

## **Emergency Management Agency Roles**

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### **Part 7: Emergency Management Manual Victoria**



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## Control and Support Agencies for Response

The purpose of this table, required by the *Emergency Management Act* 1986, is to identify control agencies and key support agencies for response. Response planners should use it as a definitive guide to agencies which must be included in response plans. It does not list all agencies that may be involved in any particular emergency. Nor does it list all emergencies that may be encountered.

In using this table, reference should be made to the State Emergency Response Plan (Part 3 of this Manual) for an explanation of response concepts and operational arrangements. Refer to Part 8 for explanations of abbreviations and technical terms.

### Control Agency

A control agency is an agency identified within this table that is assigned to control the response activities to a specified type of emergency. The control agency may change as the emergency response progresses or is clarified.

For certain types of emergency, more than one control agency is shown, as the assigned control agency may vary by location. Divisional and municipal response plans identify the relevant control agencies for their areas.

### Support Agency

A support agency is an agency which provides essential services, personnel, or material to support or assist a control agency or affected persons.

A key support agency is an agency that has specific skills and resources to support response for a particular type of emergency. Key support agencies are shown in the table below, but **the table does not identify every agency that may be involved in an emergency**. Support agencies that are not named in this table should be included in specific purpose response plans or arrangements.

Any agency might be asked to assist in any emergency if it has skills or resources that may contribute to the response.

There are generic support services and relevant support agencies listed in the next table (page 7-5).

EMERGENCY/THREAT	CONTROL AGENCY (may vary by location)	KEY SUPPORT AGENCIES
<b>ACCIDENT/INCIDENT</b>		
Aircraft	Victoria Police	AMSA, ARFF, ATSB
Biological materials	DHS	
Gas leakage	CFA/MFESB	Gas distribution companies
Hazardous materials, high consequence dangerous goods or dangerous goods	CFA/MFESB/ARFF	EPA, ASV, WorkSafe
Lifts, cranes or scaffolding and amusement structures	CFA/MFESB	WorkSafe
Marine	Victoria Police	MSV, AMSA

EMERGENCY/THREAT	CONTROL AGENCY (may vary by location)	KEY SUPPORT AGENCIES
Military aircraft and ships	Defence Forces	AMSA Victoria Police
Radioactive materials	DHS	
Rail and tram	Victoria Police	PTD, DOT, VicTrack, CFA, MFESB, VICSES
Road	Victoria Police	CFA, MFESB, VICSES, VicRoads, Municipal councils, CityLink, EastLink
<b>AGRICULTURAL</b>		
Exotic Animal Disease (includes Bees & Aquaculture)	DPI	DSE
Plant Pest or Disease	DPI	DSE
Drought	DPI	
<b>ENVIRONMENTAL</b>		
Marine pollution Oil and chemical spills in local ports and state rivers	MSV/Port Operator	DSE, EPA, AMSA, PV, BOM, VRCA
Exotic Marine Pest Incursion	DSE	DPI, PV
Cetacean (Whale) Stranding (including Entanglement)	DSE	DPI, PV
Vertebrate Pest/Plagues	DPI	DSE
Pollution into inland waters	CFA/MFESB	EPA, PV
Pollution of inland waters	EPA/Melbourne Water	PV
<b>ESSENTIAL SERVICE DISRUPTION</b>		
Electricity	DPI Energy and Earth Resources Policy	VENCorp and NEMMCO, Electricity distributors, Energy Safe Victoria, DSE
Natural Gas	DPI Energy and Earth Resources Policy	VENCorp, DPI Minerals and Petroleum, Energy Safe Victoria, Gas distribution companies
Petroleum and liquid fuels	DPI Energy and Earth Resources Policy	DPI Minerals and Petroleum, WorkSafe, Oil companies
Public Transport	DOT Public Transport Division	Transport providers
Roads/Bridges/Tunnels	VicRoads	Municipal councils, CityLink, EastLink
Water and Sewerage	DSE	Water Authorities, DHS, Municipal councils
<b>FIRE AND/OR EXPLOSION</b>		
Aircraft	ARFF/CFA/MFESB	
Boilers and pressure vessels	CFA/MFESB	
Explosion	CFA/MFESB	DPI
Explosive device	Victoria Police	
Fire	CFA/MFESB/DSE	PV, DPI, AVCG

EMERGENCY/THREAT	CONTROL AGENCY (may vary by location)	KEY SUPPORT AGENCIES
<b>HUMAN DISEASE/ILLNESS</b>		
Retail food contamination	DHS	
Food/drinking water contamination	DHS	Councils, DSE, DPI
Human disease	DHS	
<b>NATURAL EVENT</b>		
Earthquake	VICSES	All
Flood	VICSES	DSE, CMAs, Water Authorities, Municipal councils, CFA, MFESB, BOM, PV
Storm	VICSES	BOM, DSE, PV
Tsunami	VICSES	BOM, All
<b>RESCUE</b>		
Building, structure,	CFA/MFESB/VICSES	BC, ASV, VicPol
Cave	Victoria Police	VICSES
Land	Victoria Police	VICSES
Lift, crane, scaffolding or amusement structure	CFA/MFESB	VicPol, VICSES, Worksafe, DPI
Mine/quarry	Victoria Police	DOT, DPI, DSE, CFA
Rail, aircraft and industrial	CFA/MFESB/VICSES	AMSA (aircraft only), ASV
Road	CFA/MFESB/VICSES	ASV
Trench or tunnel	CFA/MFESB	ASV
Water	Victoria Police	VICSES, LSV
<b>SEARCH</b>		
Land and water	Victoria Police	VICSES Others as per VicPol Register
Overdue aircraft	AMSA	VicPol, VICSES Airservices Australia
<b>OTHER</b>		
Aircraft – inflight emergency	Airservices Australia	ADF
Dam Safety	DSE	Water Authorities VICSES, Municipal Councils
Marine Casualty –non SAR – (commercial ship) in port waters	Port Operator, VRCA	MSV, AMSA, CFA/MFESB, Victoria Police, ASV
Marine Casualty – non SAR – (commercial ship) in coastal waters	MSV	VRCA/Local Port Operators, CFA, AMSA, Victoria Police, ASV
Other threats against persons, property or environment	Victoria Police	

## Support Services and Agencies for Response

In addition to the list of control agencies and key support agencies, there is a range of generic support services for response.

This list of generic support services indicates the primary support agency or managing agency and other support agencies. The list is neither exhaustive nor exclusive as many response agencies have a support role, depending on the effects of the emergency.

The support services are listed in the table below in alphabetical order.

SUPPORT SERVICE	PRIMARY AGENCY	SECONDARY AGENCIES
Animal welfare	DPI	RSPCA, DSE
Catering	Red Cross	Salvation Army
Commonwealth resources	Victoria Police	ADF
Communications	Victoria Police	ESTA, Telstra, WICEN
Deceased persons: identification	Victoria Police	
Detection of Emergency Locator Transmitters	AMSA	Airservices Australia
Emergency call taking and dispatch	ESTA	Telstra
Emergency medical care and/or transport	ASV	MFESB, ARFF, ESTA - Others as per SHERP (DHS)
Emergency relief centres or shelters	Municipal councils	VICSES
Environmental impact assessment	EPA	DSE, Parks Victoria
Evacuation	Victoria Police	VICSES, Municipal councils
First aid	ASV	St John Ambulance, LSV, Red Cross - Others as per First Aid Sub Plan to SHERP
Material needs	Salvation Army	Vic Relief + Foodbank
Media relations	Control agency	Victoria Police
Public warnings	Victoria Police	BOM, Municipal councils
Registration and inquiries	Victoria Police	Red Cross
Rural loss and damage assessment	DPI	
Transport, engineering and services support	VicRoads	Others as per TESS Plan
Weather information and forecasting	BOM	

## Services and Agencies for Recovery

The tables below are provided as a guide for recovery planners to indicate the range and types of services, which can be needed in a recovery process and the principal sources of those services.

The information shown is in summary form. See Agency Role Statements and the list of government assistance measures (Appendix 1 in Part 8) or consult agencies directly if necessary, for details of assistance measures and eligibility.

This guide to provision of services does not preclude the provision of these or additional services by others than those shown, provided they are managed within the coordination processes established.

RECIPIENT	SERVICE PROVIDED	PROVIDER	
		COMMONWEALTH, STATE AND LOCAL GOVERNMENT	NON- GOVERNMENT
<b>ENVIRONMENTAL</b>			
	• Oiled Wildlife	• DSE/PV	
	• Foreshore Clean up	• DSE/PV	
	• Beach Clean up	• DSE/PV	
<b>INFORMATION SERVICES</b>			
Individuals and families	<ul style="list-style-type: none"> <li>• Advice on financial assistance, insurance claims, legal advice and referral services</li> <li>• Water and food safety</li> </ul>	<ul style="list-style-type: none"> <li>• Municipal councils</li> <li>• DHS - Recovery</li> <li>• DOT</li> <li>• RFCV</li> <li>• Centrelink</li> <li>• DHS</li> </ul>	<ul style="list-style-type: none"> <li>• IDRO</li> <li>• VCC</li> </ul>
Communities	<ul style="list-style-type: none"> <li>• Advice on assistance and recovery strategies</li> </ul>	<ul style="list-style-type: none"> <li>• DHS - Recovery</li> </ul>	<ul style="list-style-type: none"> <li>• VCC</li> </ul>
Municipal councils	<ul style="list-style-type: none"> <li>• Advice on safe water, safe food, waste disposal, accommodation standards, adequate washing/toilet facilities.</li> <li>• Advice on erosion and catchment protection; reforestation;</li> <li>• fish and fish habitat,</li> <li>• flora, fauna,</li> <li>• environmental issues. Advice on disposal of dead/maimed stock</li> </ul>	<ul style="list-style-type: none"> <li>• DHS</li> <li>• DSE</li> <li>• PV</li> <li>• EPA</li> <li>• DPI</li> </ul>	

RECIPIENT	SERVICE PROVIDED	PROVIDER	
		COMMONWEALTH, STATE AND LOCAL GOVERNMENT	NON-GOVERNMENT
Primary producers and rural land managers	<ul style="list-style-type: none"> <li>• Technical advice on re-establishment or alternative strategies.</li> <li>• Advice on disposal of dead and maimed stock.</li> <li>• Administration of specific assistance programs.</li> </ul>	<ul style="list-style-type: none"> <li>• DPI</li> </ul>	
Small businesses	<ul style="list-style-type: none"> <li>• Advice on options and support available</li> </ul>	<ul style="list-style-type: none"> <li>• DIIRD</li> </ul>	
All	<ul style="list-style-type: none"> <li>• Mapping services/information</li> </ul>	<ul style="list-style-type: none"> <li>• Spatial Information Infrastructure (DSE)</li> </ul>	
<b>FINANCIAL ASSISTANCE</b>			
Individuals and Families	<ul style="list-style-type: none"> <li>• Relief of personal hardship.</li> <li>• Income support</li> <li>• Loan funds towards restoration of dwelling.</li> </ul>	<ul style="list-style-type: none"> <li>• DHS - Recovery</li> <li>• Centrelink</li> <li>• RFCV</li> </ul>	<ul style="list-style-type: none"> <li>• Insurance companies;</li> <li>• Financial institutions;</li> <li>• Charities;</li> <li>• Public appeals;</li> </ul>
Municipal councils	<ul style="list-style-type: none"> <li>• Restoration of public assets and emergency protection works.</li> <li>• Specific funding programs</li> </ul>	<ul style="list-style-type: none"> <li>• DTF</li> <li>• DIIRD</li> </ul>	<ul style="list-style-type: none"> <li>• Insurance companies</li> <li>• Financial institutions</li> <li>• Public appeals</li> </ul>
Small businesses	<ul style="list-style-type: none"> <li>• Loan funds towards restoration of income-earning assets; working capital.</li> <li>• Support for enhancing business skills</li> </ul>	<ul style="list-style-type: none"> <li>• RFCV</li> <li>• DIIRD</li> </ul>	<ul style="list-style-type: none"> <li>• Insurance companies</li> <li>• Financial institutions</li> <li>• Public appeals</li> </ul>
Primary producers and rural land managers	<ul style="list-style-type: none"> <li>• Administration of specific assistance programs.</li> </ul>	<ul style="list-style-type: none"> <li>• DPI</li> </ul>	<ul style="list-style-type: none"> <li>• Insurance companies</li> <li>• Financial institutions</li> <li>• Public appeals</li> </ul>
Community groups	<ul style="list-style-type: none"> <li>• Loan funds towards restoration of assets</li> <li>• Rural Leadership &amp; Community Events Program.</li> </ul>	<ul style="list-style-type: none"> <li>• RFCV</li> <li>• DIIRD</li> </ul>	<ul style="list-style-type: none"> <li>• Insurance companies</li> <li>• Financial institutions</li> <li>• Public appeals</li> </ul>
<b>TEMPORARY ACCOMMODATION</b>			
Individuals and families	<ul style="list-style-type: none"> <li>• Short to medium term</li> </ul>	<ul style="list-style-type: none"> <li>• DHS - Recovery</li> <li>• DHS - Housing</li> </ul>	<ul style="list-style-type: none"> <li>• Insurance Companies</li> </ul>

RECIPIENT	SERVICE PROVIDED	PROVIDER	
		COMMONWEALTH, STATE AND LOCAL GOVERNMENT	NON- GOVERNMENT
<b>MATERIAL AID</b>			
Individuals and Families	<ul style="list-style-type: none"> <li>Essential personal and household items</li> </ul>	<ul style="list-style-type: none"> <li>DHS</li> <li>Victorian Relief Committee</li> </ul>	<ul style="list-style-type: none"> <li>Red Cross</li> <li>Salvation Army</li> <li>Brotherhood of St Laurence</li> </ul>
Primary producers Small businesses	<ul style="list-style-type: none"> <li>Fodder; income-generating assets</li> </ul>		<ul style="list-style-type: none"> <li>Public appeals</li> <li>interest groups</li> </ul>
<b>REBUILDING AND UTILITY RESTORATION</b>			
Individuals, families, Community groups	<ul style="list-style-type: none"> <li>Assessment, repair and rebuilding</li> <li>Household services: water, power, telephone, sanitation</li> </ul>	<ul style="list-style-type: none"> <li>Municipal councils</li> <li>Telstra</li> <li>Water/sewerage authorities</li> <li>DHS - Housing</li> <li>CFA</li> <li>VICSES</li> </ul>	<ul style="list-style-type: none"> <li>Trade Associations</li> <li>Service Clubs</li> <li>Gas distribution companies</li> <li>Electricity distributors</li> </ul>
Municipal councils	<ul style="list-style-type: none"> <li>Roads and bridges</li> </ul>	<ul style="list-style-type: none"> <li>VicRoads</li> </ul>	
Public land	<ul style="list-style-type: none"> <li>Clearing, restoration and rehabilitation of roads bridges and other public assets</li> </ul>	<ul style="list-style-type: none"> <li>Municipal councils</li> <li>DSE</li> <li>PV</li> <li>VicRoads</li> </ul>	
<b>PERSONAL SUPPORT SERVICES</b>			
Individuals, families and community groups	<ul style="list-style-type: none"> <li>De-briefing</li> <li>Counselling</li> <li>Mental health services and support</li> <li>Support groups</li> <li>Community activities</li> </ul>	<ul style="list-style-type: none"> <li>DHS - Recovery</li> <li>DHS</li> <li>Councils</li> <li>Hospitals</li> <li>Community health/mental health centres</li> <li>Centrelink</li> <li>DEECD</li> </ul>	<ul style="list-style-type: none"> <li>Red Cross</li> <li>VCC</li> <li>Salvation Army</li> <li>Voluntary groups</li> <li>Private health providers</li> </ul>
<b>COMMUNITY DEVELOPMENT</b>			
Community recovery committees	<ul style="list-style-type: none"> <li>Funding</li> <li>Administrative support</li> <li>Support personnel</li> <li>Advice</li> </ul>	<ul style="list-style-type: none"> <li>DHS - Recovery</li> <li>Municipal councils</li> </ul>	<ul style="list-style-type: none"> <li>Red Cross</li> <li>Service clubs and community groups</li> </ul>
Communities	<ul style="list-style-type: none"> <li>Employment and economic redevelopment program</li> </ul>	<ul style="list-style-type: none"> <li>DIIRD</li> </ul>	<ul style="list-style-type: none"> <li>Service clubs and community groups</li> </ul>

RECIPIENT	SERVICE PROVIDED	PROVIDER	
		COMMONWEALTH, STATE AND LOCAL GOVERNMENT	NON- GOVERNMENT
Municipal councils	<ul style="list-style-type: none"> <li>• Funding</li> <li>• Support personnel</li> <li>• Advice</li> <li>• Additional Equipment</li> </ul>	<ul style="list-style-type: none"> <li>• DHS – Recovery</li> <li>• DTF</li> </ul>	

## Agency Role Statements

These role statements have been provided by participating emergency management organisations for inclusion in the Manual.

While the role statements are believed to be current at the date of publication, readers are advised to contact the required agency to ensure that functions can still be carried out as expected.

Users of the Manual are also requested to suggest additional organisations which they believe should be included in the next edition.

### 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.

## ABC Local Radio Victoria

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### Prevention / Mitigation / Risk Reduction Activities

- Broadcast of information that promotes community safety

### Response and Recovery Activities

- Operation and maintenance of a 24 hour telephone 'hotline' for Victoria Police or authorised emergency services representatives to initiate emergency broadcasts
- Providing immediate broadcast of emergency messages (repeated as necessary) requested by Victoria Police or authorised emergency services representatives
- Broadcast of weather forecast information from the Bureau of Meteorology relevant to developing emergencies
- Providing continuous broadcast services in parts of Victoria affected by a significant emergency (abandoning scheduled programming)
- Participation in emergency debrief forums, particularly regarding public information and media issues.

Note: ABC Local Radio Victoria has formalised its emergency broadcast arrangements with Victoria's Emergency Services Organisations through a memorandum of understanding (MOU). The MOU facilitates closer working relationships by providing details about the system used to communicate emergency messages to ABC Radio listeners.

## Airservices Australia

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Control Agency for Aircraft – inflight emergency.

Airservices Australia is a Commonwealth government organisation providing air traffic management, air navigation infrastructure, and aviation rescue and firefighting services.

### Prevention/Mitigation/Risk Reduction Activities

Aviation safety is the single most important area of focus for Airservices Australia. The safety of the Australian air transport system is maintained and improved by:

- Aircraft collision prevention and separation
- Airspace design
- Pilot and air traffic management procedures
- Surveillance and navigation systems
- Fire and injury prevention and risk management

### Response Activities

- Provision of an In Flight Emergency Response (IFER) service to aircraft in flight, that need assistance, and that are in communication with air traffic control;
- Provision of an Alerting Post service for aircraft in emergency situations, and notification of appropriate agencies and organisations;
- Assistance to AusSAR in the reporting and location of Emergency Locator Transmitters (ELT);
- When appropriate, the initial activation of the relevant Aerodrome Emergency Plan (AEP) on behalf of the pilot of an aircraft in need of assistance that might reach a licensed airport;
- Actions in accordance with the Airport Emergency Plan at Melbourne, Essendon, Moorabbin and Avalon airports – in addition to the normal control of aircraft and the aircraft movement areas (at various times) at those airports;
- Assistance to aircraft involved in emergency operations (such as extra communications, priority handling, track shortening, etc.); and
- Designation of, and assistance with the management of, temporary aviation Restricted Areas in the vicinity of an emergency operation.
- Provision of aviation rescue and firefighting (ARFF) service at Melbourne Airport inclusive of:
  - A medical first responder role anywhere on the airport
  - Structural fire fighting to any airport facility
  - Hazardous Materials response.

Notes:

1. All airspace above all of Victoria (and also a much wider area) is managed by Airservices Australia at Tullamarine, except for aviation Restricted Areas – some of which are managed by various other agencies and organisations (eg. Defence). The degree of normal service available varies – depending on the aircraft, the location, and the circumstances.
2. Licensed airports (and their AEPs) are the responsibility of the airport owner – which in many cases is the local Council.
3. If aviation Search and Rescue assistance is (or may be) required, AusSAR must be notified.

4. The Australian Defence Force (RAAF) is responsible for handling emergencies connected with Defence aircraft and state aircraft of a foreign country (eg. visiting Presidents, Prime Ministers, etc.). First response rests with the handling agency (eg. Airservices air traffic control) at the instance of the occurrence.

## Ambulance Victoria

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### Prevention / Mitigation / Risk Reduction Activities

- Provide appropriate pre hospital leadership, skills and equipment through planning for various health emergencies, including mass casualty incidents.
- Active participation and representation in emergency management forums and exercises to maintain a high level of preparedness for all emergencies, including mass casualty incidents.
- Promote community resilience through community education programs.

### Response Activities

The role of ambulance services is to:

- Provide appropriate skills and equipment for various health emergencies, including mass casualty incidents
- Represent the Ambulance Services as a member of the Emergency Management Team
- Triage casualties and provide advanced prehospital care
- Provide infield treatment through the establishment of Casualty Clearing Posts, utilising medical and first aid teams where necessary
- Provide the most effective transportation of casualties to appropriate medical care
- Provide health support to other agencies, where appropriate
- Medical support to casualties undergoing decontamination.

The role of ambulance services under the State Health Emergency Response Plan is to:

- Deploy a Health Commander to direct the operational health response, assemble and lead the Health Incident Management Team
- Represent Health as a member of the Emergency Management Team
- Activate other key position holders or mobile specialist teams, including activation of First Aid Sub Plan
- Initially notify casualty receiving hospitals.

### Recovery Activities

- Notify relevant support agencies
- Support agencies tasked with recovery.

# Australian Maritime Safety Authority

Control Agency for Overdue aircraft and Detection of Emergency Locator Transmitters

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4 business units: Emergency Response\*, Maritime Operations, Maritime Safety and Environmental Strategy, and Corporate

## Prevention / Mitigation / Risk Reduction Activities

- Development and implementation of legislation designed to ensure safety of ships, maintain qualifications of crews, and prevent, combat or mitigate pollution from ships.
- Promotion of aviation search and rescue (SAR) and safe maritime practices through a number of awareness measures including seminars, aircraft and boat shows, safety campaigns and journal articles.
- Implementation of information and education programs
- Ship inspection program to ensure compliance with international conventions.

## Response Activities

- Management of Australia's National Plan to Combat Pollution of the Sea by Oil and other Noxious and Hazardous Substances.
- Management of spill response activities occurring outside State/NT jurisdictions.
- Support of State/NT spill response activities
- Provide specialist advice on ship safety issues during casualty (ship) response
- Establish an Incident Analysis Team to review and report on activities associated with response to major pollution incidents and/or ship casualties.
- Primary coordination responsibility for the response to aviation search and rescue incidents.
- Primary coordination responsibility for the response to maritime search and rescue incidents involving shipping at sea operating under the Safety of Life at Sea (SOLAS) convention.
- By mutual agreement, coordination responsibility, at the request of a State or Territory, for maritime incidents which are not within the capabilities of locally available facilities.
- By mutual agreement, planning and coordination of appropriate air searches on behalf of the State agencies where it is believed they lack sufficient resources to take primary carriage of the operation themselves.
- Ensuring the aviation or maritime incident is transferred to the appropriate Federal or State agency following the search and rescue phase.

## Recovery Activities

- Consolidate, or assist in the consolidation and recovery of, costs incurred in spill response activities.
- Identify AMSA response personnel affected by emergencies and arrange the provision of appropriate assistance and advice.

\*the Emergency Response business unit was formally known as AusSAR.

## Australian Pacific Airports (Melbourne) Pty Ltd (Melbourne Airport)

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### Prevention / Mitigation / Risk Reduction Activities

- Facilitate the continual development of the Airport Emergency Plan through the Airport Emergency Planning Committee
- Provide emergency training and regularly exercise airport and emergency agencies
- Continue Safety Management and Risk Management programs.

### Response Activities

- Implement the Airport Emergency Plan
- Provide notification to emergency response agencies
- Activate airport emergency facilities and emergency access points as required
- Open the Airport Emergency Coordination Centre if appropriate
- Assist the Emergency Coordinator with the provision of airport resources.

### Recovery Activities

- Support the agencies tasked with recovery
- Coordinate with the Environment Protection Authority for any environmental recovery
- Restore airport to normal operations.

## Australian Red Cross - Victoria

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### Prevention / Mitigation / Risk Reduction Activities

- Increasing community awareness of the purpose of Red Cross emergency management activities through printed materials, presentation and other means.

### Response Activities

- Coordination of the provision of catering in an emergency at State and regional level and at the municipal level, where a local body is not nominated to provide this service.
- Operation of the registration and inquiry system including the provision of training, resources and personnel.
- Provision of an information service to the public.
- Provision of personnel to administer first aid.
- Provision of personnel for Personal Support.

### Recovery Activities

- Personal support, assistance and information to emergency-affected individuals. (Single incidents)
- Provision of Single Incident Emergency Assistance
- Community support activities.
- Financial appeals as appropriate.

## Australian Transport Safety Bureau

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### Prevention / Mitigation / Risk Reduction Activities

- Promotion of aviation, marine, rail and road safety, based on analysis and research of accident trends through reports on accident investigation, safety recommendations, other safety publications, and industry/public presentations.

### Response Activities

- Under Commonwealth legislation, the ATSB is the primary organisation responsible for safety investigations into aviation accidents and incidents. It is also responsible for conducting safety investigations into marine occurrences and rail occurrences on the defined interstate rail network falling within Commonwealth's jurisdiction.
- ATSB's role is to identify the circumstances and contributory factors. ATSB has no role in prosecution of offences, neither does it have a role in apportioning blame or provide a means of determining liability. It's role is one of disseminating information and making safety recommendations and fostering education to prevent similar or worse accidents.
- Section 21 of the *Transport Safety Investigation Act 2003* defines the power of the Executive Director ATSB to investigate a transport safety matter. However, ATSB work in cooperation with the police and emergency services when exercising this power and work in parallel with other investigative bodies.
- Provide input into Coronial inquiries.
- Issue public reports on investigations, safety deficiencies and remedial safety actions.

### Recovery Activities

- Accident site investigations conducted in concert with recovery activities.

# Australian Volunteer Coast Guard Association Inc. Victorian Squadron

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Established in 1961 to promote small craft safety on the water, its modus operandi - the 3 E's, Education, Example & Examination and finally by Search and Rescue.

## Prevention / Mitigation / Risk Reduction Activities

- Providing small boat seamanship, navigation and marine radio courses for the recreational boating sector. (Education).
- Operation of 14 Limited Coast Stations (LCS) across Victoria from Mallacoota to Portland, providing weather information and ship reporting services.
- Operation of two LCS on Lake Hume and Lake Eppolock providing weather information and logging services.

## Response Activities

- Rescue of persons endangered by:
  - ◆ Vessel disablement at sea due to mechanical or electrical failure
  - ◆ Foundering
  - ◆ Fire
  - ◆ Person falling overboard
- In partnership with CFA provide level 1 response activities for small ports and vessels.
- Support agency for Victoria Water Police Search and Rescue.
- Support agency for CFA (fire on waterways).

## **Building Commission**

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### **Prevention / Mitigation / Risk Reduction Activities**

- Promote better building standards.
- Conduct and promote research into better building standards.
- Facilitate detailed mapping of bushfire prone areas in Victoria.
- Registering cooling tower systems.

### **Response Activities**

- Provide building maintenance and safety information resources to response agencies.

### **Recovery Activities**

- Provide building maintenance and safety information resources to recovery agencies.
- Provide building safety and maintenance information to affected persons.

## Bureau of Meteorology

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### Prevention / Mitigation / Risk Reduction Activities

- Contribute to community awareness activities related to meteorological and hydrological phenomena and warning systems.
- Contribute to community hazard mapping by taking the lead role in the analysis of relevant meteorological and hydrological information.

### Response Activities

- Issue warnings on gales, storms and other weather conditions likely to endanger life or property, or that give rise to floods or bushfires.
- Provide weather forecasts and meteorological and hydrological information.
- Provide expert advice for emergencies that are influenced by meteorological and hydrological conditions.
- Provide weather-related information to media, including direct broadcast via radio.

## Catchment Management Authorities

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### Prevention / Mitigation / Risk Reduction Activities

- Manage and prioritise in cooperation with local government regional flooding issues.
- Advise Government on regional priorities for floodplain management activities through the implementation of regional floodplain management strategies.
- Prepare and implement local floodplain management plans in accordance with the regional floodplain management strategy.
- Maintain and enhance flood information.
- Input to local government's planning schemes.
- Advise local government and other authorities on planning permit referrals, building issues and infrastructure management.
- Provide flood advice to local government and the community in general.
- Support community education and involvement on flooding issues.
- Declare flood levels under section 203 of the Water Act where appropriate.
- Manage and maintain specific strategic and regional (non-urban) works and measures in accordance with the regional floodplain management strategy.
- Monitor and report on performance.

### Response Activities

- Advise and where appropriate assist with administration and contributions to the maintenance and upgrading of regional flood warning systems.
- Monitor significant flood events and collect flood data in conjunction with local government.
- Advise the Minister for Water on flood events and damages.

### Recovery Activities

- Assist with the development of regional plans for flood recovery.
- Prioritise, develop plans and construct works to restore waterways damaged by floods if they create an immediate danger to CMA works, public and private assets.

## Centrelink

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### Recovery Activities

- Provide financial assistance to people whose normal means of livelihood have been disrupted, whether in the short or long term, by the emergency. In most emergency situations, Special Benefit is the appropriate payment to meet the immediate financial needs of people. Payment of the *Disaster Relief Payment* may be offered, subject to declaration by the Minister for Family and Community Services.
- Provides information to disaster affected individuals and communities on Centrelink services.
- Provides information on Centrelink services to members of the *State Community Recovery Committee*.
- Contributes information to the *State Community Recovery Committee* on the scale and impact of the disaster on individuals and Victorian communities.
- Participates in the operation of *Community Recovery Centres*.
- Participates in *Outreach Services Teams*.
- Administers financial entitlements including Australian Government *Disaster Recovery Payment*, *Special Benefit*, and *Crisis Payment* and other payments as appropriate to individual circumstances.
- As appropriate, have staff available with specialist skills to work with disaster affected individuals and communities. For example Social Workers, Indigenous Service Officers.
- Assist State/Territory welfare authorities in providing counselling services to affected communities, families and individuals.
- Participates in the provision of reception services at International Airports.

## Country Fire Authority

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Control Agency for Gas leakage, Hazardous materials, Lifts, cranes or scaffolding and amusement structures, Fire and/or explosion with Aircraft, Boilers and Pressure Vessels, Rescue involving Building, structures, lifts, cranes or scaffolding and amusement structures, rail, aircraft and industrial, road, trench and tunnel.

### Prevention / Mitigation / Risk Reduction Activities

The CFA works with the community to improve safety through prevention, community preparedness, education and fire protection activities such as:

- Development/enforcement of relevant legislation and regulations.
- Planning and/or implementing improved safety and information systems.
- Support of the development of an aware and prepared community.
- Community development process to enable communities to deal with emergencies.
- Provision of support through information, resources or coordination to other organisations or personnel preparing for or engaging in prevention tasks.
- Risk profiling to identify key safety processes and priorities.
- Planning and/or providing anything ancillary to the matters listed above.

### Response Activities

- Rescue of persons endangered by:
  - ◆ Burning, collapsed or damaged buildings.
  - ◆ Damaged vehicles including road, rail and aircraft.
  - ◆ Industrial machinery, lifts, cranes, boilers and pressure vessels.
  - ◆ Trenches and tunnels.
  - ◆ Emergency situations generally.
- Suppression of uncontrolled fires and explosions.
- Control of other dangerous or hazardous situations such as oil, gas and hazardous materials spills.
- Protection of property and the environment from fire damage.
- Provide advice to threatened and affected communities on actions that they should take during an emergency event.
- Support to, and management of, other agencies in the response to emergencies.
- Investigation into the causes of fire.

### Recovery Activities

- Provision of assistance and advice to individuals, families and communities who have been affected by fire or other incidents as described above.
- Provide assistance, advice and information to other agencies responsible for, or involved in recovery activities.

## Defence: Southern Victoria and Riverina/Murray Valley

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Control Agency for accident/incident involving military aircraft and ships

### Response Activities

#### **Defence Assistance to the Civil Community (DACC)**

- DACC Category 1: short term (eg. <24 hours) assistance to save human life, alleviate suffering, prevent extensive loss of animal life or prevent widespread loss of or damage to property.
- DACC Category 2: as for Category 1 but longer term and when State/Territory resources are inadequate.

### Recovery Activities

- DACC Category 3: assistance with recovery from a civil emergency or disaster.

Notes:

1. Category 1 assistance may be sought by a request to a local military commander.
2. Category 2 or 3 assistance should be sought through the State Emergency Response Officer (SERO) to EMA
3. Requests for Defence assistance should primarily specify the task and effect required and only secondarily indicate personnel and equipment requirements (apart from mandatory ones): Defence, in collaboration with the IMACC / IMT / ICC will determine the actual equipment and personnel resources deployed.

## Department of Education and Early Childhood Development

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### Prevention / Mitigation / Risk Reduction Activities

- Development of the Department's statewide emergency management policy, including guidelines for schools, to prevent or minimise emergencies.

### Response Activities

- Provision of an emergency telephone notification and advice service between schools and emergency services through the Department's 24-hour communications centre.
- Provision of on-site assistance and support for management of local issues involving parents, staff, students and media during emergencies.
- Coordination of Departmental activity at schools and at the scene of off-site emergencies involving school buses, camps, excursions and outdoor activities, to ensure the safety of students and staff.
- Provision of emergency response advice and assistance to non-government schools.

### Recovery Activities

- Provision of specialist support services to students, including trauma counselling.
- Provision of specialist services to staff, including trauma counselling.
- Provision of emergency recovery advice and assistance to non-government schools.

## Department of Human Services

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Control Agency for Human Disease, Biological, Radiological and Food/Drinking water contamination.

DHS activities cover emergency recovery, hospital, public housing and medical and public health.

### Prevention / Mitigation / Risk Reduction Activities

- To enhance prevention, preparedness, response and recovery services for a major mass casualty incident or major natural disaster in Victoria.
- Implement legislation, programs and monitoring procedures to minimise public health risk from infectious diseases, contaminated food, contaminated water supplies, radiation and chemicals.
- Conduct community training and awareness activities including promoting public housing tenants' awareness of safe practices and emergency procedures and implementing safety and warning systems in public housing.

### Response Activities

- Control agency for incidents involving contaminated foodstuffs, human illnesses/epidemics, radiological substances and intentional biological releases.
- Through the State Health Emergency Response Plan coordinate on-site health and medical services and deployment of medical teams.
- Access additional health personnel for casualty care at incident site through the deployment of medical assistance teams from hospitals.
- Support service delivery to affected individuals, groups and/or communities.

### Recovery Activities

- Coordinate recovery planning and management at State and Regional levels.
- Coordinate all aspects of recovery, including State/Commonwealth Departments, local government, non-government organisations and agencies.
- The Department of Human Services coordinates the recovery activities across the following four areas:
  - ◆ The social, health and community effects.
  - ◆ The economic effects.
  - ◆ The effects on the natural environment.
  - ◆ The effects on the built environment.
- 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.

## Department of Innovation, Industry & Regional Development

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### Response Activities

- Provide analysis and advice on the impact on industry.
- Provide information to business through the Victorian Business Line.

### Recovery Activities

- Provide advisory and mentoring services to small business.
- Coordinate business recovery initiatives for industry.
- Fund and administer programs for community and business development and recovery.

## Department of Premier and Cabinet

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### Response Activities

- Advise the Premier on security and emergency management issues including the Premier's powers to declare a state of disaster
- Chair the Central Government Response Committee
- Provide coordination for whole of Government emergency management issues
- Provide secretariat support for the Security and Emergencies Committee of Cabinet and the Central Government Response Committee
- Activate and manage the State Crisis Centre to support government during an extreme event.

### Recovery Activities

- Advise the Premier on security and emergency management issues including the designation of emergencies to enable the Department of Human Services to make personal hardship grants available
- Chair the Central Government Response Committee
- Provide coordination for whole of government emergency management issues.
- Provide secretariat support for the Security and Emergencies Committee of Cabinet and the Central Government Response Committee
- Activate and manage the State Crisis Centre to support government during an extreme event.

## Department of Primary Industries

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Control agency for exotic animal disease outbreaks, plant pest and disease outbreaks, plague locusts, mouse plagues, drought, agricultural and veterinary chemicals incidents (contaminated livestock or agricultural produce) and energy related incidents.

### Exotic animal disease (including fish and bees) and plant pest and disease outbreaks

#### Prevention/Mitigation/Risk Reduction Activities

- Development of consciousness in agricultural industries regarding exotic animal, fish, bee and plant diseases.
- Inspection and surveillance of imported animals for exotic disease, in association with the Australian Quarantine and Inspection Service.
- Extension programs to make livestock and plant industry personnel aware of disease and pest signs and to encourage early reporting.
- Monitoring of high risk activities eg. swill feeding of pigs and the ruminant feed ban.
- Cooperation with agencies such as the federal Department of Agriculture, Forestry and Fisheries (DAFF), Animal Health Australia (AHA) and Plant Health Australia (PHA), in preparing for a co-ordinated national response to exotic disease outbreaks.
- Maintain monitoring programs for plant pests and diseases eg. fruit fly.
- Participate in State and National monitoring programs for plant health and animal, fish and bee exotic diseases and pests.
- Regulate the movement of host plants and plant products.

#### Response Activities

- Eradication or control of exotic animal (including fish and bee) or plant diseases.
- Provision of advice about the disposal and rehabilitation of stock affected by an emergency.
- Management of control activities following pest or disease outbreak.
- Collect materials for examination analysis, diagnosis and monitoring for the continuing presence of damaging agents.
- Advise growers and packers on fresh fruit disinfestation procedures.
- Provide advice on disinfestation of plant products for removal from outbreak areas.
- Provide information on appropriate registered chemical products for control operations.
- Liaise with peak industry commodity groups re managing potential residue risks (eg PrimeSafe and Dairy Australia)
- Conduct water and produce monitoring if required.
- Provide information kits as appropriate to Chemical Resellers.
- Conduct audits of chemical use as required.

## Recovery Activities

- Assess losses of agricultural assets and livestock, and needs of affected persons and communities.
- Advise individuals, communities and governments agencies on re-establishment of rural enterprises or alternative strategies for economic recovery.
- Administer specific relief subsidies.
- Advise councils on disposal of dead or maimed stock (Animal welfare operations, including disposal of dead stock, begins as part of emergency response).
- Deliver recovery projects identified by government to support the short and medium term recovery of individuals, communities and industries.

## Fire, flood, storm hail and frost impacting on private rural land

### Prevention/Mitigation/Risk Reduction Activities

- Development of consciousness in agricultural industries regarding environmental emergencies and risk management planning.

### Recovery Activities

- Assess losses of agricultural assets and livestock, and needs of affected persons and communities.
- Assess injured stock and advice on options : humane destruction, emergency slaughter or treatment
- Where feasible assist with humane destruction of burnt livestock
- Advise individuals, communities and governments agencies on re-establishment of rural enterprises or alternative strategies for economic recovery.
- Administer specific relief subsidies.
- Advise Municipal councils/Shires on disposal of dead or maimed stock (Animal welfare operations, including disposal of dead stock, begins as part of emergency response).
- Advise distribution bodies (eg. VFF) on needs for donated fodder.
- Deliver recovery projects identified by government to support the short and medium term recovery of individuals, communities and industries.

## Drought

### Prevention/Mitigation/Risk Reduction Activities

- Development of consciousness in agricultural industries regarding drought and risk management planning.

### Response Activities

- Advise Government on policy and technical issues relating to drought;
- Advise the Minister for Agriculture on seasonal conditions and the nature of support measures to be applied;

- Advise primary producers on drought management strategies;
- Work with industry, other agencies and communities in developing and implementing response plans for drought. This may include assistance to community committees in the development of applications for Exceptional Circumstances consideration;
- Liaise with local governments, especially municipal drought committees; the VFF and the Rural Finance Corporation.

## Recovery Activities

- Advise individuals, communities and government agencies on the re-establishment of rural enterprises or alternative strategies for economic recovery.
- Develop and deliver recovery projects to support the short and medium term recovery of individuals, communities and industries (eg. on-farm, business and community support activities).
- Administer specific relief subsidies.
- Advise municipal councils on the disposal of dead or maimed stock (animal welfare operations, including the disposal of dead stock, begins as part of response).
- Advise distribution bodies (eg. VFF) on needs for donated fodder.
- Liaise with local governments, especially municipal drought committees; the VFF and the Rural Finance Corporation.

## Agricultural and Veterinary Chemicals

### Prevention/Mitigation/Risk Reduction Activities

- Development of consciousness in agricultural industries regarding safe and responsible use of agricultural and veterinary chemicals.
- Develop policy and legislation to reduce/regulate access to chemicals of security concern.
- Develop and deliver extension programs to inform industry of the risks associated with the illegal/unauthorised use of chemicals for terrorist purposes.
- Develop measures to prevent, detect, deter and respond to the misuse of agricultural and veterinary chemicals to make livestock and plant industry personnel aware of the risk of disease and pest signs and to encourage early reporting.
- Monitoring of high risk activities eg. the sale and use of chemical of security concern.
- Maintain existing chemical residue monitoring programs for horticultural produce and food producing animals.
- Participate in State and National monitoring programs for horticultural produce, food producing animals, stockfeed and fertilisers.

### Response Activities

- Investigate reports of contaminated livestock and or livestock products, identifying chemical in question.
- Manage contaminated livestock and/or livestock products.

- Investigate reports of contaminated horticultural produce or stock feed, identifying chemical in question.
- Manage contaminated horticultural produce or stock feed.
- Provide advice to farmers.
- Collect samples for analysis if required.
- Liaise with internal managers and external emergency response agencies as required.
- Provide information on appropriate registered chemical products for control operations.
- Liaise with peak industry commodity groups re managing potential residue risks (eg PrimeSafe and Dairy Australia)
- Conduct water and produce monitoring if required.
- Provide information kits as appropriate to Chemical Resellers.
- Conduct audits of chemical use as required.

## Recovery Activities

- Provision of extension advice on appropriate short term and long term management strategies.
- Deliver recovery projects identified by government to support the short and medium term recovery of individuals, communities and industries.

## Australian Plague Locusts

### Prevention/Mitigation/Risk Reduction Activities

- Maintain membership of the Australian Plague Locust Commission and contribute to its annual operating costs.
- Maintain a close working relationship with the Australian Plague Locust Commission.

### Response Activities

- Monitor, report and publicise the locust situation in Victoria and any other areas from which migration into Victoria might occur.
- Forecast the likely locust situation.
- Provide staff support to the Australian Plague Locust Commission, or other agency, to control locusts that could move into Victoria.
- Inform other relevant Government and semi Government agencies of the situation and its likely impacts.
- Provide information on locust biology and control.
- Establish teams of staff trained in recognition and assessment of locusts to monitor the situation within Victoria.
- Provide information on appropriate registered chemical products for control operations.
- Liaise with peak industry commodity groups re managing potential residue risks (eg PrimeSafe and Dairy Australia)
- Conduct water and produce monitoring if required.
- Provide information kits as appropriate to Chemical Resellers.

- Conduct audits of chemical use as required.

## Recovery Activities

- Coordinate recovery activities in Victoria.
- Establish teams to provide advise to landholders to assist in recovery from locust damage.
- Advise individuals, communities and governments agencies on re-establishment of rural enterprises or alternative strategies for economic recovery.
- Deliver recovery projects identified by government to support the short and medium term recovery of individuals, communities and industries.

## Plague Vertebrate Pests (mouse plagues)

### Prevention/Mitigation/Risk Reduction Activities

- Provision of policy and guidelines and co-ordination of control programs for vertebrate pests.
- Co-ordinate the preparation, publishing and distribution of information bulletins for vertebrate pests.
- Provision of extension advice to support the development of best management practices for vertebrate pest control.
- Ongoing support with appropriate technical and economic research relating to vertebrate pest control strategies, economic loss and environmental damage.
- Provide advise on the minimisation of the impact of vertebrate pests through the strategic use of registered chemicals and the implementation of improved farm hygiene.
- Provision of advice to rural communities, intensive animal industries and agricultural and horticultural producers on appropriate controls for vertebrate pests.

### Response Activities

- Coordinate response activities in Victoria when appropriate.
- Provide advice on the use of appropriate registered chemicals.
- Liaise with industry to assist with specialist training requirements.
- Audit use of chemicals being used under APVMA permit (eg Zinc Sulphide).

### Recovery Activities

- Provision of extension advice on appropriate short term and long term management strategies.
- Deliver recovery projects identified by government to support the short and medium term recovery of individuals, communities and industries.

## Fisheries incidents (marine and freshwater)

### Prevention/Mitigation/Risk Reduction Activities

- Liase with DHS regarding outbreaks of marine poison in shell fish.
- Liase with EPA regarding monitoring of introduction of exotic marine species via live fish trade.
- Liase with EPA and other agencies regarding investigation of fish kill incidents in the wild.
- Liase with Australian Quarantine Service regarding inspection and surveillance of imported fish and pests.
- Inform aquaculture industry personnel of disease and pest signs and to encourage early reporting.

### Response Activities

- Provide assistance and advice to response agencies for emergency fish/aquaculture disease, and advice on the impact on fish habitat and the fishing and aquaculture industries.
- Provide assistance, as requested by response agencies, in the collection of materials and samples.

### Recovery Activities

- Assist in the assessment of losses of fisheries and aquaculture assets and the needs of persons and communities affected by emergencies.
- Provide advice to affected individuals, communities and government agencies on the re-establishment of fishing and aquaculture enterprises or alternative strategies for economic recovery, following the assessment of loss and damage.
- Deliver recovery projects identified by government to support the short and medium term recovery of individuals, communities and industries.

## Mining / quarrying and petroleum related incidents

### Prevention/Mitigation/Risk Reduction Activities

- Development/enforcement of legislation and regulations for mining, quarrying and petroleum industries
- Provision of support through information to other organisations or personnel preparing for, or engaging in, prevention tasks.

### Response Activities

- Provision of expert advice to support and assist emergency response agencies in:
- Rescues from accidents in mines and quarries.
- Accidents and incidents in mining or quarrying.
- Emergencies involving petroleum production wells or pipelines offshore, onshore or cross-country oil or gas pipelines.

## Energy Related Incidents

### Prevention/Mitigation/Risk Reduction Activities

- Ongoing monitoring of supply demand outlook for energy supplies.
- Development, testing and review of measures designed to manage electricity, gas or liquid fuel emergencies.
- Liaison with other agencies and jurisdictions including the Victorian Emergency Networks Corporation (VENCorp), National Electricity Market Management Company (NEMMCO), Energy Safe Victoria, electricity and petroleum industries in relation to emergency prevention and preparedness.
- Provision of support through information to other Departments and organisations preparing for, or engaging in, prevention tasks.
- Investigation and encouragement of “demand side” response to supply shortages.
- Administration for Part 6 of the Terrorism (Community Protection Act) Act in respect of energy infrastructure.

### Response Activities

- Provision of expert advice to the Secretary, Central Government response Committee and Ministers regarding response to electricity, gas or liquid fuel supply shortfall.
- Provision of expert advice to Government on managing consequences of loss or of reduction in electricity, gas or liquid fuel supply.
- Communication with energy industry regarding response activities and any related Government decisions.
- Preparation of the Order to Council for the Gas Industry Act 2001, Electricity Act 2000 or Fuel Emergency Act 1977 to proclaim emergency response measures as required.
- The issuing of gas, electricity and/or liquid fuel restriction or reduction notices as appropriate.

### Recovery Activities

- Provision of expert advice to the Secretary, Central Government response Committee and Ministers regarding strategies / works to restore electricity, gas or liquid fuel supply.
- Provision of expert advice to Government in managing consequences of loss or reduction in electricity, gas or liquid fuel supply.
- Communication with energy industry regarding recovery activities and any related Government decisions.
- Preparation of the Order to Council for the Gas Industry Act 2001, Electricity Act 2000 or Fuel Emergency Act 1977 to proclaim emergency recovery measures as required.

## Department of Sustainability and Environment

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Control Agency for Environmental incidents involving Exotic Marine Pest incursion, Cetacean Stranding, Essential Service Disruption involving Water and Sewerage and Fire and incidents involving fire.

### Dam Safety and Water and Sewerage Assets - Water Sector Group

#### Prevention / Mitigation / Risk Reduction Activities

- Formulation of state government policy and regulation.
- Administration of dam safety provision in the Water Act 1989 and water authority obligations in the Statement of Obligations.

#### Response Activities

- Manage response activities in order to minimise the impact on the community and the environment from dam safety, water and sewerage assets related incidents.

### Blue Green Algae Bloom

- DSE will be notified of an algal bloom with potential to create a major impact on drinking water supplies and/or recreational water bodies. DSE has a supporting role in providing advice.

### Fire and Emergency Management – Resources and Regional Services

#### Prevention / Mitigation / Risk Reduction Activities

- Develop and facilitate programs to reduce the incidence of, and minimise the impact of, fire on State forest, National parks and reserves.

#### Response Activities

- Liaison with CFA, Parks Victoria, DPI, VicForests, local Government, interstate fire and land management agencies and other organisations to coordinate fire prevention planning and response.
- In cooperation with the CFA, manage the organisation of, and deployment of aircraft resources contracted by Government for fire prevention, suppression and fire support purposes as well as other emergency response of support needs involving, DSE, DPI or Parks Victoria.
- Control agency for all fires that occur in State forest, National parks, and Protected Public Lands.
- Primary support agency to the CFA for fires in the *Country Area of Victoria*.

#### Recovery Activities

- Rehabilitation of disturbance resulting from fire fighting operations.

- Clearing and restoration of roads, bridges and other assets on public land affected by an emergency.

## Floodplain Management

### Prevention / Mitigation / Risk Reduction Activities

- Overview and revision of state flood strategy.
- Develop statewide policy and promote best practice in accordance with National Standards.
- Provide inter-Governmental, statewide and regional liaison.
- Approve regional floodplain management strategies
- Coordinate assessment of applications for funding of high priority flood studies, floodplain management plans and flood mitigation works.
- Develop management arrangements for strategic and private levees systems across the State.
- Coordinate and maintain statewide flood database.
- Support community education and knowledge.

### Response Activities

- Provide real time access for flood warning purposes to streamflow data collection networks managed by the Department for the purpose of natural resource management.
- Contribute to the collection of real event flood data for major floods of State significance.
- Support response agencies through the provision of digital and hard copy flood mapping information.

### Recovery Activities

- Assist in the assessment of natural disaster relief claims for restoration of flood damage to public assets.

## Land Stewardship and Biodiversity

The Land Stewardship and Biodiversity Group is responsible for developing statewide policy and promoting best practice in accordance with National frameworks where applicable in relation to Victoria's land, water and marine resources for their environmental, marine resources for their environmental, conservation and recreational values. This includes programs to maintain and conserve Victoria's bio- diversity, oversee the management of the State's parks and reserve system and the State's associated ports and coastal Crown land. It is also responsible for overseeing the management of Victoria's Alpine resorts.

### Response Activities (wildlife, parks and reserves, coasts and Alpine resorts)

- Responsible for wildlife cleaning and rehabilitation due to marine pollution as the primary agency under the *Victorian Marine Pollution Contingency Plan (VICPLAN)*.

- Responsible for foreshore clean up for oil spills on the foreshore of crown lands managed directly by DSE, as the primary agency.
- Provide advice to response agencies regarding the impact of an emergency, other than marine pollution, on flora and fauna.
- Coordinate action for cetacean, whale and dolphin strandings.

## Recovery Activities

- Rehabilitation of wildlife affected by an emergency.
- Advice to community on rehabilitation flora and fauna.
- Clearing and restoration of roads, bridges and other assets on public land affected by an emergency.
- Provide advice to response agencies regarding the impact of an emergency, other than marine pollution, on flora and fauna.

## Marine Pollution

### Response Activities

- Provides a coordinated response to dealing with wildlife impacted by oil spills under the *Wildlife Response Plan for Oil Spills*.
- Facilitates emergency response to oil spills impacting on the shoreline of Western Port, especially the western shores by the *Western Port (Western shores) Shoreline Oil Spill Response Handbook*. The manual is designed to operate in conjunction with the *Westernport Regional Marine Pollution Contingency Plan* (Toll Transport).

## Cetacean Strandings

From time to time, dolphins and whales, either as individual animals or in groups (pods) become stranded on the intertidal zone. Regional Services:

### Response Activities

- Coordinate appropriate actions in the event of cetacean strandings, applying to either living or deceased animals under the *Victorian Cetacean Contingency Plan*.

## Destruction of Wildlife

All Victorian wildlife is protected unless otherwise determined. Destruction of wildlife, for whatever reason, including emergency response, requires an appropriate permit. The issue of permits has been delegated to Regional Services staff.

### Response Activities

- Support provision for emergency response in relation to wild fires.

## Phillip Island Nature Park

### Recovery Activities

- Provide expert advice in relation to all aspects of penguin management and provision of facilities for rehabilitation of traumatised penguins.

## Reforestation

### Recovery Activities

- Advice to communities on reforestation.

## Spatial Information Infrastructure

### Response Activities

- Support to response agencies through provision of digital and hard copy mapping information.

### Recovery Activities

- Assisting in defining the extent of affected areas through mapping techniques.

## Department of Transport

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The purpose of the Department of Transport (DOT) is to lead, in collaboration with stakeholders and the community, the strategic planning for, and integration, development and management of, transport services and infrastructure. The Department delivers specified major projects, facilitates effective freight and logistics operations, and manages the security of critical infrastructure.

The DOT portfolio statutory functions and entities include:

- Security and Emergency Management Division (SEMD)
- Public Transport Division (PTD)
- Office of the Director, Public Transport Safety (PTSV) see page 7-61
- Freight, Logistics and Marine (FLM) and Marine Safety Victoria (MSV) see page 7-52
- Office of the Chief Investigator, Transport and Marine Safety Investigations
- Port of Melbourne Corporation (POMC) see page 7-60
- Roads Corporation (VicRoads) see page 7-71
- Victorian Regional Channels Authority (VCRA) see page 7-76.

### SECURITY AND EMERGENCY MANAGEMENT DIVISION

The Security and Emergency Management Division (SEMD) manages arrangements for DOT and whole-of-government in relation to emergency management planning and the coordination for major incidents.

It is responsible for providing leadership, strategic advice and coordination of security and emergency management preparedness for traffic, transport and related emergency infrastructure. The Division ensures there is adequate management of security risks and emergencies within infrastructure sectors. It manages industry compliance with risk management plans and exercise obligations under Part 6 of the Terrorism (Community Protection) Act 2003. The Division leads the Project Trident security and emergency exercise program for transport and energy infrastructure. It assists the Energy Division of DPI in executing its responsibilities for the equivalent functions listed in this paragraph.

### Prevention / Mitigation / Risk Reduction Activities

- Inform the Government and transport sector about transport security risk issues and remedial actions required.
- Lead improvements in response and resilience by the transport sector through the review and refinement of business continuity, crisis and emergency management planning, and development of good practice guides.
- Implement a counter-terrorism and public transport security package targeting asset investment.
- Contribute to the development, implementation and exercise of State counter-terrorism plans, arrangements and simulations, and lead major transport field exercises.
- Contribute to the development and coordination of transport security policies and programs at State and national levels.
- Ensure ongoing compliance by declared essential service owners and operators with the provisions of Part 6 of the Terrorism (Community Protection) Act 2003.

## Response Activities

- Lead portfolio coordination for significant occurrences involving security and emergency management arrangements and information flow.

## Recovery Activities

- Support whole-of-government disaster recovery activities coordinated by the Department of Human Services.

### PUBLIC TRANSPORT DIVISION

The role of the Public Transport Division (PTD) is to deliver the Government's outcomes and meet its objectives for Victoria's train, tram, bus, taxi and hire car services. The Division is responsible for effectively managing contractual and regulatory relationships (with Connex, V/Line Passenger, Yarra Trams, bus operators and others). In addition, the Division has a key role to play in facilitating the development and implementation of relevant major projects.

Public Transport Division also closely liaises with Public Transport Safety Victoria.

## Prevention / Mitigation / Risk Reduction Activities

- Managing partnership agreements for the provision of safe and reliable train and tram services and managing contracts for the provision of safe and reliable route bus, school bus and French Island–Philip Island ferry services.
- Auditing of rail easement fire mitigation programs.

## Response Activities

- Support agency providing immediate assistance in coordination of all private rail, tram, and bus organisations related to emergencies involving loss of life, injury to persons, fire, hazardous chemical accidents, general policing incidents and other major emergencies.
- In all other situations, coordinate emergencies related to the private organisations that provide public rail, tram and public bus services.
- Provide and facilitate professional and skilled engineering and technical emergency teams/experts, equipment and material to other emergencies from either PTD or the private companies as appropriate.

## Recovery Activities

- Coordinate with the private owners the provision of alternative transport for the duration of the emergency and restoration of normal services.

### TRAIN & TRAM LINE RESPONSIBILITIES

#### **Melbourne Suburban Train Network**

**Connex** is responsible for the maintenance of the electrified suburban train network in Melbourne. This responsibility is contracted to **Mainco**, a subsidiary of the United Group.

Connex also operates **Metrol**, which is the train control centre for all train and track vehicle movements over the electrified metropolitan rail network.

## **Melbourne Tram Network**

**Yarra Trams** is responsible for maintaining the tram network in Melbourne. This includes tram lines and tram stops.

## **Intrastate Train Network**

**V/Line Passenger** is responsible for maintaining the Victorian intrastate train network including both the freight-only and regional passenger networks. This includes some non-electrified, broad gauge freight-only lines in and around the metropolitan area, including the Port of Melbourne.

V/Line also operates Control which is the train control centre for all train and track vehicle movements over the non-electrified intrastate rail network.

## **Interstate Train Lines**

The **Australian Rail Track Corporation** is responsible for the maintenance of the Victorian interstate standard gauge rail lines (known as the Designated Interstate Rail Lines (DIRN)). This includes the lines that run from Southern Cross Station to Albury (NSW) and from Tottenham Junction to Wolseley (South Australia).

## **PUBLIC TRANSPORT SAFETY VICTORIA**

### **Role Statement - See separate PTSV entry for further detail**

The Office of the Director, Public Transport Safety (PTSV) was established by the *Rail Safety Act 2006* to independently regulate the safety of Victoria's train and tram system. PTSV administers the Rail Safety Act as well as the current bus safety legislation contained in various acts and regulations. PTSV's overall purpose is to accredit rail, tram and bus operators and monitor the safety of their ongoing operations. This is achieved by transport operators seeking permission from PTSV to operate and then undergoing regular audits and compliance inspections.

## **FREIGHT, LOGISTICS AND MARINE & MARINE SAFETY VICTORIA**

### **Role Statement – See separate MSV entry for further detail**

Freight, Logistics and Marine (FLM) and Marine Safety Victoria (MSV) are responsible for providing advice and developing policy on port, maritime, freight and logistics issues and, through Marine Safety Victoria, for effective management of marine safety in Victorian waters. The Division contributes to initiatives at regional, state and national levels to achieve better use of Victoria's freight network, improved planning for freight growth and infrastructure investment, and sustainable safety and environmental outcomes for the sector.

## **CHIEF INVESTIGATOR, TRANSPORT AND MARINE SAFETY INVESTIGATIONS**

### **Role Statement**

The Office of the Chief Investigator, Transport and Marine Safety Investigations is responsible for the investigation of public transport and marine safety matters. The objective of these investigations is to improve transport safety by determining causal factors and identifying issues that may require review, monitoring or further consideration. The Chief Investigator acts independently and reports directly to the Ministers for Public Transport and Roads and Ports.

## PORT OF MELBOURNE CORPORATION

### **Role Statement – See separate POMC entry for further detail**

The Port of Melbourne Corporation (POMC) is responsible for managing the land and water-side functions of the Port, including the channels between Melbourne and the sea. It is responsible for progressing the Channel Deepening Project and facilitating integration of port infrastructure with the State's broader freight and logistics system.

## VICROADS

### **Role Statement - See separate VicRoads entry for further detail**

The Roads Corporation (VicRoads) is responsible for delivering social, economic and environmental benefits to communities throughout Victoria by managing Victoria's road system and its use as an integral part of the overall transport network. The functions and objects of the Corporation are outlined in the *Transport Act 1983*, *Road Safety Act 1986* and the *Road Management Act 2004*.

## VICTORIAN REGIONAL CHANNELS AUTHORITY

### **Role Statement - See separate VRCA entry for further detail**

The Victorian Regional Channels Authority (VCRA) is responsible for managing the shipping channels in the Port of Geelong and overseeing the channels in the ports of Hastings and Portland.

## Department of Treasury and Finance

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### Recovery Activities

- Provide advice to the Treasurer on financial matters associated with recovery from emergencies.
- Administer the Commonwealth Natural Disaster Relief and Recovery Arrangements.
- In accordance with the Commonwealth Natural Disaster Relief and Recovery Arrangements and in line with the Victorian guidelines, provide financial assistance to relevant Government agencies and to municipal councils, for emergency protection works and restoration of municipal assets.

## Emergency Management Australia

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Emergency Management Australia (EMA) is a Division of the Commonwealth Attorney-General's Department. EMA is the Australian Government agency with responsibility for providing national leadership in the development of emergency management measures to reduce the impact of emergencies on the Australian community.

EMA continues to work closely with Victoria, the other States and Territory emergency management organisations and related Australian Government agencies to achieve emergency management objectives. EMA also maintains strong links with local governments, community based organisations, volunteers, academia and researchers, businesses, industry bodies and individuals. International partnerships have also been expanded as Australia takes a greater role in regional emergency and disaster capacity building, response and recovery.

### Prevention / Mitigation / Risk Reduction Activities

- EMA facilitates the development of national policies and strategies aimed at preventing or mitigating disasters and reducing their impact on the community.
- A key role for EMA is the facilitation of collaborative activities aimed at increasing resilience and being prepared for disasters.
- Development and delivery of best practice training, education and public awareness material.

### Response Activities

- EMA has a central role in coordinating the Australian Government response to emergencies in support of the States and Territories.

## Emergency Services Telecommunications Authority

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The Emergency Services Telecommunications Authority (ESTA) holds the legislative responsibility for handling Triple Zero calls and providing and managing operational communications for the Country Fire Authority and Victoria State Emergency Service state-wide, and for Victoria Police, Metropolitan Ambulance Service and Metropolitan Fire Brigade in the greater Melbourne and Geelong metropolitan area.

### Prevention / Mitigation / Risk Reduction Activities

- Improve community awareness of the Triple Zero system through public education.

### Response Activities

- Answer Triple Zero emergency calls from Telstra and activate agency responses through a Computer Aided Dispatch (CAD) system.
- Dispatch appropriate emergency response resources.
- Track and maintain a record of the progress and status of events and emergency resources.
- Conduct immediate, operational enquiries on persons, vehicles and locations for Victoria Police.
- Provide clinical triage and pre-ambulance life support advice via the telephone and access to specialist referral services as required for medical emergencies.
- Render communication and media response support for the Control Agency as appropriate.
- Support other agencies in business continuity and redundancy planning and testing.
- Provide advisory and co-ordination role on improvements, standards and policy relating to VicMap data, underpinning the CAD system and used by emergency services.
- Provide information for post incident data analysis for review and future planning.

### Recovery Activities

- Provide support to other agencies, where appropriate, for recovery activities involving communication services.

# Energy Safe Victoria

## Prevention / Mitigation / Risk Reduction Activities

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### Gas

- Promote industry emergency awareness.
- Develop and administer Regulations and Codes to ensure:
  - ◆ Safety of gas supply and use
  - ◆ Safety of gas installations
  - ◆ Safety of gas workers
  - ◆ Safety of the gas industry.

### Electricity

- Develop and administer regulations to ensure:
  - ◆ Safety of the supply of electricity
  - ◆ Safety of electricity products
  - ◆ Safety of electrical installations
  - ◆ Safety standard of electrical workers.
- Develop and administer code of practice for powerline clearance (vegetation) to minimise the danger of bushfires and electrocution caused by powerlines in contact with vegetation.
- Investigate electrical accident/fatalities and analyse accident trends to develop preventative measures.
- Prevent corrosion and associated leakage of underground/underwater structures such as gas, oil, water pipelines and electrical supply/telecommunication cables due to stray electrical current.
- Conduct public /industry awareness campaigns.

### Pipelines

- Administer regulations ensure the safety of pipeline construction and operation.
- Administer regulations ensure the protection of the environment during pipeline operation

## Response Activities

### Gas

- Investigation of incidents including:
  - ◆ Fatalities
  - ◆ Gas Safety implications
  - ◆ Fires
  - ◆ Escapes
  - ◆ Damage.
- Provide advice to Government.
- Direct industry to take any necessary actions to ensure safety and supply.

### Electricity

- Attend sites of serious electrical accidents to conduct investigations.

- Intervene as required to ensure appropriate action is taken by all relevant parties in the case of electricity safety emergencies.

## Pipelines

- Attend sites of serious pipeline incidents to conduct investigations.
- Intervene as required to ensure appropriate action is taken by all relevant parties in the case of pipeline incidents.

## Environment Protection Authority

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### Prevention / Mitigation / Risk Reduction Activities

- Enforcing of the *Environment Protection Act 1970*.
- Enforcing the *Pollution of Waters by Oil and Noxious Substances Act 1986*.
- Training external agencies in the management of hazardous materials incidents.
- Licensing and inspecting industrial facilities.
- Tracking prescribed wastes from generation to disposal.
- Undertaking legal proceedings as appropriate.

### Response Activities

- Control agency for pollution of inland waters.
- Assessing the environmental impact of emergencies.
- Determining practical measures to protect the environment.
- Advising the emergency services on the properties and environmental impacts of hazardous materials.
- Ensuring that appropriate disposal methods are adopted for wastes resulting from response activities.

### Recovery Activities

- Assessing environmental impacts of emergencies.
- Ensuring that appropriate disposal methods are adopted.
- Advising affected persons on the properties and environmental impacts of hazardous materials.
- Implementing the *Community Environmental Trauma Protocol* when required.

## Insurance Council of Australia Ltd

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### Recovery Activities

Following a disaster, the Insurance Council of Australia (ICA) will:

- Coordinate the insurance industry response to the disaster.
- Provide a single point of contact to assist policyholders affected by the disaster, which may:
  - ◆ Provide information on how to lodge a claim.
  - ◆ Provide general assistance and advice to those with possible insurance claims.
  - ◆ Help policyholders to identify their insurance company if they have not already done so.
- On behalf of the insurance industry, establish contact with government at all levels and participate on any external committee.
- Provide information to insurers, governments, the media and other interested parties and maintain statistics showing the final insured cost of the event.
- Assist the insurance industry to respond to claims in an efficient, fair and timely manner through the coordination of insurers, adjusters and intermediaries as appropriate.

## Life Saving Victoria

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### Prevention / Mitigation / Risk Reduction Activities

- Development of safety standards for the development, operation and use of a range of waterways including beaches, public swimming pools, home pools and spas, and urban waterways
- Development and provision of learn water safety, swimming and lifesaving programs at swimming pools, schools and lifesaving clubs
- Provision of safety design services to designers of swimming pools and aquatic waterways
- Provision of water safety services to aquatic based events
- Provision of expert advice on aquatic risk management systems and safety signage
- Provision of technical and reference manuals, texts, resources, and newsletters on water safety, lifesaving, Lifeguarding, CPR and First Aid
- Provision of information and education displays at tradeshows and community events
- Provision of accredited training for Personal Water Craft and Inflatable Rescue Boats
- Provision of vocational education and training programs such as Pool Lifeguard, First Aid, Oxygen Equipment, and specialist areas such as Automatic External Defibrillation (AED) and Spinal Injury Management
- Provision of safety inspection services for swimming pools, urban, coastal and inland waterways

### Response Activities

- Provision of professional and volunteer inshore and beach based patrolling and rescue and response services provided from 68 locations on Port Phillip Bay, at Mildura and the Victorian Coastline, including aerial surveillance and Helicopter Rescue Services
- Provision of emergency evacuation centres at the lifesaving club clubrooms
- Provision of support services to Victorian Water Police
- Provision of coastal communication network
- Provision of offshore rescue boat services.

## Marine Safety Victoria

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### Prevention / Mitigation / Risk Reduction Activities

- Development of appropriate standards for construction, crewing, equipment and operations of vessels on State waters.
- Determination and enforcement of standards and procedures for navigation and maritime safety on State waters.
- Certification and development of appropriate standards for the training of crews of commercial vessels.
- Monitoring and investigating incidents involving vessels with a view of developing strategies to prevent recurrence.
- Development of community awareness of boating safety through the media and other areas.
- In consultation with the Environment Protection Authority, develop and administer the *Victorian Marine Pollution Contingency Plan*.

### Response Activities

- Provision of expert advice in marine matters such as navigation, engineering and equipment, when a vessel and/or its crew and passengers are in peril.
- Control agency for oil pollution incidents in State waters.
- Assist in monitoring impact of marine pollution incidents on the environment.

## Melbourne Water Corporation

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### Prevention / Mitigation / Risk Reduction Activities

- Developing adequate operational and maintenance procedures to ensure Melbourne Water's water supply, sewerage, waterways and drainage assets perform their function appropriately.
- Preparing subcatchment drainage strategies to cater for urban growth and establishing agreements with land developers for the provision of drainage infrastructure:
  - ◆ regulating development in metropolitan flood prone areas as a formal referral authority under local planning schemes;
  - ◆ implementing flood mitigation projects to alleviate flooding in existing developed areas.

### Response Activities

- Implementing crisis and incident management plans when Melbourne Water's assets fail to perform their function.
- Provision of flood warnings for Melbourne's water courses for which flood warning systems have been developed.
- Provision of emergency works to alleviate flooding and clearance of drainage assets after flooding has occurred.

## Metropolitan Fire Brigade

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### Control Agency for:

- Accidents involving Gas Leakage, Hazardous Materials, Lifts, cranes or scaffolding and amusement structures
- Fire and Explosion incidents involving Aircraft and Boilers and Pressure vessels
- Rescue incidents involving Rail, aircraft and industrial, Road, Trench and Tunnel.

### Prevention / Mitigation / Risk Reduction Activities

- Reduce the number of fires and hazardous incidents through:
  - ◆ Increasing community involvement and awareness in hazard prevention.
  - ◆ Changing community behaviour through public education and legislation.
  - ◆ Increasing the understanding of the use of fire protection and detection systems.
  - ◆ The application of risk management strategies to identified community risk.
  - ◆ Development/enforcement of relevant legislation and regulations.
  - ◆ Broaden community awareness and preparedness to minimise the impact of an emergency on the community.

### Response Activities

- Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through:
  - ◆ Suppression of uncontrolled fires.
  - ◆ Rescue of persons from:
    - \* fire
    - \* road, rail and aircraft accidents
    - \* industrial accidents
    - \* other emergencies
  - ◆ Controlling accidents involving:
    - \* boilers/pressure vessels
    - \* dangerous goods/hazardous materials
    - \* lifts and cranes
    - \* tunnelling/trenches
    - \* building collapse
    - \* explosions, e.g. gas
- Provide emergency medical response (EMR) to relevant, as defined, events to support Metropolitan Ambulance Service within the Metropolitan Fire District.
- Investigation into the causes of fire.
- Provide support to other agencies, where appropriate, in the management of emergencies.

### Recovery Activities

- Provide post incident assistance and advice to persons impacted by fire and other emergencies.
- Provide support to other agencies, where appropriate, for recovery activities involving personnel or the environment.

## Municipal Councils

This is an indicative list. Refer Part 6 of the Manual for a more detailed description. Most of the activities in the list below are carried out by councils in close conjunction with, or with direct support by, Government departments and agencies.

### Prevention / Mitigation / Risk Reduction Activities

- Perform municipal functions under Local Government, Fire, Health, Building, and Planning legislation e.g. planning, building, occupancy.
- Identification and assessment of hazards/risks.
- Provision of community awareness, information and warning system(s).
- Identification and assessment of risks using a community emergency risk management framework.
- Implementation/coordination of specific risk treatments for identified risks and exposed elements in the community. Including, flood/fire management, maintaining a register of at-risk groups, fire risk reduction (private and council lands).

### Response Activities

- Provision of available resources needed by the community and response agencies.
- Establishment of MECC - facilities and staffing.
- Provision of facilities for emergency services' staging areas.
- Facilitate the delivery of warnings to the community.
- Provision of information to public and media.
- Coordination of the provision and operation of emergency relief (includes catering, emergency relief centres, emergency shelters and material needs).
- Clearance of blocked drains and local roads, including tree removal.
- Support to VicRoads for partial/full road closures and determination of alternative routes.

### Recovery Activities

- Provision of information services to affected communities, using e.g. information lines, newsletters, community meetings and websites
- Provision and staffing of Recovery/Information Centre(s).
- Formation and leadership of Municipal/Community Recovery Committees.
- Post-impact assessment — gathering and processing of information.
- Survey and determination regarding occupancy of damaged buildings.
- Environmental health management — including food and sanitation safety, vector control, such as removing dead animals (domestic, native or feral) from waterways.
- Oversight and inspection of rebuilding/redevelopment.
- Provision and management of community development services.
- Provision and/or coordination of volunteer helpers.
- Provision of personal support services, e.g. counselling, advocacy.
- Coordination of clean up activities, including disposal of dead animals (domestic, native and feral).
- Provision/coordination of temporary accommodation.
- Repair/restoration of infrastructure, e.g. roads, bridges, sporting facilities, public amenities.
- Organisation, management or assistance with public appeals.

# National Offshore Petroleum Safety Authority

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## Prevention / Mitigation / Risk Reduction Activities

- Promotion of occupational health and safety in offshore petroleum operations
- Development and implementation of effective monitoring and enforcement strategies for occupational health and safety in offshore petroleum operations
- Investigate accidents, occurrences and other circumstances that may affect occupational health and safety of offshore petroleum operations
- Advising persons on occupational health and safety matters relating to offshore petroleum operations
- Investigating the causes of offshore petroleum work related accidents and dangerous occurrences, including emergencies that have occupational health and safety implications.

## Response Activities

- Provision of expert advice to assist other agencies who are responding to emergencies at or involving offshore petroleum operations
- Provision of advice and briefings to Ministers, the public and the media on emergencies at or involving offshore petroleum operations.

## Office of the Emergency Services Commissioner

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The Office of the Emergency Services Commissioner (OESC), provides leadership in emergency management issues for Victoria. The Emergency Services Commissioner advises the Coordinator in Chief of Emergency Management (Minister for Police and Emergency Services) on emergency management issues, is the Executive Officer of the Victoria Emergency Management Council and sets and monitors performance standards for specified emergency services.

### Prevention / Mitigation / Risk Reduction Activities

- Promote and participate in research and innovation in relation to community awareness.
- Contribute funds to and/or coordinate a range of Commonwealth and State funding programs to promote improved emergency risk management.

### Response Activities

- Provide an interface between the control agency, or the SERCC if activated, and the Coordinator in Chief.
- Participate on the Central Government Response Committee (CGRC) in its role of ensuring whole of government response to emergencies.
- Support the Co-ordinator in Chief in assessing the need for recommendation of a state of disaster.
- Improve the synergy between State, Commonwealth and private sector emergency plans and strategies.

### Recovery Activities

- Support the Minister in the process of activation of personal hardship grants for administration by Department of Human Services.

## Parks Victoria

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### Prevention/ Mitigation/ Risk Reduction Activities

- Fire prevention and preparedness on public land in Victoria (Fire Protected Area (FPA) in collaboration with DSE.
- Responsible as the land manager for fire prevention works on parks and reserves managed by Parks Victoria in the Country Area of Victoria and Metropolitan Fire District.
- Responsible for the safe, efficient and environmental management of the Local Ports of Port Phillip, Western Port and Port Campbell, including the navigable sections of the Yarra and Maribyrnong Rivers (excluding Commercial Ports), and other specified navigable waterways.
- Administration and enforcement of legislation and policy governing the use and enjoyment of parks, reserves, rivers, waterways and ports managed by Parks Victoria, including Marine National Parks and Sanctuaries to reduce risk to the environment and visitor safety.

### Response Activities

- Fire suppression on public land in Victoria (FPA) in partnership with DSE.
- Joint fire suppression operations in parks and reserves managed by Parks Victoria in the Melbourne Fire District with the Metropolitan Fire Brigade.
- Joint fire suppression operations in parks and reserves managed by Parks Victoria in the Country Area of Victoria with the Country Fire Authority (CFA).
- Response to oil and chemical pollution incidents in local ports and State waters with Marine Safety Victoria (MSV), in liaison with or their agents, and the Environment Protection Authority (EPA) under the Victorian Marine Pollution Contingency Plan (VICPLAN).
- Non-hazardous waterway pollution (as determined by EPA, MFB, CFA and / or MSV) on rivers managed by Parks Victoria.
- Hazardous waterway pollution on rivers managed by Parks Victoria EPA, under the direction of Melbourne Water, MFB, CFA, and MSV or their agents for.
- Oiled wildlife, under the Wildlife Response Plan for Oil Spills (DSE) or MSV or their agent through a Marine Pollution Contingency Plan.
- Cetacean strandings and entanglements under the Victorian Cetacean Contingency Plan (DSE).
- Fish kills, under the EPA Fish Death Response Procedure.
- Marine pest incursions under the Interim Victorian Protocol for Managing Exotic Marine Organism Incursions (DSE).
- Search and rescue on land and in Victorian Waters, particularly those managed by Parks Victoria.
- Wildlife incidents on public land under the direction of DSE.
- Floods, severe storms and earthquakes particularly within parks, reserves, rivers and waterways managed by Parks Victoria under the control of the State Emergency Services (SES)
- Blue-green algal blooms where PV is the designated local waterway manager. (E.g. Albert Park Lake, Barwon system, Lysterfield lake and Tower Hill)

### Recovery Activities

- Recovery and rehabilitation of natural values, cultural values, tourism and visitor assets affected by an emergency on parks, reserves, rivers, waterways and local ports managed by Parks Victoria in collaboration with DSE and the Department of Human Services (DHS).
- Cleanup following oil or chemical pollution incidents on parks, reserves, rivers, waterways and local ports managed by Parks Victoria, in liaison with Marine Safety Victoria (MSV), or their agents, and the Environment Protection Authority (EPA).
- Cleanup of fish kill incidents for rivers, waterways and local ports managed by Parks Victoria in collaboration with EPA and DSE.
- Parks Victoria may assist at the request of DSE or DHS in the recovery and rehabilitation of natural values, cultural values, tourism and visitor assets affected by an emergency on public land in Victoria.

## Port of Melbourne Corporation

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The Port of Melbourne Corporation (POMC) is responsible for managing the land and water-side functions of the Port, including the channels between Melbourne and the sea. It is responsible for progressing the Channel Deepening Project and facilitating integration of port infrastructure with the State's broader freight and logistics system.

### Prevention/Mitigation/Risk Reduction activities

- Ensure safe management of commercial shipping within the waters of the Port of Melbourne.
- Monitor and provide information on Dangerous Cargoes located in the Port.
- Provide fire fighting and safety management systems at common user Hazardous Bulk Liquid Berths.
- Provide control systems for fuel bunkering and "Hot Work" activities in the Port.

### Response Activities:

- Provide marine and port operations expertise at Port of Melbourne Corporation (PoMC) Hazardous Bulk Liquid Berths and other PoMC facilities.
- Provide access to PoMC controlled resources.
- Control Agency for marine casualty non search and rescue.
- Control agency for oil spills in the Port Phillip Region.
- Provide marine and port operations expertise to State response agencies.

### Recovery Activities:

- Manage and participate in the development of recovery management within the *Melbourne Port Emergency Management Plan*.
- Manage the recovery of PoMC operations and facilities.
- Provide marine and port operations expertise to State recovery agencies.

## Public Transport Safety Victoria

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The Office of the Director, Public Transport Safety (PTSV) was established by the Rail Safety Act 2006 to independently regulate the safety of Victoria's train and tram system. PTSV administers the Rail Safety Act as well as the current bus safety legislation contained in various acts and regulations. PTSV's overall purpose is to accredit rail, tram and bus operators and monitor the safety of their ongoing operations. This is achieved by transport operators seeking permission from PTSV to operate and then undergoing regular audits and compliance inspections.

### Prevention / Mitigation / Risk Reduction Activities

- Accreditation of rail, tram and bus operator safety management systems
- Collection of safety incident and occurrence data
- Analysis of risk to safety of rail, tram and bus operator activities
- Safety audit and compliance inspections
- Advice on safety to rail, tram and bus operators
- Promotion of rail safety.

### Response Activities

- Safety investigation and inspection.

## Rural Finance Corporation of Victoria

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### Recovery Activities

- Provide information and financial assistance to affected farmers, small business owners, householders and non-profit organisations.

## Salvation Army - Victorian Emergency Services

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### Response Activities

- Provide refreshments to emergency management personnel and affected persons.
- Assist in the provision of catering to emergency management personnel and affected persons.
- Primary support agency at State level for provision of material needs (including bedding and clothing) to affected persons.
- Make available any Salvation Army service that may be available during an emergency to assist persons affected (eg. personal support, emergency accommodation, transport).
- Provide support to community safety activities.

### Recovery Activities

- Provision of financial assistance, catering, personal support, food, material aid and/or temporary accommodation as available.

## St John Ambulance Australia (Vic.)

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### Prevention / Mitigation / Risk Reduction Activities

- Promotion and provision of community First Aid training through public education in schools, workplaces and to the public.
- Improve community readiness through the marketing of appropriate and cost effective first aid kits.
- Provide onsite consultations with workplaces and community groups to include first aid component within their first aid management plans for the prevention of minor injuries.
- Marketing of 'Survival Kits' to reduce minor injuries sustained at major public events.

### Response Activities

- Support agency for the provision of first aid services to other emergency service agencies and public.
- Support for Ambulance Service with first aid services within the scope of the Victorian State Health Emergency Response Plan.
- Provide response and resources within the scope of the First aid support Sub Plan to the State Health Emergency Response Plan (SHERP) (ie: Mobile first aid vehicles, first aid trained teams, advanced care/defibrillation trained crews, communications).

## State Coroner's Office

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### Prevention / Mitigation / Risk Reduction Activities

- Drawing together the total investigation process, identifying lessons learned.
- Making recommendations to community and Government with a view to preventing repetition of problems.

### Response Activities

In cases where the coronial service attends the scene of reportable deaths or significant fires in non-routine matters:

- To administer the handling and investigation of deceased persons and their subsequent removal.
- To commence the coronial investigation process.
- To exercise as necessary, a Coroner's statutory powers, to assist in good management.

### Recovery Activities

- The identification of deceased persons and the investigation function concerning death and fire.
- The return of the deceased persons to their families to enable the funeral to take place.
- Provision of counselling services to bereaved families.

## Telstra Corporation Limited

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### Response Activities

- Provide products and solutions with the ability to communicate effectively with emergency response teams, groups of volunteers, media and the whole community.
- Ensure supporting emergency communications facilities are provided to response agencies and the community.

## Transfield Services Australia Pty Ltd (EastLink)

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Transfield Services (EastLink) is responsible for traffic management, maintenance and operational activities on EastLink. Transfield Services is a support agency for emergencies occurring within EastLink project land. Transfield Services will provide resources, within its capability, to assist control and support agencies or persons affected by an emergency on the EastLink project land. Transfield Services may also have a role in emergencies that do not involve EastLink directly but affect its operation.

### Response Activities

During an emergency Transfield Services (EastLink) will support the control and support agencies by:

- Providing a Forward Liaison Officer
- Providing an Incident Management facility to assist in the coordination of the emergency;
- Other assistance as required.

### Recovery Activities

Transfield Services (EastLink) role in recovery is:

- Restoration and/or reconstruction of EastLink;
- Assist with the ongoing management of traffic if EastLink is not available for use;
- Liaison with state authorities and local government'
- Facilitate the physical and mental wellbeing of all company personnel involved in the emergency.

## TransLink Operations Pty Ltd (CityLink)

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TransLink Operations is responsible for the day-to-day management of CityLink. TransLink Operations is a support agency for any incident that involves CityLink and it will provide resources, within its capability, to assist control and support agencies or persons affected by an emergency. TransLink Operations may also have a role in emergencies that do not involve CityLink directly but effect its operation.

### Response

During an emergency TransLink Operations will support the control and support agencies by:

- Providing a Forward Liaison Officer
- Other assistance as required.

### Recovery

TransLink Operation's role in recovery is:

- Restoration and / or reconstruction of CityLink;
- Assistance with the on-going management of traffic on the arterial network if the Link is not available for use;
- Provision of information concerning the commercial issues;
- Liaison with state authorities and local government;
- To facilitate steps to ensure the physical and mental well being of all company personnel involved in the emergency;
- To participate on a Community Recovery Committee, if required.

## VENCorp

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### Preparedness Activities

- Coordinate gas and electricity industry emergency exercises
- Prepare gas emergency procedures, in consultation with Government, EnergySafe Victoria and industry.
- Facilitate the Gas Emergency Management Consultative Committee [chaired by Office of Gas Safety (OGS) ]and the Electricity Emergency Demand Reduction Committee.
- Provide load shedding priority tables to the National Electricity Market Management Company (NEMMCO ) after consultation with industry and Government.
- Prepare gas load shedding tables in consultation with Government.

### Response Activities

- Provide information and advice to Government regarding the impact of an emergency and formulate management strategies.
- Assess the security of Victoria's gas supply.
- Provide assessment of electricity supply security to Government.
- Coordinate and direct the Victorian gas industry response to a major gas emergency.
- Coordinate the Victorian electricity industry response regarding restrictions to usage and demand.
- Operate gas transmission pipeline system.

### Recovery Activities

- Coordinate restoration of gas supply as expeditiously as practicable.

## Vic Relief + Foodbank Ltd

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### Response Activities

- Provision of material aid such as mattresses, pillows, blankets, sheets, bath towels and toiletry packs.
- Provision of non-perishable food including canned goods and breakfast cereals for use by response agencies.

### Recovery Activities

- Provision of bedding and material aid, including items such as furniture, kitchenware, donated clothing and personal items.
- Provision of bulk non-perishable food to councils and community groups.

## VicRoads

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The Roads Corporation (VicRoads) is responsible for delivering social, economic and environmental benefits to communities throughout Victoria by managing Victoria's road system and its use as an integral part of the overall transport network. The functions and objects of the Corporation are outlined in the Transport Act 1983, Road Safety Act 1986 and Road Management Act 2004.

### Prevention / Mitigation / Risk Reduction Activities

- Improve the safety level of country and city roads.
- Encourage vehicle manufacturers to provide occupant safety features and to maximise ongoing compliance with vehicle roadworthiness requirements.
- Coordinate road safety programs with community groups and other agencies.
- Plan for the management of incidents on major arterial roads with other agencies, including diversion routes for the different classes of vehicles.

### Response Activities

- Assist with the management of road links during emergencies which includes route selection, emergency traffic management, escorting, route conditions advice and control.
- Provide support advice on engineering and transport matters.
- Primary support agency for engineering and transport service for emergency response activities.
- Provide road closure and condition information to the public.

### Recovery Activities

- Restoration of VicRoads roads and bridges.
- Assist municipal councils with the restoration of their roads and bridges.
- Central contact point for the acquisition and use by others of transport and engineering expertise.
- Provide road closure and condition information to the public.

## Victoria Police

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Control Agency for Accidents/Incidents involving Aircraft, Rail, Tram and Road  
Coordination Agency for all Response Activities.

### Prevention / Mitigation / Risk Reduction Activities

- Development of community emergency awareness through the provision of information and education in the media, and other means.

### Response Activities

- Control agency for:
  - ◆ Search and rescue on land and Victorian waters, other than for Australian Defence Force ships and planes.
  - ◆ Road and other accidents (unless otherwise designated).
  - ◆ Rescue in mines and caves.
  - ◆ Explosive devices.
  - ◆ Threats to life and property (unless otherwise designated).
- Responsible for the effective coordination of resources or services in response to emergencies.
- Responsible for:
  - ◆ Evacuation - in consultation with the control agency and other expert advice.
  - ◆ Registration of evacuees - in conjunction with the Australian Red Cross.
  - ◆ Provision of media coordination (where no other facility exists).
- Support to other agencies in:
  - ◆ Provision of personnel.
  - ◆ Provision of land, air and water transport.
  - ◆ Dissemination of public information.
  - ◆ Access to communications.
  - ◆ Coronial investigations.

### Recovery Activities

- Ensure effective interface between response and recovery activities.
- Provision of support within the affected community in conjunction with recovery agencies.

# Victoria State Emergency Service

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## Prevention / Mitigation / Risk Reduction

- Provision of advice, information, education, training and assistance to municipal councils, other agencies and the community in relation to emergency management principles and practices.
- Assistance to municipal councils in the development of emergency management plans including assistance to incorporate an all hazards risk management approach to emergency management planning.
- Audit municipal emergency management plans.
- Provide the emergency response development function to each emergency response district.

## Response Activities

- Rescue of persons from, or endangered by:
  - ◆ Road, rail and aircraft accidents.
  - ◆ Industrial accidents.
  - ◆ Buildings damaged or collapsed.
  - ◆ Other emergency or dangerous situations.
- Control agency for storm, flood, earthquake and tsunami.
- Support agency for search and rescue on land, including caves, and on water.
- Support agency for evacuation.
- Assist in the provision of emergency relief services to persons affected by or responding to an emergency.\*
- Provision of information to the community and government.

## Recovery Activities

- Assist in the transition from emergency relief co-ordination to recovery coordination.\*
- Provide human and other resources for recovery activities where appropriate.

\*the role of emergency relief co-ordination will be reviewed by VICSES in consultation with the Department of Human Services during 2008.

## Victorian Council of Churches

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### Recovery Activities

- Provide personal support and pastoral services at emergency recovery centres.
- Support outreach activities with trained outreach and visitation workers.
- Provide personal support and other information to people and communities affected by emergencies.
- Conduct services of worship and assist in the organisation of public memorials and gatherings to support the recovery of affected communities.
- Provide Community Chaplains for early psychological first aid interventions.
- Act as the coordinating agency for the chaplaincy network.
- Provide an advisory and training resource for community recovery and development.

## Victorian Rail Track (VicTrack)

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### Prevention / Mitigation / Risk Reduction Activities

- Identification and removal or reduction of risks on rail reserves, other than on those allocated to rail access providers.
- Maintain certain road-over-rail bridges and platforms.
- Maintain Victorian non-urban train to base radio network.

### Response Activities

- Support agency providing immediate assistance in all country rail emergencies.
- Provide professional engineering and technical advice to other control agencies (communications, level crossings & infrastructure).

### Recovery Activities

- Provision of alternative communications network in times of system outages.
- Re railing recovery.

## **Victorian Regional Channels Authority**

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The Victorian Regional Channels Authority (VCRA) is responsible for managing the shipping channels in the Port of Geelong and overseeing the channels in the ports of Hastings and Portland.

### **Prevention / Mitigation / Risk Reduction Activities**

- Safe management of the movement of commercial shipping within the port waters of Geelong, Portland and Hastings.

### **Response Activities**

- Control agency for marine casualty which is non search and rescue.

## Water Authorities

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### Prevention / Mitigation / Risk Reduction Activities

- Developing adequate operational and maintenance procedures to ensure, where appropriate, water supply, sewerage and irrigation and drainage assets perform their function appropriately.
- Conducting periodic training and exercises to ensure that emergency management plans can be implemented effectively.

### Response Activities

- Implementing incident and emergency management plans when the authority's assets fail to perform their function.

### Recovery Activities

- Support the agency tasked with recovery activities.

## Wireless Institute Civil Emergency Network (WICEN)

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### Response and Recovery Activities

- Provision of communications or supplementary facilities for and between response and/or recovery agencies.
- Provision of communications to the community where conventional communications facilities are not available.
- Provision of relief operators for other agency communications equipment.

## WorkSafe Victoria (Victorian WorkCover Authority)

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### Field Services Division

#### Prevention / Mitigation / Risk Reduction Activities

- Promote workplace health and safety management systems.
- Development and publishing of guidance notes, alerts and a wide range of occupational health and safety books and leaflets.
- Investigation and reporting on:
  - ◆ Workplace fatalities, incidents resulting in serious injury.
  - ◆ Incidents involving transport of dangerous goods and chemicals and high consequence dangerous goods.
  - ◆ Use, storage and handling of dangerous goods and chemicals and high consequence dangerous goods.
- Inspection and certifications/authorisations/approvals under health and safety and dangerous goods legislation.
- Public Safety.

#### Response Activities

- Technical support to other agencies mainly in the area of plant, chemicals, dangerous goods, high consequence dangerous goods, explosives (other than ordinance and explosives or firearms at crime scenes), mines, prescribed mines, quarries, on-shore petroleum sites and geothermal or on-shore exploration sites.
- Investigation into the cause of workplace and work-related incidents including incidents in public places involving registered, licensed and prescribed equipment and at major public events where such equipment is involved in an incident including amusement structures and amusement rides.