

Relief



GREATER
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City of Opportunity

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Consolidated Contents

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



Municipal Emergency Management Plan

Section H: Greater Dandenong Municipal Emergency Relief 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 Principles 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 adopted by the members of the Greater Dandenong 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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H.1 EMERGENCY RELIEF INTRODUCTION

Emergency Relief is a function of Emergency Management that begins at the time of an emergency incident. It can provide reassurance to those impacted both directly and indirectly, as well as provide comfort to others away from the incident that the emergency response is being undertaken and managed.

In Victoria Emergency Relief is defined as *‘The provision of life support and essential needs to persons affected by an emergency.’*

At State level and under *Section 46 of the Emergency Management Act 2013*, the Emergency Management Commissioner is responsible for the coordination of agencies to provide emergency relief.

The regional level of Emergency Relief coordination is by the Department of Health and Human Services which is supported by the Red Cross.

The municipal (local) level Emergency Relief coordination responsibility rests with the City of Greater Dandenong through the Municipal Recovery Managers (MRMs).

In the response stage of an emergency, emergency relief is coordinated and activated by the Incident Controller via the MERO and in partnership with the MRM who undertakes the management of emergency relief and recovery. At the transition from response to recovery the MRM will assume responsibility for all relief activities supported by the MERO for required resources.

AIM

The aim of Emergency Relief, as approved by the Greater Dandenong MEMPC is to support communities to successfully deal with the immediate impacts of an emergency in the social, built, economic, and natural environments.

ROLE

To establish a system for the provision of any or all of the functional services under Emergency Relief, including:

- empower and engage individuals and communities to promote self-sufficiency and, where possible, meet their own relief and recovery needs
- be coordinated and collaborative, jointly owned by affected individuals and communities – as well as the non-government organisations, businesses and government agencies that support them
- be adaptive and scalable, recognising the unique, complex and dynamic nature of emergencies and communities
- focus on consequence management, where everyone involved appreciates the potential consequences of their decisions and actions
- be able to support delivery of concurrent community, local, regional and state response, and relief and recovery activities.

EMERGENCY RELIEF PRINCIPLES

The principles for the coordination and delivery of relief at a State, regional and local level include:

- emergency-affected communities receive essential support to meet their **basic** and **immediate** needs.
- relief assistance is delivered in a **timely** manner, in response to emergencies
- relief promotes **community safety**, and minimises further physical and psychological harm
- relief and response agencies **communicate** clear, relevant, timely and tailored information and advice to communities about relief services, through multiple appropriate channels
- relief services recognise **community diversity**
- relief is **adaptive**, based on continuing assessment of needs
- relief supports community responsibility and **resilience**
- relief is **well coordinated**, with clearly defined roles and responsibilities
- relief services are **integrated** into emergency management arrangements.

EMERGENCY RELIEF PLANNING

The Greater Dandenong MEMPC and its Sub-Committee on Resilience, Response & Relief have considered, and where required, detailed in the Emergency Relief Functional Services of this Plan the following areas:

- timely community information (public meetings, newsletters, information sheets)
- emergency shelter:
 - temporary shelter and Emergency Relief Centres (ERC)
- food and water
- psychosocial support:
 - information on grieving, support services and family violence
- non-food items (immediate material-aid)
- reconnecting families and friends
- health and medical assistance
- emergency financial assistance
- animal welfare
- legal assistance information
- coordinating goodwill:
 - donated goods and services
 - spontaneous volunteer management
- referral to Agencies.

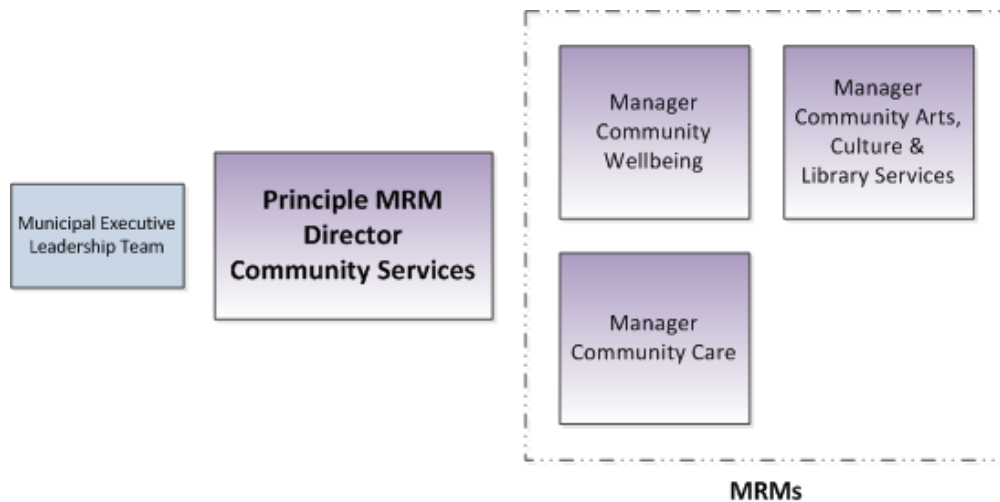
These services are planned and coordinated at the local level by council through the MRM.

Further details of the considerations of the above Relief Functional Services are detailed in part H.3 of this Section of The Plan.

EMERGENCY RELIEF MANAGEMENT

Greater Dandenong’s MEMPC and Council understands that emergencies are not confined to local government borders and as such, align all relief activities to the Southern Metro Regional Relief and Recovery Plans and Part 4 of the EMMV.

Within Greater Dandenong the oversight and management of Emergency Relief and role of MRM has been delegated to the Director of Community Services as Principle MRM. To assist capability and capacity Council has nominated three duty MRMs to assist the coordination of Emergency Relief and Recovery. The graph below shows the municipal positions that have been allocated MRM responsibilities.



MRM positions are allocated on the expertise and function of the substantive role that the individual holds within the organisation.

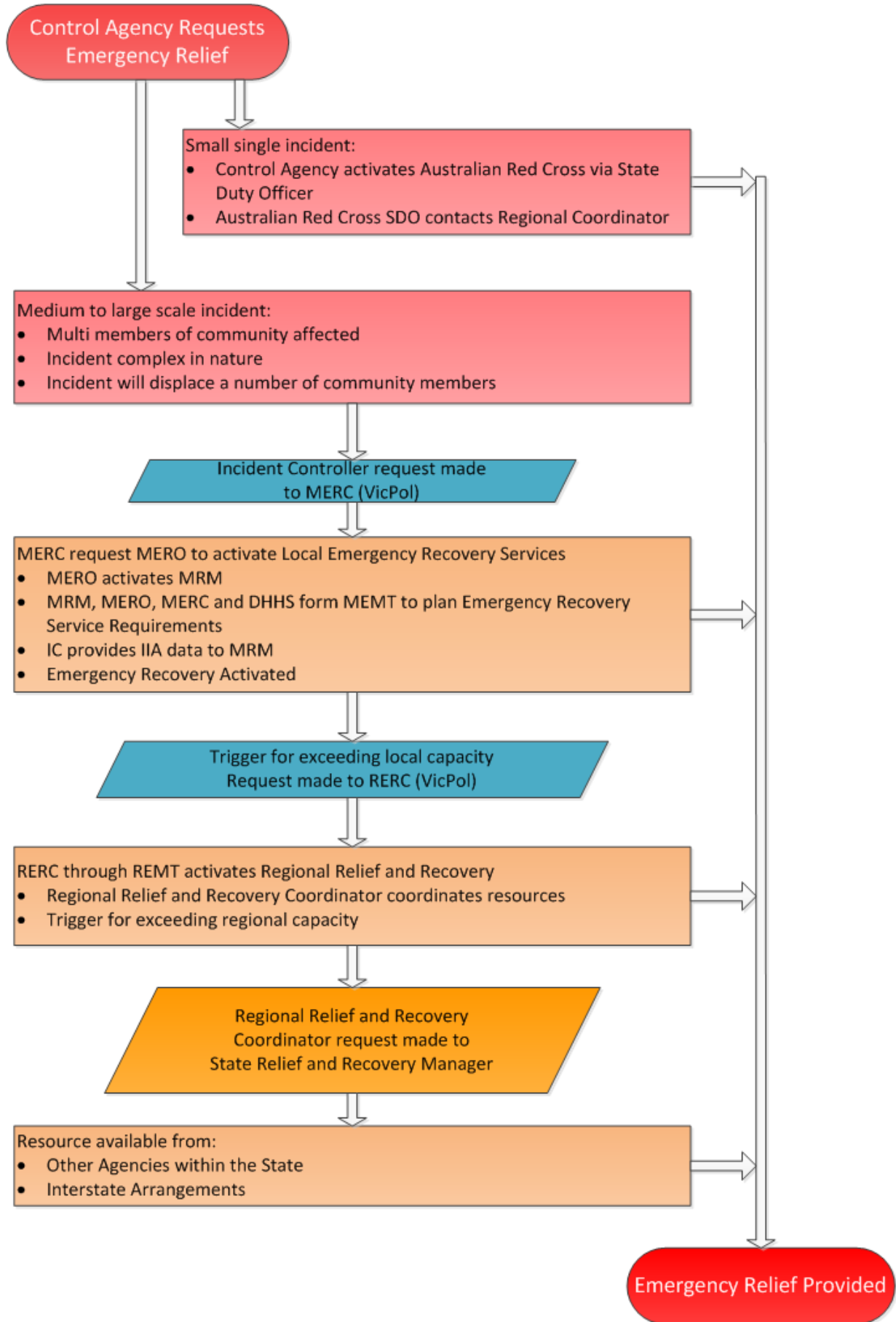
H.2 EMERGENCY RELIEF ACTIVATION

As with Emergency Response, emergency relief is based on a scalable system that may see Greater Dandenong City Council’s involvement with a small short term incident to large protracted events and activation. In the event any or all of the functional services of Emergency Relief are required, the request must be authorised by the IC and the MERC through to the MERO.

The MERO, through the MRM, will activate the required functional services requested or required. All functional services will operate and report to the MRM who will report to the MEMT and Council through the MERO.

Where Council does not own resources being requested, all costs relating to requests will be billed back to the requesting agency.

The following graph outlines the process of scaling the Emergency Relief functions from single incident through to local, regional and state level arrangements:



H.3 FUNCTIONAL SERVICES

H.3.1 Communication information

Dissemination of community information as part of emergency relief assists the community to remain safe, understand support and services available to them and relay concerns to family and friends away from the incident that is being managed.

Community information at this time is the responsibility of the IC and the Control Agency through the agencies' own arrangements but must include localised emergency relief information in consultation with the MERO and MRM.

At the local level within Greater Dandenong, the IC in collaboration with the IMT including the Greater Dandenong MERO shall include relevant and correct information on the relief services activated to assist the community.

This information must be discussed and agreed between the IC and MERO, or their delegated Council communications representative before being included and released through any of the mediums being used at the time of the incident.

These mediums could include:

- VicEmergency website and app
- media release
- community information bulletins
- community meetings (in any suitable form)
- social media
- door knocks (if safe to do so and with the support of support agencies)
- variable message boards

RESPONSIBILITY

Greater Dandenong City Council Department with local oversight:

Communications and Customer Service

H.3.2 EMERGENCY SHELTER

H.3.2.1 Emergency Relief Accommodation

Members of the community should ensure they have appropriate insurance coverage for any incident that may happen or affect them; this also includes those within the municipality that may be residing in rented properties. It is encouraged where possible that those affected have plans in place with family and/or friends who may be able to assist in times of emergencies.

If there is a need to provide emergency relief temporary accommodation this will be supported by the Australian Red Cross, through the State Duty Officer who will coordinate the provision of emergency shelter in partnership with the Department of Health and Human Services on behalf of the City of Greater Dandenong during single incident emergencies.

This provision may provide up to three days temporary accommodation to assist the affected person/s while seeking assistance and support from their insurer, family and friends. It is activated by the Control Agency and only if the property is deemed uninhabitable.

Further extension of emergency relief temporary accommodation may be provided through discussion between DHHS and the MRM.

Those affected by an emergency requiring emergency relief temporary accommodation will be placed in the nearest suitable accommodation available at the time of the incident.

For emergencies of state significance Emergency Management Victoria (EMV) may evoke and coordinate temporary emergency accommodation through agreements with AirBNB and other accommodation providers. This is not coordinated by local municipalities.

RESPONSIBILITY

Greater Dandenong City Council Department with local oversight:

Community Services

H.3.2.2 Emergency Relief Centres (ERC)

An ERC can be a location or facility used during an emergency as a place to relocate people to a safer location during the time of an incident to provide information, shelter and basic life essentials.

Members of the community should have their own emergency plans in place and seek refuge with family and friends away from the incident, however, there may be a request and requirement for Greater Dandenong City Council to open an ERC to assist the community for incidents within the municipality, within the Southern Metro Region or neighbouring West Gippsland area.

Emergency Relief Centres may be opened once the nature, extent, location or consequence of the emergency event is known, and as requested and discussed between the IC, MERC, MERO and MRM. It is likely in Greater Dandenong that Council will only have the capacity to open one Emergency Relief Centre at any one time without the assistance of neighbouring municipalities.

To ensure a regional approach, the City of Greater Dandenong is a participant in the Southern Metro Regional Emergency Management Collaboration Group and has adopted the Group's 'Emergency Relief Centre Standard Operating Guidelines' for the running and management of its ERCs.

This allows for neighbouring municipal personnel to assist the community and Greater Dandenong to provide services to those affected.

At all times of activation the City of Greater Dandenong will provide the positions of ERC Manager and Team Leaders as detailed in the Southern Metro Region Collaboration ERC Guidelines.

As a minimum a Greater Dandenong activated ERC will provide:

- shelter from the incident
- basic food and water
- registration
- support services information
- community information on the incident

Due to the nature of emergencies the City of Greater Dandenong has included the following Section 13 of all community facilities lease agreement:

13. Emergency Relief Centre

13.1 The Hirer acknowledges and agrees that in the event of an emergency, Council reserves the right to use any part of the Hired Area for the purpose of making those areas available as an emergency relief centre (ERC).

13.2 The Hirer will not be entitled to occupy or use the affected part of the Hired Area until the Council notifies the Hirer that the Hired Area is no longer required as an ERC.

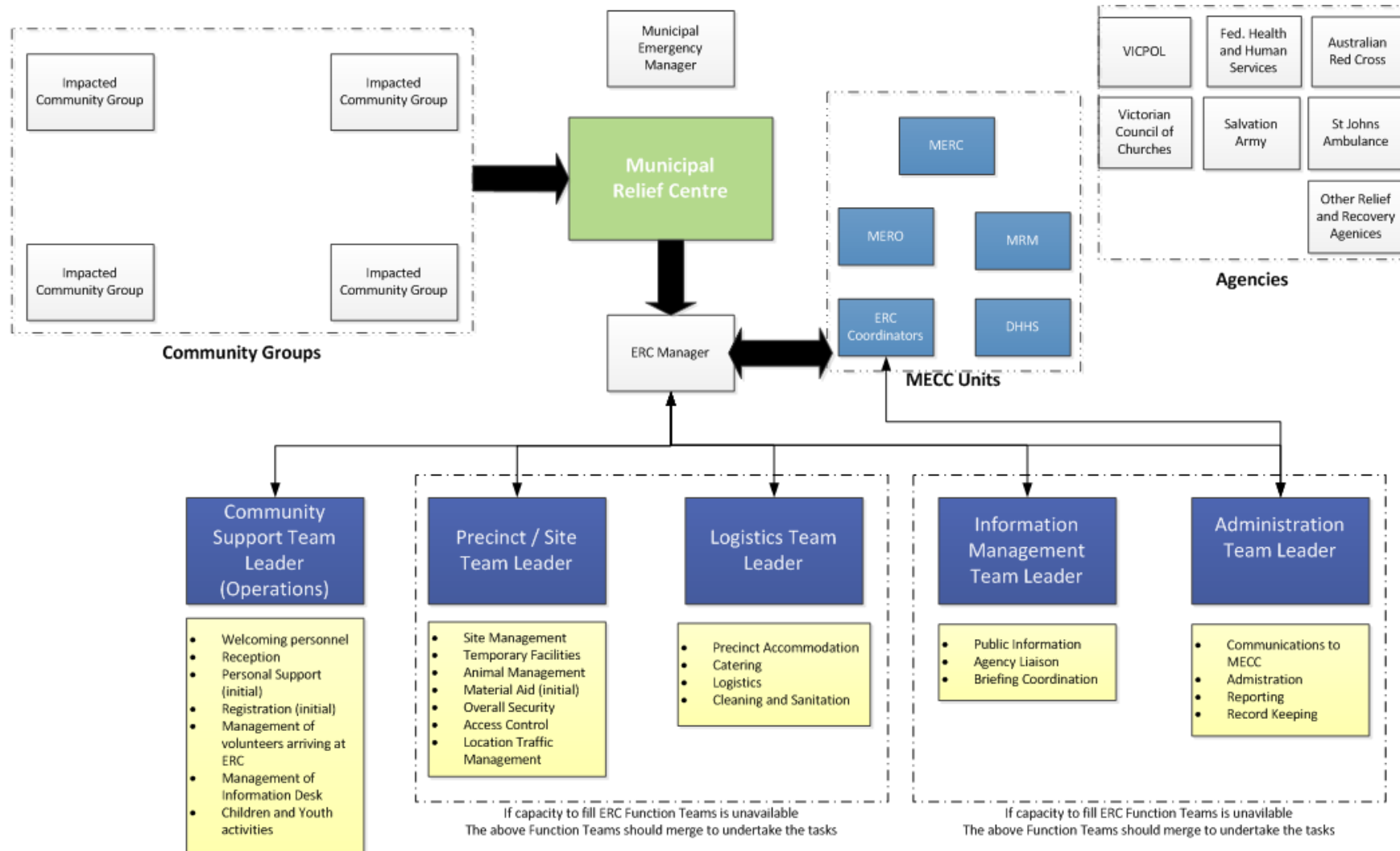
13.3 Council will use its best endeavours to advise the Hirer of Council's intent to use the Hired Area as an ERC.

13.4 To the extent that the Hirer's use and occupation of the Hired Area is interrupted as a result of the Hired Area being used as an ERC, Council agrees to refund the Hire Fee and Bond paid under this Agreement to the Hirer.

13.5 The Hirer will not be entitled to receive any compensation from the Council for any loss or damages on account of such use of the Hired Area as an ERC.

As detailed in Section G.11 of this plan it is up to the lease holder, hirer and community to ensure they have the required insurance coverage for any financial loss they experience due to any venue being used as an ERC within Greater Dandenong.

The following chart provides the functions that may be provided within an ERC.



Version 1.0 **Emergency Relief Centre Management Structure**
October 2017

Activation of Emergency Relief Centres as detailed in **Section G.7.2** of this Plan shall be through the MERO to the MRM. A MECC will always be activated and operational when a Greater Dandenong ERC is open for the coordination of resources, personnel and service agencies required for the opened ERC.

ICs should expect that the activation of a full scale ERC would be between two to three hours from request of opening.

It should be noted that the following centres **do not** provide Emergency Relief Services unless activated via the detailed process in **Section G.7.2**.

Members of the community are advised that they should not expect or 'self-relocate' to the following centres or any community building during an incident as they may be deemed unsuitable and in danger by the incident.

ICs and agency personnel should note that no ERC should be named or chosen as a location until discussion, agreement and approval from the MERO, MRM and MERC.

To assist in planning a number of sites throughout the municipality have been identified as Emergency Relief Centres, these include:

- **Gloria Pyke Netball Complex and Greaves Reserve*** (2 – 20 Bennett Street Dandenong)
 - *This venue is suitable for prolonged large scale incidents, including assisting and supporting neighbouring and regional municipalities for large scale incidents and relocations and incidents within the region deemed an Emergency of State Significance.*
- **Springvale Town Hall*** (397 – 405 Springvale Road Springvale)
 - *This venue is suitable for all hazmat incidents in the surrounding north-west, south east or eastern industrial areas. Weather and wind considerations must be factored into the decision and use of this venue.*
- **Jan Wilson Centre and Barry Powell Reserve*** (Halton Road Noble Park North)
 - *This venue is suitable for all medium scale incidents in the surrounding area, including hazmat incidents to the south west, east, or localised flooding to the west and north-west.*
- **Paddy O'Donoghue Centre*** (18-34 Buckley Street Noble Park)
 - *This venue is suitable for large boarding house fires or local 'shelter in place' requests and public transport accidents in the local area.*
- **J.C. Mills Reserve - Bill Toon Hockey Fields*** (190-202 Cleeland Street Dandenong)
 - *This venue is suitable for incidents to the north east, east, freeway and south around the hospital and schools.*
- **The Castle and Hemmings Park Reserve*** (61 Princes Highway Dandenong)
 - *This venue is suitable for medium incidents to the north-west, north, east, and northern area of the Dandenong CBD.*

While the above facilities have been identified, Emergency Relief can also be provided at the following locations and coordinated through the incident control centre.

- The site of an emergency
- Places of community gathering or isolated sites
- Transit sites
- Other locations

Notification of the location, facility and services that will be available at an ERC during an incident will be provided by the MEMT via the IC to the community through the methods listed in the Community Information Function area above.

Greater Dandenong will not activate an ERC for the purpose of ‘cool spaces’ during high heat days (Heatwave) due to the risk to the community travelling in the heat, possible overcrowding or power failure during operations at community facilities.

Discussions between the IC, MERO and MRM will take place for the possible opening of an ERC for those sleeping rough in extreme weather on an incident case base prior to the incident and based on the intelligence provided through the State Control Centre.

Council’s Emergency Relief Centres may, at the request of the Emergency Management Commissioner through the RERC and / or the MERC be requested to be on standby or open under the Council’s emergency management resource sharing protocol on ‘Extreme’ or ‘Code Red Days’ Fire Days to support other municipalities within the region, namely:

- Mornington Peninsula Shire Council
- Cardinia Shire Council
- City of Frankston
- City of Kingston
- City of Casey
- City of Monash
- City of Knox
- Baw Baw Shire.

The City of Greater Dandenong may also assist other neighbouring municipalities with ERC operations via the provision of personnel and other requested resources if the incident is deemed to have significantly affected municipalities or the capacity of the municipality requires extra support, and that locations within Greater Dandenong are deemed safer for the affected community. This shall be activated through the MAV Resource Sharing Protocol processes and procedures.

RESPONSIBILITY

Greater Dandenong City Council Department with local oversight:

MRM

H.3.3 Food And Water

At municipal level, the City of Greater Dandenong has engaged the Salvation Army as its provider for food and water arrangements within an ERC. The MRM will coordinate the provision of food and water services with the support from Councils Meals on Wheels to those who present at an activated ERC.

Where the above catering support agencies are not able to undertake a timely response, or where the nature of the emergency is small in scale the MERO/MRM/MECC Coordinator will undertake arrangements through Council’s available catering services

Council does not provide catering provisions for control agencies.

RESPONSIBILITY

Greater Dandenong City Council Team with local oversight:

MRM

H.3.4 Psychosocial Support

Emergencies affect people differently and while an incident may not be considered by some as significant it may raise emotions from past incidents for others. Where this occurs for a small single incident the Australian Red Cross outreach program may be activated by the Incident Controller.

If this activation occurs the Australian Red Cross shall advise the MRM at the earliest opportunity during business hours.

If however the incident is of a larger scale the MRM shall make contact with the Victorian Council of Churches (VCC) Emergency Ministry's State Duty Officer and the Australian Red Cross State Duty Officer to assist in the provision of Psychosocial 1st Aid at the earliest opportunity.

Areas that will be considered as part of Psychosocial Support shall include:

- loss and grieving of a loved one, including companion animals
- family violence
- loss of property
- emotional / spiritual care

Greater Dandenong Recovery Committee may consider the development of Community Sub-plans based on cultures and / or nationalities.

RESPONSIBILITY

Greater Dandenong Department with local oversight:

Community Wellbeing

H.3.5 Animal Welfare and Management

During emergencies the consideration of animals needs and welfare requires a cohesive approach to assist not only companion animals, but livestock and wildlife.

The City of Greater Dandenong through the Co-ordinator of General Enforcement (Residential Amenity) will be notified by the MERO or MRM and provided a briefing on the incident and possible animal management requirements.

Council will consider the following as part of Animal Welfare and Management in emergencies:

- Support from Councils Pound contractor for transport, food, veterinary services and housing of animals including dogs, cats, livestock, poultry and birds
- Contacting and briefing local domestic animal businesses with whom council has agreements for the provision of housing and sustenance
- Co-ordinate transport, rescue, feeding, capture, veterinary and temporary housing activities
- Co-ordinate the registering and housing of companion animals at relief centres
- Co-ordinate suitable locations for the housing of horses and livestock

RESPONSIBILITY

Greater Dandenong Department with local oversight:

Residential Amenity

H.3.6 Non Food Material Needs

The City of Greater Dandenong is responsible for activating the provision of immediate material needs for those impacted by the emergency and will coordinate material needs providers. The Salvation Army and St Vincent de Paul Society (Vinnies) will provide emergency material needs for immediate relief only.

Members of the community may wish to help those affected via the donation of material goods during an emergency incident and while this desire is appreciated the Recovery Planning Committee has discussed and decided not to accept any material aid goods for incidents within Greater Dandenong.

Those wishing to assist with material aid will be guided to donate money through the mayoral trust for the incident. This is to assist the affected community to take ownership of their own recovery at the local level. Other considerations included:

- assist the recovery of the local economy through:
 - Local jobs and businesses
- allow those affected to decide on the material needs they require
- reduce the burden on community volunteer organisations to sort and manage large volumes of donated goods
- reduce the level of unsuitable, broken or soiled donated items going to landfill which reduces the amount of recovery monetary support available to those affected.

The intentions of those wishing to donate material goods are well placed and appreciated by the City of Greater Dandenong and the member agencies of the MEMPC and its Sub-committees.

The Salvation Army is the lead agency in the provision of immediate material relief needs.

RESPONSIBILITY

Greater Dandenong City Council Department with local oversight:

Community Wellbeing

H.3.7 Reconnecting Families And Friends (Register.Find.Reunite)

Victoria Police is responsible for the registration of emergency affected people but have delegated the physical task of the registration process to the Australian Red Cross.

Registration will be in accordance with the Register.Find.Reunite process, previously known as the National Registration and Inquiry System.

At the initial aftermath of an incident Victoria Police may request municipal staff to undertake the physical task of registration until Red Cross representatives are in attendance at an ERC. This may be undertaken by the ERC Community Support Team.

Council has a small number of registration forms and a member of Victoria Police must be on hand at all times during the registration.

A copy of the Register.Find.Reunite sheet can be found in Crisisworks, Southern Metro Region ERC Collaboration Guidelines, and ERC Facility Manuals.

To assist the community and the reader in understanding the information that may be captured in an ERC the image right shows a copy of the Council Personal Information Form which is similar to the Register.Find.Reunite form.

RESPONSIBILITY

Greater Dandenong Team
with local oversight: **Community Wellbeing**

COUNCIL COPY

Personal Information Form for use in emergency relief centres

This form is designed to help you share your personal information with different agencies in the relief centre to reduce the need to repeat information.

PLEASE PRINT INFORMATION CAREFULLY

Your privacy: Please refer to individual privacy notices held by the agencies you share this form with.

PERSONAL DETAILS							
*Relief centre location					*Date DD/MM/YYYY	/ /	Time 24 hrs
FAMILY NAME	*GIVEN NAMES	ALTERNATE NAME <small>(nickname, maiden name, preferred name)</small>	*D.O.B /AGE	*M/F	*NATIONALITY <small>(if other than Australian)</small>	*RELATIONSHIP <small>(to primary person registering)</small>	
			/ /				
			/ /				
			/ /				
			/ /				
			/ /				

If registering companions (other persons that may be with the person registering) and they have different personal and contact information (such as home address, and contact numbers), please complete another registration form.

Language spoken (other than English) _____

Email address _____

Include both landline and mobile if able to. For international numbers (mobile or landline), enter in notes area below. Include international dialling codes.

Phone number (0) _____ Alternate ph# _____

*Do you have a fixed home address Yes No If the person registering has a fixed address the answer is 'yes'. If not, the answer is 'no'

*Home address _____

*Town / Suburb _____ *State _____ *Postcode _____

Country (if overseas) _____

Please let us know where you are staying. With your permission this information will be shared with friends, family and loved ones who are looking for you.

DESTINATION DETAILS	<input type="checkbox"/> At home	<input type="checkbox"/> Somewhere else	<input type="checkbox"/> Don't know / not sure	<input type="checkbox"/> Place of registration
Destination address				
Town / Suburb	State	Postcode		
Country (if overseas)				
Phone number (0)	Alternate ph#			
Expected duration of stay at destination address (if known)	Start Date	DD / MM / YYYY HH : MM	End Date	DD / MM / YYYY HH : MM

PLEASE SEPARATE FORMS BEFORE GETTING A SIGNATURE. EACH AGENCY MUST HAVE AN ORIGINAL SIGNATURE.

*Signature of person registering

Any additional information not covered elsewhere

PLEASE PRINT IN BLOCK LETTERS USING BLACK OR BLUE PEN. *Mandatory Fields

Registration Form 2014 v2.0

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H.3.8 Health And Medical

These Municipal Health and Medical arrangements should be considered in conjunction with the Regional Emergency Response Plan and SHERP 4.

Aim

The aim of these arrangements is to identify the Health and Medical facilities available within the City of Greater Dandenong and identify the arrangements for activation.

Due to the dual nature of these arrangements, this section is divided into two components; each being addressed accordingly. These components will be health and medical.

H.3.8.1 Health

The Environmental Health Officer is responsible for all public health matters in the municipality on behalf of council.

The responsibilities of the Environmental Health Officer in emergencies include:

- advice on water supply
- ensuring hygienic food handling - safe production, storage and distribution
- supply of sanitary and hygienic accommodation when required
- refuse removal
- pest control
- control of infectious diseases (immunisation)
- disposal of dead animals – *(In large scale incidents DEDJTR is the responsible agency for this incident).*

H.3.8.2 Medical

Implementation of the medical arrangements will be requested where people are injured or require medical assistance. This automatic response will be facilitated by Ambulance Victoria and hospitals within the municipality.

Ambulance Victoria will be responsible for contacting additional first aid support when required (e.g. St.John Ambulance or other private service providers).

Management of Health and Medical Response

Health and Medical response management at an emergency scene will be carried out according to the scale and nature of the emergency.

The majority of health emergencies are managed by the health system either as business as usual, or using an incident management system as part of normal operations.

The relevant Commander or Coordinator will manage the health response to incidents or emergencies (other than class 2 health emergencies) with health consequence that go beyond normal health system operations.

Health coordination is achieved by forming a Health Incident Management Team, which consists of the Health Commander and health support agencies. The HIMT provides an infield forum for inter-health agency decision making, allowing the sharing of information and intelligence”.

The role of the Health Commander at the scene of an emergency is to:

- arrange resources required
- provide triage, (prioritise patients for treatment)
- coordinate transport of patients
- determine and record destination of patients.

RESPONSIBILITY

Greater Dandenong Council Team with local oversight:

Environmental Health & MRM

H.3.9 Emergency Personal Hardship Assistance

Individuals and communities should seek to strengthen their resilience through self-reliance which includes the ability to fund their own relief and recovery needs, where possible. This can be achieved through planning and adequate insurance.

Emergency Hardship Assistance may be available to individuals in the aftermath of a natural disaster to assist with meeting immediate needs.

However, through the state based criteria managed by DHHS emergency hardship payments may be available to assist individuals during an emergency incident for basic needs.

At the local level of emergency management DHHS manage the process for the issuing of hardship assistance payments.

Council may, as part of the emergency recovery process extend payment options to rate payers affected during an emergency.

RESPONSIBILITY

Greater Dandenong City Council Team with local oversight:

MRM

H.3.10 Legal Assistance Information

The City of Greater Dandenong through Relief and Recovery will encourage those that require legal assistance to avail themselves of the Victorian Legal Assistance Forum (VLAF).

This Forum has been set up to assist community members through many communication formats, this includes telephone information and legal advice through a dedicated hotline.

During the planning of Emergency Relief the MRM must consider the use of the VLAF for community meetings as well as the promotion of the hotline and website.

The City of Greater Dandenong in partnership with the Southern Metro Region Municipal Collaboration Group has included the VLAF details in the Emergency Assistance Fact Sheet and the MSIA Fact Sheets.

RESPONSIBILITY

The responsibility in activating the VLAF shall be the responsibility of the **MRM**.

Greater Dandenong City Council Department with local oversight:

Community Wellbeing

H.4 DONATED GOODS AND SERVICES

The City of Greater Dandenong does not accept or promote the donations of material goods during an emergency incident, whether within the municipality, neighbouring municipality, regional, state, national or international levels.

While the intentions of those wishing to donate material goods are well placed and appreciated the Greater Dandenong MEMPC believes that monetary donations best help assist the impacted community to recover across the Social, Economic and Built environments of Recovery (**Section I** of this Plan).

The City of Greater Dandenong has set up, under its Mayoral Trust an Emergency Donation Account to help those affected by a large emergency. This will be promoted by the City of Greater Dandenong for those wishing to assist those affected through donations.

For consistency of procedures for local, national or international emergencies and the request of donated goods, services or funding Council has adopted The Disaster Relief Policy electronic file number A1283788.

RESPONSIBILITY

Greater Dandenong City Council Team with local oversight:

Finance and Information Technology

H.5 SPONTANEOUS VOLUNTEER MANAGEMENT

In recent years community goodwill has extended to those not affected by the emergency incident wanting and willing to help those affected through 'spontaneous volunteering'.

The City of Greater Dandenong understands and appreciates the goodwill and dedication of these community members while also identifying new proposed risks to those spontaneous volunteers.

The Greater Dandenong MEMPC has adopted the Council's position of directing members who wish to spontaneously volunteer to register before any emergency through Volunteering Victoria Help Out Program via <http://volunteeringvictoria.org.au/helpout> website.

Council during relief and recovery if requiring community assistance to help an affected community will use Volunteering Victoria's program and those registered through it.

Greater Dandenong MEMPC recognises and encourages members of the community who wish to become emergency service volunteers to do so through a number of agencies, some of these agencies include:

- Australian Red Cross
- Country Fire Authority (CFA)
- Life Saving Victoria (LSV)
- State Emergency Service (VICSES)
- St Johns Ambulance
- Victorian Council of Churches (VCC).

This allows recognised training and safety requirements to be undertaken before any emergency and further develop the capacity of those emergency service volunteer agencies. A full list of emergency service agencies and their activities can be found in Part 7 of the EMMV on the EMV website.

Individuals and families can coordinate their own assistance through using a community coordination tool called Gather My Crew <https://www.gathermycrew.org/> It is recommended that individuals make their own decision on and the people they invite into their 'crew'.

RESPONSIBILITY

Greater Dandenong City Council Team with local oversight:

Community Development

H.6 REFERRAL AGENCIES

To assist communities receive the best expert advice the Greater Dandenong MEMPC with its support agencies has developed with the Southern Metro Region Collaboration Group an Emergency Assistance Fact Sheet. This is also included in Section B – Contact List of this Plan.

This fact sheet contains contact details for support agencies and will be made available at the ERC and Municipal Secondary Impact Assessment (see 1.9 of this *Plan*) which forms a vital part of ensuring the right support can be available for those affected.

The ERC and MSIA Emergency Assistance Fact Sheet are stored in Crisisworks, Councils electronic filing system and the Southern Metro Region Collaboration Municipal Secondary Impact Assessment Guidelines.

RESPONSIBILITY

Greater Dandenong City Council Team with local oversight:

MRM via Community Wellbeing

H.7 INITIAL IMPACT ASSESSMENT

Initial Impact Assessment (IIA) is an appraisal of the extent of damage, disruption and breakdown of the community and its infrastructure as a result of the emergency.

While the Emergency Management Commissioner is responsible for the collecting and reporting on the impact of emergencies this is coordinated at the incident level by the Incident Controller.

The IC is responsible for the coordination and gathering of IIA and ensuring all IIA information is shared at the local level through the MERC, MERO and the MRM. This allows Greater Dandenong to facilitate, plan and activate the Municipal Secondary Impact Assessment if required and begin Emergency Recovery Planning.

Initial Impact Assessment should include:

- provide a priority listing for restoration of community needs to assist agencies in the performance of their functions
- survey the extent of damage indicating evaluation of financial and material aid needed,
- monitor the acquisition and application of financial and material aid needed or made available in the restoration period

IIA Guidelines and forms from the Emergency Management Portal should be used.

Should the emergency extend beyond the boundaries of Greater Dandenong the initial impact assessment may be merged with other affected municipalities.

H.8 TRANSITION FROM RESPONSE/RELIEF TO RECOVERY

It is essential to ensure a smooth coordinated transition from the response phase (including Relief) to the recovery phase of an emergency at the municipal level. While it is recognised that recovery activities should have commenced shortly after impact, there will be an end of response activities and a hand over to the municipality to coordinate local recovery programs.

At the local level early notification and activation of the need for relief is the responsibility of the Incident Controller through discussions with the MERO, MERC, MRM. These discussions should begin early in the emergency response activities to provide recovery planning and activation to begin before it is required.

A standard approach is required to assist with the transition of emergency management coordination arrangements between the control agency, Victoria Police (the response coordination agency), the Department of Health and Human Services (recovery coordination assistance at the Regional level) and the affected municipalities.

Emergency management activities involve multiple agencies that are coordinated under agreed structures, and it is imperative that effective notification of changed coordination arrangements occurs. This is an important process to ensure the affected communities are notified and aware that the response agencies have stand down arrangements in place and for agencies with ongoing community support and recovery roles understand when transition to recovery will take place.

The key tasks under this agreement include:

- continuity of emergency relief requirements, if required
- identifying resources required to support immediate community recovery requirements including public health and safety
- coordination of essential clean-up operations
- assessment of loss and damage impacts in the affected communities.

SECTION H – EMERGENCY RELIEF ARRANGEMENTS

The Greater Dandenong MEMPC has adopted the Southern Metro Regional Relief and Recovery Planning Committee's transition template to ensure consistency and commonality from the local to regional levels. A copy of the template is placed in the MECC Manual, Municipal Recovery Manual, Crisisworks and Council's electronic filing system.

RESPONSIBILITY

Greater Dandenong City Council Team with local oversight:

MRM

H.9 REFERENCE**REFERENCE**

Emergency Management Act 2013 – www.legislation.vic.gov.au

EMMV – www.emv.vic.gov.au

MAV Resource Sharing Protocol – www.mav.asn.au

Register, Find Reunite - <https://register.redcross.org.au/>

State Health Emergency Response Plan - <https://www2.health.vic.gov.au/emergencies/emergencies-department-role>

Emergency Personal Hardship Assistance - <http://www.dhs.vic.gov.au/for-individuals/crisis-and-emergency/emergency-assistance>

Legal Assistance Information – www.disasterlegalhelp.org.au

Volunteering Victoria – www.volunteeringvictoria.org.au

Volunteering Portal – www.volunteer.vic.gov.au

Transition from Response to Recovery – www.emv.vic.gov.au (password required)

FILE REFERENCE – CITY OF GREATER DANDENONG ELECTRONIC STORAGE

Disaster Relief Policy	A1283788
Community Facilities Management Policy	A37073
Multipurpose Use of Community Facilities Policy	A37056
Sports Pavilion Management Policy	A1510623

H.10 DOCUMENT AMENDMENTS AND REVIEW**REVIEW:**

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

This Section was last updated 06/03/2018. Due to review by August 2020.

The table below provides a history of review.

Version	Date	Action	Next review by
4.0	27/02/2018	Endorsed by Greater Dandenong MEMPC	August 2020
4	11/01/2018	Complete rewrite and new structure	