Mansfield Shire

Muncipal Emergency Management Plan

2021-2024

MEMPC
Mansfield Shire
Municipal Emergency Management
Planning Committee

Disclaimer:
Readers of this Municipal Emergency Management Plan should not act on the basis of any matter contained herein without acknowledging that it may be the subject of amendment or revocation from time to time without notice.

The Mansfield Shire Municipal Emergency Management Planning Committee expressly disclaim all and any liability (including liability in negligence) to any person or body in respect of anything and of the consequences of anything done or omitted to be done by any such person or body in reliance, whether total or partial, upon the whole or any part of this publication.

Acknowledgement of Country

The footprint and focus of this Municipal Emergency Management Plan is the ancestral lands of the Taungurung clans and part of the Kulin nation.

The Municipal Emergency Management Planning Committee acknowledges the Taungurung people, the original custodians of this land. We admire and respect their unique ability to care for Country and their deep spiritual connection to it. We honour the Elders past and present whose knowledge and wisdom has ensured the continuation of culture and traditional practices.

"Taungurung Elders have always taken care of Country. They were knowledgeable and skilful land and natural resource managers. They knew what needed to be done, when it needed to be done, and how to keep Country in a pristine condition prior to dispossession and colonisation." (Taungurung Country Plan)

INTRODUCTION

1.1 Context

This Municipal Emergency Management Plan (MEMP) is for the information of emergency managers and incident controllers and anyone who has an interest in emergency management in Mansfield Shire.

The following characteristics makes Mansfield Shire distinctive:

- It is a small local government area population wise.
- Within the boundaries are around 20 very small communities and rural living localities.
- Woods Point to the south is one of the most remote communities in Victoria.
- 50% of the rate base is non-resident home owners (holiday homes).
- The Mt Buller and Mt Stirling ski resorts (alpine areas) sit entirely within the Shires boundaries
- Approximately 70% of the Shire is forested
- The majority of the population are English-speaking Caucasian
- The area relies heavily on a successful tourism industry
- The Shire has been growing steadily for the past 2 decades

This Plan is intended to assist protect the Mansfield Shire communities, visitors, businesses and environment, especially the more vulnerable and as such it holds a lot of local detail and information. The Plan also satisfies the legislative requirements of the *Emergency Management Act.*

The nationally agreed **principles for emergency management planning** underpin this MEMP:

Emergency planning is risk informed. Planning is based on a risk management study

Emergency planning reduces unknowns. Planning increases understanding of risks, vulnerabilities, and treatment options across the social, built, economic, and natural environments.

Emergency planning is collaborative and inclusive. Planning involves consultation and engagement with those affected by the plan.

Emergency planning is strategic. Planning develops strategic objectives, relationships, and networks.

Emergency planning is solutions oriented. Planning develops agreed approaches to managing risks and consequences.

Emergency planning is iterative. Learning from each step informs next steps.

Emergency planning enables adaptive capacity. Planning develops frameworks that provide a base on which to build flexible and adaptive solutions.

Emergency planning is a shared responsibility. Planning documents actions to be undertaken by a wide range of people/entities.

1.2 Authority

In 2020, the *Emergency Management Legislation Amendment Act 2018* amended the *Emergency Management Act 2013* (EM Act 2013) to provide for new integrated arrangements for emergency management planning in Victoria at the State, regional and municipal levels and it creates an obligation for a Municipal Emergency Management Planning Committee (MEMPC) to be established in each of the municipal districts of Victoria, including the alpine resorts which, for the purposes of the Act, are taken to be a municipal district.

Each MEMPC is a multi-agency collaboration group whose members bring organisation, industry or personal expertise to the task of emergency management planning for the municipal district.

Each MEMPC is charged with developing and maintaining a Municipal Emergency Management Plan (MEMP). This MEMP has been prepared in accordance with, and complies with the requirements of the EM Act 2013, including having regard to the guidelines issued under section 77, *Guidelines for Preparing State, Regional and Municipal Emergency Management Plans*.

This Plan addresses the prevention and mitigation of, response to and recovery from emergencies within the Mansfield Shire and is the result of the co-operative efforts of the Mansfield and Mt Buller Mt Stirling Alpine Resort Management Board (ARMB) Municipal MEMPCs.

1.3 This plan within Victoria's emergency management planning framework

This plan supports holistic and coordinated emergency management arrangements within the region. It is consistent with and contextualises the State Emergency Management Plan (SEMP) and Regional Emergency Management Plan (REMP) for the Hume region. The REMP is a subordinate plan to the SEMP and the MEMP is a subordinate plan to the REMP.

To the extent possible, this Plan does not conflict with or duplicate other in-force emergency management plans that exist – the SEMP and REMP were referred to during the preparation of this plan.

Figure 1 outlines this Plan's hierarchy. This Plan should be read in conjunction with the SEMP and the Hume REMP.
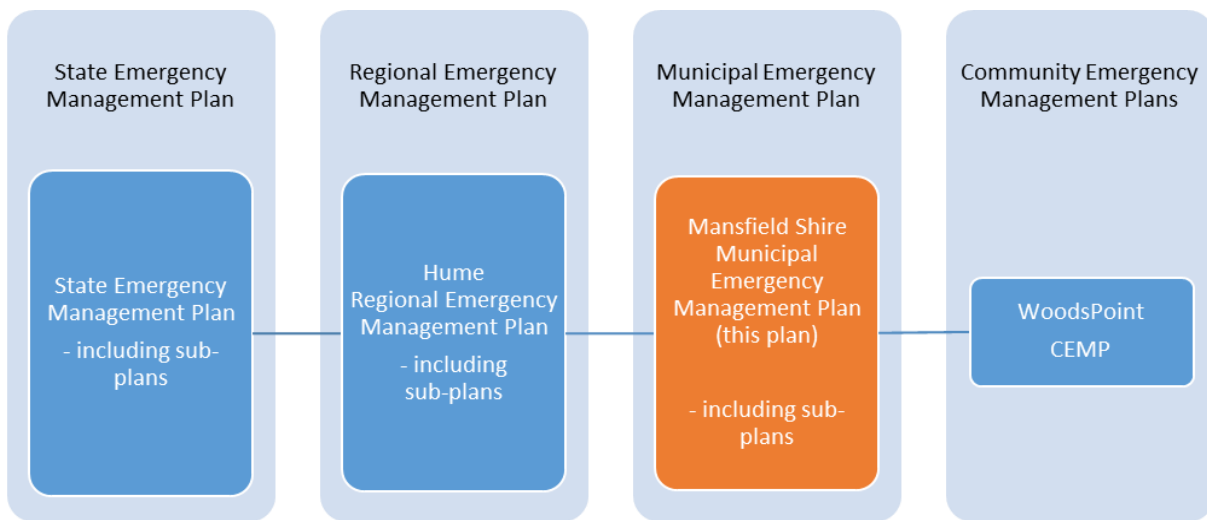
Figure 1: Plan hierarchy

1.4 Aim and objectives

The aim of this MEMP is to detail the agreed arrangements and/or operational activities that will be managed or undertaken for the prevention and mitigation of, the response to, and the recovery from, emergencies that could occur across Mansfield Shire.

The broad objectives of this MEMP are to:

- Identify and analyse the risks that pose the most significant threat to our communities

- Implement measures to prevent or reduce the causes or effects of emergencies.

- Frame all planning, preparation, response and recovery activities around the needs of the community and their ongoing continuity

- Assist the affected community to recover following an emergency.

- Complement other local, regional and state planning arrangements.

The MEMPC as a whole has either been involved in or collaborated with in the preparation of this MEMP.

This MEMP is written in three parts to address the three phases of emergency management:

- **Before - preparedness and planning** – profiling especially vulnerable demographics; risk assessment and management; community engagement and resilience building

- **During – the response** – details the multi-agency arrangements to respond to a range of emergencies and includes resource sharing and cross border events, relief services and impact assessments, communications

- **After** – the community-led approach to recovery and community continuity

1.5 Plan Assurance and Approval

To ensure this Plan provides for a current integrated, coordinated and comprehensive approach to emergency management and is effective, it is to be reviewed and endorsed by the MEMPC at least every three years or as required.

The Mansfield Shire Municipal Emergency Management Plan was last audited on 21 September 2018.

This Plan is current at the time of publication and remains in effect until modified, superseded or withdrawn.

Assurance

A Statement of Assurance (including a checklist and certificate) has been prepared and submitted to the REMPC pursuant to EM Act 2013 (s60AG).

Approval

This Plan is approved by the Hume Regional Emergency Management Planning Committee.

This Plan comes into effect when it is published and remains in effect until superseded by an approved and published update.

1.6 Plan review and maintenance

A rolling review of the MEMP will be scheduled by the MEMPC so that all sections are reviewed during scheduled meetings over a 3 yearly cycle. Review of the Plan will specifically focus on the hazards in the Municipality, roles and responsibilities, sector reform and changes and reviews of incidents.

Organisations delegated with responsibilities in this Plan are required to notify the Executive Officer (MEMO) of any changes of detail (e.g. contact information), as they occur.

Urgent update of this Plan is permitted if there is significant risk that life or property will be endangered if the plan is not updated (EM Act 2013 s60AM). Urgent updates come into effect when published on the municipal council website and remain in force for a maximum period of three months.

Amendments to this plan are recorded in the Appendices.

Access to the most recent version of the MEMP, all appendices, sub plans and complementary plans is through the Crisisworks platform. Contact Council's Emergency Management Officer for access. The MEMP is also available on the Council website http://www.mansfield.vic.gov.au/councilservices/emergencymanagement.aspx

1.7 Emergencies and Privacy

The *Privacy Act 1988* is not a barrier to necessary information sharing in a declared emergency or disaster but does ensure that entities that collect, use or disclose personal information about individuals affected by the emergency comply with Part VIA of the Act.

Part VIA of the Privacy Act regulates how entities may collect, use and disclose personal information in a declared emergency or disaster.

Visit the Office of the Australian Information Commissioner webpage for detailed information about privacy during an emergency

https://www.oaic.gov.au/privacy/guidance-and-advice/emergencies-and-disasters/

Before

Preparation is the best defence

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WHO AND WHAT IS MANSFIELD SHIRE?

2.1 Context and topography

Mansfield Shire is located in the North East region of Victoria approximately 180 kilometres from Melbourne and shares its boundaries with the municipalities of Benalla, Wangaratta, Murrindindi, Yarra Ranges and Baw Baw. From an emergency management perspective, the Shire is situated in the Hume Region and CFA District 23.

The Shire is elongated in shape such that the distance from the northern extremities Sandy Creek at Barjarg/Nillahcootie to the southern end - Woods Point/Matlock is 100 kilometres compared to its average width of 50 kilometres. The Shire covers an area of approximately 4200 square kilometres.

The central to northern part of the municipality generally follows the Broken River valley which transitions from hilly to undulating landform toward the north.

The terrain in the southern areas is best described as generally hilly to mountainous particularly south and east of Mansfield and extending to the Woods Point area. Lake Eildon and the mountains of Mt Buller and Mt Stirling are nationally recognised icon locations that emphasise the variety of terrain.

The alpine resort areas of Mt. Buller and Mt. Stirling are surrounded by (within) but not part of the Municipality following the formation of Alpine Resort Management Boards.

https://www.mansfield.vic.gov.au/my-council/about-mansfield-shire

Hume Environmental Scan – regional context across social, economic natural and built environments

2.2 Townships and localities

SNAPSHOT PROFILES FOR 20 TOWNSHIPS AND LOCALITIES ACROSS THE SHIRE HAVE BEEN PREPARED AND ARE AVAILABLE IN APPENDICES

The Shire has a residential population of approximately **8,600 (ABS 2016)**.

The Municipality's main population centre is Mansfield (population 3,410 urban and localities ABS 2016) which services many smaller settlements including: Bonnie Doon, Tolmie, Merton, Ancona, Merrijig, Jamieson, Goughs Bay, Howqua, Macs Cove, Maindample, Sawmill Settlement, Peppin Point, Kevington and Woods Point.

Almost 50% of dwellings are holiday homes which causes the area's population to grow considerably on weekends, public and school holidays with holiday home owners and guests coming to stay – see the population heat map in the Appendices.

More details can be found on Council's website:
https://www.mansfield.vic.gov.au/my-council/about-mansfield-shire

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Mt Buller and Mt Stirling

While a separate entity to Mansfield Shire Council, the Mt Buller Mt Stirling Alpine Resort Management Board foot print is entirely within the Shire boundaries and the two areas have a close relationship.

The resort of Mt Buller has a small permanent population and a bed capacity of over 8,000 lodge, apartment, staff and commercial beds which are filled on winter weekends. In addition the resorts experience significant day visitation year round, many of these visitors being multicultural and with limited English.

Mt Buller - snow season: (June – Sept) the ARCC 10 year average for gate entry to 2019 - 310,831 per annum. Non snow season: (Oct – May) approximately 50,000 with peaks occurring when events are on.

Mt Stirling - in winter there are up to 8,000 visitors. In summer there are approximately 30,000 visitors to the walking trails and summit of Mt Stirling with a further estimated 200,000 visitors to Craig's Hut, the majority travelling over Mt Stirling from Mansfield.

Due to the one road only access to the resorts, they have a high risk of being isolated especially due to a bushfire event or landslip. The ARMB and Council have integrated their fire management planning. Each year the resorts are involved in search and rescue events.

A detailed profile for the Mt Buller and Mt Stirling resorts can be found in the ARMB Mountains Emergency Management Plan – click here

2.3 Maps of Mansfield Shire

The location of Mansfield Shire relative to the state of Victoria is on the following map:
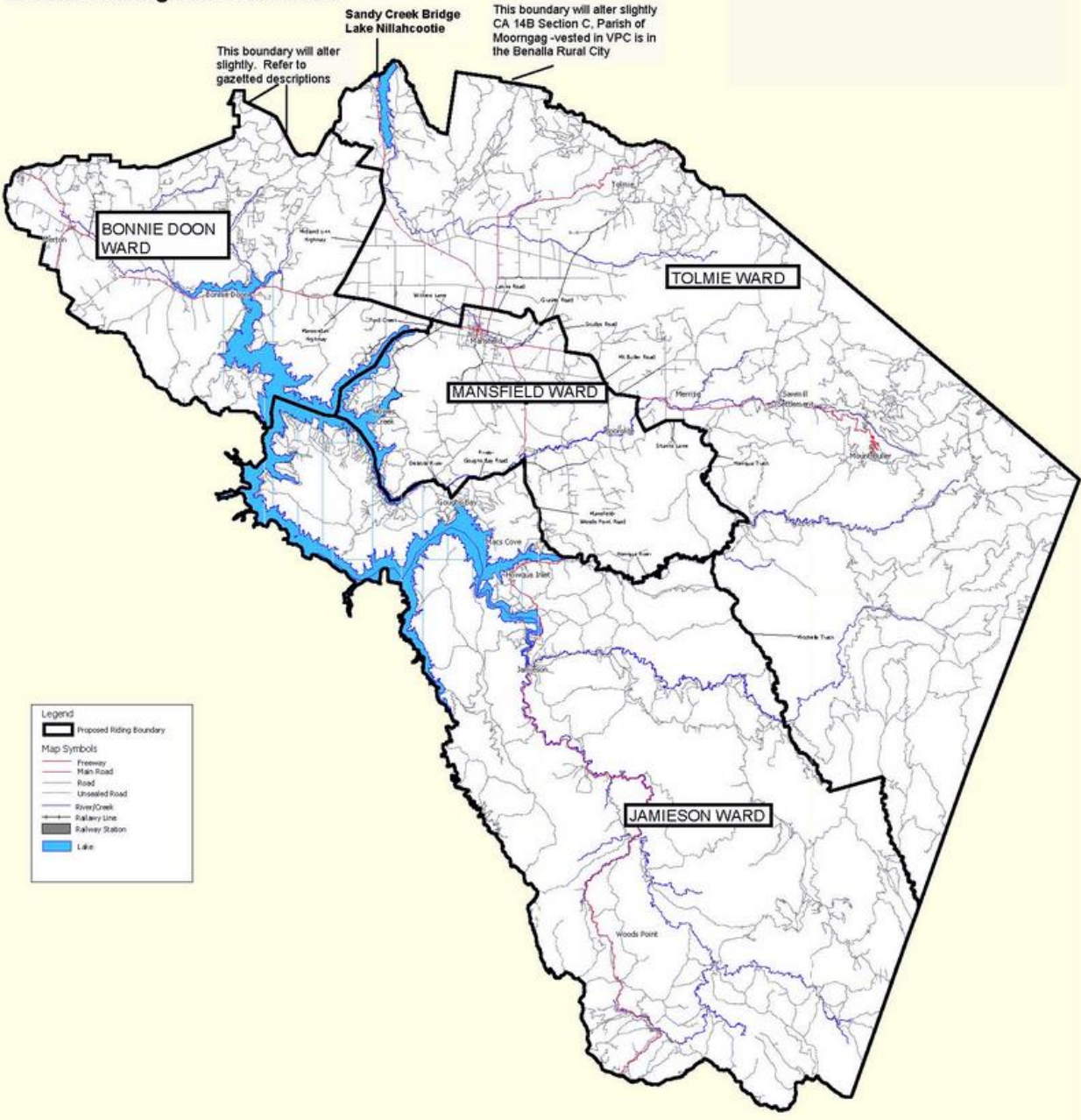
Mansfield Shire

2.4 Main roads

The municipality is traversed by a number of significant road transport networks – refer the Shire map.

Midland Highway –from Swanpool to Mansfield and with Midland Link to Maindample.
Midland Link – Barjarg to Maroondah Highway intersection near Maindample

These roads essentially provide an east-west link for major traffic flows in addition to offering alternative routes for traffic east and west of Melbourne to link into the Hume Freeway.

Mt Buller Road between Mansfield and Mt Buller and Mt Stirling provides access to the resorts and the 'high country'. A link is also created by the secondary road to Woods Point and Licola via Jamieson.

The **Maroondah Highway** is the principal route for travel to Melbourne via Merton at the municipal boundary then via Alexandra or Yea.

Travel time to Melbourne is approximately 2 ½ hrs. Heaviest traffic conditions occur during the weekends of the winter snow season and summer, Easter and Christmas which sees traffic at a standstill at a number of points on the Maroondah Highway.

https://www.mansfield.vic.gov.au/residents/house-and-property/roads-and-infrastructure

Road managers

The following roads are managed by Regional Roads Victoria (RRV):

- Mansfield-Woods Point Road
- Merton-Euroa Road
- Mansfield-Whitfield Road
- Mount Buller Road
- Midland Highway
- Maroondah Highway

All other municipal roads are managed by Mansfield Shire Council with DELWP and Parks Victoria managing the road and track networks in forests and parks.

2.5 Airports and flight paths

The Municipality is traversed by commercial aircraft en-route between Melbourne and Sydney.

A small private airstrip exists adjacent to the intersection of the Mt. Buller Road and the Mansfield Woods Point Road, three kilometres east of Mansfield. A helipad is located at this site. This facility also operates as a base for Forest Fire Management (FFM) fire-fighting aircraft. Google coordinates -37.077968924271026, 146.1234732013704

An additional permanent helipad exists at Pinnacle Valley Resort Merrijig and there is a helipad on Mt Buller. Also rear of park at Jamieson-Licola Road, Jamieson - 37.302019036610055, 146.14421766843776. For Woods Point, the main helicopter landing point in use for the town is the Woods Point Gun Club Reserve 9070 Woods Point-Mansfield Rd (-37.5601181002887, 146.24061259788027). Further details of landing areas are detailed in the Woods Point and Surrounding District Community Safety Plan.

Numerous other private airstrips and helipads are located throughout the area.

2.6 Demography

The Shire is growing – it has experienced an average historic growth of 2% per annum between 2001 and 2016, and is expected to grow by 1.1% per annum to reach 10,966 in 2036. The COVID-19 pandemic over 2020-21 has also caused a sudden increase in population due to previously non-resident rate-payers moving from the metro area to their holiday home in Mansfield Shire to live and work.

As noted previously, the population across the Shire can surge on weekends and holidays due to the non-permanent residents staying in their homes as well as campers, commercial guests and day visitors.

The median age in Mansfield Shire is 48 which is higher than the state average of 37. The resident aged population (65+) in Mansfield Shire is currently 24% (ABS 2016) and is growing with many holiday home owners settling in the area. There is a nursing home and retirement centre in Mansfield township operated by the Mansfield District Hospital and a supported residential facility (Beolite). Refer the **Vulnerable Facilities List** in the Appendices for addresses and coordinates of facilities that could hold vulnerable people in Mansfield Shire.

The general community health is not dissimilar to the State. A hospital and two medical clinics are situated in Mansfield.

There are a number of pre-schools, childcare centres, primary and secondary schools within the Shire and an autistic school and centre with off-site accommodation are located at Mansfield.

Languages: over 80% of residents were born in Australia or the UK/Ireland (ABS 2016). The greatest proportion of the population is aged 50 – 60 years.

The 2016 census indicates that 37 persons resident in the Shire "speaks other language and speaks English not well or not at all." Increasing numbers of multi-cultural residents and visitors means that there may often be increased numbers of people with little English in the Shire at different times.

VicPol and other agency staff have an interpreter app on their phones and Google translate is readily available. The MEMPC also created a list of residents who speak more than one language and are willing to assist with interpreting if required. The list can be found on Crisisworks.
https://mansfield.crisisworks.com/public#https://mansfield.crisisworks.com/public#

Personal transport: There is little public transport in the Shire and according to the Census, around one third of the residences have only one vehicle and two thirds of the population live outside Mansfield township. This means some residents may not have the means to self-evacuate with short notice. There is a twice daily service between Melbourne and Mansfield via V-Line and increased transport during the winter months.

Horses: There are large numbers of horse owners in the Shire which can mean residents elect to stay and defend their properties rather than leaving when threatened by fire. Horse

owners driving floats on narrow country roads in smoky conditions have been known to cause further issues.

2.7 Vulnerable people

People facing disadvantage, such as those in poverty, migrants, refugees, children, older people, people with disabilities, people who are homeless or transient, and people living in poor quality housing are more vulnerable at all stages of a disaster – before, during, and after.

In Mansfield Shire, reaching and engaging with the more vulnerable groups requires more targeted communication methods:

Demographic	Engagement approach
Elderly and frail	Home and Community Care service providers Pharmacies and doctors clinics
Infants and young children	Maternal and Child Health Doctors clinics Child Care Centres and kindergartens Schools
People who are sick or drug and alcohol dependency	Doctors clinics and Mansfield & District Hospital District Nurses Service providers
People with mental and physical disabilities	Services eg NDIS Mansfield Autism Statewide Services Yooralla Mental health services
Homeless people	Victoria Police Service providers
Non-english speaking people	NEMA Links to interpreter sites on website MACE Neighbourhood House (English classes)
Visitors and tourists	Communications plans Tourism operators Holiday rental organisations
Socially and physically isolated people	Service providers Community groups
People living in high risk locations	Regular communication channels and communications plans Community groups

The **Vulnerable People in Emergencies (VPE) Policy** was developed by DHHS in response to recommendations from the 2010 Royal Bushfire Commission.
The purpose of the policy is to improve the safety of vulnerable people in emergencies, through supporting:

- Emergency planning with and for vulnerable people;
- Developing local lists of facilities where vulnerable people may be located
- Developing local lists of vulnerable people (Vulnerable Persons Registers) who may need consideration (tailored advice of a recommendation to evacuate) in an

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emergency, and make these lists available to those with responsibility for helping vulnerable residents evacuate

The VPE defines a 'vulnerable person' as someone living in the community who is:

- frail, and/or physically or cognitively impaired; and
- unable to comprehend warnings and directions and/or respond in an emergency situation.

(Note: the VPE is under review due to the introduction of the NDIS)

Guidelines have been developed through the VPE including the **Vulnerable People Register (VPR)**. The VPR identifies the **most** vulnerable in each community so they can be identified. A strict set of criteria determine whether a person should be registered on the VPR – refer VPR Guideline 1.

The VPR is administered by Council staff and is updated twice a year by the Council Home and Community Care (HACC) assessment officers to ensure currency although people can be added to the register at any time. **The VPR is accessible to the legislated Evacuation agency – VicPol.**

https://vpr.crisisworks.com/mecc/user/login

The VPE and guidelines are filed in the Crisisworks library.

Mansfield Community Support Register
The Mansfield Community Support Register (MCSR) is a voluntary register managed by Mansfield Police. The MCSR is managed by the Officer in Charge Mansfield Police and an elected committee of management who have all undergone Police Checks.

The MCSR registers an individual's personal information (mainly contact and medical) and offers a support service for people who are socially isolated by calling them to check on their well-being and provide useful information. The MCSR may be used by approved authorities in cases of emergency.

At the time of writing this Plan there were 188 persons self-listed on the Register.

For more information, contact Mansfield Police 5775 2555

2.8 Vulnerable facilities

The facilities that may house vulnerable people have been identified and a list with addresses and coordinates can be found in the Appendices.

The community of Woods Point can also be viewed as vulnerable due to its extreme isolation and bushfire risk. The Woods Point and Surrounding District Community Safety Plan was developed to support the community post 2003 and released just prior to the 2006 fires. It is routinely reviewed and updated (last update 2021)

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2.9 Traditional owners

Mansfield Shire is located in the traditional territory of the Daung wurrung (Taungurung) language group, who occupied much of central Victoria. Pre-European settlement, the Daung wurrung group consisted of nine clans, who occupied various lands, mountainous areas, flood plains and watercourses.

The Taungurung Clans Aboriginal Corporation (TCAC) http://www.taungurung.net/ is the Registered Aboriginal Party (RAP) and has an office at 37 High Street, Broadford. The RAP area includes the shires of Strathbogie, Murrindindi, Mitchell and Mansfield.

For further information about RAPs go to:
http://www.dpc.vic.gov.au/index.php/aboriginal-affairs/registered-aboriginal-parties

2.10 Industry

The Shire's key economic drivers are tourism, farming, building industry and lifestyle living. 1.8 million visitors come to Mansfield Shire annually comprised of 1.2 million visitors to the Shire and 661,000 visitors passing through to Mount Buller/Mount Stirling (based on 2016/17 data – assume will be closer to 2 million in 2021 due to increased domestic tourism.)

https://www.mansfield.vic.gov.au/business/economic-development-strategy
Major industries in the area are as follows:

- Building and construction
- Tourism – mainly adventure activities in commercial accommodation including B&Bs and AirBnBs, Alzburg Resort, Pinnacle Valley Resort, Mansfield Country Resort, motels and 9 caravan parks. Thousands of people free camping along the Howqua, Jamieson and Goulburn Rivers and on the Delatite Arm of Lake Eildon.
- Farming and agriculture - cattle, sheep, seed
- Light industry such as metal fabrication
- Timber industry including Hancocks Victorian Plantations
- Professional services
- Mining and quarries – mines are located to the south of the Shire towards Woods Point

Tin 2021, the largest industry was construction followed by tourism and agriculture.

Note: Mining incidents are rare although can be major (life threatening) when they occur and more complicated due to their remote locations and difficult access particularly south of Jamieson along the Goulburn River terrain.

2.11 Visitation and events

Events are uploaded to EM-COP (Emergency Management Common Operating Picture for local and regional planning and incident control purposes.
https://cop.em.vic.gov.au/sadisplay/nicslogin.seam Registration is required.

Mansfield Shire is a renowned tourism destination with year round visitation including a ski season over winter. The Mt Buller and Mt Stirling resort areas are located within the Shire boundaries.

Visitors enjoy camping, adventure activities, hunting, fishing and the scenic beauty of the high country. Lake Eildon is a mecca for water sports enthusiasts and fishermen. The high country also features Craig's Hut used in the Man from Snowy River movies and has an annual visitation of 200,000+ annually (no access in winter).

It should be noted that the alpine areas attract thousands of international and multicultural visitors, many with limited English language and little knowledge of the alpine environment. These visitors access the alpine area by travelling through Mansfield Shire.

The following significant scale events generally occur annually in Mansfield Shire and attract numbers in excess of 500 people:

- Bush Markets are held in Highett Street on 4 Saturdays during the year on Australia Day weekend, Easter, the June long weekend and the Saturday preceding the Melbourne Cup.
- Tolmie Sports - second weekend in February;
- Merrijig Rodeo on the Labour Day long weekend in March;
- Food and Wine on High - gourmet food and wine in April;
- The High Country Festival - a range of activities over a week before and during the Melbourne Cup Day each year. Incorporates festival opening, torchlight & fireworks, fun runs open gardens, art show & horse races;
- Targa High Country (road race on closed Public Roads - 16 stages, around 200 vehicle participants) from Mt Buller into Euroa, Whitfield and Eildon over a weekend early November and with an event being held through Mansfield's main streets on the Saturday afternoon / evening.
- Mansfield Show - third Saturday in November
- High Country Rod Muster (cars) – September
- Highline Mountain Bike Event – late March over a 4 day period.

https://www.mansfield.vic.gov.au/visitors

2.12 Critical infrastructure within Mansfield Shire

'Critical infrastructure includes those physical facilities, supply chains, systems, assets, information technologies and communication networks which, if destroyed, degraded or rendered unavailable for an extended period, would significantly impact on the social or economic wellbeing of the Victorian community.

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'In July 2015, Victoria introduced new legislative and policy arrangements to improve critical infrastructure resilience and reduce disruption of services to the community due to emergencies. Resilient critical infrastructure is more likely to endure changes or challenges to social, economic and environmental circumstances.'[1]

Critical infrastructure within the municipality now falls under the control of a separate state-based piece of legislation (Emergency Management Act Part 7a) and regulations which sees industry and government partner on a strategy aimed at minimising disruptions and increasing the resilience of critical infrastructure across the state. This includes the maintenance of the Victorian Critical Infrastructure Register.

In Mansfield Shire, critical infrastructure includes:
- electricity infrastructure including transmission towers traversing the Shire
- reticulated water and sewerage in Mansfield township and Bonnie Doon and reticulated water in Merrijig and Woods Point
- mobile phone infrastructure – (link to list under development)
- Lake Eildon – agricultural and possible domestic water supply
- nbn infrastructure
- radio infrastructure - community radio transmitter sites at The Paps, Woods Point/Frenchman's Gap and Tolmie/Archerton
- water supplies of state significance

The main roads are managed by RRV **133 778**. The secondary road network is managed by Mansfield Shire Council and includes over 580 kilometres of unsealed roads.

Generators - There are numerous generators across the Shire – see list below. Generators are also on Mt Buller and available for hire from Mansfield Hire. Many of the community halls also have backup generators as do all available Police Stations.

The following businesses and organisations have backup generators so can operate during a power outage so long as they have access to diesel:

Mansfield Shire Council	Local Government Authority	5775 8555
BP Roadhouse	Fuel, food and limited groceries	5775 2928
Caltex Bonnie Doon	Fuel, food and limited groceries	5775 7236
Simpsons		
IGA	Groceries	5775 2014
Foodworks	Groceries (has a generator point)	
Yenckens	Hardware	5775 2511
Bertalli's Bakery	Food	5775 2007
Mansfield & District Hospital	Urgent care	5775 8800
Mansfield Pharmacy	Pharmaceuticals	5775 1311
DELWP/Parks Vic offices	Offices and ICC	5733 1200
Mansfield District Hospital	Hospital, emergency care, Buckland House and Bindaree Aged Care	5775 8800

CFA and SES generally have access to a range of generators.

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[1] https://www.emv.vic.gov.au/our-work/critical-infrastructure-resilience

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Fuel – petrol and diesel is available at service stations in Mansfield, Bonnie Doon and Merton with pumps also in Jamieson (Jamieson Automotive), Goughs Bay (General Store) and Mirimbah (seasonal at Mirimbah Store). See list above for pumps with backup generators. Emergency supplies of diesel for Woods Point can be obtained from the mines if the area is isolated for a length of time.

Reticulated water and sewerage – Mansfield township has 24 hours of treated water available. All sewerage pumps can be run by a back-up generator. Goulburn Valley Water has highly developed emergency management plans and response procedures in place. If a fire affects their infrastructure, GVW can't guarantee they will be able to fix it immediately, or guarantee continuity of supply. If this happens, GVW will work with affected residents to provide an alternate supply or advice on what they can do.

During a major fire, the demand on the town water supply is likely to exceed the capacity of the supply system. This means water pressure is likely to be significantly reduced, or in some cases, without water entirely. This may impact on residents' ability to fight fires. There is more information on the GVW website https://www.gvwater.vic.gov.au/service-interruptions/emergencies-and-natural-disasters/your-water-supply-in-a-fire

https://ausnetservices.com.au/-/media/Files/AusNet/About-Us/Publications/BFM-1002-BFM-Plan-Transmission-v18-resent.ashx?la=en

Bonnie Doon also has a reticulated potable water service. Woods Point has a reticulated supply although the water is treated but not potable - many Woods Point residents also have tank water supplies.

Upper Delatite areas of Merrijig, Alpine Ridge and Sawmill Settlement has a treated water supply and is possibly the most vulnerable to loss of supply in the event of fire.

2.13 History of emergencies

Other than fire, the history of major emergencies in the Mansfield Shire has been flood, missing person searches and to a lesser extent, vehicular accidents and house fires which are not listed here. House fires occur mainly over the winter months and on average, more houses are lost to single house fire rather than bush or grass fire. A summary of major emergencies in the Municipal area are as follows:

1975	Fords Creek flood
1983	Pines fires near Goughs Bay
1990	Merton/Ancona fire (Strathbogie Fire)
1993 Oct	Flood across Midland Highway and Mt Buller Road at Fords Creek
1996	Pines fires near Goughs Bay
1998 Dec	Windstorm – SEC pylons, several homes damaged
1998/99	Woods Point flood
1999 June	Snow storm – numerous people trapped in bush
2000	Mt Samaria search – boy with autism
2000	Mount Skene – helicopter crash and search
Dec 2006 – Jan 2007.	Mansfield Fire Complex, later redescribed as the 'Great Divide Complex' then followed in mid January by the separate Tatong/Tolmie Fire. Note: Few injuries and no death despite prolonged and extensive incident. Loss

	of numerous dwellings particularly in Gaffney's Creek and the A1 Area.
2011	Search for missing person David Prideux – not located
2015	Sizable fires in Barjarg and Ancona – minimal public impact
2016	Missing person search – Sawmill Settlement (fatality)
2017 Nov	Missing person search – Mt Stirling (fatality)
2017 Dec	Flooding Mansfield– 12 Houses impacted, 34 calls to SES 160 mm rain
2019 Nov	Nils Becker disappearance – never located
2019	Conrad Whitlock disappearance – never located
2019	Light plane crash into Lake Eildon, Mountain Bay. 1 fatality
2019	Abbeyard and Bluff Creek fires. No physical impacts. 2 January 2020 State of Disaster declared (significant economic impacts)
2020 March	Support for missing person search - Russell Hill and Carol Clay - Gippsland
2020 onwards	Pandemic declared in Australia 27 February. Municipal Pandemic Plan activated and is ongoing (social and economic impacts)
2020-21	Long term blue-green algae blooms in Lake Eildon and Lake Nillahcootie. Plans activated and ongoing

GOVERNANCE ARRANGEMENTS

3.1 Municipal Emergency Management Planning Committee

This Committee is formed pursuant to of the *Emergency Management Act 2013* (S59A

The Terms of Reference can be found in the Appendices.

Refer section 59 of the EM Act which can be found on the link below for more detail:
https://www.legislation.vic.gov.au/in-force/acts/emergency-management-act-2013/019

3.2 Membership of the MEMPC

The 'core' MEMPC members are a feature of the new planning approach in that the MEMPC has moved away from being a Council committee and is now a multi-agency committee with a shared responsibility. Council is now an equal participant on the MEMPC but still holds the responsibility to form and chair the committee.

The Mansfield Shire MEMPC comprises the following members (May 2021):

Chair: Municipal Emergency Management Officer (MEMO) appointed by Mansfield Shire Council.

Core committee
- Victoria Police (the MERC)
- Victoria State Emergency Service
- Country Fire Authority
- Department of Families, Fairness and Housing
- Ambulance Victoria
- Red Cross Australia

Council
- Municipal Recovery Manager (MRM)
- Mansfield Shire Council Emergency Management Officer (Secretariat)

Government department representatives
- Department of Environment, Land, Water and Planning
- Parks Victoria
- Agriculture Victoria

Community, recovery and other representatives:
- Mt Buller Mt Stirling ARMB
- Mansfield District Business Association
- Victorian Council of Churches
- Local CFA
- Local SES
- Taungurung Land & Water Council

- Community representatives including Woods Point
- Mansfield District Hospital
- Radio Mansfield
- WICEN
- Goulburn Murray Water

The MEMPC membership complies with the specific requirements defined under the *Emergency Management Act.*

3.3 The integrated approach

The Emergency Management Act 2013 requires Emergency Management Plans to ensure a comprehensive, integrated approach to emergency management. The formation of the MEMPC and the preparation of the MEMPC satisfies this requirement. The MEMPC is a multi-agency, collaborative committee that prepares and reviews the MEMP which is informed by local risks and planning.

As per the MEMPC Terms of Reference (available in the Appendices) the Mansfield Shire MEMPC consists of representatives from Council, Victoria Police, CFA, Ambulance Victoria, Vic SES, Red Cross and DFFH along with community and other identified organisations including DELWP, Parks Victoria etc

The MEMPC and member agencies undertake diverse planning, mitigation, preparedness, response and recovery activities as defined in legislation, regulation and government policy.

While it is mandated that both Mansfield Shire and the Mt Buller Mt Stirling ARMB jurisdictions must form their own MEMPC to develop and oversee their individual MEMPs, both MEMPCs resolved to enter into an integrated approach to emergency and fire management planning across both footprints.

Each MEMPC will prepare their own MEMP, subplans and complementary plans but large portions of the MEMPs will be similar as they have been collaboratively prepared.
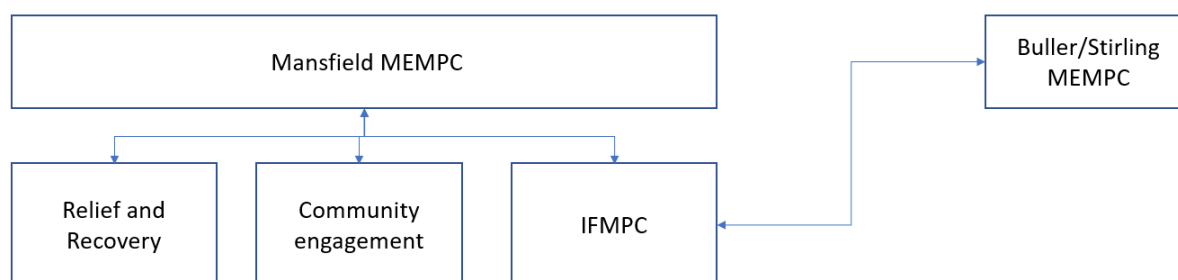
(**Note:** in 2021 the integration of the Alpine Resort Managemetn Boards into one overarching board was annouced. The detail had not been released during the preparation of this updated MEMP).
The **Integrated Fire Management Planning Committee** format will continue (integration of the committees took place in 2018) however each MEMPC will endorse its own Fire

Management Plan as a subplan to the MEMP. This may also be impacted in the future by the merger of the ARMBs.

3.4 Emergency management roles and responsibilities

The State Emergency Management Plan (SEMP) outlines agreed agency roles and responsibilities through the stages of mitigation, response (including relief) and recovery.

The SEMP Roles and Responsibilities table also maps agency roles for core capabilities and critical tasks under the *Victorian Preparedness Framework* (VPF) for the management of major emergencies. The VPF identifies 21 core capabilities, and subsequent critical tasks for each, that Victoria requires to effectively prepare for, respond to and recover from major emergencies. The VPF can be found here https://www.emv.vic.gov.au/how-we-help/emergency-management-capability-in-victoria/victorian-preparedness-framework

This MEMP notes that existing duties, functions, power, responsibility or obligation conferred on an agency by law, licence, agreement or arrangement prevail to the extent of its inconsistency with this plan (EM Act 2013 s60AK).

The roles and responsibilities that are outlined in this plan are specific to the Municipality and are in addition to, or variations on, what is outlined in the SEMP and REMP. All agencies with responsibilities under the MEMP should provide written confirmation of their capability and commitment to meet their obligations. This is evidenced by their endorsement of the draft MEMP, including revisions, before it is presented to the REMPC for consideration.

An agency that has a role or responsibility under this plan must act in accordance with the plan.

3.5 Partnerships, strategies and plans

Government authorities and agencies along with Council, the community, individuals and emergency services have a key role in implementing strategies and plans which reduce the risk associated with emergency events.

Local Government's role in preparing individuals and communities for risks is key - partnerships, strategies and plans are developed and implemented based on detailed knowledge of the local community, its characteristics, strengths, vulnerabilities and a detailed appreciation of the risks faced by the community.

Regional plans, policies and networks that the MEMPC has a stake in include:

- Hume Region Emergency Management Plan
- Hume Region Emergency Management Planning Committee

Other Hume regional plans include:
- 2020 Hume Regional Bushfire Strategy
- North East (Hume) Flood Sub Plan
- North East (Hume) Earthquake Sub Plan
- North East (Hume) Storm Sub Plan
- North East (Hume) Landslide Sub Plan

The MEMP links with:
- [State Relief and Recovery Plan](#)
- [Victorian Emergency Animal Welfare Plan](#)
- [State Extreme Heat Sub Plan](#)
- [Heat Health Plan for Victoria](#)
- [State Flood Sub Plan](#)
- [State Storm Sub Plan](#)
- [Mt Buller Mt Stirling Mountains Emergency Management Plan](#)

3.6 Sub plans

The MEMPC will determine if a sub-plan is required to detail more specific or complex arrangements that either enhance or contextualise this Plan. All sub-plans are multi-agency plans and may be hazard specific where the consequences are likely to be significant, for example a municipal flood response sub-plan.

All sub-plans are subject to the same preparation, consultation, assurance, approval, and publication requirements as this Plan, as outlined in Part 6A of the EM Act 2013. Agencies with roles or responsibilities in a sub-plan must act in accordance with the plan (EM Act 2013 s60AK).

The only Mansfield Shire MEMP sub plan identified in the Hume REMP is the [Woods Point and District Community Safety Plan.](#)

The MEMPC has determined to also prepare the Mansfield Shire Municipal Fire Management Plan and the Mansfield Flood Emergency Management Plan as sub plans to the MEMP

- [Mansfield Shire Municipal Fire Management Plan](#)
- [Mansfield Shire Flood Emergency Management Plan](#)

The Mansfield Shire Municipal Fire Management Plan has been prepared by the Mansfield Shire Fire Management Planning Committee in collaboration with the Mt Buller Mt Stirling ARMB Fire Management Planning Committee as a fire in the forested areas is likely to affect both FMPC footprints. The collaborative approach to emergency and fire management planning is an indicator of the close relationship between the two jurisdictions.

The Mansfield Flood Emergency Plan has been prepared by the SES in collaboration with the Mansfield MEMPC.

3.7 Complementary Plans

Complementary plans are prepared by industry/sectors or agencies for emergencies that do not fall within Part 6A of the EM Act 2013. They are often prepared under other legislation, governance or statutory requirements for a specific purpose.

Complementary plans do not form part of this MEMP and are not subject to approval, consultation and other requirements under the EM Act 2013.

The following complimentary plans may have significance to the comprehensive, coordinated and integrated emergency management arrangements in Mansfield Shire:

- [Mansfield Shire Heatwave Plan](#)
- [Mansfield Shire Pandemic Plan](#)
- [Mansfield Shire Animal Emergency Welfare Plan](#)
- Mansfield Shire Relief and Recovery Guidelines

Mansfield Shire Heatwave Plan - covers preparing for and responding to extreme heat. It is a Council document and largely covers communications and protecting vulnerable people.

Mansfield Shire Pandemic Plan - is a Council document that was prepared with input from DFFH and Mansfield and District Hospital. It is an operational plan for Council that covers roles and responsibilities, community information, control strategies, community support and recovery and Council business continuity.

Mansfield Shire Animal Emergency Welfare Plan - is a guide for Council Local Laws officers and others involved in emergency management. The plan draws on the State Animal Emergency Welfare Plan and covers roles and responsibilities, communications and welfare services.

The Mansfield Shire Relief and Recovery Handbook details the operational steps Council may be required to take to lead relief and recovery in Mansfield Shire. It is supported by the Emergency Relief Centre Operating Guidelines and a range of operational documents.

Other plans that are relevant to this MEMP include:
Parks Victoria has an emergency management plan for each district – Mansfield relates to the Western Alps Management Plan. This plan can be found on EM-COP.

The Howqua Hills community have a community fire emergency plan that has been developed with DELWP and Parks Victoria. This plan primarily captures fire management activities from community, DELWP, Parks Victoria and CFA.

Blue Green Algae Plans exist for Mansfield reticulated supplies managed by Goulburn Valley Water for & recreational waters managed by Goulburn Murray Water.
Blue-Green Algae Incident Response Plan Lake Eildon Part 2: Site Specific Information GMW 2009
https://www.g-mwater.com.au/water-resources/water-quality/blue-green-algae

Lake Eildon Land and on Water Management Plan is prepared by Vic Police and held by Police at Mansfield and Alexandra and Mansfield and Murrindindi Councils.
https://www.g-mwater.com.au/downloads/gmw/LOWMPs/Lake_Eildon_LOWMP_final_web_v3.pdf

A range or readiness arrangements for the Hume region can be found in EM-COP - log in required. https://files-em.em.vic.gov.au/OpFac/HUM/HUM-Plans.htm?v=1

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To complement the emergency management process, Council enforces and reviews existing policies in land use, building codes and regulations, urban planning, community safety and health.

COVID-19 – operational plans have all been reviewed and updated to incorporate COVID-safe planning.

Critical infrastructure resilience is defined in the *Emergency Management Act 2013* Part 7a and a set of critical infrastructure regulations have been developed as sub-ordinate legislation that support implementation of the legislation. The Regulations prescribe a minimum set of standards for emergency risk management planning, exercise management and audit processes. The essential services operators (Ausnet Services, Goulburn Valley Water, nbn and telecommunications organisations, waste management) in the Mansfield Shire all have highly developed emergency management plans and attend the MEMPC as required.

Download the *Emergency Management (Critical Infrastructure Resilience) Regulations 2015 (External link)*(PDF)

3.8 Maintenance of the MEMP

The content of this MEMP is to be reviewed annually or after an emergency which has utilised part of this plan. The custodian of this MEMP is the MEMPC, and the Chair will facilitate and action alterations and changes as required. Organisations delegated with responsibilities in this MEMP are required to notify the Chair of any changes of detail relating to their organisation contained within the MEMP (e.g. contact information) as they occur.

Any amendments to this plan must be approved by the REMPC.

3.9 MEMP Testing

This MEMP will be tested on an annual basis to ensure that its contents are current and relevant. This will be done in a form determined by the MEMPC. Any procedural anomalies or shortfalls encountered during these exercises, or ensuing operations, will be addressed and rectified at the earliest opportunity.

The proposed date for testing aspects of the MEMP and the particular scenario, will be determined by the MEMPC. The outcomes of any exercise will be reported at the next MEMPC meeting.

The MEMPC may also determine that additional testing of the MEMP is not required where the MEMP has been activated due to an emergency occurring over the course of the previous 12 months.

Members of the MEMPC may also take part in agency and multi-agency exercising as well as regional emergency management exercises and scenario participation.

3.10 MEMP Assurance

From 1 December 2020, MEMPC's are required to complete a Statement of Assurance (self-assurance checklist and certificate of assurance) for their MEMPs and MEMP sub-plans which shall then be presented to their respective REMPC for approval. The self-assurance process has replaced the legislative audit role of Victoria State Emergency Services.

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The Statement of Assurance verifies that the plan or sub-plan has been prepared in accordance with the Emergency Management Act 2013 (the Act; as amended by the Emergency Management Legislation Amendment Act 2018) and with due regard to the Minister's Guidelines for Preparing State, Regional and Municipal Emergency Management Plans, issued under section 77 of the Act (Section 60AC).

The new arrangements require that each MEMP is assured on at least a three-year basis. Similarly, sub-plans will go through the same process but can proceed through the assurance process separately to the MEMP.

The Statement of Assurance consists of:
- An assurance checklist completed by the MEMPC to ensure all requirements from the Act have been met.
- A certificate of assurance signed by the MEMPC's chair on behalf of the MEMPC to confirm that the plan is compliant with the Act.

3.11 Mutual aid arrangements

- MoUs are in place with Merrijig and Jamieson Community Halls for use of the facilities for **Emergency Relief Centres**. Also with a number of halls and businesses for NSPs (refer Section 5.12)
- Council is a signatory to the MAV **developed Protocol for Inter-Council Emergency management Resource Sharing**. The purpose of this protocol is to provide an agreed position between councils for the provision of inter-council assistance for response and recovery activities during an emergency. This protocol details the process for initiating requests for resources from another council and identifies associated operational and administrative requirements.
- Council provides **Environmental Health Services** at Mt Buller Mt Stirling Alpine Resort and is delegated responsibilities pursuant to the Public Health & Wellbeing Act 2008 and the Food Act 1984.
- Mansfield Shire Council and Mt Buller Mt Stirling ARMB recognise that they have to seek resource support from each other given the relatively small resource base of each organisation.
- Mansfield Shire Council has a collaborative working arrangement with Murrindindi and Strathbogie Shire Councils and an unwritten understanding that we will all support each other where possible.
- Council has a MOU / signed agreements regarding animal welfare and particularly the use of Mansfield Showgrounds with the A & P Society and McCormack Park at Merrijig

PREVENTION ARRANGEMENTS

The aim of emergency risk management is to promote public safety through awareness and mitigation and reduce the impact of emergencies.

The Mansfield Shire MEMPC takes a risk management approach to emergency preparedness. This involves identifying the most significant risks that a community faces, assessing the vulnerability of the community to those risks and providing options to reduce or eliminate the risks.

The MEMPC plays a key role in prevention via the identification of potential hazards and their associated risks and consequences. These identified risks and consequences are then considered and specifically planned for during the development and implementation of plans, policies and procedures.

The ability of a community to respond to an emergency situation and in turn recover from the effects of an emergency will depend greatly on the level of resilience the people affected inherently have. The municipality, through its MEMPC, and its sub-committees, will promote and support appropriate prevention and awareness programs and work towards building the resilience of the Mansfield Shire communities.

Prevention is defined as the development and implementation of strategies and associated measures to reduce the occurrence of and mitigate the consequences of identified emergency risks on the community and environment.

Preparedness focuses on ensuring the risks and management strategies identified in prevention planning are utilised to assist and facilitate the local community to be aware of their risks and the potential consequences of a resulting emergency event, to inform and equip them with tools to implement resilience strategies for their own homes and families.

Through the **Community Emergency Risk Assessment** process (**CERA**), the MEMPC has identified a number of strategies that exist or could be undertaken to eliminate or reduce the likelihood or consequences of an emergency.

4.1 Hazard review

Community Emergency Risk Assessment (CERA)

The Community Emergency Risk Assessment (CERA) is an "all hazards", "all agencies" integrated risk assessment approach developed and managed by the SES is designed to systematically identify hazards, determine risks and prioritise actions to reduce the likelihood and effects of an emergency.

The CERA process is consistent with:
- Australian Standard AS/NZS ISO 31000:2009 Risk management – principles and guidelines
- National Emergency Risk Assessment Guidelines (NERAG)

CERA provides the MEMPC with a framework for considering and improving the safety and resilience of the community from hazards and emergencies.

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

A working group drawn from the MEMPC, including Council staff and key stakeholders from the major emergency service/support organisations met in late December 2014 to identify the top risks in the municipal area. These risks have been regularly reviewed since then.

Risks were assessed and rated according to consequence and likelihood scales and risk matrices in the CERA tool kit.

The 5 highest risks in the municipality area were identified as being:
- Bushfire
- Flood
- Extreme temperature - Heatwave
- Human epidemic/pandemic
- Major events – public safety

The CERA process predominantly involves a focus on 'conventional' incidents such as storm, fire and transport accident etc. and not on human behaviour based risks such as drug and alcohol abuse and assault and robbery incidents.

Detailed plans and protocols have been developed to address the 5 key risks as follows:

- Mansfield Shire Municipal Fire Management Plan
- Mansfield Shire Fire Management Plan
- Mansfield Shire Heatwave Plan
- Mansfield Shire Pandemic Plan
- Mansfield Shire Flood Plan
- Emergency Management Plan template for major event managers

All the above plans are available on the Council website and in Crisisworks which also holds the CERA workbook.

In addition, from a regional perspective, the Hume Emergency Management Plan, Hume Joint Fuel Management Plan (bushfire mitigation) and the SES Hume region Response Plans (flood and storm mitigation) have been prepared.

One or two of the risks are reviewed at each MEMPC meeting to ensure the risk ratings remain current. This is also an opportunity to identify and explore any emerging risks.

The CERA risk assessment tables are on the following pages.

Community Risk Assessment Criteria

Community Emergency Risk Assessment (CERA) Placemat

Table 1: Consequence Rating Table

Rating	People	Environment	Economy	Public Administration	Social Setting
Definitions	- Death as a direct result of emergency. - Critical injuries with long-term or permanent incapacitation- Serious injuries Minor Injuries	- Loss of species and/or landscapes - Loss of environmental value	Decline of economic activity and/ or loss of asset value	Impact of the emergency event on the delivery of core function of the governing bodies for the community	Effect on communities from the emergency event, as distinct from the individual impacts assessed in the people criteria
Insignificant	Less than 1 in 10,000,000 people for the population of interest	- No damage to eco systems at any level - Inconsequential damage to environment values of interest	- Inconsequential business sector disruption - Loss of asset value less than 0.004% of gross product produced by area of interest	- Governing bodies' delivery of core functions is unaffected or within normal parameters	- Community's social connectedness is disrupted, no permanent dispersal. - Minor damage to object of cultural significance.
Minor	Greater than 1 in 10,000,000 people for the population of interest	- Minor damage to eco systems or species at a local or regional level. - Minor damage to environment values of interest	- Significant industry or business sector impacted ie. Less than one year profit - Loss of asset value less than 0.004% of gross product produced by area of interest	- Governing bodies encounter limited reduction in delivery of core functions	- Community's social connectedness is damaged, no permanent dispersal. - Damage to object of cultural significance.
Moderate	Greater than 1 in 1,000,000 people for the population of interest	- Minor damage to ecosystems and species at the state level - Significant loss or impairment of an ecosystem or species at a local or regional level. - Significant damage to environmental values of interest.	- Significant industry or business sector impacted ie. More than one year profit - Loss of asset value less than 0.04% of gross product produced by area of interest	- Governing bodies encounter significant reduction in the delivery of core functions - Governing bodies are required to divert some available resources to deliver core functions or seek external assistance to deliver some of their core functions.	- Community's social connectedness is broken, some permanent dispersal. - Damage or localised widespread damage to object of cultural significance.
Major	Greater than 1 in 100,000 people for the population of interest	- Minor damage at national level, significant loss at state level and/or severe damage at local or regional level. Severe damage to environmental values	- Significant structural adjustment by industry - Loss of asset value greater than 0.4% of gross product produced by area of interest	- Governing bodies encounter severe reduction in the delivery of core functions - Governing bodies are required to divert a significant amount of available resources to delivery core functions or seek external assistance to deliver the majority of their core functions	- Community's social connectedness is significantly broken, significant permanent dispersal. - Widespread damage or localised permanent loss to object of cultural significance.
Catastrophic	Greater than 1 in 10,000 for the population of interest	- Permanent destruction at all levels, severe damage at national or state and/or significant loss at national level. - Permanent destruction of environmental values of interest.	- Failure of a significant industry or sector - Loss of asset value greater than 4% of gross product produced by area of interest	- Governing bodies are unable to deliver their core functions.	- The community of interest's social connectedness is irreparably broken. Community ceases to function and disperses. - Widespread and permanent loss to objects of cultural significant

Table 2: Control strength and expediency

Level	Control Strength	Control expediency
High	Control is highly effective in reducing the level of risk	The control is frequently applied. A procedure to apply the control is well understood and resourced. The cost of applying the control is within current resources and budgets.
Medium	Control is effective in reducing the level of risk	The control is infrequently applied and is outside of the operators everyday experience. The use of the control has been foreseen and plans for its application have been prepared and tested. Some extraordinary cost may be required to apply the control.
Low	Control has some effect in reducing the level of risk	The control is applied rarely and operators may not have experience using it. The use of the control may have been foreseen and plans for its application may have been considered, but it is not part of the normal operational protocols and has not been tested. Extraordinary cost is required to apply the control, which may be difficult to obtain.
Very low	Control has almost no effect in reducing the level of risk	Application of the control is outside of the experience and planning of operators, with no effective procedures or plans for its operation. It has not been foreseen that the control will ever need to be used. The application of the control requires significant cost over and above existing resources, and the cost will most likely be objected to by a number of stakeholders.

Table 3: Likelihood level

Likelihood	Estimated average recurrence interval	Description
Almost certain	More than once a year	Expected to occur in most circumstances; with strong anecdotal evidence of recorded incidents.
Likely	1-10 years	Many recorded events Some events in comparable jurisdictions Great opportunity, reason or means to occur
Unlikely	11-100 years	Some recorded events Some events in comparable jurisdictions Some opportunity, reason or means to occur
Rare	101- 1,000 years	Few recorded events Some events in comparable jurisdictions Little opportunity, reason or means to occur
Very rare	>1,000 years	No recorded events No events in comparable jurisdictions Miniscule opportunity, reason or means to occur

Version 1 October 2018

Community Emergency Risk Assessment heat map
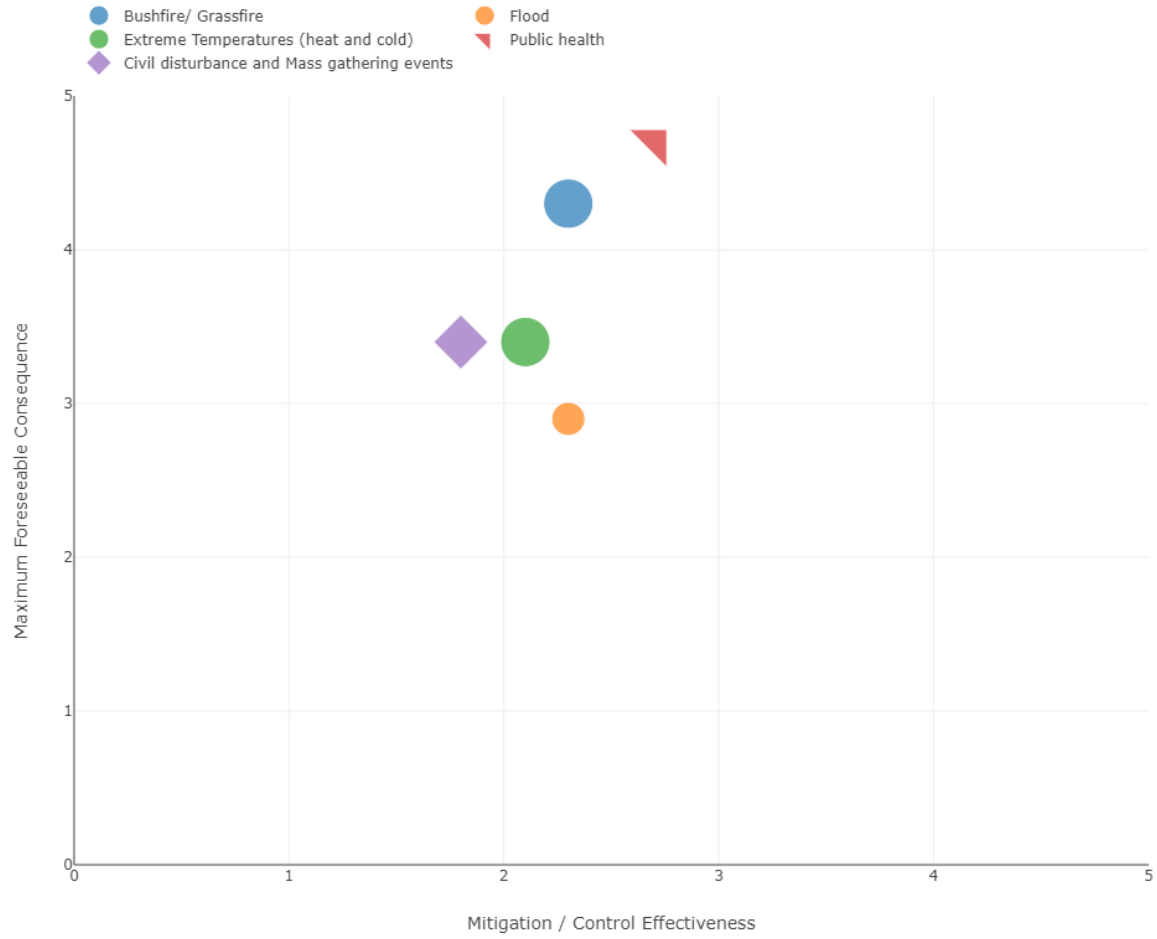
Count of hazard category

Count of hazard category

4.2 Major risk snapshots

Risk: BUSHFIRE	
Risk Description: the likelihood of a fire starting, spreading and impacting on people, property and the environment.	
Possible causes of risk:	• Human activity • Lightning strikes • Dry vegetation and fire weather
Impact/Consequences:	• Negative impacts on health and loss of live • Loss of infrastructure, impacts on critical infrastructure • Significant social and economic disruption • Damage to environment
Planning document	• Integrated Fire Management Plan (Mansfield Shire, Mt Buller, Mt Stirling) • Joint Fuel Management Program • Hume Regional Strategic Fire Management Plan 2011 – 21 • Mansfield Planning Scheme – bushfire overlays and building standards • Woods Point and Surrounding District Community Safety Plan 2017

Community engagement	Engagement level:	Inform, Consult, Involve,
	Action:	State campaigns across a range of mediums Face to face – community meetings

Maximum Foreseeable Consequences	Control strength	Residual Consequences	Likelihood	Residual Risk Rating
4.30	2.30	2.80	4.00	<mark>**Medium**</mark>

Controls	Prevention	Preparedness	Response	Recovery	Responsible Agency
Education campaigns and community engagement	√	√	√	√	CFA DELWP
Property preparation	√	√	√		CFA Council
Vegetation management and fuel reduction	√	√	√		CFA DELWP
Integrated planning	√	√	√	√	CFA DELWP Council
Town planning – Bushfire Management Overlays	√	√			Council
Fire management			√	√	CFA DELWP

Risk: PANDEMIC
Risk Description: Sudden increase in the incidence at the global level of a disease affecting a large number of people over a geographic area. May have high mortality levels. Health, social and economic impacts.

Possible causes of risk:	• A highly infections strain of disease for which humans have little immunity. • Lack of preparation and planning • Fast mutating strains of virus • Seasonal vulnerability
Impact/Consequences:	• Negative impacts on health, especially vulnerable people • Loss of life • Health system greatly impacted • Massive local, national and global economic impacts • Significant disruption to social environments
Planning document	• Mansfield Shire Pandemic Plan • State health emergency response plan • Victorian action plan for pandemic influenza • Victorian health management plan for pandemic influenza

Community engagement	Engagement level:	Inform
	Action:	National and state campaigns across a range of mediums. Face to face (to a much lesser extent)

Maximum Foreseeable Consequences	**Control strength**	**Residual Consequences**	**Likelihood**	**Residual Risk Rating**
3.40	2.10	2.40	4.00	**Medium**

Controls	Spectrum				Responsible Agency
	Prevention	Preparedness	Response	Recovery	
Education campaigns	√	√	√		All levels of government
Mansfield Shire Pandemic Plan	√	√	√	√	Council
Good hygiene practices and personal protective equipment	√	√	√		All levels of government
Isolation	√		√		All levels of government
Immunisation	√				All levels of government
Victorian action plan for pandemic influenza		√	√		Vic Gov't
Victorian health management plan for pandemic influenza					Vic Gov't

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Risk: FLOOD
Risk Description: Riverine and localised flooding. Inundation of properties, closures and damage to roads and bridges. Flood trends show Mansfield Shire as prone to fast moving floods which recede quickly. Flash flooding risk. High risk of vehicles entering flood waters and being washed away. Greatest risk to infrastructure in the Municipality is the township of Jamieson – approx. 27 vulnerable residences and 78 caravan park sites Notable recent floods – 2007, 2010, 2012

Possible causes of risk:	• Protracted heavy rainfall • Drain blockages or overflows
Impact/Consequences:	• Loss of infrastructure • Loss of life • Impact of business continuity of essential services/needs eg health, food, water
Planning document	• Mansfield Shire Emergency Flood Plan • Jamieson Flood Guide • Mansfield Planning Scheme – flood overlays • https://www.gbcma.vic.gov.au/downloads/Mansfield_Flood_Study/Mansfield_1_AEP_Flood_Mapping_Project.pdf

Community engagement	Engagement level:	Inform, Consult, Involve
	Action:	SES education campaigns Flood Plan engagement

Maximum Foreseeable Consequences	Control strength	Residual Consequences	Likelihood	Residual Risk Rating
2.90	2.30	2.10	2.70	**Minor**

Controls	Prevention	Preparedness	Response	Recovery	Responsible Agency
Monitoring devices		√	√		GBCMA
Mansfield Shire Flood Emergency Plan	√	√	√	√	
Flood Guides	√	√	√		SES
FloodSafe Program	√	√			SES
Flood warning system		√	√		EMV SES
Local knowledge	√	√	√	√	Council

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Risk: HEATWAVE – EXTREME HEAT					
Risk Description: A period of excessively hot weather that may affect human health and damage infrastructure. Extreme heat can be lethal especially in vulnerable demographics. Often linked to high fire danger ratings					

Possible causes of risk:	• Summer heat waves • Loss of power to cool houses
Impact/Consequences:	• Negative impacts on health (especially vulnerable people, outdoor workers and sport participants) • Loss of life • Loss of infrastructure
Planning document	• Mansfield Shire Extreme Heat Plan • State Emergency Response Plan – Extreme Heat Sub Plan • Heat Health Plan for Victoria

Community engagement	Engagement level:	Inform, Consult, Involve, Collaborate, Empower
	Action:	DFFH campaigns Face to face engagement

Maximum Foreseeable Consequences	Control strength	Residual Consequences	Likelihood	Residual Risk Rating
3.40	2.10	2.40	4.00	**Medium**

Controls	Prevention	Preparedness	Response	Recovery	Responsible Agency
Education	√	√	√		DFFH/Council
Mansfield Shire Extreme Heat Plan	√	√	√	√	Council
State Extreme Heat Plan	√	√	√	√	SES
Heat Health Alert system		√	√		DFFH Council
Local face to face support	√	√	√	√	Council HACC

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Risk: MAJOR EVENTS					
Risk Description: A large gathering of people that may be negatively impacted by an incident. Risk increased by attendees who are not from the area, do not understand the risk or do not speak English and the location of the event – access issues.					
Possible causes of risk:	• Bushfire • Storm • Extreme heat • Flash flood				
Impact/Consequences:	• Negative impacts on health • Loss of life • Reputational damage - economic • Damage to property/infrastructure (with subsequent impact on normal business continuity)				
Planning document	• Mansfield Shire Event Management Guide • Mansfield Shire MEMP				
Community engagement	Engagement level:		Inform, Consult, Involve, Collaborate, Empower		
	Action:		Working directly with event organisers to identify and manage risks		
Maximum Foreseeable Consequences	**Control strength**	**Residual Consequences**		**Likelihood**	**Residual Risk Rating**
3.40	1.80	2.00		3.40	<mark>**Medium**</mark>

Controls	Spectrum				Responsible Agency
	Prevention	Preparedness	Response	Recovery	
Event Management Guide – risk management	√	√	√		Council
Events on EM-COP calendar	√	√	√	√	Council
Local awareness	√	√	√	√	Council
Planning permit/event permit	√	√			Council

4.3 Victorian Fire Risk Register (VFRR)

The VFRR-B (bushfire) was used to identify and address bushfire risks within the Mansfield Shire municipal district. https://www.vfrr.vic.gov.au/ The VFRR-B is reviewed regularly as determined by the CFA or as required. Risk identification is ongoing as the municipality changes.

The VFRR-B is a systematic process that helps to identify assets at risk from bushfire, assesses the level of risk to these assets and highlights the treatments currently in place along with the

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responsible agencies for implementing these strategies. Outputs from the VFRR-B inform and support this plan and the Fire Management Sub Plan. The assets of the VFRR-B are divided into four classes; human settlement, economic, environmental, and cultural heritage.

A number of locations in Mansfield Shire are determined to have an 'extreme' or 'very high' bushfire risk – refer the Municipal Fire Management Plan

4.4 Agricultural risks

Agriculture Victoria defines a plant biosecurity threat as: A plant pest and disease exotic to Australia or limited to a restricted area within Australia that has the potential to cause significant impacts to the economy, the environment and/or community.

An animal biosecurity threat is defined as: A animal disease that has the potential to cause significant socio-economic impacts, and affect animal, human and environmental health.

In Mansfield Shire, the following threats exist:

1. Animal Biosecurity Threat - Foot and Mouth Disease - An outbreak anywhere in Australia would impact Mansfield though – livestock standstill for 3 days first, then massive economic repercussions.
2. Animal Biosecurity Threat – Equine Influenza - An outbreak anywhere in Australia would impact Mansfield – equine standstill for 3 days first, then minor economic/social repercussions eg movement restrictions.
3. Plant Biosecurity Threat - Varroa mite – an exotic bee disease

A Foot and Mouth Disease exclusion was put in place for a cattle property in north Maindample in 2019. The laboratory test result come back negative. Foot and mouth disease (FMD) is a highly contagious viral disease of livestock causing fever followed by the development of vesicles (blisters) chiefly in the mouth and on the feet. The economic effects of an outbreak of FMD, would be enormous to individuals, the farming industry, and subsidiary and support industries. Australia's major livestock industries would be directly affected from export market closures and the disruption to production associated with the disease and response activities.

The regulations and guidelines to minimise the risk of introducing livestock or plant diseases into Victoria can be found at the Agriculture Victoria website:

https://agriculture.vic.gov.au/biosecurity/protecting-victoria

4.5 Community planning

Woods Point and Surrounding District Community Safety Plan.

Due to the isolation of Woods Point, the township has developed a more detailed community emergency management plan which is a subplan to the Mansfield Shire Municipal Emergency Management Plan. The Plan is seen as a necessity given the remoteness of the area and the fact that the Woods Point and nearby areas and their local population need to respond to situations as they arise, often without assistance for some time.

The Plan which was written as an 'all-hazards' plan had a working debut during the 2006 fires which threatened the area and ultimately severely impacted the Gaffney's Creek and A1 Township and surrounding area.

Development and maintenance of the Plan has been a cooperative process between Council, the community, CFA and all principal response agencies. The Plan represents a shared view of activities, triggers, response, community capacity, building and location uses. A local community steering committee was established to develop and maintain the Plan and has met regularly until recent years when the population of Woods Point began to change and responsibility of updates fell more to agency representatives and individual community leaders.

The Plan holds a detailed profile, roles and responsibilities, risk management and operational issues.

A member of the Woods Point community sits on the MEMPC and reports on the Plan. Identifying the Plan as a MEMP sub plan means that it must be reviewed and audited in the same timeframes as the MEMP. While the MEMP is a whole-of-shire, all-hazards plan, the more vulnerable aspects were kept in focus while developing the plan.

CFA now offers online information and advice to assist community preparedness
https://www.cfa.vic.gov.au/plan-prepare/your-local-area-info-and-advice

Jamieson Local Flood Guide developed through their FloodSafe initiative, the SES has worked with the Jamieson community to develop the Jamieson Local Flood Guide which details the flood risk the community faces and how to prepare.

A copy of the flood guide can be found at:
https://www.ses.vic.gov.au/documents/112015/1346699/Jamieson+Local+Flood+Guide.pdf/c66e4c54-243c-8402-34c1-387b2a8b0bf4

4.6 Community awareness and engagement

The ability of a community to respond to an emergency situation and in turn recover from the effects of an emergency is known as community resilience. The EMV Community Resilience Framework states that at the heart of the Framework are seven resilient community characteristics:

- Connected, inclusive and empowered
- Sustainable built and natural environment
- Reflective and aware
- Culturally rich and vibrant
- Safe and well
- Dynamic and diverse local economy
- Democratic and engaged.

The agencies on the MEMPC partner in delivering prevention and awareness programs to the community across a range of risks including fire, house fire, flood, storm and heatwave.

A variety of initiatives are used to reach the community including:
- Targeted community meetings eg bushfire planning workshops

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- Attending social gatherings and public events eg bush markets and casserole nights
- Written communications in newspapers and social media posts
- Distribution of educational materials eg Preparing for the fire season advice flyer
- Community radio interviews and regular community announcements
- Innovative, local initiatives

Current awareness and engagement programs include:

PROGRAM	RISK	AGENCY
Brigade Community Engagement Coordinators and Community Liaison officers	Fire	CFA
Fire safety essentials	Bush and grass fire	CFA
Bushfire planning workshops https://www.cfa.vic.gov.au/plan-prepare/practical-bushfire-planning-workshops	Bush and grass fire	CFA
Community Fireguard https://www.cfa.vic.gov.au/plan-prepare/community-fireguard	Bush and grass fire	CFA
EPAS Emergency Planning Advice Service (vulnerable people support)	Fire	CFA Red Cross
Home Fire Safety program https://www.cfa.vic.gov.au/plan-prepare/fires-in-the-home	House fire	CFA
Tourism business bushfire safety https://www.cfa.vic.gov.au/plan-prepare/preparing-your-tourism-business	Bush and grassfire	Tourism Vic CFA
Emergency management plans for business https://www.cfa.vic.gov.au/about/guides https://business.gov.au/risk-management/emergency-management	Various	CFA SES
Fire safe kids https://www.cfa.vic.gov.au/kids-schools/fire-safe-kids	Fire House fire	CFA
Smoke alarm checking and battery replacement https://www.cfa.vic.gov.au/plan-prepare/smoke-alarms	House fire	CFA
Local radio interviews	Fire	CFA DELWP Council
Safer Together – Community Based Bushfire Management (Tolmie group) https://www.safertogether.vic.gov.au/home	Fire and other risks	CFA DELWP
StoryMap – interactive map https://www.safertogether.vic.gov.au/strategic-bushfire-management-planning	Bushfire	DELWP
Community Education Facilitator	Flood Storm	SES
15 to Float https://www.ses.vic.gov.au/media/campaigns/15-to-float	Flood	SES

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Get Ready https://www.ses.vic.gov.au/get-ready	Flood, Storm, Landslide	SES
Get Ready – school program https://www.ses.vic.gov.au/get-ready/at-school	Flood, Storm, Landslide	SES
Annual Preparing for the fire season advice flyer https://www.mansfield.vic.gov.au/residents/community/emergency-management/before	Fire	Council
Are you prepared for an emergency? https://www.mansfield.vic.gov.au/residents/community/emergency-management/before	Various	Council
Emergency Ready Trivia https://www.mansfield.vic.gov.au/residents/community/emergency-management/before	Various	Council
Emergency Services Expo Multi-agency expo held in Mansfield 2019. Good numbers attended	Various	VicPol
Survive the heat	Extreme heat	DFFH
Planned burning awareness https://www.ffm.vic.gov.au/bushfire-fuel-and-risk-management/planned-burning-in-victoria	Bushfire	DELWP
RediPlan	Various	Red Cross
Prepare and Get Ready – app and web https://www.emergency.vic.gov.au/prepare/	Various	EMV

Red Cross https://www.redcross.org.au/emergency-resources-for-communities

Local initiatives build on the broader education campaigns undertaken by CFA, SES and EMV ie TV, social media and print media campaigns.

Warnings and public information are covered in section 5.16.

The joint DELWP/CFA Safer Together **Community Based Bushfire Management Program** (CBBM) has been engaging with the Tolmie community for a number of years and has delivered a range of community awareness and preparedness initiatives. As of 2021 the CBBM program is ongoing.

The link to the EMV Community Resilience Framework https://www.emv.vic.gov.au/how-we-help/resilience/community-resilience-framework-for-emergency-management

During
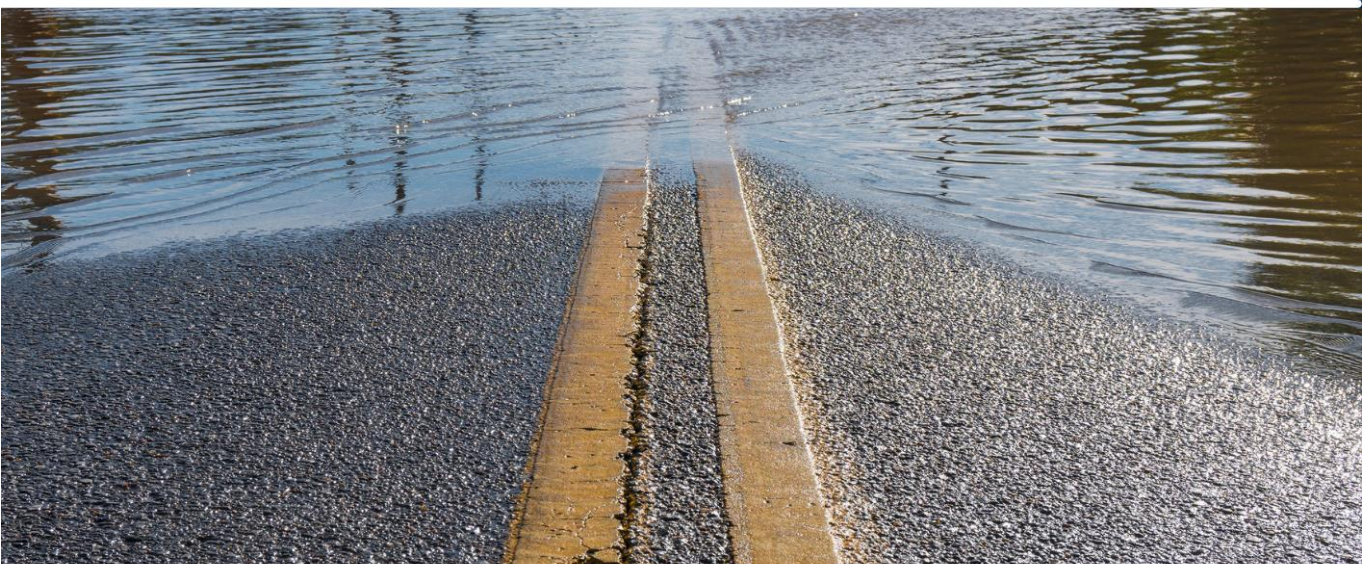
Protection and preservation of life and relief from suffering

RESPONSE ARRANGEMENTS

5.1 Background

The objective of emergency response and relief activities in Victoria is to reduce the impact and consequences of emergencies on people, communities, essential and community infrastructure, industry, the economy, and the environment.

The response phase includes (1) agency command, control and coordination arrangements that are in place and tested even before an event (known as readiness), (2) the conduct of the response operation, and (3) the provision of immediate relief to support communities during and in the immediate aftermath of an emergency.

Where possible, response activities should be managed at the lowest possible level. Most incidents are of local concern and can be coordinated from local municipality-based resources. Whilst this is the case, regional support may be requested in accordance with arrangements outlined in the Hume Regional Emergency Management Plan.

The SEMP details the 3 operational tiers – incident, region and state as well as detail about the 3 Classes of emergency State Emergency Management Plan

The State Emergency Management Priorities underpin and guide all decisions during a response to any emergency.

The State Emergency Management Priorities are:

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

Control, command and coordination
Control refers to the overall direction of response activities in an emergency. Authority for control is established in legislation or in an emergency response plan.

The Control agency has overall direction of response activities in an emergency, operating horizontally across agencies. Controllers are responsible for leading all agencies responding to the emergency. Applies to response related activity only.

Command
Command is the direction of personnel and resources of an agency in the performance of that organisation's role and tasks. Authority to command is established in legislation or by agreement within an agency. *MEMPs are multi-agency plans and are not required to define command arrangements.*

Coordination
Coordination is the bringing together of agencies and resources to ensure effective response to and recovery from emergencies. The Coordination agency has primary responsibility for bringing together resources to support the mitigation of, response to, and recovery from emergencies. In addition to coordination agencies, regional and municipal emergency response coordinators (RERCs and MERCs) are appointed to undertake a coordination function at regional and municipal level (EM Act s40A).

5.2 Local response arrangements and responsible agencies

Refer to the [SEMP](#) for more details on the following roles :

Regional Emergency Response Coordinator (RERC)
The VicPol Regional Emergency Response Coordinator (RERC) for the Hume region is responsible for emergency response coordination at the regional level. The RERC's primary function is to bring together agencies and resources within a region to support the response to emergencies.

Municipal Emergency Response Coordinator (MERC)
The VicPol Municipal Emergency Response Coordinator (MERC) for the Mansfield Alpine Cluster (Mansfield Shire and MT Buller/Mt Stirling) is responsible for emergency response coordination at the municipal level. The MERC's primary function is to bring together agencies and resources within a municipal district to support the response to emergencies.

Incident Emergency Response Coordinator (IERC)
The most senior VicPol member at the scene of the emergency or where control is being exercised at the incident level is typically nominated as the VicPol **Incident Emergency Response Coordinator** (IERC). Members of greater or lesser seniority may be the IERC as the emergency escalates or deescalates. The primary function of the IERC is supervise the initial incident level co-ordination.

Control and Support Agencies
A **Control Agency** is the primary agency responsible for responding to a specified type of emergency. It is the responsibility of the Control Agency to formulate action plans for a given emergency in consultation with Support Agencies.

There are complex emergencies where a shared accountability across a number of agencies can occur. In these cases, there is a need for a single agency to be responsible for the collaborative response of all the agencies. For the purposes of consistency, the term **Control Agency** will be used to describe this lead agency role.

Control agencies for most foreseeable emergencies are listed in the [SEMP Table 9](#)

Where an emergency type is not listed or where there is uncertainty in identifying a Control Agency, the Emergency Management Commissioner or relevant emergency response coordinator (RERC, MERC, or IERC) will determine the Control Agency. The Control Agency will generally be the agency with a role or responsibility that is most closely aligned to the emergency.

The Control Agency may change as the emergency progresses or is clarified. The Control Agency is based on the major effect of the incident/event rather than the cause and control can be transferred when the major effect of the incident/event reduces and another effect becomes more important.

A full list of Control and Support Agencies can be found in the [SEMP](#).

5.3 Emergency Management Teams (incident and regional)

The function of the Emergency Management Team (EMT) at both incident and regional level is to support the Incident Controller in determining and implementing appropriate Incident Management strategies for the emergency.

If an emergency requires a response by more than one agency, the Incident Controller is responsible for forming the EMT.

The EMT consists of:

- Incident Controller
- Support and recovery functional agency commanders (or their representatives)
- Emergency Response Coordinator (or representative)
- Other specialist persons as required

5.4 Legislated roles

At the municipal level the *Emergency Management Act* details 3 roles that must be appointed or delegated:
- **Municipal Emergency Response Coordinator (MERC)** Part 5 s56 – appointed by the Chief Commissioner of Police and has a role in the allocation of resources
- **Municipal Emergency Management Officer (MEMO)** s59G - has a role in liaising with agencies and assisting in the coordination of emergency management activities
- **Municipal Recovery Manager (MRM)** s59H – coordination of resources for recovery and assisting the MEMO to plan and prepare for recovery

5.5 Activation for response

Activation of the MEMP will normally occur as the response to an emergency situation develops. Usually, Victoria Police or the control agency will contact the MEMO to request activation and resources.

However, the MEMO or MRM can also activate the relief and/or recovery components

of the MEMP, if it is deemed these services are immediately required in response to an emergency event, before Victoria Police or another responsible authority has had time to assess the situation.

The MEMO is responsible for notifying the MRM of the potential need for relief and recovery services. Together they will assess the relief and recovery needs of the emergency. In some instances, the Regional Recovery Coordinator may inform the MRM of the need for recovery activities.

5.6 Incident and operations control centres

Provision of ICC functions may in the first instance be conducted at the incident or from an appropriate agency office, Police station or similar facility. The Emergency Response Coordinator may request activation of an identified ICC. The ICC will likely be in Mansfield but is dependent on the location of the emergency and its scale / capacity.

Level 3 Incident Control Centres for fire are located at the Mansfield and Alexandra DELWP offices. Flood and storm Incident Control Centres are located at Benalla, Shepparton and Seymour. ICCs that manage incidents occurring in Mansfield Shire may be run from:

LOCATION	AGENCY	ADDRESS	PHONE
Regional Control Centre (RCC)	Benalla DELWP	89 Sydney Road Benalla	5761 1611
Mansfield	DELWP	128 Highett Street Mansfield	5733 1200
Alexandra	DELWP	5 Binns McCraes Road Alexandra	5722 0200
Benalla	SES	64 Sydney Road Benalla	9256 9650
Seymour	CFA	39 McIntyre Street Seymour	5735 3100
Shepparton	CFA	195 Numurkah Road Shepparton	5833 2400
Wangaratta	CFA	1 Ely Street Wangaratta	5720 2300

In addition to an Incident Control Centre (ICC), Council may decide to stand up an internal **Council emergency operation centre** from which relevant personnel coordinate and manage the emergency provision of Council and community resources within the Shire.

In an emergency, Council's functions are to support the response and emergency communications and manage local relief and recovery. The coordination of the emergency response as a whole will be delivered from an Incident Control Centre (ICC) with a Council Emergency Management Liaison Officer (EMLO) required to attend the ICC. The EMLO will communicate directly with other members of the municipal emergency management group (MERC, MERO, MRM etc) and key staff.

5.7 Evacuation

The decision to evacuate a locality rests with the Incident Controller in consultation with the Victoria Police. Victoria Police are responsible for the coordination of evacuations- in consultation with the Control Agency.

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Consideration must be given to the area which is to be evacuated/involved persons relocating, inherent dangers associated with an evacuation, the route to be followed, the means of transport and the location to which evacuees will be asked to attend. **VicPol maintains a series of evacuation maps and plans to support decision-making and facilitation of evacuation.**

Once the decision to relocate has been made, the MEMO or MRM should be contacted to assist in the implementation of the evacuation/relocation. The MRM will provide advice regarding the most suitable Emergency Relief Centre location and other resources that may be required (e.g. public health, emergency relief considerations or requirements and special needs groups).

The Incident Controller/Control Agency develops and delivers the warning or recommendation to those affected of impending evacuation, including warnings when it is too late too leave – the process of further disseminating this to the community will be assisted by Council.

The MEMO is available to assist with:
- Victoria Police management of traffic flow including provision of information regarding road availability, capacity and safety
- Advice to RRV for road closure lists (public information)
- transport assistance
- potential staging areas or assembly points and other resources that may be required.

Refer to the Appendices for a brief listing of Emergency Relief Centre locations. Details of their features, access and contact arrangements including a site photo are contained within appendices of the Relief and Recovery Handbook.

Access to the Vulnerable Persons Register (VPR) is through the link located in Crisisworks: https://vpr.crisisworks.com VicPol has access to the VPR for emergency purposes.

5.8 Provision of relief

Emergency relief is a component of response and is the provision of essential and urgent assistance to individuals, families and communities during and in the immediate aftermath of any and all emergencies. Council's level of involvement is dependent on the size of the incident and whether it remains as local coordination or escalates to regional. The need for emergency relief is also dependent on an individual's level of resilience.

Emergency relief can be provided in a variety of locations including at or near the site of an emergency, to communities that become isolated or cut off by an emergency or in an established relief setting, such as an **Emergency Relief Centre (ERC).**

Emergency relief consists of a number of activities that should be planned for and includes:
- community information
- emergency shelter
- food and water to individuals
- drinking water for households
- food supply continuity
- psychosocial support
- disbursement of material aid (non-food items)
- reconnecting families and friends - 'Register.Find.Reunite'

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- health and first aid
- emergency financial assistance
- animal welfare
- other relief assistance

The delivery of these functions is detailed in Council's Emergency Relief Centre Operating Guidelines.

- ➤ **Mansfield Shire Council** is responsible for the coordination and management of relief and recovery within the boundaries of Mansfield Shire.
- ➤ **DFFH** is responsible for coordination of relief and recovery at the regional level
- ➤ **Emergency Management Victoria** is responsible for relief and recovery coordination at the State level.
- ➤ **Red Cross** supports all levels of relief and recovery.

Relief services providers

The following table details the providers of relief services to Mansfield Shire and briefly details their functions and capacity to deliver ongoing services:

ITEM	LEAD AGENCY	FUNCTION	CAPACITY
Emergency relief centre coordination	Council	Open and administer an ERC to provide basic needs Community information Support services required logged into Crisisworks Refer ERC list in the MEMP appendices for details of facilities	Operating within 2 hours Staffing – 24 hours then require external support Refer ERC Operating Guidelines
Community information	IC Council	Refer Council's Emergency Communications Plan	Mainly during business hours Can be sourced through EMV 24/7
Emergency shelter	Council DFFH	Ideally support people to stay with friends or family or in commercial accommodation. Temporary bedding sourced through Salvation Army at ERC	Salvation Army can provide bedding for 50. Approx 1.5 hour response time (from Benalla) Can draw on other regional resources
Food and water in an ERC and to individuals	Council Red Cross	At regional and state levels, Red Cross coordinates food and water and provides support at the local level when requested	**Red Cross -** Major event >1,000 meals/emergency food parcels within 12 hours. Likely done in partnership with FoodBank. For 'smaller' events, Red Cross will liaise with local suppliers so capacity would depend on type/context of event

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ITEM	LEAD AGENCY	FUNCTION	CAPACITY
			and their local capacity. **Café 41** – 24 hours response – refer email in TRIM and contact database Many local businesses will assist with catering for an ERC. Also CWA and Bowling Club – refer contacts directory.
Drinking water to households	Goulburn Valley Water	Provision of drinking water for the community	8 hours minimum water supply at treatment plant. Up to 24 hours during cooler times of the year. Provision of temporary drinking water through distribution points (location to be determined) organised by GVW
Disbursement of material aid	St Vincent de Paul Salvation Army	Provide essential material aid (non-food items) to emergency affected persons including clothing, bedding and other personal requisites.	Limited local aid possible although State aid available. Also support from Salvation Army and donated goods (managed by Council) Volunteers will be required to manage donations of material goods
Reconnecting family and friends	Victoria Police Red Cross	Operate Register.Find.Reunite program in ERCs or online, to reconnect people with family, friends and their communities	Red Cross - full team/contingent at an ERC within 3 hours of a request being received from Council. Personal Identification Forms can be used in absence of Red Cross
Emergency financial assistance	DFFH Red Cross	Information and access to financial information and assistance. Administer relief payments through the Personal Hardship Assistance Program, to help individuals meet their basic	DFFH and Red Cross teams available at an ERC during business hours, extended hours if necessary. PHAP hotline or online portal may be established

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ITEM	LEAD AGENCY	FUNCTION	CAPACITY
		needs	Local welfare groups will also offer support
Public appeals	Council	Public appeals and monetary donations are managed and distributed	Council to liaise with appeals coordinator eg Bendigo Bank
Child welfare	Council	MRM to coordinate delivery of local services to support children and families immediately post an event in conjunction with DFFH.	Refer ERC Operating Guidelines DFFH provides regional/state support
Animal welfare	AgVic and Council	Refer Emergency Animal Welfare Plan and Regional Emergency Animal Welfare Plan	Limited to business hours post response
Health and medical assistance	Ambulance Victoria St Johns Local doctors/hospital	Health Commander to alert hospital and clinics if presentations increase St John Ambulance to be present in ERC	St John can be present in 3 hours
Psychosocial Support	VCC Red Cross	Council to activate and ensure the appropriate, vital psychosocial support services are available in ERCs and on an ongoing basis to individuals and families in the community.	Small local group of VCC volunteers that can be supported through escalation. Red Cross team can also provide psychosocial support and can draw on regional resources. Escalate to DFFH if capacity exceeded
Volunteers	Council	Coordinate volunteers to assist with relief and recovery services Manage spontaneous volunteers	Council volunteer coordinator limited to business hours Refer to Volunteering Victoria website
Food continuity	DJPR	Ensure supplies of food available	2 supermarkets in Mansfield with many other outlets across the Shire. It has not been determined how long these supplies will last. It is likely that only part of the Shire will become isolated – access to food planned per situation

Also refer the [SEMP Roles and Responsibilities Table 11](#) and [Victorian Preparedness Framework](#)

5.9 Emergency Relief Centre overview

An **Emergency Relief Centre** (ERC) is a building or place established to provide life support and essential needs to persons affected by any emergency (including evacuees). ERCs are coordinated and staffed by Council together with other support agencies such as Red Cross, Salvation Army, DFFH, Victorian Council of Churches and Victoria Police being in attendance, as the situation scales up or down.

An ERC provides basic needs such as food and water, emergency sleeping arrangements, counsellors, vital information and the company of other people. Some ERCs may be able to take domestic pets. In times of emergency there may be a requirement for Council to staff an ERC 24 hours a day and plans must be made to secure additional resources.

The location of an ERC is determined by the incident controller in discussion with the MEMO and/or MRM. A number of locations across the Shire have been assessed and found to be potentially suitable for use as an ERC in times of emergency. Careful consideration must be given to the prevailing circumstances and number of people needing assistance when selecting a site or sites. Consideration has been given to selecting sites that are away from a Neighbourhood Safer Place (NSP) or staging area. Refer to the Appendices for details of locations that have been identified as sites for an ERC.

5.10 Animals and relief

Emergency planning for residents encourages them to also plan for their animals and make alternative arrangements for them. However, it often happens that residents will not leave their properties unless they can take their animals with them so it must be expected that people seeing relief services may have a pet or large animal with them.

Where possible, companion animals will be allowed near an Emergency Relief Centre (preferable not inside unless an assistance animal). Pets will remain the responsibility of the owner who must provide water, food and exercise. Council and/or Emergency Relief Centre staff will provide assistance if the owner is not able to care for their animals.

Larger animals ie horses that have no alternative locations to be agisted will be directed to an open space such as the Mansfield Showgrounds and McCormack Park (Merrijig) Again, owners are required to be responsible for their animals at all times. The animal evacuation areas will not be operated as Emergency Relief Centres as Council does not have the capacity to run additional ERCs.

For responding to emergencies that involve stock and large numbers of animals, Council maintains a [Mansfield Animal Emergency Welfare Plan](#) that aligns with the [State Animal Emergency Welfare Plan](#) arrangements.

5.11 Community isolation

There are a number of communities in Mansfield Shire that could become isolated during storms, floods and fire.

Woods Point is one of the most isolated communities in Victoria and can only be accessed by long stretches (50+kilometres) of winding, mountainous dirt roads.

Jamieson, Tolmie and Sawmill Settlement/ Alpine Ridge could also become isolated as could Mt Buller which sits in the Mansfield Shire boundaries but is a separate jurisdiction.

Woods Point, Jamieson and Tolmie all have built and social community infrastructure (community hall, community group) and a CFA Brigade. Sawmill Settlement/Alpine Ridge has a large number of non resident property owners. The area does not have a community hall or community group apart from a Facebook group.

Woods Point has reticulated, non-potable water. The small communities across Mansfield Shire (except Mansfield, Bonnie Doon and some properties between Merrijg and Sawmill Settlement) rely on tank water for domestic water. May also require electricity to pump water into the house, so access to drinking water can become a priority.

Community education over the past few years has encouraged individuals to prepare and maintain an emergency kit to support them during an emergency but the take up of this is not known.

5.12 Neighbourhood Safer Places - Places of Last Resort

Neighbourhood Safer Places (NSP's) are places of last resort, to provide shelter during the passage of a fire, when all other plans have failed (or have been abandoned) or do not exist. Refer to the CFA website for more information https://www.cfa.vic.gov.au/plan-prepare/neighbourhood-safer-places

Council has reviewed potential sites to determine suitability (buildings and open space) for use and formal designation as NSPs and twelve sites are designated as at May 2021 – see details following. This process is detailed within the Municipal Neighbourhood Safer Places Plan. A further site exists on Mt Buller

These are 'places of last resort' and are designed to provide some sanctuary for people from the immediate life threatening effects of a bushfire. It is acknowledged that other places may be safer than designated NSPs. NSPs are places or buildings that have met vegetation guidelines issued by the CFA and have been certified by CFA to be compliant. The locations are signposted by Council. Signs are checked as part of the regular NSP inspections.

Once sites are designated, details of their location are included in the MEMP and on the CFA and Council web page.

Neighbourhood Safer Places (Places of Last Resort) in Mansfield Shire

Current May 2021

TOWNSHIP	LOCATION	ADDRESS	GOOGLE COORDS
BONNIE DOON	BONNIE DOON RECREATION RESERVE (OPEN SPACE)	2 DAVON STREET (CNR WILSON ST) BONNIE DOON	-37.0248351047841 145.85973725540046

TOWNSHIP	LOCATION	ADDRESS	GOOGLE COORDS
BONNIE DOON	PEPPIN POINT HOLIDAY PARK (open space near swimming pool)	75 PEPPIN DRIVE BONNIE DOON	-37.07839753873353, 145.86263762234202
GOUGHS BAY	GOUGHS BAY FIRE STATION	6 WALSHS ROAD GOUGHS BAY	-37.17200372393913 146.06315789256269
HOWQUA	CAMP HOWQUA LODGE BUILDING	127 HOWQUA RIVER ROAD HOWQUA	-37.22128528513049 146.18209535403165
JAMIESON	JAMIESON MEMORIAL HALL	CNR PERKINS STREET & GREY ST JAMIESON	-37.3019481545795 146.13778592143825
MANSFIELD	RECREATION RESERVE SPORTING COMPLEX	HIGHETT STREET between. VICTORIA St & CURIA St. MANSFIELD	-37.05419303535881 146.08616113470896
MAINDAMPLE	MAINDAMPLE FIRE STATION	41 MAIN STREET MAINDAMPLE	-37.02489465773653 145.94013159671718
MERRIJIG	MERRIJIG PUBLIC HALL	CNR ALPHA STREET & MT BULLER ROAD MERRIJIG	-37.10261002720921 146.25806638471028
MERTON	MERTON RECREATION RESERVE Open space	3138 MERTON EUROA ROAD MERTON	-36.97251408284237 145.70367867244016
TOLMIE	TOLMIE FIRE STATION	11 MAHAIKAH RD TOLMIE	-36.93552257241864 146.23809265674439
WOODS POINT *	CHERRY ADIT near the rear of Police Station, 23 Scott St	KENNYS TRACK NEAR SCOTT STREET WOODS POINT	-37.56827328237159 146.25084120343269
MT BULLER	VILLAGE SQUARE PLAZA	3 SUMMIT ROAD MT BULLER	-37.14623212041389 146.4498576951343

5.13 Informal community gathering places

In times of emergency, people have been known to make their own decisions about where to go for safety once they have decided to evacuate. The destinations may not be appropriate or safe.

To expedite identification of the likely locations of people who have not attended an Emergency Relief Centre or an NSP, a list of possible informal sites that the community might relocate to has been created – refer below.

These locations are **NOT** endorsed as safe place in times of emergency.

Locality	Location	Address	Google Coordinates

Ancona	Ancona Hall	383 Ancona Road Ancona	145° 48' 2.23"	-36° 59' 18.82"
Barjarg **Barjarg/ Nillahcootie**	Barjarg commercial area	4555 Midland Hwy Barjarg	146° 0' 0.42"	-36° 56' 1.55"
	Barjarg CFA Station	4840 Midland Hwy Barjarg	146° 0' 6.71"	-36° 57' 32.29"
	Lake Nillahcootie park	Midland Hwy Nillahcootie	146° 0' 14.65"	-36° 51' 26.53"
Barwite	Gonzaga Reserve	551 Old Tolmie Road Barwite	146° 10' 40.59"	-36° 59' 48.33"
Bonnie Doon	Bonnie Doon Community Centre	Arnot St Bonnie Doon	145° 51' 9.89"	-37° 1' 32.03"
	Oasis General Store	Bon Crescent Bonnie Doon	145° 51' 14.73"	-37° 1' 34.25"
	Bonnie Doon Hotel	1905 Maroondah Hwy Bonnie Doon	145° 52' 42.11"	-37° 1' 34.84"
	Bonnie Doon Lakeside Leisure Resort	240 Hutchinsons Road Bonnie Doon	145° 53' 20.29"	-37° 2' 29.43"
Booroolite	CFA shed at Piries	1310 Mansfield Woods Point Road Piries	146° 7' 52.90"	-37° 8' 55.65"
Gaffney's Creek	Community Hall	7477 Mansfield Woods Point Road Mansfield	146° 11' 14.53"	-37° 28' 5.20"
Goughs Bay	Goughs Bay General Store	4 Main St Goughs Bay	146° 4' 15.56"	-37° 10' 40.87"
	Goughs Bay Boat Club	35 Bayside Boulevard Goughs Bay	146° 4' 5.40"	-37° 11' 25.60"
Howes Creek	Mansfield Lakeside Ski Village	540 Howes Creek Road Mansfield	146° 0' 16.32"	-37° 4' 10.92"
	Mansfield Country Resort	50 Banumum Road Mansfield	145° 58' 55.44"	-37° 5' 24.17"
Howqua/Macs Cove	Camp Howqua Lodge Building	127 Howqua River Road Howqua	146° 10' 54.36"	
	Howqua Valley Resort	2740 Mansfield-Woods Point Road Howqua Inlet	146° 7' 4.09"	

	Lake Reserve/Willow Lake – Macs Cove	Willowlake Drive Macs Cove	146° 8' 21.30"	-37° 12' 46.80"
	Lauriston Girls School Campus	450 Howqua River Road Howqua	146° 12' 35.66"	-37° 14' 23.17"
Jamieson	Lakeside Hotel	5953 Eildon-Jamieson Road Jamieson	146° 7' 56.16"	-37° 16' 49.46"
Kevington	Kevington Hotel	4695 Mansfield Woods Point Road Kevington	146° 9' 41.71"	-37° 21' 28.39"
Mansfield (see also entry for Howes Creek area)	Community Centre	10 Bank Place Mansfield	146° 5' 21.48"	-37° 3' 13.17"
	Mansfield Showgrounds	Mt Battery Road Mansfield	146° 6' 10.03"	-37° 3' 21.68"
	Mansfield Racecourse	6165 Midland Hwy Mansfield	146° 5' 35.04"	-37° 2' 21.74"
Merrijig (see also entry for Sawmill Settlement & Alpine Ridge)	Hunt Club Hotel	1870 Mt Buller Road Merrijig	146° 15' 45.38"	-37° 6' 12.14"
	McCormack Park	45 McCormacks Road Merrijig	146° 16' 13.10"	-37° 6' 7.029"
	Timbertop GGS Campus	145 Grammar School Road Merrijig	146° 18' 13.44"	-37° 7' 32.82"
Merton	Merton Memorial Hall	17 Shaws Road Merton	45° 42' 35.89"	-36° 58' 36.56"
Sawmill Settlement & Alpine Ridge	Princes Hill School Camp	16 Warrambat Road Sawmill Settlement	146° 21' 56.39"	-37° 6' 27.17"
	Mirimbah Park	Mt Buller Road Mirimbah	146° 24' 1.00"	-37° 6' 37.40"
Tolmie	Tolmie Tavern	2798 Tolmie Whitfield Road Mansfield	146° 15' 52.56"	-36° 55' 6.46"
	Tolmie Sports Grounds	13 Tolmie Mahaika Road Tolmie	146° 14' 14.00"	-36° 56' 4.97"
Woods Point	Woods Point Hotel	1 Bridge St Woods Point	146° 15' 14.48"	-37° 34' 11.08"
	Woods Point Community Hall	18 Scott Street Woods Point	146° 15' 1.49"	-37° 34' 0.40"
Sawmill Settlement/	Pinnacle Valley Resort	1 Mimosa Drive Merrijig	146° 20' 14.31"	-37° 6' 30.65"

Alpine Ridge				

Locations around Gaffneys Creek and Woods Point are also detailed in the Woods Point and Surrounding District Community Safety Plan – Section 8 Emergency Use and Facility Table.

5.14 Fire refuges

There are <u>no</u> designated community fire refuges located within the Municipality.

Visit https://www.cfa.vic.gov.au/plan-prepare/community-fire-refuges for more information about the difference between fire refuges and Neighbourhood Safer Places.

There are purpose built fire resistant structures provided within the residential school sites at Timbertop and Lauriston School campus sites and a small number of private bushfire shelters within the Municipality (Sawmill Settlement and Kevington).

In Victoria there are design, siting and construction regulations for private bushfire shelters, including:
- They must comply with Victorian Building Regulations 2006 and National Construction Code performance requirements
- A building permit **must** be obtained prior to construction
- A planning permit may be required.

Visit https://www.cfa.vic.gov.au/plan-prepare/private-bushfire-shelters-or-bunkers for more information.

5.15 Staging areas in Mansfield Shire

CFA/DELWP staging areas in Mansfield Shire are usually established on properties that are not managed by Council or DELWP.

The key staging area is the **Mansfield Showgrounds** situated on **Mt Battery Road, Mansfield**. A DELWP developed map of the Showgrounds base camp/staging area footprint has been shared with CFA and Council. Consideration has been given to multi-use of the facility so animal owners who have evacuated at short notice may also use the facility for a short term agistment.

Other facilities for smaller **staging areas** could include:

VENUE	ADDRESS	GOOGLE COORDINATES	
Merton Recreation Reserve	Merton Euroa Road Merton	-36.97194466195726	145.70392809206547
McCormack Park	45 McCormacks Road Merrijig	-37.10179287512303	146.27025923442088
Tolmie Sportsgrounds	1528 Old Tolmie Road Tolmie	-36.93446958612802	146.23675732926523
Bonnie Doon Recreation	2 Davon Street Bonnie Doon	-37.024910054003065	145.85975871291745

Reserve			
Home Point	Home Point Drive Peppin Point	-37.0846370274839	145.87785086710255
Mirimbah Car Park	Mt Buller Road Mirimbah	-37.109777339621225	146.40132093074132
Jamieson Recreation Reserve	Rifle Range Road Jamieson	-37.30150936200463,	146.1448518125034

If support is required to establish the sites, contact the MEMO.

5.16 Public health and medical arrangements

The Municipal Environmental Health Officer (EHO) has delegated responsibilities regarding the responsibility for public health under the State Health Emergency Response Plan (SHERP).

Medical arrangements shall be consistent with the SHERP and the Mansfield Hospital Emergency Plan.

Public health

The Environmental Health Officer is responsible for coordinating all Municipal public health matters. The responsibilities of the Environmental Health Officer in emergencies include:

- Water supplies: potability, supply and contamination.
- Food: hygienic production, storage, distribution, assessment of damaged food and donated foods, ensuring that an adequate supply is maintained.
- Sanitation: providing for emergency sanitation and assessment of damaged systems, promoting personal hygiene practices.
- Infectious diseases: control measures including immunisation. See also Pandemic Plan for specific actions.
- Pest control: vermin and vector pest control.
- Refuse removal: supervision and advice, particularly with regard to emergency arrangements (including dead animals).
- Accommodation: advice on suitability of temporary accommodation and assessment of damaged accommodation.
- Public Health: impacts on public health, environmental complaints and incidents investigation.

Council officers will work in partnership with Department of Health officers.

Medical

On a day to day basis Ambulance Victoria, the two medical clinics and the Mansfield and District Hospital provide medical support and assistance when people are injured or require medical assistance.

Where incidents such as mass casualty events or complex emergencies occur the State Health Emergency Response Plan (SHERP) provides a coordinated whole-of-health approach to managing the emergency.

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As incidents increase in size or complexity and management becomes more demanding a Health Commander is appointed. The Health Commander is a senior ambulance manager who directs the operational health response to the emergency at all levels. The Health Commander in consultation with the Incident Controller will determine the level of response required under SHERP.

The Health Commander establishes and coordinates a Health Incident Management Team (HIMT) to direct the emergency health response. The HIMT comprises senior members of supporting health agencies such as first aid, field emergency medical officers and medical teams.

The Health Commander represents the responding health agencies (HIMT) on the Emergency Management Team (EMT) and contributes to the Incident Strategy and Incident Action Plan, via the Incident Controller.

For further information on the pre-hospital response to emergencies please refer to https://www2.health.vic.gov.au/emergencies/shera

5.17 Road closures

The relevant control agency is responsible for directing the closure and/ or restricted access, and reopening of roads in an emergency. Victoria Police is responsible for traffic management based on advice from the control agency, and other expert advice such as Council.

Generally the MEMO must be consulted before municipal roads are closed in an emergency. If this is not possible due to a threatening situation where lives are potentially at risk, the Incident Controller must notify the MEMO as soon as practicable that a Council road has been closed. It is likely that Council will assist with road closures through placing signage and assisting at traffic management points.

On roads managed by Mansfield Shire Council, Council road crews (including contractors) are able to clear blocked road drains or remove fallen trees from roads as required. In an emergency, the MEMO directs all road crew activities.

In Mansfield Shire, road and drain maintenance is detailed in the Mansfield Shire Road Management Plan https://www.mansfield.vic.gov.au/residents/house-and-property/roads-and-infrastructure/road-management . Council will undertake established practices in regard to conducting road and drain clearing activities.

As road managers, Council and Regional Roads Victoria must make roads they manage safe before being reopened after an emergency, based on advice from the Incident Controller. Consultation with the MEMO is required before re-opening any Council managed roads.

The MEMO is also responsible for determining alternative routes on Council roads when and if required in an emergency. The MEMO will work with the responsible unit and under the direction of the Incident Controller in the determination of these routes.

In State Forests and National Parks, DELWP and Parks Victoria have the authorisation to close and reopen roads and tracks.

5.18 Resource supplementation

The incident control agency will draw on its own resources and arrangements to respond to an incident. If an incident escalates, incident control may require resource supplementation. Council has a legislated role in supporting the activities of control agencies through the co-ordination of municipal resources. Municipal resources are resources that are owned or under the direct control of the municipal council.

Resources include, but are not limited to:
- Equipment   (eg plant, vehicles)
- Personnel   (eg agency support & industry technicians)
- Services   (eg information, expert technical advice)

A resource is essentially any function or item which a responding agency requires to perform its response roles.

Key arrangements for resource supplementation are detailed below:
- Agencies should exhaust all resources owned or directly within their control, prior to requesting assistance from elsewhere. This includes resources from support agencies, from agencies with which an agreement is held (eg. MoU) or where contract or supply arrangements are in place with private industry.
- All resources requests should be lodged via the MERC
- Details of the resource required the tasks to be undertaken and name, position and contacts of the person requesting should be provided with the request.
- Resource requests should be promptly entered into Crisisworks
- In situations where a municipal resource cannot be provided, the MEMO must notify the MERC as soon as possible to escalate the request to regional level
- Private organisations that provide resources for emergency response (or recovery) activities would expect to be paid by the agency using the resources.
- Owners of resources are responsible for providing adequate insurance for resources used for supplementary emergency response.
- Private owners of equipment used for emergency response operations on a non-contracted (ad hoc) basis may be insured for a range of risks under the Emergency Resource Providers Support Scheme (EmRePSS) provided by the Victorian Managed Insurance Scheme https://www.vmia.vic.gov.au/insure/policies/emrepss/about-emrepss

Current listings of Council plant and equipment together with contractors' are maintained by Council and available in Crisisworks.

EMV has developed a comprehensive Practice Note – Sourcing Supplementary Emergency Response Resources from municipal councils to guide both agencies and Council. The practice note is attached to the MEMP as an appendix and can be found at http://www.mav.asn.au/what-we-do/policy-advocacy/emergency-management/municipal-emergency-enhancement-group (note: out of date since development of SEMP)

Mansfield Shire Council is a small organisation that covers a large footprint. If an incident occurs, taking into account that some staff may be affected or unable to work, a desktop exercise has identified that Council will require human resource supplementation within 24 hours if an Emergency Relief Centre is opened and staff are deployed to the incident control centre and other incident related duties.

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Mansfield Shire Council is a signatory to the [Municipal Association of Victoria's Inter-Council Emergency Management Resource Sharing Protocol](#) which sets out an agreed position between councils regarding the provision of resources to assist other municipalities with response and recovery tasks during and after emergencies.

The protocol is intended to clarify operational, insurance and reimbursement issues that may arise through municipal resource-sharing arrangements and is consistent with the concepts and policy guidelines articulated in the [Emergency Management Act 2013](#) and the [State Emergency Management Plan](#). Resources that could be shared include staff, equipment and advice. Additional support to run an Emergency Relief Centre is highly likely and should be coordinated as soon as an ERC is opened.

All our neighbouring municipalities are also signatories to the Protocol, as are most of the members of the Hume Municipal Emergency Management Enhancement Group, although it must be noted that their resources may also be stretched if they are affected by a cross-border incident.

Council must be prepared, as far as possible, to support neighbouring municipalities who have been affected by a major event and have found themselves running short of resources. This is most likely to be Murrindindi, Strathbogie or Benalla but could also be any of the municipalities in North East Victoria or even further afield depending on the situation.

As the effects of the emergency escalate, or the resource requirements outstrip what is available locally, regional, state and Commonwealth resources may be activated.

Note: all resource requests should be placed through the MERC.

At the regional level, the interagency response management structure involves the co-ordination of resources to support operations which cannot be resourced locally, or which extend over more than one municipal district. The highest level of operational co-ordination and support takes place at State level. It is at this level that resource support from other States and/or the Commonwealth is assessed and requested.

In all instances, the requesting agency should make appropriate arrangements for delivery, and whichever agency requests the resource will be responsible for all costs incurred. An exception applies to government and agency resources (including local government subject to financial and other constraints) which are expected to be made available.

Agencies may also establish a contractor list before (or during) an event to satisfy their potential needs.

All Council relief and recovery resource requests should be placed (through Crisisworks) with the MEMO who will advise the MERC and seek to satisfy the request. If the resource is not available locally, the request should be escalated through the Incident Controller.

Through an internal desktop exercise, it has been determined that within 24 hours of an emergency starting that requires an ERC to be opened and EMLO attendance at an IC steps should be made by Council to secure additional support.

5.19 Managing spontaneous volunteers

'Spontaneous volunteers' are formal and informal volunteers who respond to a disaster event. Volunteers are immeasurably valuable at times of emergency, but large numbers of people converging on a disaster site can create a significant burden on the impacted community.

During the relief phase, the MEMO will consult with the MRM on whether to use volunteers and whether they should be:
- engaged directly by Council
- referred to the Volunteering Victoria Emergency Volunteer Register for later possible engagement.

Management of spontaneous volunteers is addressed in detail in the Relief and Recovery Handbook and Emergency Relief Centre operating guidelines.

The Australian Institute of Disaster Recovery has also released a handbook on planning for spontaneous volunteers:

https://knowledge.aidr.org.au/media/5618/aidr-communities-responding-to-disasters-planning-for-spontaneous-volunteers-handbook.pdf

5.20 Public information, warnings and communications

Public Information Officers (control agency) will manage the provision of public information and warnings on behalf of the incident controller and all responding agencies.

However, where the timeframe is short and an extreme and an imminent threat to life exists, any response agency personnel can issue warnings to a community likely to be affected, providing they notify the relevant controller as soon as possible following the issuing of the warning.

The EMV Joint Operating Procedure JSOPJ04.01 is a detailed guideline for developing and distributing public information and warnings and is available at https://files-em.em.vic.gov.au/public/JSOP/SOP-J04.01.pdf

Emergency warnings and information assist the community to make informed decisions about their safety. Warnings for actual or potential major emergencies will be issued using several mediums, which could include but are not limited to:
- VicEmergency website www.emergency.vic.gov.au
- VicEmergency or relevant agency social media feeds
- VicEmergency app
- Incident control agency website and social media feeds
- Voice and SMS phone messaging through the use of the Emergency Alert tool
- Relevant emergency information phone lines
- Emergency broadcasters, using the standard emergency warning signal (SEWS) where relevant
- Community alert sirens

The Vic emergency website http://emergency.vic.gov.au/respond/ carries extensive, incident specific information as well as being a conduit for emergency warnings.

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Council and all agencies should support the dissemination of warnings and public information issued by the Incident Controller and should be forwarded through local established communications channels which include:

- Websites
- Social media pages and channels
- Networks and email groups
- Community radio
- Local newspaper and newsletters
- Community meetings
- Flyers on noticeboards
- Community groups and community leaders

As lead agency for relief and recovery, Council has a role in developing and disseminating relief and recovery information and the detailed **Emergency Communications Plan** has been developed for use during and after emergencies and is available on Crisisworks.

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

Mansfield Radio is an accredited emergency broadcaster and has emergency back-up power source at the Paps, Archerton and Frenchman's Gap transmitters and at Mansfield broadcasting facility at the Mansfield Community Centre, Erril Street Mansfield.

Communicating with non English speaking people or people with a disability

Special considerations need to be given to warning people with a disability and non English speaking groups. In the case where information or communication is required with persons unable to speak English an interpreter service such as the Telephone Interpreter Service phone 13 1450 (24 hrs) may be able to assist. On-line interpreter websites such as Google Translate and a number of phone apps could assist.

The North East Multicultural Association https://www.nema.org.au/home/ phone 5721 2090 maintains contact databases for residents who speak languages other than English and has extensive networks. NEMA also delivers emergency readiness education to new, multicultural residents

For people that are vision impaired or unable to read, Mansfield Community Radio (Radio Mansfield) Mansfield 99.7 FM (88.7FM in Tolmie, 90.1FM Woods Point) is an official emergency broadcaster. The station can be manned at short notice and can interrupt the feed link from Murrindindi. Refer the Contacts Directory for contact details.

5.21 Record keeping

Accurate and timely record keeping is critical during an emergency. Each agency will also have their own internal systems.

The **Emergency Management – Common Operating Picture (EM-COP)** is a web-based information gathering, planning and collaboration tool. EM-COP is designed to provide users

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with a simple way to gather, organise, create and share emergency management information between emergency managers at no cost to agencies. EM-COP access requires registration https://cop.em.vic.gov.au/sadisplay/main.seam

Crisisworks is the emergency management platform used by Council and is discussed in the section following. Council also archives all emergency related documentation in TRIM.

5.22 Crisisworks

Crisisworks is an on-line system that Council subscribes to that assists to manage emergencies, risk and recovery across the full lifecycle on any device ie mobile phones, tablets and computers.

Crisisworks facilitates the collection of resource requests, offers and information and the provision to follow up on progress; the collection of data during impact assessments and case work during recovery and a reporting facility for financial and recovery reports. Crisisworks offers an online library for documents that require sharing. Council also subscribes to the fire prevention module to assist with inspections in the lead up to the fire danger period.

Council staff with emergency management roles are trained in the use of Crisisworks as are certain agency staff who require access to the information.

The Vulnerable Persons Register is a module of Crisisworks but only accessible by those with certain permission.

Setting Crisisworks up early in an event is of high priority and staff will be dedicated to this task to eliminate needless double handling data entry later in the event and to be able to link all data gathered to cases or properties.

5.23 Essential infrastructure

Role statements for essential services including Telstra, NBN, water corporations and Energy Safe Victoria can be found in the SEMP on the EMV website:

https://www.emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities/role-statements

The role statements detail mitigation, response and recovery activities and align to the Victorian Preparedness Framework.

5.24 Financial relief for individuals

This is covered in details in the Emergency Relief Centre Operating Guidelines.

The Australian Government offers the following emergency assistance:

https://www.homeaffairs.gov.au/about-us/our-portfolios/emergency-management/recovery-assistance

The range of Victorian Government financial assistance is detailed on the Victorian Government website

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5.25 Financial considerations

Control agencies are responsible for all costs involved in that agency responding to an emergency. Government agencies supporting the control agency are expected to defray all costs from their normal budgets.

Payment for requested resources

Costs associated with sourcing external or privately owned supplementary emergency response resources for the relevant response agencies will be recovered from the requesting agencies. This includes costs for all equipment, hire, catering and any associated on-costs of that request.

Response agencies should be aware of their financial responsibilities before requesting anything from Council or private enterprises.

All resource requests should be made through the appropriate channel - the MERC. Any requests made outside of these guidelines should be redirected to the MERC. Requests from response agencies are not to come from an incident control centre directly to an agency or the MEMO. If the MEMO or agency staff receive requests from response agencies, they are to advise the agency to contact the MERC in the first instance.

Financial arrangements for response and recovery

The following summarises financial responsibilities for expenditure on response and recovery activities. As a general rule, whichever agency originates the request for the resources will be responsible for all costs.

Emergency Payment Responsibilities

The following emergency payment responsibilities apply in Mansfield Shire:

- Where an agency's expenditure is in order to fulfil its own responsibilities, that agency is responsible for the cost
- Where one agency requests services and supplies in order to fulfil its own responsibilities as articulated in plans, that agency is responsible for costs incurred
- 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
- Council is responsible for the cost of emergency relief measures provided to emergency-affected people

Agency Support

Agencies are called upon to provide resources within the limit of their means. Where a volunteer agency expends extraordinary funds providing resources for emergency response and recovery to the extent that it seeks financial reimbursement, it should notify the control agency, or the agency to which it is providing services, at the earliest possible opportunity, preferably before deployment commences.

Municipal Council resources

Council is expected to use its resources in an emergency situation within the municipality within reason. Where equipment and/or personnel are sourced from external providers, Council is

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responsible for providing those resources. However, Council will only cover costs for Council managed resources requested and used during normal business hours. Costs outside of this, including costs of sourcing private contractors, will be recovered from the relevant requesting agency.

Some further reimbursement may also be 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.

State agencies
State agencies involved in emergency response and recovery activities as part of their normal activities will initially fund them from their own budgets, including supplies (e.g. catering) purchased from contractors or volunteer agencies.

Private organisations
Private organisations meet their own expenses incurred in emergency activities.

Government financial support for Councils
Under [Victoria's Natural Disaster Financial Assistance (DRFA)](#) scheme, financial support is provided by the Department of Treasury and Finance (DTF) to assist local councils with costs associated with particular relief and recovery activities following a natural disaster. Financial assistance is provided in accordance with the [Commonwealth Natural Disaster Relief and Recovery Arrangements (NDRRA)](#).

Expenditure associated with relief and recovery activities and single incidents are assessed by DFFH.

To be declared a 'small disaster' it must be a multi-agency response and State eEligible relief and recovery activities include the establishment of relief and recovery centres or Council emergency coordination centres and other relief and recovery activities such as emergency and/or temporary accommodation, the supply of immediate needs (i.e. food, water and clothing), as well as personal and financial counselling.

Animal evacuation costs for small animals are eligible for reimbursement but costs for large animals such as horses are not eligible.

Removal of debris is only covered to allow access to a property – it does not cover debris removal elsewhere on the property.

For eligible relief and recovery expenditure to be reimbursed, local councils are required to advise DTF as soon as practically possible after a disaster that they have incurred or expect to incur these types of costs to ensure that the event is notified to the Commonwealth as an eligible natural disaster under the NDRRA. Refer the EMV fact sheet:
https://www.emv.vic.gov.au/publications/relief-and-recovery-activities-guidance-for-local-councils

EMV has developed a fact sheet that covers the post emergency government financial assistance measures https://www.emv.vic.gov.au/publications/fact-sheet-financial-arrangements-government-post-emergency-assistance-measures

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The fact sheet covers assistance measures for:

- Individual human need
- Residential and community re-establishment
- Community safety/health
- Economic recovery
- State Government assistance to municipal councils
- Commonwealth Government assistance to persons/municipal councils

5.26 Response to recovery handover

While it is recognised that recovery activities will have commenced shortly after impact, there will be a cessation of response activities and a hand over to recovery agencies.

While an emergency continues to pose a threat to a community, overall coordination of all activities will remain under the direction of the **control agency**. As emergency response activities wind down, the coordination role will transition from response coordination to recovery coordination, which will include coordinating remaining urgent and immediate community needs while planning and implementing longer-term recovery support and services. Relief and recovery planning and delivery are parallel operations to response and commences after the onset of the emergency.

When response activities are nearing completion the Incident Controller will call together the MERC, the state or regional Emergency Response Coordinator and the MEMO/MRM to consult and agree on the timing and a 'transition from response to recovery agreement' will be developed – most likely using the EMV online template.

The purpose of the document is to assist emergency management agencies involved in coordination of response, relief and recovery arrangements achieve a seamless transition from response to recovery phase following an emergency event.

The scope of the transition agreement includes:
- A description of the event
- Authorisation arrangements
- Coordination and management arrangements
- Transition activities and tasks to ensure continuity of essential community support
- Information and communication arrangements

The key tasks under this agreement include
- Continuity of emergency relief requirements if required
- Coordination of initial and post impact assessments in the affected communities
- Identification of resources required to support immediate community recovery requirements including public health and safety
- Coordination of essential clean-up operations

The decisions relating to the timing of the transition of response to recovery coordination, and whether recovery coordination will be transitioned to local and/or state government), will be impacted by a number of key considerations. These include:
- The nature of the hazard/threat and whether there is a risk of a recurring threat

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- The extent of impact on communities, as this may determine if a prolonged transition period needs to be implemented.
- The extent of and known level of loss and damage associated with the incident
- The considerations for the extent of emergency relief required by affected communities
- The considerations for the resources required to coordinate effective recovery arrangements

A transition to recovery plan template can be found in the EM-COP library under IMT Toolbox, State Relief and Recovery.

Termination of Response Activities and Handover of Goods/Facilities

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

In some circumstances, it may be appropriate for certain facilities and goods obtained during response, to be utilised in recovery activities. In these situations, there would be an actual hand over to the MRM of such facilities and goods. This hand over will occur only after agreement has been reached between the Incident Controller, MERC and MRM.

Resourcing and payment for goods and services used in the recovery process (by Council) is the responsibility of the MRM through the MEMP arrangements.

5.27 Debriefing arrangements

A debrief should take place as soon as practicable after an emergency having a significant impact. At the municipal level, the MERC may convene a meeting and all agencies who participated should be represented with a view to assessing the adequacy of the MEMP and to recommend any changes. Such meetings should be chaired by the Chairperson of the MEMPC or the MERC.

Following a 'debrief' of an event, incident or exercise, Minutes will be kept, presented to the following MEMPC and identified actions implemented by change to procedure (or reinforcement of procedure), variation to this MEMP etc

Post major events, the Incident Controller will arrange a debrief and each agency involved will likely hold their own debrief to review their own planning and response.

5.28 Impact assessments

Under the *Emergency Management Act 2013*, the Emergency Management Commissioner is responsible for ensuring the coordination, collection, collation and reporting of information on the impact of the emergency.

Impact assessment is conducted in the aftermath of a Class 1 emergency event to assess the impact to the community and inform government of immediate and longer-term recovery needs.

Impact assessment must be community focused to ensure the data/information will assist decision making on how to best support impacted communities.

Victoria uses a three stage process to gather and analyse information following an emergency event. The term impact assessment encompasses all three stages:

- Initial impact assessment (IIA)

- Secondary impact assessment (SIA)

- Post emergency needs assessment (PENA)

Despite three stages being described, impact assessment is not linear and some of the stages may be completed concurrently depending on the size and nature of the emergency event. The stages described must be an evolving continuum or a single process made up of stages which transition as seamlessly as possible.

Crisisworks, the online emergency management system used by Council for emergency management, has both impact assessment and recovery modules that will administer data and case management during recovery. The impact assessment module may be used to input data in the field via phones or tablets as required. The module does not require internet access but an application is required to be downloaded to a device before it is used in the field. Council has a bank of tablets available for this purpose.

Council teams will conduct the early Secondary Impact Assessments with a staff member dedicated to administration of the data. It is probable that a specialist will be brought in to conduct the detailed SIAs and costings required to inform recovery planning and reporting to the NDRRA.

The following table briefly details the impact assessment procedures that may have to be undertaken. Other departments, agencies and utilities will also be gathering and sharing impact assessment data.

Impact assessment procedures in brief

TASK	WHO	NOTES
INITIAL IMPACT ASSESSMENT (IIA)		
Within first 48 hours Broad, preliminary assessment May not be accurate – gives indications of extent of damage	Control agency	The starting point for prioritisation of recovery Risk assessments
SECONDARY IMPACT ASSESSMENT (SIA)		
Built environment (also environmental health) Public and private assessment Includes roads, roadsides, bridges, drainage, community infrastructure, utilities	MEMO EHO Council teams	Teams to undertake drive-bys and site inspections. Also data gathered at ERC Data entered into Crisisworks on iPads or to Assetic Utilities will also conduct their own impact assessments and

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		report to IC
		DELWP and RRV also have responsibility on certain roads – information to be shared
		Data and photos from Council's asset management program may be used to inform SIAs of infrastructure
		Building surveyors will be activated to survey damaged houses and report back to Council
Social environment Includes psychosocial support, accommodation, health, basic needs	MRM DFFH	ERC data collection Home visits Phone calls Data entered into Crisisworks Recovery module
Natural environment Includes dangerous trees, native animals, restoration and erosion prevention	MEMO Agencies	Drive-bys and site inspections Data entered into Crisisworks Impact Assessment module
Agriculture Includes livestock care and burial, fencing, fodder, water replacement Impact assessments led by Agriculture Victoria with Council as support agency	Agriculture Victoria MEMO	Face to face and phone calls Site visits Data entered into Crisisworks Impact Assessment and Recovery modules
Risk Assessment	MRM MEMO RMO	Risk management should be included in every impact assessment
POST EMERGENCY NEEDS ASSESSMENT (PENA)		
Economic Assessment of businesses affected and needs	MRM Eco Dev DJPR	Face to face Meetings
Community health and well being	MRM DFFH	Meetings, social gatherings Social media Face to face with community leaders
Reporting on cost of restoration and recovery Early estimations move to detailed	MRM Finance	Crisisworks and internal reports prepared for NDRRA

costings		
Inform recovery planning	MRM	Recovery committee

Refer to appendices for Impact Assessment detail.

5.29 Non-major emergencies

Non-major emergencies or single incidents usually affect only one or two residences or businesses. Single incidents are usually the result of house fire, flood or storm. There may be one or more agencies involved in the response and recovery.

After the response the MRM will be the contact for assistance with such things as emergency accommodation, psychological and material support, pet welfare and access to information.

A 'Single Incident Flyer' has been developed which may be handed to affected people by either response or recovery agencies and carries lots of necessary information – contact the emergency management staff at Council for copies or visit the Council website

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After

Recovery and community continuity

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RECOVERY ARRANGEMENTS

The Emergency Management Commissioner (EMC) has legislative responsibility for Emergency Relief and Recovery Coordination and the Relief and Recovery directorate will lead emergency management relief and recovery arrangements in Victoria.

Relief and recovery management at the local level is devolved to local government with support from DFFH under the *Emergency Management Act 1986 and 2013*

This **Recovery** section:
- Sets out the scope of recovering from disasters in Mansfield Shire
- Aligns with the principles and objectives articulated in the SEMP and the REMP
- Outlines the agreed roles and responsibilities of participating agencies in both relief and recovery.
- Describes the broad services to be provided during recovery by participating agencies.
- Gives an overview of the operational aspects of recovery.
- Is 'all hazards' based.

This Recovery section of the MEMP details the **management arrangements** endorsed by the Municipal Emergency Management Plan Committee (MEMPC) and participating agencies to coordinate community recovery services in the event of an emergency within the Municipality.

All stakeholder agencies and responsible officers should be familiar with these recovery arrangements and any related plans identified in this plan. The more detailed **Mansfield Shire Relief and Recovery Guidelines** (Council document) should be used as a planning template and management tool.

This section should also be read in conjunction with the detailed Disaster Recovery Toolkit developed by EMV.

https://www.emv.vic.gov.au/how-we-help/disaster-recovery-toolkit-for-local-government

Whilst both the relief and recovery arrangements in this MEMP deal with this Municipality, a seamless approach will be implemented where recovery activities need to cross municipal boundaries.

6.1 Recovery overview

Definition of recovery in Mansfield Shire
Recovery is the process that enables an individual or a community to get back to an acceptable or better level of functioning after a major disruption. This is a developmental process that commences with first response, may last for weeks and possibly extends to months or years after an emergency and is based on continuing assessment of impacts and needs.

Outcomes

In Mansfield Shire we aim to approach recovery from a 'community continuity' perspective. The integral characteristics of the community before the incident are understood and kept in focus during the entire recovery process. A continuity approach allows the community to prioritise and lead their own recovery when they are ready and aims to rebuild a more resilient community.

Short term – reach an acceptable level of functioning
Medium term – rebuild or reinstate the priorities identified by the community
Long term – rebuild or reinstate all environments to the same or improved level of functioning and a greater level of resilience

Recovery for the larger township of Mansfield will be different to that of the smaller communities scattered across the Shire. It is the smaller communities that are more likely to be affected by a disaster and this section is written with those communities in mind. The smaller communities are likely to be impacted to a greater extent but have an enhanced opportunity of leading their recovery planning – if they have the capacity and capability.

Recovery environments
Recovery requires collaboration between individuals, communities, all levels of government, non-government organisations and businesses – across four inter-related recovery environments. These are the:

- **social environment** – the emotional, social, spiritual, financial and physical wellbeing of affected individuals and communities
- **built environment** – the restoration of essential and community infrastructure
- **economic environment** – the revitalisation of the affected economy and includes agriculture
- **natural environment** – the rehabilitation of the affected environment

Recovery initiatives could address specific elements of one recovery environment, or they could operate across multiple environments. These environments are addressed in detail in the following chapters.

Principles
The principles on which the approach to recovery in Mansfield Shire is founded are based on the National Principles for Disaster Recovery:
- Understand the context
- Recognise complexity
- Use community-led approaches
- Coordinate all activities
- Communicate effectively
- Recognise and build capacity

Accessibility and Inclusion Principles
Development of this recovery section was guided by the principles of the Mansfield Shire Council Access and Inclusion Charter which are:

- Recognise inherent dignity
- Non-discrimination

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- Participation and inclusion
- Respect for difference
- Equality of opportunity
- Safety

Natural disasters and other crises such as pandemics can affect everyone, no matter what their background or status. More vulnerable demographics can be affected to a much greater extent than others and can take much longer to recover. Recovery planning that is done with a focus on vulnerable demographics will benefit the whole community.

Barriers to access to, and inclusion in relief and recovery processes can include:

- Living in rural or remote areas
- Social disadvantage
- Age, functional or physical ability
- Cultural and linguistic diversity (CALD)

The MEMPC acknowledges the diversity that exists in Mansfield Shire and seeks to address the needs of all residents and visitors in times of emergency.

6.2 Recovery related plans

A number of other emergency management sub-plans are in place within Mansfield Shire. These plans should be acknowledged by the MEMPC and any recovery committees that may be formed and include:

- Mansfield Shire Relief and Recovery Guidelines
- Municipal Public Health and Wellbeing Plan

The arrangements in the Recovery Plan are consistent with the REMP and SEMP.

6.3 Recovery roles and responsibilities

Municipal Recovery Manager (MRM)

The MRM will act as the emergency recovery coordinator responsible for emergency relief and recovery services in the Municipality. Council has embedded the position requirements and responsibilities within a permanent role in the organisational structure. Deputy MRMs are also appointed to support the MRM or undertake all roles and responsibilities of the MRM in the event that the MRM is not available or the scale of the task is vast or protracted.

Responsibilities of a MRM
- Recovery representative on the MEMPC
- Represent Council on the MEMPC Relief and Recovery sub committee
- Chair recovery committees, if formed
- In time of an emergency, determine the needs of affected communities in consultation with the Incident Controller, communities and participating agencies

- Coordinate municipal resources in delivering relief services (in partnership with the MEMO, key organisations, agencies and community)
- Manage and coordinate the community recovery functions
- Determine the public information and advice requirements and ensure the Communications Plan is activated

Municipal Emergency Management Officer (MEMO)

The MEMO will also take a lead role through supporting the MRM the delivery of relief services and recovery planning.

Recovery responsibilities of the MEMO:
- Support the MRM with coordination of relief and recovery services
- Provision of resources for relief and recovery
- Ensure the MRM and any stakeholders are kept informed and up-to-date
- Ensure the MRM has the most recent impact assessment data on hand

Agencies including DHHF, Red Cross, Victorian Council of Churches, Agriculture Victoria also have roles and responsibilities for recovery as per the SEMP and local arrangements. https://www.emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities/recovery-co-ordination

Recovery responsibilities of the MEMPC

The MEMPC will be advised by the Relief and Recovery Sub Committee

The role and responsibilities of the MEMPC as a whole may include:

- develop, review, exercise, evaluate and maintain the Recovery Section of the MEMP
- understand the roles and responsibilities across government and non-government participating agencies and ensure capacity of these agencies to deliver their services
- raise community awareness in the value of being prepared for emergencies and the importance of preventative action wherever possible during the recovery process
- assist with relief and recovery communications

6.5 Maintenance of the Recovery Plan

The Relief and Recovery Sub Committee will initially review and maintain this Recovery section of the MEMP and reporting to the MEMPC. The MEMPC is responsible for the Recovery section as a part of the MEMP and ensuring it is current and fulfils the Assurance requirements

The Recovery section will be reviewed:

- after each operation or exercise
- annually
- in the event of deficiencies being identified

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- in the event of an significant emergency/disaster
- in the event of significant legislative changes
- on an ongoing basis as required

The MEMPC through the Relief and Recovery Subcommittee also holds the responsibility for the Mansfield Shire Emergency Recovery Plan – a subplan to the MEMP.

6.6 Crisisworks Recovery Module

Using Crisisworks in relief and recovery enables tracking of affected people and property through the Recovery module, management of agency referrals, caseworker assignment and detailed reporting of both persons and cases. Crisisworks enables data capture at emergency relief centres and financial reconciliation for grants and funding.

Accessing Crisisworks requires a log-in – contact Council's Emergency Management Officer for access.

6.7 Recovery committees

In the first instance, a local recovery centre may be established to house all the agencies affected residents may need to have contact with – a 'one-stop-shop'. However, recovery can continue for many years after a disaster and recovery committee will be formed by the MRM and may include:

- Community and business representatives
- Local representatives of participating agencies (government and non-government) who have the ability to provide specific services required in the recovery process
- Council officers involved in the delivery of recovery functions
- Councillors
- Cultural representatives
- Representatives for vulnerable sectors including youth, aged, disability
- Agriculture and environment representatives

A recovery committee may:
- support the community to provide leadership in recovery
- bring diverse community opinions and concerns from affected area to the attention of the recovery committee
- review all impact assessment data
- gather relevant information and data from the community and other stakeholders – including community values and priorities
- identify and present issues arising from the impact of the emergency on individuals, families and communities and prioritise them for action
- develop recovery plan/s
- provide a government/non-government agency/community collaboration
- undertake specific recovery activities as determined by the circumstances and the committee including keeping diverse communities and stakeholders informed and engaged

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- monitor the overall progress of the recovery process in the affected community and liaise, consult and negotiate on behalf of affected communities, with recovery agencies
- ensure communication strategies are appropriate to the situation and community
- create a feedback loop using committee members, social, informal and formal networks to connect community, government and non-government agencies

Depending on the emergency, representatives from response agencies may sit on a recovery committee following an event eg after bushfire to report on restoration of fire control lines.

Other organisations may play a vital role in the community recovery process and whilst they may not be members of a recovery committee, their contribution to the work of the committee will be important. This may include local service clubs, businesses, small local community agencies and regional community services and volunteer organisations.

6.8 Recovery communications

In the early stages of recovery, announcements from response, relief and recovery agencies must be coordinated and consistent with each other.

The needs of people affected by a community must be considered along with ways to reach them. An Emergency Communications Plan has been developed by Council and is available on Crisisworks.

Red Cross also publishes the comprehensive Communicating in Recovery handbook: https://www.redcross.org.au/getmedia/2810a05a-3327-47f4-8a2a-7e89c14e2335/Communicating-in-recovery-resource.pdf.aspx

6.9 Engagement of community in recovery

A vital component in empowering a community in its recovery process is the engagement and involvement of the affected community in planning and participating in the process of recovery. This may be undertaken in a variety of ways depending on the scale of the event and community interest and ability.

The form of any community recovery frameworks will vary greatly. Each community is different, as is every emergency, and the structure will start to emerge during the early recovery phase. It is crucial that there is strong community representation on any committees formed, and the community must be listened to and supported to develop and drive their own recovery plans with agencies poised to support them during this process.

At all times it will be important to ensure that all members of the affected community are provided the opportunity to give feedback and express their opinions in relation to the recovery process. This will enable Council and agencies to ensure that processes allow for broad and diverse community input, rather than from limited sections of the community.

Social and creative initiatives that emerge are key to recovery and it is imperative that they are supported both physically and financially and over the medium to long terms if required.

Existing community development mechanisms such as Council's community development, youth, HACC, tourism and economic programs will be central to working with communities and businesses as they recover in all environments.

Engagement with 'hard to reach' and isolated demographics is addressed in the Mansfield Shire Emergency Recovery Plan and the Emergency Communications Plan.

The MEMPC Community Engagement Subcommittee will also provide a valuable conduit to the broader community.

If the emergency event does not require the formation of a recovery committee, the MRM will liaise directly with the affected community member(s) and relevant agencies and report to the MEMPC.

6.10 Recovery plans and community continuity

Recovery plans define strategies and interventions specific to the affected communities should build on recovery planning that is undertaken prior to an event occurring. The plans establish a benchmark of priorities and aim to agree and communicate the immediate, medium and long-term goals for recovery accompanied by action plans. These goals are reviewed regularly throughout the recovery process in consideration of the changing environment.

Recovery and emergency management practitioners should partner with the community and economic development officers who have a highly developed understanding of the local community, connections and networks and have fostered a high degree of trust from the communities.

Pre-disaster profiles of the community should be drawn on to ensure the community itself is kept in focus during the planning and recovery process. The community should be allowed to determine timeframes and priorities. Using a 'community continuity' approach will facilitate an enhanced return to acceptable levels of functioning. Recovery planning should also regard the cultural landscape which refers to the way people understand and know the world, and how they act within it. It includes ethnicity, habits, language, stories, traditions, spirituality, heritage, symbols, mannerisms, preferences, attitudes, orientations, identities, norms and values' Red Cross Guide to Post Disaster Recovery Capitals

Recovery planning, cultural recovery and the community continuity approach is covered in detail in the Relief and Recovery Guidelines.

6.11 Recovery environments

The recovery process should be undertaken within the four recovery environments that meet the needs of an impacted community:

- Social environment
- Built environment
- Natural environment
- Economic environment

Each recovery environment does not stand in isolation, will overlap with other areas, and will require specialist skill requirements to address issues arising after impact as illustrated by the following descriptions which include but are not limited to the requirements listed.

Relief and recovery activities in the four environments, agencies and service providers and contact details can be found in the Emergency Contacts Database maintained by Council and the MEMPC.

The following briefly details the elements relevant to each functional area of recovery:

Social environment

The social recovery environment addresses the impact an emergency could have on the health and wellbeing of individuals, families and communities. Social recovery is closely inter-related to the other four recovery environments.

Below is a list of activities that may contribute to social recovery. Agencies with responsibilities for the activities as listed below are expected to have plans, policies and capability in place.

- Support for individuals (including service coordination and case support)
- Accessing information
- Financial assistance
- Health, wellbeing and safety
- Interim and temporary accommodation
- Psychosocial support (including counselling and advocacy)
- Targeted recovery programs for the bereaved; men and women; children and youth; vulnerable groups; and displaced and dispersed people
- Community programs
- Creative recovery programs
- Community engagement (including sponsorship and advocacy
- Community recovery committees
- Recovery centres (such as locations and staffing)
- Community service hubs (such as locations and staffing)

Built environment

Infrastructure assists individuals and communities in the management of their daily lives and underpins the ability of private and public community services to function. If essential infrastructure and services are affected by an emergency its restoration is considered a priority to ensure that response, relief and recovery activities are not compromised and agencies and organisations are able to effectively deliver services for affected individuals and communities.

Local infrastructure may also form an important part of community identity and connectedness. For example, some public buildings have an important symbolic role and their loss can have a severe negative impact on community morale.

Initial assessments of impacts on essential infrastructure and services should be coordinated at the local level by the municipal council.

Community recovery is underpinned by the restoration of critical infrastructure and services (electricity, gas, water and sewerage), as well as communication and transport links. These in turn enable essential business services, such as banking, education, health and retail trade to be returned.

The delivery of the following functions may have to be addressed:

- Impact assessments
- Assessment of damaged buildings
- Clean up and demolition of damaged structures (including removal, transport and disposal)
- Building advice and information
- Essential utilities and services (including banking, education, and health)
- Critical infrastructure (including water, electricity, gas and telecommunications)
- Communications (including telephone, mobile, radio, internet and cable)
- Roads and transport (including public transport, arterial routes, supply chains and bridges)
- Water and wastewater (including drinking water and sewerage)
- Waste and pollution (including garbage)
- Community and public buildings and assets (including schools, child care, places of spiritual worship, recreation facilities and entertainment venues)

Restoration of critical infrastructure must be undertaken with an awareness of the needs of vulnerable individuals and communities. In restoring infrastructure, responsible agencies should:
- understand the community's priorities
- keep the community informed of recovery progress
- wherever possible, restore to a better standard

Natural environment
Recovery of the natural environment aims to improve air quality, water quality (including catchment management), land degradation and contamination and flora and fauna through:

- Protecting water quality and supply
- Controlling and preventing erosion
- Protecting threatened habitats (including controlling the spread of invasive species)
- Surveying and protecting threatened species (including bird, marsupial, aquatic and plant species
- Surveying and protecting aquatic and terrestrial ecosystems
- Regenerating forests (including for ecological purposes and future timber use)
- Restoring public land (such as walking tracks, fencing, and recreational and visitor facilities)
- Surveying and protecting sites of cultural heritage significance

Economic environment (including agriculture)
Economic recovery re-establishes economic wellbeing and relieves financial hardships in affected community including primary producers, local businesses and the tourism industry.

This may involve initiatives that will provide:

- Local economic sustainability
- Support for individuals and households
- Support for businesses (including information and advice)
- Business continuity planning
- Promotion of local employment opportunities
- Supporting local tourism
- Monitoring broader economic impacts and coordinating responses

The agricultural industry is often impacted by natural disaster and may require specific attention. Assistance may include:

- Animal welfare (including livestock and companion animals)
- Loss and damage assessment (for Farming, Rural Activity, Rural Conservation and Green Wedges Zones)
- Needs referral and case management
- Emergency fodder
- Restoring damaged fencing (including private, bordering parks and as a result of emergency response)
- Wellbeing and economic recovery of rural communities
- Rehabilitation of productive land

6.12 Recovery services and providers

Legend:
MSC	Mansfield Shire Council
DFFH	Department of Families, Fairness and Housing
VCC	Victorian Council of Churches
DET	Department of Education and Training
DTF	Department of Treasury and Finance
VBA	Victorian Building Authority
DELWP	Department of Environment Lands Water and Planning
PV	Parks Victoria
Ag Vic	Agriculture Victoria (DJPR)
DJPR	Department of Jobs Precincts and Regions
GBCMA	Goulburn Broken Catchment Management Authority
EPA	Environment Protection Agency
DPC	Department of Premier and Cabinet
TLaWC	Taungurung Lands and Waters Council

RECOVERY SERVICE	AGENCY	ARRANGEMENT
SOCIAL ENVIRONMENT		
Accommodation (temporary)	MSC DHHF	Short term commercial beds arranged by the individual or with support though an ERC Support securing interim accommodation
Aged & Disability Support (vulnerable groups)	MSC	Local aged and disability support services to collaborate on support delivery and advocate for needs. Residents on VPR to receive priority attention.
Children's Services	MSC	Local childcare providers, Maternal & Child Health Service, and Family Day Care to collaborate on and advocate for care/support/relief required for young children
Communication/information	MSC	Council to activate Communications Plan contained in the Emergency R&R Sub Plan
Community engagement	MSC	Through Recovery Committee Community development team to work with individual communities to plan for recovery projects
Material goods donations coordination	MSC St V de Paul Uniting Church	Council to coordinate. Storage and distribution centres - location to be determined by amount of donations received Volunteer assistance required
Emergency Financial Relief Assistance	DFFH	Individual and household assistance (PHAP) Emergency re-establishment assistance Commonwealth government financial assistance https://services.dffh.vic.gov.au/financial-crisis-support
Insurance advice	DTF	Advice and information through a Recovery Centre, over the phone or online
Survey and determine re:	VBA	Impact assessments

RECOVERY SERVICE	AGENCY	ARRANGEMENT
occupancy of damaged buildings	MSC	Crisisworks Recovery module and face to face in Recovery Centre
Material assistance	Charities	St Vincent de Paul local provider. Uniting Church (Mansfield) and Salvation Army can be called on for further support
Psycho-social support	DFFH Red Cross VCC	Emotional and spiritual care Support for bereaved In the short term, Council to coordinate personal support and counselling. DFFH responsible for on-going support
Family violence services and information	DFFH MSC	Referrals to family violence support services
Pets - accommodation	MSC	Council Local Laws officer and staff to work with pet owners to find temporary accommodation. Lost pets will be managed by Local Laws through the pound. Likely that community will make arrangements through social media
Public health & communicable diseases	MSC DFFH	EHO to work collaboratively with DFFH and local medical services to respond to public health issues on an as needs basis. Include sanitation, disease control and food and water. Information available through Recovery Centres, Council, medical centres and online
Schools / Education	DET	Local schools will be supported by Department of Education and Training
Translation & interpreting	MSC	On an as needs basis. North East Multicultural Association to assist or on-line translation apps for support
Volunteer management	MSC	Spontaneous volunteers to be managed by Council Volunteer Coordinator or through Volunteering Victoria.
Targeted recovery programs	MSC DFFH BRV	Through Recovery Committee Community development programs and Recovery Officers Community events
Appeals and cash donations	DPC	Comms campaign to limit material donations

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RECOVERY SERVICE	AGENCY	ARRANGEMENT
BUILT ENVIRONMENT		
Impact assessments	MSC	Impact information to be gathered from Control Agency and others in ICC, Council to conduct secondary and post impact assessments
Clean up & equipment provision	MSC	Urgent. Coordinate through Crisisworks Conduct impact assessment and 'make safe' first priority. Council to coordinate clean up. Local contractors, insurance agency contractors, SES, service clubs to be approached for assistance. Provision of tip tickets.
Fencing	MSC	Once Impact Assessments conducted, Council and Recovery Committee to plan for fencing replacement. Support available through BlazeAid and other volunteer organisations. Fencing disputes referred to Dispute Settlement Centre
Utility/infrastructure restoration	MSC	Council does not provide power or water into the Shire. Council to collaborate with utilities providers on restoration. Utilities providers identified in Contacts Directory.
Roads and transport	MSC RRV	Impact assessment to inform needs. Council responsible agency but some roads responsibility of RRV. Also involve Department of Transport
Building advice and information	MSC	Limited advice available through Council. Engage private practice
Critical infrastructure	MSC	Impact assessment to inform needs. Council to collaborate and support infrastructure owners to recover urgently
Water and waste water	GVW MSC	Reinstating water responsibility of GVW. Waste water also GMW. Storm water and drainage to be reinstated by Council over medium term. Replacement of contaminated tank water – EHO to coordinate
Waste and pollution	MSC	Waste materials from clean up taken to Recovery Centre and Depot for

RECOVERY SERVICE	AGENCY	ARRANGEMENT
		disposal. EHO to liaise with EPA on pollution issues
Community and public buildings	MSC	Impact assessment to inform needs and to assist with prioritising works to re-establish. Recovery committee to prioritise Grant requests lodged
NATURAL ENVIRONMENT		
Environmental health	MSC EPA & DELWP	EHOs to work with EPA to conduct impact assessments and identify and address issues
Environmental water quality	DELWP GBCMA	Catchment authority and DELWP responsible for environmental water quality. Invite onto recovery committee
Erosion control – public and private	DJPR MSC	DJPR overall responsibility for agricultural land recovery. MSC to coordinate in collaboration with public land managers, DJPR and local land owners. Work with Up2Us Landcare Alliance
Weed and vermin control	MSC DELWP	DELWP overall responsibility. MSC to coordinate collaboration with public land managers and local land owners. Work with Up2Us Landcare Alliance
Surveying and protecting threatened habitats and species	DELWP	Invite on to recovery committee for updates/support. Work with Up2Us Landcare Alliance
Forest regeneration	DELWP	Invite on to recovery committee for updates
Surveying and protecting sites of cultural heritage significance	DELWP	Council to support DELWP, PV, and Taungurung LaWC to address environmental and cultural heritage damage

ECONOMIC ENVIRONMENT		
Business recovery	MSC DJPR	Economic development officer to conduct impact assessments to benchmark and inform recovery planning. Coordinate and initiate economic development activities. Monitor broad economic impacts and consequences. Information dissemination. Coordinate outreach services and case managers. Grant applications. Work closely with Recovery Committee and MDBA
Tourism support	MSC TNE	See Business Recovery above
Livestock and primary producers	Agriculture Victoria	Economic development officer to conduct impact assessments and coordinate recovery planning in partnership with Agriculture Victoria, VFF. Access to NDRRA initiatives Technical advice
Animal welfare	MSC Ag Vic	MSC and Ag Vic to coordinate dealing with dead and injured animals. Include on Recovery Committee
Animal disposal	MSC	DJPR – advice provision MSC - coordinate clean up and disposal EPA - ensure appropriate disposal methods
Loss and damage assessment - agriculture	MSC	VFF and MSC to conduct impact assessments. Reports inform needs and planning. VFF on Recovery Committee
Needs referral and case management	MSC	Through Recovery Centre then Outreach services
Recovery programs	Ag Vic	Delivery of recovery programs and advice to primary producers, rural land managers and other animal businesses. Long term
Emergency fodder	MSC	Donations coordinated and distributed VFF for support and volunteers
Fencing	MSC CFA	Private land Council to gather lost fencing data through Crisisworks

	DELWP	Council to engage VFF and Blaze Aid to take a major role post needs assessment. CFA and DELWP to repair fencing damaged through suppression activities
Rehabilitation of productive land	DJPR	DELWP and VFF on Recovery Committee. Facilitate access to DELWP information and services
Farm water replacement	MSC	Facilitate access to Victorian Government's Essential Water Replacement Scheme
Fire break rehabilitation	CFA DELWP	CFA and DELWP recovery services

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6.13 Recovery centres

A recovery centre provides a single point of entry for disaster-affected people for an 'all agency, all stakeholders' integrated recovery process – a 'one-stop-shop'.

A recovery centre provides support to affected communities in the restoration of the emotional, social, economic and physical wellbeing and facilitates the provision of services. A range of services can be collaboratively based in the same facility and may vary according to the impact of the disaster but usually consists of direct access to, or conduits to:

- Psychological wellbeing services (psychological first aid, personal support services and in some cases, mental health services)
- Temporary and medium-term accommodation
- Environmental health (for example, public health)
- Financial assistance
- Legal and insurance advice
- Case coordination/management service
- Primary industry advice
- Rebuilding advice
- Disaster victim identification (for mass casualty events)

The MRM has the role to coordinate establishment and management of a recovery centre. Venues appropriate for establishment of a recovery centre can be found in the list of Emergency Relief Centres. Operating Guidelines for a recovery centre can be found in appendices of the Mansfield Shire Emergency Recovery Sub Plan.

6.14 Government recovery support

The Australian and Victorian Governments both offer a range of support across the recovery environments. The support offered may include advice, financial, business and mental health support.

https://recovery.gov.au/
https://recovery.serviceconnect.gov.au/
https://www.vic.gov.au/bushfire-recovery-victoria
https://www.emv.vic.gov.au/how-we-help
https://www.emv.vic.gov.au/natural-disaster-financial-assistance
https://www.emv.vic.gov.au/how-we-help/disaster-recovery-toolkit-for-local-government
https://www.emergency.vic.gov.au/relief/#personal_well_being_following_an_emergency
https://www.rdv.vic.gov.au/resources/bushfire-recovery-in-victorias-regions/relief-and-recovery-advice

6.15 Withdrawal of recovery services

Recovery is a developmental process that could continue for months, if not years therefore, planning must address short, medium and long term recovery needs and goals.

Withdrawal of emergency recovery services is a critical aspect of recovery management. A planned withdrawal involving the Recovery Committee and the affected community is crucial so that a void will not be left.

Transitioning to post recovery requires careful consideration and planning and is based on reduced levels of demand and need for such services. Community recovery programs should transition into regular mainstream services and activities which shift the focus from emergency recovery to community renewal and support, whilst still providing services for ongoing needs of affected people.

Once emergency relief and recovery operations have ceased, debriefing of the emergency can occur. A debrief is the forum to discuss what occurred in order to identify good practices and areas for improvement. A debrief should take place as soon as is practicable after an emergency.

Municipal, regional and state emergency response coordinators will convene such meetings, and all agencies that participated should be represented. The meetings may be chaired by the chairs of emergency management planning committees. Refer to the Relief and Recovery Sub Plan for debriefing and meeting templates.

Debriefing should evaluate the success of the outcomes at each step of the emergency relief process. Circumstances will dictate whether the debrief covers mitigation, response and recovery or whether separate debriefs are held ie response and recovery. Actions resulting from a debrief may include revising training, amending plans or operating procedures, or changing policy.

Communities must continue to be supported through community development activities that will focus on building future preparedness, risk management and all the characteristics of resilience such as community leadership, formal and informal networks, communication channels and partnerships with Council, other communities and agencies.

Appendices
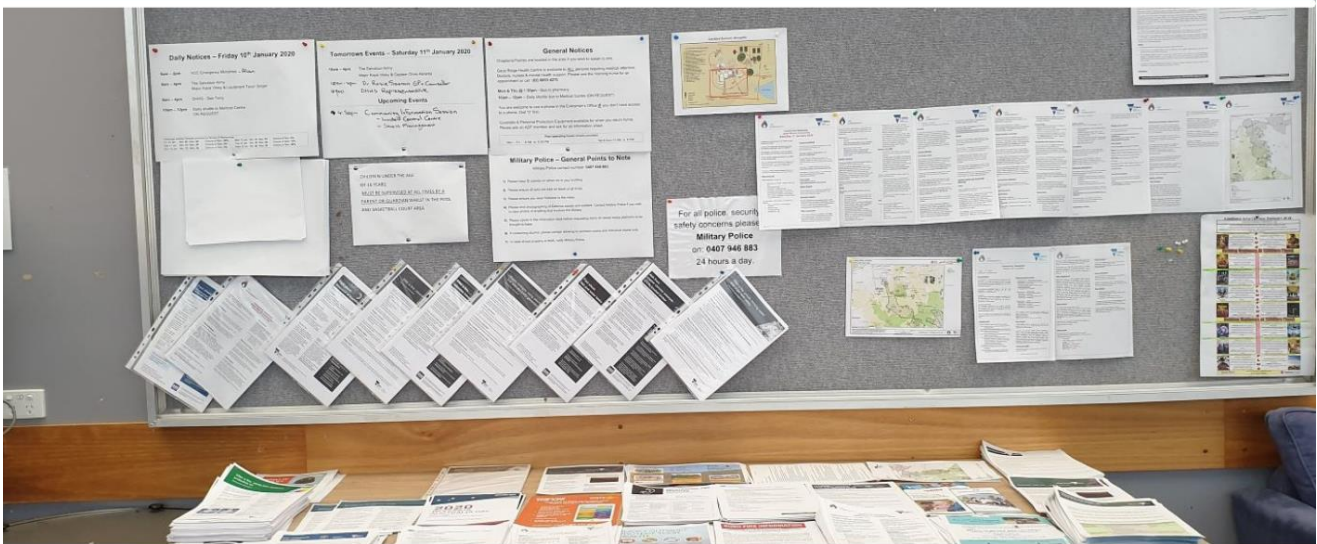
APPENDICES

7.1 MEMP amendments

Date of Amendment	Page Numbers Amended	Description of Change	Date presented to REMPC
11.08.2021		Whole document reviewed and updated for Assurance process	6.10.2021
9.11.2021	44	Inclusion of agricultural threats in Section 4 Prevention Arrangements	

7.2 Acronyms and definitions

ADF	Australian Defence Force
AIIMS	Australian Inter-Service Incident Management System
ARMB	Mt Buller Mt Stirling Alpine Resort Management Board
AV	Ambulance Victoria
BOM	Bureau of Meteorology
CERA	Community Emergency Risk Assessment
CFA	Country Fire Authority
CMA	Catchment Management Authority
DJPR	Department of Jobs, Precincts and Regions
DELWP	Department of Environment, Land, Water and Planning
DET	Department of Education and Training
DHA	Department of Home Affairs (Commonwealth)
DoH	Department of Health
DFFH	Department of Families Fairness and Housing
DTF	Department of Treasury and Finance
EM	Emergency Management
EMC	Emergency Management Commissioner
EMLO	Emergency Management Liaison Officer
EMJPIC	Emergency Management Joint Public Information Committee
EMMV	Emergency Management Manual Victoria
EMT	Emergency Management Team
EMV	Emergency Management Victoria
EOC	Emergency Operations Centre
EPA	Environment Protection Authority
ERC	Emergency Response Coordinator
ESTA	Emergency Services Telecommunications Authority
FRV	Fire Rescue Victoria

GIS	Geospatial Information System
IIA	Initial Impact Assessment
ICA	Insurance Council of Australia
IC	Incident Controller
ICC	Incident Control Centre
IEMT	Incident Emergency Management Team
IERC	Incident Emergency Response Coordinator
IGEM	Inspector General for Emergency Management
IMS	Incident Management System
IMT	Incident Management Team
MAV	Municipal Association of Victoria
MECC	Municipal Emergency Coordination Centre
MEMO	Municipal Emergency Management Officer
MEMEG	Municipal Emergency Management Enhancement Group
MEMP	Municipal Emergency Management Plan
MEMPC	Municipal Emergency Management Planning Committee
MERC	Municipal Emergency Response Coordinator
MFPO	Municipal Fire Prevention Officer
MRM	Municipal Recovery Manager
NDFA	Natural Disaster Financial Assistance
NDRGS	Natural Disaster Resilience Grants Scheme
NDRRA	Natural Disaster Relief and Recovery Arrangements
NERAG	National Emergency Risk Assessment Guidelines
NSDR	National Strategy for Disaster Resilience
POC	Police Operations Centre
PTV	Public Transport Victoria
PV	Parks Victoria
RAWC	Regional Animal Welfare Coordinator
REMPC	Regional Emergency Management Planning Committee
REMT	Regional Emergency Management Team
RERC	Regional Emergency Response Coordinator
RSPCA	Royal Society for the Prevention of Cruelty to Animals
RRV	Regional Roads Victoria
SAR	Search and Rescue
SCC	State Control Centre
SCRC	State Crisis and Resilience Council
SEAWC	State Emergency Animal Welfare Coordinator
SEMP	State Emergency Management Plan
SES	Victorian State Emergency Service
SEWS	Standard Emergency Warning Signal
SHERP	State Health Emergency Response Plan
TAC	Transport Accident Commission
VBA	Victorian Building Authority
VCC	Victorian Council of Churches
VicPol	Victoria Police
VICSES	Victoria State Emergency Service
V/Line	V/Line Passenger Pty Ltd
WICEN	Wireless Institute Civil Emergency NetworK

Definitions

Terms	Description
agency	Means a government or a non-government agency. (*Emergency Management Act 1986* section 4)
class 1 emergency	Means (a) A major fire (b) any other major emergency for which Fire Rescue Victoria, the Country Fire Authority or the Victoria State Emergency Service Authority is the control agency under the SEMP — *EM Act 2013 s 3*
class 2 emergency	Means (a) A Class 1 emergency; or (b) A warlike act of act of terrorism, whether directed at Victoria or a part of Victoria or at any other State or Territory of the Commonwealth; or (c) A hi-jack, siege or riot. — *EM Act 2013 s 3*
class 3 emergency	A warlike act or terrorist act, whether directed at Victoria or a part of Victoria or at any other State or Territory of the Commonwealth, or a hijack, siege or riot. Class 3 emergencies may also be referred to as security emergencies. — *Class 3 Emergencies sub-plan* This definition is derived from the Victoria Police Class 3 Emergencies sub-plan and is not defined in the *EM Act 2013*.

7.3 Emergency management contacts

The Hume Region EMT maintains and distributes a list of regional contacts for all agencies and LGAs. The MEMPC and Council maintains a Mansfield Shire based list.

For those on the MEMPC or agency staff, the contact lists can be accessed on Crisisworks.

7.5 MEMPC Sub committees

When appropriate, one or more specialist sub-committees of the MEMPC will be formed on subjects of major significance to the municipality, such as specific risks and related issues.

- **Integrated Fire Management Planning Committee** – joint Mansfield Shire and Mt Buller Mt Stirling ARMB committee
- **Mansfield Shire Relief and Recovery Sub Committee** – focus on preparedness for delivery of relief services and ongoing recovery
- **Community Engagement Sub Committee** – review, map and plan for all EM sector engagement across Mansfield Shire. Address present and emerging risks.

7.6 Review schedule for emergency management plans

PLAN	VERSION	LAST UPDATE COMMENT
SUB PLANS		

Municipal Fire Management Plan	2017	Changed from Fire Prevention Plan. Review scheduled 3 yearly. Further review expected in 2018 to bring into line with changes at State & Regional level
Woods Point Community Safety Plan	2017	Developed in partnership with CFA, Council and community. Currently under review.
Mansfield Flood Emergency Plan	2024	Developed by SES and aligns with Hume Region Flood Plan Supported by Jamieson Local Flood Guide 2016
COMPLEMENTARY PLANS		
Mansfield Shire Emergency Recovery Plan	2017	Currently under review to become Relief and Recovery Guidelines
Pandemic Plan	March 2020	Council plan written in consultation with Mansfield District Hospital. Developed in line with DHHS Guidelines
Extreme Heat Plan	2021 -24	Council developed plan. Seasonally review in April and October each year Action plan reviewed after declared heatwaves
Emergency Animal Welfare Plan	Nov 2017	Council doc written with support of DJPR and consistent with State EAWP. Due for update

MEMP will be reviewed:
- on an ongoing basis and if deficiencies are identified
- after each operation or exercise where any concerns or variations are identified
- after a significant emergency/disaster and
- following significant legislative changes
- As per review schedule

7.7 MEMP distribution

The MEMP is publically available on the Council website, on EM-COP, in Council's archives and on Crisisworks https://mansfield.crisisworks.com/public#

Hard copies of the MEMP and all sub plans are maintained in the Council offices. Printed copies of the MEMP will be distributed on request.

New versions of the MEMP are distributed to:
- State Library
- MEMPC
- REMPC

7.8 Maps

High resolution versions of the following maps are filed in Crisisworks along with detailed route maps and school bus management in extreme fire danger policy.

LOCALITY PLAN - NORTH EAST VICTORIA

RESIDENT POPULATION DENSITY MAP

**Resident Population Density
Mansfield Shire**

Based on ABS 2011 Census and house location

MANSFIELD SHIRE

Legend

- LGA
- Lakes
- Rivers
- Road - Class 1,2
- Road - Class 3
- Road - Class 5
- House

Tree Density
- High
- Medium
- Low

Population Density (ppl/Ha)
- 0.0
- 0.01
- 0.02
- 0.05
- 0.1
- 0.2
- 0.5
- 1
- 2
- 5

7.5   0   7.5   15   22.5   30 km
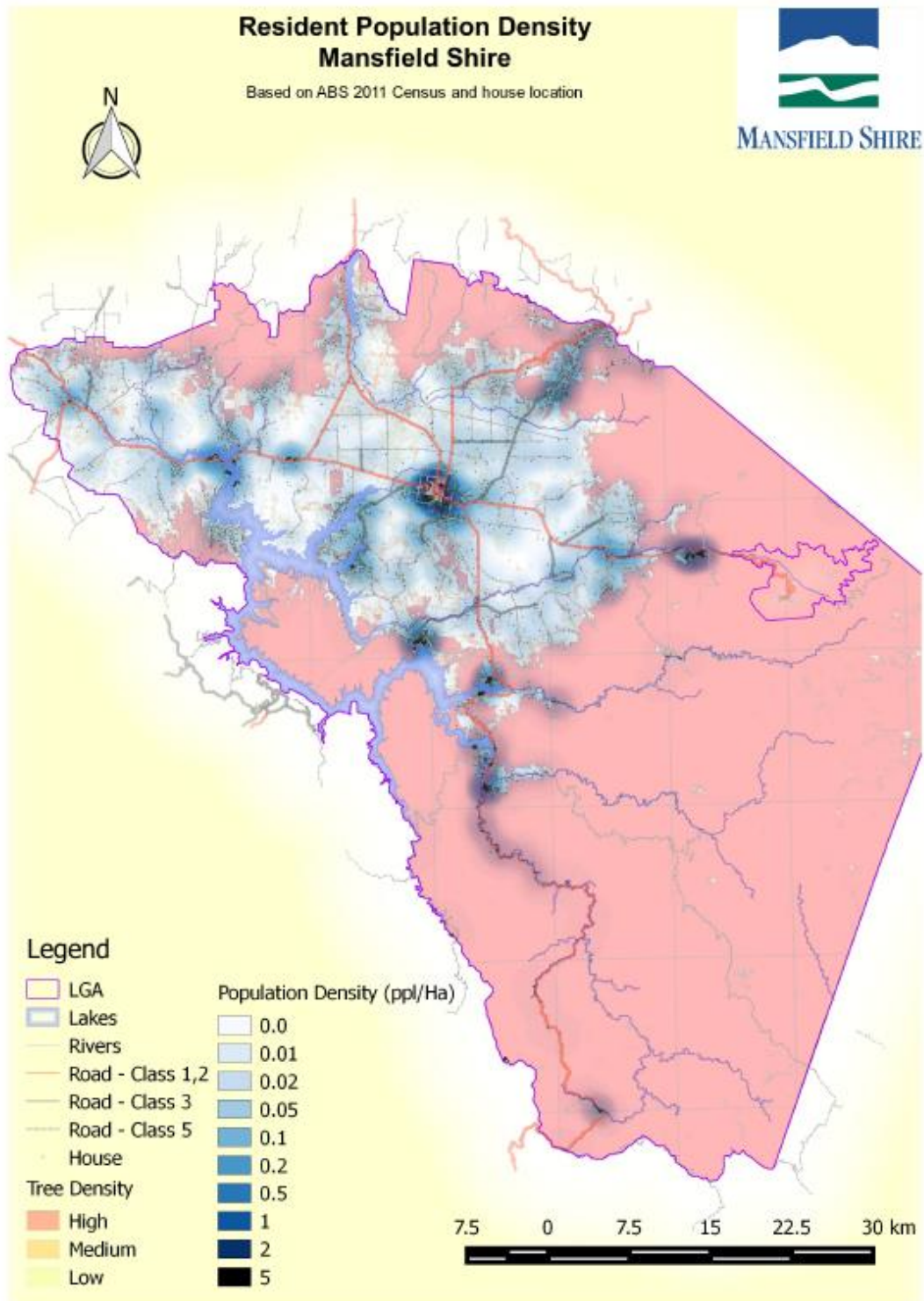
VISITOR and RESIDENT PEAK POPULATION DENSITY MAP
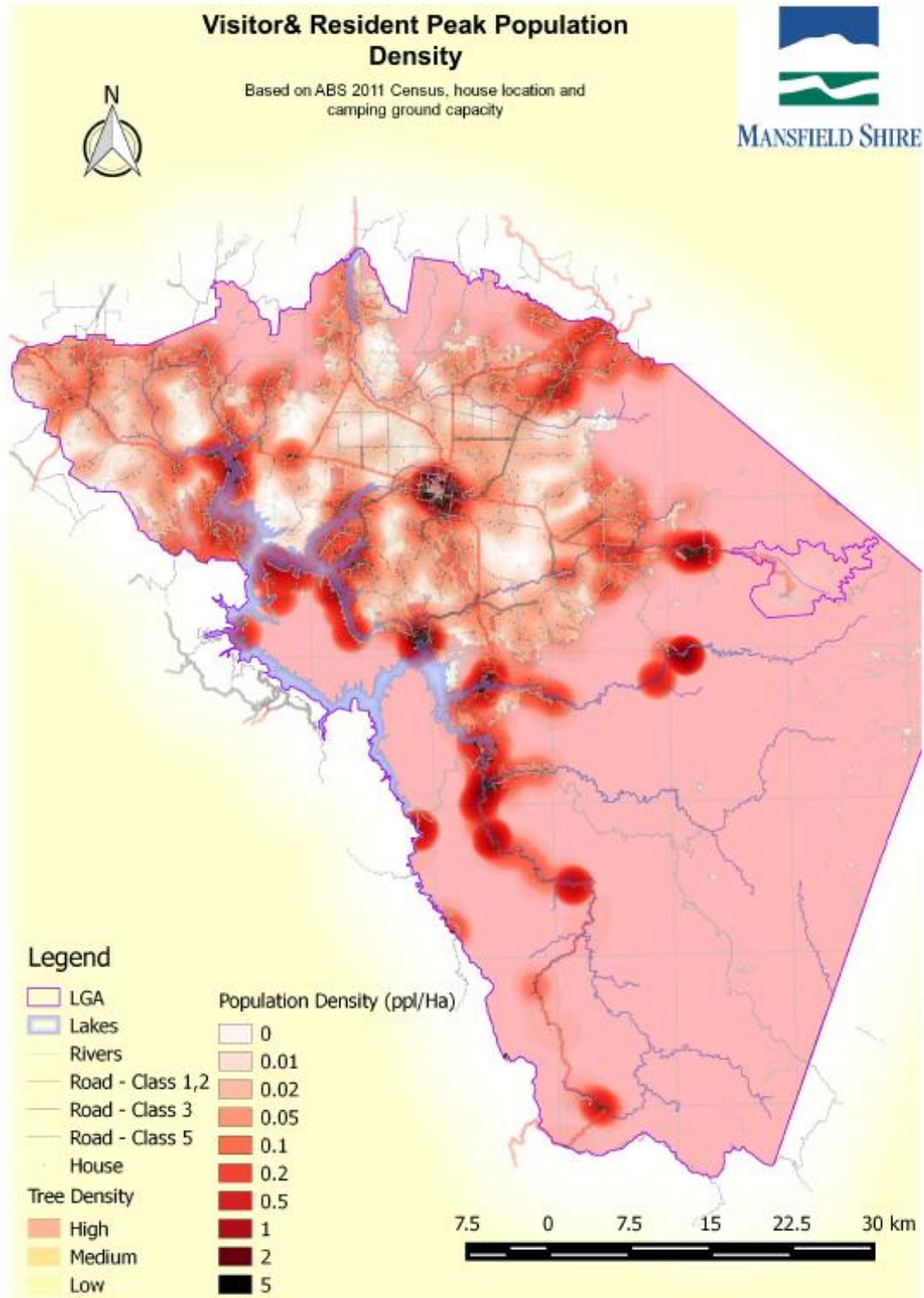
MANSFIELD SHIRE MAP WITH INSERTS

7.9 Communications facilities – mobile phone infrastructure

Mansfield Shire

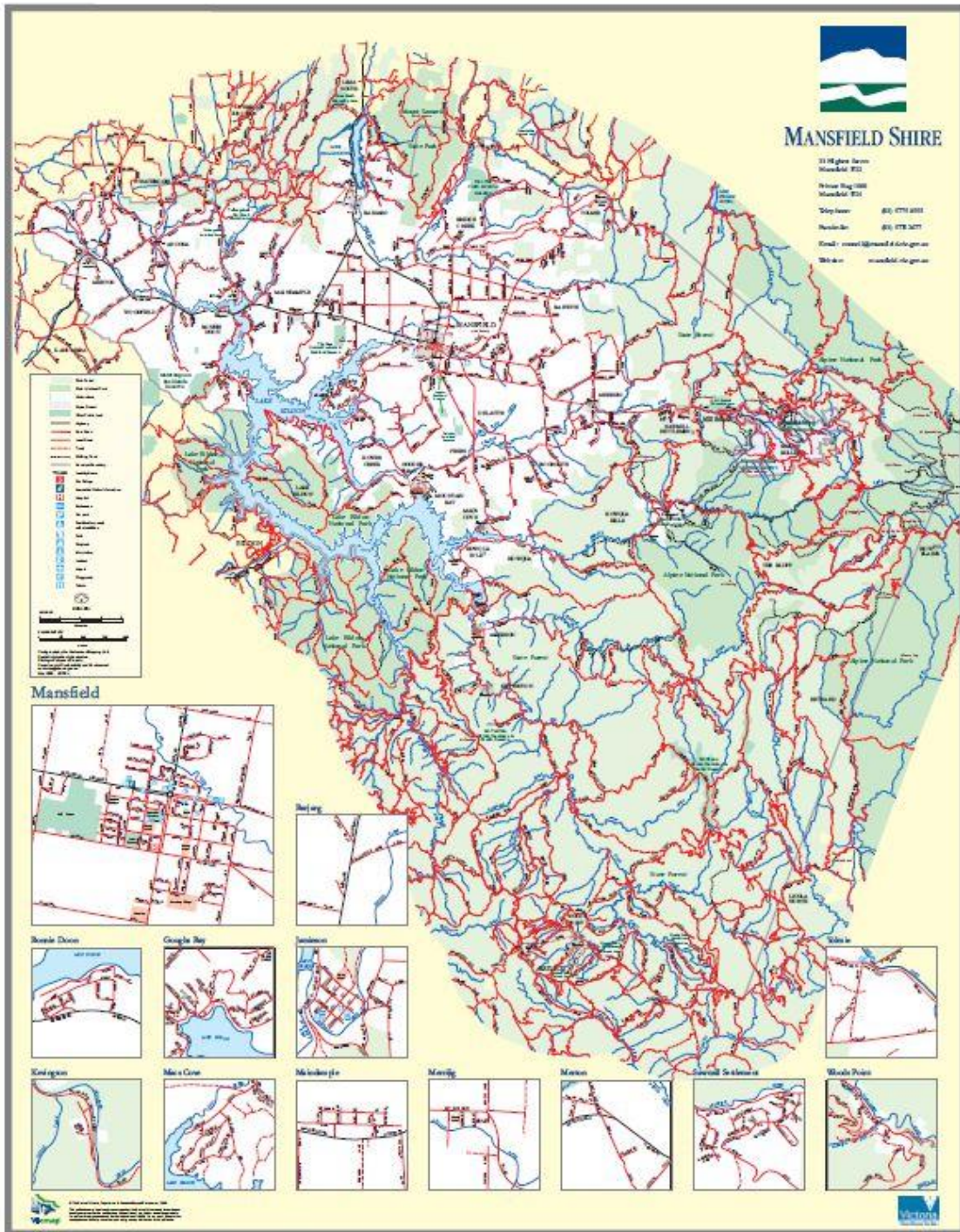| ACMA Site ID	Latitude	Longitude	ACMA Site Name	Elevation	Site Type
11984	-37.0429	145.9849	BA Site The Paps via 2820 Maroondah Hwy MAINDAMPLE	604	Mobile NBN
36810	-37.0561	146.0896	Telstra Exchange 45 Hunter St MANSFIELD	338	Mobile NBN
37157	-37.5329	146.2154	Radio Relay Station FRENCHMANS GAP	1049	Mobile
40978	-37.2974	146.1381	Broadcast Site School Hill JAMIESON	undefined	Mobile
131694	-37.0259	145.8626	Telstra/Optus Site Maroondah Hwy BONNIE DOON	undefined	Mobile
134983	-37.0258	145.8625	Optus Site Bonnie Doon-Town Maroondah Hwy BONNIE DOON	undefined	Mobile
301306	-37.0925	146.1991	Telstra/Optus Site Pollard & Hearns Rds Hilltop MANSFIELD	523	Mobile NBN
9001009	-37.4223	146.0985	Telstra Site 11 Smyth St, Woods Point ENOCHS POINT	384	Mobile
9001908	-37.109	146.3391	Telstra Site, Pinnacle Valley Resort 1 Mimosa Dve PINNACLE VALLEY	undefined	Mobile
9002695	-37.5717	146.2541	Telstra Radio Terminal Woods Point Township Scotts Street WOODS POINT	652	Mobile
9009478	-37.4279	146.2417	Telstra Tower Mansfield - Woods Point Road KNOCKWOOD	401	Mobile
9018622	-36.9574	146.239	NBN Co Site 125 Bunstons Road TOLMIE	879	Mobile NBN
9018624	-37.2303	146.1371	NBN Co Site 2555 Mansfield-Woods Point Rd HOWQUA INLET	349	Mobile NBN
9019041	-37.1929	146.0628	NBN Co Site 55 Bayside Boulevard GOUGHS BAY	382	Mobile NBN
9021776	-37.2962	146.1396	NBN Co Site Mansfield-Woods Point Rd JAMIESON	undefined	Mobile NBN
9028033	-37.0481	146.0795	Optus Concrete Monopole Lot 1 Walker Street MANSFIELD	undefined	Mobile
10008654	-36.9851	145.8008	Telstra Site 379 Ancona Road Ancona	undefined	Mobile
10010075	-37.1105	146.3679	Telstra Site 1643 Buller St Howqua Hills	undefined	Mobile
300744	-36.9316	145.6747	Telstra CMTS Site Euroa-Mansfield Road MERTON	561	Mobile

Mt Buller

ACMA Site ID	Latitude	Longitude	ACMA Site Name	Elevation	Site Type
303859	-37.1449	146.4402	Vodafone Site Tyrol Lodge MT BULLER	1690	Mobile
301311	-37.1455	146.448	Telstra Exchange MT BULLER	1590	Mobile
11977	-37.1463	146.4349	Top Station Blue Bullet 2 Chairlift MT B	1720	Mobile
304886	-37.1467	146.4471	Ski School Bourke Street MT BULLER	1610	Mobile

Map of Mobile Phone and NBN sites
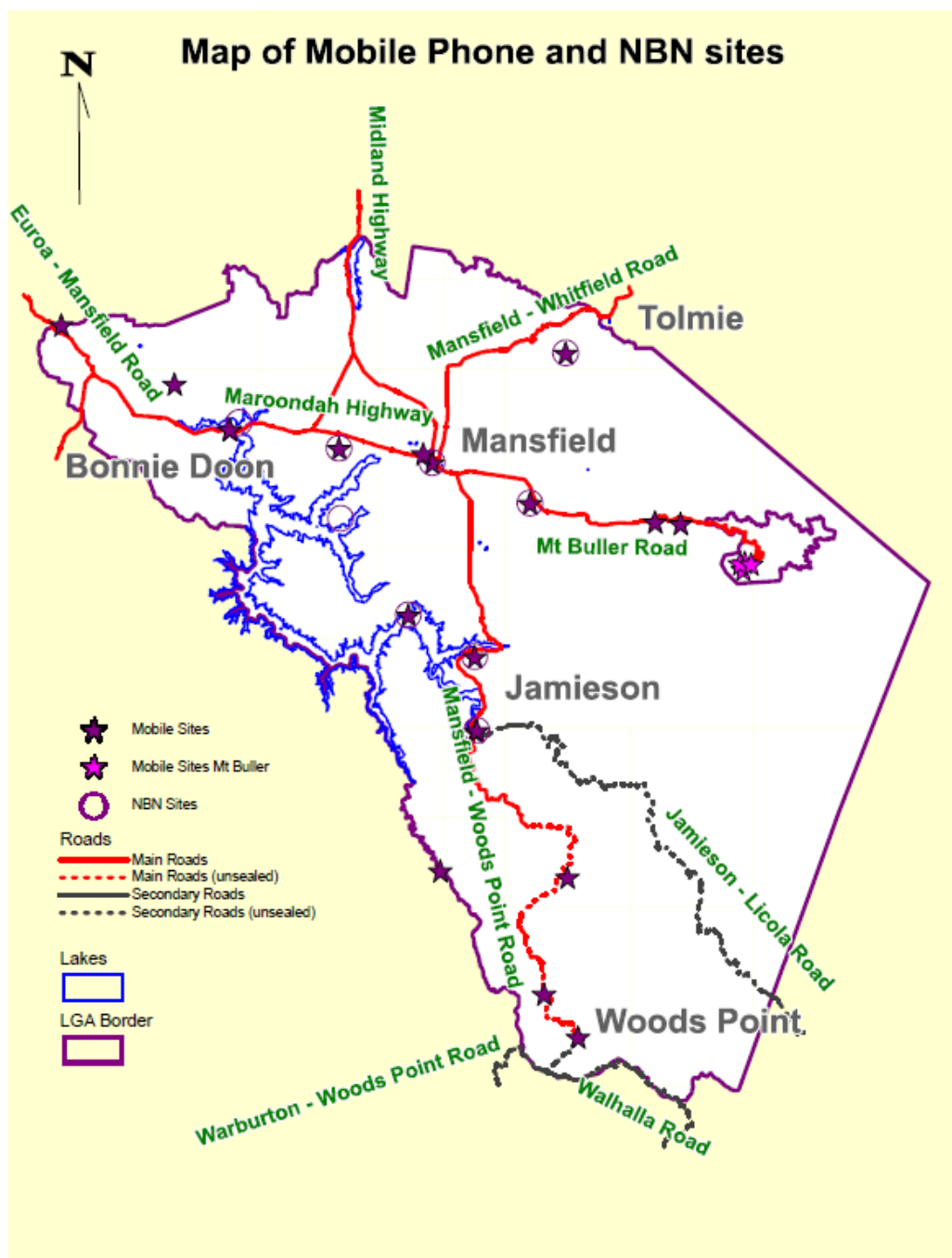
Radio systems

GOVERNMENT SYSTEMS:	
MT. BULLER MT STIRLING ARMB	Mt Buller 3 X UHF Repeaters and portables
ASV	Wangaratta HQ VHF Mansfield & Benalla
ASV	Alexandra HQ VHF (Mt Eildon, Mt Terrible)
CFA	Mansfield & Benalla Groups, Vic Fire
DELWP / Parks Vic	SMR VHF Trunked System (State Wide)
OPTUS	Digital Cellular (Highways only)
PUBLIC TRANSPORT CORPORATION	UHF Repeater Benalla
Aus Net (Power Net)	SMR VHF Trunked System(State Wide)
MANSFIELD SHIRE COUNCIL	Mansfield UHF/Benalla VHF Repeaters
TELSTRA	Digital Cellular (Highways)
TELSTRA	Satellite and HF Radio Systems
TELSTRA	UHF Repeaters Paps, Mt Wombat, Mt Taminick
VIC POLICE	UHF Voting Radio System P2 District
COMMUNICATIONS RESOURCES CONT:	
VIC POLICE	UHF Voting Radio System P1/P2 District
VIC POLICE	HF Long Range Vic. wide
VIC ROADS	UHF Repeater Mt Taminick, Mt Wombat
VICSES	UHF Repeater Mt Eildon, Mt Major, Mt Big Ben, The Paps
VICSES (NE RHQ)	UHF Portable Repeater (deployed as required)
VICSES	HF Long Range Vic., NSW, SA wide area
VODA PHONE	Digital Cellular (Highways only)
TOURIST INFORMATION RADIO	Local Community Radio FM 99.7 Mansfield, 88.7FM in Tolmie, 90.1FM Woods Point
PRIVATE SYSTEMS:	
* BERTALLI'S BAKERY	UHF/VHF Repeaters (see Weeks Radio)
* CITIZENS RADIO	UHF Repeaters Mt Eildon, Mt Buller, Mt Wombat, Mt Terrible, Mt Taminick, Paps & Portable
* HUTCHINSON'S	VHF Paging Paps, Mt Wombat
* MANSFIELD READY-MIX	UHF Repeater Paps (Mansfield)
* MANSFIELD VET	UHF Repeater Tolmie
* MT BULLER SKI LIFTS	UHF Repeaters Mt Buller
* MT BULLER FAST START	VHF Simplex Mansfield & Mt Buller
* MT BULLER FREIGHT	VHF Simplex Mansfield
* MT. STIRLING ALPINE	UHF Repeater – Mt Stirling
* RFDS (FLYING DOCTOR)	HF Australia Wide Network
* RRR TOWING	UHF Repeater Mt Strathbogie
* TIMBERTOP GGS	VHF Repeater Mt Buller
* WEEKS RADIO	UHF Repeaters Paps, Mt Buller, Alexandra
* WEEKS RADIO	VHF Repeaters Mt Buller, Taminick
* WICEN VICTORIA	VHF/UHF Repeaters Data & Voice State Wide & Portable, HF Australia & World Wide

7.10 List of facilities where vulnerable people may gather

Councils are also required to maintain a list of facilities that may hold vulnerable people in groups and provide the list to Victoria Police for emergency planning and response purposes.

Facilities where vulnerable people gather in Mansfield Shire have been identified and listed – see table following. This allows emergency services during the response phase to ensure people in the facilities have enough warning and assistance to enact plans or evacuate.

FACILITY NAME	TYPE OF FACILITY	ADDRESS/CONTACT	PHONE	GOOGLE COORDS
Mansfield Hospital	Hospital	53 Highett Street Mansfield	5775 8800	-37.0573, 146.0861
Buckland House	Aged Care	53 Highett Street Mansfield	5775 8863	-37.0573, 146.0861
Bindaree Retirement Centre	Aged Care	86 – 92 Highett Street Mansfield	5775 8875	-37.0604, 146.0873
Mansfield Pre School	Kindergarten	64 Ailsa Street Mansfield	5775 2445	-37.0543, 146.0887
Mansfield Family and Children's Centre	Child care Infants	40a High Street Mansfield	5775 8555	-37.0551, 146.0888
Mansfield Farm House	Child care	3494 Maroondah Hwy Mansfield	5779 1842	-37.0507, 146.0675
Mansfield Autism Statewide Services MASS	Autistic School	81 Highett Street Mansfield **Day time only**	5775 2876	-37.0604, 146.0859
Mansfield Autism Statewide Services MASS	Residence 1	64-66 Malcolm Street Mansfield	5775 2876	-37.0582, 146.0887
Mansfield Autism Statewide Services MASS	Residence 2	68 Malcolm Street Mansfield	5775 2876	-37.0583, 146.0880
Mansfield Autism Statewide Services MASS	Residence 3	10 Farrall Court Mansfield	5775 2876	-37.0641, 146.0866
Mansfield Autism Statewide Services MASS	Residence 4	17 Victoria Street Mansfield	5775 2876	-37.0556, 146.0828

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Mansfield Autism Statewide Services MASS	Autism Camp	128 Ogilvies Road Mansfield	5775 2876	-37.0779, 146.1074-
Yooralla Mansfield **Daytime only**	Disability support	18a Early Street Mansfield	5775 3055	-37.0509, 146.0861
ACORN **Daytime only**	Adult autism campus	ACORN 6 – 8 Highett Street Mansfield	5775 1904	-37.0499, 146.0889
Mansfield Community Centre	Senior Citizens	Erril Street Mansfield	5775 8555	-37.0533, 146.0898
Bonnie Doon Community Centre	Senior Citizens	Arnot Street Bonnie Doon	5778 7722	-37.0252, 145.8527
Mansfield Primary School	School	4 Apollo Street Mansfield	5775 2325	-37.0552, 146.0856
St Mary's Primary School	School	39 Malcolm Street Mansfield	5775 2670	-37.0578, 146.0893
Mansfield Steiner School	School	91 Highett Street Mansfield	5779 1445	-37.0601, 146.0846
Merrijig Primary School	School	1820 Mt Buller Road Merrijig	5777 5559	-37.1028, 146.2571
Jamieson Primary School	School	1 The Sideling Jamieson	5777 0535	-37.3009, 146.1395
Geelong Grammar Timbertop Campus	School	145 Geelong Grammar Road Merrijig	5733 6777	-37.1205, 146.3026
Lauriston Girls School Howqua Campus	School	450 Howqua River Road Howqua	5777 2222	-37.2336, 146.2063
Mansfield Secondary College	School	15 View Street Mansfield	5775 2022	-37.0631, 146.0895
Beolite Retirement Village	Residences	Kidston Parade Mansfield	5775 1925	-37.0519, 146.0712

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7.11 Vulnerable facility emergency management plans

Special plans addressing the issues of evacuation have been developed for the following schools, hospital and residential care facilities within the Municipality.

Schools

All schools have evacuation plans embedded within their emergency management plans and they are responsible for the maintenance and amendment of those plans. The plans are amended annually with copies provided to Council as indicated.

School	Business Hours Contact		Copy Shire
Mansfield Pre-school Centre	Nicola Beautyman	5775 2445	Yes
Jamieson Primary	Hannah Madin	5777 0535	Yes
Lauriston Girls School	Sam Ridley	5777 2222	Yes
Mansfield Primary	Tom McMunn	5775 2325	Yes
Mansfield Secondary	Timothy Hall	5775 2022	Yes
Merrijig Primary	Carole McCluskey	5777 5559	Yes
Mansfield Rudolph Steiner School	Fran Cummins	5779 1445	Yes
St Marys Primary	Mrs Trish Etcell	5775 2670	Yes
Timbertop	Chief Warden	5733 6777	Yes

Hospitals

The following Hospitals and Nursing Homes have evacuation plans amended annually.

Hospital/Nursing Home	Contact
Mansfield District Hospital including Buckland House & Bindaree Retirement Centre	CEO 5775 8800

7.12 School bus routes

Public Transport Victoria (PTV) manage the state-wide School Bus Program and have the MoU with the Department of Education and Training – Student Transport Unit. PTV manage all contracts with bus companies, not the schools.

Mansfield Secondary College Bus Coordinator is the coordinator in Mansfield Shire and the contact for school buses:

Abbey McConnell 5775 2022 mansfield.sc@education.vic.gov.au

NB: **Bus services to Mansfield schools are cancelled on Code Red Fire Danger days.**

Bus routes and contractors

Bus	Contractor
Barwite Bonnie Doon Howes Creek Jamieson Tolmie	Stewarts Bus Company 5775 2630 stewartsbus@bigpond.com
Barjarg	Fallons Bus Service Wangaratta 5722 9255 fallonswangaratta@bigpond.com
Maindample Mirimbah	MMBL 5775 2606/ 0429 154 791 steve@mmbl.com.au
Booroolite/Goughs Bay Ancona	Fallons Bus Service Alexandra 5772 1768 fallons@virtual.net.au

School bus routes are available on EM-COP as a data layer and can be found on the Situation tab under Data – Infrastructure – Transport - Bus Route – School. Mapping data is held by DET.

All DET school bus route maps current as at December 2020 are held by Council and the school bus coordinator at Mansfield Secondary College.

7.13 Emergency Relief Centres

Refer section 5.8 The facilities listed on the following pages are available for emergency situations.

Consideration has been given to the following:
- Expected number of persons
- Access time and duration and need for disabled access;
- Cooking facilities
- Toilets
- Showers

- Power capacity
- Water main or rainwater tank capacity
- Vulnerability with regard to specific hazards

The following facilities have been assessed and found to be potentially suitable for use in times of emergency. Careful consideration must be given to the prevailing circumstances and number of people needing assistance when selecting a site or sites.

Primary sites
Mansfield Community Centre
Tolmie Public Hall
Jamieson Memorial Hall
Bonnie Doon Recreation Reserve
Merton Public Hall
Merrijig Public Hall
Woods Point RSL Hall

Secondary sites
St Johns Hall
St Andrews Church Hall
Mansfield Sporting Complex
Mansfield RSL
Bonnie Doon Community Centre
Mansfield Showgrounds Pavilion
Merton Recreation Reserve
Mansfield Performing Arts Centre

Schools could also be used if there are no other options. The preference is not to use schools for relief centres so children are not disrupted.

NAME	LOCATION	CFA MAP Ref	CAPACITY	REMARKS
MANSFIELD, Community Centre (& Hall)	Bank Place, Mansfield	p 159 Near 4A	200 Standing 100 Sleeping	**Primary ERC** Relief Recovery
MANSFIELD, Recreation Complex	Highett Street, Mansfield	p 159 5A	1200 Standing 400 Sleeping	Relief **NSP**
BONNIE DOON, Sporting Complex & Hall	Cnr Davon & Wilson Streets, Bonnie Doon	P155 Spot 45	500 standing 200 sleeping	Relief Recovery **NSP nearby**
JAMIESON Memorial Hall	Perkins Street, Jamieson	407B 49	200 standing 50 sleeping	Relief Recovery **NSP**
MERRIJIG Public Hall	Mount Buller Road, Merrijig	368 C Spot 60	80 Standing 20 Sleeping	Relief Recovery **NSP**
MERTON Memorial Hall	High Street, Merton	P 157 Spot 16	150 Standing 50 Sleeping	Relief Recovery **NSP nearby**

TOLMIE Public Hall	Tolmie Showgrounds	P 163 Spot 48	150 Standing 50 Sleeping	Relief Recovery **NSP nearby**
WOODS POINT Community Hall (RSL / Buffs lodge)	Scott Street Woods Point	P 161 Spot 1	150 Standing 50 Sleeping	Relief Recovery **NSP nearby**

Detailed information about each facility is kept with the Emergency Relief Centre Operating Guidelines and on Crisisworks.

7.14 Impact Assessments

Initial Impact Assessment (IIA)

IIA are used during the initial 48 hours of an emergency, to determine the nature and scale of the impact on people, critical infrastructure, community infrastructure, economic, natural, built and agricultural environments.

The IIA also acts as a risk and consequence assessment, however the initial assessment is preliminary and may not always be accurate or comprehensive, necessitating a post or secondary impact assessment.

The Control Agency has overall responsibility for the instigation and management of the IIA process and all organisations involved in the emergency may be tasked to collect, confirm and exchange relevant information to ensure the process is undertaken in a timely manner.

Information gathered during the IIA may be mapped using Council's GIS system and recorded on Crisisworks.

Secondary Impact Assessment (SIA)

SIA is a subsequent and more holistic assessment of the impact of the event on the community. It examines built and natural environments, social and economic impacts, and resulting community needs. Impact assessment for relief and recovery requires an additional layer of analysis beyond the IIA, which includes a comparison with baseline information.

An adaptive and evidence-based relief and recovery program requires timely, accurate and progressively more comprehensive information about the impact of an emergency on communities.

When assessing private properties and individuals it is extremely important that all departments and agencies involved in the collection of SIA should liaise with the nominated recovery manager/coordinator to ensure information is coordinated and shared and that affected people are not contacted repeatedly.

Timeframes
Finalisation of the SIA will usually occur within four weeks of disaster onset. Ideally teams will be deployed as soon as is safe after the disaster onset. Progressive reports will be provided as data is collected on the SIA.

Expected Outcome
SIA builds on the observational information gathered through the IIA stage to provide an additional layer of analysis and evaluation. SIA may:

• Inform the immediate needs of the community
• Set priorities for relief and short term recovery activities
• Assist in treating identified risks and support consequence management
• Review the data reported in the IIA stage
• Inform the activation of municipal, regional and state recovery plans
• Identify any underlying issues within affected communities that are likely to be impacted by the emergency event (e.g. economic instability, tourism, employment, transportation, supply chain disruption)
• Inform budget estimates for government
• Provide early estimates of the cost of destroyed assets and infrastructure
• Inform potential activation of state and commonwealth cost sharing via the Natural Disaster Relief and Recovery Arrangements

Methodology for Data Gathering
The preferred approach, where practical, is through multi-disciplinary teams deployed to assess and assist community in a "one stop" concept. For example, a team composition could comprise an engineer, a community services officer, a local government officer and a person from the control agency. Team composition will change based on the impact.

Local Implementation
SIA collection is more detailed than IIA, and the information supports understanding the type and level of assistance needed by affected communities. Various information sources and methodologies are used to collect SIA data. This includes (but is not limited to):

• Multi-disciplinary field assessment teams
• Phone calls to affected communities
• Information collected at relief and recovery centres
• Existing databases (contextual information)
• Reports via media/social media

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SIA will have personnel engaging with community members and obtaining impact information in greater detail (protocols should be in place to monitor the wellbeing of these personnel.)

To facilitate the SIA process Council, shall as soon as possible:

- Coordinate the survey of the extent of damage indicating an evaluation of financial and material aid needed

- Provide a priority listing for restoration of community needs to assist agencies in the performance of their functions – community involvement in the prioritisation is essential

- Monitor the acquisition and application of financial and material aid needed or made available in the restoration period

- Survey the occupancy of damaged buildings, facilitate the making of a determination and coordinate access to alternative accommodation if required

The MEMO and MRM may co-opt persons within Council, other agencies or the community with the appropriate expertise to assist with the above tasks. Should the emergency extend beyond the municipal boundaries of Mansfield Shire Council the post impact assessment may be merged with that of the other affected municipalities.

Teams conducting SIA should also consider the provision of psychological first aid by either including an appropriately trained person in the team (i.e. VCC Emergency Ministries or Red Cross) or providing psychological first aid training to those doing the assessment.

Reporting
The MRM is responsible for the preparation and dissemination of reports to all agencies and all parties with an interest in the relief and recovery process.

Within the first 3-7 days following an emergency, Council will advise the Department of Treasury and Finance (DTF) if:

- Damage has been sustained to essential public assets

- Council anticipates costs will or have been incurred undertaking an emergency activity

Council will provide revised estimates of damage or eligible costs incurred under Victoria's Natural Disaster Financial Assistance (NDFA) scheme on a regular basis thereafter to DTF. The first revised estimate of damage should be provided within the first two months following the emergency event.

Interim and final reports will be made available to government and the nominated recovery manager/coordinator for the SIA and post emergency needs assessment stages. These reports are a single source document with time and date of release clearly marked. This is to ensure there is no confusion as to the most current and accurate information available at the time.

Timeframe

Due to the complex nature of information gathered during the SIA stage, the timeframe for completion can vary from seven days to four weeks from the impact. However, for some emergencies this may be longer.

Post Emergency Needs Assessment (PENA)

PENA estimates the longer term psychosocial impacts of a community, displacement of people, cost of destroyed assets, and the changes in the 'flows' of an affected economy caused by the destruction of assets and interruption of business. Such assessments inform the medium to longer-term recovery process, and build the knowledge base of the total cost of emergencies that informs risk assessment and management.

Coordination

The responsibility for coordination of post emergency needs assessment will be dependent on the scale of the emergency. Coordination will be undertaken by the:

- MRM at the local tier
- Regional Recovery Coordinator at the regional tier
- State Relief and Recovery Manager at the state tier

Agencies involved in the post emergency needs assessment must ensure they are undertaking their activities in consultation with the nominated recovery manager/coordinator.

Analysis

PENA builds on and further estimates costs based on the initial and secondary impact assessment stages. It provides an additional layer of analysis and evaluation.

It is critical those involved in post emergency needs assessment understand what has been completed previously to avoid duplication of tasks and unnecessary burden on the community in seeking information.

The post assessment needs analysis will guide planning that focuses on restoration of public assets, building community resilience and assists in mitigating the impact of future emergencies.

7.15 Record of exercises

June 2021	**Positively Freezing** multi-agency, regional iscussion exercise to work through a COVID outbreak in a ski resort and the consequences on both the resort and neighbouring town.
October 2019	**Emergency Services Expo** – multi agency equipment display and mini rescue exercise. Very well attended and received by

	community
October 2018	Combined emergency services exercise – **high lift apparatus** near rail trail Mansfield
December 2017	**Animals at ERC** Desktop exercise – understanding how to manage a range of animals that arrive at an ERC
August 2018	**Emergency Relief Centre** exercise – Merton Memorial Hall Council, DFFH, Red Cross, VCC, MEMPC
October 2017	**Emergency Services Response Agencies** field exercise at Mansfield SES, organised by Mansfield Police – involving Police, CFA, SES, Mansfield Hospital.
August 2017	**Relief Centre Field Exercise** conducted 30 August 2017 Relief Centre opened utilising Mansfield Community Centre and staffed by Council, Red Cross, DHHS, VCC and many others (fire scenario leading to forced and voluntary evacuations
October 2016	Exercise conducted by MEMPC. SES prepared running sheet for this Desktop Exercise - engaging with Schools and focusing on **School Bus Route** and arrangements if busses 'turned around' as a result of fire. MEMP updated to show school bus routes and contact details.
November 2015	Exercise by MEMPC SES **Facilitated Desktop Exercise** 'Its Hot Damn Hot" -fire within the Barjarg area. "The mission is the activation and effective operation of the Mansfield Municipal Emergency Management Plan (MEMP) procedures during a large multi-agency response and resultant Relief activities."
November 2015	Set up **Relief Centre** Mansfield Community Centre - simulated need by MRM's
April 2015	**Desktop exercise** - conducted and facilitated at Mansfield PAC facilitates by and using CFA's Phoenix model for a fire in Booroolite under "Extreme weather conditions with a wind change late afternoon. The exercise also factored into its planning the occurrence of a local event that brought many additional people into the area impacted. The event was timed for a Sunday mid-February – just to add another complexity. The exercise focused on initial response activities, transition from a Local Command facility to a Level 3 Incident Control site, formation and engagement of EMT members - and used the opportunity to ask Agency Reps their responsibilities / actions/reactions against the backdrop of the PHOENIX models. Discussions regarding comms, public engagement, traffic mgt. points, evacuation planning and Relief and Recovery arrangements - site selection criteria and planning toward long term recovery & community engagement.
July 2014	**SES Exercise** to test a) new Regional HQ capacity and functionality and the draft Mansfield Flood sub-plan with both exercises based around a mock Jamieson flood event
May 2014	**GMW Terrorism Exercise -** based on Mansfield incident involving Sawmill Settlement Water Supply contamination

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November 2013	**MECC Exercise** – destructive fire, multi vehicle accidents incl School Bus, Vulnerable Persons Register accessed, contact with School camp for possible relocation to nearby NSP Discussion re CFA Liaison Officer at MECC or Municipal Liaison Officer at ICC (or both) – still to be resolved
December 2011	**VULNERABLE PERSONS EXERCISE –DESKTOP EXERCISE "BREATH OF FRESH AIR"** conducted by SES Regional Officer John Newlands relating to incident on outskirts of Mansfield Township – involving vehicle accident & chemicals – requiring specific consideration of Vulnerable persons – school, hospital, accommodation venue, autistic centre and individuals
November 2007	"**EXERCISE MARIAH"** Involving Mansfield & Mt Buller as a joint 'desk-top - panel' exercise along the line of 'hypothetical' conducted at the Mansfield Performing Arts centre. The incident involved a windstorm event where significant damage within Mansfield – including the Main Street and on the alpine resort was to have occurred, triggering a multi-agency response. The exercise was well supported by all agencies and key personnel from Council, RMB and Ski lifts. CEO's from each agency and elected officials were amongst those in the Audience. Action register created. One aspect of the exercise was the need to plan for notice of & emergencies occurring on 'public holidays' and staff availability / rostering. Action register items are to be listed for next EMPC.
November 2005	Insurance Manufacturers Australia Pty Ltd (RACV group) conducted a **simulated disaster** providing an opportunity to partner and work with the local council and local agencies. The objective of this community safety event was to: • "Educate the community about how to make a claim and how to reduce risk; • Enhance partnerships with the insurance industry with emergency services agencies; and • Train the claims and assessing staff to better handle a large disaster event." PARTNERS: Mansfield Council, CFA, Police, Ambulance, SES and Insurance Australia Group's & Insurance Manufacturers Australia employees and their service agents who were engaged to remove damaged and flood water displaced vehicles and tarp windstorm damaged houses.
November 2005	**EMERGENCY SERVICES FIELD & HOSPITAL EXERCISE** At the request of Mansfield Hospital and to fulfil their audit requirements, **a field exercise was developed and undertaken on Wednesday 9th November 2005**. The exercise titled 'Operation Snow Bunny' involved a simulated bus and vehicle crash enroute to Mt Buller Snow resort. The exercise

	was planned over a series of 6 meetings and involved representatives from all services responding. Personal from all requested agencies attended the scene, addressed issues including the triage of patients and their welfare and arranged transport to the hospital where it's capacity to deal with a large number of casualties was also tested. The exercise concluded with two debriefs for all participants and subsequently agency representatives. Minor improvement issues only were identified and all involved believed the exercise was beneficial.

Terms of Reference

V1 December 2020

Introduction

The Mansfield Shire Municipal Emergency Management Planning Committee (MEMPC) is a multi-agency collaboration group whose members bring organisation, industry or personal expertise to the task of developing a comprehensive emergency management plan for the municipality.

The Municipal Emergency Management Plan (MEMP) covers arrangements for mitigation, response and recovery, and identify the roles and responsibilities of agencies in relation to emergency management.

Scope

The MEMPC operates strategically to ensure comprehensive, collaborative and integrated planning occurs at all levels.

With a focus on preparedness and resilience, municipal planning applies risk-based analysis to mitigate or reduce the consequences of emergencies on the built, economic, social and natural environments and improve community outcomes.

Planning considerations include the full spectrum of prevention, preparedness, response and recovery and apply to all hazards and all communities.

The MEMPC maintains an awareness of existing municipal capability and capacity to support the effective conduct of mitigation, response and recovery activities. Where appropriate the committee may facilitate or assist with activities that support capability and capacity uplift. This may include, but is not limited to, community engagement activities or multi-agency exercises and training that provide for continuous learning and improvement.

Governance

Under section 59F of the *EM Act*, the Council must establish a MEMPC which transfers responsibility for municipal emergency management planning from the council to the multi-agency MEMPC. This shift of responsibility highlights the intent of the reform which supports emergency management planning as an integrated, multi-agency and collaborative effort. This means that all participating agencies and individuals are required to contribute their expertise and resource to municipal emergency management planning.

As per section 59E of the *EM Act 2013*, the MEMPC can regulate its own procedure.

MEMPC Functions

The MEMPC is the peak planning body for emergency management within the municipal district. It is the forum for government and non-government agencies to develop and agree upon policies, procedures, strategies and frameworks to support coordinated emergency management planning for the municipality.

In line with section 59D of the *EM Act 2013* the functions of the MEMPC are to:

a) be responsible for the preparation and review of its MEMP
b) ensure that its MEMP is consistent with the state emergency management plan and the relevant REMP
c) provide reports of recommendation to its REMPC in relation to any matter that affects, or may affect, emergency management planning in the municipality
d) share information with the REMPC and other MEMPCs to assist effective emergency management planning
e) collaborate (having regard to the Guidelines) with any other MEMPC that the MEMPC considerers appropriate in relation to emergency management planning, including preparing MEMPs

f)   perform any other function conferred on the MEMPC by the *EM Act 2013*, or any other act.

The MEMPC has the power to do all things necessary or convenient in connection with the performance of its functions, however it cannot direct any member agency or other group.

The MEMPC may establish ongoing sub-committees or time-limited working groups to investigate or address specific issues or undertake key tasks.

Context

The MEMPC reports to the REMPC, and the REMPC is the key link between municipal and state level emergency planning and response activities. All legislated member agencies of the MEMPC are also represented on the REMPC.

Figure 1 – Relationship of the MEMPC to the REMPC and the EMC

Membership

Section 59A of the *EM Act 2013* specifies the minimum membership requirements of the MEMPC being:

Municipal Council/ Alpine Resort Management Board
Victoria Police
Country Fire Authority
Ambulance Victoria
Victoria State Emergency Service
Australian Red Cross
Department of Health and Human Services

The committee may invite or recruit additional people with key skills or knowledge to join the MEMPC, as necessary.

When deciding whether to invite new members to the MEMPC, consideration should be given to the reason for the invitation; for example, a potential member may be needed to add subject matter expertise to a specific project or body of work and therefore an invitation to participate in a sub-committee or working group may be a more appropriate strategy.

Non agency/organisation members will have a 3 year service that will align with the assurance period of the MEMP.

Consideration may be given to inviting observers to the committee as non voting members.

The committee will review its membership on a yearly basis, or more frequently if needed.

Refer to Appendix A for a current list of members of the MEMPC.

Change of Representative

The relevant agency will advise the MEMPC chair in writing of any formal changes to their nominated representative. This relates to a permanent change of membership and does not relate to attendance as a proxy (refer to section 7.8).

As required by Section 59A of the *EM Act 2013*, a representative requires confirmation from within the relevant agency, as outlined in the table below.

Agency	Agency nominations confirmed by
Municipal Council/ Alpine Resort Management Board	Chief Executive Officer
Victoria Police	Chief Commissioner of Police
Country Fire Authority	Agency
Ambulance Victoria	Secretary, Department of Health and Human Services
Victoria State Emergency Service	Agency
Australian Red Cross	Agency
Department of Health and Human Services	Secretary, Department of Health and Human Services

Roles and responsibilities

Chair
Section 59B(1) of the *EM Act 2013* specifies that the municipal council must nominate either its Chief Executive Officer or a member of the municipal council staff by the Chief Executive Officer as the chairperson.

Chair responsibilities
The chair has the following functions (s59B(2) of the *EM Act 2013*):
- chairing MEMPC meetings
- facilitating the MEMPC to perform its functions
- On behalf of MEMPC provide information and recommendations to the REMPC.

Additionally, the chair will:
- Ensure the MEMPC operates in accordance with the requirements of this Terms of Reference
- Preside at and manage all meetings
- Confirm the agenda for each meeting
- Manage acceptance/advice of last-minute papers or agenda items prior to MEMPC meetings.
- Ensure that the MEMPC meets according to its schedule
- Ensure that MEMPC meetings are efficient and effective
- Provide leadership to the committee in its deliberations
- Facilitate frank and open discussion
- Ensure that all members can participate equally
- Refer issues or matters of concern identified by the MEMPC, or members of the MEMPC, to the REMPC
- Sign correspondence on behalf of the MEMPC
- Represent the MEMPC in other forums where appropriate

- Coordinate out of session matters

Election of a deputy chair
To ensure consistency and redundancy the MEMPC will elect a deputy chair. This appointment may be a certain period of time, as agreed by the MEMPC.
Deputy chair responsibilities
- Undertake the role of the chair if the elected chair is absent
- Receive delegated responsibilities of the chair as agreed with the chair

Member responsibilities
The agencies prescribed in the *EM Act 2013* and additional invited committee members will provide representation at the appropriate level and with the authority to commit resources and make decisions on behalf of their organisation or community.

Members are asked to participate in the MEMPC as a partnership and provide advice or make decisions in the best interest of the citizens of Victoria. The MEMPC acknowledges and respects members existing responsibilities, accountabilities and associated levels of resourcing.

All MEMPC members will:
- Prepare for, prioritise and attend scheduled meetings
- Proactively contribute to the work of the MEMPC
- Provide meeting papers to the chair at least one week prior to a meeting
- Respect confidential and privileged information
- Represent all areas of their agencies and associated entities
- Report on recent relevant agency activity relating to emergency management mitigation, response or recovery activities, with a focus on emerging risks or opportunities
- Where a decision or action is outside the authority of the member, engage with relevant personnel within their agency to obtain approval to commit resources and undertake tasks
- Identify and liaise with subject matter experts or key representatives from within their agencies to participate in the MEMPC, its sub-committees or working groups
- Advocate for and report back to their agencies on MEMPC outcomes and decisions.

Administrative Arrangements
This section outlines the frequency of meetings and committee management arrangements.

Meeting frequency
To align with seasonal requirements and operational tempo, the MEMPC will meet a minimum of 3 times per year noting that the REMPC meets a minimum of four times a year in February, May, August and November.

The MEMPC chair may schedule additional meetings as required.

Meeting venue
Meetings will be held in the Council Chambers or as otherwise determined by the Committee.

Meeting papers and documentation
Any member can submit items to be included on the agenda. The chair will confirm the agenda prior to each meeting.

Meetings will be conducted on a formal basis, with proceedings recorded and action items documented in the MEMPC Actions Register.

All proceedings and documentation of the MEMPC are confidential until the MEMPC agrees otherwise, or where the provider of the information advises that it is publicly available, and no restrictions apply to its release. Noting this, MEMPC records remain discoverable under the *Freedom of Information Act 1982*.

MEMPC documentation will be stored on Councils archive platform, TRIM and on EM-COP.

Secretariat

The MEMPC will determine how the secretariat function will be managed.

Secretariat duties may include:
- Scheduling meetings
- Providing committee members with the meeting agenda
- Record agreed actions in the MEMPC Actions Register
- Induction of new committee members
- Develop/send correspondence for the MEMPC
- Maintain the contact list of MEMPC members.

Quorum

Committee activities may be conducted without a quorum present; however, a quorum must be present for the purpose of decision making.

Where an agency will have responsibility or accountabilities as a result of a motion/resolution, that agency must be part of the quorum for that item.

A quorum is greater than 50% of the current voting members and includes the chair or deputy chair (*Appendix A*).

Decision making

In general, the Committee will adopt a consensus approach to decision-making, where a majority of members agree, with the remainder content to give way. The chair will seek further advice from the members and attendees or through external subject matter experts to support decision making.

Where consensus cannot be achieved, decisions will be made by majority vote. In the event of a tie the MEMPC, through the chair, will escalate issues to the REMPC for decision.

The chair will ensure that all members are provided with the opportunity to participate in discussions and decision making.

Each agency and non-agency individual on the MEMPC has one (1) vote on any matter decided by the committee, unless that member is identified as a non-voting member. To vote, a MEMPC member must be present at the meeting or represented by a proxy.

Where the MEMPC must reach a decision between committee meetings, this can be undertaken via circular resolution. All members will be notified of the proposed resolution, with a collective decision reached where the majority of respondents vote in the affirmative. Decisions made by circular resolution will be confirmed by committee at the next MEMPC meeting.

All decisions made will be regarded as collective decisions of the MEMPC.

Conflict of interest

If a MEMPC member or their proxy has a direct or indirect interest in a matter to be decided by the committee, they must declare their conflict or perceived conflict and must not vote on the issue. The MEMPC will determine if the member should be excluded from all or part of the proceedings related to the matter.

Proxies

In accordance with the intent of the legislation members should prioritise MEMPC meetings wherever possible. In the event a member is unable to personally attend a specific meeting, they are encouraged to identify a suitably skilled and authorised proxy. The proxy is considered to have the same voting rights as the substantive MEMPC member, unless the chair is advised otherwise.

Members may choose to identify a standing proxy who is empowered to represent the member at any time. The member will notify the chair of the details of this person and the duration of the appointment as a standing proxy.

Where a standing proxy is not recorded, or is unavailable, a member will advise the chair of the name, role and contact details of their nominated proxy, as early as possible before a meeting. This advice should be in writing for the purpose of record keeping and will include any limitations to the voting rights of the proxy for that meeting.

If the committee member is unable to provide advice to the chair of the details of a proxy and their voting rights before the meeting, the attendee will be considered an observer for the meeting.

Observers

An observer may attend a meeting for any number of reasons. MEMPC members will advise the chair of the attendance of an observer before a meeting, where possible.

Observers must respect all confidentialities and operating protocols of the MEMPC, and must not:
- propose or vote on motions
- intrude on the procedures of the MEMPC
- take part in the meeting proceedings without the invitation of the chair.

Non-voting members

If deemed necessary for transparency and equity, the committee can invite additional standing members who may not have voting rights. Where this is the case, the membership list at *Appendix A* will reflect the voting status.

Members of sub-committees or working groups do not have voting rights unless they are also members of the MEMPC.

Issue escalation

The Chair may escalate any matters of significance to the REMPC for advice or decision.

Members of the committee may also seek to escalate items to the REMPC, through the chair, where efforts to resolve a matter at the local level have not been successful, or where the consequences of a decision will unduly impact the member agency.

Issues requiring escalation should be well documented and include:
- A description of the issue or advice sought and the consequences if it remains unresolved.
- Actions taken to resolve the issue.

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- Recommended actions or options that may assist resolution.

Financial Management

The MEMPC does not have a financial delegation and does not hold a budget. The MEMPC cannot expend or receive monies.

Member agencies may agree to commit funds to a MEMPC activity or event, in which instance the expenditure is considered expenditure of the agency and not the MEMPC. The member agency is responsible for all aspects of financial management within their existing governance arrangements. The MEMPC does not accept liability for any agency-led initiatives.

Acronyms

Acronym	Description
EM Act 2013	Emergency Management Act 2013
EMC	Emergency Management Commissioner
EMCOP	Emergency Management Common Operating Picture (EMV system)
EMLA Act	Emergency Management Legislation Amendment Act 2018
EMV	Emergency Management Victoria
MEMP	Municipal Emergency Management Plan
MEMPC	Municipal Emergency Management Planning Committee
REMP	Regional Emergency Management Plan
REMPC	Regional Emergency Management Planning Committee
SEMP	State Emergency Management Plan

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Profiles

Our community characteristics

COMMUNITY PROFILES

Tolmie
Jamieson
Goughs Bay
Sawmill Settlement/Alpine Ridge
Woods Point
Merton
Merrijig
Maindample
Peppin Point
Mt Buller
Mansfield

Other localities
Kevington
Howes Creek
Ancona
Barwite
Barjarg
Howqua Inlet
Macs Cove

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TOLMIE

Tolmie is lightly populated with lifestyle properties housing full and part-time residents. 'Tolmie' may include the localities of Barwite, Archerton, Toombullup and Bridge Creek. There are residents who consider they live in Tolmie who pay rates to Benalla and others to Wangaratta.
https://quickstats.censusdata.abs.gov.au/census_services/getproduct/census/2016/quickstat/SSC22513?opendocument

Population 447 median age 55

Residences 321 with an average of 2 vehicles per property	**Non-resident** 113 **(35%)**

Key risks
- Bushfire, isolation, storm
- Major event – Tolmie Sports (Feb), Targa car race with road closures (Nov)
- Non-resident population
- New residents with little rural experience
- Winding, steep roads lined with trees (Old Tolmie Road, Mansfield Whitfield Road and Tabletop Road)
- Numerous one-way-in-and-out roads and unsealed roads
- Still some grey and black mobile coverage areas. Mobile phone towers on Bunstons Road and Archerton – high fire danger
- Internet delivered by fixed wireless, satellite which could be affected by heavy smoke and heavy rain. Also ADSL.
- Pine plantations – Hancocks Victorian Plantations
- Heavy vehicle traffic especially log trucks
- Considerable tourist traffic with resultant increased MVA risk
- Lack of immediate medical infrastructure/support
- Large hunter presence with resultant increased risk of injury
- Main powerlines to Melbourne traverse the area

Community characteristics (who is the community)
- Mainly lifestyle properties and some farms - high number of horse and pet owners
- Higher socio-economic demographic
- Highest proportion of community aged 50 – 65
- Almost exclusively Caucasian and English speaking
- Active community group and Tolmie Sports committee
- Newsletter, website and Facebook pages

Priorities
From the Tolmie Community Plan 2011 – 2018

"Maintaining an appropriate balance between continued development and preservation of Tolmie's stunning rural amenity is of vital importance to our community."

"The native bush surrounds and shapes our community. Open spaces, clean air, rolling hills, creeks and stunning views are central to our identity and day-to-day life in Tolmie."

Communications
Tolmie Times https://www.tolmietimes.com/
Tolmie and Surrounds Community Link Facebook page
https://www.facebook.com/groups/264950254141254
CFA Facebook page https://www.facebook.com/TolmieCFA
Local business listing https://www.tolmietimes.com/business-directory/

Built and community infrastructure
CFA Brigade opposite Hall -36.9350419248317, 146.23983876079907
-
  - Rec Reserve/Mechanics Institute (Hall) 1528 Old Tolmie Road, Tolmie
  - Tolmie Tea Room Kitchens (near Hall)
  - Tolmie Uniting and Catholic Churches (near Hall)
  - Tolmie Tavern - 2798 Mansfield-Whitfield Rd, Tolmie
  - Tennis courts and playground
  - Standpipe
  - Tolmie Sports annual event in February at Rec Reserve
  - Tolmie Farmers Markets (summer months)
  - Casserole nights each month on the last Friday night of each month?
  - Tolmie TOAST – community transport group
  - UFO Group
  - Cherry farm

NSP
CFA Brigade Tolmie Rec Reserve -36.9350419248317, 146.23983876079907

Vulnerable facilities
Mahaikah School Camp Tolmie Mahaikah Road
-36.93240679110264, 146.24465053521067

Informal gathering places
Community may gather at the pub – it played a major role in community support during 2006/07 fires
-36.918279061870514, 146.26452855402383
Likely that people with horses will relocate to rec reserve if unable to leave area
-36.9350918979994, 146.23900210681506

School bus routes
1. Via Old Tolmie Road
2. Via Tolmie Whitfield Road

School bus coordinator 5775 2022

Past emergencies
2006/07 fires – lasted 69 days across NE Victoria. Threatened the Tolmie district with houses lost locally
March 2018 – small tornado damaged a row of local properties

JAMIESON

Small township with historical buildings, a range of community infrastructure, tourism businesses, parks and walking paths. The Jamieson and Goulburn Rivers' confluence is at the north east end of the township Many deciduous trees 100+ years old around the town. Paradise Point is a subdivision about 4klm for Jamieson situated on the banks of Lake Eildon (when full). The subdivision is densely vegetated and only has the one road in and out – it has an extreme fire risk rating (VFRR).

Population
301
https://quickstats.censusdata.abs.gov.au/census_services/getproduct/census/2016/quickstat/SSC21244?opendocument

Residences	**Non resident**
386	260 – **67%**

Key risks
- Bushfire, isolation, storm
- Paradise Point – Extreme fire risk, Jamieson – High (VFRR)
- Due to the convergence of Jamieson and Goulburn Rivers, flood is a possibility. Caravan park and ~27 properties could be affected (1% AEP)
- Aging and non-resident population and visitors
- Limited access (one road to Mansfield, two roads south to Licola and Woods Point)
- Still some grey and black mobile coverage areas. Internet delivered by fixed wireless and satellite which could be affected by heavy smoke
- Paradise Point extreme fire risk and only accessible by one road. Mainly holiday homes

Community characteristics (who is the community)
- **Median age – 60** ABS 2016
- 2016 ABS – 98 persons age 0-50; 218 persons age 50+
- Highest proportion of community aged 65-69 years
- Lifestyle properties and some farms – stock, horse and pet owners
- Almost exclusively Caucasian and English speaking
- Very active community group that is busy running events, advocating for and improving the community
- Jamieson Community Group membership emails, newsletter, website and Facebook pages

Priorities
Jamieson Primary School – Chenery St
Jamieson Memorial Hall – Perkins St,
Jamieson Museum/ Historical Society & Gallery – Nash St,
Well maintained river side parklands, recreational & picnic area – The Island, Recreational Reserve, Gerrans & Matthews Reserve,
Walking tracks around town
Beautiful mature deciduous/ Autumn trees

Communications
Jamieson Community Group email jamocommunity@gmail.com
Jamieson website https://www.jamieson.org.au/
Jamieson Community Facebook page https://www.facebook.com/JamiesonCommunity

Jamieson Fire Brigade Facebook page https://www.facebook.com/Jamieson-Fire-Brigade-107444044117700/
Jamieson Community Information Guide (CFA)
https://www.members.cfa.vic.gov.au/mycfa/Show?pageId=publicDisplayDoc&docId=016485
Jamieson local flood guide
https://www.ses.vic.gov.au/documents/112015/1346699/Publication+-+Local+Flood+Guide+%28LFG%29+-+Jamieson+FINAL.pdf/4a9d5874-1394-8871-c05c-ad11cd30fc1d

Built and community infrastructure
- CFA Brigade opposite Hall -36.9350918979994, 146.23900210681506
- Jamieson Post Office
- Police Station,
- Jamieson Primary School,
- Jamieson Memorial Hall (ERC)
- 2 pubs (Courthouse, Jamieson Brewery & Grill), Thai Restaurant
- 2 churches
- Recreation Reserve/oval
- Petrol station
- Jamieson Caravan Park
- Courthouse and Gallery
- Tennis court & building.
- Public toilets x 2
- Jamieson market (summer months)
- Riverbanks – swimming, picnics, weddings, playground, bbq's

NSP
Jamieson Memorial Hall -37° 18' 6.98",146° 8' 16.18"
Paradise Point Caravan Park -37° 16' 9.26", 146° 7' 48.63"

Vulnerable facilities
Jamieson Primary School

Informal gathering places
Community may gather at the pub and hall – centre of the town
Possibly the Jamieson Brewery & Grill Hotel
Likely that people with horses will relocate to rec reserve if unable to leave area

School bus routes
One bus route running from Jamieson direct to Mansfield
School bus coordinator 5775 2022

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SAWMILL SETTLEMENT and ALPINE RIDGE

Residential and rural living localities. Sawmill Settlement has an extreme fire danger (VFRR) due to dense vegetation and limited access. High proportion of holiday homes in the area as well as a school camp. Holiday homes used more frequently during the winter months.

Population
Sawmill Settlement - 197 ABS 2016 median age 44
https://quickstats.censusdata.abs.gov.au/census_services/getproduct/census/2016/quickstat/UCL222092

Residences	**Non resident**
312	241 – 77%

Key risks
- Bushfire
- Non-resident population
- Falling trees
- Access – single road. Mt Buller Road very busy in winter
- Traffic accidents especially during winter

Community characteristics (who is the community)
- Permanent and non-permanent residences
- Princes Hill school camp
- Sawmilling history but few artefacts remaining today
- Sawmill Settlement Water Works and Community Association?
- Friends of Changue Road group
- Two Fireguard groups
- At the gateway to Mt Buller, Mt Stirling and the high country
- An old reticulated water system has been maintained with hydrants and hoses for use on house fires or small burns but will not cope with a bushfire
- Nearest CFA Brigade – Merrijig and Mt Buller

Priorities
- Changue Road reserve
- Protecting natural environment

Communications
https://www.facebook.com/groups/19370546108

Built and community infrastructure
- Mirimbah Park nearby (ARMB managed)
- The Mill Inn restaurant
- An old reticulated water system has been maintained with hydrants and hoses for use on house fires or small burns but will not cope with a bushfire

NSP
Merrijig Hall -37.101660230773334, 146.25818440370625

Vulnerable facilities
Princes Hill School Camp

Access
Access via Mt Buller Road east to Mt Buller or Mt Stirling or west to Merrijig and Mansfield
Mt Buller Road very busy in winter

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Informal gathering places
- The Mill Inn
- Hunt Club Hotel and Merrijig Motor Inn
- Merrijig CFA Brigade
- Pinnacle Valley Hotel (used to be a NSP)
- Mirimbah Park

School bus routes

From Mirimbah to Mansfield along Mt Buller Road

School bus coordinator 5775 2022

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MERRIJIG

Rural locality with lifestyle properties and farms. Numerous accommodation businesses. Camping areas at the end of Buttercup Road. Predominately grasslands merging into forest in the far reaches of the area. Trail riding businesses in the area
https://quickstats.censusdata.abs.gov.au/census_services/getproduct/census/2016/quickstat/SSC21656?opendocument

Population
549 ABS 2016 median age 26 (also includes Alpine Ridge area)

Residences	**Non resident**
424	61%

Key risks
- Bushfire
- Non-resident population
- Campers in Buttercup Road area over summer months
- Can have some minor flooding
- Busy Mt Buller Road in winter
- Geelong Grammar School's Timbertop campus nearby (Timbertop Road)
- Traffic accidents especially during winter

Community characteristics (who is the community)
- Permanent and non-permanent residences
- Annual Rodeo and Campdraft at McCormack Park on McCormacks Road
- Active community group (Hall Committee).

Communications
Monthly newsletter
https://www.facebook.com/merrijigcommunity
https://www.facebook.com/merrijigcommunity/posts/merrijig-hall-new-facebook-page-keeping-you-up-to-date-merrijig-hall-committee-i/2872090946146749/
@merrijighall Instagram

Built and community infrastructure
- Electricity substation crnr Mt Buller Road and School Lane
- CFA Brigade
- Hunt Club Hotel
- Merrijig Motor Inn
- McCormack Park Rodeo Ground
- Self storage facility on School Lane
- Many holiday homes and AirBnBs.
- Telstra infrastructure at Mt Buller Road/School Lane intersection
- War Memorial near Buttercup Road intersection

NSP
Merrijig Hall -37.101660230773334, 146.25818440370625

Vulnerable facilities
Primary school and Timbertop campus
Rodeo > 2000 attending

Access Access via Mt Buller Road and 4WD from Tolmie/Barwite Mt Buller Road very busy in winter
Informal gathering places Hunt Club Hotel and Merrijig Motor Inn CFA Brigade People could take horses and large animals to McCormack Park
School bus routes From Mirimbah to Mansfield along Mt Buller Road School bus coordinator 5775 2022

BONNIE DOON

Township on the banks of Lake Eildon. Over 50% holiday homes. Also farming and lifestyle. Community infrastructure and tourism businesses and BnBs. Busy over the summer months. Maroondah Highway and Great Victorian Rail Trail run through the area. The Peppin Point locality is profiled separately. https://quickstats.censusdata.abs.gov.au/census_services/getproduct/census/2016/quickstat/SSC20281?opendocument

Population
570 ABS 2016, median age 52

Residences 648	**Non resident** 60%

Key risks
- Grassfire. Some forest in remote areas (Glen Creek Road, Dry Creek Road etc)
- Maroondah Highway
- Visitors and non-resident populations
- Lake Eildon – accidents and blue-green algae
- Road bridge over Lake Eildon
- Caravan Parks
- Peppin Point locality (profiled separately)
- Reticulated water failure

Community characteristics (who is the community)
- Permanent and non-permanent residences
- Active community group – Community Centre
- Football/Netball Club
- Very busy over summer months
- Lake Eildon the drawcard – fishing and water sports. Numerous access points to Lake Eildon

Priorities
- Community Centre
- Recreation Reserve and community hall (includes football clubrooms)
- Reticulated water treatment plant and waste water treatment facility
- Bridges

Communications
https://www.facebook.com/bonniedooncommunitycentre
https://www.facebook.com/groups/160563590012
https://www.facebook.com/bonniedoonfirebrigade
Website and newsletter https://www.bonniedoon.net/home/community-centre

Built and community infrastructure
- Community Centre
- Lake Eildon and foreshores
- CFA Brigade
- Recreation reserve and clubrooms
- 2 service stations, general store, Bonnie Doon Hotel, restaurant, Post Office
- 2 x caravan parks
- Cemetery and war memorial
- Rail trail
- Reticulated water treatment plant and waste water treatment facility

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NSP
Bonnie Doon Rec Reserve -37.0248351047841, 145.85973725540046
Peppin Point Holiday Park -37.07839753873353, 145.86263762234202

Vulnerable facilities
Community Centre
Caravan Parks

Access
Maroondah Highway
Closure of road bridge over Lake Eildon would require large detours

Informal gathering places
Community Centre, Bonnie Doon Hotel

School bus routes
From Bonnie Doon to Mansfield along Maroondah Highway
School bus coordinator 5775 2022

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PEPPIN POINT

Rural living locality on Lake Eildon about 20 minutes from Bonnie Doon along a narrow, winding road. No community infrastructure but has a private 'holiday park' and a number of private fishing and boat clubs in the area. Area is growing with new residences being constructed and non-resident ratepayers moving to their properties to live permanently.

Population	
Not available from ABS – is counted as part of Bonnie Doon. From Council data estimated 97 permanent (2016)	

Residences	**Non resident**
143+	Approx 75%

Key risks
- Extreme bushfire risk. Also grassfire on open areas   - Access – narrow winding road   - Visitors – large numbers staying in holiday park and clubs

Community characteristics (who is the community)
- Permanent and non-permanent residences   - Growing community   - Community group – Peppin Hub

Priorities
Community advocating for CFA presence, road improvements and community centre

Communications
https://www.facebook.com/groups/1651984444894813/ peppinhub@gmail.com

Built and community infrastructure
- Peppin Point Holiday Park   - Private Parks: Melbourne Outboard Club, Maintongoon CoOp, Bonnie Doon Aquatic Club   - Peppin Ridge Winery

NSP
Peppin Point Holiday Park (open space near swimming pool) 75 Peppin Drive Bonnie Doon -37.07839753873353,145.86263762234202

Vulnerable facilities
Major electrical transmission towers in Conumdrum Drive area.

Access
Road from Bonnie Doon travels through Peppin Point and continues on to near Eildon. If road closed from Bonnie Doon, must be accessed from Murrindindi Shire

Informal gathering places
Peppin Ridge Winery

School bus routes
None

GOUGHS BAY

Lakeside township. >50% holiday homes. Caravan Park, general store with fuel, boat club. Lifestyle properties in adjoining Mountain Bay locality. Large camping sites nearby.	
Population Goughs Bay 261 Mountain Bay 43 Median age 60	
Residences Goughs Bay 369 Mountain Bay 52	**Non resident** Approximately 70% non-resident

Key risks
- Bushfire (Very High VFRR)
- Non-resident population
- High camper numbers in Delatite Arm area (DELWP managed) over summer months
- Fuel pumps at General Store
- Could be isolated for up to 24 hours due to flooding over roads
- Residents in Mountain Bay may have horses

Community characteristics (who is the community)
- 2016 ABS – median age 60
- Highest proportion of community aged 50 - 74 years
- Permanent and non-permanent residences
- Almost exclusively Caucasian and English speaking
- Active community group, CFA and Boat Club. Run annual events, markets etc

Priorities
Communications tower
General Store
Goughs Bay Boat Club
Walking path and exercise station

Communications
https://www.facebook.com/groups/2881318752193050
https://www.facebook.com/Goughs-Bay-Boat-Sport-and-Recreation-Club-129937104033664

Built and community infrastructure
- CFA Brigade
- Boat Club
- Caravan Park
- General Store
- Lookout with public toilets
- Mobile phone and nbn tower
- Maze and art gallery on the Goughs Bay – Piries Road
- Bracks Bridge day visitor area popular spot in summer
- Amongst the Sticks restaurant
- Many holiday homes and AirBnBs.

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NSP CFA Brigade -37.176662215511215, 146.06298722750094
Vulnerable facilities None but older demographic including people living alone
Access Goughs Bay and Mountain Bay can be accessed via the Piries-Goughs Bay Road or the Goughs Bay - Howes Creek Road
Informal gathering places Community may gather at the caravan park, general store or Boat Club
School bus route Goughs Bay – Piries Road then along Boorolite Chapel Hill Road then Mt Buller Road to Mansfield School bus coordinator 5775 2022

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WOODS POINT

Very small township in the south of the Shire. One of the most remote towns in Victoria – 1.5 hours from Mansfield and 30klm of winding dirt road. Mix of permanent and non-permanent residents. Campers, 4WD and trail bike enthusiasts and hunters. Snow in winter. The headwaters of the Goulburn River runs through the town.
https://quickstats.censusdata.abs.gov.au/census_services/getproduct/census/2016/communityprofile/SSC22825?opendocument

Population
37 ABS 2016 **median age 66**

Residences	**Non resident**
61 with 2 motor vehicles per dwelling (average)	Approx 70%

Key risks
- Bushfire (Extreme VFRR)
- Power outage
- Landslips on road
- Isolation
- Snow and ice in winter
- Visitors – campers out of phone range
- Mine incidents

Community characteristics (who is the community)
- Permanent and non-permanent residences
- CFA Brigade
- Community ambulance officers
- Community groups - Woods Point Progress Association, Woods Point RSL, Royal Order of Buffaloes
- Quite self-sufficient due to remoteness
- Post run each day and bus to Mansfield every Thursday
- Mobile phone reception and satellite nbn

Priorities
Phone, power and water infrastructure
Roads
RSL Community Hall

Communications
https://www.facebook.com/groups/91047329279
https://youlissyscreative.wixsite.com/woodspoint/welcome

Built and community infrastructure
- Community Hall
- CFA Brigade
- Pub
- Reticulated water treatment plant – non potable
- Camping areas (DELWP)
- Telstra tower
- Police Station
- Church

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• Gun Club

NSP
Cherry Adit (Kenny's Track near Scott Street, 100m south of Police Station)
Vulnerable facilities
Camping areas in summer
Access
All dirt roads – Mansfield Woods Point Road, Warburton Woods Point Road and Walhalla Road
Informal gathering places
Commercial Hotel
CFA shed
Community Hall
School bus routes
None

MERTON

Rural locality with lifestyle properties and farms, many of them holiday homes. Predominately grasslands merging into forest on the Strathbogie Ranges. On the Maroondah Hwy close to the Murrindindi and Strathbogie Shire borders
https://quickstats.censusdata.abs.gov.au/census_services/getproduct/census/2016/quickstat/SSC21659

Population
191 (ABS 2016) median age 58

Residences	**Non resident**
129	48 – 41%

Key risks
- Grassfire and bushfire
- Maroondah Highway

Community characteristics (who is the community)
- Permanent and non-permanent residences
- Median age 58
- Active community groups – Hall and Recreation Reserve (DELWP) committees, Merton Landcare
- CFA Brigade
- Annual race meeting on New Year's day and occasional community events

Priorities
- CFA shed,
- Community Hall
- Recreation Reserve and clubrooms

Communications
https://www.facebook.com/Merton-Community-Notice-Board-208558399169815

Built and community infrastructure
- CFA Brigade
- Community Hall
- Recreation Reserve – cricket ground, race track, clubrooms and public toilets
- Merton Landcare Group
- Great Victorian Rail Trail and historic railway siding
- Service Station/Post Office
- Walking trail and landscaping (community project)
- Public access bore water

NSP
Merton Rec Reserve -36.97251408284237, 145.70367867244016

Vulnerable facilities
Race meet on New Year's Day

Access
Maroondah Highway access and Merton Strathbogie Road

Informal gathering places Community Hall
School bus routes From Merton to Mansfield along Maroondah Highway School bus coordinator 5775 2022

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MAINDAMPLE

Rural locality with lifestyle properties and farms and small residential settlement. Mainly permanent residents. Predominately grasslands. Maroondah Highway passes through the area as does the rail trail.   https://quickstats.censusdata.abs.gov.au/census_services/getproduct/census/2016/quickstat/SSC21569?opendocument

Population	
212 (ABS 2016) median age 45	
Residences 105	**Non resident** 23%

Key risks
- Grassfire
- Can experience some minor flooding
- Busy Maroondah Highway - traffic accidents especially during winter

Community characteristics (who is the community)
- CFA brigade
- Community group
- Numerous young families

Priorities
Community park – built by community group

Communications
https://www.facebook.com/MaindampleRuralFireBrigade
https://www.facebook.com/Maindample-Community-Park-Markets-244260168920390

Built and community infrastructure
- CFA Brigade
- Community park and public toilet
- Rail trail

NSP
Maindample CFA -37.02489465773653, 145.94013159671718

Vulnerable facilities
None

Access
Maroondah Highway

Informal gathering places
Community park

School bus routes
From Bonnie Doon to Mansfield along Maroondah Highway
School bus coordinator 5775 2022

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MANSFIELD

Small town with a range of facilities. Service town to Mt Buller ski resort and the high country. Service centre for visitors approximately 2.0M annually. https://www.mansfield.vic.gov.au/my-council/about-mansfield-shire	
Population 3410 ABS 2016, median age 44. Approximately 80% with English as a first language	
Residences 1606	**Non resident** 12%
Key risks - Grassfire. - Power outage - Storm - Public disturbance	
Community characteristics (who is the community) - Various community and sporting groups - Town has seen growth over the past decade - Vulnerable facilities detailed in MEMP 16 hour Police Station and 24 hour ambulance - SES and CFA - Arts and theatre groups	
Priorities Hospital	
Communications Various through Council, social media, websites, newsletters	
Built and community infrastructure - Historic buildings - Hospital and 2 x doctors clinics 3 x childcare and kindergarten 2 Primary Schools, 1 x secondary college, 1 x P-12 (Steiner) - CFA Brigade, SES, Ambulance 3 x recreation reserves, 1 x botanic park 2 service stations 2 x caravan parks - Cemetery and Police Memorial - Rail trail - Reticulated water treatment plant and waste water treatment facility - Central business district with hotels, motels, supermarkets etc - Community Centre - Municipal Offices	
NSP Recreation Reserve	
Vulnerable facilities Listed in MEMP	
Access	

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Maroondah Highway Mt Buller Road Mansfield Benalla Road Mansfield Whitfield Road Local roads
Transport VLine bus to Melbourne x 2 daily

MT BULLER MT STIRLING

Ski resorts with small permanent population. Permanent residents on Mt Buller but no permanent residents on Mt Stirling. Busy winter ski season. Summer mountain events and activities. Highest altitude 1800m. Independently managed by Mt Buller Mt Stirling Alpine Resort Management Board (ARMB). Police, Ambulance Victoria and CFA presence over winter.
Population Outside the declared snow season the Mt Buller Resort has a permanent population of 30 – 50. The resorts can also have approximately 250 additional day-time workers (ie construction sites, commercial operators, RMB and BSL staff). Visitors to the resort increases significantly during events and festivals. During the declared snow season, there are approximately 1,700 residents at Mt Buller. The resorts can also have up to 8,000 day-visitors and up to 8,000 overnight visitors at any one point in time.
Key risks • Bushfire • Snow and ice fall • Landslip • Traffic accidents especially during winter • Missing persons • Isolation if road is closed Fire and Emergency Management Plans for the resorts have been prepared: https://www.rmb.mtbuller.com.au/emergency-planning-management
Community characteristics (who is the community) • Small year round community • Large non-resident population in winter (up to 16,000) • Large multi-cultural day visitation in winter • Winter sports in winter months. • Outdoor activities outside winter including hiking, walking, mountain biking, 4WD driving, camping and horse riding).
Communications Year round - Via ARMB 5777 6077 info@mtbuller.com.au Winter months – Resorts radio communications
Built and community infrastructure Mt Stirling • Buildings at TBJ include: Resort Office, Ski Patrol, Ski Hire and Café • Refuge huts, toilet facilities and camping areas throughout the resort Mt Buller • Significant built infrastructure – hotels, lodges, apartments • Ski lift infrastructure • Medical Centre and Ski Patrol Base • Ambulance Victoria station • CFA Brigade station

- Resort Management Board offices (Alpine Central, Workshop)

Resorts
- Water storage infrastructure including large reservoirs, pumping infrastructure and pipes.
- Water and sewerage treatment plants.

NSP
Village Square Plaza 1 Summit Road, Mt Buller
-37.14623212041389, 146.4498576951343

Vulnerable facilities
- Primary and secondary school campuses and private tutoring service in winter (Alpine Central building, 10 Summit Road)
- Ski Kindy in winter
- Multi-cultural visitors mainly congregated in Mt Buller village centre

Access
- Mt Buller is accessed via Mt Buller Road only.
- Mt Stirling is accessed via the Mt Stirling Road (year round). Mt Stirling can also be accessed, outside road closure periods, via Corn Hill Road and Circuit Road.

Informal gathering places

Mt Buller
- Village area and Village Square Plaza
- Numerous hotels, lodges etc
- Buller Ski Lifts Ticket Office and Burke Street ski run area

Mt Stirling
- TBJ
- Refuge huts
- King Saddle
- Machinery Shed
- Cricket Pitch
- The Summit

School bus routes
No school bus

OTHER LOCALITIES

All population and dwelling data drawn from the Census results 2016. Percentage of non-resident dwellings is an approximation

Ancona

Population 84, median age 53.

78 dwellings, 51% non resident

Predominately farming with some rural living

Community hall and tennis court

High fire danger (VFRR)

Telecommunications tower

State forest

Barjarg

Population 132, median age 51.

76 private dwellings, 31% non-resident

Farming and rural living.

Melba Highway runs through the area.

In a valley with forested Blue Range and Strathbogie Range to east and west of valley so a high fire danger if driven by a northerly wind.

Lake Nillahcootie nearby and also the Benalla School Camp and Nillahcootie camp which can host children.

CFA Brigade, mechanic and commercial kitchen on Midland Highway.

No NSP in the area. Community may informally gather at the CFA shed or strip of commercial businesses.

School bus runs from Swanpool to Mansfield.

Community Plan 2011 states a desire to maintain a balanced rural environment.

Barwite

Population 228, median age 51,

127 private dwellings, 40% non-resident properties

Farming area with some lifestyle properties

Vineyard

Broken River runs through valley

Small community park on the river – Gonzaga Reserve

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Gaffneys Creek

10 residents, average age 67

Five houses lost in 2006 bushfires. 16 remaining in the area.

Community hall rebuilt after fires

Patchy telecommunications.

One road – Mansfield – Woods Point Road

Situated in a steep, forested valley
https://www.facebook.com/gaffneys.creek
https://www.facebook.com/gaffneyscreekprogress

Howqua Hills

Historic area near Alpine National Park approximately 45 minute drive from Mansfield including a winding, dirt road

Easily subject to isolation

Large numbers of campers over summer months on Howqua River

No permanent residents listed ABS 2016

A number of holiday homes in the area <20. Some have non-mains electricity

No telecommunications – an issue when large numbers in the area

Fry's Hut - historic settler hut and gold mining relics

Communications – CH5 - 35 UHF repeater has battery supply and diesel generator and some residences have landline. Some mobile phone coverage on ridges.

Howqua

Population 56, Median age 56

122 residences ~ 77% non-resident (ABS 2016)

Small village on the banks of Lake Eildon

Access via Mansfield-Woods Point Road

Grass and bushfire risk

Camp Howqua on the Howqua River Road – school/church camp

Lauriston Girls School campus on Howqua River Road

Howqua Valley Holiday Park on Mansfield-Woods Point Road – cabins and caravans. General store

NSP – Camp Howqua 127 Howqua River Road

-37.22128528513049, 146.18209535403165

Numerous BnBs and commercial accommodation in the area

Howqua River near by – camping along Howqua River Road – Running Creek Reserve.

Telecommunications tower

Kevington

Population 43, median age 55

52 dwellings, 50% non resident

Extreme Fire Danger (VFRR)

Situated on the banks of the upper Goulburn River in a steep, forested valley.

Thousands of campers over the summer months

Kevington Hotel

Telecommunications infrastructure on Mt Terrible

Only access by Mansfield Woods Point Road – unsealed road with Goulburn River crossing so could become isolated

Macs Cove

Population 91, median age 49

135 residences, 60% non resident

Small village on the banks of Lake Eildon

Very high bushfire danger (VFRR). One road in and out – surrounded by bushland

School bus from Mansfield Jamieson Road

1 x commercial accommodation business
Children's playground
https://www.facebook.com/groups/285599898834334
https://www.facebook.com/groups/2600440153574107