

Recovery



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 I: Greater Dandenong Municipal Emergency Recovery 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'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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I.1 *EMERGENCY RECOVERY INTRODUCTION*

Emergency Recovery is defined in the Emergency Management Act 2013 (Sec 4A) as ‘the assisting of persons and communities affected by emergencies to achieve an effective level of functioning’.

This section of the Greater Dandenong Municipal Emergency Management Plan (*The Plan*) specifies the local principles, arrangements, responsibilities for the coordination of planning and management of emergency recovery within the municipality.

It outlines the functions, roles and responsibilities of individuals, community, government agencies, community support services and agencies and council. It details the escalating arrangements from local, regional, state and federal levels and where known the capacity and capability of personnel and resources to assist in local recovery arrangements.

It does not describe in detail the processes, procedures or documentation of the operations of Emergency Recovery. These shall be detailed in the Municipal Recovery Operations Plan and developed using the Incident Recovery Plan template specific to the emergency incident.

The members of the MEMPC and its Sub-Committees shall ensure that Emergency Recovery and its planning within Greater Dandenong align with Regional and State arrangements.

The recovery process involves cooperation by community, industry, organisations, Government, and the private sector to support:

- the emotional, social, spiritual, financial and physical wellbeing of individuals and communities
- the restoration of essential infrastructure and services
- the revitalisation of the local economy
- the rehabilitation of the natural environment.

1.2 **RECOVERY MANAGEMENT PRINCIPLES & CONCEPTS**

Recovery from emergencies is a developmental process of assisting individuals, families, communities and industry to manage the re-establishment of those elements of society that contribute to the social-cohesion of their communities. Emergency Recovery Principles include:

- a supporting and enabling process that allows individuals, families, communities and industry to attain a proper level of functioning through the provision of information, specialist services and resources
- best achieved when the recovery process commences from the moment of emergency impact
- is managed and approached from a community development perspective and most effective when led and conducted in partnership by the affected community and using local capacities and expertise
- is most effective where recovery management arrangements provide a comprehensive and integrated framework, where assistance measures are provided in a timely, fair, equitable manner and are sufficiently flexible to respond to the diversity and changing needs of the community
- is effective by the establishment of local planning and management arrangements by the community that are accepted and understood by recovery, control and support agencies
- planning and management arrangements are trained and exercised to ensure agencies and personnel are properly prepared for their roles.

1.2.1 Recovery Principles

The National Principles for Disaster Recovery have been adopted by the MEMPC and it is understood that for the fundamental success of emergency recovery the above principles must involve:

- understanding the **context**
- focusing on the **consequences** of the emergency
- recognising the **complexity**
- being community focused
- using **community-led** approaches
- ensuring **coordination** of all activities
- employing effective **communication**
- acknowledging and building **capacity**

These national principles may require regional or state activation at the time of an incident to assist local level planning of the **context**, **consequences** and **complexity** of an incident without the request or escalation from the local level as detailed in 1.7.1 of *The Plan*.

1.2.2 Recovery Concepts

Underpinning emergency recovery management principles are a number of concepts to assist in effective community recovery management. These include:

- empower individuals, families, communities and industry
- encourage community involvement in all aspects of the recovery process
- encourage affected communities and areas to actively participate in their own recovery
- recognise different effects/needs for the diverse individuals/communities impacted to ensure services are provided in a timely, fair and equitable manner
- recognise resourcefulness and maximise the use of local resources, groups and individuals.
- coordination and support at the local level
- work with minimum intervention
- accountability, flexibility, adaptability and responsiveness to meet the changing needs of the community over time
- integration of services to maximise the use of existing administrative and management structures e.g. local formal and informal networks of care and support arrangements
- coordination to ensure state and regional strategies complement local recovery initiatives rather than replacing them
- planned/timely and communicated withdrawal to transition back to normal services.

The MEMPC, its Recovery Sub-Committee, including the Greater Dandenong Community Recovery Committee when activated shall consider and cross reference the development of incident recovery plans against the above principles and concepts as well as the following objectives.

I.3 **EMERGENCY RECOVERY OBJECTIVES**

The MEMPC adopts and agrees to the following broad recovery objectives:

- effectively communicate with the community and stakeholders on community recovery activities in a timely manner
- listen to, work and plan with the local community and Regional and State stakeholders to understand and assist the community recover across the four recovery environments of Social, Built, Economics, Natural
- coordinate, promote and/or assist services that support the community to build resilience during recovery after a major emergency incident
- coordinate via the gathering of Municipal Secondary Impact Assessment data from the community and other stakeholders to provide an adequate assessment, response and potential cost to levels of government resulting from an emergency incident

I.4 **EMERGENCY RECOVERY ENVIRONMENTS**

There are four (4) key functional areas within the community recovery process for Greater Dandenong:

- Social Environment
- Built Environment
- Economic Environment and
- Natural Environment

These four functional areas could also be described as:

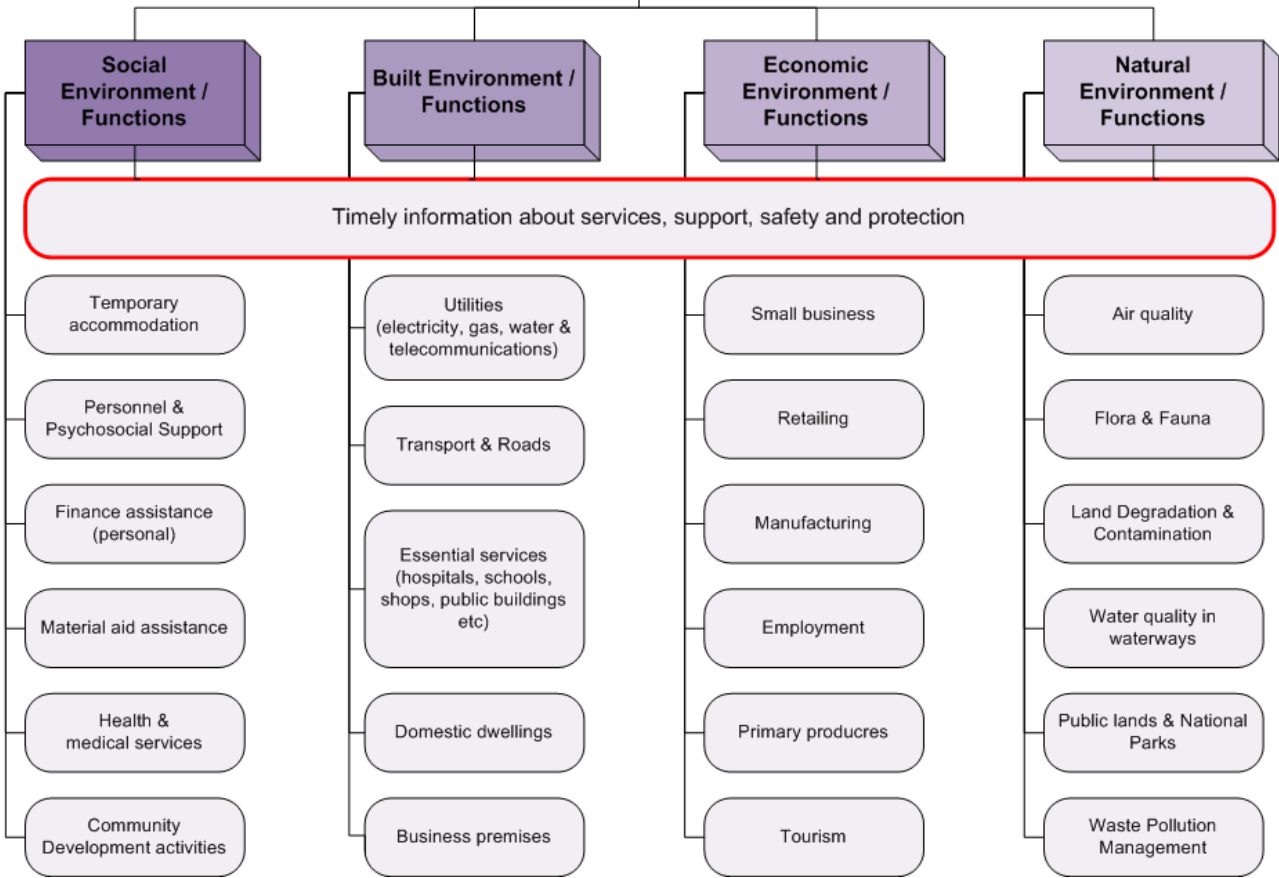
- Wellbeing
- Liveability
- Viability and
- Sustainability



Recovery activities could or may address specific elements of one recovery environment, or operate across multiple environments.

The following image provides the reader specific elements considered by the Emergency Recovery and Community Recovery Committees within each of the four key recovery environments. These specific elements are not exhaustive and further elements will be considered by all stakeholders through the development and process of emergency recovery planning.

Recovery Environments and Functions

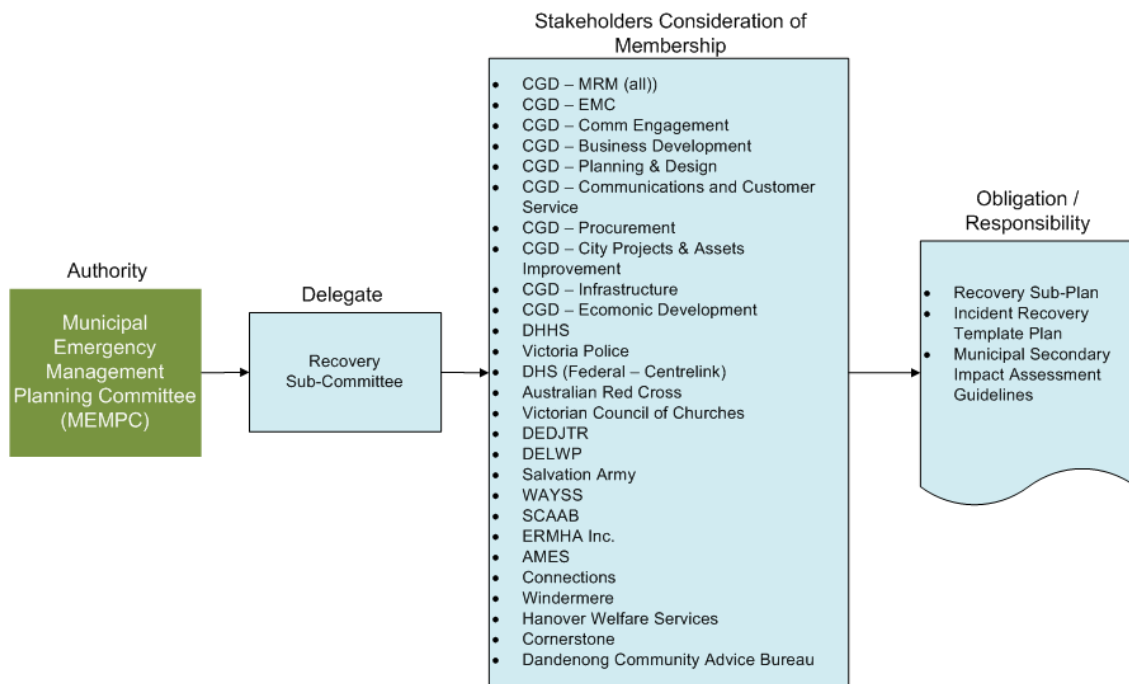


I.5 GREATER DANDENONG RECOVERY ARRANGEMENTS

I.5.1 Recovery Planning - Municipal

The City of Greater Dandenong understands the complexities of emergency recovery and as such will engage any and all internal teams to assist in the facilitation of Community Recovery. Where there may be a gap in expertise the City of Greater Dandenong will work with partner agencies to source appropriate expertise required to assist the community.

The Greater Dandenong MEMPC, as outlined in Section F of *The Plan*, has delegated the development, maintenance and testing of Greater Dandenong Emergency Recovery Manual to the Recovery Sub-Committee. The following outlines the delegation, the obligation and the list of stakeholders that may sit on the Recovery Sub-Committee.



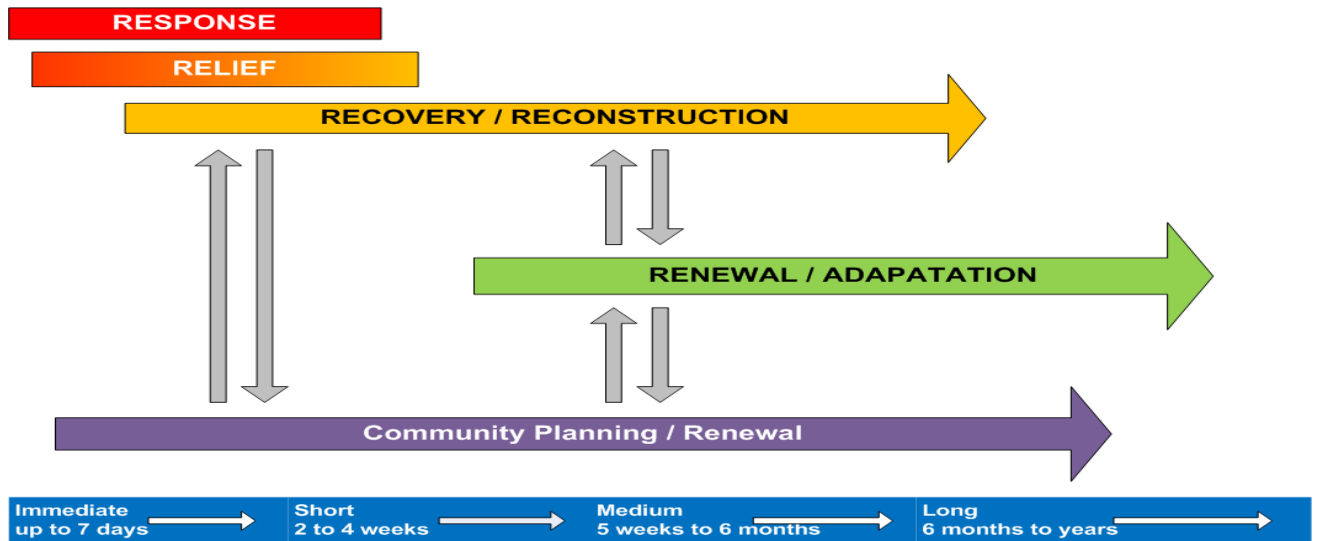
The Sub-Committee will provide Emergency Recovery preparedness and planning subject matter expertise and knowledge to ensure a robust community focussed Municipal Recovery Plan and operational templates are developed, maintained, reviewed and tested in partnership with all stakeholders with support from council emergency management team through the MRMs with the delegated MRM responsible as Chair of the Sub-Committee.

The Chair of the Sub-committee shall provide a report on Sub-committee and working group's activities including questions and required decisions from the MEMPC to each of the MEMPC meetings as per the required timelines in the Terms of Reference for the sub-committee.

During activation the Recovery Sub-Committee and the Community Recovery Planning Committee shall work together in developing an incident specific community recovery plan.

For consistency with Regional and State arrangements the Greater Dandenong MEMPC has adopted the same timeline phases adopted by Southern Metro Region Relief & Recovery Planning Sub-Committee for emergency recovery, these phases and time periods are:

1. Immediate Recovery within and up to 7 days of an incident, this may sometimes be referred to as Emergency Relief
2. Short Term Recovery within two to four weeks of an incident
3. Medium Term Recovery within 5 weeks to six months of an incident
4. Long Term Recovery from six months up to years after an incident .



1.5.2 Municipal Secondary Impact Assessment Planning

In preparing to assist the community in recovery the City of Greater Dandenong has developed GIS layers for its mapping system dividing the municipality into Divisions and Sectors.

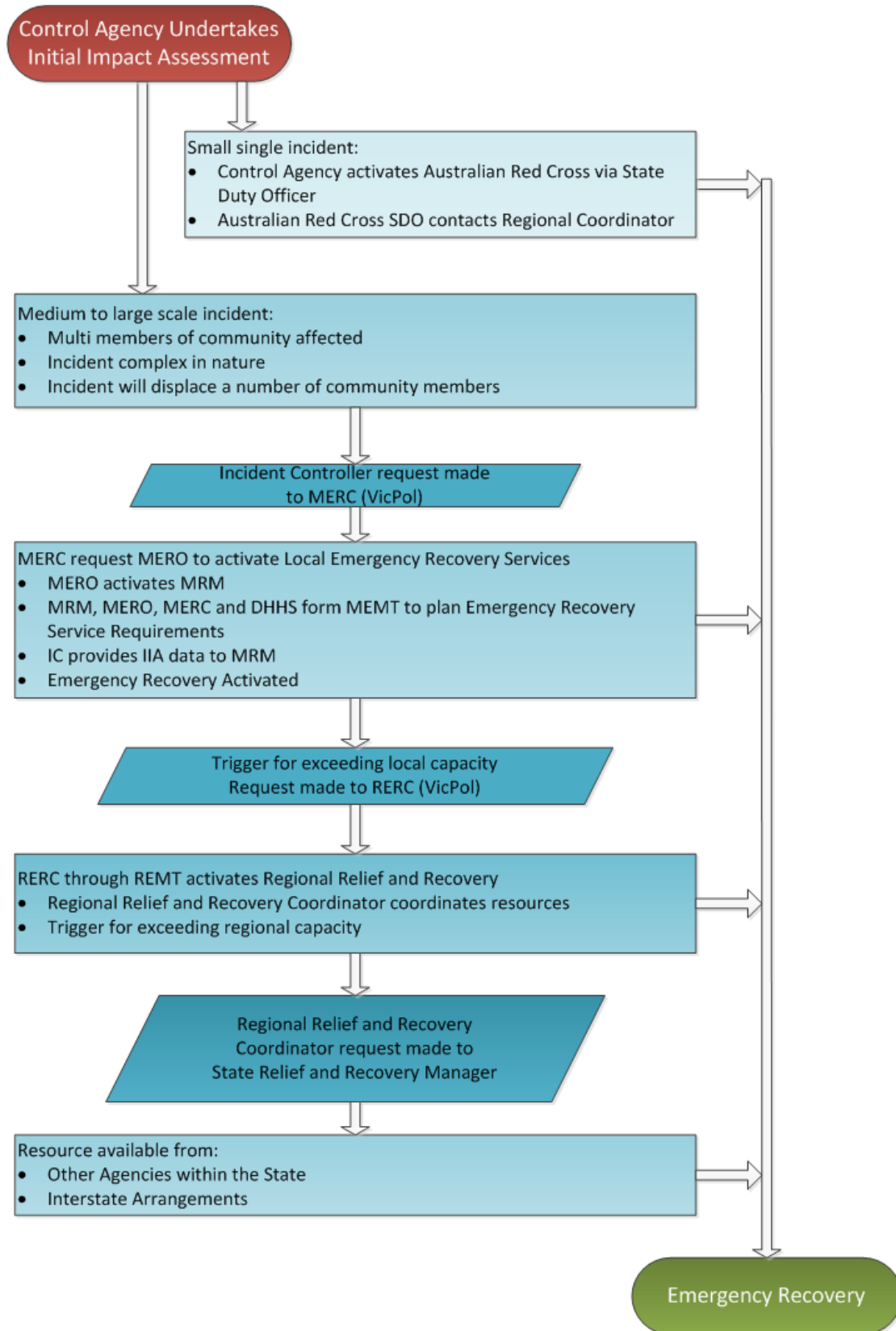
These are different to those that might be used by response agencies and will only be used for the process of planning and reporting Municipal Secondary Impact Assessment (MSIA) against the Council's rate payer database to assist the recovery process.

The MSIA Divisions and Sectors have been developed based on natural and built topography across the municipality for ease of use by the MSIA teams when activated.

1.5.3 Recovery Activation

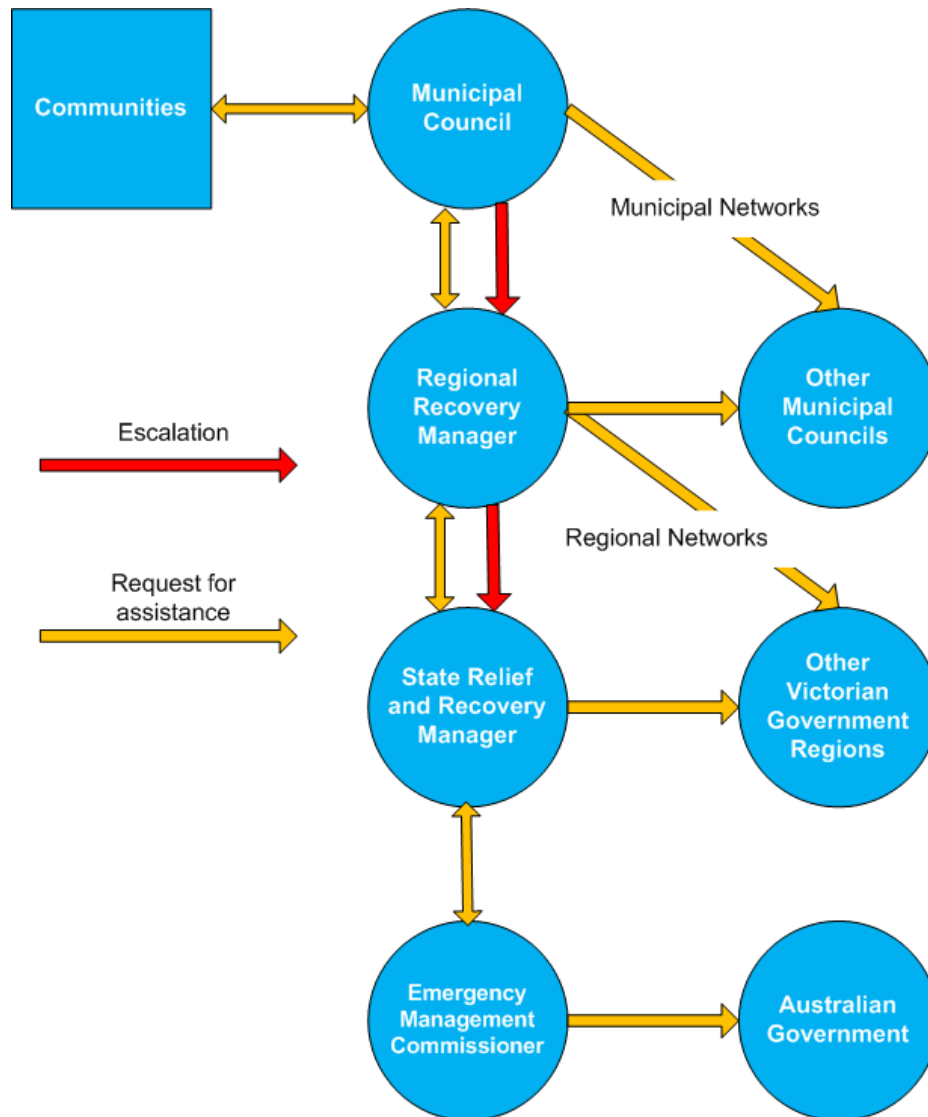
As detailed in Section G.2 of this *Plan*, Emergency Recovery should be considered for activation at the first available opportunity at the time of the incident. This should be through discussions between the IC and the MEMT of the MERC, MERO and MRM, where appropriate include a DHHS representative.

Following is the flow chart description of Emergency Recovery activation at the local level:



1.5.4 Emergency Recovery Escalation

While Greater Dandenong will engage across the sectors in supporting community within recovery, council may, due to capacity and capability, request under regional arrangements for assistance and support by neighbouring municipalities within the Southern Metro Region area through the Regional Recovery Manager of the Department of Health and Human Services Southern Metro Region.



Escalation and interaction of Emergency Recovery coordination from local, to region, to state levels.

The duty MRM will monitor and escalate to region as soon as it is recognised that local capacity and capability maybe exhausted. This may be hours, days or weeks before either is reached. The duty MRM will contact the Duty Regional Relief & Recovery Manager to notify them of the assistance requirement as well as formally notify them via Crisisworks, email or in writing.

It should be noted that the duty MRM and duty Regional Relief & Recovery Manager should already be engaged in discussion on the incident requirements and considerations.

I.6 **EMERGENCY RECOVERY RESPONSIBILITY**

I.6.1 **Individuals**

While the role of local government and government agencies is to assist and support communities during emergency recovery, individuals play a much bigger role in their overall wellness and preparedness to minimise the impact of and to be able to recover from any emergencies through their own planning and actions.

Individuals, where possible, should meet their own recovery needs, develop emergency plans suited to their personal situation that builds resilience to incidents as much as possible. This should include appropriate insurance to assist in the recovery process. The City of Greater Dandenong encourages its residents and business owners to visit <http://www.insureit.vic.gov.au/> and undertake their own review to understand to what level of resilience to emergencies they have.

Affected individuals, should consider the following activities to support their own recovery:

- ensure they remain safe and minimise any risk to themselves, family and neighbours
- contact their insurance company; this includes renters who should have their own contents insurance. Renters impacted should also make contact with their estate agent / property manager after an incident for any assistance they may be able to assist with.
- ensure they have detailed records, including photos, of damage or issues of their property and belongings affected by the emergency
- where possible, have important documents or copies of important documents to assist recovery agencies to provide timely assistance
- keep updated on services available to assist via the council's website and social media, or through the State recovery website www.emergency.vic.gov.au or 1800 266 266
- speak to your GP about the incident and how you are coping, the incident may impact you and other family members differently and not at the same time
- have a copy of Section B (Contact list) of *The Plan* detailing the support service contact numbers.
- use the gather-my-crew website or app to coordinate friends to help

I.6.2 **Community**

Recovery management should be responsive to the immediate and changing needs of an affected community. This will be achieved through the effective implementation of two-way communications between community and recovery services with the affected community.

Emphasis will be given to supporting and maintaining the identity, dignity and autonomy of affected individuals and the community. While provision of support will be available to all affected there will be situations where emergency support will be directed to the most vulnerable community members in the first instance.

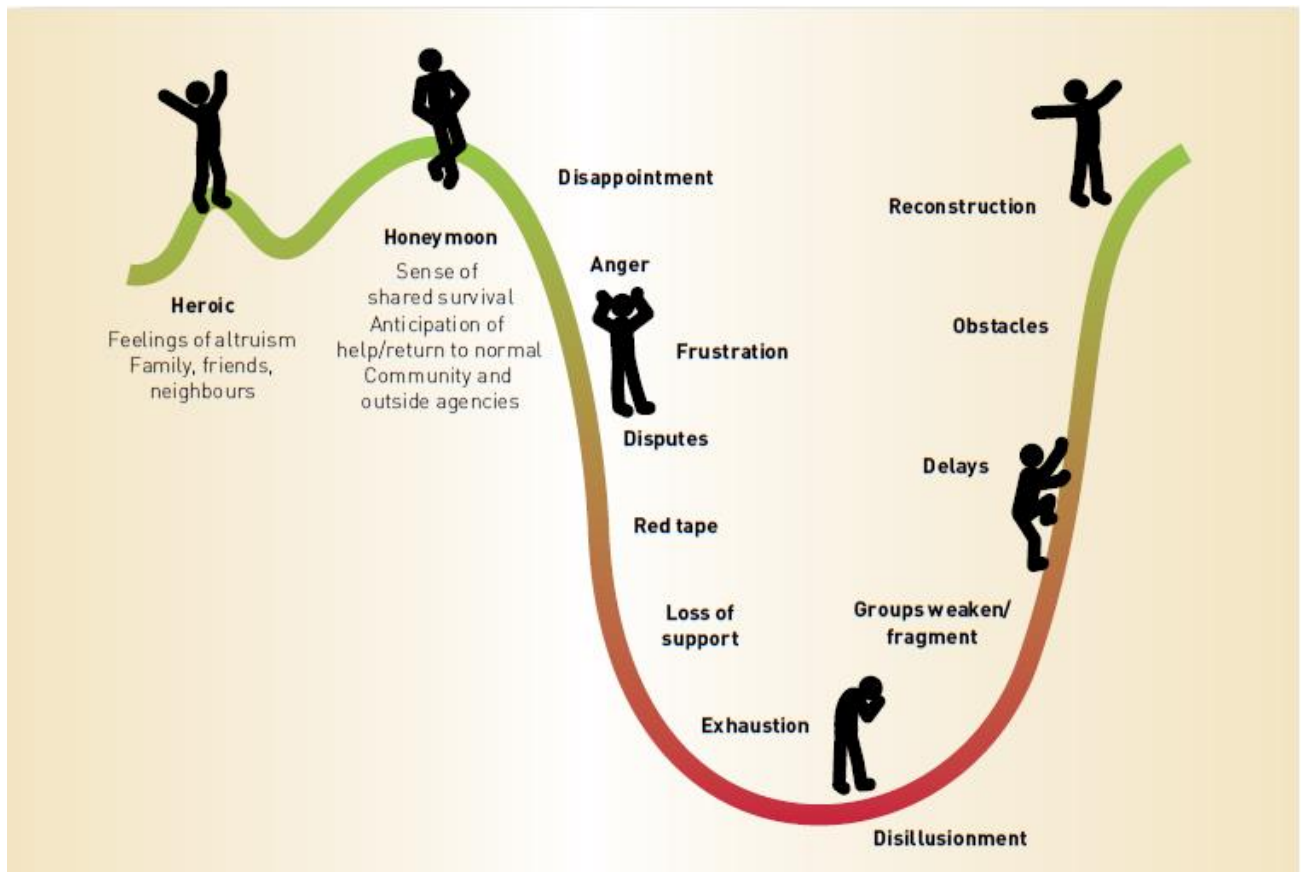
The building of community resilience through the recovery process can be achieved by individuals and communities understanding the emotional phases experienced post an emergency as well as others assisting those impacted to move through the common reactions and emotions at their own different times.

These are normal reactions after any emergency, no matter how small or large or how a person or community is involved.

Communities should:

- check in with family, neighbours and friends affected by an emergency
- provide a listening ear, it can be the best help to those affected:
 - Know that you don't have to 'fix it' just listen and support
- watch for social withdrawal from those you know that have been through the emergency:
 - bring this to the attention of family, friends or suggest they speak to their GP
- understand individuals will go through phases of recovery at different times, including family members
- understand that it may not seem like a major emergency or incident to some but it may be for others:
 - the emergency may bring up an incident from the past that affects an individual
- understand children and adolescents will experience different emotions a lot later than adults.

The following image adapted from Cohen and Ahearn 1980 and DeWolfe 2000 is taken from the Australian Emergency Management Handbook Series, Handbook 2 – Community Recovery (Page 95) and highlights the phases often experienced as part of the psychosocial emergency recovery.



During recovery planning the above phases will be considered as part of all incident recovery and emergency outreach programs within Greater Dandenong (see I.10 following within this Section of *The Plan*).

It must be recognised that individuals will experience some or all of these phases at different times.

1.7 **Municipality**

The City of Greater Dandenong under the EMMV Part 4 has the responsibility for local coordination of recovery services and planning. This will be undertaken through both the Recovery Planning Sub-Committee and MEMPC.

The City of Greater Dandenong has the following responsibilities for planning and coordination during Emergency Recovery:

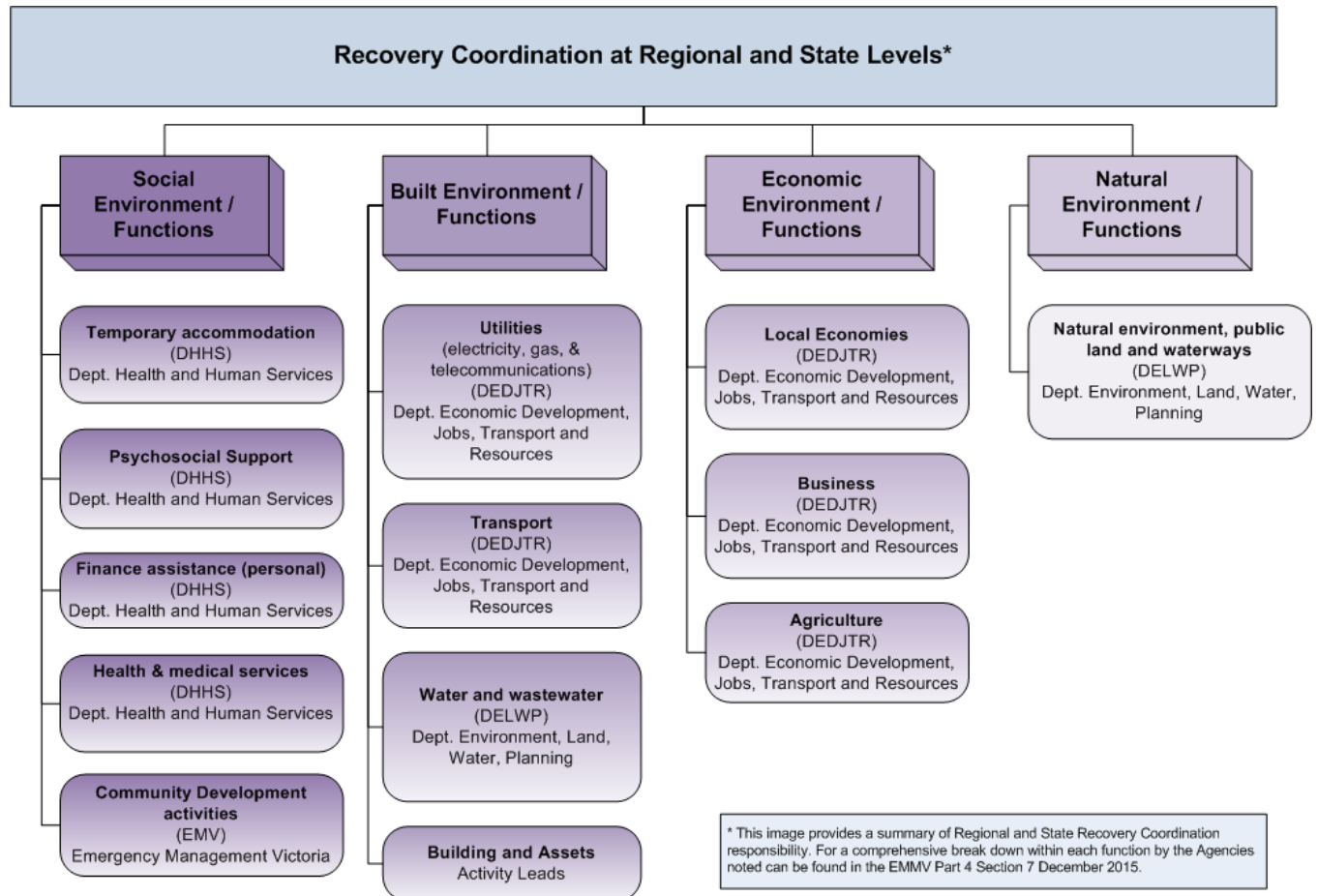
- provision of timely and accurate information to the community on recovery activities
- information on recovery assistance available, from who and how to access that assistance
 - This includes issues relating to family violence, bereavement, for men and women, children and youth, vulnerable groups and displaced and dispersed people
- provision of locations for community meetings, briefings and planning workshops suitable for the community in a safe location
- Municipal Secondary Impact Assessment – assess, consolidate and validate
 - coordinate, plan, collate and report on MSIA (see 1.12 of this Section of *The Plan*)
 - Survey of damaged buildings and determining their occupancy (involving building surveyor and rates database.)
- consideration of referral services to support people suffering family violence after an emergency
- environment Health management – including food and sanitation safety, pest control
- formation, leadership of an internal recovery committee and assistance and support to the Community Recovery Committee, including secretariat support
- coordinate and request services from support agencies at the local, regional and State levels if required to assist the community
- coordination of personal support services, e.g. counselling, psychosocial first aid
- maintain records, requests and financial spending to the procedures and policies of council
- oversight and inspection of restoration/rebuilding/redevelopment (including prioritisation). e.g. roads, bridges, sporting facilities, public amenities
- advocate on behalf of the community to State Agencies on Community Recovery activities and programs
- provision, staffing and management of Recovery/Information Centres
- provision and management of community development services
- provision and/or coordination of volunteer helpers
- coordination of clean-up activities, including disposal of dead stock
- coordination of temporary accommodation
- organisation, management or assistance with public appeals
- review, consideration and expediting approval of planning permits of affected people.

Greater Dandenong will provide a suitable location for the gathering, planning and coordination of recovery activities usually in the form of the MECC as detailed in Section G of this Plan.

1.7.1 Regional and State Agencies

A number of State Agencies have, under EMMV Part 4 Section 7, Regional and State level responsibilities of Recovery Coordination.

The following provides a summary of both the regional and state tier responsible agencies for activities within the four recovery environments.



Access to the services above, as detailed in Section 1.8 Emergency Recovery Escalation remains the responsibility of the MRM or Duty MRM through the Regional Relief and Recovery Coordinator.

1.7.2 Department of Health and Human Services (DHHS)

DHHS is responsible for coordinating relief and recovery at the regional level. DHHS is supported by Red Cross in regional relief coordination.

Regional relief and recovery responsibilities to be coordinated include:

- Review and maintain regional relief and recovery plans, and lead relief and recovery planning processes - including regional planning committees
- Develop regional post-incident relief and recovery plans and lead regional post-incident relief and recovery processes - including operational committees
- Lead regional transition from response to recovery
- Coordinate existing regional resources and activities across the relief and recovery sector
- Facilitate the regional relief and recovery sector's capability assessment, readiness and preparedness

- Coordinate regional relief and recovery sector public information and messaging
- Assess regional situation, impacts, risks, progress and resources
- Monitor local situation, impacts, risks progress and resources
- Collate and analyse information on loss and damage and resulting consequence
- Coordinate regional relief and recovery intelligence to EMV
- Provide advice to municipal councils to enable them to appropriately manage relief and recovery consequences of local level events.

The department coordinates and distributes regional level relief and recovery information for the public, through outlets including:

- Victorian Emergency Recovery Information Line (1300 799 232)
- Emergency Relief and Recovery Victoria website www.emergency.vic.gov.au/relief.

1.8 **EMERGENCY RECOVERY MANAGEMENT STRUCTURE**

1.8.1 **Council**

The City of Greater Dandenong under the EMMV Part 4 Section 4.4.1 must appoint a senior member of staff into the role of MRM to oversee, coordinate and report on relief and recovery activities. This role has been allocated to the Director of Community Services.

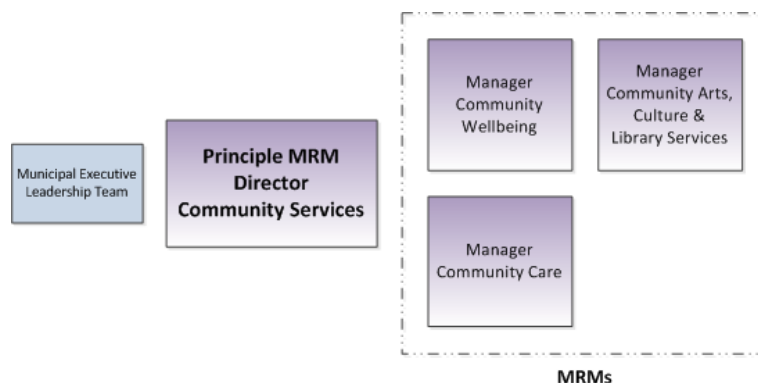
Upon the request and activation the MRM will convene a meeting of the Municipal Recovery Coordination Group as soon as practical if the emergency is of a magnitude that requires its involvement and after discussion with the MEMT.

The Municipal Recovery Management Group will include individual functional service areas led by an MRM with at least two Deputies.

The roles, aims, staff involved, operating procedures and ongoing education and training of each of these areas are outlined in the Operational Emergency Recovery Manual.

The MRM or duty MRM has the authority to take responsibility for the coordination and overseeing of all recovery activities. The Service Recovery Coordinators will usually be at Manager, Team Leader or Coordinator level of council staff.

The Municipal Emergency Recovery Management Structure is scalable from level 1 through to full scale activation; to assist the reader the following describes the complete MRM management structure.



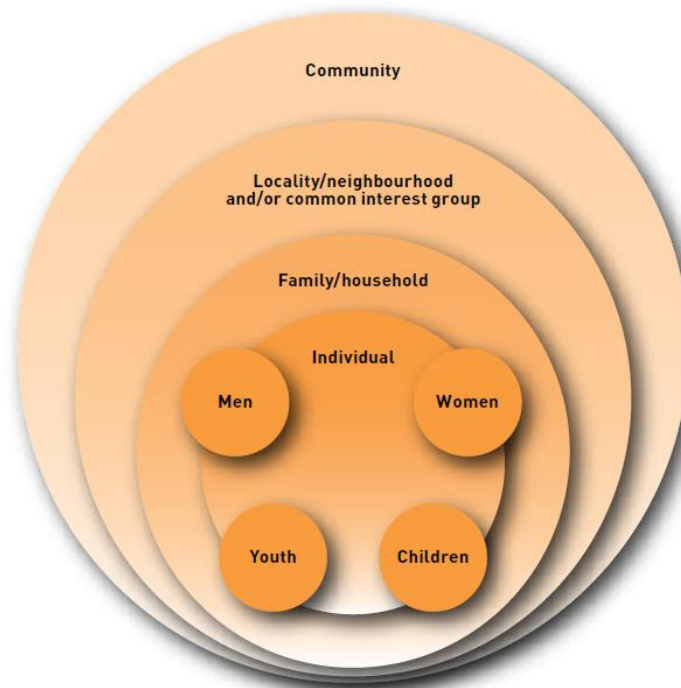
Wherever possible, Council's standing management and administrative structures and practices will be used to support the recovery process. The application of these will take into account the special needs and circumstances of the affected community.

The MRM and all personnel involved within the Recovery Process will use the incident management system, Crisisworks to manage and record keep all recovery activities and expenditure and to assist in reporting.

All recovery briefings internal and external will be through the MERO at all times.

1.8.2 Community

Community Recovery Planning is a multi-layered complex process that must be adaptive to the changing phases within and across the community. The following image from the Australian Emergency management Handbook Series, Handbook 2 – Community Recovery (Page 84) highlights those layers that Recovery Planning must consider through all phases of Recovery.

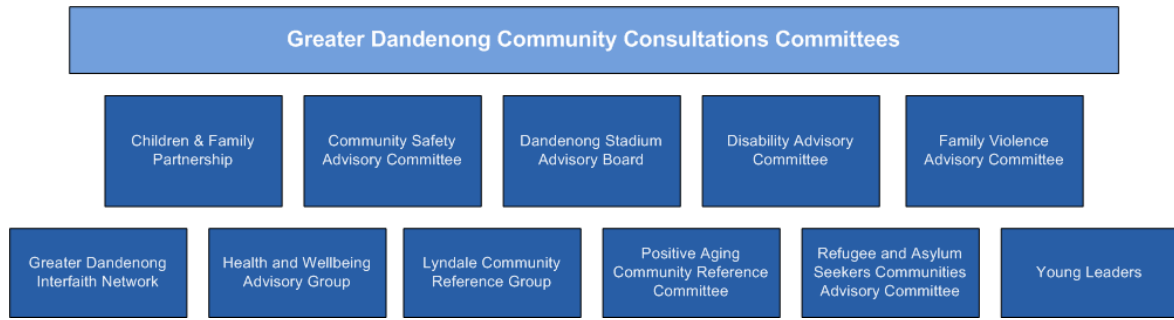


If the effects of an emergency are widespread and of a large scale, community consultation and input for recovery is paramount and thus recovery will be organised through the establishment of a Community Recovery Committee.

A Community Recovery Committee will be formed through discussions with the MEMT and via the MRM.

The MRM will nominate one of the Deputy MRMs as Chair and conduit for the Community Recovery Committee to assist and guide through the recovery planning process. The nominated Deputy MRM shall report to the MEMT and the MEMPC on all Community Recovery Planning activities and requests.

The membership of the Community Recovery Committee will vary depending on the affected area and nature of the emergency however as a general rule Community Recovery Committee membership will be made up of Agencies, members from Council Consultation Committees as well as local affected community members as shown following:



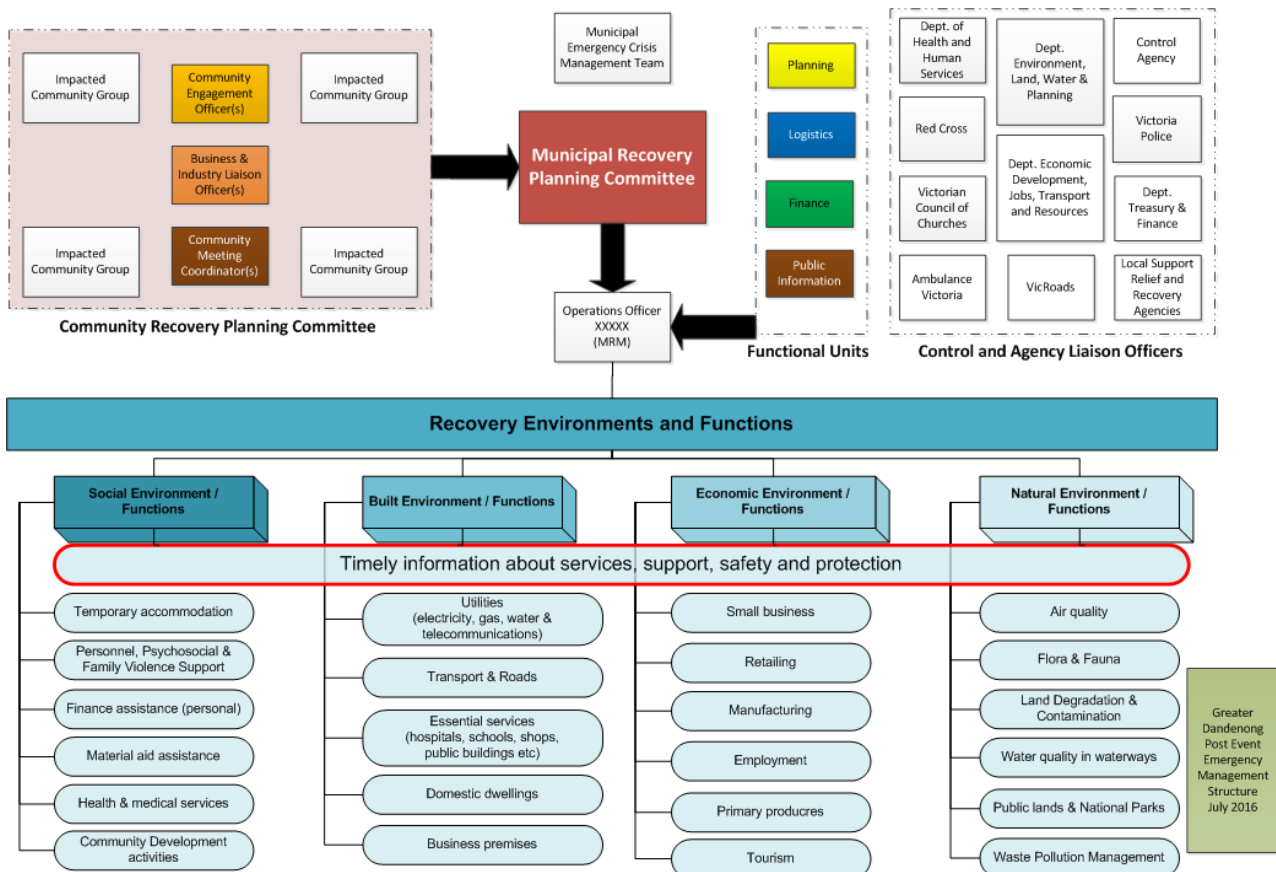
The role of a Community Recovery Committee is to:

- identify community needs and resource requirements; establish priorities; and make recommendations to recovery agencies and, through the Municipal Recovery Management Group, to Council
- liaise, consult and represent the community, with Council, the Department of Health and Human Services, the Federal Department of Human Services and other providers
- monitor the overall progress of recovery in the affected community
- ensure information, resources and services in support of the affected community are being received.

To assist all of the community through the recovery process, minutes from Community Recovery Committee meetings will be made available to the public through the Greater Dandenong Website during active recovery. All meeting minutes will be stored within its records system.

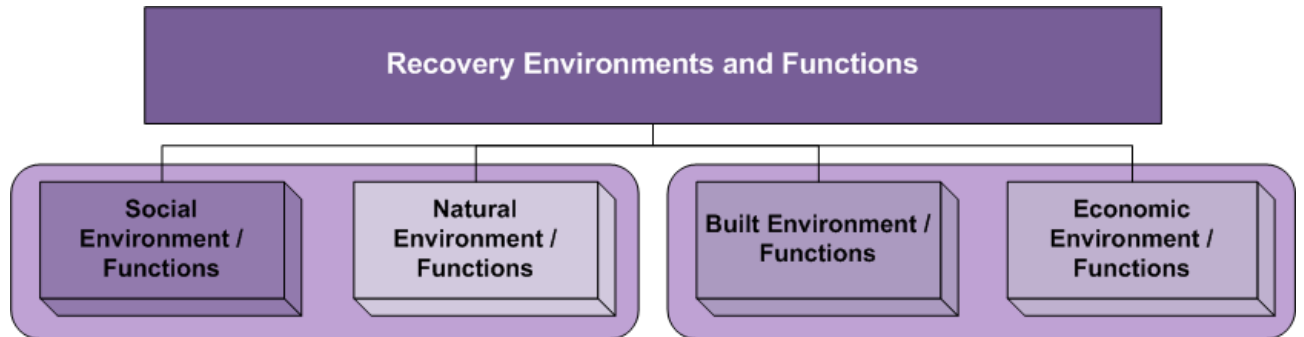
1.8.3 Scalable Structure

As detailed in 1.4 on the recovery environments and functions Greater Dandenong MEMPC has adopted the following full scale activation structure to assist in recovery planning development.



Being a scalable structure and based on systems used by control agencies, a number of positions and or functions may be allocated and managed through one MRM or Team Leader depending on the size, complexity and considerations of consequence management of the incident.

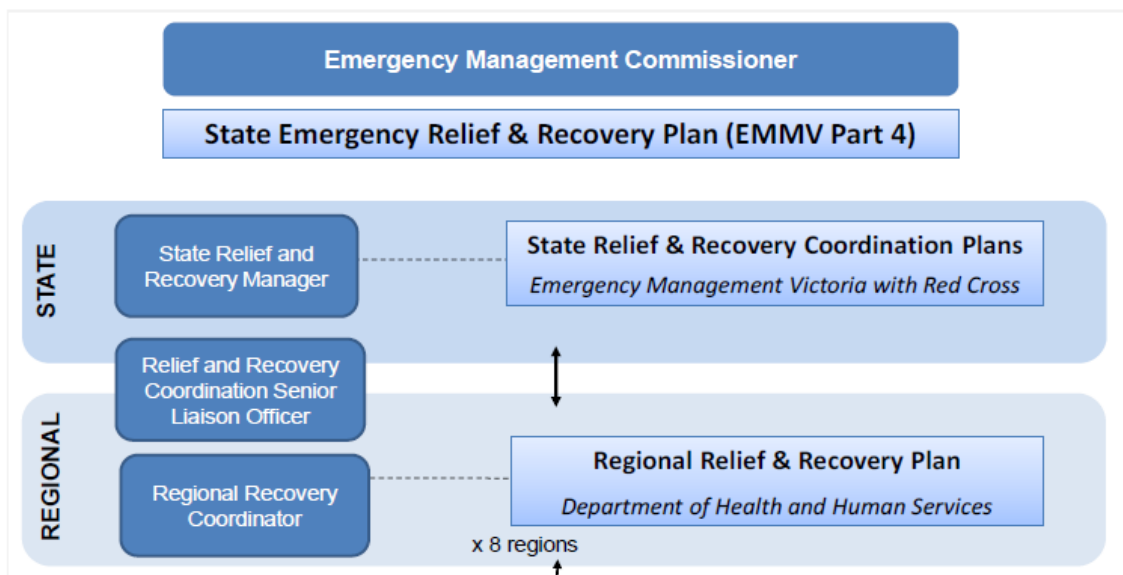
These will generally be grouped via the following:



However, if there is a need to 'scale up' the functions will remain under its allocated recovery environment at all times to ensure easy transition from local to regional and state levels of planning and assistance.

1.8.4 Regional and State Structure

Regional and State management structures for recovery are set out in EMMV Part 4, the image below provides a summary of the regional and state management structures. Further and expanded details are detailed within EMMV Part 4.



1.9 **MUNICIPAL SECONDARY IMPACT ASSESSMENT (MSIA)**

Municipal Secondary Impact Assessment (MSIA) is the process for determining the impact of an emergency on the **social, built, economic, natural** including **psychosocial** environments of the affected community. This assessment can commence whilst the Response Phase is still in place, however, fieldwork is conducted only when it is safe enough for personnel to enter the affected area.

The declaration of an area being safe for MSIA teams to enter shall only be made by the Incident Controller and once the MSIA Coordinator has been notified and provided with a safety briefing of the required personal protective equipment.

A detailed assessment of the damage to the affected area is essential so that the municipal recovery team can:

- determine what needs to occur to ensure safety to life and property
- identify what relief and recovery requirements are needed
- provide advice to DHHS, relevant government departments, agencies and the community
- effectively commence their recovery operation.

Strategies for recovery are developed from the Municipal Secondary Impact Assessment report and then implemented by the range of available agencies within the local government boundary and/or region.

The following organisations, as designated in the EMMV Part 7 are responsible for conducting SIA work within the municipality:

- Local Government Authority (LGA) – Where the impact is within an Urban or Industrial area and on Council property
- DEDJTR – Where the impact is upon rural and farming enterprises
- DELWP – Where the impact is upon state owned public land.

Each organisation is responsible for training and deploying their SIA teams for the purposes of gathering and collating the secondary impact data within their designated areas.

As well as undertaking their emergency impact data collection duties, Council has the responsibility for coordinating the MSIA data being collected on private and municipal property under the supervision of the MRM. This requires close collaboration with DEDJTR where commercial farms are concerned. Council will also liaise with State Government Departments where private land shares boundaries with State public land.

For the municipality, this involves the collection of data relating to the impact of an emergency on **private property and municipal infrastructure**. These are defined as:

- private property is specific to homes and industry and/or businesses in urban and rural living zones (excluding rural zones allocated to DEDJTR)
- municipal infrastructure is defined as all local roads, bridges, buildings, sporting facilities, environmental and community assets within the municipal boundaries.

To assist in local, regional and state capacity to undertake MSIA Greater Dandenong in partnership with other local Councils across Victoria has adopted the Municipal Secondary Impact Assessment Guidelines developed through the North West Municipal Emergency Management Collaboration Group. Greater Dandenong is a Southern Metro representative through a funding grant from the Federal Government's Natural Disaster Resilience Program.

While the City of Greater Dandenong has adopted the MSIA guidelines it should be noted that they may or may not be used by all municipal councils across the Southern Metro Region or Victoria and have their own arrangements in place.

The image to the right is a copy of the August 2016 front cover of the guidelines.

A copy of the guidelines and all templates are stored in Objective, Crisisworks, and Southern Metro Region Document depository on the EMV Portal.

1.9.1 Community Outreach

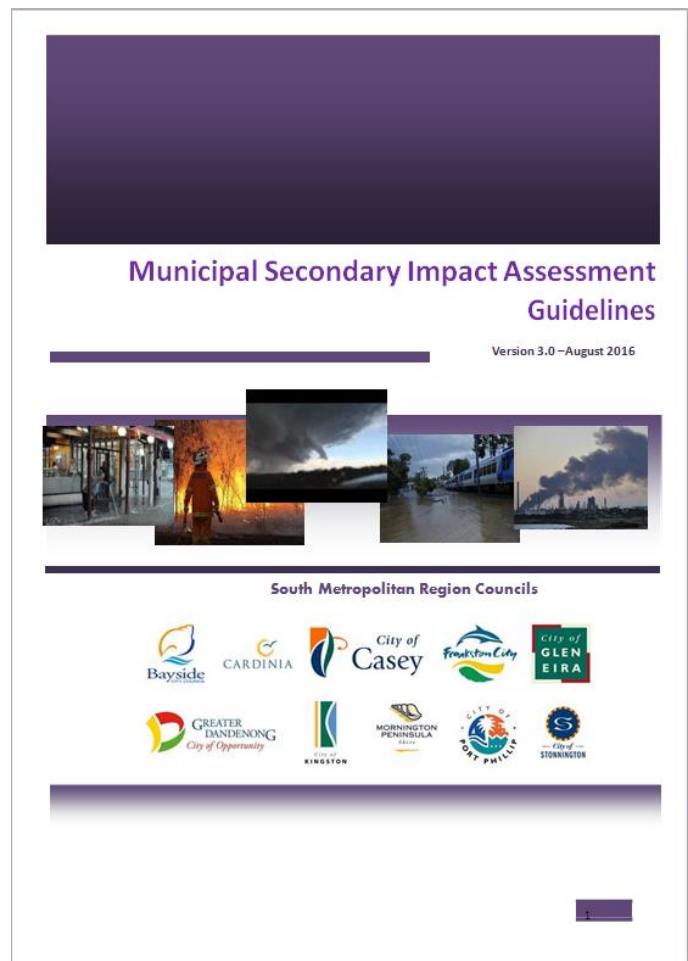
The wellbeing of the community throughout the recovery process as detailed in J.6 will move through different phases and at different times.

Through the MSIA process information may be gathered to assist Council and support agencies such as Australian Red Cross and VCC to assist and plan both short and long term community outreach programs.

While the MSIA process may not be required or activated the MRM must consider for every reportable emergency the requirement and type of Community Outreach that may be suitable for the situation.

Community Outreach may be undertaken in differing forms via short and long term time periods with the focus of community requirements as the priority.

Considerations and activation procedures will be considered and detailed within each Hazard *Sub-Plan*, included in the Emergency Recovery Community Engagement Plan and provided to the community through community information bulletins for the incident.



I.10 REPORTING & BRIEFING

The sharing of information across agencies helps reduce the confusion and delays in required services to assist the community.

During the recovery process the City of Greater Dandenong will use the incident management system Crisisworks to gather, monitor, allocate and compile reports for both Council and support agencies at the local, regional and State levels.

To ensure individuals' privacy and dignity, Greater Dandenong recovery will follow the Victorian Charter of Human Rights and will seek an individual's approval before sharing any personal details that may identify that individual to other agencies.

Regular briefings to Council's management team will be determined and documented in the Incident Recovery Plan after discussions with the MEMT at the time of recovery planning. The Incident Recovery Plan will also document the time frames for reporting to the regional level.

The MRM will provide through the City of Greater Dandenong's Communications Team regular updates to the community on recovery activities documented through the Community Emergency Recovery Engagement Plan.

All community reports must be signed off by the MRM or Duty MRM before being released. If the report is a progressive report through the recovery process the front page and footer must provide version number, date released and date the next report must be released by.

All briefings shall be provided in the SMEACSQ format for consistency across all tiers. SMEACSQ templates are stored in Crisisworks, Appendix of the Recovery Manual and Objective.

I.11 SUPPLY OF GOODS AND SERVICES

Greater Dandenong City Council and other recovery agencies normally obtain and pay for goods/services through their own supply system. With the liaison and assistance of DHHS, the MRM through the MERO manages the acquisition and supply of goods and service which cannot be provided by the Greater Dandenong or participating agencies. State assistance measures may be available for the recovery effort depending on the level of the incident.

The MERO will be responsible for ensuring that all costs are authorised, recorded and submitted through the Department of Treasury and Finance.

I.12 EMERGENCY RECOVERY FACILITIES

I.12.1 Recovery Centres

Council has identified that to help community recovery it may be necessary to open a 'One Stop Shop' Recovery Centre that provides assistance, support and advice to those affected by an incident.

To assist the community in having a suitable location Council has included in the lease of all community assets a clause notifying groups, clubs and casual hirers' information that the facility they are using may be used as a relief or recovery centre.

A number of sites throughout the municipality may be used that could include current customer services areas, community hubs or pavilions and any identified Emergency Relief Centres.

I.13 INTERGRATION OF RECOVERY TO NORMAL BUSINESS

At the establishment phase of recovery, the Recovery Committee will also plan and develop a transition from recovery to normal business.

While Greater Dandenong acknowledges that the planning of the ongoing community activities and services requires a comprehensive strategy back to mainstream services, the strategy also needs to be adaptable to the community needs.

The transition strategy should generally include:

- provision of a strategic platform for recovery/services providers to embed sustainable community-based recovery services through integration and coordination for individuals and communities
- maintaining partnerships and communication established during recovery.

Transition to mainstream services should be communicate to all stakeholders and be updated when required through the regular reviews by the Community Recovery Committee.

The Transition to Mainstream Service template can be found in Crisisworks and the Recovery Manual

I.14 INCIDENT COMMEMORATION

Local communities may wish for commemoration on specific dates associated with various sized emergencies. While this can assist some members of the community in the recovery process it can also trigger others to be affected through memories of the event.

Greater Dandenong will work with the Community Recovery Committee through any requests using the Council approved Festival and Events Policy as well as the Council Event Planning Protocols.

These can be found in Council's Policy Portal or Electronic Filing System.

I.15 **REFERENCE**

REFERENCE

The Act – www.legislation.vic.gov.au

Regional and State Arrangements – www.emv.vic.gov.au

EMMV Part 4 – www.emv.vic.gov.au

National Principles for Disaster Recovery 2009 – www.ag.gov.au

Australian Emergency Management Handbook Series – <https://aidr.infoservices.com.au>

ELECTRONIC REFERENCE – CITY OF GREATER DANDENONG ELECTRONIC STORAGE

Plaques, Memorials and Interpretive Signage Policy	A794196
Disaster Relief Policy	A1283788
Community Facilities Management Policy	A37073
Multipurpose Use of Community Facilities Policy	A37056
Sports Pavilion Management Policy	A1510623

I.16 **DOCUMENT AMENDMENTS & REVIEW**

REVIEW:

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

This Section was last updated 06/03/2018. To be reviewed no later than November 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	November 2020
4	17/01/2017	Complete rewrite	