

Emergency Management Contact Directory

Part 10: Emergency Management Manual Victoria

Introduction

This Part of the Manual contains information on telephone contacts, postal addresses and website addresses for key personnel of Victoria's emergency management agencies.

The directory concentrates on State-level contacts; production of regional and municipal emergency management telephone directories is a local responsibility.

Please forward amendments to information contained in this Contact Directory:

by mail to:

Deputy Commissioner
Policy and Planning
Office of the Emergency Services Commissioner
GPO Box 4356
MELBOURNE VIC 3001

by facsimile to (03) 8684 7956

by email to: emmv@justice.vic.gov.au

Other Support Agencies

The Victorian community receives significant benefit from the emergency management contributions of a wide range of volunteer groups and organisations whose operations are either quite specialised and/or available mainly in a specific locality.

These groups should be identified in relevant municipal emergency management plans and/or divisional response plans or regional recovery plans, as appropriate.

The organisations listed in this Manual are those with either broad or statewide presence, Government organisations, those with a statutory emergency management involvement and some private corporations with specific roles.

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ABC Local RadioVictoria

GPO Box 9994
Melbourne VIC 3001
www.abc.net.au

ABC Local Radio Victoria	Emergency Hotline (24hr)	Contact Victoria Police or authorised emergency services representative
Regional Program Director	Mr Cameron Burgess	9626 1749
Local Radio Manager (774)	Mr Steve Kyte	9626 1770
	ABC Switchboard	9626 1500

Airservices Australia (Melbourne Centre)

PO Box 1093
Tullamarine VIC 3043
www.airservicesaustralia.com

Airservices Australia		(24 hr) 1300 301 120
Duty Operations Manager	24 hrs -silent number	9235 7420
Aviation Rescue and Fire Fighting (ARFF), Melbourne Airport	24 hours emergency	9339 2222
Airservices Media Line	24 hours	(02) 6257 2828
Aviation Search and Rescue – see Australian Maritime Safety Authority		Freecall 1800 815 257

Ambulance Service Victoria

Note: On 1 July 2008 Victoria's ambulance services were amalgamated into one organisation known as Ambulance Victoria

Alexandra & District Ambulance Service

PO Box 50
Alexandra VIC 3714

Emergency Calls 000

Business/Administration 5772 1162
Fax 5772 1666

Metropolitan Ambulance Service

375 Manningham Road
Doncaster VIC 3108
www.ambulance.vic.gov.au

Emergency Calls 000

Ambulance Emergency Operations Centre 1300 851 121

Duty Team Manager 1300 551 624

Fax 1300 551 623

Operations Manager Emergency Management Paul Holman 9090 5906
0417 346 642

Rural Ambulance Victoria

Locked Bag 9000
Ballarat Mail Centre VIC 3354
www.rav.vic.gov.au

Emergency Calls 000
Corporate Duty Manager 5338 5323

Operations Centres
Ballarat Area Duty Manager 5337 9450
Fax 5337 9470

Bendigo Area Duty Manager 5444 6968
Fax 5444 6982

Geelong Area Duty Manager 5222 2555
Fax 5223 1439

Morwell Area Duty Manager 5134 4666
Fax 5136 8944

Wangaratta Area Duty Manager 5721 2011
Fax 5720 0622

Australian Maritime Safety Authority

GPO Box 2181
 Canberra ACT 2601
www.amsa.gov.au

Emergency Response	Aviation	(02) 6230 6899 Freecall 1800 815 257
	Maritime	(02) 6230 6811 Freecall 1800 641 792
Chief Executive Officer	Graham Peachey	(02) 6279 5039 0417 234 849
Maritime Operations General Manager	Mick Kinley	(02) 6279 5935 0409 780 538
Ship Inspection Group Manager	Alan Schwartz	(02) 6279 5048 0408 144 635
General Manager	David Baird	(02) 6279 5700
Rescue Coordination Centre SAR Operations Manager	John Young	(02) 6279 5710 0417 292 784
Environment Protection Group Manager – Maritime Emergency Response Commander (MERCOCM)	Greg Chaffey	(02) 6279 5650 0417 582 110
Public Relations Manager	Tracey Jiggins	(02) 6279 5032 0418 164 901

Australian Pacific Airports (Melbourne) Pty Ltd

(Operator of Melbourne Airport)
 Locked Bag 16
 Gladstone Park, Tullamarine VIC 3043
www.melair.com.au

Emergency Calls

Airport Coordination Centre	24 Hours	9297 1601
Reception	24 Hours	9297 1600
Emergency Response Coordinator	Shonal Dessman	9297 1714
Security & Emergency Response Manager	Travis Jones	9297 1329

Australian Red Cross - Victoria

23-43 Villiers Street
North Melbourne VIC 3051
(GPO Box 9949, Melbourne 3001)
www.redcross.org.au/vic

Executive Director	Andrew Hilton	8327 7888
State Emergency Services Coordinator	Adam Dent	8327 7835 0447 303 731 24 Hrs pager 9411 5100
Business Hours		1800 232 969 General Fax: 8327 7822 8327 7922

Australian Transport Safety Bureau

ATSB, GPO Box 967
Civic Square ACT 2608
www.atsb.gov.au

Aviation Accident/Incident Notification	1800 011 034
Marine Accidents report through Australian Search & Rescue	(02) 6230 6811 1800 641 792
Rail accident/incident notification for accidents on the Defined Interstate Rail Network	1800 011 034
Information	1800 020 616

Australian Volunteer Coast Guard Association Inc.

AVCGA, PO Box 64
Sandringham VIC 3191
www.coastguard.com.au/location/victoria

Emergency calls	Primary	9598 7003
	Secondary	0434 405 616
State Headquarters	General	9598 9092
	Duty Officer	9598 7003
	Operational	0434 405 616

Building Commission

PO Box 536
Melbourne VIC 3001
www.buildingcommission.com.au

Director, Regulatory Development	Jeff Norton	9285 6412
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Bureau of Meteorology

GPO Box 1636
Melbourne VIC 3001
www.bom.gov.au

Senior Forecaster	24 Hrs 9669 4965
Severe Weather Forecaster (Silent number)	24 Hrs 9669 4923 9642 1798
Flood Duty Officer (during flood events)	9669 4947

Catchment Management Authorities

Floodplain Management

North Central 51 Bull St Bendigo VIC 3551	Camille White Team Leader Floodplain	5440 1896 Fax 5442 4965 0419 999 714
Mallee Sunraysia Horticulture Centre Cnr Koorlong Ave and Eleventh St PO Box 5017 Mildura VIC 3502	Peter Kelly Manager, River and Wetland Health	5051 4377 Fax 5051 4379 0428 224 368
North East 1B Footmark Court PO Box 616 Wodonga VIC 3689	Roel von't Steen Floodplain Manager	(02) 6043 7600 Fax (02) 6043 7601 0418 673 924
Goulburn Broken 168 Welsford St PO Box 1752 Shepparton VIC 3632	Guy Tierney Floodplain Manager	5820 1100 Fax 5831 6254 0408 359 991
East & West Gippsland 16 Hotham Street PO Box 1374 Traralgon VIC 3884	Adam Dunn Land Planning Manager	5175 7800 Fax 5175 7899 0407 056 145
Corangamite 64 Dennis Street Colac VIC 3250	Tony Jones Floodplain Manager	5232 9100 Fax 5232 2759 0408 539 832
Glenelg-Hopkins 79 French Street Hamilton VIC 3300	Marcus Little Floodplain & Works Manager	5571 2526 Fax 5571 2935 0428 105 355
Wimmera 26 Darlot Street PO Box 479 Horsham VIC 3402	Hugh Christie Waterway Manager	5382 1544 Fax 5382 6076 0418 835 933

Centrelink

14-16 Prospect Street
Box Hill VIC 3128
www.centrelink.gov.au

Business Manager	Allan Grant	9963 9245
Business Delivery		Fax 9963 9099
Centrelink State Emergency Coordinator		0411 674 139

Administration

Media & Communications	Ms Ryse Hayes	9963 9091
		Fax: 9963 9297
		0411 165 138

Area North Central		9963 9000
		Fax: 9963 9099

Area South East		9241 0700
		Fax 9241 0699

Area West		9201 9200
		Fax 9201 9399

Country Fire Authority

PO Box 701
Mount Waverley VIC 3149
www.cfa.vic.gov.au

Emergency Calls		000
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Switchboard		9262 8444
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Emergency Co-ordination Centre		9262 8490
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Duty Officer	24 hrs	9262 8415
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Director Operations/Chief Officer	Russell Rees	9262 8311
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Deputy Chief Officer Manager of State Operations	Steve Warrington	9262 8550
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Deputy Chief Officer Manager Policy & Planning	John Haynes	9262 8362
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Deputy Chief Officer Manager Operations Performance Improvement	Greg Esnouf	9262 8551
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Deputy Chief Officer	Geoff Conway	9262 8407
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CFA Region Headquarters

Bendigo	Region 2	5430 2200
Casterton	Region 4	5581 1114
Hamilton	Region 5	5551 1500
Colac	Region 6	5232 1923
Geelong	Region 7	5240 2700
Dandenong	Region 8	9767 1800
Warragul	Region 9	5623 1180
Sale	Region 10	5149 1000
Bairnsdale	Region 11	5152 3048
Seymour	Region 12	5799 1517
Lilydale	Region 13	8739 1300
Melton	Region 14	8746 1400
Ballarat	Region 15	5331 7966
Ararat	Region 16	5352 5516
Horsham	Region 17	5382 6672
Swan Hill	Region 18	5036 2800
Kerang	Region 20	5450 3406
Shepparton	Region 22	5833 2400
Wangaratta	Region 23	5721 4122
Wodonga	Region 24	(02) 6056 3022

Defence: Southern Victoria and Riverina/Murray Valley**Southern Victoria**

Joint Operations Support Staff – Sthn Vic
 Level 8 Defence Plaza Melbourne
 661 Bourke Street
 Melbourne VIC 3000

Duty Officer (24 hours)	9620 4141
Manager JOSS - SV	9282 7673 0419 573 008
Staff Officer Defence Assistance to the Civil Community	9282 7675 0417 694 671
Fax	9282 7693

Riverina / Murray Valley

Emergency Management and Co-ordination Centre (EMCC)
AWMA
Bandiana South
MILPO Bandiana VIC 3694

Duty Officer (out of hours)	(02) 6055 2376
Alternate	(02) 6055 2418
Officer Commanding EMCC	(02) 6055 2994 0417 687 649
Base Emergency Controller	(02) 6055 2352 0417 574 231
Ops Warrant Officer (OPSWO)	(02) 6055 2914 0407 203 234
Fax 24 hours	(02) 6055 2426
Office hours	(02) 6055 2885

Department of Education and Early Childhood Development

Emergency and Security Management
Locked Bag 1
Black Rock VIC 3193
www.education.vic.gov.au

Emergency Calls	(24 hrs) 9589 6266	
Manager	Larry Allender	9589 0273
Emergency Management		0417 011 013
		(24 hrs) Fax 9589 0296

Department of Human Services

50 Lonsdale Street
Melbourne VIC 3000
www.dhs.vic.gov.au/emergency

Emergency Management Calls	1300 304 309	
State Recovery Coordinator	Pam White	9096 8444

**Emergency Management
Branch**

DHS Emergency Commander Director Emergency Management Branch	Craig Lapsley	9096 7996 0428 890 701
Manager Emergency Operations	Jeff Supple	9096 8168 0418 508 647
A/Manager Planning	Genelle Ryan	9096 9270 0428 528 274
Manager Development	Dick Warhurst	9096 8841 0413 315 834
Manager Strategic Business	Diane Barbis	9096 8383 0401 992 137
Housing Manager, Emergency Unit	Allan Fathers	9096 5376 Pager 9625 5000 #46234 0413 085 695 Fax 9096 9243

Public Health

Senior Management

(For policy or strategy referrals)

Chief Health Officer	Dr John Carnie	9096 5174 0418 353 069 Fax 9096 9166
Acting Director, Public Health	Dr Jim Hyde	Ph: 9096 5200 0411 043 407 Fax 9096 9176
Senior Medical Advisor	Dr Marion Carey	Ph: 9096-0421 0408 417 176 Fax 1300 769 274
Assistant Director PH & Communicable Disease Control Chief Quarantine Officer (Medical) Vic.	Dr Rosemary Lester	9096 5182 0413 005 137 Fax 9096 9174
Assistant Director Environmental Health	Ms Jan Bowman	9096 0422 0408 581 373 Fax 1300 769 274
Food Safety & Regulation Assistant Director Food Safety And Regulatory Activities	Ms Pauline Ireland	9096 0377 0438 295 016 Fax 9096 9166
Public Health Emergency Management Response Manager	Julian Meagher	9096 2002 0401 142 128 Fax 9096 9176

Radiation Safety Unit, Manager	Dr Brad Cassels	9096 5860 0417 258 964 Fax 1300 769 274
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DHS Regional Offices

Eastern Metropolitan Region Regional Recovery Manager	Barry Gunning	9843 6233 0412 144 657 Fax 9843 6111
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Emergency Management Coordinator	Jan Brown	9843 6512 0412 142 026 Fax 9843 6111
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Southern Metropolitan Region Regional Recovery Manager	Tess Synot	9213 2413 0419 166 526 Fax 9213 2400
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Emergency Management Manager	Andrea Spiteri	9213 2005 0407 859 846 Fax 9213 2099
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North and West Region Regional Recovery Manager	Colin Davey	9275 7177 0412 825 132 Fax 9275 7044
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Emergency Management Coordinator	Bill Little	9275 7226 Fax 9275 7194 0412 262 501
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Barwon South Western Regional Recovery Manager	Rob Bromley	5226 4663 Fax 5226 4741 0407 552 943
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Emergency Management Coordinator	Terry Murrirhy	5226 4629 0419 389 372 Fax 5226 4868
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Gippsland Region Regional Recovery Manager	Annette Katiforis	5177 2597 Fax 5177 2555 0419 375 268
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Emergency Management Coordinator	Doug Caulfield	5177 2542 Fax 5177 2600 0409 008 494
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Grampians Region Regional Recovery Manager	Chris Lyons	5333 6001 Fax 5333 6093 0417 308 501
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Emergency Management Coordinator	David Draffin	5333 6034 Fax 5333 6094 0417 552 363
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Emergency Management Coordinator	Brian Hamer	5333 6069 Fax 5333 6094 0408 480 160
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Hume Region Regional Recovery Manager	Chris Garratt	(02) 6055 7758 Fax (02) 6055 7790 0419 303 597
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Emergency Management Coordinator	Mark Martin	(02) 6055 7750 0419 106 158 Fax 6055 7790
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Loddon-Mallee Region Emergency Management Coordinator	Brett Eastwood	5434 5577 Fax 5434 6895 0417 549 906
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Emergency Management Coordinator	Susan Davie	5434 5514 0400 054 971 Fax 5434 5670
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Drugs and Poisons

Manager Drugs & Poisons Program	Keith Moyle	1300 364 545 Fax 9637 4080 0408 285 857
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Deputy	Megan Smith	0408 598 663
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Housing

Emergency Branch		9616 7762 Fax 9616 8939 Pgr 9625 5000 #46234 0413 302 185
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Department of Innovation, Industry and Regional Development

Levels 31-36, 121 Exhibition Street
Melbourne VIC 3000
www.diird.vic.gov.au

Deputy Secretary Beyond 2020	Ms Jane Niall	9651 9858
Executive Director, Business Rural	Gary Gaffney	9651 9300
Victorian Business Line		13 2215

Department of Premier and Cabinet

1 Treasury Place
Melbourne VIC 3002
www.dpc.vic.gov.au

Director Security and Emergencies	Leo Van Der Toorren	9651 1430
Manager Security and Emergency Preparedness	Peter Mason	9651 1042
24 Hour Duty Officer		9651 1015

Department of Primary Industries

PO Box 4440
Melbourne VIC 3001
www.dpi.vic.gov.au

Exotic Disease – Animals	Animal Disease Hotline	1800 675 888 24 hours
North East Region (Benalla)	Dr George Miller Senior Veterinary Officer, AHFS	(03) 5761 1517 Fax 5762 1685 0418 323 550
Gippsland Region (Maffra)	Dr Sue Hides Senior Veterinary Officer, AHFS	(03) 5147 0831 Fax 5147 0888 0427 567 537
North West Region (Bendigo)	Dr Rod Badman Senior Veterinary Officer, AHFS	(03) 5430 4542 Fax 5430 4541 0418 399 711
South West Region (Geelong)	Dr Mike Jeffers Senior Veterinary Officer, AHFS	(03) 5226 4716 Fax 5222 2364 0419 883 380
Exotic Disease – Fish	Animal Disease Hotline	1800 675 888 24 hours
Chief Veterinary Officer	Dr Hugh Millar	(03) 9217 4247 Fax 9217 4322 0411 135 475

Plants – Exotic Diseases & Pests	Plant Pest and Disease Hotline	1800 084 881 Message bank AH
Manager Plant Standards	Patrick Sharkey	(03) 9210 9390 Fax 9210 9396 0419 532 404
Rural Recovery		
Manager, Biosecurity and Emergencies	Michael Boyd	(03) 5561 9901 Fax 55619988 0429 009 004
Drought		
Manager Drought Response	Helen Quinn	(03) 9658 4706 Fax 9658 4750 0417 119 741
Plague Locust		
Principal Scientific Officer	Andrew Tomkins	(03) 5833 5273 Fax 5833 5299 0418 993 437
Plague Mouse		
Program Manager, Grains	Banjo Patterson	(03) 5573 0730 Fax 5573 0706 0428 170 726
Agricultural and Veterinary Chemical Contamination (horticultural produce & stockfood)		
Director, Chemical Standards	Russell McMurray	(03) 9217 4175 Fax 9217 4331
Agricultural and Veterinary Chemical Contamination (livestock & livestock products)		
Manager, Animal	Dr Tony Britt	(03) 5430 4512 0408 843 163 Fax 9217 4331
Food related incidents		
Director, Food Safety	Dr Brendan Tatham	0419 878 964
Fisheries related incidents		
Executive Director	Dr Peter Appleford Fisheries Victoria	(03) 9658 4360 Fax 9658 4203 0412 797 720
Field Services		
Director	Michael Hodder	(03) 9658 4014 Fax 9658 4203 0438 074 271
Fisheries Management		
Director	Jon Presser	(03) 9658 4361

Fax 9658 4203
0408 038 651

Energy related incidents

Executive Director,
Energy & Earth Resources Policy
Division

Marianne Lourey

(03) 9655 8843
Fax 9655 6557

Manager, Supply Security
Energy & Earth Resources
Policy Division

Greg McLeish

(03) 9655 6362
Fax 9658 4915
0400 131 582

Senior Policy Analyst
Energy & Earth Resources Policy
Division

Neil Jenkins

(03) 9658 4185
Fax 9658 4915
0407160165

Minerals and petroleum related incidents

Director, Minerals and Petroleum

Phil Roberts

(03) 9658 4457
Fax 9658 4460
0419 307 179

**Petroleum Incidents,
Environmental Accidents, Oil
Spills and Safety**

Manager

Terry McKinley

9658 4414
Fax 9658 4499
0418 528 420

**Minerals and Extractive
Operations (Health and Safety)**

Manager

John Mitas

9658 4422
Fax 9658 4499
0418 506 172

Melbourne Region

Manager

Ian McLeod

9658 4424
Fax 9658 4499
0419 593 303

North East Region

Manager

Mike Mathews

5761 1501
0428 541 169

South West Region

Manager

Graeme McLaughlan

5336 6802
Fax 5336 6800
0408 334 751

Gippsland Region

Manager

Anne Bignell

5172 2184
0429 400 569

North West Region

Manager

Colin Thornton

5430 4692

Fax 5430 4304
0409 541 160

Department of Sustainability & Environment

PO Box 500
East Melbourne VIC 3002
www.dse.vic.gov.au

Fire and Emergency Management

ECC Reception		9412 4000
ECC State Duty Officer		1300 134444 9412 4444
ECC 24hr Fire Fax		1300 134488 9650 3077
ECC Media Enquiries		9412 4497
Victorian Bushfire Information Line		1800 240 667
Regional Fire Contacts	North West	5430 4675
	South West	5336 6677
	North East	5761 1699
	Port Phillip	9296 4444
	Gippsland	5172 2160

Floodplain Management

Manager	Mike Edwards	9637 9012 Fax: 9637 8600 0409 963 036
Alternate Contact	Viktor Brenners	9637 9014 Fax: 9637 8600 0438 057 965
Alternate Contact	Ian Gauntlett	9637 9013 Fax: 9637 8600 0418 588 840

Parks, Flora & Fauna

Director	Paul Smith	9637 8075 0409 934 073
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Spatial Information Infrastructure

Business Hours 8636 2333

Director Bruce Thompson 8636 2323
Fax: 8636 2399
0413 483 721

John Pergolis Office: 8636 2345
Fax: 8336 2304
0412 958 425

Water Sector Group

Dam Safety, Water and Sewerage Konrad Gill 9637 8622
0431 500 111
Siraj Perera 9637 9125
0408 110 939

Department of Transport

Security & Emergency Management Division

Level 6, 121 Exhibition Street
Melbourne VIC 3000
(PO Box 2797, Melbourne VIC 3001)
www.transport.vic.gov.au

David I Harris Executive Director, 9655 6796
Security and Emergency 0400 665 570
Management

Donovan Croucamp Manager, Emergency 9095 4068
Management 0438 578 477

John Maxwell Security Risk Manager 9095 4045
0408 172 642

John Laursen Manager, Inter- 9655 8868
Governmental Security 0413 530 603
Policy

Fax 9655 6779

Public Transport Division

Manager Railway Crossing Safety & Terry Spicer 9655 6422
Emergency Response 0418 666 212
Public Transport Industry

Manager Rail Safety Adrian Ponton 9655 6219
0417 399 597

Connex Metropolitan Train Emergencies 24 hours

Metrol (Train Control) Connex Trains 9610 7207

Electrol (Power Control) Connex Trains 9610 5222
9610 5999

Yarra Trams Metropolitan Tram Services (24 hours)

Eastern Road Operations Centre, South Melbourne		9610 3385
Carlton Power Centre		9610 3394 9610 3395

Intrastate/Regional Country Passenger & Freight Train Services

V/Line	All country, non-interstate	9619 1077
Control (Vic Country Train Control)	services	9619 4778
V/Line passenger	Central Communications point	9619 2572
VicTrack	Telecommunications Fault Reporting Centre	9619 1100

Interstate Freight & Passenger Rail Services (Sydney and Adelaide Corridors)

ARTC Control Centre	Mile End, South Australia	(08) 8217 4540
GSR		
Dennis Russell	National Terminal Manager, Mile End	0408 086 578
Bronwyn Schoen	Terminal Safety and Assurance Manager, Mile End Terminal	0409 952 637
XPT		
Greg McLeod	CEO – Country Link Service Delivery Group	0407 952 637

Department of Treasury and Finance

Level 4, 1 Macarthur Street
East Melbourne VIC 3002
www.dtf.vic.gov.au

Director, Budget and Financial Management	Tony Bates	9651 1305
Natural Disaster Financial Assistance for Councils	Renai Bortolin	9651 0921

Emergency Management Australia

PO Box 1020
Dickson ACT 2602
www.ema.gov.au

Switch Canberra:		(02) 6256 4500
Emergency Management Australia Institute Switch Mt. Macedon		5421 5100
National Emergency Management Co-ordination Centre	Duty Officer	(02) 6256 4644 Fax (02) 6256 4650

Emergency Services Telecommunications Authority

Level 6, 215 Spring Street
Melbourne VIC 3000
www.esta.vic.gov.au

Chief Executive Officer	Neil Foster	8656 1202 Fax 8656 1299
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General Manager Operations	Graham Thiessen	8656 1206 Fax 8656 1299
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General Manager Technology & Communications	Andrew Wellwood	8656 1207 Fax 8656 1299
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State Emergency Communications Centre Managers

World Trade Centre	Michelle Smith	9292 9809 Fax 9292 9801
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Tally Ho	Mark Lowe	9292 9868 Fax 9292 9851
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Ballarat	John Schurink	5337 3510 Fax 5337 3501
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Energy Safe Victoria

PO Box 262, Collins Street West
Melbourne VIC 3000
www.esv.vic.gov.au

Emergency Calls (24 Hours)

Gas	Primary	9411 3111
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Electricity	Primary	1800 000 922
	Alternate	9203 9781

Environment Protection Authority

GPO Box 4395QQ
Melbourne VIC 3001
www.epa.vic.gov.au

Emergency Contacts only

Emergency Response Officer	Pgr 9483 8036 #219013
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Support Emergency Response Officer	Pgr 9483 8036 #178242
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Non-Emergency Contacts

Pollution Watch Line	9695 2777
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Operations Programs Fax	9695 2692
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Insurance Council of Australia Ltd

Level 3, 56 Pitt Street
 Sydney NSW 2000
www.ica.com.au

State Coordinator - Victoria	Karl Sullivan	(02) 9253 5100
		Fax 9253 5111
		0404 890 347

Life Saving Victoria

200 The Boulevard, Port Melbourne VIC 3207
 PO Box 353, South Melbourne DC, VIC 3205
www.lifesavingvictoria.com.au

Emergency Calls

Life Saving Communications Centre (Life Saving Comms) All services 24 hour callout number		9676 2244
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LSV Headquarters		9676 6900
General Numbers		Fax: 9681 8211

State Duty Officer		9676 2244
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General Manager Lifesaving Operations	Brett Ellis	9676 6910
		Fax: 9681 6911
		0409 359 347

Regional Offices

Far East	Barrie Smith	5143 2344 (BH) 5143 3315 (AH)
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South East	Scott Cameron	0418 324 266
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Central	Gary Patterson	0401 149 151
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South West	Matthew Ponsford	0419 525 258
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Far West	Rebel Noter	0410 010 886
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Freight, Logistics and Marine & Marine Safety Victoria

Level 11, 80 Collins Street
 Melbourne VIC 3000
www.marinesafety.vic.gov.au

Manager, Safety Education	Tony Milne	9655 9797
		Fax 9655 6611
	Emergency number	(24 hr) 9883 5331
		0439 304 438

Melbourne Water Corporation

PO Box 4342
Melbourne VIC 3000
www.melbournewater.com.au

General Emergency Contact and Coordination

Integrated Control Centre (ICC)	24 Hours 9316 2826 or 9316 2800 Fax 9316 2700
Flood Warning	131 722

Metropolitan Fire Brigade

PO Box 151
East Melbourne VIC 3002
www.mfb.org.au

Emergency Calls		000
Emergency Operations Centre	(when activated)	9665 4545
Chief Executive Officer	Ken Latta	9665 4212
Director Operations	Anthony Murphy Chief Fire Officer	9665 4400
Director Operations Support	Peter Quinsee Deputy Chief Fire Officer	9665 4490
Director Community Safety	Keith Adamson Deputy Chief Fire Officer	9665 4355
Director Capacity Development	Shane Wright Deputy Chief Fire Officer	9665 4241
Senior Duty Officer		9665 4497
Emergency Management Liaison Officer	Bryan McCarthy Commander	9665 4534 0408 398 041
Headquarters		
General Contact		9662 2311
Zone Headquarters		
Central Zone Command		9665 4237
Southern Zone Command		9665 4520
Northern Zone Command		9665 4523
Western Zone Command		9665 4358

Municipal Councils

Name	General Telephone	Name	General Telephone
Alpine Shire	5755 0555	Mildura Rural City	5013 8100
Ararat Rural City	5355 0200	Mitchell Shire	5734 6200
Ballarat City	5320 5500	Moira Shire	5871 9222
Banyule City	9490 4222	Monash City	9518 3555
Bass Coast Shire	5671 2222	Moonee Valley City	9243 8888
Baw Baw Shire	5624 2411	Moorabool Shire	5366 7100
Bayside City	9599 4444	Moreland City	9240 1111
Benalla Rural City	5760 2600	Mornington Peninsula Shire	1300 850 600
Boroondara City	9278 4444	Mount Alexander Shire	5471 1700
Brimbank City	9249 4000	Moyne Shire	5568 2600
Buloke Shire	5493 7400	Murrindindi Shire	5772 0333
Campaspe Shire	5481 2200	Nillumbik Shire	9433 3111
Cardinia Shire	5945 4222	Northern Grampians Shire	5358 8700
Casey City	9705 5200	Port Phillip City	9209 6777
Central Goldfields Shire	5461 0610	Pyrenees Shire	5349 2000
Colac-Otway Shire	5232 9400	Queenscliffe Borough	5258 1377
Corangamite Shire	5593 7100	South Gippsland Shire	5662 9200
Darebin City	8470 8888	Southern Grampians Shire	5573 0444
East Gippsland Shire	5153 9500	Stonnington City	8290 1333
Frankston City	9784 1888	Strathbogie Shire	5795 2010
Gannawarra Shire	5450 9333	Surf Coast Shire	5261 0600
Glen Eira City	9524 3333	Swan Hill Rural City	5036 2333
Glenelg Shire	5522 2200	Towong Shire	(02) 6071 5100
Golden Plains Shire	5220 7111	Wangaratta Rural City	5722 0888
Greater Bendigo City	5434 6000	Warrnambool City	5564 7800
Greater Dandenong City	9239 5100	Wellington Shire	5142 3333
Greater Shepparton City	5832 9700	West Wimmera Shire	5585 9900
Hepburn Shire	5348 2306	Whitehorse City	9262 6333
Hindmarsh Shire	5391 1811	Whittlesea City	9217 2170
Hobsons Bay City	9932 1000	Wodonga City	(02) 6022 9300
Horsham Rural City	5382 9777	Wyndham City	9742 0777
Hume City	9205 2200	Yarra City	9205 5555
Indigo Shire	5728 8000	Yarra Ranges Shire	1300 368 333
Kingston City	9581 4567	Yarrambiack Shire	5398 0100
Knox City	9298 8000		
Latrobe City	1300 367 700	Docklands	1300 663 008
Loddon Shire	5494 1200		
Macedon Ranges Shire	5422 0333	Alpine Resorts	
Manningham City	9840 9333	Falls Creek	5758 3224
Mansfield Shire	5775 8555	Lake Mountain	5957 7232
Maribyrnong Shire	9688 0200	Mount Baw Baw	5165 1136
Maroondah City	1300 882 233	Mount Buller	5777 6077
Melbourne City	9658 9658	Mount Hotham	5758 3550
Melton Shire	9747 7200	Mount Stirling	5777 6077

National Offshore Petroleum Safety Authority

GPO Box 2568
Perth WA 6000
www.nopsa.gov.au

Emergency Calls (08) 9480 9427

Primary
State Headquarters

General Contact Ray Wells, Team Leader (08) 8866 5701
Fax 8866 5706
0412 371 995

Office of the Emergency Services Commissioner

Department of Justice, Victoria

GPO Box 4356
Melbourne VIC 3001
www.oesc.vic.gov.au

Commissioner Bruce Esplin 8684 7951
Fax 8684 7956

Deputy Commissioner, Policy and Planning Joe Buffone 8684 7901
Fax: 8684 7956
0400 904 866

Deputy Commissioner, Performance and Review Brian Hine 8684 7957
Fax 8684 7956
0439 366 238

Acting Director, Strategic and Financial Services Donna Scott 8684 7955
Fax: 8684 7956

Parks Victoria

Level 10, 535 Bourke Street
Melbourne VIC 3000
www.parkweb.vic.gov.au

Director, Fire & Emergency Services David Nugent 9881 6710
0417 378 630
Fax 9619 0951

Manager, Fire & Emergency Services Andrew Graystone 8544 1502
Fax 9619 0952
0428 336 784

Emergency Calls 24 Hours Duty Officer 13 1963
Fax 9629 5117

Port of Melbourne Corporation

GPO Box 261
Melbourne VIC 3001
www.portofmelbourne.com.au

Shipping Management Centre (Harbour Control)	Emergency Routine	(24 hrs) 9644 9777 (24 hrs) 9644 9700 (Fax) 9644 9710
Emergency Management Coordinator	Paul Welshe	9683 1426 Fax 9683 1570 0417 509 084

Public Transport Safety Victoria

PO Box 2797
Melbourne VIC 3001
www.ptsv.vic.gov.au

PTSV Duty Officer Hotline	(24 hours)	1800 301 151
General Contact	(Business Hours)	9655 8949
General Manager Safety Operations		9655 6144 0448 382 356

Rural Finance Corporation of Victoria

GPO Box 1313
Bendigo Central VIC 3552
www.ruralfinance.com.au

General Manager Administration	Malcolm Smith	5448 2617 Fax 5441 8901
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Regional Offices

Horsham	5381 0052
Shepparton	5821 2655
Swan Hill	5032 9900
Traralgon	5176 1761
Warrnambool	5562 9611

Salvation Army - Victorian Emergency Services

Lower Factory 5, 266 Bolton Street, Eltham VIC 3095

Emergency Calls	Primary	Pager 9625 3680
	Alternate	0418 344 193
General Contact	24 hour number	9439 7786
State Director	Warwick Wilson	0418 344 193
Assistant State Director	Carolyn Spratling	0418 312 087 Fax 9439 7808
Divisional Contacts		
Western Victoria	Div. Commander	5331 3088 AH 5432 2245
Northern Victoria	Div. Commander	5443 4288 AH 5441 5499
Melbourne Central	Div. Commander	9653 3213 AH 9484 7260
Eastern Victoria	Div. Commander	8872 6400 AH 9897 4081

St John Ambulance Australia (Vic)

170 Forster Road, Mount Waverley VIC 3149
www.stjohnvic.com.au

Emergency Response – 24 Hrs (urgent requests for assistance)		95440175
State Communications Centre		8588 8500
State Duty Officer		0419 361 119 Pager 1300 853 515
State Office		8588 8500
General Enquiries First Aid Events		Fax 9544 5058
Incidents involving St John Ambulance property		Pager 1300 853 515

State Coroner's Office

57-83 Kavanagh Street, Southbank VIC 3006
www.coronerscourt.vic.gov.au

Emergency Calls		1300 309 519 Fax 9682 1205
Chief Executive Officer	Michelle Gardner	1300 309 519 0418 568 148
Principal Registrar	Sue Higgs	1300 309 519 0414 803 662

Telstra Corporation Limited

National DISPLAN Coordination
 Level 9, 242 Exhibition Street
 Melbourne VIC 3000
www.telstra.com.au

Continually staffed Centre for Emergency Response Requests

Telstra's Global Operations Centre		1800 649 867
		1300 658 646
State Emergency Services Liaison Officer	Peter Craig	9634 1042
		0418 381 715

Regional Emergency Services Liaison Officers

Names and telephone numbers available from the above contacts.

Transfield Services Australia Pty Ltd (EastLink)

(Operation and Maintenance of EastLink)
 PO Box 804
 Ringwood VIC 3134

Emergency Calls	Traffic Control Centre (TCR)	(24 hrs) 9955 1911
Operations Manager	Russell Coffey	0439 612 087 (initial contact via TCR)

TransLink Operations Pty Ltd (CityLink)

(Operator of CityLink)
 PO Box 1302
 South Melbourne VIC 3205

Emergency Calls	Traffic Control Centre (24 hrs)	9674 2001 9674 2040
Administration Operations Manager	Geoff McKernan	0419 506 962 (contact via Control Centre)

VenCorp

Level 2, Yarra Tower World Trade Centre, Siddeley Street,
 Melbourne VIC 3005
www.vencorp.com.au

Operations Centre	24 Hours	8664 6655
Gas		
General Manager, Market Operations	Terry Grimwade	8664 6610 Fax: 8664 6511 0418 589 856
Electricity		
General Manager, Development	Graeme Cook	8664 6612 Fax: 8664 6511 0419 539 209

Vic Relief + Foodbank Ltd

4/2 Somerville Road
Yarraville VIC 3013
www.vicrelief.org

Emergency Contact

Primary	Hilary Bolton	9362 8300 0438 348 737
Alternative	Alan Winn	9362 8380 0427 840 334
	Mike Cannon	9362 8300 0417 343 574

VicRoads

Emergency Management Officer
Regional Services Support
6th Floor, 60 Denmark Street
Kew VIC 3101
www.vicroads.vic.gov.au

VicRoads Traffic Management Centre (24 hour service)	Public Lines	13 1170 Fax 9854 2381
	Police and Emergency Services Routine Incidents	9855 7551
	State/Regional Emergency Response Plan ONLY	9855 7550

Victoria Police

Victoria Police Centre, 637 Flinders Street
Melbourne VIC 3005
www.police.vic.gov.au

Emergency Calls 000

State Emergency Response Coordinator

Chief Commissioner of Police Christine Nixon 9247 6666

Deputy State Emergency Response Coordinator

Deputy Commissioner Kieran Walshe 9247 6666

State Emergency Response Officer

State Emergency Response Office Duty Officer (24 hr) 0419 776 972

Supt Rod Collins 9247 6814

Fax 9247 6841

0408 003 536

Pgr 9483 4444 # 162665

Deputy Emergency Response Officer

Insp Doug Hocking 9247 6812
 Fax 9247 5760
 0408 004 510

For All After Hours Contact

Police Communications (D24) Division Police Shift Manager (24 hrs) 9247 6666

Divisional Emergency Response Coordinators

Contact details of Divisional and Municipal
 Emergency Response Coordinators are available
 from the State Emergency Response Officer

Victoria State Emergency Service

168 Sturt Street
 Southbank VIC 3006
www.ses.vic.gov.au

Flood & storm emergency calls 132 500

State Headquarters (VHQ)

General contact 9684 6666

State Duty Officer (SDO) (24 hrs) Pager 1800 889 927
 Alternate - 9674 3803

Chief Executive Officer Mary Barry 9684 6666

Director Operations Trevor White 9684 6666

Manager State Operations Tim Wiebusch 9684 6666

Manager, Emergency Management Services Myles O'Reilly 9684 6666

Regional Headquarters

Central Region (Melbourne) Regional Manager,
 Graeme Poulton 9684 6651

East Region (Moe) Regional Manager,
 Clint Saarinen 5126 1500

East Regional Office (Bairnsdale) 5153 1322

Mid West (Ballarat) Regional Manager,
 Stephen Warren 5339 1122

North East Region (Benalla) Regional Manager,
 Keith O'Brien 5762 6253

North West Region (Bendigo) Regional Manager,
 Mark Keily 5447 0845

North West Regional Office (Swan Hill) 5033 1033

South West Region (Hamilton) Regional Manager,
Allan Sullivan 5571 1157

South West Regional Office (Geelong) 5226 4771

Victorian Council of Churches

Level 4 Causeway House
306 Little Collins Street
Melbourne VIC 3000
www.vcc.org.au

Central Co-ord Emergency Canon Graeme Winterton 9370 2137
0427 002 264

Ms Maureen Postma 9650 4511
Fax 9650 8383

Victorian Rail Track (VicTrack)

GPO Box 1681, Melbourne VIC 3001
Level 8, 1010 LaTrobe Street
Docklands VIC 3008
www.victrack.com.au

Network Design & Operations Mr. Johann Ginger 9619 8803
Manager 0400 210 715

Network Maintenance Manager Mr L Beckwith 9619 8700
0409 005 711

General Manager, Asset Mr Geoff Walker 9619 8847
Management 0411 757 900

Victorian Regional Channels Authority

GPO Box 1135
Geelong VIC 3220
www.regionalchannels.vic.gov.au

Emergency Calls

CEO Capt Peter McGovern 5225 3500
0409 199 470

Operations Manager Capt Dilip Abraham 5225 3566
0439 635 912

Commercial Manager Mr Kas Szakiel 5225 3560
0419 875 104

Administration 5225 3500

Water Authorities

See Department of Sustainability and Environment (DSE) for Dam Safety, Water and Sewerage Emergency contact details.

Reporting of water and sewerage emergencies and faults: 13WATER, or 13 92837

Barwon Water	Faults and Emergencies	1300 656 007
Central Highlands Water	Faults and Emergencies	1800 061 514
City West Water	Faults and Emergencies	Freecall 1800 132 642 or 13 92837 (13WATER)
Coliban Water	Faults and Emergencies	1300 363 200
East Gippsland Water	Duty Officer	1300 134 202
Gippsland Water	Faults and Emergencies	1800 057 057
Goulburn Murray Rural Water	Duty Officer	1800 064 184
Goulburn Valley Water	Duty Officer Duty Officer mobile	1800 454 500 0417 368 405
	Manager Operations (Bruce Anderson)	(BH) 5832 0452 (AH) 5792 3834 0417 368 405
Grampians Wimmera Mallee Water	Duty Officer – Urban Duty Officer - Rural	1800 808 814 5381 1026
Lower Murray Water	Faults and Emergencies	(BH) 5051 3400 1800 808 830
	General Manager Technical Services (Kevin Murphy)	0409 044 656
Melbourne Water Corporation	Integrated Control Centre (ICC)	9614 6314
North East Water	Duty Manager	1300 361 644
South East Water Limited	Faults and Emergencies	13 2812 Select Option 2
South Gippsland Region Water Authority		5682 0444 Select Option 2
Southern Rural Water	Duty Officer - East Duty Officer - West	0412 860 250 0417 589 183
Wannon Water	Duty Officer	1300 926 666

Western Water	Duty Officer (Dean Barnett/Paul Louws)	(BH) 1300 650 425 (AH) 0418 517 664
Westernport Region Water Authority		1800 249 090
Yarra Valley Water	Faults and Emergencies	13 2762

Wireless Institute Civil Emergency Network (WICEN)

PO Box 106
Mitcham VIC 3132
www.vic.wicen.org.au

Emergency Calls (24 hour service) State Coordinator	State Duty/Emergency Officer John Kerr	0417 391 146 8502 8627 0417 391 146
Deputy State Coordinator	Gordon Cornell	5339 2427 0411 138 197
Secretary	Mark A Dods	9849 0501 0409 214 834

WorkSafe Victoria

Field Services Division
222 Exhibition Street
Melbourne VIC 3000
www.workcover.vic.gov.au

Emergency Response (24 hour service)		0407 833 306
Emergency Response Manager	Mr Jim Kianidis	9641 1066 0413 608 598
Emergency Response Coordinator	Mr Bill Michail	9641 1049 0412 376 346