

# History and training



GREATER  
DANDENONG  
*City of Opportunity*

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## Consolidated Contents

<b>Section A</b>	<b>The Plan - Introduction</b>	Provides details of reason, authority, structure, considerations, background of and for The Plan.
<b>Section B</b>	<b>Contacts</b>	Details emergency contacts and community support services
<b>Section C</b>	<b>Municipal Demographic</b>	Provides details on the municipality, suburbs, population, topography infrastructure, industry, and hazards
<b>Section D</b>	<b>History and Training</b>	Provides summary of historical emergencies and details of emergency training arrangements
<b>Section E</b>	<b>Prevention, Preparedness</b>	Provides details on emergency prevention and preparedness arrangements
<b>Section F</b>	<b>Planning</b>	Provides emergency planning arrangements, local emergency committee structure and responsibilities
<b>Section G</b>	<b>Response</b>	Provides emergency response arrangements, structures, responsibilities, resources and actions
<b>Section H</b>	<b>Relief</b>	Provides emergency relief arrangements, services, considerations and responsibilities.
<b>Section I</b>	<b>Recovery</b>	Provides emergency recovery arrangements, considerations, community involvement, phases of and actions



# Municipal Emergency Management Plan

## Section D: Greater Dandenong Municipal History and Training Arrangements

*Important Note: This section of the Greater Dandenong Municipal Emergency Management Plan must be read in partnership and in context of the complete Greater Dandenong Municipal Emergency Management Plan as endorsed by the Municipality Emergency Management Planning Committee. The reader of this document should have a sound knowledge of the Emergency Management practices and an understanding of the Victoria Emergency Principals through the Emergency Management Act 1986 and 2013. Emergency Management Amendment (Critical Infrastructure Resilience) Act 2014. Emergency Management (Control of Response Activities and Other Matters) Act 2015 and the Emergency Management Manual Victoria*

**This document has been endorsed by the members of the Greater Dandenong’s Municipal Emergency Management Planning Committee as representatives and with authority of their agencies on the  
Date 27/02/2018**

**The signature below indicates this document has been approved for release under their delegation as Municipal Emergency Resource Officer**

*Craig Cinquegrana*  
**MERO – Senior Officer**

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## D.1 INTRODUCTION

Emergencies happen every day from small incidents that may affect one person to large scale incidents that can affect a whole community or more.

To understand the hazards, risks and consequences of emergencies across the Greater Dandenong municipality it is often best to look at the past through historical records of incidents, damage caused, number of people impacted and reports and reviews to reduce the situation from having the same impact if it was to arise again.

This Section of the Greater Dandenong MEMP provides the reader with a summary of incidents where all or part of this Plan or its sub-plans was activated to assist the community.

Small single incidents that may have required part of *The Plan* or its sub-plans to be used are not detailed within this plan.

The reader is encouraged to do their own research of past emergency incidents as part of their preparedness and planning arrangements.

## D.2 HISTORY OF EMERGENCIES

The City of Greater Dandenong has not had a history of significant emergencies however, there have been floods, structural fires, storms, road crashes on major highways and outbreaks of infectious disease.

The impact of these emergencies have included loss of life and serious injury from road accidents, damage to property including homes from floods and fire however there has yet to be a major disruption to entire communities, devastation of the natural environment or long term rehabilitation of affected communities. The following incidents have required activation of emergency procedures and/or assistance of Municipal resources, response and / or recovery personnel.

### D.2.1 LOCAL EMERGENCIES

The City of Greater Dandenong has not had a history of significant emergencies, however, there have been incidents that have caused community disruption and required activation of Council's emergency management plan.

Date	Incident
2017 – 12 - 04	Severe storm causing flash and isolated flooding
2017 – 09 - 13	Building Fire (Lonsdale Street) 2 retail premises destroyed by fire
2016 – 12 - 29	Severe storm causing flash and wide spread flooding. Most affected areas Springvale, Springvale South, Noble Park
2016 – 12 - 03	Structure Fire – Major Truck Manufacturing Factory – Tyres – Dandenong South
2016 – 11 - 18	Criminal activity - Springvale Bank Fire.
2015 – 12 - 17	High Heat weather period

2015 – 11 - 24	Grass Fire - Bangholme
2014 – 11- 25	Landslip – Private property Springvale South
2014 – 09 - 10	Missing child – Dandenong Creek
2011 – 02 - 04	Severe Weather and Flooding Event - Highest February recorded rain fall - 218mm in Springvale
2014 – 01 - 15	High Heat weather period
2013 – 09 - 19	Structure Fire – Carpet and Flooring Warehouse – Dandenong South
2013 – 03 - 07	Civil disturbance – explosive device – Dandenong
2012 – 11 - 04	Transport accident – Truck and Train – Dandenong South
2011	Structure Fire - Major Oil Factory – Dandenong South (\$37.5M)
2011 – 02 - 06	Moderate Flooding – houses inundated and large number of roads closed for several weeks due to State wide rain event.
2009 – 01 - 31	Extreme Prolong High Heat Weather Period
2006	Structure Fire – Major Warehouse / Trucking business – Dandenong South (\$36M)
1997	Food Poisoning – Salmonella outbreak from Pork rolls – Springvale – number of deaths (6) and large numbers hospitalised.

### **D.2.2 REGIONAL EMERGENCIES OF SIGNIFICANCE**

The Greater Dandenong municipality resides in the State Government Emergency Management region of Southern Metropolitan, as such and through State, Regional and Local arrangements as detailed in Section F (Planning Arrangements) of this *Plan* there have been a number of regional emergencies of significance that the City of Greater Dandenong has activated to assist neighbouring, regional, or other region's municipalities with.

The following table provides a list of regional emergencies, those affecting multi municipalities, where the City of Greater Dandenong has assisted either other municipalities directly or through regional agencies upon requests.

Incident / Date	Impacted Municipality / Region	Summary of Greater Dandenong Activity
Severe Heat event 2018 – 01 – 25-30	State wide	High heat event with very high relative humidity provide uncomfortable weather and possible threats for people of vulnerability.
Flood Event 2017 – 12 - 01-04	Greater Dandenong, Southern Metro Region, Eastern Metro Region, Hume Region	Widespread heavy rainfall and thunderstorms on the 1 <sup>st</sup> December saw flash flooding across most parts of the Southern Metro region with over 670 calls for assistance from flooding, building damage, trees down and a person requiring rescuing.
Flood Event 2016 – 12 - 29	Greater Melbourne Metropolitan Area	Severe flooding across Greater Melbourne Metropolitan area with rain fall of 80mm with a few hours being recorded in some suburbs. Impact includes flash flooding inundating homes, landslips, road closures, sewage flowing into backyards
Severe Wind Event 2016 – 10 - 10	Southern Metropolitan and Eastern Metropolitan Area	Severe winds experienced across two regions. One fatality recorded, significant number of trees down and building damage, Dandenong/Pakenham train line affected, Extended power outage
Thunderstorm Asthma Event 2016 – 11 -21	Greater Melbourne Metropolitan Area	A thunderstorm event caused an epidemic and affected the health of thousands of people not only within Metropolitan Melbourne but across the State of Victoria. Nine fatalities have been attributed to the event when unprecedented surges in people suffering shortness of breath with respiratory or asthma related symptoms. This rapid onset saw a high level demand on medical emergency service that had never been seen before in such a short period of time and over such a large geographical area.
Severe Heatwave 2014 – 01 - 14-17	State Wide	Four consecutive days of high heat (above 41c) saw 164 deaths attributed to this event, slightly less than Black Saturday Bush Fires in 2009
Severe Heat	Greater Melbourne Metropolitan Area	Melbourne experienced 10 consecutive

Event 2013 – 03 – 4 to 12		days of high heat.
Severe weather event 2011 – 11 - 10	Parts of Southern Metropolitan Area	Severe Storm causes flash flooding across Southern Metro suburbs
Severe Weather Event 2011 – 02 - 04	Greater Melbourne Metropolitan Area	Severe flooding due to highest February recorded rain fall. Parts of Southern Metropolitan region, including Greater Dandenong, Kingston, Frankston and Casey experienced prolonged impact of some areas remaining flooded for 6 weeks.
Severe Rain / Flooding Event 2011 – 01 - 25	State Wide	Severe flooding due to prolonged heavy rain from former Cyclone Anthony and Cyclone Yarsi
Severe storm event 2010 – 03 - 06	Greater Melbourne Metropolitan Area	Large super cell moved across Melbourne producing large hail (recorded up to 10cm) and causing over \$1.2Billion making it the second most costly emergency event in Victoria's history.
Catastrophic Bush Fire Event 2009 – 02 - 07	State Wide	Black Saturday saw 173 deaths across Victoria
Catastrophic Heat Wave Event 2009 – 01 – 27 until 02 - 07	State Wide	Catastrophic Prolong Heat Wave saw 374 deaths across Victoria (not including Black Saturday fatality figures.

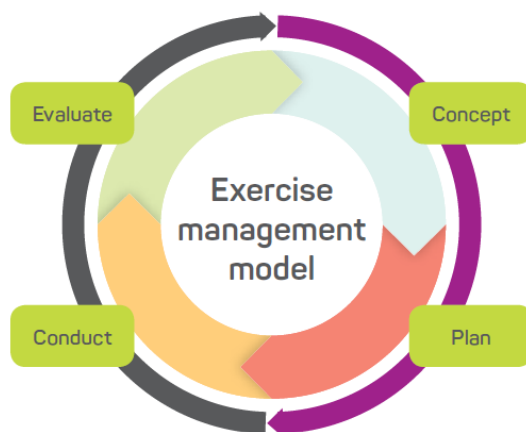
### D.3 EMERGENCY MANAGEMENT TRAINING INTRODUCTION

Training is an essential component in developing and maintaining capacity and capability for personnel within local government and the emergency sector requires regular and planned training to test, review and evaluate local arrangements, hazard emergency plans and operating procedures and guidelines to contribute to continuous improvement.

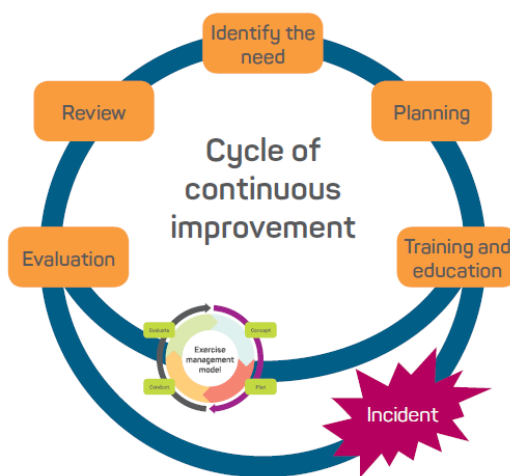
The Greater Dandenong MEMPC has adopted the principles of the Australian Emergency Management Handbook Series – Book 3 Managing Exercises for undertaking all training and exercises of *The Plan*, its Sub-Plans and all Council’s emergency management procedures and guidelines.

Emergency Management training and exercising is a controlled, objective driven activity used for testing, practising or evaluating processes or capabilities.

The Greater Dandenong MEMPC has adopted an exercise management model of Concept, Plan, Conduct and Evaluate. The image below shows the four phases within the model providing a continuum in developing continuous improvement of emergency management plans, procedures and communication.

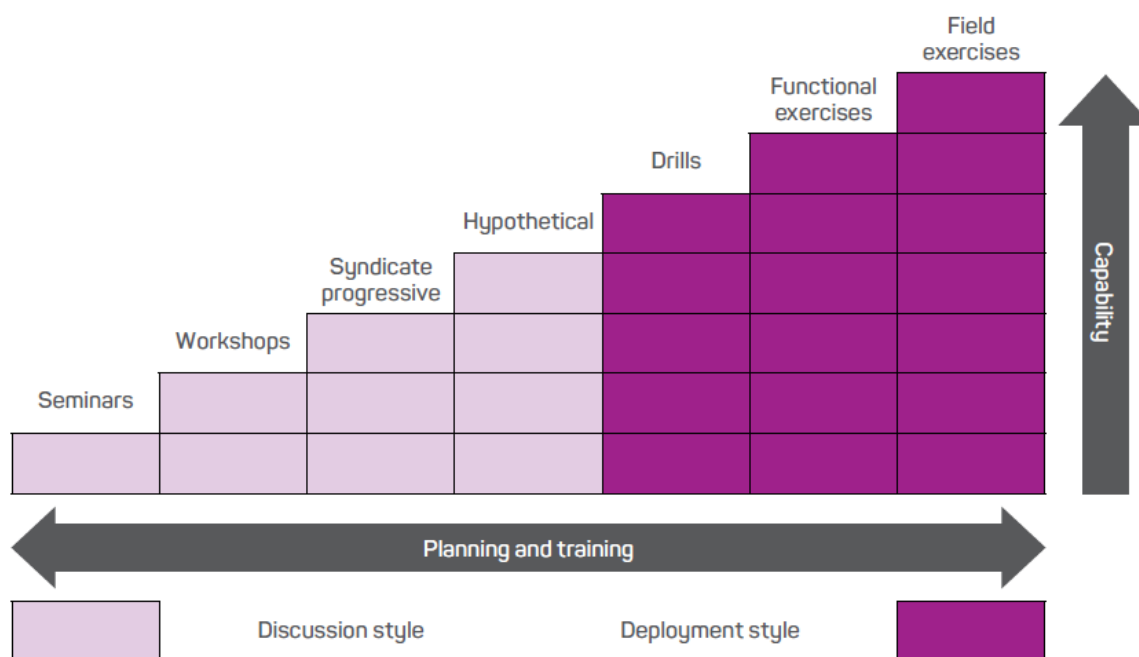


The following diagram shows the planning cycle to enhance capacity and capability while at the same time contributing to continuous improvement of local emergency management arrangements and/or emergency management plans.



While the outer circle in the previous image shows the community being impacted by an emergency incident the exercise model will consist of a simulated controlled incident to assist participants in developing their own knowledge, capacity and capability to support the community during a real incident event.

Emergency Management training and exercises may take one or a combination of formats under two training styles being discussion or deployment style. The image below highlights the type of format training and exercise may take under the two training style formats.



Greater Dandenong Emergency Management training and exercises may use one or a combination of the above formats that could be individual function (MECC, Response and Relief, Relief or recovery), incident full scale (MECC, Response and Relief, Relief or Recovery) at either municipal or all agencies.

Council may, with the assistance of the MEMPC agencies undertake training or exercising via internal directorates, departments, or business units to assist the organisation personnel in building capacity and capability.

The City of Greater Dandenong will provide personnel the opportunity to participate in emergency management training held within the Southern Metro Region with other councils through the Southern Metro Regional Municipal Emergency Management Enhance Group to assist in building and developing rapport with other municipalities' personnel within the region to assist in knowledge sharing and building capacity to assist the community during an activation.

It is expected that agencies will undertake their own training and exercises as required building their own capacity according to their own organisation requirements.

To ensure accuracy and learning experiences emergency service agencies must include Council personnel in any training or exercises that test any part of *The Plan* or its sub-plans. Those exercises must follow the agreed processes within this section of *The Plan*.

## D.4 TRAINING AIMS

Training and exercises of all emergency management plans and documents within Greater Dandenong municipality shall be based on the following MEMPC agreed aims:

- promote awareness internally and across all agencies using an All Communities – All Emergencies approach
- evaluate plans
- evaluate equipment, techniques and process
- explore issues and identify gaps
- demonstrate capability
- develop or assess competence
- practise interoperability
- validate training.

## D.5 TRAINING OBJECTIVES

To assist the development of capacity and capability all emergency management training and exercises will use the SMART model when writing the objectives for all training and exercise.

The application of SMART objectives in the exercise management context are:

- **Specific** emphasises the need to be specific, rather than general. This means the objective is clear and unambiguous, without vagaries or platitudes. To make objectives specific they must state exactly what is expected.
- **Measurable** emphasises the need for including criteria for measuring progress towards attainment of the objective.
- **Achievable** emphasises the importance of objectives that are realistic and attainable within the parameters imposed by the exercise.
- **Relevant** emphasises the importance of making objectives relevant to the exercise aim and the needs of participants.
- **Task-related** stresses the need for objectives to be based around activities that can be performed by exercise participants and observed by exercise control staff, so that progress can be made towards achieving the objective being measured.

## D.6 TRAINING PLANNING AND DEVELOPMENT

The planning and development of Emergency Management training and exercises within the Greater Dandenong municipality is as important as the training itself to ensure continuous improvement.

The Greater Dandenong MEMPC has adopted the Greater Dandenong Emergency Management Exercise Standard Operating Guidelines to assist in developing the 'Exercise Management Model' concept, planning, conducting and evaluating all emergency management exercises.

Emergency Management Training and exercises for the Greater Dandenong MEMPC will be discussed and planned at the first meeting of the MEMPC after the MEMP Audit for the following four years and provided in the MEMPC Meeting Schedule – 4 Year Plan.

The development of all emergency management training and exercises will use the Greater Dandenong Emergency Management Exercise Standard Operating Guidelines as the base for development.

To assist the reader the Greater Dandenong Emergency Management Exercise Standard Operating Guidelines include the follow Sections, with each section having sub-sections/titles for comprehensive planning and evaluation.

- Concept development meeting template
- Initial planning meeting template
- Mid planning meeting template
- Final planning meeting template
- Post – exercise meeting template
- Exercise concept document template
- Exercise Plan template
- Participant Handbook template
- Exercise Control Instructions
- Master Schedule of Events
- Exercise Inject template
- Exercise Control Document template
- Exercise Evaluation Plan
- Evaluator checklist
- Participants evaluation sheet
- Exercise Evaluator briefing
- Evaluator Report template
- Exercise Report Template.

Members of the exercise planning committee at its first concept development meeting will determine and document the required templates to be used for exercise based on the size and complexity of exercise and training being developed.

**D.7 TRAINING REPORTING**

Continuous improvement and learnings before and after emergencies are an important matter for the City of Greater Dandenong’s involvement in the emergency management sector. These learnings assist tailored training for personnel as well as operational templates and practices in preparedness for any future emergency incident that impacts the community.

To assist with continuous improvement a report will be produced after each training and exercise session is undertaken providing a summary of outcomes, achievements and improvements for any plans, guidelines and procedures used during the training or exercise.

A copy of the report will be tabled to the Greater Dandenong MEMPC, Greater Dandenong Emergency Management Preparedness & Capacity Committee and Council’s Executive Management Team once the report is completed.

The Greater Dandenong Emergency Management Preparedness & Capacity Committee will consider including the conclusions from the exercise report in the municipal reporting to the Southern Metro Regional Emergency Management Planning Committee and/or its Sub-Committee to assist an All Communities – All Emergencies approach.

All conclusions and learnings will be included into the Greater Dandenong MEMP Continuous Improvement Plan for discussion at the Greater Dandenong MEMPC

Each report will use the following structured contents list.

<b>SECTION</b>	<b>HEADINGS</b>
<b><i>INTRODUCTION</i></b>	Introduces the exercise in the form of an executive summary
<b><i>BACKGROUND</i></b>	Background to the exercise Exercise management Exercise aim Expected exercise objectives Exercise scope Participating organisations
<b><i>EVALUATION REPORT</i></b>	Structure of the report Commentary (for each outcome) Objective Rationale for Objective Observations Recommendations
<b><i>CONCLUSIONS</i></b>	Summary of key findings, continuous improvement recommendations, action allocation and evaluators comments.
<b><i>ATTACHMENTS</i></b>	Consolidated list of recommendations Glossary of terminology and acronyms Exercise diagrams Participants evaluation results summary

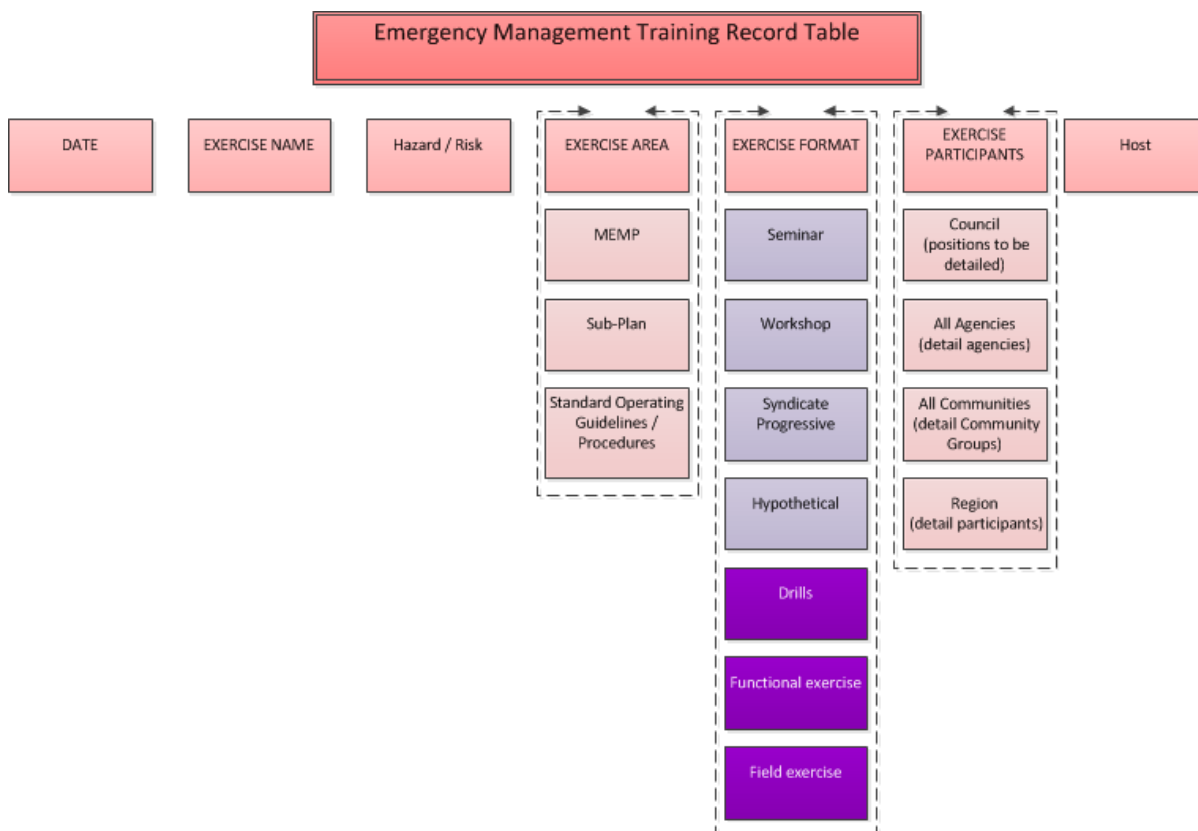
An exercise reporting template has been developed and is stored in the Council’s electronic filing system.

### D.8 RECORD OF TRAINING

The following table contains a record of emergency management training and exercises undertaken within Greater Dandenong municipality or by City of Greater Dandenong personnel in continuous improvement within the emergency management sector.

Emergency Management Training and Exercises will only be listed in the table below when five or more City of Greater Dandenong personnel attend that session or City of Greater Dandenong emergency management personnel are either the facilitator of or on the exercise control team.

The following image provides the key to the Emergency Management Training Record Table:



Date	Exercise Name	Hazard / Risk	Exercise Area	Exercise Format	Exercise Participants	Host
13/02/2018	Quick Step	Civil Disturbance		Hypothetical	All Agencies Dandenong Plaza	VicPol
24/10/2017	N/A	All	MSIA Standard Operating Guidelines	Workshop & Field	Local Council officers	CGD (for Southern Metro)
10/08/2017	N/A	All	MECC Standard Operating Guidelines	Workshop & Functional	Local Council Officers	Casey City Council (for Southern Metro)

**SECTION E – EMERGENCY HISTORY AND TRAINING**

12/07/2017	N/A	All	ERC Standard Operating Guidelines	Workshop & Functional	Local Council Officers	CGD (for Southern Metro)
08/06/2017	N/A	All	MECC Standard Operating Guidelines	Functional	Local Council Officers	Mornington Peninsula (for Southern Metro)
08/11/2016	N/A	All	MSIA Standard Operating Guidelines	Functional	Local Council Officers	CGD (for Southern Metro)
25/10/2016	N/A	All	ERC Standard Operating Guidelines	Functional	Local Government Officers	CGD (for Southern Metro)

## **D.9 REFERENCE**

### *REFERENCE*

Emergency Management Act – [www.legislation.vic.gov.au](http://www.legislation.vic.gov.au)

Emergency Management Manual Victoria – [www.emv.vic.gov.au](http://www.emv.vic.gov.au)

Greater Dandenong City Council website – [www.greaterdandenong.com](http://www.greaterdandenong.com)

Country Fire Authority – [www.cfa.vic.gov.au](http://www.cfa.vic.gov.au)

Australian Institute for Disaster Resilience - <https://aidr.org.au/>

**D.10 DOCUMENT REVIEW****REVIEW:**

The Municipal Emergency Management Planning Committee maintains this section of the MEMPlan with the support of the City of Greater Dandenong Council officers.

This Section was last updated 06/03/2018 and must be reviewed no later than December 2020

The following table below provides a history of review

Version	Date	Action	Review by
4	27/02/2018	Endorsed by Greater Dandenong MEMPC	December 2020
4	29/01/2018	Complete rewrite	