

Appendices and Glossary

Part 8: Emergency Management Manual Victoria

Contents

| | |
|--|------|
| Appendix 1 Financial Arrangements for Mitigation, Response and Recovery | 8-1 |
| Appendix 2 Emergency Relief | 8-6 |
| Appendix 3 Special Response Arrangements (USAR, DVI, Marine EMT) | 8-9 |
| Appendix 4 Emergency Support from the Commonwealth Government and Other States | 8-12 |
| Appendix 5 Evacuation During Wildfire Emergencies | 8-19 |
| Appendix 6 States of Emergency Under Victorian Law | 8-21 |
| Appendix 7 Legal Protection for Emergency Volunteer Workers | 8-22 |
| Appendix 8 Response Divisions and Recovery Regions | 8-24 |
| Appendix 9 Catering Arrangements | 8-26 |
| Appendix 10 Multi Agency Plans | 8-30 |
| Appendix 11 Emergency Resource Providers Support Scheme (EmRePSS)..... | 8-35 |
| Acronyms and Abbreviations | 8-38 |
| Glossary | 8-40 |

Appendix 1

Financial Arrangements for Mitigation, Response and Recovery

Mitigation

This table summarises the major funding programs which can be accessed for prevention and mitigation purposes. Most are offered on a cost-sharing basis, typically one-third local agency, one-third State and one-third Commonwealth. Some projects may be funded on a 50:50 basis by State and Commonwealth. Please note that all programs are subject to the eligibility criteria specific to that program and there is generally an assessment panel at both the State and Commonwealth levels that will make either recommendations or final decisions on projects.

| MEASURE | PURPOSE | AGENCY | OTHER DETAILS |
|---|---|---|--|
| Natural Disaster Mitigation Programme | To fund projects that mitigate the impact of natural disasters | OESC (Victoria) EMA (Cmwth) | This five year program involves Commonwealth expenditure of up to \$25 million per annum. Applications are generally due around February for the following financial year. For further information, www.ema.gov.au |
| Regional Flood Mitigation Programme | To fund projects that mitigate the impact of floods in rural, regional and outer metropolitan areas. | DSE – Floodplain Management (Victoria) EMA (Cmwth) | This program will be available until 2006-07. It is administered along similar lines to NDMP. For further information, www.ema.gov.au |
| Bushfire Mitigation Programme | To contribute to the construction, maintenance and signage of fire trail networks | OESC (Victoria) CFA EMA (Cmwth) | \$15 million nationally over three years from 2004-05 Municipal councils can access the scheme via the CFA's Fire Access Roads Subsidy Scheme For further information, www.ema.gov.au www.cfa.vic.gov.au/local_government/fire_access_roads.htm |
| Working Together to Manage Emergencies | To develop self-reliance at both the community and local government level to enhance community safety | OESC (Victoria) | Program includes a Local Grants Scheme to assist local councils to develop and implement community risk management plans. Entirely funded by the Commonwealth. For further information, www.ema.gov.au |

Response and Recovery

The following summarises financial responsibilities for expenditure on response and recovery activities.

Emergency Payment Responsibilities

- Where an agency's expenditure is in order to fulfil its own responsibilities, that agency is responsible for the costs, including services and resources sourced from others.
- When a control agency requests services and supplies (for example, catering) on behalf of a number of supporting agencies, the control agency will be responsible for costs incurred.
- Municipal councils are responsible for the cost of emergency relief measures provided to emergency-affected people.

Principles Applying to Types of Organisations

Voluntary Agencies

Voluntary agencies are called upon to provide resources within the limit of their means.

Municipal Councils

Municipal councils are expected to use their resources for emergency operations within the municipal district. Municipal resources are those used to perform municipal functions, even if the resources are privately owned (contracted to council). Generally, councils are expected to provide municipal resources without charge, however some resources may be subject to limits and/or constraints, (e.g. the use of some equipment may be limited to a timeframe due to the expense of operation). Such limits and/or constraints should be reasonable, commensurate with each council's capacity to provide such resources, and details included in municipal emergency management plans.

Some reimbursement is available. Extraordinary expenditure incurred, (e.g. for overtime, or equipment hire used in emergency protection works, restoration of publicly owned assets or relief provided to emergency-affected people) may qualify for reimbursement by the Department of Treasury and Finance according to a sharing formula. See Chapter 2 of Part 6 and the next section of this Appendix.

State Agencies

State agencies involved in emergency response and recovery activities as part of their normal activities will initially fund them from within their budgets, including supplies (e.g. catering) purchased from contractors or volunteer agencies. For major emergencies, some funding supplementation may be required from the Department of Treasury and Finance. This would be the subject of a Government decision at the time, in the context of the agency's budget position.

Commonwealth Agencies

Local resources, including those privately owned, must be fully committed prior to Commonwealth assistance being sought. There is no charge for Australian Defence Force resources used for saving life or property. (See also Appendix 4, Part 8).

Private Organisations

Private organisations that provide resources for emergency response or recovery activities would expect to be paid by the agency using the resources. The Emergency Response Coordinator or municipal council may be an intermediary in sourcing private resources for agencies.

Recovery: Government Post-Emergency Assistance Measures

This table summarises the basic package of post-emergency assistance measures that may be made available to assist in various aspects of the recovery process. Most are provided by Victorian government agencies; a few Commonwealth assistance measures are also listed.

Important factors to note are:

- Assistance measures are identified as being generally available at departmental discretion, or requiring a specific government decision on each occasion;
- The table is intended to list specific assistance in the form of financial or in-kind measures. Other recovery services are listed under Services and Agencies for Recovery in Part 7, pages 7–4 to 7–7.
- Refer to *Acronyms and Abbreviations* for an explanation of abbreviations.

| MEASURE | PURPOSE | AGENCY | OTHER DETAILS |
|--|---|--------|--|
| INDIVIDUAL HUMAN NEED ASSISTANCE MEASURES | | | |
| <i>Generally available at departmental discretion</i> | | | |
| Emergency grant | To provide immediate assistance to people in need as a result of damage to a principal residence. | DHS | Up to \$427 per adult and \$213 per child to a maximum of \$1067 per household. |
| <i>Available subject to specific government approval</i> | | | |
| Temporary living expenses grant * | To assist with the provision of temporary accommodation and essential household equipment for people whose principal place of residence has been damaged. | DHS | Income tested and up to a maximum of \$220 per principal resident and \$107 per additional resident to a maximum of \$865 per week per household for up to 26 weeks or a maximum of \$8,650. Recoverable in the event of award of damage or compensation for losses. Available subject to decision by the Premier or Minister for Police and Emergency Services that the measure is applicable in respect of a particular emergency. |

* This measure only available for 'Natural Disasters' as defined under the Commonwealth Government's Natural Disaster Relief and Recovery Arrangements. Refer Glossary for a definition.

| MEASURE | PURPOSE | AGENCY | OTHER DETAILS |
|--|---|---|--|
| COMMUNITY SAFETY/HEALTH ASSISTANCE MEASURES | | | |
| <i>Generally available at departmental discretion</i> | | | |
| Disposal of dead or maimed stock | To minimise the risk to public health. | Municipal councils in consultation with DPI | Municipal councils are responsible for disposal. DPI provides advice and supervision and may provide reimbursement. |
| ECONOMIC RECOVERY ASSISTANCE MEASURES | | | |
| <i>Available subject to specific government approval</i> | | | |
| Concessional loans for primary producers * | For carry-on purposes and to assist with the re-establishment of the economic enterprise. | RFCV | Concessional loans for carry-on purposes (restocking, restoration, etc.) may be made available to full-time bona fide primary producers who have suffered natural disaster losses and, after insurance recovery, are unable to obtain requirements through normal commercial channels on suitable terms, and in the Corporation's opinion have reasonable prospects of recovery. |
| Concessional loans for small business * | For carry-on purposes and to assist with the re-establishment of the economic enterprise. | RFCV | Concessional loans may be made available to small businesses which are in need of special assistance as a result of natural disasters and which cannot obtain finance on suitable terms from normal sources including insurance and which, in the opinion of the Corporation, have reasonable prospects of recovery. Generally the corporation would expect to share the funding for such businesses with normal sources of institutional finance. |

* This measure only available for 'Natural Disasters' as defined under the Commonwealth Government's Natural Disaster Relief and Recovery Arrangements. Refer Glossary for a definition.

| ECONOMIC RECOVERY ASSISTANCE MEASURES | | | |
|--|--|---|---|
| <i>Generally available at departmental discretion</i> | | | |
| Assistance for repair of Crown land boundary fencing | To make an equitable contribution to landholder bushfire recovery. | DSE/DPI DPI administers the program on behalf of DSE | Reimbursement of insurance policy excess up to \$400 where damage caused by bushfire that starts on public land. |
| Restoration of fencing or other assets damaged by prescribed burns that escape from public lands. | To make an equitable contribution to landholder bushfire recovery. | DSE | Full cost is met. |
| Restoration of fencing or other assets damaged by machinery used in bushfire control. | To make an equitable contribution to landholder bushfire recovery. | DSE | Full cost is met. Only applicable for bushfires originating on public land. |
| Rehabilitation of CFA or DSE fire control lines for wildfire suppression. | To minimise environmental degradation and erosion. | DSE | Full cost is met provided the fire originated on public land. |
| Replacement of water taken from private land for use in wildfire suppression. | To make an equitable contribution to landholder bushfire recovery. | DSE/CFA | Use available drought assistance programs in drought affected areas. Refer to DSE/CFA water replacement policy submitted to CGRC for justification |
| Assistance for the transport of donated fodder to affected rural landholders | To make an equitable contribution to landholder recovery | DPI/VFF | |

| RESIDENTIAL AND COMMUNITY RE-ESTABLISHMENT ASSISTANCE MEASURES | | | |
|---|--|------|---|
| <i>Available subject to specific government approval</i> | | | |
| Re-establishment grants * | To assist with the re-establishment of essential household items and the principal place of residence. | DHS | Pays up to \$8,650 for the replacement of essential household items and up to \$8,650 for structural repairs to a principal place of residence (total \$17,300). Income tested and recoverable in event of award of damages or compensation for losses. (Available subject to decision by the Premier or the Minister for Police and Emergency Services that the measure is applicable in respect of a particular emergency.) |
| Concessional loans for principal residence. * | To assist with the re-establishment of the principal place of residence. | RFCV | Concessional housing loans may be made to people whose principal residence has been damaged or destroyed by natural disaster, and who wish to rebuild or buy another house within Victoria. These loans are granted on the basis of need to bridge the gap between the cost of rebuilding or relocation and the financial resources which are available to the individual including insurance. |
| Concessional loans for churches, voluntary organisations, etc. * | To assist with re-establishment of premises | RFCV | Concessional loans may be made available from time to time to non-profit organisations which have no reasonable access to commercial sources of finance. Loans are made on the basis of need to bridge the gap between re-establishment costs and insurance recovery. |
| Financial assistance to municipal councils: (a) for the restoration of municipal assets * (b) for emergency protection works * | To assist community rehabilitation | DTF | (a) Municipal council meets the first \$10,000 of approved expenditure, plus 25% of the next \$100,000. Approved expenditure exceeding \$100,000 is fully funded by the Government. (b) Government meets entire cost. |

| COMMONWEALTH GOVERNMENT ASSISTANCE MEASURES TO PERSONS/ LOCAL GOVERNMENT | | | |
|---|---|------------|--|
| Disaster relief payment | To assist people affected financially by emergencies. | Centrelink | Payment equivalent to 2 weeks pension; not means tested. Subject to declaration of an event as a 'major disaster' by the Minister for Social Security. |
| Income support, pensions, benefits and allowances | To assist people affected financially by emergencies. | Centrelink | Payments are administered under the provisions of the <i>Social Security Act</i> . |
| Natural disaster relief payments to local government * | To assist municipal councils affected by natural disasters. | VGC | Grants of up to \$35,000 per council per eligible event are provided to reimburse councils for approved costs not reimbursed by DTF. |

* This measure only available for 'Natural Disasters' as defined under the Commonwealth Government's Natural Disaster Relief and Recovery Arrangements. Refer Glossary for a definition.

Appendix 2 Emergency Relief

This section covers the provision of emergency relief to persons affected by, or involved in the management of, an emergency.

Requesting Emergency Relief

Control and Support Agencies

Control and support agencies that have the capacity to provide emergency relief functions for their own personnel (for example, catering) are to use their internal organisational resources before requesting emergency relief from the emergency relief system. Extreme care must be taken to ensure that an individual organisation's emergency relief arrangements do not compromise agreed State, Divisional or Municipal emergency management arrangements. This particularly applies where agencies contract relief providers who are part of the existing emergency management arrangements. Any such proposed contractual arrangements should be discussed with the relevant Divisional Emergency Response Coordinator prior to the arrangements being formalised, and be regularly reviewed.

Support to the Community

Requests for emergency relief should, in the first instance, be directed to the municipal council via the Municipal Emergency Response Coordinator (MERC).

Coordination of Emergency Relief Provision

Municipal Level: (Coordinator – Municipal Councils)

Councils have the responsibility for coordinating emergency relief at the local level. The relief function roles and the nominated agencies responsible for catering, emergency relief centres and material needs at the local level will be designated in the Municipal Emergency Management Plan. If the Divisional Emergency Response Coordinator (DERC) becomes satisfied that the event exceeds the capacity of the council to perform this function, a request to the VICSES to coordinate emergency relief at the divisional level will be made. To ensure a smooth transition of responsibility, a Council should notify VICSES as soon as it becomes apparent an event will exceed its capacity. This does not replace the requirement for the DERC to monitor the emergency relief situation.

Divisional Level: (Coordinator – Victoria State Emergency Service)

The organisations responsible for ensuring the relief functions are carried out at divisional level are:

| Relief Function | Responsible Organisation |
|---------------------------------------|--------------------------|
| Catering | Red Cross |
| Emergency Relief Centres – Management | Municipal Council |
| Material Needs | Salvation Army |
| Emergency Shelter | Municipal Council |

Similar arrangements apply for recovery using appropriate coordinators.

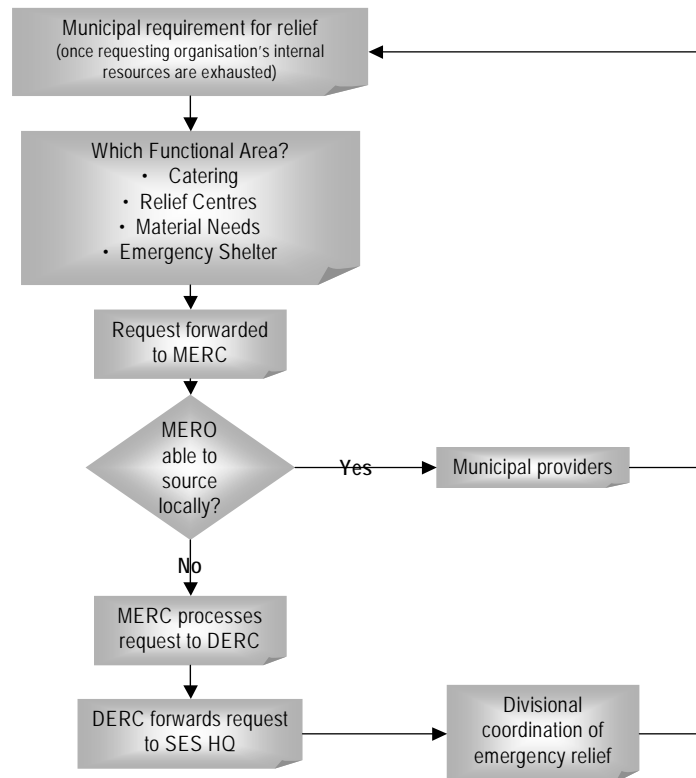


Figure 8.1 Flow Chart for Emergency Relief Provision

Emergency Relief Payment Responsibilities

The responsibility for payment of emergency relief is detailed below. Agencies requesting emergency relief should be familiar with these arrangements.

- Municipal Councils are responsible for the cost of emergency relief measures provided to emergency-affected persons.
- If emergency relief is requested by an agency for its own personnel, that agency will be responsible for costs incurred.
- When a control agency requests emergency relief (for example, catering) on behalf of a number of supporting agencies, the control agency will be responsible for costs incurred.

These arrangements will apply regardless of the level of coordination of emergency relief.

Emergency Relief Centres Services

Both emergency relief and specific recovery services may be provided at an emergency relief centre. Thus, the provision by relevant agencies of any of the relief or recovery services such as catering, material needs, emergency shelter, grants, temporary accommodation and counselling may occur concurrently at such centres. Irrespective of the emergency relief or recovery services offered or the level of coordination being provided, the overall management responsibility for the centres remains with the municipal council.

Relief and Recovery Centres

A Relief Centre (sometimes referred to as an Evacuation Centre) is a building or place established to provide life support and essential needs to persons affected by (including evacuees), or involved in the management of, an emergency. This Centre would normally be established on a temporary basis to cope with the immediate needs of those affected during the initial response to the emergency.

A Recovery Centre is a building in which a coordinated process of support to affected communities in the restoration of their emotional, social, economic and physical well-being is provided. This support will include provision of psychological (e.g. counselling), infrastructural (e.g. temporary accommodation), environmental (e.g. public health), and economic (e.g. financial assistance) services. As a "One-Stop-Shop" the Recovery Centre will ensure that all agencies and stakeholders are properly integrated into the recovery process, at a single point of entry.

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

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

Appendix 3 Special Response Arrangements (USAR, DVI, Marine EMT)

A Urban Search and Rescue (USAR)

Urban Search and Rescue (USAR) is a specialised technical rescue capability for location and rescue of entrapped people following a structural collapse.

USAR response consists of highly trained multi agency specialists responsible for their own safety, who operate within a defined structure as a specialised resource working under normal emergency management arrangements.

An effective USAR response requires personnel from different disciplines to train and work together for maximum efficiency. Also required are an integrated response system of highly specialised equipment, effective communications, logistical support and an established command and control system.

Activation

If there is a need for USAR resources at an emergency, the Incident Controller or Emergency Response Coordinator should request their assistance using normal communications channels, from:

- MFB within the metropolitan fire district, or
- CFA or VICSES in the country area of Victoria, depending on the Municipal/Divisional emergency response arrangements.

Each request for USAR support is to be accompanied by a detailed overview of the incident and contact names and numbers for communications.

The existing emergency response arrangements of command, control and coordination apply.

USAR is a specialised resource available to the Incident Controller, and USAR team reporting and tasking relies on effective Incident Control System implementation by the Incident Controller.

USAR Resources

USAR teams, like any other resource, form part of the overall emergency response structure. USAR teams identify their task and support the control agency, and must be able to operate in a manner that allows them to undertake their own risk assessment and safety management.

A USAR team will have specialised equipment, however the control agency, in conjunction with the Emergency Response Coordinator, may need to provide other resources as required.

B Disaster Victim Identification

Disaster Victim identification (DVI) is the term given to procedures used to positively identify the deceased in a multiple casualty event. These procedures can also be used for smaller events, such as single death incidents, where identification is difficult or where visual identification is unreliable.

Large numbers of deceased persons may arise as a result of any emergency situation. Deceased victims may be badly mutilated or burnt

to the extent where visible identification is unpleasant or impossible. Positive identification must then rely on other means such as fingerprints, odontology, medical condition, scientific analysis, possessions, clothing, and DNA.

Victoria Police has the responsibility for the identification of deceased persons on behalf of the Coroner. The Superintendent, Crime Scene Division, Victoria Forensic Science Centre is the DVI Commander, with the responsibility for DVI in this state.

DVI resources, such as:

- Coroner and staff;
- DVI Commander;
- Police, including crime scene investigators, photographers, and fingerprint experts;
- Medical and dental experts, including pathologists, forensic odontologists, and radiographers;
- Victim support groups, grief counsellors and allied professionals; and
- Support personnel, including transport operators, administrative staff and funeral directors

are requested in accordance with the existing emergency management arrangements, using normal communications channels.

C Marine Emergency Management Team (Marine EMT)

The Marine Emergency Management Team (Marine EMT) is a team of experts/personnel experienced in dealing with marine emergencies/casualties, and assembled to provide support and specialist advice to the control agency in managing such events within Victoria. The Team will comprise a nominated representative of the Control Agency, the Water DERC and any other person with the specialist knowledge and/or resources to effectively and efficiently contribute to the resolution of the emergency. See section 3.2 of this Manual for further detail in relation to the Emergency Management Team concept.

The potential marine emergencies/casualties include marine search and rescue incidents, chemical, oil, or other marine pollution incidents, fire or any other emergency occurring in the Victorian marine environment.

To enable effective utilisation of a Marine EMT, personnel from different disciplines are required to meet and plan regularly to ensure maximum efficiency. An integrated system of specialised marine response knowledge, resources, effective communications, and logistical support, all working within an established emergency management system is necessary in order to ensure the Marine EMT's capacity to effectively perform its function.

Activation

The Water Division Emergency Response Coordinator (Water DERC) is responsible for ensuring an appropriate response to marine emergencies/casualties within Victoria. In the event of a marine emergency/casualty, where there is a Control Agency identified, the Incident Controller is to immediately liaise with the Water DERC, and advise him of the situation. Where a Control Agency is not identified,

the Water DERC will nominate the best equipped agency to assume that responsibility.

It is the responsibility of the Incident Controller, in consultation with the Water DERC to establish a Marine EMT. The composition of the Marine EMT will vary, depending on the emergency type, location and the support/advice required.

The Marine EMT will be responsible to assist the Incident Controller to resolve the emergency situation using the collective knowledge of, and resources available to the members of that Team.

Control Agency

As the Control Agency will vary with the marine emergency/casualty being encountered, overall responsibility for ensuring effective control rests with the Water DERC. It is recognised that for marine emergencies/casualty, the Control Agency may change throughout the duration of any single event, and any decisions in relation to this aspect of the response must be referred to the Water DERC.

Water Divisional Emergency Response Coordinator (Water DERC)

The Water Division Emergency Management Plan primarily refers to the emergency management of Port Phillip and Westernport Bays, however the Water DERC also has the responsibility to ensure that an appropriate response occurs for all marine emergencies/casualties.

The responsibility involves liaison with land-based Divisional Emergency Response Coordinators to ensure that a smooth interface exists between emergencies occurring on the land, and water right across the State.

Planning should identify local resources and services that can be made available, in accordance with municipal and divisional plans, and those that might need to be obtained from elsewhere.

See section 3.2 of this Manual for further information in relation to the role and responsibilities of Emergency Response Coordinators.

Marine EMT Resources

The Marine EMT, like its land-based counterpart, forms part of the overall State emergency management structure.

The Marine EMT must be able to operate in a manner that allows individual members of the team to undertake their respective agency's risk assessment and to consider their agency's personnel safety and resource management needs.

Personnel comprising the Marine EMT must have an in-depth knowledge of their respective agency's resources and capability to ensure that the best possible response can be achieved.

Should additional resources be required, they will be requested through the Water DERC in accordance with existing arrangements.

Appendix 4 Emergency Support from the Commonwealth Government and Other States

A Commonwealth Physical Support

Emergency Management Australia (EMA)

EMA's operational function is the co-ordination of Commonwealth physical assistance to the States and Territories in the wake of a disaster or major emergency. To achieve this, EMA has call on all Commonwealth resources through the National Emergency Management Co-ordination Centre (NEMCC).

Commonwealth Physical Support

Under the Constitution, States and Territories have responsibility for the safety and welfare of their citizens. This in turn requires a capability to respond to a major emergency, using the resources of State and local governments and the private sector.

The Commonwealth has no power to intervene in the wake of a major emergency unless so requested by the affected State or Territory. That request may only be made by a designated State or Territory officer or officers. In the case of Victoria, the State Emergency Response Co-ordinator (Chief Commissioner of Police) is the officer nominated to request Commonwealth physical assistance. During a state of disaster, the Co-ordinator in Chief (Minister for Police and Emergency Services) is also authorised but may delegate that responsibility to the State Emergency Response Co-ordinator. The Chief Commissioner of Police has further delegated his/her authority to a nominated Deputy Commissioner and/or the Duty Commissioner of Police.

Criteria for Requesting Commonwealth Support

For Commonwealth support to be provided, the following criteria must be met:

- a. Assistance must be required to save life or property, or to relieve suffering;
- b. The task must be beyond the resources of the affected State or Territory, those resources are already fully committed or they cannot be mobilised in time; and,
- c. The task cannot be undertaken by commercial means available within the affected State or Territory.

Response

The Director-General of EMA determines the appropriate response, based on the substance of the request. While the Australian Defence Force (ADF), because of its capabilities and state of readiness, is frequently used, such use should not be anticipated by the requesting State or Territory. The NEMCC, given the basic need, timings, priorities and contacts, determines how best the Commonwealth can meet that request.

In parallel with NEMCC responses to requests, several Commonwealth departmental regional offices and statutory authorities (e.g. Centrelink) automatically implement their own response/recovery procedures, keeping the NEMCC informed.

Form of Request

When making a request for Commonwealth assistance, the authorised State or Territory officer or a nominated delegate will contact the NEMCC by telephone; the NEMCC will act upon that call, which should be followed by a confirmatory hard copy as soon as practical. State or Territory agencies requiring Commonwealth assistance must seek such assistance through the appropriate regional or state emergency response co-ordinator. He or she, in turn, must be satisfied that the request meets the criteria before dispatch. The format for requests for Commonwealth assistance is as follows:

| | |
|-------------------------|--|
| Subject: | Request for Commonwealth Assistance |
| Date/Time/Origin | This must include the date and local time of the request and the name of the person and department that is making the request. |
| Request Number: | This should be a State/Territory number (the NEMCC will allocate separate NEMCC numbers for each incoming request). |
| Situation: | A brief summary of the reason for the request. |
| Own Resources: | An explanation why the requirement cannot be met from within State/Territory (government or commercial resources). |
| Request: | A brief description of the need and tasks for the requested resource/s (eg, move 100 bales of fodder from supply dump to properties within a 20 km radius). Requesting authorities should NOT specify the means for meeting the need or tasks (eg, by constraints that may influence EMA's decision (eg, area unsuitable to all but rotary wing aircraft). |
| Delivery: | Details of when and where required. |
| Consign: | To whom and where addressed, and any other labelling requirements. |
| Contact: | To include full details of delivery point contact officer/s including name, location and telephone/facsimile numbers as appropriate. Where desired, contact officer/s may be from state/territory headquarters. |
| Remarks: | Any general comments that may contribute to providing the fastest and most effective response to the request. |

B Role of the Australian Defence Force in Emergencies

The Australian Defence Force does not have a set role in responding to disasters, but the Commonwealth has accepted the responsibility to support the States and Territories in the event that their resources can no longer cope.

Local Defence Force Commanders are authorised to provide immediate assistance to their local communities in the event of situations which threaten life or property in their local areas.

In more widespread and major disasters, a formal request is required to Emergency Management Australia, which will seek approval from the Attorney General to meet the need.

It is important to be aware that as military personnel are not specifically trained or equipped for the sort of emergency responses which emergency services carry out every day, they may have limited ability in specialist areas.

Defence resources used for the saving of life or property are provided at no cost to the affected State or Territory. However, resources provided for tasks which are not directly associated with the saving of life and property, such as the clean-up following a flood, or the use of aircraft to move equipment, may be subject to cost recovery.

(Extracted from EMA Brochure *Role of the Australian Defence Force in Disasters*)

C Guidelines For Interstate Disaster Assistance

(Approved by Australian Emergency Management Committee March 2004)

Principal Purpose

These Guidelines have been developed on the basis that many emergencies and disasters can require a response, which is beyond the capabilities of a State or Territory. This might result from the scale of the emergency or its duration. The prompt, full and effective use of the resources of an Assisting State for the safety, care and welfare of people, property and the environment of a Requesting State in the event of an emergency or disaster is the underlying principle on which these Guidelines are based.

The principal purpose of these Guidelines is to provide a basis of arrangements for the provision of mutual assistance between States in managing an emergency or disaster.

Interpretation

The following definitions are applied in these Guidelines:

Requesting State A State which requests resources of another State to assist in managing an emergency or disaster.

Assisting State A State which provides resources to a Requesting State to manage an emergency or a disaster.

Contingent Support Officer An officer who is responsible for the overall administrative aspects of the deployment to enable the field/forward commander to focus exclusively on the provision of operational support to the Requesting State. The Contingent Support Officer, from the requested assisting agency, provides a conduit for passing information between the field/forward commander and the Assisting State.

Designated Officer An officer of a State who is authorised under national emergency management arrangements (COMDISPLAN) to request Commonwealth physical assistance, the Commissioner of the relevant agency, or other officer appointed by the State to manage the type of emergency for which assistance is requested

Emergency / Disaster Includes all forms of disasters whether natural, the result of a technological hazard or resulting from terrorist or criminal acts. The terms recognise the differing terminology used in States.

Participating State A State which makes arrangements with another State on the basis of these Guidelines

State Includes each of the Australian States and Territories.

Scope

These Guidelines do not negate any existing arrangements between jurisdictions in relation to the provision of support, nor do they bind a State to use the approach set out here in preference to other agreements or arrangements the State may have with another State or States. They provide a template, however, which can be adopted readily in whole or in part by Assisting and Requesting States. The Guidelines are not intended to be restrictive, but to be adaptable and flexible to meet the particular requirements of managing an emergency or disaster. Nor are they intended to create any legal relations or to have any legal consequences; and any legal consequences that arise out of or in the course of anything done as a result of these Guidelines should be dealt with on a case-by-case basis independently of the Guidelines.

These Guidelines do not apply to assistance provided in accordance with existing inter-State cross-border contingency arrangements or for the provision of Commonwealth Government assistance to States under national emergency management arrangements.

Nature of Assistance

Assistance may include but is not limited to fire services, emergency medical care, search and rescue, transportation, communications, public works and engineering assistance, recovery services, public health and other general or specialist medical services.

Requests for Assistance

No-one but a Designated Officer, or his or her authorised representative, may request assistance on behalf of a Requesting State, unless the Requesting State and the proposed Assisting State otherwise agree.

Requests for assistance may be oral or in writing. If oral, the request must be subsequently confirmed in writing. Acceptance or implementation, however, must not be withheld pending receipt of a written request or confirmation.

Requests for assistance should provide, as a minimum, the following information to enable the Assisting State to determine its capability to support the request:

A description of the emergency or disaster for which assistance is needed.

The desired outcome of assistance in the form of clear tasking instructions (to enable the Assisting State to assess correctly the type of resources to be provided) or the number and type of personnel, equipment, materials and supplies needed.

The expected time of arrival and the duration of the assistance (to enable the Assisting State to plan rostering and changeover arrangements).

The legislation or the authority for personnel from the Assisting State to provide support and operate with the Requesting State.

Any issues relating to personnel competency standards or professional registration applying in the Requesting State that need to be considered by the Assisting State in the selection of personnel for deployment.

The contact details of personnel who will provide initial reception support during the deployment into the area of operations.

Limitations

A State requested to provide assistance shall endeavour to make available the resources requested. An Assisting State may, on the basis of its risk assessment, withhold resources to the extent necessary to provide for its own needs and purposes or for any other reason. The Assisting State should endeavour to explain why it is unable to make certain resources available.

An Assisting State has the right to withdraw any assistance provided to a Requesting State at any time; however, sufficient notice appropriate to the circumstances of the emergency or an emerging incident in the Assisting State should be provided to the Requesting State to enable alternative support arrangements to be made.

Powers

A Requesting State shall endeavour to afford to members of an Assisting State the same powers, duties, rights and privileges as are afforded to members of the Requesting State performing equivalent roles or functions.

Command, Control & Coordination

The Requesting State shall have primary responsibility for control and coordination of organisational units provided by an Assisting State but personnel from the Assisting State shall continue under their own command arrangements.

Where appropriate, the Assisting State shall provide a Liaison Officer to the headquarters, agency or operations centre as specified by the Requesting State.

To assist in the overall administrative management of the contingent, the Assisting State should consider providing a Contingent Support Officer to the operational headquarters of the Requesting State.

Operational Deployment

The Requesting State will use all endeavours to ensure that it effectively utilises the Assisting State's resources at all times.

The Requesting State is not authorised to utilise any equipment or personnel in a manner that is outside of the scope of the initial request, unless authorised by the Designated Officer of the Assisting State, and within the professional competencies and certification levels of the personnel and equipment supplied.

The Requesting State shall establish an orientation process for personnel from the Assisting State. This orientation should be provided before personnel are deployed to the incident site/s. The orientation should cover an overview of the emergency, operational issues (including command, control and communication arrangements), the provision of maps and any other relevant supportive documentation, administration

and welfare, local safety and hazards, and any other issues deemed necessary by the Requesting State.

Where there is an issue relating to competencies, the Assisting State recognises that it is the role of the Requesting State to make a determination on the acceptability or not of competencies of personnel. Personnel deployed from the Assisting State must meet the minimum health and fitness standards that would apply in the Assisting State, under existing Duty of Care provisions, for the type of work that is to be undertaken.

Administrative Support

The Requesting State is responsible for the provision of transportation, rationing, accommodation and other such facilities as are appropriate to support personnel for the Assisting State, unless arrangements to the contrary have been agreed.

The Requesting State is responsible for the management of the welfare of Assisting State personnel in consultation with the Contingent Support Officer or other responsible officer from the Assisting State.

Responsibility for issues such as rostering, fatigue and occupational health and safety is the responsibility of the Requesting State in consultation with the Contingency Support Officer or other responsible officer from the Assisting State.

Cost Recovery

With the exception of transportation, as outlined above, expenditure incurred in responding and providing assistance is to be met initially by the Assisting State.

Reimbursement of salaries of personnel provided by an Assisting State shall not be sought from the Requesting State, except for over-time, the cost of backfilling shift rosters to cover personnel who have been deployed interstate, and penalties that shall be calculated at the rates applicable in the Assisting State. The Requesting State shall meet all other reasonable additional costs incurred by the Assisting State for any loss, damage or other expense incurred in providing assistance.

Where cost recovery is sought, the Assisting State shall provide the Requesting State with a detailed account of costs claimed with full supporting documentation.

If a dispute arises in relation to the type or extent of costs being claimed, the disputing States shall each appoint appropriate officers to resolve the dispute.

Liability

Except to the extent that a relevant law of the Requesting State or the Assisting State or a separate agreement or any indemnity otherwise provides, the Requesting State is responsible for managing any issues incurred by the Assisting State or its personnel arising from personal injuries, death, public risk, property loss, damage, general and professional litigation, and associated expenses including legal representation arising during the course of providing assistance to the Requesting State.

Third Party Claims

The Requesting State and the Assisting State will consult concerning the handling of any third party claims that may arise out of the provision of assistance.

Settlement of Disputes

Participating States will endeavour to resolve any disputes arising from the interpretation or implementation of arrangements based on these guidelines by consultation or negotiation. Participating States should seek assistance from Emergency Management Australia (EMA) if arbitration is required to resolve disputes.

Media

During the provision of assistance, the Requesting State shall be responsible for provision of information to the media on the management of the incident.

It is recognised that there will normally be significant interest by the media in personnel from an Assisting State. Comments to the media by Assisting State personnel should generally be limited to administrative matters as far as possible with questions on operational management being referred to the Requesting State, unless there is prior agreement from the Requesting State to the contrary.

Communication

The Assisting State is responsible for providing communication facilities for use within its own operational units, and for providing any link required to networks in its own State.

The Requesting State is responsible for providing communications from the operational units of an Assisting State to headquarters, agencies or operations centres of the Requesting State.

Australian Government Involvement

These Guidelines do not envisage involvement of the Australian Government. A Requesting State, however, may seek assistance from the Australian Government, through EMA, for coordination of resources to be provided by an Assisting State or States.

Where the inter-State provision of resources is likely to require use of Australian Government assets, such as military aircraft, approval is to be obtained for such assistance through EMA.

Variation and Review of Arrangement

Arrangements resulting from use of these Guidelines may be reviewed at any time by the Participating States at the request of a Participating State.

Withdrawal from Arrangement

A Participating State may, by written notice to Participating States, withdraw at any time from arrangements based on these Guidelines. Sufficient notice should be provided to enable alternative arrangements to be made.

Commencement Date

An arrangement based on these Guidelines shall come into operation immediately it is endorsed by the Participating States. Thereafter, it shall be inclusive of other States on their endorsement.

Appendix 5

Evacuation During Wildfire Emergencies

A number of studies conducted on the effects of the Ash Wednesday 1983 fires revealed that initially small fires started by spark and ember attack are the most common cause of houses lost in a wildfire situation, and also that people who are well prepared should be able to survive the passage of a wildfire by sheltering in their homes. While a house may burn down in the hours after the fire front has passed, it will generally survive the initial passage of the fire front if fuel levels around the house have been reduced.

Consequently, people who are well prepared and take shelter in their homes have a good chance of surviving a wildfire. They may also be able to extinguish any small fires after the fire front has passed, thereby saving their homes. Also, unless people choose to leave well in advance of the arrival of a wildfire, sheltering in a house will generally be safer than being caught in the open in a motor car and possibly being involved in an accident due to smoke, and conceivably obstructing the movement of fire appliances.

Evacuate or Stay and Fight?

The rights of people to stay and protect their homes must be recognised, as this in itself can be a sound strategy for surviving the passage of wildfire. Indeed, the presence of people prepared to fight for their houses may be all that is required in many cases to save those structures. This right of choice is preserved in the *Country Fire Authority Act 1958*, and also in the Country Fire Authority's policy on evacuation during wildfire.

A decision to evacuate or to stay and fight must be made by the individuals concerned. This decision should be made well before a wildfire, and should be based on a well prepared home, and also the persons involved being physically and psychologically capable. The decision must also be based on the understanding that there should be no last minute change of plans and evacuation attempted immediately in the face of a wildfire. There are numerous examples of people who have lost their lives in this situation.

When considering whether to stay and fight or go early, residents are urged to consider the following:

- is the house defensible?
- are they physically capable of defending their homes?
- are they mentally prepared to face wildfire?
- are any members of their household (e.g. elderly, very young, ill or disabled) unable to cope?
- are they prepared to stay with the house after the fire has passed?

Community Education

Each year, the CFA undertakes a summer community education campaign that seeks to develop an awareness of wildfire in the environment and how to survive, the measures necessary to protect buildings, and a need for families to plan in advance whether they will leave home early or stay and fight.

The CFA's Community Fireguard program has been developed to assist local people to take responsibility for their own fire safety. People are encouraged to work in small community groups to develop strategies to cope with the local fire threat, the strategies being based on a solid understanding of a wildfire behaviour and related safety issues. The Bushfire Blitz program of street and community meetings also provides information to the public to assist in developing strategies to deal with wildfire.

Emergency services personnel in the area of a wildfire must be careful not to give people advice or directions which conflict with this education for personal choice, and which might cause confusion in an already stressful situation.

Information to the Community during Wildfire

An important factor in helping residents to choose whether to evacuate or stay and fight, is the provision of information to the communities affected, or likely to be affected by wildfire. Such information is critical in assisting people make appropriate decisions about how to respond. Information is provided using various media of communication.

Under Victoria's response arrangements, provision of warnings to the community is the responsibility of the Victoria Police. The CFA is responsible for providing factual and timely advice to the police on the development of wildfires. This will normally be done by the regional officer informing the relevant emergency response co-ordinator. (see 4.4)

Declaration of Emergency Area associated with Wildfire

Any declaration, pursuant to Section 36A of the *Emergency Management Act 1986*, of an emergency area, associated with wildfire, should only be done at the request of, or with the approval of the incident controller (officer in overall charge of the firefight). The declaration of an emergency area will require all police involved to be well briefed on the conditions to apply for the area during the existence of the declaration. This briefing will substantially help prevent *ad hoc* actions by individual police who may consider advising or directing people inappropriately to leave their homes in the path of a wildfire.

Appendix 6

States of Emergency Under Victorian Law

While they are not necessarily part of the emergency management arrangements, it is important to distinguish between a state of disaster under the *Emergency Management Act 1986* (which can only be declared when an emergency, including a criminal or war-related [civil defence] event is current), and the various states of emergency provided for in Victorian legislation.

A state of emergency or proclaimed emergency can be declared under the following Acts, which relate principally to the needs arising from civil unrest or industrial disruption.

Public Safety Preservation Act 1958

Under this Act, assigned to the Premier, there is provision for declaration of a state of emergency in the whole or part of Victoria. This is for use if 'action has been taken or is immediately threatened by any person or body of persons whereby the public safety or order is or is likely to be imperilled ...' It gives the Governor in Council wide powers for securing public safety or order.

Fuel Emergency Act 1977

The Minister for Energy and Resources may, under this Act, declare a state of emergency with respect to any kind of fuel, which is, or is likely to become, unavailable to meet the community's reasonable requirements. The Minister and the Premier then have wide powers in respect to the supply of fuel.

Essential Services Act 1958

Under this Act, assigned to the Premier, there is provision for a state of emergency to be declared in relation to a designated essential service. The definition of essential service includes transport, fuel, light, power, water and sewerage. The Premier is then given wide powers in relation to the provision of that essential service.

Notes:

- Under the *Emergency Management Act 1986*, disruptions to these defined essential services are clearly identified as emergencies.
- Section 23(1A) of the *Emergency Management Act 1986* provides that 'the Premier must not make a declaration [of a state of disaster] under this section for the purpose of taking action against any person or body of persons in the circumstances to which section 4(1) of the *Essential Services Act 1958* applies.'

Petroleum (Submerged Lands) Act 1982

If the Commonwealth Minister has declared that a state of emergency exists, in relation to certain relevant zones, the State Minister for Energy and Resources may make a like declaration for Victoria. This provides wide powers for restricting entry of shipping, in cases of terrorism or other safety risks.

Health Act 1958

Under the *Health Act 1958*, the Governor in Council may proclaim an emergency in respect of a defined area for the purpose of stopping, limiting or preventing the spread of an infectious disease. The Secretary to the Department of Human Services then has powers to restrict movement, arrest and detain persons and seize land, buildings or things in the proclaimed area. (s. 123)

Appendix 7 Legal Protection for Emergency Volunteer Workers

This appendix sets out those Victorian Acts which contain provision for volunteers about

- compensation in the case of injury or death,
- protection for volunteer emergency workers from legal liability or
- other protection.

It includes those Acts which protect a wider group of volunteers than emergency volunteer workers, but not those Acts which are unlikely to apply to volunteer emergency workers (for example the provisions in the *Education Act 1958*).

It is provided for guidance only and should not be relied on as legal advice.

| Act and reference | Group referred to | Nature of provision |
|---|--|--|
| Compensation provisions | | |
| <i>Emergency Management Act</i> 1986, Part 6 | 'Volunteer emergency worker': 'a volunteer worker who engages in emergency activity at the request (whether directly or indirectly) or with the express or implied consent of the chief executive (however designated), or of a person acting with the authority of the chief executive, of an agency to which DISPLAN or the state recovery plan applied.' | Sets up a compensation scheme covering both personal injury (including death) and property damage (own property or property under that person's control at the time) to apply in the circumstances specified. Offers benefits equivalent to normal Workcover benefits. Does not apply to a person entitled to compensation under other Acts as employees, or volunteers attached to the SES or CFA. |
| <i>Country Fire Authority Act</i> 1958, section 110 (Regulations) and sections 62-65. | permanent officer or member, casual fire-fighter or voluntary auxiliary worker. | The Authority has a compensation scheme to cover personal injury and property damage . |
| <i>Victoria State Emergency Service Act</i> 2005 Part 3 | Registered and probationary members of the Service | A compensation scheme for both personal injury and property damage is established. |
| <i>Police Assistance Compensation Act</i> 1968 Section 2 | Persons assisting or attempting to assist a member of the police force either as a result of a request or where a request can reasonably be assumed in relation to the activities specified. | A compensation scheme is set up. |

| Act and reference | Group referred to | Nature of provision |
|--|---|---|
| Immunity provisions | | |
| <i>Emergency Management Act, 1986, Section 37</i> | Volunteer emergency worker | No personal liability for loss or injury from emergency work, unless the loss or injury is caused by 'negligence or wilful default' in the specified circumstances. |
| <i>Country Fire Authority Act 1958, Section 92</i> | Chief Officer, other officers exercising those powers, any officer or member of a brigade, a volunteer auxiliary worker or a person who is a forest officer, or employed by Parks Victoria or DSE in the circumstances specified. | No personal liability for any thing done or not done 'in good faith' in the specified circumstances. Instead the liability attaches to the CFA. |
| <i>Victoria State Emergency Service Act 2005, S. 42</i> | Registered member or probationary member | No personal liability for loss or injury from emergency work in the specified circumstances, unless the loss or injury is caused by 'negligence or wilful default'. |
| <i>Wrongs Act 1958, Part IX</i> | Volunteers, that is, individuals who provide a service in relation to community work on a voluntary basis. Excludes volunteer emergency workers under the <i>Emergency Management Act</i> , the <i>Country Fire Authority Act</i> or the <i>Victoria State Emergency Service Act</i> . | 'A volunteer is not liable in any civil proceeding for anything done, or not done, in good faith by him or her in providing a service in relation to community work organised by a community organisation.' |
| <i>Wrongs Act 1958, Part VIA</i> | 'Good samaritan' – 'an individual who provides assistance, advice or care to another person in relation to an emergency or accident' in the circumstances specified | Protection from civil liability for anything done or not done in good faith in the circumstances specified. |
| <i>Occupational Health and Safety Act 2004, Sections 144 & 145</i> | An officer (as defined) of a body corporate, a partnership or an unincorporated body or association who is a volunteer. (Applies to senior management, that is, to people with significant decision-making power. Volunteers are people acting on a voluntary basis, even if they receive out-of-pocket expenses. | From prosecution for a breach of the <i>Occupational Health and Safety Act</i> for anything done or not done by him or her as a volunteer. |

Appendix 8

Response Divisions and Recovery Regions

| Municipal District | Response Division | Recovery Region | VICSES Region | Fire Service |
|---------------------------|--------------------------|------------------------|----------------------|---------------------|
| Alpine | Wangaratta | Hume | North East | CFA |
| Ararat | Horsham | Grampians | Mid West | CFA |
| Ballarat | Ballarat | Grampians | Mid West | CFA |
| Banyule | Rosanna | North & West | Central | MFESB CFA |
| Bass Coast | Morwell | Gippsland | East | CFA |
| Baw Baw | Morwell | Gippsland | East | CFA |
| Bayside | Moorabbin | Southern | Central | MFESB |
| Benalla | Seymour | Hume | North East | CFA |
| Bendigo | Bendigo | Loddon Mallee | North West | CFA |
| Boroondara | Nunawading | Eastern | Central | MFESB |
| Brimbank | Altona North | North & West | Central | MFESB |
| Buloke | Mildura | Loddon Mallee | North West | CFA |
| Campaspe | Shepparton | Loddon Mallee | North West | CFA |
| Cardinia | Dandenong | Southern | Central | CFA |
| Casey | Dandenong | Southern | Central | CFA |
| Central | Ballarat | Loddon Mallee | North West | MFESB |
| Colac-Otway | Warrnambool | Barwon South West | South West | CFA |
| Corangamite | Warrnambool | Barwon South West | South West | CFA |
| Dandenong | Dandenong | Southern | Central | MFESB CFA |
| Darebin | Mill Park | North & West | Central | MFESB |
| East Gippsland | Bairnsdale | Gippsland | East | CFA |
| Frankston | Frankston | Southern | Central | CFA |
| Gannawarra | Mildura | Loddon Mallee | North West | CFA |
| Geelong | Geelong | Barwon South West | South West | CFA |
| Glen Eira | Moorabbin | Southern | Central | MFESB |
| Glenelg | Warrnambool | Barwon South West | South West | CFA |
| Golden Plains | Ballarat | Grampians | South West | CFA |
| Hepburn | Ballarat | Grampians | Mid West | CFA |
| Hindmarsh | Horsham | Grampians | Mid West | CFA |
| Hobsons Bay | Altona North | North & West | Central | MFESB |
| Horsham | Horsham | Grampians | Mid West | CFA |
| Hume | Broadmeadows | North & West | Central | MFESB CFA |
| Indigo | Wangaratta | Hume | North East | CFA |
| Kingston | Moorabbin | Southern | Central | MFESB CFA |
| Knox | Knox | Eastern | Central | CFA |
| Latrobe | Morwell | Gippsland | East | CFA |
| Loddon | Bendigo | Loddon Mallee | North West | CFA |
| Macedon Ranges | Bendigo | Loddon Mallee | North West | CFA |
| Manningham | Rosanna | Eastern | Central | MFESB CFA |
| Mansfield | Seymour | Hume | North East | CFA |
| Maribyrnong | Altona North | North & West | Central | MFESB |
| Maroondah | Knox | Eastern | Central | MFESB CFA |
| Melbourne | Melbourne | North & West | Central | MFESB |

| Municipal District | Response Division | Recovery Region | VICSES Region | Fire Service |
|--------------------------------------|--------------------------|------------------------|----------------------|---------------------|
| Melton | Altona North | North & West | Central | CFA |
| Mildura | Mildura | Loddon Mallee | North West | CFA |
| Mitchell | Seymour | Hume | North East | CFA |
| Moira | Shepparton | Hume | North East | CFA |
| Monash | Nunawading | Eastern | Central | MFESB |
| Moonee Valley | Broadmeadows | North & West | Central | MFESB |
| Moorabool | Ballarat | Grampians | Mid West | CFA |
| Moreland | Broadmeadows | North & West | Central | MFESB |
| Mornington Peninsula | Frankston | Southern | Central | CFA |
| Mount Alexander | Bendigo | Loddon Mallee | North West | CFA |
| Moyne | Warrnambool | Barwon South West | South West | CFA |
| Murrindindi | Seymour | Hume | North East | CFA |
| Nillumbik | Rosanna | North & West | Central | CFA |
| Northern Grampians | Horsham | Grampians | Mid West | CFA |
| Port Phillip | Moorabbin | Southern | Central | MFESB |
| Pyrenees | Ballarat | Grampians | Mid West | CFA |
| Queenscliff | Geelong | Barwon South West | South West | CFA |
| Shepparton | Shepparton | Hume | North East | CFA |
| South Gippsland | Morwell | Gippsland | East | CFA |
| Southern Grampians | Warrnambool | Barwon South West | South West | CFA |
| Stonnington | Melbourne | Southern | Central | MFESB |
| Strathbogie | Seymour | Hume | North East | CFA |
| Surf Coast | Geelong | Barwon South West | South West | CFA |
| Swan Hill | Mildura | Loddon Mallee | North West | CFA |
| Towong | Wangaratta | Hume | North East | CFA |
| Wangaratta | Wangaratta | Hume | North East | CFA |
| Warrnambool | Warrnambool | Barwon South West | South West | CFA |
| Wellington | Bairnsdale | Gippsland | East | CFA |
| West Wimmera | Horsham | Grampians | Mid West | CFA |
| Whitehorse | Nunawading | Eastern | Central | MFESB |
| Whittlesea | Mill Park | North & West | Central | MFESB CFA |
| Wodonga | Wangaratta | Hume | North East | CFA |
| Wyndham | Altona North | North & West | Central | MFESB CFA |
| Yarra | Melbourne | North & West | Central | MFESB |
| Yarra Ranges | Knox | Eastern | Central | MFESB CFA |
| Yarriambiack | Horsham | Grampians | Mid West | CFA |
| Non Municipal Administrations | | | | |
| Docklands Authority | Melbourne | North & West | Central | MFESB |
| Falls Creek A.R.M.B | Wangaratta | Hume | North East | CFA |
| Lake Mountain A.R.M.B | Seymour | Hume | North East | CFA |
| Mt Buller A.R.M.B | Seymour | Hume | North East | CFA |
| Mt Hotham A.R.M.B | Wangaratta | Hume | North East | CFA |
| Mt Stirling A.R.M.B | Seymour | Hume | North East | CFA |
| Mt Baw Baw ARMB | | | | |

Appendix 9 Catering Arrangements

Emergency Catering Arrangements

Emergency Catering is a critical support service during emergencies. Emergency operations require individuals that are physically and mentally fit to withstand adverse environmental conditions and prolonged physical activity.

Without adequate food and water replenishment, the following is compromised:

- morale and general well being;
- hydration;
- energy levels and stamina;
- operational effectiveness;
- organisational duty of care; and
- health and safety of all involved.

Coordinating Agencies

Australian Red Cross Victoria is the coordinating body for Emergency Catering at Divisional and State levels. At municipal level the Municipal Emergency Management Planning Committee determines the body or individual responsible for coordinating catering. It could be Australian Red Cross Victoria or another organisation or person.

Coordination of catering involves the management of available resources to ensure the needs of people responding to and affected by the emergency are met. This could be through the use of Australian Red Cross Victoria, other volunteer agencies (such as the Salvation Army, CFA Auxiliaries and other community groups), State resources or commercial enterprises.

Municipal Planning

When developing catering arrangements the Municipal Emergency Management Planning Committee (MEMPC) should:

- Ensure the nominated municipal catering coordination body/person is written into the Municipal Emergency Management Plan;
- Ensure agencies understand and follow the activation procedures;
- Involve all agencies in planning and training;
- Ensure the nominated municipal catering coordination body/person is identified in the Municipal Emergency Management Plan;
- Share local knowledge;
- Contact the Australian Red Cross Victoria Emergency Service Liaison Officer to ensure that planned municipal arrangements for coordinating catering are not in conflict with Divisional level arrangements.
- Consult with all control and support agencies likely to draw on catering provision in relation to considering the availability and re-supply of catering supplies and the impact the emergency may have on community resources, especially where supplies are limited (e.g. small remote communities).
- Consider the impact of ESO's use of community catering resources prior to requests for assistance through the municipal arrangements.

Agency Arrangements

In some locations emergency response agencies such as CFA, MFB, VICSES and DSE that have the internal capacity to **provide** emergency relief functions for their own personnel are to use their own resources before requesting assistance from the emergency relief system. In other locations the emergency response agencies may wish to formalise a local agreement with a local catering provider (e.g. the local CFA Brigade and the local Country Women's Association group). If the local catering provider is to be used for provision of catering to other local response or recovery agencies, the agreement must be recognised by the MEMPC and should be documented in the Municipal Emergency Management Plan or Catering Sub-Plan.

When locally agreed arrangements for catering are activated, the Municipal Emergency Response Coordinator (MERC) should be informed to ensure that where there is an escalation in catering requirements

- a Planning would already be in place for quick response;
- b Knowledge of any activated resources is known;
- c No duplication of catering with different responding agencies; and
- d Coordination on a Regional or State basis, is achieved.

Escalation to Municipal Level

Once the capacity of agency or locally agreed arrangements are expected to be exhausted, the catering provider should notify the Municipal Catering Coordinator so that the provision of additional resources can be coordinated in accordance with the MEMP. While for expediency this call may be placed directly, the MERC and the MERO should also be informed.

How does this work in practice?

If a local CFA Brigade is called out to a small grass fire, the CFA Auxiliary or agreed catering provider for the Brigade organises catering for all involved. The MERC is given a call as a courtesy to inform them of the situation. The MERC will in turn inform the Municipal Emergency Resource Officer (MERO) and the Municipal Catering Coordinator of the situation.

If the Auxiliary or agreed provider is unable to meet the ongoing requirements the MERC is to be informed. For example many agencies are capable of providing a single meal (or first meal in a multi meal emergency) but may require assistance after that. All requests are then to be passed to the MERC who will in turn notify the MERO who will contact the nominated municipal catering coordinating body/person to take over the coordination of catering.

Once this hand-over has occurred, all catering providers involved in the operation, including those operating at a local level (i.e. assisting individual brigades) come under the coordination of the municipal catering coordinator who has a responsibility to ensure all stakeholders are aware that some catering resources may already be utilised.

Regional Level

Should resources at a municipal level be exhausted, or the event becomes more extensive, catering coordination escalates to the regional level where it is carried out by ARCV.

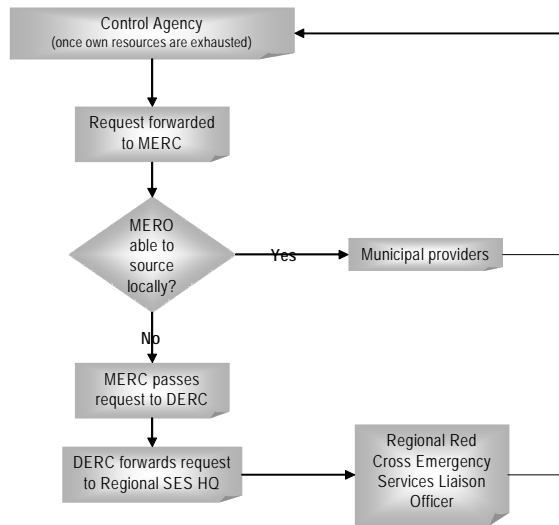


Figure 1: Flow Chart for Emergency Catering Provision

Checklist for MERC when notifying MERO/MECC

- Number of people. Include all agencies involved and emergency-affected people/evacuees.
 - Other agencies that may be assisting e.g. police at a traffic management point, VICROADS, EPA, DPI, contractors.
 - Changeover of shift – count both incoming and outgoing crews.
 - Support vehicles and independents (when known).
 - Control and operations centre staff – Incident Control Centre, Emergency Operations Centre, and Municipal Emergency Coordination Centre.
- Avoid duplication – check that meals have not been requested by another agency.
- Type of meal required e.g. cold lunch packs, hot multi-course meal.
- Time meal is required.
- Location and type of facility including pick up location.
- Does food require distribution? This is the responsibility of Control Agency.
- Are individual packages required?
- Special diets e.g. vegetarians, religious dietary requirements, or diabetics.
- What resources have already been utilised for emergency catering?
- Any information you have about facilities at the locations.
- Is the situation likely to be ongoing?

Who pays the bills?

Agency Arrangements

- Each agency pays for its own catering

Municipal Level

- Emergency Personnel – Control agency
- Emergency Affected People – Municipal Council

Divisional/Regional Level

- Emergency Personnel – Control agency
- Emergency Affected People –Municipal Councils

Food Handling Legislation

Where an organisation provides catering assistance in an emergency as part of its usual function, and may or may not be later reimbursed, this is not interpreted as a contract of service, and consequently would not be considered as selling food as defined under the *Food Act 1984*. Accordingly registration for providers under the Food Act would not be required.

It must be emphasised, however, that this does not remove or mitigate in any way common law duty of care. To this end, emergency catering providers such as Australian Red Cross and the Salvation Army must train their volunteers to understand and comply, where practicable, with food handling regulations. Environmental Health Officers can provide further specific local information regarding food handling and food safety.

Appendix 10 Multi Agency Plans

This appendix contains summary details of significant multi-agency emergency management plans or arrangements that contribute to Victoria's emergency management arrangements.

| Name | Road Rescue Arrangements Victoria |
|-------------------|---|
| Objective/Purpose | To ensure an effective, sound and sustainable system of Road Rescue in Victoria that delivers the best possible care to, and safe extrication of, persons involved in road crashes. |
| Contents | Details the agencies involved, their roles and responsibilities. |
| Print version | Two forms available: Full document and Pocket Guide. Initial print run now exhausted. |
| On line version | www.justice.vic.gov.au and search under the following links: Community Safety: Road Safety: Related Publications. |
| Availability/Cost | Free |
| Custodian Agency | Office of the Emergency Services Commissioner |
| Interrelated Plan | Sub plan of the State Emergency Response Plan |
| Contact Person | Manager, Emergency Management Policy OESC (03) 8684 7902 |

| Name | State Health Emergency Response Plan (Health Displan) |
|-------------------|--|
| Objective/Purpose | The State Health Emergency Response Plan is a pre-hospital emergency response plan for mass casualty emergencies. |
| Contents | Contains policy, procedures and guidelines to assist health and medical personnel in response and recovery operations and providing all necessary information to enable an effective, coordinated health and medical response. |
| Print Version | Published December 2006 |
| On-Line Version | www.dhs.vic.gov.au/emergency/health_displan |
| Availability/Cost | Electronic version available free of charge |
| Custodian Agency | Department of Human Services |
| Interrelated Plan | Sub plan of the State Emergency Response Plan. The Health Displan also has two sub plans; The First Aid sub plan and the Victorian Mass Casualty Burns Plan. |
| Contact Person | Manager Health and Medical Unit, Emergency Management Branch Department of Human Services Ph: 9096 8303 |

| | |
|-------------------|---|
| Name | Transport, Engineering and Services Support (TESS) Plan |
| Objective/Purpose | To provide a directory of transport, engineering and support services for use in emergency response |
| Contents | TESS member details, areas of expertise and assistance available |
| Print version | N/A |
| On line version | N/A |
| Availability/Cost | Internal document not for public release. |
| Custodian Agency | VicRoads |
| Related Plan | Sub plan of State Emergency Response Plan (SERP) |
| Contact Person | Manager Systems Management VicRoads Ph: 9854 2102 |

| | |
|-------------------|---|
| Name | Victorian Human Influenza Pandemic Plan |
| Objective/Purpose | The Victorian Human Influenza Pandemic Plan outlines the responsibilities, authorities, mechanisms and actions to prevent, respond to and recover from an influenza pandemic in Victoria. |
| Contents | The Plan identifies and describes the relationship between existing public health and emergency management arrangements. It also describes how our state and local governments, their departments and agencies will work together on preparedness, response and recovery. |
| Print Version | N/A |
| On-Line Version | www.health.vic.gov.au/pandemicinfluenza/government |
| Availability/Cost | Electronic version available free of charge |
| Custodian Agency | Department of Human Services |
| Interrelated Plan | Victorian Influenza Pandemic Plan. |
| Contact Person | Manager Health and Medical Unit, Emergency Management Branch Department of Human Services Ph: 9096 8303 |

| | |
|-------------------|--|
| Name | Victorian Chemical, Biological and Radiological (CBR) Response Arrangements |
| Objective/Purpose | To provide State Arrangements that effectively address the response and initial recovery from a chemical, biological, or radiological emergency in Victoria. |
| Contents | The main elements of the document are; Roles and Responsibilities; Concept of Operations; Preparedness; Threat Management; Response to Release and Recovery. |
| Print version | N/A |
| On line version | N/A |
| Availability/Cost | Enquiries are to be directed to the Chair of the committee via the secretariat by email bmccarthy@mfb.vic.gov.au or fax (03) 9665 9729 |
| Custodian Agency | Metropolitan Fire Brigade |
| Related Plans | National Counter Terrorism Plan, State Emergency Response Plan, National Coordination Arrangements for Responding to the Deliberate Use of Chemical Biological and Radiological Materials. |
| Contact Person | Manager Emergency Management Liaison MFB Secretariat to the Chair of the State CBR Emergency Planning Committee Ph: 9665 4534 Fax: 9665 9729 |

| | |
|-------------------|---|
| Name | Memorandum of Understanding: Victoria's Emergency Services, the Bureau of Meteorology and the Australian Broadcasting Corporation |
| Objective/Purpose | To ensure that essential information is effectively communicated via ABC radio in a timely way. |
| Contents | Agreement established that the ABC will broadcast an emergency message immediately, repeatedly and for as long as necessary, as requested by Victoria's emergency services, in the event of a threat such as a bushfire or flood. |
| Print version | N/A |
| On line version | www.justice.vic.gov.au and search under the following links: Community Safety: Emergencies: Related Publications. |
| Availability/Cost | Electronic copy free to download. |
| Custodian Agency | Office of the Emergency Services Commissioner |
| Related Plans | N/A |
| Contact Person | Media and Community Relations Manager OESC (03) 8684 7912 |

Other Key Documents

| Name | Fire Refuges in Victoria – Policy and Practice |
|-------------------|---|
| Objective/Purpose | Victorian Government's policy position on fire refuges. |
| Contents | Outlines a range of information about refuges, including responsibilities and a process for decision making, fixed and operational performance criteria for refuges and discussions on management and risk minimisation for the providers of refuges. |
| Print version | Published October 2005 |
| On line version | www.justice.vic.gov.au and search under the following links: Community Safety: Fire Safety www.cfa.vic.gov.au and search under the following links: CFA Publications: Policy & Guidelines |
| Availability/Cost | Free |
| Custodian Agency | Office of the Emergency Services Commissioner |
| Related Plans | N/A |
| Contact Person | Manager, Emergency Management Policy (03) 8684 7902 |

National or Australian Government plans

| | |
|---|---|
| Australia's National Search and Rescue (SAR) Plan | Australia's National Search and Rescue Plan aims for seamless provision of Search and Rescue resources to a person or unit in distress using available resources from all sources. For information see www.amsa.gov.au |
| Intergovernmental Agreement on National Search and Rescue Response Arrangements | The Agreement puts in place arrangements between the Commonwealth and State/Territory SAR Authorities on the coordination of search and rescue in the Australian region. For information see www.natsar.amsa.gov.au |
| National Search and Rescue Manual | The manual is the standard reference document for use by all Australian Search and Rescue authorities and promulgates the agreed methods of coordination through which search and rescue operations are conducted within Australia. Electronic copy is at www.natsar.amsa.gov.au |
| Australian Veterinary Emergency (AusVet) Plan | AUSVETPLAN provides an overview of the national planning structure for the management of animal disease. Electronic copy is at www.animalhealth.com.au |

| | |
|--|--|
| National Action Plan for Human Influenza Pandemic | The National Action Plan for Human Influenza Pandemic outlines how Commonwealth, state, territory and local governments will work together to protect Australia against the threat of an influenza pandemic and support the Australian community should one occur. Electronic copy: www.health.gov.au |
| National Maritime Emergency Response Arrangements | The National Maritime Emergency Response Arrangement (NAMERA) is for protection of the marine environment from actual or potential ship-sourced pollution through provision of an appropriate level of maritime emergency towage capability around the Australian coastline. See www.amsa.gov.au |
| National Plan to Combat Pollution of the Sea by Oil and other Noxious and Hazardous Substances | The Plan is a national integrated Government and industry organisational framework enabling effective response to marine pollution incidents. Electronic copy is available at www.amsa.gov.au |
| The Australian Health Management Plan for Pandemic Influenza | The Australian Health Management Plan for Pandemic Influenza (AHMPPI) outlines what the Commonwealth Government is doing and what the health sector, key stakeholder groups, organisations, the community and individuals can do to prepare for a pandemic. Electronic copy is available free of charge on the following web site: www.pmc.gov.au/publications/pandemic |

The following Australian Government Emergency Management plans are noted on the EMA website: www.ema.gov.au.

| | |
|--|---|
| Commonwealth Government Disaster Response Plan (COMDISPLAN) | The Plan coordinates the provision of Australian Government physical assistance in the event of a disaster in Australia or its offshore Territories. |
| Commonwealth Government Overseas Disaster Assistance Plan (AUSSASSISTPLAN) | The Plan coordinates the provision of Australian emergency assistance, using Australian Government physical and technical resources, following a disaster in another country. |
| Australian Contingency Plan for Space Re-entry Debris (AUSCONPLANSURED) | The Plan coordinates and control the activities of Commonwealth agencies in support of State/Territory authorities involved in locating, recovering and removing radioactive space debris, and monitoring and neutralising any radiological contamination threat arising from re-entry of radioactive space debris. |
| Commonwealth Government Reception Plan (COMRECEPLAN) | The Plan coordinates the reception of persons evacuated into Australia following an overseas event. |

Appendix 11 Emergency Resource Providers Support Scheme (EmRePSS)

What is EmRePSS?

EmRePSS is an insurance policy that provides cover for private sector resource owners when their resources (equipment and personnel) are used for emergency operations on an ad hoc basis, i.e. not under a pre-existing contract.

The Scheme provides insurance cover for privately owned resources used in emergency operations at no cost to the owners of the resources. A number of government agencies with emergency management responsibilities have combined to establish EmRePSS, each contributing a share of the EmRePSS annual premium, which is managed by the Victorian Managed Insurance Authority (VMIA).

Why was EmRePSS Implemented?

In recent years, as a result of government privatisation programs and outsourcing, the ownership of many specialised resources required to support emergency response and recovery operations have transferred from the public sector to the private sector.

Under EmRePSS, the participating government agencies (tasking agencies) can provide assurances (regarding adequate insurance) to the private sector owners of resources that are needed for emergency operations. EmRePSS facilitates the utilisation of privately owned resources for emergency operations and it is designed to ensure that insurance considerations will not be a disincentive to the private sector to provide assistance for emergencies.

Legislated immunities for volunteer emergency workers do not apply because resource providers and their employees are not considered to be volunteers, as they are generally paid for their services (refer to Part 8, Appendix 7).

Summary of Cover Provided by EmRePSS

Subject to the terms, conditions, limits and exclusions of the policies issued by VMIA, EmRePSS insurance is provided for:

Property Damage and Business Interruption

Indemnifies the resource provider for damage or loss of equipment used in the emergency. Indemnity is also provided for the resultant loss of income (net of the resource provider's fixed business operating costs) suffered by the resource provider as a result of damage to or loss of equipment.

The property (equipment) is covered for its reinstatement and replacement value.

Motor Vehicle

Indemnifies the resource provider for loss of or damage to a vehicle that is registered or licensed for use on public roads that is used in the emergency. The resource provider will also be covered for its legal liability for loss of or damage to property resulting from the use of the vehicle.

Public and Products Liability

This covers the legal liability of the resource provider for property damage and/or personal injury to other parties (not employees) arising out of the provision of the activities and products of the resource provider.

Professional Indemnity

Provides cover for the legal liability of the resource provider for claims made by third parties for financial loss, property damage and/or personal injury to other parties arising out of a breach of professional duty owed by the resource provider.

It should be noted that professional advisers retained during an emergency by a tasking agency would be expected to maintain their own professional indemnity insurance coverage over their normal activities.

Directors and Officers Liability

The Directors and Officers policy insures against:

- A civil claim against a director or officer and the legal costs of defending it
- Legal expenses incurred by a director or officer of attending a prosecution, proceeding or inquiry incurred with agreement of VMIA.

The insured's conduct giving rise to the claim, or to the requirement to attend a prosecution, proceeding or inquiry, must be in his capacity as a director or officer.

Summary of Limits and Exclusions to EmRePSS Cover

Limits

The limit of cover is \$10,000,000 with a \$5,000 deductible to be paid by the tasking agency.

Exclusions

Resources made available within the terms of pre-existing contract for reward or consideration, which specifically provides that they are for an emergency purpose will not be covered by this scheme. The scheme does however apply to arrangements in which certain resources are only identified as *available* to be used in emergencies.

The Scheme does not provide insurance to cover injury or death to the operators of the equipment. Its major cover is of risks associated for property damage, professional indemnity and legal liability.

Members

The EmRePSS participants are:

- Department of Human Services
- Department of Primary Industries
- Department of Sustainability and Environment
- Environment Protection Authority
- Municipal Association of Victoria (on behalf of all councils)
- VicRoads
- Victoria Police
- Victoria State Emergency Service
- Victorian Water Industry Association (on behalf of all water authorities)

Other agencies are invited to join EmRePSS, noting that claims for events prior to joining the Scheme will not be accepted.

Further Information

Further information about EmRePSS including details of how to claim are on the VMIA website at www.vmia.vic.gov.au.

Acronyms and Abbreviations

| | |
|------------|--|
| AA | Airservices Australia |
| ADF | Australian Defence Force |
| AEMC | Australian Emergency Management Committee |
| AFAC | Australasian Fire Authorities Council |
| AIIMS | Australian Inter-Service Incident Management System |
| AMC | Area Medical Coordinator |
| AMSA | Australian Maritime Safety Authority |
| ARCV | Australian Red Cross Victoria |
| ARFF | Aviation Rescue and Firefighting (part of Airservices Australia) |
| ATSB | Australian Transport Safety Bureau |
| AusSAR | Australian Search and Rescue (part of AMSA) |
| BC | Building Commission |
| BOM | Bureau of Meteorology |
| CBR | Chemical, Biological, Radiological |
| CCDTF | Commonwealth Counter Disaster Task Force |
| CERM | Community Emergency Risk Management |
| CFA | Country Fire Authority |
| CGRC | Central Government Response Committee |
| COAG | Council of Australian Governments |
| COMDISPLAN | Commonwealth Government Disaster Response Plan |
| CWA | Country Women's Association |
| DACC | Defence Assistance to the Civil Community |
| DET | Department of Education and Training |
| DERC | Divisional Emergency Response Coordinator |
| DFACA | Defence Force Aid to the Civil Authorities |
| DGEMA | Director-General Emergency Management Australia |
| DHS | Department of Human Services |
| DIIRD | Department of Innovation, Industry and Regional Development |
| DoI | Department of Infrastructure |
| DoJ | Department of Justice |
| DOTARS | Department of Transport and Regional Services |
| DPC | Department of Premier and Cabinet |
| DPI | Department of Primary Industries |
| DSE | Department of Sustainability & Environment |
| DTF | Department of Treasury and Finance |
| DVC | Department for Victoria Communities |
| DVI | Disaster Victim Identification |
| EMA | Emergency Management Australia |
| EMAI | Emergency Management Australia Institute |
| EmRePSS | Emergency Resource Providers Support Scheme |
| EMS | Emergency medical service |
| EMT | Emergency management team |
| EOC | Emergency Operations Centre |
| EPA | Environment Protection Authority |
| ERC | Emergency Response Coordinator |
| ERCC | Emergency response coordination centre |
| ERDO | Emergency response development officer |
| ESLO | Emergency service liaison officer |
| ESTA | Emergency Services Telecommunications Authority |
| GIS | Geospatial information system/s |

| | |
|------------|---|
| ICA | Insurance Council of Australia |
| ICC | Incident Control Centre |
| LSV | Life Saving Victoria |
| Marine EMT | Marine Emergency Management Team |
| MAS | Metropolitan Ambulance Service |
| MAV | Municipal Association of Victoria |
| MCPEM | Ministerial Council for Police and Emergency Management |
| MECC | Municipal Emergency Co-ordination Centre |
| MEMEG | Municipal Emergency Management Enhancement Group |
| MEMPC | Municipal Emergency Management Planning Committee |
| MERC | Municipal Emergency Response Coordinator |
| MERO | Municipal Emergency Resources Officer |
| MEST | Major Emergency Strategy Team |
| MFB | Metropolitan Fire Brigade |
| MFESB | Metropolitan Fire & Emergency Services Board |
| MFPO | Municipal fire prevention officer |
| MRM | Municipal recovery manager |
| MSV | Marine Safety Victoria |
| NCTP | National Counter Terrorist Plan |
| NDMP | Natural Disaster Mitigation Programme |
| NDRRA | Natural Disaster Relief and Recovery Arrangements |
| NEMCC | National Emergency Management Co-ordination Centre |
| NPW | Nuclear powered warship |
| NRIS | National Registration & Inquiry System |
| OESC | Office of the Emergency Services Commissioner |
| POC | Police Operations Centre (D24) |
| RAV | Rural Ambulance Victoria |
| Red Cross | Australian Red Cross Victoria |
| RFCV | Rural Finance Corporation of Victoria |
| RR | Road rescue |
| SBCS | Small Business Counselling Service |
| SECC | Security and Emergencies Cabinet Committee |
| SEMC | State Emergency Mitigation Committee |
| SERCC | State Emergency Response Co-ordination Centre |
| SEWS | Standard Emergency Warning Signal |
| SHERP | State Health Emergency Response Plan |
| TAC | Transport Accident Commission |
| USAR | Urban Search and Rescue |
| VCC | Victorian Council of Churches |
| VEMC | Victoria Emergency Management Council |
| VGC | Victoria Grants Commission |
| VicRoads | Roads Corporation |
| VICSES | Victoria State Emergency Service |
| VRCA | Victorian Regional Channels Authority |
| VWA | Victorian WorkCover Authority |
| WICEN | Wireless Institute Civil Emergency Network |

Glossary

This glossary defines or explains terms which have a restricted or technical meaning in the context of the emergency management arrangements. It does not include many of the words, titles or phrases which are defined or described elsewhere in the manual.

Where an entry is marked [Act], the definition is the same as or is similar to the meaning given in the *Emergency Management Act 1986*.

Within each entry, a word or phrase expressed in *italics* indicates a separate entry exists for that word.

Assembly Area

A designated location used for the assembly of *emergency-affected persons*. The area may also incorporate an emergency relief centre.

Australian Emergency Management Committee

The Committee, chaired by the Director General of Emergency Management Australia, comprising representatives of State and Territory peak emergency management committees, including the Victoria Emergency Management Council, which addresses emergency management issues at a national level.

Command

The direction of human and material resources of an agency in the performance of that agency's roles and tasks.

Community Recovery Committee

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

Community Development Officer

A person appointed to initiate and co-ordinate activities in an affected community to assist its development in recovering from an emergency.

Control

The overall direction of activities in an emergency response situation.

Control Agency

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

Co-ordinate/Co-ordination

The bringing together of agencies and resources to ensure effective response to and recovery from emergencies, primarily concerned with the systematic acquisition and application of required resources.

Co-ordinator in Chief

The Co-ordinator in Chief of Emergency Management, whose roles are (a) to ensure that adequate emergency management measures are taken by government agencies, and (b) co-ordinate the activities of government agencies carrying out their statutory

functions, powers, duties and responsibilities in taking such measures. [Act] The Minister for Police and Emergency Services is the Co-ordinator in Chief.

Deputy Co-ordinator in Chief

The Deputy Co-ordinator in Chief of Emergency Management who is the Chief Commissioner of Police. [Act] (See also *State Co-ordinator of Response*)

Deputy State Co-ordinator

The Deputy State Co-ordinator of Emergency Response is the Deputy Commissioner (Operations) of Police.

Disaster

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

Disaster Area

Means that part or those parts of Victoria in which a *state of disaster* is declared to exist. [Act]

Disaster, State of

The Premier can declare a state of disaster to exist in all or part of Victoria if an emergency constitutes a significant and widespread danger to life or property, which justifies the enabling of the *Co-ordinator in Chief*, or delegate, to exercise extraordinary powers in directing and controlling agencies and resources for responding to it. [Act]

DISPLAN

The name given to the State Emergency Response Plan under Section 10(1) of the *Emergency Management Act 1986*. The word 'DISPLAN' was originally the short title for the State Disaster Plan. In this manual the phrase 'emergency response' is used when referring to this emergency response plan as a document, or the emergency response arrangements, or to emergency response co-ordinators.

Disaster Victim Identification (DVI)

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

Divisional Emergency Response Plan

The emergency response plan prepared and maintained for each emergency response division.

Emergency

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

- (a) an earthquake, flood, wind-storm or other natural event; and
- (b) a fire; and

- (c) an explosion; and
- (d) a road accident or any other accident; and
- (e) a plague or an epidemic; and
- (f) a warlike act, whether directed at Victoria or part of Victoria or at any other State or Territory of the Commonwealth; and
- (g) a hi-jack, siege or riot; and
- (h) a disruption to an essential service. [Act]

Emergency Activity

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

- (a) performing a role or discharging a responsibility of an agency in accordance with the State Emergency Response Plan or State Emergency Recovery Plan; or
- (b) training or practising for an activity referred to above or being on active standby duty; or
- (c) travelling to or from the place where an activity referred to above has occurred or is to occur. [Act]

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

Emergency-affected Persons

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

Emergency Area

An emergency area declared under s.36A of the Act, being, in the opinion of the most senior police officer in attendance, on the advice of the control agency, an area from which it is necessary to exclude persons due to the size, nature or location of an emergency, so as to ensure public safety, security of evacuated premises, or the safety of, or prevention of obstruction, hindrance or interference to, persons engaging in *emergency activity*. [Act]

Emergency Co-ordination Centre

A centre operating at municipal level to co-ordinate and organise emergency provision of municipal and community resources.

Emergency Management

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

Emergency Management Team

The team which enables an *incident controller's* response strategy to be carried out by support agencies through their own commanders, and assists the *emergency response co-ordinator* in determining resource acquisition needs, and in ensuring a co-ordinated response to the emergency

Emergency Operations Centre (EOC)

An operations centre established by a response agency for its command and/or control functions, e.g. Police Operations Centre (POC), Fire Control Centre (FCC).

Emergency Recovery

Has the same meaning as *recovery*.

Emergency Relief

The provision of life support and essential needs to persons affected by, or involved in the management of, an emergency. See also definition of Relief Centre.

Emergency Response

Has the same meaning as *response*.

Emergency Response Co-ordination Centre (ERCC)

A centre operating at State or regional level to *co-ordinate* resources and conduct *response* operations ancillary to the *control agency*.

Emergency Response Co-ordinator

A member of the Victoria Police appointed as state, regional, municipal or field emergency response co-ordinator, whose role is to *co-ordinate* the response to an emergency.

Emergency Response Plan

A plan which sets out the roles and responsibilities of agencies in emergency response and the co-ordination arrangements which are to be utilised. [Act]

Emergency Services Commissioner

The person appointed to establish and monitor standards for emergency services, advise the Minister on emergency management, to encourage and facilitate cooperation between all agencies, and to be Executive Officer for the *Victoria Emergency Management Council*. [Act]

Emergency Services / Emergency Services Agency

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

The definition of 'emergency services agency' in the *Emergency Management Act 1986* refers to those agencies such as the CFA, MFESB, VICSES and any other prescribed agencies such as ESTA. (S. 4) This definition is used in Part 4A of the Act to identify agencies whose standards and performance are monitored by the Emergency Services Commissioner.

In the *Emergency Services Telecommunications Authority Act 2004* 'emergency services and other related services organisation' is defined as any of the following, CFA, MAS, MFESB, RAV, VicPol, VICSES, any government agency, and other related agencies

including organisations that provide services related to the agencies specified above and prescribed persons or bodies. (S. 3)

In section 87C of the *Sentencing Act 1991*, the term 'emergency services agency' is included in relation to court orders for recovery of costs incurred by emergency services in responding to certain crimes. The definition covers: VicPol, MFESB, CFA, VICSES, Ambulance Service, a hospital or any other body that employs or engages an emergency service worker, such as a protective services officer or a *volunteer emergency worker*.

In the *Terrorism (Community Protection) Act 2003*, the term 'emergency services agency' is used in relation to decontamination procedures conducted under police direction. The definition covers the CFA, MFESB, other state territory or commonwealth fire services, or any other prescribed agency. (S. 15)

Emergency Services Liaison Officer (ESLO)

A liaison officer who represents an agency, and is empowered to commit or to arrange the commitment of resources of the agency in the response to or recovery from emergencies, and to provide a communication link with the agency.

Emergency Shelter

Group shelter provided for affected persons in a community hall or similar. It is part of *emergency relief*, and is different from *temporary accommodation*.

Essential Service

Defined as: transport; fuel (including gas); light; power; water; sewerage; or a service (whether or not of a type similar to the foregoing) declared to be an essential service by the Governor in Council. [Act]

Evacuation

The planned relocation of persons from dangerous or potentially dangerous areas to safer areas and eventual return.

Evacuation Centre

See *Relief Centre*.

Fire Refuge

A fire refuge is a place or building designated for public use where people may seek short term shelter from the fire front during a bushfire.

Incident Controller

The officer with overall responsibility for emergency response operations. The incident controller is normally appointed by the control agency, but can also be appointed by an emergency response co-ordinator in circumstances where ss. 16 or 16A of the Act apply.

Marine Casualty

Marine Emergency/Casualty means a collision of ships, stranding or other incident of navigation, or other occurrence on board a ship or external to it resulting in material

damage or imminent material damage to a ship or cargo., or an incident that causes or has potential to cause harm to the marine environment.

Marine Emergency Management Team (Marine EMT)

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

Material Needs

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

Municipal Emergency Coordination Centre (MECC)

A centre established where relevant personnel coordinate and organise emergency provision of council and community resources within the municipal district, or by agreement, to a neighbouring district.

Municipal Emergency Resources Officer (MERO)

A municipal appointee responsible to the municipal council for ensuring the co-ordination of municipal resources to be used in *emergency response*. [Act]

Municipal Recovery Manager (MRM)

A municipal appointee responsible to the municipal council for ensuring the co-ordination of municipal resources to be used in *recovery*.

National Emergency Management Coordination Centre (NEMCC)

A Centre established in Canberra by Emergency Management Australia to co-ordinate Commonwealth assistance to the States or elsewhere.

National Registration and Inquiry System (NRIS)

The Commonwealth/State arrangements for the recording details of evacuees and for handling inquiries about the location of registered persons.

Natural Disaster Relief and Recovery Arrangements

The arrangements under which the Commonwealth Government assists the State Government to provide approved financial assistance to eligible persons and organisations following *natural disasters*.

Natural Disasters

Those emergencies defined by the Commonwealth for the purposes of the *Natural Disaster Relief and Recovery Arrangements*. A natural disaster is a serious disruption to a community or region caused by the impact of a naturally occurring rapid onset event that threatens or causes death, injury or damage to property or the environment and which requires significant and coordinated multi-agency and community response. Such serious disruption can be caused by any one, or a combination, of the following

natural hazards: bushfire; earthquake; flood; storm, including hailstorm; cyclone; storm surge; landslide; tsunami; meteorite strike or tornado. (*NDRRA Determination 2007 Clause 2.1*)

Post Emergency Assistance Measures

Financial and other assistance provided to *emergency-affected persons*, communities or organisations to assist their recovery from an emergency.

Prevention

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

Primary Agency

The agency listed as having primary responsibility to provide and/or manage support tasks under response arrangements.

Recovery

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

Recovery Agency

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

Recovery Centre

A Recovery Centre is a building in which a coordinated process of support to affected communities in the restoration of their emotional, social, economic and physical well-being is provided. This support will include provision of psychological (e.g. counselling), infrastructural (e.g. temporary accommodation), environmental (e.g. public health), and economic (e.g. financial assistance) services. As a "One-Stop-Shop" the Recovery Centre will ensure that all agencies and stakeholders are properly integrated into the recovery process, at a single point of entry.

Regional Recovery Co-ordinator

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

Regional Recovery Plan

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

Relief

See *emergency relief*

Relief Centre

Relief Centre (formerly referred to as an Evacuation Centre) is a building or place established to provide life support and essential needs to persons affected by (including evacuees), or involved in the management of, an emergency. This Centre would normally be established on a temporary basis to cope with the immediate needs of those affected during the initial response to the emergency.

Resource Supplementation

The provision of resources in emergencies to response agencies by other than their internal resource acquisition systems.

Response

The combating of emergencies and the provision of rescue and immediate *relief* services. [Act]

Response Agency

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

Response Co-ordinator

See *Emergency Response Co-ordinator*

Staging Area

A location designated and used during emergency response for the assembly of control or support agency personnel prior to deployment.

State Co-ordinator of Response

The State Co-ordinator of Response is the Chief Commissioner of Police. [Act]

State of Disaster

See: *Disaster, State of*

State Recovery Co-ordinator

A Senior Officer of the Department of Human Services, (appointed by the *Co-ordinator in Chief* as the co-ordinating agency for recovery) appointed by the Department as State Recovery Co-ordinator. [Act]

Support Agency

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

Temporary Accommodation

Accommodation provided over an extended period of days, weeks or months, for individuals or families affected by an emergency. It is different from *emergency shelter*.

Urban Search and Rescue (USAR)

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

Victoria Emergency Management Council

The Council comprising representatives of government and non government agencies, chaired by the *Coordinator in Chief*, which is set up to advise on all emergency management matters, including the coordination of the activities of government and non-government agencies. [Act]

Volunteer Emergency Worker

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