditure including, emergency protection works and restoration of municipal assets. Depending on the magnitude of the emergency, some government financial assistance may be available for prevention, response and recovery activities.

From 1 November 2018, responsibility for Victoria's administration of the Disaster Recovery Funding Arrangements moved from the Department of Treasury and Finance to Emergency Management Victoria. Further information and claim form can be found via the [Emergency Management Victoria website](#).

### 5.41.6 Voluntary Agencies

Voluntary Agencies may be called upon to provide resources within the limit of their means. Volunteer Agencies may be sourced through [Volunteering Victoria's Portal](#). [The closest volunteer support for Council is Volunteering Geelong](#).

Volunteers in the area of Personal Support will be coordinated by the designated lead agency, who will manage their deployment and issues like appropriate training and checks, for example Police Checks, Working with Children Checks etc. See Section 6.43 for more details on the provision of volunteer assistance.

## 5.42 Supplementary Supply

Supplementary supply at the municipal level occurs when functional services, or control authorities exhaust their own avenues of supply and there is a requirement for continued supply.

Requests for municipal resources should be made by the Incident Controller (or delegate) to the MERC. In partnership with the MERO, the MERC will endeavor to obtain those resources (council owned or sub-contracted) through existing municipal arrangements. If unsuccessful, the request will be passed from the MERC to the RERC. Further details on supplementary supply arrangements can be found in Part 3 of the EMMV.

A list of municipal resources is provided in [Appendix 12 – Municipal Resources - Heavy Equipment](#), additionally a list of approved contractors is available in **CM9: D14/51751 and D14/51713**

## 5.43 Business Continuity

In the event of an emergency the Executive Management Team (EMT) will support the Council in determining and implementing appropriate incident management strategies to enable critical business functions to remain operational. The EMT will be responsible for the management and restoration of business activities to normal levels of operation once an emergency event has concluded.

The Executive Management Team consists of:

- Chief Executive Officer.
- General Manager Development & Community Services.
- General Manager Infrastructure & Leisure Services.
- General Manager Corporate Services .
- Others co-opted as required.

Council has developed a Corporate Business Continuity Plan (**CM9: D18/79220**).

## **5.44 Impact Assessments**

To make appropriate decisions about relief and recovery activities, decision makers rely on clear, relevant, timely and accurate information about the needs of affected individuals, families and communities. To identify these needs, decisions makers must look beyond the immediate impacts of an emergency and consider the consequences of these impacts on individuals, families and communities. Agencies must also assess and manage the effects of their relief and recovery activities on affected communities

### **5.44.1 Initial Impact Assessment**

(24 – 48 hours after access to the area) Response agencies undertake initial impact assessments which can help inform relief activities.

### **5.44.2 Secondary impact Assessment**

(within four weeks): Impact assessment for relief and recovery requires an additional layer beyond the initial impact assessment, which includes a comparison with base-line information. Those responsible for recovery coordination at each tier are responsible for coordinating the secondary impact assessment, which is a subsequent progressive and more holistic assessment of the impact of the event on the community. It takes into account built and natural environments, social and economic impacts and resulting community needs. The Otway District cross council collaboration (Colac Otway Shire, Corangamite Shire and Surf Coast Shire) have developed Secondary Impact Assessment Guidelines for the three councils, in 2020 (D20/137599).

### **5.44.3 Post emergency needs assessment**

(can take up to twelve months or more depending on the scale of the event): Those responsible for recovery coordination at each tier are also responsible for coordinating the post emergency needs assessment. This assessment estimates the longer term psychosocial impacts on a community, displacement of people, the cost of destroyed assets, and the impact that the destruction of assets and business disruption has on how members of a community live and connect with one another. This assessment informs the medium to longer term recovery process, options for development, and builds the knowledge base of the total cost of emergencies that informs risk management.

## **5.45 Termination of Response Activities**

It is essential to ensure a smooth transition from the response phase to the recovery phase of an emergency at the municipal level. While it is recognised that recovery activities will have commenced shortly after impact, there will be a cessation of response activities and a hand over to recovery agencies. The early notification of recovery agencies involved in the emergency will ensure a smooth transition of ongoing activities from response to recovery.

When response activities are nearing completion, the MERC, in conjunction with the Control Agency, will call together relevant relief and recovery agencies including the MERO and the MRM, to consult with, and agree upon, the timing and process of the response stand down.

If the emergency is of a significant size, when it appears to the MERC/RERC, after consultation with the relevant agencies, that response activities are nearing completion, they will convene a meeting with the Control Agency, MERO, MRM and Regional Recovery Manager (DHHS), to establish whether:

- The emergency response has or will soon be concluded.
- The immediate needs of the affected persons are being managed.
- The relevant agencies are ready to start, or continue, providing and/or managing recovery services.
- The Incident Controller has supplied a current handover document.
- Sufficient damage/impact information has been passed to the ICC and MECC to

enable detailed planning for recovery activities.

If agreement is reached at that meeting to terminate response activities, the MERC/RERC will advise all agencies of the time at which response terminates and arrangements will be made to maintain the ICC and MECC functionality for an agreed period.

## **5.46 Response to Recovery Transition**

The Department of Health and Human Services coordinate this process by requiring relevant agencies to complete and endorse *An Agreement for Transition of Coordination Arrangements from Response to Recovery*. The purpose of this document is to assist emergency management agencies involved in response and recovery to achieve a seamless transition of information, resources, management and coordination of activities.

The scope of the transition agreement arrangements includes:

- Authorisation arrangements
- Coordination and management arrangements.
- Transition activities and tasks to ensure continuity of essential community support.
- Information and communication arrangements.

Further details around the arrangements for the transition from Response to Recovery can be found in the State Emergency Response Plan (Part 3 Section 4.6 of the EMMV).

## **5.47 Handover of Goods and Facilities**

In some circumstances, it may be appropriate for certain facilities and goods obtained during emergency response arrangements to be utilised in recovery activities. In these situations there would be an actual handover to the MRM of such facilities and goods. This handover will occur only after agreements have been reached between response and recovery managers.

Resources acquired for the response, which are not required for recovery, remain under the control of the requesting response agency. That agency is responsible for their return or disposal.

Payment for goods and services used in the recovery process are the responsibility of the MRM through the MEMP arrangements.

## **5.48 Post Emergency Debriefing Arrangements**

### **5.48.1 Council Debrief**

As soon as practicable following an incident, the MEM or the MERO shall arrange for a (cold) debrief that addresses council's response and asset recovery operations. The MRM in some instances, may choose to conduct a debrief with the recovery team to address recovery issues.

All Colac Otway Shire Council debriefs (response and recovery) shall be chaired by the MEM or MERO. Debriefs are to take place prior to the multi-agency debrief so as to ensure that an accurate picture can be portrayed at the latter debrief. Relevant council response and recovery staff will be invited to this debrief session.

### **5.48.2 Multi-agency Debrief**

A debrief should take place as soon as practicable after an emergency. The MERC will convene the meeting and all agencies who participated should be represented with a view to assessing the adequacy of the MEMP and to recommend changes. These meetings should be chaired by a VicPolice officer not involved in the incident.

An additional debrief may be conducted for the Recovery Team to cover specific recovery issues. This will be additional to the debrief conducted by the MEMP Committee. This will be convened and chaired by the MRM and the Department of Health and Human Services.

## PART 6 – RELIEF & RECOVERY ARRANGEMENTS

### 6.1 Introduction

Emergencies of various scales frequently occur in Victoria. These emergencies vary greatly in terms of the size of the event, the geographic area affected, the nature of the hazard that causes the emergency, and the impacts on the community.

These recovery arrangements have been developed in accordance with the directions of the Emergency Management Act (1986) and form part of the MEMP. They have been developed to ensure adequate arrangements are in place to assist those individuals and communities who are affected by emergencies in the Colac Otway Shire area. These arrangements are part of a broader framework and should be read in conjunction with the other parts of the MEMP.

The Department of Health and Human Services is the coordinating agency for emergency relief and recovery at the regional level, working in collaboration with municipal councils who have that responsibility at a local level. Emergency Management Victoria (EMV) manages recovery at a State Level.

More detail regarding Colac Otway Shire Council's Relief and recovery arrangements can be found in the [Municipal Emergency Relief and Recovery Plan](#).

### 6.2 Emergency Relief Definition

Part 8 of the EMMV defines Emergency relief as “The provision of life support and essential needs to persons affected by an emergency”.

Emergency relief includes:

- Immediate provision of emergency relief at the site of the emergency.
- Provision of relief services elsewhere, including:
  - Emergency relief centres
  - Places of gathering (such as community centres, parks and ovals, schools and shopping centres).
  - Airports, ports, train/bus stations and other transit sites.
  - To those remaining in homes, workplaces and schools or other areas rather than evacuating or relocating.

The provision of life support and essential needs to people affected by an emergency is the first stage of emergency recovery. In this respect, emergency relief functions are well integrated within early recovery activities.

### 6.3 Emergency Relief Principles

The principles of relief coordination and delivery are:

- Essential support to meet basic and immediate needs
- Delivered in a timely manner
- Promotes community safety and minimises further physical and psychological harm
- Communicate clear, relevant, timely and tailored information
- Recognise community diversity
- Services are adaptive
- Supports community responsibility and resilience
- Well-coordinated delivery
- Services are integrated into emergency management arrangements

## 6.4 Recovery Definition

Section 4A of the Emergency Management Act (1986) states that recovery is “the assisting of persons and communities affected by emergencies to achieve a proper and effective level of functioning”

Recovery from emergencies is a developmental process of assisting individuals and communities to manage the re-establishment of those elements of society necessary for their wellbeing.

The process involves cooperation between all levels of government, non-government organisations, community agencies and the private sector in consideration of:

- The emotional, social, spiritual, financial and physical wellbeing of individuals and communities.
- The restoration of essential and community infrastructure.
- The rehabilitation of the environment.
- The revitalisation of the economy of the community to ensure as far as possible that the wellbeing of a community is increased.

During recovery, governments and communities work together to assist affected individuals and communities to move towards a healthy, safe and functioning environment.

## 6.5 Emergency Recovery Principles

The principles of recovery coordination and delivery are:

- Understanding the context
- Focusing on the consequences of the emergency
- Recognising complexity
- Being community focused
- Using community-led approaches
- Ensuring coordination of all activities
- Employing effective communication
- Acknowledging and building capacity

## 6.6 Overview

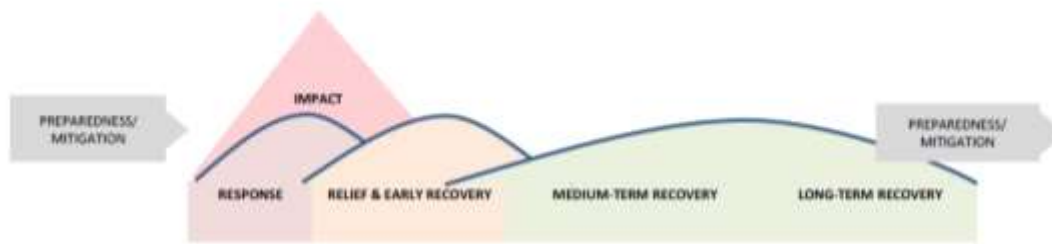
The aim of emergency relief and recovery is to achieve a collaborative approach that is jointly owned by all levels of government, together with the individuals and communities affected, as well as other agencies and organisations that support them.

## 6.7 Transition of an Emergency to Relief and Recovery Phases

It is important to understand the continuum that extends from response, immediate relief, relief, early recovery to recovery and how this affects the overarching services (and the necessary coordination between services) to achieve the best outcomes for impacted communities. As soon as response to an emergency has commenced the relief and recovery phases need to be considered and/or mobilised.



Figure 26 - Emergency Relief and Recovery Activities Over Time



Source: Part 4 EMMV

## 6.8 Key Concepts of Emergency Recovery Management

It is critical that recovery activities are coordinated across all levels. At the State level EMV perform this function and Regional levels this function is performed by the DHHS. At the municipal level this function is performed primarily by the MRM with the close assistance of the MERO to provide support to the affected community.

Wherever possible the normal municipal and administrative structures and practices will be employed. DHHS will be called upon to coordinate the recovery effort wherever municipal resources are considered inadequate and an escalated level of recovery is considered necessary by the MRM.

This section describes some of the key concepts of the recovery arrangements so that a common understanding is achieved among participating agencies.

### Recovery Planning/Preparedness

Recovery planning is the cornerstone of the recovery arrangements in Victoria. It is a collaborative process involving consultation with all stakeholders. It is imperative that agencies and organisations involved in the recovery arrangements develop operation plans to ensure that they are able to fulfil the roles and responsibilities they have agreed to carry out.

### Response and Recovery Interface

Response and recovery are usually concurrent activities in the early stages of an emergency event. Recovery activities should begin as soon as practicable when an emergency occurs.

### Education and Training

The Department of Health and Human Services has an ongoing commitment to recovery training and education.

### Media Issues

During recovery operations requests for information from the media about coordination and management of recovery activities should be directed to the responsible recovery coordinator at the time.

## 6.9 Recovery Management Structure

Management of recovery occurs in the context of clear and agreed arrangements, and involves processes of consultation and cooperation through established communication channels. Whenever possible, short and longer term recovery activities will become part of core business to ensure they remain responsive to the needs of the affected community.

## 6.10 Levels of Emergency Relief and Recovery

The levels of recovery management are:

- Local (municipal).
- Regional.
- State.

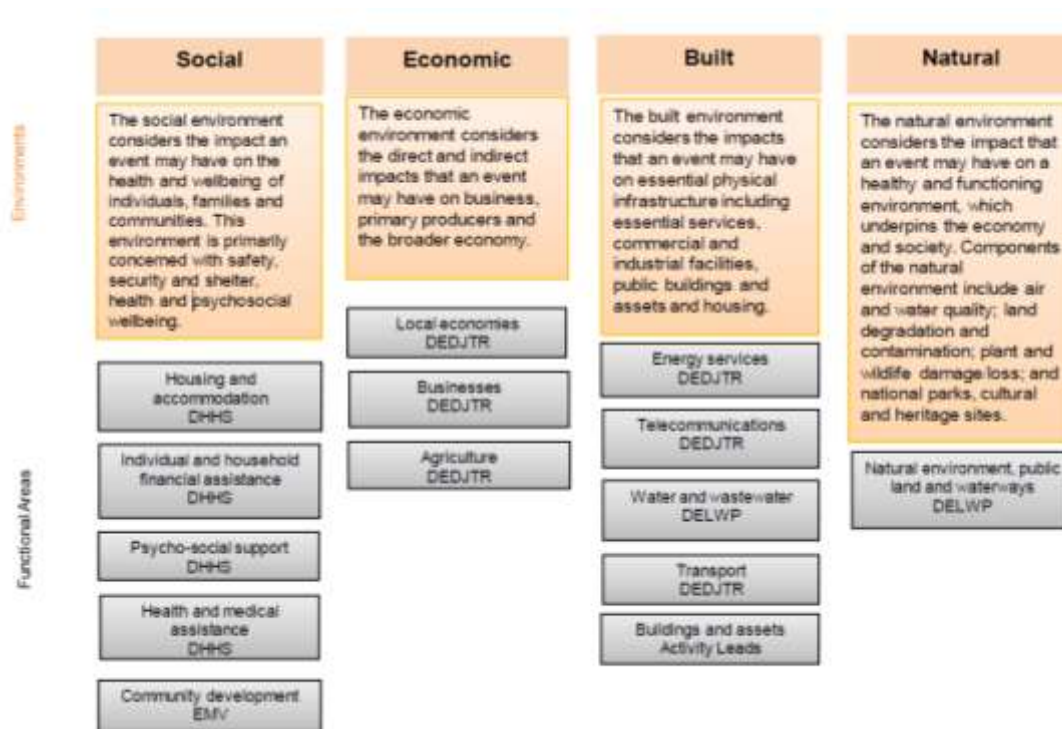
## 6.11 Functional Areas of Recovery

There are four key functional areas that require the application of coordination arrangements as a part of the recovery process. These areas focus on the various needs of the community within:

- Social environment;
- Economic environment;
- Natural environment; and
- Built environment.

The following table identifies the services and elements relevant to each functional area of recovery. Note that DEDJTR has now been replaced by DJPR:

Figure 27 - Services and Elements Relevant to Each Functional Area of Recovery (source: EMMV)



*NOTE: Awaiting updated table from EMMV with Agency name changes*

## 6.12 Municipal Coordination and Management Arrangements

The needs of individuals and communities after an emergency will vary in scale and complexity. However, these needs can usually be met by existing services, supplemented by additional resources where there are capacity issues.

Recovery planning and management should initially be on the basis of linking affected individuals into existing services provided by existing agencies.

The recovery activities will depend on:

- Type of event.
- The area affected.
- Numbers of people affected.

### 6.13 Activation and Notification

Activation of the Colac Otway Shire Relief and Recovery Plan can be initiated in the following ways:

- The Municipal Emergency Resource Officer is contacted by the Department of Health and Human Services (DHHS) or responsible agency.
- The Municipal Recovery Manager (MRM) is contacted by the MERO to begin recovery.
- The responsible authority/lead agency or DHHS contacts the Health Protection Unit or the MRM directly.

Contact numbers for municipal recovery contacts are provided in [Appendix 4 – Emergency Contact Directory](#).

### 6.14 Municipal Recovery Arrangements

The Colac Otway, Surf Coast and Corangamite Shires share similar risk environments from an emergency perspective. The three councils also share common responsibilities in relation to preparing for and responding to emergencies of varying scale. Although the three Councils are in varying stages of planning for Emergency Relief and Recovery, all three acknowledge that councils play a critical role in this area of emergency management. As such the Municipal Emergency Management Planning Committee for each of the three Shires have endorsed the need to form a combined Cross-Council Relief and Recovery Committee that covers the three municipalities.

The Cross Council Relief and Recovery Committee aims to ensure the provision of effective emergency relief and recovery services across the three municipalities. To do this the Committee will focus on the development of Relief and Recovery plans that address four major areas:

- Roles and responsibilities of the three councils.
- Planning and preparedness.
- Activation processes.
- Support arrangements.

The Cross Council Relief & Recovery Committee has developed a memorandum of understanding (MoU) to support the sharing of resources, known as the Otway District Relief and Recovery Collaboration MoU (CM9: D14/23091).

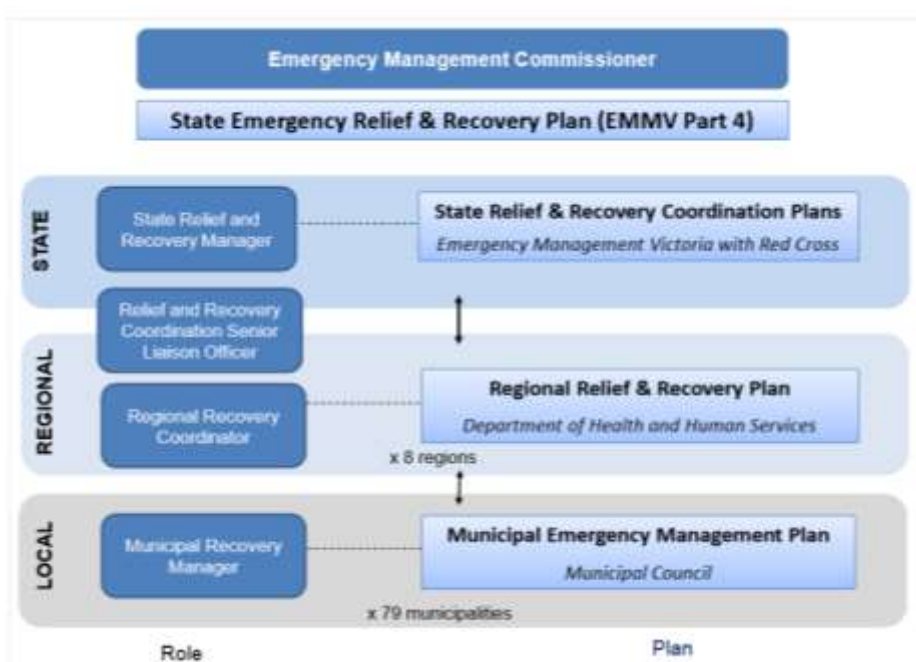
### 6.15 Levels of Recovery Activities

Recovery activities will be dependent on the type of emergency and its effect on the community. Levels relate to the extent of the impact and the resources required to respond to the emergency.

### 6.16 Recovery Escalation Criteria

Initial recovery management is undertaken at the municipal level. The impact of an event may lead to community needs that exceed the capacity of a municipal council. The Council may then seek to escalate the level of management to a regional level. This escalation provides an additional layer of management rather than a replacement layer. Further escalation to the state level of management may be necessary in respect of certain service needs in very large or complex events.

Figure 28 – The three levels of relief and recovery coordination in Victoria



Source: EMMV Part 4

## 6.17 Recovery Coordination

Recovery coordination refers to the arrangements that will be used in any situation where more than one department, agency or organisation is required to provide services to assist communities and individuals recover from the impact of an emergency.

Recovery coordination arrangements should provide for:

- Assessment of impacts.
- Input of affected community into decision making.
- Coordination of service provision.
- Communication strategies.
- The coordination of activities within and across the functional areas described below.

## 6.18 Relief and Recovery Services

Recovery from emergencies is a developmental process of assisting individuals and communities to manage the re-establishment of those elements of society necessary for their wellbeing.

In some cases, it may be necessary to:

- Evacuate.
- Establish a Relief Centre.
- Establish a Recovery Centre.

A decision to establish any of the above will be made in consultation between the MRM, Incident Controller and MERC, although it will depend on the type, location and extent of emergency.

## 6.19 Use of Community Networks

Recovery planners, coordinators and managers should always be aware of the value of existing community networks as a conduit for information delivery, needs identification and support of those affected.

Where possible and appropriate, recovery programs should work with and through these  
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networks. Community networks that are functioning in an affected community should be actively engaged and supported in the recovery process.

In some instances, networks may be present in the community but require additional support to enable them to function effectively as a recovery conduit to the community. Consideration will need to be given to the role of Social Media in any given event.

Examples of community networks may include:

- Volunteer emergency services.
- Church organisations.
- School committees.
- Service clubs.

## 6.20 Emergency Relief Centres

An Emergency Relief Centre is a building or place that has been activated for the provision of life support and essential personal needs for people affected by, or responding to an emergency, and is usually established on a temporary basis to cope with the immediate needs of those affected during the initial response to the emergency.

The Colac Otway Shire MERC will consult with the MERO and MRM or that of another Municipality MERC and their MERO and MRM before deciding to activate an ERC. Emergency Relief can also be provided at the site of the emergency. Emergency Relief and Recovery Centres will be opened once the nature, extent and location of an emergency event are known. Potential ERC locations are provided in [Appendix 13 – Emergency Relief and Recovery Centres](#).

In deciding which Emergency Relief Centre(s) are to be activated, the following point will be considered:

- Location of centre in relation to the site of the emergency.
- Access to the centre.
- Size of ERC that is needed – based on anticipated numbers likely to attend.
- Duration that ERC is to remain operational.
- Facilities available at the ERC.
- Security.

A State level working party has developed Emergency Relief Centre Guidelines and these will be used by Council's Recovery Team.

## 6.21 Recovery Centres

A Recovery Centre is a building where affected communities are provided support to restore their emotional, social, economic and physical well-being. This support will include psychological (i.e. counselling), infrastructural (i.e. temporary accommodation), environmental (e.g. public health), and economic (e.g. financial assistance) services.

As a "One-Stop-Shop" the Recovery Centre will ensure that all agencies and stakeholders are properly integrated into the recovery process, at a single point of entry.

In large or prolonged emergencies, a relief centre may evolve into a recovery centre when the emergency response has concluded. This transition should be seamless, as the municipal council will continue to be responsible for the management of these centres. Coordination responsibility will pass from the Response Coordinator (Victoria Police) to the Recovery Coordinator (Local Government or Department of Health and Human Services, depending on the scale of the recovery). This handover will occur only after agreement has been reached between the response and recovery coordinators, and after any necessary documentation has been completed to the mutual satisfaction of both coordinators.

With this possibility in mind, Councils should evaluate the appropriateness of potential sites for relief and/or recovery centres carefully, taking into account the possibility that the venue may be requested for recovery purposes for some considerable period after the response to the emergency has ended.

## 6.22 Assessment of community impact and needs

The Municipal Recovery Manager will appoint outreach teams to survey / assess the community in affected areas as indicated by the control agency. Impact assessments could be conducted by the LGA, Department of Environment, Land, Water and Planning or other relevant agencies depending on the incident. A personal support practitioner should be included as part of the teams.

Prior to outreach teams being placed in the field, the area must be declared safe for this purpose by the control agency. This is to be arranged through the Municipal Emergency Coordination Centre (MECC).

The Municipal Recovery Manager or Deputy will brief outreach teams prior to deployment and will debrief teams at the completion of the allotted activity.

## 6.23 Communicating with the affected community

A vital component in empowering a community in its recovery process is the engagement and involvement of the affected community. The following communication options should be considered as part of the recovery process:

- Dedicated phone line.
- Advertisements within local newspapers.
- Newsletters.
- Media releases.
- Facebook

The use of these options should be coordinated through the Municipal Recovery Manager in consultation with other key recovery and response agencies. For large emergencies there may be an independent team developed to undertake a number of roles including that of the Municipal Recovery Manager.

Involving the community in the planning process may be undertaken in a variety of ways depending on the scale of the event and community interest and ability. There are a range of mechanisms for providing information to the public.

These may include, but are not limited to the following examples.

- **Community briefings.** Community briefings may be conducted by response agencies as part of their role in keeping communities aware of the current emergency situation, before, during, and after incidents. Municipal recovery team members including a trained personal support practitioner should be part of the briefing team.

The role of community briefings in the recovery context is to:

- Provide clarification of the emergency event (control agency).
  - Provide advice on services available (recovery agencies).
  - Provide input into the development of management strategies (LGA).
  - Provide advice to affected individuals on how to manage their own recovery, including the provision of preventative health information (specialist advisers).
- **Community information sessions.** As soon as practicable after an emergency, the Municipal Recovery Manager should arrange community information sessions. The development of these sessions are the first practical step in the process of ensuring a

community is actively involved in the recovery management process. These sessions can also be used to support the development of community recovery committees.

Where the emergency has a criminal component, the municipality will need to consult with the investigating authority the necessity to restrict the content of the briefings/information sessions. Local agreements with response agencies that have responsibility for community briefings will be developed as part of the Municipal Emergency Management Plan.

## 6.24 Community Recovery Committee

Communities recover best when they are supported to manage their own recovery. The primary method of ensuring and fostering community management of recovery after an event is through the establishment of community recovery committees.

### **Establishment:**

Dependent on the size of an emergency, the Municipal Recovery Manager has the responsibility to ensure the establishment of community recovery committees as soon as possible after the emergency; existing local community representative committees should be used where possible.

The community recovery committee is a sub-committee to the Municipal Emergency Management Planning Committee.

### **Membership:**

Membership of community recovery committees will depend on the needs of the affected areas and should include:

- The Municipal Recovery Manager.
- Community development personnel.
- Councillors.
- Community groups.
- Affected persons.
- Business and Tourism Associations.
- Government agencies.
- Non-government agencies.

Where there is capacity to assist with recovery services, involvement should also come from local community agencies and private businesses.

### **Functions:**

Community recovery committees help individuals and communities achieve an effective level of functioning. They can coordinate information, resources, and services in support of an affected community, establish priorities and provide information and advice to the affected community and recovery agencies.

### **Role:**

The role of the community recovery committee is to:

- Monitor the progress of the recovery process in the community.
- Identify community needs and resource requirements and make recommendations to recovery agencies, council and recovery managers.
- Liaise, consult and negotiate on behalf of the community with recovery agencies, government departments and the council.
- Liaise with the Department of Health and Human Services as the recovery coordination agency through the designated regional director or delegate.
- Undertake specific recovery activities as required.

The following diagram is an **example** of a Recovery Committee Structure that **might be** utilised following a large scale emergency.

Figure 29 – Example of Recovery Committee Structure



## 6.25 Emergency Relief and Recovery Roles and Responsibilities

Emergency Relief and Recovery is not the exclusive domain of any single agency. All agencies and organisations willing to participate have an important role to play. This recognises that recovery must be a whole-of-government and a whole-of-community process.

The agreed roles and responsibilities of agencies under these arrangements are consistent with Part 7 of the Emergency Management Manual Victoria .

Municipal councils are required by the *Emergency Management Act* (1986) to prepare a Municipal Emergency Management Plan. This plan details the local arrangements for the management of recovery activities.

### 6.25.1 The Role of Colac Otway Shire

The Municipal Recovery Manager is responsible for the coordination of municipal resources in recovering from emergencies, and has full delegated powers to deploy and manage Council’s resources during emergencies.

The Colac Otway Shire has agreed to undertake the following functions during recovery, either by statutory obligation or voluntary actions for the wellbeing of the community:

- Restoration of services normally provided by the municipality.
- Restoration of municipal drains, road and bridges.
- Assessment of dwellings and buildings to ascertain level of safety for approved use.
- Monitor public health matters.



- Provide local knowledge to the other recovery agencies.
- In conjunction with the Department of Health and Human Services and Community Agencies, provide services, information and facilities to assist the community in recovery from an event. This could involve the establishment of a coordination centre.

Some of these functions will have begun before recovery officially begins.

### 6.25.2 Relief and Recovery Personnel

There are a number of personnel provided by Council who are directly involved in the Relief and Recovery phases. Their positions are:

- Municipal Recovery Manager.
- Deputy Municipal Recovery Manager.
- Emergency Relief and Recovery Centre Managers.
- Emergency Relief and Recovery Centre staff.
- Environmental Health Officers; and.
- Human Services staff.

Council may co-opt additional staff if necessary in order to fulfil its relief and recovery responsibilities.

There are also personnel provided by other recovery agencies to assist Council. These include:

- Case Managers.
- Community Development Officers.
- Community Hub Captain.
- Community Hub Support staff.
- Outreach Personal Support staff.

Generally, Council is expected to have resources to cover these positions for a Tier 1 emergency. A Tier 2 emergency may require case management and other external support. In the event of a Tier 3 emergency the State Government will arrange for one or more of the following: case management, community hubs, community development officers, and State officer support.

### 6.26 Post Impact Assessment

A Post Impact Assessment draws upon information gathered from the Initial Impact Assessment and is an appraisal of the extent of damage, disruption and breakdown to the community and its infrastructure resulting from the emergency event.

To facilitate this process the MRM supported by the Emergency Management Group will as early as practicable:

- Survey the extent of damage and evaluate financial and material aid needs.
- Provide a priority listing to assist agencies in the performance of their functions to address community needs.
- Monitor the acquisition and application of financial and material aid required during the recovery period.
- Create a clear, implementable, and timely Municipal Recovery Action Plan as required (large scale emergency).
- As required deploy Municipal Building Surveyor, Health Protection Officer and any other relevant specialist staff to conduct assessments.
- Survey the emotional and social impact of the event for both individuals and the community.
- Teams undertaking Secondary Impact Assessments should also consider the

provision of psychological first aid by either including an appropriately trained person in the team (e.g. Red Cross or VCCEM) or providing psychological first aid training to those doing the assessment

Colac Otway Shire Council will record impact assessment data provided using CrisisWorks in the People and Properties function.

## 6.27 Clean Up

Clean-up is critical to expediting the recovery of people and communities affected by emergencies. At the regional and state level the Department of Health and Human Services, as the coordinating agency for emergency relief and recovery, will coordinate Clean-up together with key support agencies and other organisations with capacity to assist.

## 6.28 Individual Organisational Plans

Although not forming a Sub-Plan of the MEMP, individual agencies involved in Recovery Management are encouraged to develop internal organisational plans that detail how they respond to emergencies.

## 6.29 Registration

Victoria Police are responsible for the registration of emergency affected people in conjunction with Red Cross.

*Register. Find. Reunite* (formerly, National Registration and Inquiry System (NRIS) registration, which is conducted by Red Cross, ensures:

- The safety and re-connecting of people with family friends and community networks.
- Identification and welfare of people.

*Register. Find. Reunite* kits are located at local police stations.

## 6.30 Replacement of essential water taken during fire fighting

CFA and DELWP fire fighters are empowered under legislation to take water from any waterway or water source on public or private land for firefighting purposes. Where water is taken for firefighting, the water owner can request (via their municipality) water replacement under the Victorian Government Essential Water Replacement Scheme. A copy of the scheme and how water owners can request replacement water can be found on the Department of Environment, Land, Water and Planning website at [www.ffm.vic.gov.au](http://www.ffm.vic.gov.au)

## 6.31 Role of Department of Health and Human Services

The Department of Health and Human Services is responsible for the following Relief and Recovery activities:

- Coordinate recovery planning and management at the regional level;
- Coordinate all aspects of recovery at the regional level, including state/commonwealth departments, local government, non-government organisations and agencies;
- The Department of Health and Human Services coordinates the recovery activities across the social, economic, natural and built environments.
- Coordinate provision of personal support (psychological first aid) at incident sites and across the community.
- Provide community information and facilitate community redevelopment programs.
- Support Councils and community recovery committees in recovery planning and managing recovery activities.
- Provide advice, information and assistance to affected individuals, communities, funded

agencies and municipal councils.

### **6.32 Sharing of Personal Information**

As per info sheet 02.10 from the Office of the Victorian Privacy Commissioner

“Usually, an organisation should only use information for the purpose it is collected (IPP 2). However, if new personal information is collected in order to respond to an emergency, sharing that information where necessary with other organisations involved in the disaster response or recovery may be considered to be disclosure for the primary purpose of collection.”

### **6.33 Offers Material Assistance**

Offers of material assistance will be discouraged.

### **6.34 Single Point of Contact**

Helping people to help themselves is key to recovery and offering a single point of contact will help reduce confusion and create confidence that people are receiving the most up to date and correct information.

MEMP plans should contain arrangements for the promotion of a single point of contact for residents to obtain information about support, services and grants that may be available following an emergency.

All levels of government will be required to coordinate an appropriate single point of contact for recovery information. It is important that all levels of government and agencies involved promote the same single point of contact.

The agency responsible for the single point of contact will be determined by the nature, size and impact of the event.

Consideration will need to be given as to how to make this single point of contact as accessible as possible. Phone lines, recovery centres and online websites are all examples of how to deliver a single point of contact. Collecting and organising the information that needs to be made available through the single point of contact is critical.

Keeping records of the requests for information made at the single point of contact can be a valuable source of intelligence about the impact of the event and the recovery needs people have. The records should be regularly reviewed to ensure that local recovery plans are responsive to the needs arising.

### **6.35 Case Management**

The implementation of an effective Emergency Case Management Service to support individuals and families affected by an emergency relies on significant collaboration between state government, municipalities and community service organisations.

Case management is strongly embedded into existing recovery structures established to manage and provide recovery services. These may include using existing municipal, regional and state recovery committees and the establishment of recovery centres where required.

Colac Otway Shire will liaise with Department of Health and Human Services whether delivering the Emergency Case Management System directly or coordinating the delivery by a health or community service organisation. A request for funding to coordinate or deliver the service will be forwarded to the DHHS Regional Recovery Coordinator. The funding submission will contain the following:

- Estimated number of households affected.
- Nature of the impacts of the emergency on individuals, households and the community.

- Details in relation to the capacity of local services to respond.

Where there is potential for primary producers to be affected by an emergency, the Shire will liaise with DHHS and DELWP to determine the circumstances in which case management support may be delivered in a coordinated approach.

### **6.36 Financial Considerations**

The emergency management arrangements are predicated on the assumption that agencies agree to meet reasonable costs associated with the provision of services. The general principal is that costs are within the “reasonable means” of an agency or organisation and will be met by that agency or organisation.

Municipal Recovery Managers are responsible for implementing processes to assist with the monitoring of costs associated with the recovery process.

### **6.37 Reporting Arrangements**

Municipal council's should regularly monitor and report on the impacts of emergency incidents on affected communities, during and following the incident, to ensure recovery agencies can promptly respond and provide assistance where required.

The following information that should be included in the monitoring and reporting of recovery activities:

- Size and location affected areas.
- Number of premises which are:
  - Uninhabitable, inaccessible, destroyed or damaged
  - Dwelling type (if known) house, caravan, flat/unit or other.
- Number of persons affected:
  - Adults / children
  - Immediate needs
  - Accommodation, health and or personal needs.
- Relief/Recovery Centres locations and hours of operations.
- Community briefings/information sessions:
  - Date, location held and number of attendees (approx.)
  - Upcoming, date and location.

### **6.38 Testing and Review**

Emergency recovery exercises may be conducted in a variety of formats and may test various parts of the Arrangements at different levels of recovery management.

There should also be testing of the links between the levels of recovery management. Emergency recovery exercises may be run in conjunction with other emergency management exercises. These are often called Desk Top Exercises.

### **6.39 Evaluation of Recovery Activities**

Evaluation of recovery activities and recovery programs following emergency events is essential to maximise lessons learned and identify where improvements can be made. Evaluation may take the form of a formal debrief of operations, or may involve workshops, seminars or applied research into particular areas of activity.

Depending on the scale of an emergency, the Municipal Recovery Manager (MRM) should conduct an evaluation of recovery operations following activation of the recovery arrangements in the Municipal Emergency Management Plan. The evaluation may be an informal or formal debrief depending on the scale of the activation, and must identify the strengths and weaknesses of

the local operational response to the needs of the community.

The Municipal Recovery Manager must ensure that the Regional Recovery Coordinator (DHHS) is made aware of the outcome of the evaluation.

## **6.40 Support and Ancillary Arrangements**

### **6.40.1 Companion Animals, Livestock and Wildlife**

Evacuations invariably involve companion animals, wildlife and livestock so emergency relief agencies will likely require provisions for:

- Extensive, secure and functional holding facilities.
- Catching, handling and confining animals.
- Feed and water, housing and accommodation.
- Veterinary treatment for injuries and illness.
- Identifying and contacting owners.
- Animals requiring specialist attention (such as horses and wildlife).

Council is working with the Department of Economic Development, Jobs, Transport and Resources (DEDJTR) to develop a Municipal Emergency Animal Welfare Plan (**CM9: D16/31446**).

### **6.40.2 Feed and Water for Animals**

DEDJTR and Victorian Farmers Federation are responsible for gathering and distributing emergency fodder supplies. Provision of fodder for animals after an emergency is an essential emergency relief function, as existing sources may have been destroyed in the incident.

Supplies of water may also be required for livestock after an emergency; The Department Economic Development, Jobs, Transport and Resources (DEDJTR) will be able to provide advice to municipal councils about urgent needs for emergency water supplies.

## **6.41 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 case emergency accommodation may transition into interim accommodation.

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

### **6.41.1 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.

Interim accommodation is organised through the Department of Health and Human Services Housing Emergency Management Policy and Procedures plan. Interim accommodation can also be provided by friends, family, community, business or government organisations.

### **6.41.2 Permanent Housing**

Permanent housing includes the range of normal housing options available to individuals and households. These include owner-occupied homes, renting, public housing or equivalent. Options for specific households and individuals may differ to the pre-emergency state.

## 6.42 Health and Medical

The Health Protection Coordinator has been delegated the responsibility for health and medical matters.

Municipal health and medical arrangements will be considered in conjunction with the Barwon-South Western Regional Health Emergency Management Plan and the Victoria State Public Health Emergency Management Plan (SHERP).

The aim of these arrangements is to identify the health and medical facilities available within Colac Otway Shire and identify the arrangements for activation. Due to the dual nature of these arrangements, it will be divided into two components; each being addressed accordingly.

### 6.42.1 Health

The Environmental Health Coordinator is responsible for all public health matters in the municipality, in consultation with the MRM. All actions must be in accordance with the Victoria State Public Health Emergency Response Plan.

Municipal arrangements can be activated autonomously in line with the Victoria State Health Emergency Response Plan where there are actual or possible significant public health consequences, (but no immediate casualties such as in a major emergency) which may impact upon the health and well-being of members of the local or regional community. Incidents of this type include contaminated food, water, infectious disease etc.

The responsibilities of the Environment Health Coordinator in emergencies include:

- Advice on water supply and sewerage disposal;
- Ensuring hygienic food handling - safe production, storage and distribution;
- Supply of sanitary and hygienic accommodation when required;
- Refuse removal;
- Pest control;
- Control of infectious diseases;
- Disposal of dead animals; and
- Ensuring the sanitary condition and standard of material relief is appropriate.

In the absence of the Environment Health Coordinator, his/her deputy will take over the role.

### 6.42.2 Medical

Implementation of the medical arrangements will be automatic where people are injured or require medical assistance. This automatic response will be by Ambulance Victoria and hospitals within the municipality. All responses must comply with the arrangements in the Emergency Management Plan and the State Health Emergency Response Plan (SHERP).

Ambulance Victoria will be responsible for contacting additional First Aid support when required (e.g. St. John Ambulance)

### 6.42.3 Management of Medical Response

Medical response management at an emergency scene will be carried out by Health Commander present. The Health Commander is a trained and experienced Ambulance Victoria paramedic.

The role of the Health Commander at the scene of an emergency is to:

- Arrange resources required.
- Provide triage, (prioritise patients for treatment).
- Co-ordinate transport of patients.

- Determine destination of patients.

The Colac Otway Shire has two hospitals; Colac Area Health in Colac and Great Ocean Road Health in Apollo Bay. These are the two main medical facilities able to cope with a number of casualties. Larger numbers of casualties and more serious injuries will be transported by road or air to other hospitals.

## **6.43 Provision of Volunteer Assistance**

Many community organisations will have resources that can be of use in an emergency. All offers of voluntary assistance will be referred to [Volunteering Victoria through their portal](#).

Volunteers in the area of Personal Support will be coordinated by the designated lead agency, who will manage their deployment and issues like appropriate training and checks, for example Police Checks, Working with Children Checks etc. See Section 5.41.6 for more details on volunteer agencies.

### **6.43.1 Volunteer Compensation Arrangements**

The *Emergency Management Act 1986* makes provision for compensation, under normal WorkCover arrangements, for volunteer emergency workers who suffer personal injury or death while engaging in, training for, standing by to perform, or travelling to or from, duties performed for agencies under the response plan or the recovery plan.

Volunteers covered are those who are members of voluntary organizations which do not have statutory compensation schemes, and cover also applies to those people who, on a casual basis, assist an agency under the response plan or the recovery plan to deal with an emergency. Compensation for loss of or damage to property is also provided for.

### **6.43.2 Offence of Obstruction, and Legal Immunity for Volunteers**

The *Emergency Management Act 1986* creates the offence of obstructing an emergency worker (s.36), and also gives volunteer emergency workers (the same group entitled to the compensation provisions) legal immunity in cases of loss or injury sustained by others, except in cases of their willful default or negligence (s.37).

## **6.44 Transport and Engineering**

All requests for transport and engineering should be directed to the MERC who will request them through the MERO. Municipal resources should be used in the first instance, prior to engaging private contractors.

## PART 7 – SPECIAL PLANS AND ARRANGEMENTS

### 7.1 Otway District Strategic Fire Management Plan

The Municipal Fire Management Planning Committee produced the plan. The committee comprises representatives from Colac Otway Shire Council, the Country Fire Authority, the Department of Environment, Land, Water and Planning (DELWP), Parks Victoria, Victoria Police and Regional Roads Victoria.

The Plan is a sub-plan of the Shire's Municipal Emergency Management Plan and reflects the State Government's direction to increase integration of fire management planning between agencies and the Community. A copy of this plan can be viewed on Councils website via the following link – [Colac Otway Fire Management Plan](#)

### 7.2 Colac Otway Shire Neighbourhood Safer Places Plan

This Plan is a Neighbourhood Safer Places plan for the purposes of the legislation, and contains guidelines, which have been developed by the Municipal Association of Victoria (MAV) to assist the Council in relation to:

- The identification, suitability and designation of places as Neighbourhood Safer Places (NSPs);
- The inspection, maintenance and decommissioning of designated NSPs within its municipal district.

A copy of this plan can be viewed on Council's website via the following link – [Colac Otway Shire Neighbourhood Safer Places Plan](#)

### 7.3 Community Information Guides

Community Information Guides have been developed by CFA in consultation local CFA brigades, community representatives and the Colac Otway Municipal Emergency Management Planning Committee (MEMPC) and Municipal Fire Management Planning Committee (MFMPC).

Community Information Guides (formerly known as Township Protection Plans) have been developed for the thirteen townships/localities within the Colac Otway Shire.

Each Community Information Guide provides valuable information in relation to a bushfire within, or in close proximity to the identified township that has the potential to impact on the local community.

Community Information Guides can be viewed via the [CFA website](#).

### 7.4 Municipal Relief and Recovery Plan

This Plan will be used as a guide to assist individuals and the community to manage the re-establishment of those elements of society necessary for their wellbeing.

A copy of this plan can be viewed on Councils website via the following link – [Municipal Emergency Relief and Recovery Plan](#)

### 7.5 MECC Operations Plan

This Plan details the procedure for the opening, setting up and running of the Municipal Emergency Coordination Centre. Copies of this plan are held by the MEM, MERO, MRM and Deputies (CM9: D17/50345).



## 7.6 Safety and Environment Management Plan – Port of Apollo Bay

The SEMP is an integrated system for managing and improving environmental and safety performance at the Port of Apollo Bay and to promote best practice safety and environment risk management across all aspects of port activities.

The Manager Major Contracts is responsible for the maintenance and updating of this plan in consultation with Port Staff and Local Ports, Department of Economic Development, Jobs, Transport and Resources (DEDJTR). The plan is amended annually or as required. Copies are available on the Colac Otway Shire Web site and can be made available in hard copy through a request to the Manager Major Contracts.

Copies are held by the Team Leader Apollo Bay Harbour and the Manager Major Contracts (**CM9: D13/8112**)

## 7.7 Evacuation Plans

Special plans addressing the issues of evacuation have been developed for the following hospitals, schools and industrial sites within the municipality. Each individual organization is responsible for the development and maintenance of their Evacuation Plan. Copies are held as detailed for each plan below.

### Schools

School Principals are responsible for the maintenance and amendment of these plans. The plans are amended annually. Copies are held by:

- Schools
- Police Stations
- Department of Education and Training, Geelong

### Hospitals

Chief Executive Officers of Colac Area Health and Great Ocean Road Health are responsible for the maintenance and amendment of these plans. The plans are amended annually. Copies are held by:

- Colac Area Health
- Great Ocean Road Health, Apollo Bay campus
- Police Station
- Fire Brigades

## 7.8 Municipal Flood Emergency Plan (MFEP)

The MFEP was prepared by the MEMPC as a sub plan of the MEMP and takes into account the outcomes of the CERA process undertaken by the MEMPC. The purpose of the MFEP is to detail the arrangements agreed for the planning, preparedness, prevention, response and recovery from flood incidents within the Colac Otway Shire.

The MFEP is maintained by the SES (CM9: D17/46770)

## 7.9 Other Special Plans

Other specific special plans have been developed to address those hazards which have been identified by the MEMPC. The details of these plans and copyholders are provided below.

### **School Bus Routes**

School Bus Coordinator is responsible for the maintenance and amendment of these plans. The plans are amended annually.

Copies are held by:

- Schools
- Department of Education and Training, Geelong
- Victoria Police
- Transport Company

### **Regional Coordination Plan – Blue Green Algae – Barwon Water**

Chief Executive Officer Barwon Water is responsible for the maintenance and amendment of this plan and copies are held by the Health Protection Coordinator, Colac Otway Shire **(CM9: D11/24840)**

Draft Lake Colac Blue Green Algae Plan: copies are held by the Manager, Environment and Community Safety, Colac Otway Shire

### **Colac Otway Municipal Public Health and Wellbeing Plan 2017-2021**

The Manager Community Services, Colac Otway Shire is responsible for the development and review of the plan annually. The plan is required to be renewed every four years. **(CM9: D13/69774)**

### **Influenza Pandemic Plan**

The Health Protection Coordinator, Colac Otway Shire is responsible for the development and review of the plan annually.

Copies are available from the Health Protection Coordinator, Colac Otway Shire **(CM9: D12/29773)**

### **Colac Otway Shire Heatwave Plan**

The Health Protection Coordinator, Colac Otway Shire is responsible for the development and review of the plan annually.

Copies are available from the Health Protection Coordinator, Colac Otway Shire. **(CM9: D11/19907)**

# Municipal Emergency Management Plan Colac Otway Shire

## Appendices

Version 4.2 December 2020

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## Appendix 1 – MEMP Sub Plans, Related Procedures and Operating Guidelines

Title	Location
MEMP Sub Plans	
<a href="#">Otway District Strategic Fire Management Plan</a>	CM9: D17/23230
<a href="#">Neighbourhood Safer Places Plan</a>	CM9: D20/33382
<a href="#">Otway District Relief and Recovery Collaboration</a>	CM9: D15/75585
Birregurra Sub Flood Plan	CM9: D14/51950
Community Emergency Risk Assessment	CM9: D20/84411
<a href="#">Colac Otway Shire Heatwave Plan</a>	CM9: D16/24091
<a href="#">Victorian Action Plan for Pandemic Influenza</a>	CM9: D20/84427
<a href="#">Colac Otway Shire Municipal Public Health and Wellbeing Plan</a>	CM9: D17/59970
Procedures and Operating Guidelines	
Municipal Emergency Coordination Centre Operations Plan	CM9: D17/50345
Safety and Environment Management Plan – Port of Apollo Bay	CM9: D17/58338
Business Continuity Plans – Colac Otway Shire (by department)	CM9: F18/8877
Risk Management Policy	CM9: D18/111566
MEMP Audit Report 2017	CM9: D17/85177
MFMPCC Terms of Reference	CM9: D20/84437
Events Sub-committee Terms of Reference	CM9: D13/41205
Cross Council Relief and Recovery Committee Terms of Reference	CM9: D12/65712
Memorandum of Understanding – Otway District Relief and Recovery Collaboration	CM9: D14/23091
Protocol for Inter-Council Emergency Management Resource Sharing	CM9: D20/84547 CM9: D17/63328
Emergency Relief Centre Standard Operating Guidelines	CM9: D16/63942
Colac Otway Shire Community Engagement Policy	CM9: D16/24548
List of Approved Contractors	TRIM D14/51751
Corporate Business Continuity Plan	CM9: D18/79220
Other Relevant Documents	
Regional Coordination Plan – Blue Green Algae – Barwon Water	CM9: D11/24840
Barwon South West Regional Emergency Response Plan	CM9: D20/84579

## **Appendix 2 – Key Council Emergency Contacts**

**PUBLIC VERSION –  
APPENDIX REMOVED DUE TO  
PRIVACY AND CONFIDENTIALITY**

## **Appendix 3 – Municipal Emergency Planning Committee Members**

**PUBLIC VERSION –  
APPENDIX REMOVED DUE TO  
PRIVACY AND CONFIDENTIALITY**

## **Appendix 4 – Emergency Contact Directory**

**PUBLIC VERSION –  
APPENDIX REMOVED DUE TO  
PRIVACY AND CONFIDENTIALITY**

## Appendix 5 – Register of Facilities – Vulnerable People

For a detailed list of facilities see **TRIM: D17/50256** Updated June 2017

Town	Facility Type		Number of Facilities
<b>Alvie</b>	School	Education	1
<b>Apollo Bay</b>	Aged Care	Residential Care	1
	Child Care		2
	School P-12	Education	1
	Hospital	Public Hospital	1
	Village Accommodation	Low Income	1
	Caravan Parks	CoM/Private	3
<b>Beeac</b>	School	Education	1
<b>Birregurra</b>	Pre School	Education	1
	School	Education	1
<b>Carlisle River</b>	School	Education	1
<b>Colac</b>	Aged Care	Private Sector Residential Care	2
	Aged Care	Public Sector Residential Care	1
	Aged and Disability	In home care	Numerous
	Child Care		7
	School	Education	7
	Hospital	Public Hospital	1
	Disability	Day Programs	5



	Residential Care	Disability	3
<b>Coragulac</b>	Child Care	Education	1
	School	Education	1
<b>Elliminyt</b>	Child Care	Education	1
	School	Education	1
	Disability	Day Programs	3
<b>Forrest</b>	Child Care	Education	2
	School	Education	1
<b>Lavers Hill</b>	Child Care	Education	1
	School P-12	Education	1

## Appendix 6 – MEMPC Terms of Reference

### Colac Otway Shire

### Municipal Emergency Management Planning Committee

### Terms of Reference

October 2017

The Colac Otway Shire Municipal Emergency Management Planning Committee (MEMPC) has been established pursuant to Sections 21(3) and (4) of the Emergency Management Act 1986.

The MEMPC is one component of a broader structure that enables appropriate planning, response and recovery activities and arrangements at local and regional levels, with sub-committees and working groups who are responsible for planning for fire management, flood management, and relief and recovery.

#### 1. Objectives of the Committee

The objective of the MEMPC is to operate at a strategic level, providing specialist information into the Municipal Emergency Management Plan and sub plans for Council's consideration. The committee also identifies potential opportunities to prepare, prevent and mitigate risks to the community across other areas of emergency management.

#### 2. Role of the Committee

It is not the MEMPC's role to manage emergencies. This is the responsibility of agencies and personnel identified under the Victorian State Response and Recovery Arrangements.

The MEMPC is required to prepare the Municipal Emergency Management Plan as per the *Emergency Management Act 1986*. The ongoing role of the committee is to:

- Develop and maintain the MEMP for consideration by Council.
- Review and update the MEMP annually, including review of risks and the Community Emergency Risk Assessment (CERA) as required.
- Arrange regular tests/exercises of MEMP.
- Assess and review hazards and risks facing the community.
- Call an out of session meeting following an emergency incident or change to the plan.
- When necessary, form specialist sub-committees or working groups of the MEMPC.
- Help prepare risk treatment strategies.
- Prepare risk specific response and recovery sub-plans for the municipal district.
- Determine the need for a Municipal Fire Management Planning Committee in accordance of Part 6A of the EMMV

The committee should operate as a planning committee and not merely as a reporting committee.

### 3. Composition of the Committee

Agency	Agency Position
Ambulance Victoria	Group Manager South West
Barwon Water	Emergency Risk Management Advisor
Colac Otway Shire	Municipal Emergency Resource Officer (MERO)
Colac Otway Shire	Municipal Emergency Manager (MEM)
Colac Otway Shire	Municipal Recovery Manager (MRM)
Colac Otway Shire	Municipal Fire Prevention Officer (MFPO)
Colac Otway Shire	Emergency Management Coordinator
Colac Otway Shire	Councillor (x2)
Country Fire Authority	Operations Manager District 6
Department of Health & Human Services	Regional Recovery Coordinator or Representative
Department of Environment, Land, Water and Planning	Otway District Manager
Department of Jobs, Precincts & Regions	Animal Health
Parks Victoria	Chief Ranger – Colac Otway
Powercor	Regional Business Manager – Southern Region
Victoria Police	Municipal Emergency Response Coordinator (MERC)
Regional Roads Victoria	Regional Emergency Management Coordinator & REMO
VICSES	Regional Officer Emergency Management

### 4. Chair and Executive Officer

The MEMPC is chaired by the Municipal Emergency Manager. In the absence of the Chairperson, the meeting will be chaired by the Municipal Emergency Resource Officer. Where both chairpersons are absent and provided a quorum is present, a MEMPC member can be nominated from the floor and elected to the position for the meeting.

The Executive Officer role is undertaken by Councils Municipal Emergency Management Coordinator. The Executive Officer will provide secretarial services for the MEMPC.

## 5. Additional Agencies

The MEMPC may call upon additional agencies or individuals to provide information or expertise as required. These agencies or individuals may choose to attend MEMPC meetings and contribute to discussions but will not hold voting rights. These agencies or individuals may choose to receive meeting invitations and minutes.

Agency	Agency Position
Australian Red Cross	Divisional Operations Officer
Colac Area Health	Services Manager
Corangamite CMA	Floodplain Statutory Manager
Department of Education and Training	Manager of Operations and Emergency Management
Emergency Management Victoria	Regional Emergency Management Planning Facilitator
Environment Protection Agency	Manager Operations & Emergency Management
Great Ocean Road Health	Facilities and Infrastructure Coordinator
Gas - Downer Utilities	Senior Technical Officer
Life Saving Victoria	Otway Life Saving Operations Officer
Public Transport Victoria	Senior Incident Response Officer
Telstra	Team Manager Field Services
V/line	Area Services Manager
VCC Emergencies Ministry	Area Coordinator - Colac Otway Shire
Volunteering Great South Coast	Coordinator & Municipal Emergency Relief & Recovery Planning
Wannon Water	Emergency Management Coordinator
Other additional agencies as required	

## 6. Specialist Sub Committees

It may be appropriate to form one or more specialist sub-committees of the MEMPC on subjects of major significance to the municipal district, such as specific risks and related issues as identified through the Community Emergency Risk Assessment and State Government legislation.

## **7. Quorum**

A quorum is achieved when half the MEMPC member agencies plus one are present at the meeting. No resolutions can be made if a quorum is not reached; however a meeting can still take place and issues referred for resolution to the next meeting of the MEMPC at which a quorum is reached.

## **8. Meetings and Minutes**

The Colac Otway Shire MEMPC will meet quarterly. Extraordinary meetings may be called by the MEMPC should a significant event occur within the municipality.

Requests for Agenda items will be distributed one month prior to meetings and Agendas will be distributed two weeks prior to meetings.

MEMPC members are to provide a written report to the Executive Officer outlining any agency specific emergency management actions and issues of interest to the MEMPC not less than 7 days prior to the meeting.

Meeting minutes will be forwarded to all MEMPC Committee representatives two weeks following the meeting and (where deemed relevant) to the next ordinary meeting of Council, including a report explaining any specific recommendations and key outcomes.

## **9. Colac Otway Shire Councils Role**

Council will refer relevant issues to the MEMPC for advice where required, to inform Council's decisions.

Council will give due consideration to the recommendations of the Committee.

Council will provide the MEMPC with relevant information required to make decisions.

Council will provide a suitable venue for the meetings of the Committee and provide technical and secretarial support for those meetings.

## **10. Changes to Terms of Reference**

These terms of reference shall form an appendix to the Municipal Emergency Management Plan and as such any major amendments or variations can only be by resolution of the Colac Otway Shire Council.

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## Appendix 7 – Meeting and Training Log

Date	Meeting / Training
20/02/2014	MEMPC Meeting
15/05/2014	MEMPC Meeting
21/08/2014	MEMPC Meeting
5/11/2014	Training – Emergency Relief Centre - Introduction
11/11/2014	Training - Emergency Relief Centre - Refresher
12/11/2014	Training - CrisisWorks Refresher
14/11/2014	Training - Emergency Relief Centre - Refresher
18/11/2014	Training – Emergency Relief Centre Managers
20/11/2014	MEMPC Meeting
24/11/2014	Training – Emergency Relief Centre – Introduction
3/12/2014	COR EX – Multi Agency Response and ERC Training Exercise
19/2/2015	MEMPC Meeting
21/5/2015	MEMPC Meeting
20/8/2015	MEMPC Meeting
24/8/2015	Training – Working in ERC – Refresher
3/9/2015	Training – Working in ERC – Introduction
19/11/2015	MEMPC Meeting
2/12/2015	Training – Emergency Relief Centre – Refresher
2/12/2015	COS EX – Multi Agency Response and ERC Training Exercise
18/2/2016	MEMPC Meeting
19/5/2016	MEMPC Meeting
8/06/2017	Exercise Red Alert
28/7/2016	Training – Working in ERC – Refresher
18/8/2016	MEMPC Meeting
23/8/2016	Training – Working in ERC – Introduction
25/8/2016	Training – Manage ERC
29/8/2016	Training – Working in ERC – Introduction
5/9/2016	Training – Emergency Relief Centre – Refresher

27/9/2016	Training – Pre Exercise Refresher/Briefing
17/11/2016	MEMPC Meeting
24/11/2016	SURF EX – Multi Agency Response and ERC Training Exercise
23/2/2017	MEMPC Meeting
18/5/2017	MEMPC Meeting
23/5/2017	Training – Emergency Management – Understanding the Recovery Cycle
20/07/2017	DISCEX BLACK FIN - Great Ocean Road Multi Agency Exercise Sector 7
17/08/2017	MEMPC Meeting
23/8/2017	DISCEX NELSON – Great Ocean Road Multi Agency Exercise Sector 5 & 6
12/9/2017	DISCEX MACRO – Great Ocean Road Multi Agency Exercise Sector 4
12/10/2017	COR EX - Multi Agency Response and ERC Training Exercise
9/11/2018	ExCOS2 - Multi Agency Response and ERC Training Exercise
14/02/2019	MEMPC Meeting
9/05/2019	MEMPC Meeting
8/08/2019	MEMPC Meeting
8/10/2019	SURF EXKANSAS – Multi Agency Response and ERC Training Exercise
14/11/2019	MEMPC Meeting
13/02/2020	MEMPC Meeting
14/05/2020	MEMPC Meeting

## Appendix 8 – MEMP Distribution List

The MEMP will be circulated according to the table below. Updates to the MEMP will be distributed to the following organisations along with a process to acknowledge receipt.

MEMP Distribution			
Organisation	Contact	Address	Format
Colac Otway Shire	Municipal Emergency Manager (MEM) Deputy MEM Municipal Emergency Resource Officer (MERO) Deputy MERO Municipal Recovery Manager (MRM) Deputy MRM Municipal Fire Prevention Officer Chief Executive Officer Front Counter (excluding appendices) Library (excluding appendices)		Hard Copy
Ambulance Victoria		<a href="mailto:ambulanceemergencymanagement@ambulance.vic.gov.au">ambulanceemergencymanagement@ambulance.vic.gov.au</a>	Electronic
Australian Red Cross	DOO ES Inner Barwon	<a href="mailto:elanderson@redcross.org.au">elanderson@redcross.org.au</a>	Electronic
Barwon Water		PO Box 659 GEELONG VIC 3220	Electronic
Colac Area Health		2-28 Connor Street Colac 3250	Electronic
Country Fire Authority	District 7 Headquarters	PO Box 568 North Geelong 3215	Electronic
	District 6 Headquarters	PO Box 298 Colac 3250	Hard copy
Department of Environment, Land, Water and Planning	Colac	83-85 Gellibrand Street Colac 3250	Electronic
Department of Health and Human Services	Geelong Office	Level 2 State Government Offices Cnr Lt Malop & Fenwick Streets Geelong 3220	Electronic
Great Ocean Road Health	Chief Executive Officer	75 McLachlan Street Apollo Bay 3233	Electronic
Parks Victoria		PO Box 3100 Bendigo 3550	Electronic
Powercor		PO Box 185 Geelong 3220	
VCC EM	Coordinator Colac Otway Shire		Electronic
Victoria Police	Municipal Emergency Response Coordinator (MERC)	Colac Police Station	Hard copy



<b>Victoria Police continued</b>	Regional Emergency Response Coordinator – Inspector	State Government Offices Cnr Lt Malop & Fenwick Streets Geelong 3220	Electronic
	Regional Emergency Response Coordinator WDI	110 Mercer Street Geelong 3220	Electronic
	Apollo Bay Police Station	31 Nelson St APOLLO BAY VIC 3233	Hard copy
	Beeac Police Station	63 Main St BEEAC VIC 3251	Hard copy
	Birregurra Police Station	89 Main St BIRREGURRA VIC 3242	Hard copy
	Colac Police Station	Cnr Dennis & Queen St COLAC VIC 3250	Hard copy
	Cressy Police Station	Lyons St CRESSY VIC 3322	Hard copy
	Forrest Police Station	Station St FORREST VIC 3236	Hard copy
	Lavers Hill Police Station	Great Ocean Rd LAVERS HILL VIC 3237	Hard copy
<b>Regional Roads Victoria</b>	Emergency Management Coordinator	PO Box 775 Geelong 3220	Electronic
<b>VicSES</b>	Regional Officer Emergency Management	South West Region Office 90 Furmer Ave BELL PARK VIC 3215	Hard copy
<b>Wannon Water</b>		25 Gateway Road Warrnambool 3280	Electronic
<b>Neighbouring Councils</b>	Corangamite Shire MERO	PO Box 84 CAMPERDOWN VIC 3260	Electronic
	Golden Plains Shire MERO	2 Pope St BANNOCKBURN VIC 3331	Electronic
	Surf Coast Shire MERO	PO Box 350 TORQUAY VIC 3228	Electronic
<b>State Library of Victoria</b>	Government Publications	23-47 Villiers Street North Melbourne 3051	Electronic
Spare Copies			4
<b>TOTAL</b>			<b>46</b>

## **Appendix 9 – Community Emergency Risk Assessment**

A copy of the Community Emergency Risk Assessment Plan and Workbook can be accessed upon request from the Emergency Management Coordinator

Community Emergency Risk Assessment Version - CERA version 7.7 COS - Jan 2020  
CM9: D20/84411

## Appendix 10 – Control Agencies for Response

Refer to Part 7 of the Emergency Management Manual Victoria (EMMV) located at [www.emv.vic.gov.au/policies/emmv](http://www.emv.vic.gov.au/policies/emmv) (pdf).

## Appendix 11 – Support Agencies for Response

Refer to Part 7 of the Emergency Management Manual Victoria (EMMV) located at [www.emv.vic.gov.au/policies/emmv](http://www.emv.vic.gov.au/policies/emmv) (pdf).

## **Appendix 12 – Municipal Resources - Heavy Equipment**

**PUBLIC VERSION –  
APPENDIX REMOVED DUE TO  
PRIVACY AND CONFIDENTIALITY**

## Appendix 13 – Emergency Relief and Recovery Centres

PUBLIC VERSION –  
APPENDIX REMOVED DUE TO  
PRIVACY AND CONFIDENTIALITY

## Appendix 14 – Designated Neighbourhood Safer Places and Community Fire Refuges

### Neighbourhood Safer Place – Places of last Resort

Township	Structure Type	Telephone / Toilets	Description	Map reference (GIS GDA)
Apollo Bay	Open Space	Public Phone (125 Collingwood St at pedestrian crossing) / Yes	Apollo Bay Foreshore, Great Ocean Road b/w Moore St and Nelson St	Easting: 732097 Northing: 5076635
Gellibrand	Open Space	Public phone (opposite general store) / Yes (adjacent park)	Rex Norman Reserve, Main Street Gellibrand	Easting: 721352 Northing: 5733301
Birregurra	Open Space	Public phone (Post Office General Store) / Yes	Birregurra Park, Main Road (corner Strachan St) Birregurra	Easting: 743523 Northing: 5753044
Beeac	Open Space	Public phone (post office) / Yes (across Main St)	Beeac Park, corner Wallace and Colac Ballarat Road , Beeac	Easting: 731173 Northing: 5769181
Cressy	Open Space	Public Phone (New Station Street – across from toilets) / Yes (across road)	41 Yarima Road Cressy 3322	Easting: 731179 Northing: 5787535
Cressy	Structure/ indoor	Public Phone (New Station Street – across from toilets) / Yes	41 Yarima Road Cressy 3322	Easting: 731179 Northing: 5787535
Beech Forest	Open Space	Public Phone (across road) / Information & historical centre (John H Gardner Reserve)	Open Space (gravel area next door to Beech Hotel) 35 Main Rd, Beech Forest.	Easting:724114 Northing: 5720420
Barwon Downs	Open space	Public phone (across road from toilets) / Yes	Barwon Downs Parkland (town park - old school site) 1595 Birregurra-Forrest Road, Barwon Downs	Easting: 740660 Northing: 5738500  Easting: 740663 Northing: 5738540

## Community Fire Refuges

Township	Structure Type	Telephone	Description	Map reference Easting Northing
Lavers Hill	Community Fire Refuge	03 5237 3162	<b>Lavers Hill Community Fire Refuge – SES/ AV and CFA Joint Station</b> 8 - 14 Lavers Hill – Cobden Road, Lavers Hill	Easting: 707970 Northing: 5716129



## Appendix 15 – Community Alert Sirens

Township
Lavers Hill
Wye River

## Appendix 16 - Fixed Wing Aircraft

The Colac and Apollo Bay airstrips are the only authorised landing strips in the Colac Otway Shire.

### Colac Airstrip Statistics

Abbreviation:	YOLA
Location:	McKays Road, Irrewarra 10 km NE of Colac Lat 38 <sup>0</sup> 17'S Lon 143 <sup>0</sup> 41'E
Type:	Authorised Landing Area, Unlicensed
Elevation:	450 feet
Surface:	Unsealed – graveled and grass
Runway:	09-27 Sealed 885 m (East-West) 18-36 Grass 630 metres (North-South) – dry weather only
Circuit:	Left Hand
Information:	Pre-recorded – (03) 5232 9563
Emergencies:	Colac Police – (03) 5231 5599 Aerodrome manager – 0427 563 894

### Apollo Bay Airstrip Statistics

Abbreviation:	YAPO
Location:	Adjacent to northern limit of Marengo, south of Apollo Bay and immediately west of the Great Ocean Rd. Lat 38 <sup>0</sup> 47'S Lon 143 <sup>0</sup> 39'E
Type:	Authorised Landing Area, Unlicensed
Elevation:	45 feet
Surface:	Sealed
Runway:	09-27 - 760 metres
Runway Lights:	No
Special Procedures:	High ground at west end. Consider one way unless wind dictates. Be mindful of trees. Use 125.9 in circuit. Automated message - (03) 5232 9563

### Rotary Wing Aircraft

Emergency Service Organisations and Military Aircraft supporting Emergency Services utilise the Colac Cricket Ground at the corner of Queens Avenue and Fireman Street for routine Police and Medivac landings.

DELWP permanent landing area is 88 Forest St Colac situated in Clearwater Logging and Transport yard. Windssock is yellow, Lat 38.20.58S Lon 143.36.57E.

## Appendix 17 – Acronyms and Abbreviations

AA	Air services Australia
ADF	Australian Defence Force
AEMO	Australian Energy Market Operator
AFAC	Australian Fire and Emergency Services Authority Council
AGCDTF	Australian Government Counter Disaster Taskforce
AGD	Attorney-General's Department
AIIMS	Australasian Inter-Service Incident Management System
AMSA	Australian Maritime Safety Authority
ARCV	Australian Red Cross Victoria
ARFF	Aviation Rescue and Firefighting (part of Airservices Australia)
ATSB	Australian Transport Safety Bureau
AusSAR	Australian Search and Rescue
AV	Ambulance Victoria
AVCG	Australian Volunteer Coast Guard
BC	Building Commission
BOM	Bureau of Meteorology
CBR	Chemical, Biological, Radiological
CBRIE	Chemical, Biological, Radiological, Incendiary Explosive
CCP	Chief Commissioner of Police
CCoV	Coroners Court of Victoria
CERA	Community Emergency Risk Assessment
CFA	Country Fire Authority
CGRC	Central Government Response Committee
CI	Critical Infrastructure
CMA	Catchment Management Authority
COAG	Council of Australian Governments
COMDISPLAN	Commonwealth Government Disaster Response Plan
CORC	Colac Otway Recovery Committee
CWA	Country Women's Association
DACC	Defence Assistance to the Civil Community
DELWP	Department of Environment, Land, Water & Planning
DFACA	Defence Force Aid to the Civil Authority
DFSV	Dairy Food Safety Victoria
DGEMA	Director-General Emergency Management Australia
DHHS	Department of Health and Human Services
DoJ	Department of Justice
DPC	Department of Premier and Cabinet
DTF	Department of Treasury and Finance
DEDJTR	Department of Economic Development, Jobs, Transport and Resources
DVI	Disaster Victim Identification
EMA	Emergency Management Australia
EMLO	Emergency Management Liaison Officer
EmRePSS	Emergency Resource Providers Support Scheme
EMS	Emergency Medical Services
EMT	Emergency Management Team
EOC	Emergency Operations Centre
EPA	Environment Protection Authority
ERC	Emergency Response Coordinator
ERCC	Emergency Response Coordination Centre

ESTA	Emergency Services Telecommunications Authority
ERC	Incident Emergency Response Coordinator
GIS	Geospatial Information System
ICA	Insurance Council of Australia
ICC	Incident Control Centre
IDRO	Insurance Disaster Response Organisation
IFMP	Integrated Fire Management Planning
IMS	Incident Management System
IMT	Incident Management Team
LSV	Life Saving Victoria
Marine EMT	Marine Emergency Management Team
MAV	Municipal Association of Victoria
MCPEM-EM	Ministerial Council for Police and Emergency Management – Emergency Management
MECC	Municipal Emergency Coordination Centre
MEMEG	Municipal Emergency Management Enhancement Group
MEMPC	Municipal Emergency Management Planning Committee
MERC	Municipal Emergency Response Coordinator
MERO	Municipal Emergency Resource Officer
MEST	Major Emergency Strategy Team
MFB	Metropolitan Fire Brigade
MFESB	Metropolitan Fire and Emergency Services Board
MFPO	Municipal Fire Prevention Officer
MRM	Municipal Recover Manager
MSV	Marine Safety Victoria
NCTP	National Counter Terrorist Plan
NDRRA	Natural Disaster Relief and Recovery Arrangements
NEMC	National Emergency Management Committee
NEWS (EL)	National Emergency Warning System (Emergency Alert)
NPW	Nuclear Powered Warship
POC	Police Operations Centre (D24)
PV	Parks Victoria
Red Cross	Australian Red Cross
RERC	Regional Emergency Response Coordinator
RERCC	Regional Emergency Response Coordination Centre
RFCV	Rural Finance Corporation Victoria
RFR	Register. Find. Reunite.
RR	Road Rescue
RSPCA	Royal Society for Prevention of Cruelty to Animals
SBSC	Small Business Counselling Service
SCC	State Control Centre / State Crisis Centre
SCN	Security and Continuity Network
SECC	Security and Emergencies Committee of Cabinet
SEMC	State Emergency Mitigation Committee
SEMT	State Emergency Management Team
SERCC	State Emergency Response Coordination Centre
SEWS	Standard Emergency Warning Signal

SHERP	State Health Emergency Response Plan
SII	Spatial Information Infrastructure
TAC	Transport Accident Commission
TESS	Transport, Engineering and Services Support
USAR	Urban Search and Rescue
VCC EM	Victorian Council of Churches Emergency Ministry
VEMC	Victorian Emergency Management Council
VCG	Victorian Grants Commission
VicPol	Victoria Police
VICSES	Victoria State Emergency Service
VRCA	Victoria Regional Channels Authority
VWA	Victorian WorkCover Authority (WorkSafe)
WICEN	Wireless Institute Civil Emergency Network

## Appendix 18 - Glossary

Term	Definition
Action	The executive command to mount an operation whereby all required personnel are called to their posts.
Affected Area	A geographic area affected by an emergency for the purpose of response and recovery arrangements.
Agency	A government agency or non-government agency.
Alert	The period when the Regional or Municipal Emergency Response Coordinator believes an emergency may occur and requires all, or designated functional services to increase their level of preparedness to cope.
Assembly Area	A designated location used for the assembly of emergency affected persons. The area may also incorporate an Emergency Relief Centre.
Chain of Command	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.
Command	The direction of human and material resources of an agency in the performance of an agency's roles and responsibilities.
Control	The direction of human and material resources of an agency in the performance of that agency's roles and tasks.
Control Agency	An agency nominated to control the response activities to a specific type of emergency.
Coordination	The bringing together of agencies and resources to ensure effective response to and recovery from emergencies, primarily concerned with the systematic acquisition and application of required resources.
Counselling	The provision of psychological support and advice to persons affected by an emergency.
Displan	The name given to the State Emergency Response Plan under Section 10(1) of the Emergency Management Act 1986. The word DISPLAN was originally the short title for the State Disaster Plan. In this manual the phrase "emergency response" is used when referring to this emergency response plan as a document or the emergency response arrangements, or to emergency response coordinators.
EMCG	Consists of the MERC, MERO and MRM – a Municipal decision-making group within the MECC.
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: <ul style="list-style-type: none"> <li>a. an earthquake, flood, wind-storm or other natural event; and</li> <li>b. a fire; and</li> <li>c. an explosion; and</li> <li>d. a road accident or any other accident; and</li> <li>e. a plague or epidemic; and</li> <li>f. a warlike act, whether directed at Victoria or part of Victoria or at any other State or Territory of the Commonwealth; and</li> <li>g. a hi-jack, siege or riot.</li> </ul>

Term	Definition
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.
Emergency Grant	The provision of financial assistance during emergency relief to emergency affected persons as determined by government policy.
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.
EMLO	Provided by Agencies and Councils to the Control Agency and are located in the Incident Control Centre or the controlling agency's Emergency Response Centre.
EMMV	The Manual that provides the structure for Municipalities to raise their Municipal Emergency Management Plans (MEMP).
Emergency Relief	The provision of immediate shelter, life support and human needs of persons affected by, or responding to, an emergency. It includes the establishment, management and provision of services to Emergency Relief Centres.
EMT	A team which assists the Controller in formulating a response strategy and in its execution by all agencies.
ERC	A building or place established to provide life support and essential needs to persons affected by or involved in the management of an emergency.
Financial Assistance	See Emergency Grant.
Hot Start	The MECC and ERC functions are established and staffed.
IERC	A senior member of the Police Force at the scene of an emergency.
IIA	An initial appraisal of the extent of damage, disruption and breakdown to the community and its infrastructure as a result of the emergency or disaster.
Incident	Any unplanned event requiring emergency intervention.
Incident Controller	The Officer with overall responsibility for emergency response operations. A controller is a member of the control agency appointed to have overall responsibility for emergency response operations.
Incident Control Centre	The locations where the Incident Controller and various members of the Incident Management Team provide overall direction of response activities.
Lead Agency	The Agency designated to coordinate the provision of a functional area of emergency relief and supplementary supply.
Marshalling Point	An area/facility where resources are deployed and the occupational health and safety of Colac Otway Shire Council personnel, contractors and other local government personnel who are conducting emergency response activities is monitored.
Material Needs	Clothing, bedding and other personal items provided to emergency affected persons.
MECC	A facility operating at the Municipal level to coordinate and organise emergency provisions of Municipal and community resources in support of response and recovery.
MECC Facility Manager	The function which coordinates the procedural and system requirements to ensure the smooth running of the facility.

Term	Definition
MECC Logistics Officer	Responsible for obtaining and maintaining resources, facilities, services and materials to support emergency response.
MECC Planning Officer	Responsible for information management and planning to support emergency response.
MEM	A Municipal employee responsible for overall emergency management functions across Council.
MEMPC	The Committee that is responsible for the formation and maintenance of the Municipal Emergency Management Plan (MEMPC) at the Municipal level.
MERC	A member of Victoria Police (Officer in Charge Colac Police Station) appointed at the Municipal level to coordinate the response to an emergency.
MERO	A Municipal appointee responsible to the Municipal Council for ensuring the coordination of Municipal resources to be used in emergency response.
MRM	A Municipal appointee responsible to the Municipal Council for ensuring the coordination of Municipal resources to be used in emergency recovery.
Municipality	The area within the defined boundaries for Local Government responsibility of a Council, Shire, Borough, Town or City.
NSP	A place of last resort for people in bushfire prone areas to go to in the event of a bushfire.
Operations Officers	Responsible for managing all activities and resources specific to their role for emergency response.
Prevention	The elimination or reduction of the incidence or severity of emergencies and the mitigation of their effects.
Primary Support Agency	The Agency to be first considered by a Municipal Emergency Response Coordinator for support in an emergency role.
Recovery	The assisting of persons and communities affected by emergencies to achieve a proper and effective level of functioning.
Recovery Agency	An Agency with a role or responsibility under the State Emergency Recovery Plan or in the recovery arrangements.
Recovery Centre	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.
Relief Stage	The immediate post impact stage of an emergency, preceding the recovery phase. For the purposes of this Plan, the end of relief will be when “stand down” is advised by the Municipal Emergency Response Coordinator.
Region	A geographic area comprising a number of Municipal districts and specific Victorian waters.
Relocation	The planned relocation of persons from dangerous or potentially dangerous areas to safer areas and eventual return.
Resource Supplementation	The provision of resources in emergencies to response agencies by other than their internal resource acquisition systems.
Response	The combating of emergency and the provision of rescue and immediate relief services.
RERC	A commissioned officer of Victoria Police appointed for a State Government region as Regional Emergency Response Coordinator.



Term	Definition
RFR	Register.Find. Reunite: A Red Cross managed website - This service registers, finds and reunites family, friends and loved ones after an emergency
Staging Area	A location designated and used during emergency response for the assembly of Control or Support Agency personnel prior to deployment.
SMEACS	The situation briefing used to communicate the emergency situation, issues and response mechanisms for personnel in the MECC and at an ERC.
SOP	Step-by-step instructions on how to implement and complete tasks that are integral to emergency response and recovery.
Span of Control	A concept that relates to the number of groups or individuals that can be supervised by one person.
Standby	That period normally following alert, when the RERC or MERC, or the Chief Officer of a control agency, believes that the occurrence or the effects of the emergency, are imminent. Members of the relevant agencies are placed “on standby”, thus being ready to respond immediately.
Stand Down	The order given by the Regional or Municipal Emergency Response Coordinator that allows personnel to cease operations reflecting the termination of the emergency.
State Emergency Response Coordinator	The Chief Commissioner of Police who is responsible for the coordination of activities of agencies having roles or responsibilities in relation to the response of emergencies.
State Recovery Coordinator	A senior office of DHS appointed by the Department to ensure the overall coordination of recovery in Victoria.
Supplementary Supply	Those resources requested under emergency supply unable to be obtained by Emergency Response Support Agencies.
Support Agency	An agency which provides services, personnel, or material to support or assist a control agency of affected persons.
Temporary Accommodation	Accommodation provided over an extended period of days, weeks or months for individual or families affected by an emergency. It is different from emergency shelter.
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.
Warm Start	The MECC and ERC functions are established with staff on Standby.

## Appendix 19 – Emergency Management Structures

Colac Otway Shire Council's emergency management response will depend on the nature of the incident that arises and what 'level' the emergency is determined to be.

The following outlines the three incident levels and depicts the structures that will be activated at each level.

In order to avoid confusing acronyms, the only acronyms used throughout are for 3 of the key internal emergency management roles – that of Municipal Emergency Manager (MEM), Municipal Emergency Resource Officer (MERO) and Municipal Recovery Manager (MRM).

### Level One Incident

Level one criteria:

- Single event or incident
- No Incident Control Centre
- No Emergency Relief Centre

An example of this type of incident is the train accident that occurred in 2016.

Council response:

- Initial meeting of the incident management team to strategise Council's response. This meeting will also be used to determine whether further meetings are required and what resources Council will need to commit
- Information and updates provided to the executive management team and public relations.

### Level One Incident Response



## Level Two Incident

Level two criteria:

- Prolonged event or incident, or one that has significant widespread impacts
- Incident Control Centre activated
- No Emergency Relief Centre activated

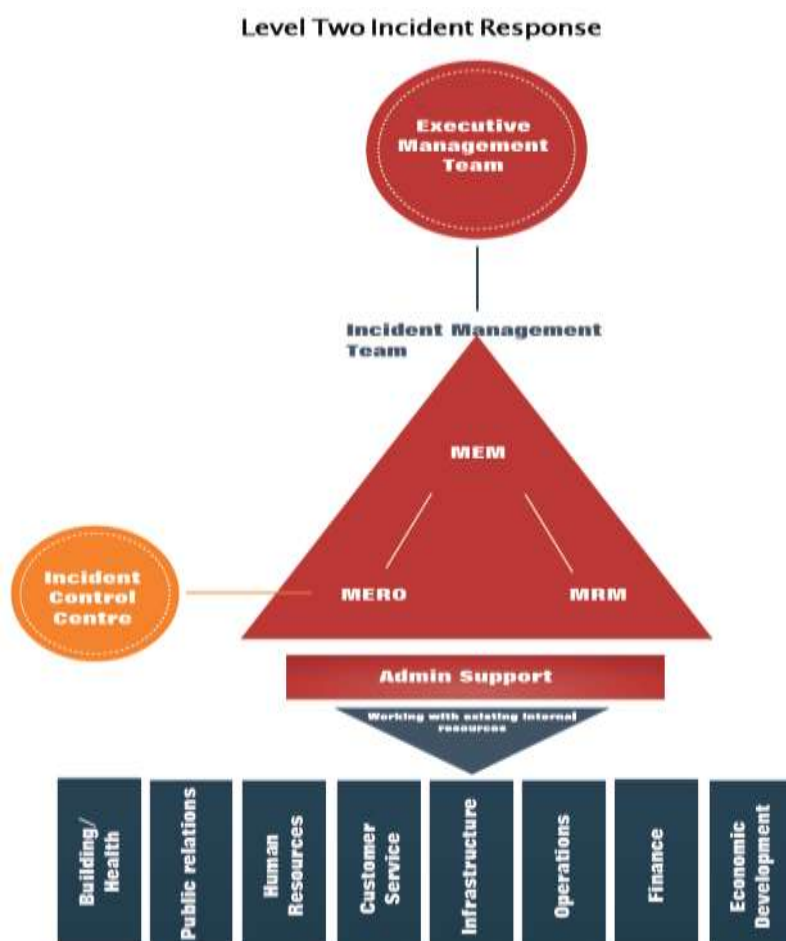
An example of this type of incident is the September 2016 flooding event in the shire.

Council response:

- Daily meetings initially of the incident management team and representatives of internal business units
- Additional staff engaged as required
- Regular briefings to the executive management team and public relations
- Frequent all-staff updates
- Frequent Council briefings.

Please note that the units represented are indicative; the nature of the incident will determine what areas of the organisation need to be involved. This will be outlined during an initial meeting of the incident management team.

The incident management team will also discuss business continuity and recovery transition with the executive management team.



## Level Three Incident

Level three criteria:

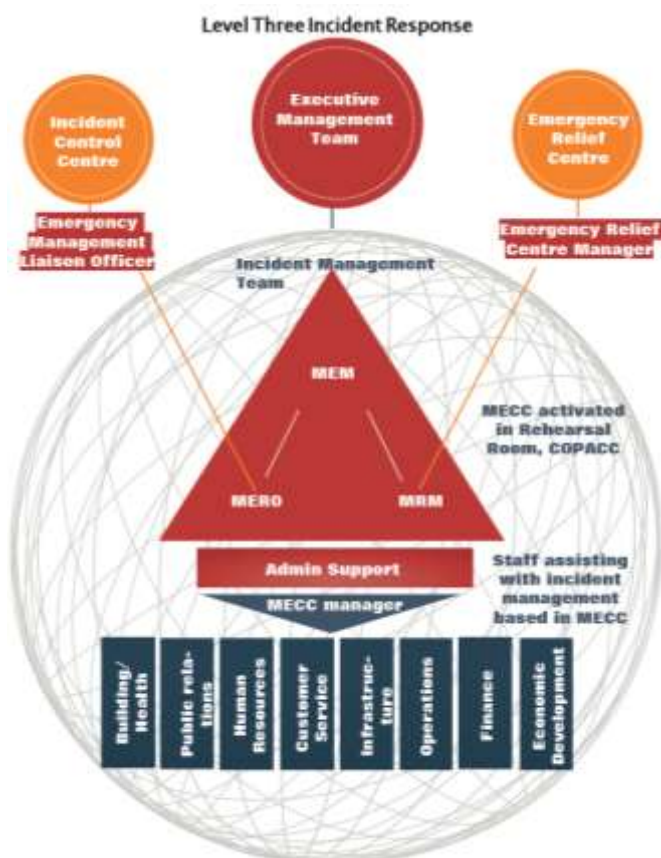
- Major event or incident, with significant ongoing impacts
- Incident Control Centre activated
- Emergency Relief Centre activated

An example of this type of incident is the Christmas Day 2015 bushfires in Wye River and Separation Creek.

Council response:

- MECC activated in rehearsal room in COPACC
- Daily meetings and briefings of the internal management team and other relevant staff
- Activate Customer Service Centre
- Agency support and additional staff engaged as required
- Frequent briefings of executive management team, public relations and Council
- Frequent, possibly daily, all-staff communications and warnings disseminated
- Incident management team discussions with executive management team
- Business continuity planning
- Transition to recovery planning
- Activate after-impact assessments

Please note that the units represented are indicative; the nature of the incident will determine what areas of the organisation need to be involved.



## Appendix 20 – Initial Incident Flow Chart: Municipal Response and Relief

PUBLIC VERSION –  
APPENDIX REMOVED DUE TO  
PRIVACY AND CONFIDENTIALITY