

Greater Dandenong Municipal Emergency Management Plan



All enquiries about the Greater Dandenong Municipal Emergency Management Plan should be directed to:

Municipal Emergency Management Officer
Greater Dandenong City Council
225 Lonsdale Street, Dandenong, VIC 3175
memo@cgd.vic.gov.au
03 8571 1000

Throughout this document multiple acronyms and technical phrases are used. For the convenience of the reader, a glossary of terms and list of acronyms and abbreviations is provided in Part 9.

Contents

1	PART ONE – INTRODUCTION	4
1.1	Acknowledgement of Country	4
1.2	Authority	4
1.3	Plan Assurance and Approval.....	5
1.4	Plan Review	5
1.5	Plan Aim and Objectives.....	6
2	PART TWO –MUNICIPAL DISTRICT CHARACTERISTICS	7
2.1	Summary of municipality	7
2.2	Community characteristics.....	8
2.3	Built environment	9
2.4	Natural environment.....	13
2.5	History of significant emergencies	14
2.6	Climate Change	15
2.7	Maps.....	17
3	PART THREE – PLANNING ARRANGEMENTS.....	24
3.1	The MEMPC.....	24
3.2	MEMPC Sub-Committees and Working Groups.....	26
3.3	Victoria’s emergency management planning framework.....	29
3.4	MEMP Distribution.....	30
3.5	Consultation	30
3.6	Sub-plans and complementary plans.....	31
3.7	Community Plans	31
3.8	Southern Metro Municipal Emergency Management Enhancement Group (SM MEMEG)	32
3.9	Municipal Association of Victoria (MAV) Resource Sharing Protocol.....	32
4	PART FOUR –MITIGATION ARRANGEMENTS.....	33
4.1	Community Emergency Risk Assessment (CERA).....	33
4.2	Community Education & Engagement	34
4.3	Individual, household and business preparedness	35
4.4	Vulnerable people in emergencies.....	36
4.5	Training and exercising.....	37
4.6	Bushfire Risk Mitigation	37
4.7	Major Hazard Facilities.....	38
4.8	Critical Infrastructure	38

5	PART FIVE: RESPONSE ARRANGEMENTS	39
5.1	Emergency Management Priorities.....	39
5.2	Command, Control & Coordination Arrangements	39
5.3	Operational Tiers.....	40
5.4	Emergency Management Coordination Group (EMCG).....	41
5.5	Emergency response activation	44
5.6	Municipal Resources	45
5.7	Financial considerations.....	48
5.8	Public Warnings and Information	49
5.9	Initial Impact Assessment	49
5.10	Debriefing arrangements.....	49
6	PART SIX – RELIEF ARRANGEMENTS.....	50
6.1	Relief Principles.....	50
6.2	Relief Activation	50
6.3	Relief Coordination	51
6.4	Relief Functions.....	51
6.5	Gender and emergencies	55
6.6	Emergency Relief Centres (ERCs)	55
6.7	Non-major emergency relief protocol	57
6.8	Transition from response/ relief to recovery.....	57
7	PART SEVEN – RECOVERY ARRANGEMENTS.....	58
7.1	Recovery Principles & Concepts.....	58
7.2	Community Resilience.....	59
7.3	Recovery Environments	60
7.4	Recovery Activation	62
7.5	Recovery Coordination.....	62
7.6	Recovery functions.....	63
7.7	Recovery Committees	66
7.8	Integration of recovery to normal business.....	67
8	PART EIGHT – ROLES AND RESPONSIBILITIES	68
8.1	Introduction	68
9	PART NINE – APPENDICES	69
9A.	ADMINISTRATION	69
9B.	GLOSSARY OF TERMS AND ACRONYMS	73

1 PART ONE – INTRODUCTION

An emergency in Victoria is defined in the *Emergency Management Act 2013 (EM Act 2013)* to mean “an emergency due to the actual or imminent occurrence of an event which in any way endangers or threatens to endanger the safety or health of any person in Victoria or which destroys or damages, or threatens to destroy or damage, any property in Victoria or endangers or threatens to endanger the environment or an element of the environment in Victoria including, without limiting the generality of the foregoing—

- (a) an earthquake, flood, wind-storm or other natural event;
- (b) a fire;
- (c) an explosion;
- (d) a road accident or any other accident;
- (e) a plague or an epidemic or contamination;
- (f) a warlike act or act of terrorism, whether directed at Victoria or a part of Victoria or at any other State or Territory of the Commonwealth;
- (g) a hi-jack, siege or riot; and
- (h) a disruption to an essential service”.

Any emergency has the potential for significant consequences for the Greater Dandenong community. Preparing for emergencies which present a risk to the community through robust planning is one way to mitigate against the impacts of an emergency.

This Municipal Emergency Management Plan (MEMP) for the municipality of Greater Dandenong is a legislated overarching document which considers the local risk profile, mitigation work, and response (including relief) and recovery arrangements. The MEMP is supported by several Sub-plans which consider specific emergency management arrangements for different risks or particular functions such as emergency communications. The MEMP aligns with emergency management planning at the regional (Southern Metro) and state (Victoria) levels.

1.1 Acknowledgement of Country

The Greater Dandenong Municipal Emergency Management Planning Committee (MEMPC), as the preparers of this plan, respectfully acknowledges Aboriginal and Torres Strait Islander Peoples as the Traditional Custodians of the land. We recognise and respect their continuing connections to climate, culture and Country. Those who live, work and contribute to the municipality walk in the footsteps of the Bunurong/Boon Wurrung and Wurundjeri Woi-wurrung Peoples, and are enriched by Australia's First Peoples experiences, cultures, histories and knowledge.

1.2 Authority

In 2020, the *Emergency Management Legislation Amendment Act 2018* amended the *Emergency Management Act 2013 (EM Act 2013)* to provide for new integrated arrangements for emergency management planning in Victoria at the State, regional and municipal levels; and create an obligation for a Municipal Emergency Management Planning Committee (MEMPC) to be established in each of the municipal districts of Victoria. Each MEMPC is a multi-agency collaboration group whose members bring organisation, industry or personal expertise to the task of emergency management planning for the municipal district.

The MEMPC members are jointly responsible for preparing this plan. It was endorsed by the MEMPC at their out of session on 5 May 2021.

For further information about the MEMPC and the planning process refer to Part 3.

The plan has been prepared in accordance with and complies with the requirements of the *EM Act 2013* including having regard to the guidelines issued under section 77, [Guidelines for Preparing State, Regional and Municipal Emergency Management Plans](#).

1.3 Plan Assurance and Approval

1.3.1 Assurance

Pursuant to EM Act 2013 (s60AG) the MEMPC are responsible for preparing and submitting to the REMPC a Statement of Assurance to confirm that this MEMP complies with the requirements of the EM Act and guidelines.

The Statement of Assurance was submitted to the REMPC on 6 May 2021.

1.3.2 Approval

The MEMP requires approval from the Southern Metro Regional Emergency Management Planning Committee (Southern Metro REMPC) for any changes made to its contents except for minor administrative changes.

This current version of the MEMP was approved by the Southern Metro REMPC on 27 May 2021.

This Plan comes into effect when it is published [Greater Dandenong City Council Website](#) and remains in effect until superseded by an approved and published update. Some sections of the plan may be withheld from the public to protect confidentiality. For further information about restricted sections of the MEMP refer to Part 9.

1.4 Plan Review

To ensure the plan provides for a current integrated, coordinated and comprehensive approach to emergency management and is effective, this plan is regularly reviewed and updated. The need to review and update the MEMP may be

- as a result of changes to emergency management legislation and policy at the Federal and State Government levels
- following activation for a major emergency affecting the Greater Dandenong municipality or
- as a result of learnings from a municipal emergency management exercise.

At a minimum the MEMP it is to be fully reviewed at least every three years. This Plan will be reviewed not later than 7 May 2024.

This Plan is current at the time of publication and remains in effect until modified, superseded or withdrawn. It is the responsibility of individuals to ensure they have the current version of the MEMP and Sub-Plans.

A version history for the MEMP is provided in Part 9. Each Sub-Plan also contains its own version history.

An urgent update of this Plan is permitted if there is significant risk that life or property will be endangered if the plan is not updated (*EM Act 2013* s60AM). Urgent updates come into effect when published on the [Greater Dandenong City Council Website](#) and remain in force for a maximum period of three months.

1.5 Plan Aim and Objectives

The aim of this MEMP is to:

Document local emergency management arrangements and guide individuals and community to reduce the level of risk and impact to the community of emergencies occurring and improve community resilience and perception of safety across the municipality.

The objectives of this MEMP are to:

- help individuals and communities build capacity in developing their own resilience against emergencies
- support and assist in the provision of community resources to enable residents and visitors to be aware of their emergency risks and ability to develop reduction strategies
- minimise and reduce the risk in the community relating to emergency events
- outline considerations and activities for mitigation, response and recovering from emergencies within the community
- outline local arrangements for the development of required Emergency Management Operational Plans, including Sub-Plans of the MEMP
- outline support procedures for individuals, communities, council, emergency service agencies and non-government-organisations in collaboration around emergencies
- develop procedures and assign responsibilities for the development and maintenance of the MEMP, Sub-Plans and operational templates
- detail the arrangements for the activation and coordination of municipal resources for emergencies, providing assistance to the affected community during relief and recovery from an emergency event, to complement other community, municipal, regional and State planning arrangements and to outline the arrangements of the Municipal Emergency Management Planning Committee (MEMPC)
- outline activities that MEMPC members will undertake to develop capacity and capability so as to assist the local and regional communities in responding to emergency events.

2 PART TWO –MUNICIPAL DISTRICT CHARACTERISTICS

This section of the MEMP provides an overview of the characteristics of Greater Dandenong municipal area to provide the reader with an understanding of the natural environment, community demographics, local economy, including infrastructure and industry, across the municipality.

The information is provided to assist individuals, community, government agencies, support agencies, industry and council consider these characteristics when undertaking emergency planning and preparedness, response and recovery activities.

The information in this part of the MEMP has largely been drawn from the following websites which can be accessed for more detailed data:

- www.greaterdandenong.vic.gov.au/about-us/statistics-and-data (retrieval date 13/04/21)
- app.remplan.com.au/greaterdandenong-lga/community/summary (retrieval date 13/04/21)

The Greater Dandenong Planning Scheme also contains a municipal profile which provides a further overview of the key characteristics of the local area.

2.1 Summary of municipality

Greater Dandenong is located approximately 35km south east of the Melbourne CBD and is the regional capital of southeast Melbourne. In addition to playing an important strategic role in Melbourne, it is also the most culturally diverse Local Government area in Victoria and nationally.

The municipality encompasses an area of 129 square kilometres and is bounded by Police Road in the north, Dandenong Creek and South Gippsland Freeway/ Westernport Highway to the east, Thompson Road in the south, and by Westall Road, Springvale Road and Mornington Peninsula Freeway to the west.

The northern and central areas of the municipality are mostly light to medium density dwellings with a concentration of manufacturing, industry and pastoral land located in the south.

The Greater Dandenong municipality's topography varies from the northern area being gradual terrain reaching a peak of 94 metres above sea level, to the southern area being flat and low with a low point being 1.5 metres above sea level.

During heavy rain fall flood will occur across the municipality due to this topography.

In 2021 the population of the municipality was estimated as 175,000. By 2031 the number of residents in Greater Dandenong is expected to rise by 16 per cent to 203,000.



2.2 Community characteristics

2.2.1 Population overview

The Greater Dandenong municipality is estimated to be home to 175,000 people in 2021 with the population forecast to grow to 203,00 by 2031 representing 16% growth.

Greater Dandenong is the most culturally diverse municipality in Australia, with residents from 167 different birthplaces. Well over half (64%) of its population is born overseas, and 61% from nations where English is not the main spoken language.

The municipality faces the challenges of high unemployment rates, relatively low incomes and educational attainments, coupled with a high prevalence of limited English fluency.

2.2.2 Ages

The Greater Dandenong community has a similar age profile to that of Metropolitan Melbourne with:

- 18% 0-14 years
- 13% 15-24 years
- 54% 25-64 years
- 15% 65+ years

2.2.3 Household types

In 2016 there were 38,471 families within Greater Dandenong with most of the balance lone person households (approximately 10,200 lone persons). Of this 49% are couples with children, 29.7% are couples with no children, 18.7% are single parent families and 2.6% identify as other family.

2.2.4 People needing assistance

Within Greater Dandenong, 9,645 residents or 6.8% of the population were living with a severe or profound disability, requiring daily assistance with mobility, communication or self-care (2016 Census). This compares with 5.5% for all of Metro Melbourne.

85% of residents with a severe or profound disability reside in private dwellings and 15% in non-private settings such as nursing homes or other aged care accommodation. Of those living at home, 14% live alone.

2.2.5 Culturally & Linguistically diverse persons

Residents of the Greater Dandenong municipality come from 167 different birth places. The top eight birthplaces, aside from Australia, in 2016 include (in order) Vietnam, India, Cambodia, Sri Lanka, Afghanistan, China, New Zealand, and Pakistan.

In 2016, over two-thirds (70%) of the residents of Greater Dandenong spoke languages other than English – the largest proportion in Victoria and more than twice the state-wide level of 32%. The top eight include (in order) Vietnamese, Khmer (Cambodia), Punjabi (India), Mandarin, Cantonese, Greek, Sinhalese (Sri Lanka) with both Hazaraghi and Tamil being the eighth highest language. One in seven residents - accounting for 19,000 people or 13% of the population - has limited fluency in spoken English – four times the metropolitan level of 4%.

2.2.6 Education and internet access

The 2016 Census revealed that 13% of young people aged 20-24 years in Greater Dandenong had left school before completing year eleven, compared with 8.3% across Melbourne. Sixteen per cent of 20 to 24 year-olds were neither in paid employment nor enrolled in education in 2011 – the second highest level in Melbourne, and substantially more than the corresponding metropolitan figure, of 10%.

2.2.7 Employment

In 2016, the median weekly gross income among Greater Dandenong residents was \$476 - the lowest in Melbourne, and 73% of the metropolitan average of \$785. Median incomes in Greater Dandenong stood at \$403 among females, compared to \$616 for males. Many household incomes are further diminished by gambling losses. In 2018/19, over \$119 million was lost to electronic gambling machines in Greater Dandenong, equivalent to \$910 per adult and the highest rate of losses in Victoria. Since their introduction in Victoria in 1992, over \$3.4 billion (in 2019 dollars) has been lost to EGMs in Greater Dandenong alone.

In 2019 Greater Dandenong's unemployment rate was at 7.7% as compared to 4.7% for Metro Melbourne. Among the suburbs of Greater Dandenong, unemployment rates in 2019 were highest in Dandenong, at 12.6, and lowest in Keysborough, at 3.7%.

2.2.8 Housing tenure

In 2016, over half (54%) of private dwellings in Greater Dandenong were either owned or being purchased by their occupants – a decline from 65% in 2011. Across metropolitan Melbourne, a slightly higher proportion of homes (57%), were owned or being purchased. In Greater Dandenong, 31.2% of dwellings are rented, compared with 26.3% across Victoria.

2.2.9 Homelessness

In 2018, the Australian Bureau of Statistics published estimates of the number of homeless people in each municipality and suburb, calculated from the results of the 2016 Census. Homelessness persons were defined as those sleeping outdoors, residing in homeless accommodation or boarding houses, living with friends temporarily, or enduring severely overcrowded conditions.

A total of 1,942 persons in Greater Dandenong were homeless, over three-fifths (61%) of them living in severely overcrowded dwellings. Homeless residents accounted for 1.2% of the population of Greater Dandenong – nearly three times the Victorian level of 0.42%. The number and percentage of homeless persons in Greater Dandenong were the highest in Victoria.

2.3 Built environment

2.3.1 Central activities districts

Within the City of Greater Dandenong there are three activity centres, Dandenong, Springvale and Noble Park, which are respectively located northwest to southeast along the Cranbourne/Pakenham Railway Line. Dandenong, Springvale and Noble Park are very different centres ranging in scale, role and function. In addition, they have varying characteristics in terms of migrant populations and historical influences.

Dandenong:

Dandenong is a principle activity centre and the civic and administrative centre in the region. It was traditionally the social and economic centre of Melbourne's south east, until the early 2000s when factors including retail and entertainment competition from surrounding areas as well as traffic and amenity concerns impacted on central Dandenong. This in part led to the

Victorian Government committing \$290 million to the 'Revitalising Central Dandenong' initiative, a partnership between Development Victoria and the City of Greater Dandenong. It aimed to revitalise central Dandenong and attract more than \$1 billion in private sector investment. The initiative saw the assembly of land parcels to attract development, triggered infrastructure investment and created new streetscapes and pedestrian friendly spaces. In the last five to seven years a public square, library and Council offices, a Victorian Government Services Office, Quest and Australian Taxation Office have all contributed to the changing architectural and employment landscape. The revitalisation project is delivering visible outcomes and achieving private investment and housing targets.

Dandenong offers a traditional main street shopping environment comprising a total of more than 900 businesses. It is supported by a regional hard top shopping centre containing 180 specialty shops and major tenants including Target, Kmart, Coles, Aldi, Woolworths, in addition to Reading Cinema complex with 6 screens. The iconic Dandenong Market is one of the oldest markets in Victoria, with over 18,000 square metres of space providing a range of fresh fruit and vegetable stalls along with seafood, butchers, baked goods and an assortment of clothing, toys, home wares and jewellery. Dandenong's retail offer is embellished by two long standing and renowned cultural precincts; Little India (established 1990) and the Afghan Bazaar (established 2000). These precincts are valued community, social and cultural hubs as well as economic centres that provide employment and support businesses that are family owned and operated. Dandenong was formally acknowledged by the State Government as Victoria's first Indian cultural precinct in 2015.

Springvale:

Springvale is a major activity centre located approximately 4km north-west of Noble Park and 7km north-west of Dandenong. Its residential catchment of approximately 21,000 people begins within a five minute walk of the activity centre. With the significant waves of migration and settlement of predominantly South East Asian communities from the late 1970s, their subsequent successful settlement in Springvale has seen an established Vietnamese influence. This has shaped the activity centre giving it a unique and palpable vibe around food and culture that is underpinned by an energetic trader/customer exchange.

Springvale is a medium-sized retail centre with a renowned profile and connection to the Vietnamese and broader Asian community in Melbourne. With an intimate network of fresh produce and market style exchanges, Springvale Activity Centre comprises almost 600 businesses, most of which are located south of the railway line and clustered predominantly on Buckingham Avenue. The emphasis is on Asian food products and produce including Asian-style fruits and vegetables, seafood and meat. This offer accounts for over half of all retail sales in the centre with many items not readily available elsewhere in Melbourne. Complemented by significant medical and allied health services, the centre is a destination for Eastern and Western medical practices.

Noble Park:

Noble Park is a neighbourhood activity centre with a fine grain village feel, located between Springvale and Dandenong. It is a smaller centre in terms of scale, role and function however it services a large residential catchment covering approximately 31,000 people. Noble Park has a friendly walkable character and is used by local shoppers, commuters and employees. This is reflected in the 194 individual tenancies which are primarily retail and a higher than expected number of businesses engaged in evening trading. Recent changes to Noble Park have been enabled through the sky rail project, creating new pedestrian pathways, public space and visual links between Douglas and Ian Streets.

Noble Park has two anchor retail and service destinations in Douglas Street; Coles supermarket and Commonwealth Bank, making this the retail 'core' of the centre. With a network of established and emerging family businesses, Noble Park Activity Centre comprises more than 160 individual retail businesses, of which approximately 60% are located on Douglas Street. The emphasis is on convenience shopping, a range of traditional food specialist stores and a relatively large number of specialised grocers catering for specific cultural groups including Indian, Asian, Eastern European, Persian, Italian, Sri Lankan, Thai, African and Mauritian. Non-food retail tenancies comprising convenience shops; chemist, newsagency, hairdressers and beauty salons, and a range of discount stores selling apparel, home wares and giftware. Some clothing stores serve particular cultural groups and an increasing number of family day care centres exist in the activity centre.

2.3.2 Road Network

Being a mostly urban municipality, Greater Dandenong has an extensive road network within its boundaries. To the north of the municipality is Police Road. The Dandenong Creek Line and South Gippsland Freeway/ Westernport Highway to the east. Thompson Road bounds the south of the municipality, and Westall Road, Springvale Road and Mornington Peninsula Freeway provide the western boundary.

Other notable major roads include Princes Highway, Heatherton Road, Cheltenham Road, Dandenong By-pass, Hutton Road, Greens Road, Pillars Road, Eastlink, Frankston-Dandenong Road, South Gippsland Highway, Abbotts Road, Bangholme Road, Hammond Road, Pound road, Stud Road and Browns Road.

2.3.3 Rail Network

The Greater Dandenong municipality has one major commuter and transport rail line running through the middle of the municipality from the North West corner in a south easterly direction in the northern half of the municipality.

The Pakenham / Gippsland rail line runs through the suburbs of Springvale, Noble Park North, Noble Park, Dandenong and Dandenong South.

2.3.4 Drainage Network

Stormwater drainage within the municipality is managed by the Greater Dandenong City Council and Melbourne Water. Due to the flat and low nature of the southern area of the municipality and to assist run off downstream to Port Phillip Bay several retarding basins are found throughout the municipality. These basins are owned and managed by either Melbourne Water or the Greater Dandenong City Council.

Mapping is undertaken by Melbourne Water and the Greater Dandenong City Council to assist in planning developments to reduce or mitigate flooding through major infrastructure works. These include several underground retarding basins as well as pump stations installed within the municipality. These are managed by Melbourne Water and assist in managing extreme flood risks. This does not stop localised flooding; however, it does reduce the level of damage experienced during a flood event.

Greater Dandenong City Council undertakes extensive surveys across the municipality on stormwater drainage which provides the intelligence for Council's drainage strategy as well as sharing the data with Melbourne Water and emergency service agencies.

Further information about the local flooding risk is detailed in the Municipal Flood and Storm Emergency Plan.

2.3.5 Local economy

Greater Dandenong supports 98,169 jobs and has an annual economic output of \$40.616 billion.

The manufacturing sector has the greatest contribution to the local economy, account for \$17.6 billion (or 43.22%) of the total economic output for Greater Dandenong. Manufacturing is also the largest employment sector providing 22,694 (or 23.12%) of total employment in Greater Dandenong.

Other major employment sectors include:

- Health care and social assistance (9,888 jobs)
- Construction (9,852 jobs)
- Retail trade (9,262 jobs)
- Wholesale trade (8,510 jobs)
- Transport, postal & warehousing (7,575 jobs)

The wages and salaries paid by organisations in Greater Dandenong is estimated at \$7.952 billion. Greater Dandenong represents 4.5% of the \$175.630 billion in wages & salaries paid by organisations in Greater Melbourne.

2.3.6 Land use and ownership

Greater Dandenong has three distinct geographic regions:

- residential and commercial heart
- industrial hub (Dandenong South)
- green wedge (Dandenong South, Bangholme, Lyndhurst).

Refer to the below map for all planning zones across the municipality. The City of Greater Dandenong Industrial and Commercial Change and Demand Study, 2016 page 49 provides the following breakdown of the industrial hub:

Industrial 1 and Industrial 3 Zoned land generally provides for freight and logistics, light manufacturing and service industry. The Industrial 2 Zoned land specifically accommodate heavy manufacturing, whilst the Commercial 2 Zoned lands are for a variety of employment generating uses, usually adjacent to residential areas. 25% (28% net) of Greater Dandenong's lands are occupied by employment precincts.

GREATER DAN DENONG EMPLOYMENT LAND BY ZONE

Zone	Gross Land Area		Net Lot Area ¹²		Floorspace		Number of Lots	
	Total (Ha)	%	Total (Ha)	%	Total (sqm)	%	#	%
C2Z	620	19%	580	19%	2,060,000	26%	1,080	17%
IN1Z	2,180	66%	2,050	66%	4,620,000	59%	4,830	75%
IN2Z	290	9%	270	9%	870,000	11%	400	6%
IN3Z	200	6%	180	6%	300,000	4%	130	2%
Total all zones	3,290	25%	3,090	28%	7,860,000	100%	6,450	11%
Dandenong LGA	12,950	100%	11,060	100%	-	-	58,760	100%

Source: SGS Analysis of Victorian Planning Provisions GIS Database, SGS Land Audit & Surveys, ABS Census 2011

Greater Dandenong is the only municipality with Industrial 2 Zoned land within the south-east Melbourne area.

2.3.7 Critical infrastructure and major hazard facilities

Greater Dandenong is home to several major hazard facilities and critical infrastructure. For further information refer to Sections 4.7 and 4.8.

Material recycling and landfill:

A number of waste and resource recovery facilities are based within the municipality of Greater Dandenong, particularly within the industrial and green wedge areas. The activities of these facilities are diverse, ranging from consolidation of residual waste, processing of organic waste and incineration through to conversion of chemical wastes.

2.4 Natural environment

2.4.1 Parks and Reserves

According to the Greater Dandenong Open Space Strategy 2020 to 2030:

- The City of Greater Dandenong has almost 700 hectares of public open space land (5.3% of total land in CGD).
- Over 300 parks and reserves.
- The public open spaces range from small Pocket Parks (less than 0.1ha) to large Regional Parks (greater than 10 ha).

2.4.2 Significant water bodies

The municipality is located predominantly in the Dandenong catchment, in which Dandenong Creek is the major creek and tributaries include Bungalook Creek, Blind Creek, Eumemmerring Creek, Corhanwarrabul Creek and Mile Creek. Significant major flooding occurred on the Dandenong Creek in 1984 and 2005 with many minor flood events occurring.

Dandenong Creek is the largest waterway and the main floodway through the City of Greater Dandenong region. It traverses approximately north-east to south-west from the Dandenong Ranges National Park and discharges into Mordialloc Creek and the manmade section of the Patterson River.

(Source: <https://www.ses.vic.gov.au/get-ready/your-local-flood-information/greater-dandenong-city-council>)

Refer to the Greater Dandenong Municipal Flood and Storm Emergency Plan (MFSEP) for further information on significant water bodies within the municipality and local flooding risk.

2.4.3 Agriculture

Council's Green Wedge Management Plan (2017) provides that agriculture represents an important land use in the Greater Dandenong Green Wedge, although it is a small contributor economically to Greater Dandenong as a whole. In 2011, approximately 1,037 hectares (ha) of land, or 28% of the Green Wedge, was being used for agricultural purposes by approximately 32 businesses.

This mainly comprised of horticulture and livestock production, including:

- Nurseries, cut flowers and cultivated turf: 11 businesses totalling 30 ha. Four of these businesses constituted 10.1% of Melbourne's undercover cut flower area (119,889 m²).

- Market garden vegetables: 6 businesses totalling 168 ha. Four of these businesses produced 5.2% of Melbourne's herbs (101,098 kg).
- Intensive poultry (both meat and egg): 3 businesses housing 367,949 birds. Almost three quarters of these birds (74.8%) are for meat production, while the remaining 25.2% produce over 2 million dozen eggs per year.
- Extensive beef cattle grazing: 10 businesses totalling approximately 500 ha and running approximately 955 cattle.
- Horse studs, training facilities and stables: 4 businesses totalling 236 ha running approximately 98 horses.

Some agricultural land use change has occurred in the main portion of the Greater Dandenong Green Wedge more recently. This is primarily due to pressure and competition for land from residential and industrial land use. Since 2009, there has been a retraction in land used for agriculture in the south-west area...near the corner of Thompson and Frankston-Dandenong Road, while there has been an expansion in market garden vegetables in the northeast area of the Lyndhurst Precinct, near the corner of Glasscocks Road and Westernport Highway.

In 2021, the sector of 'agriculture, forestry & fishing' accounts for 447 jobs within the municipality with an economic output of \$166.311 million.

2.5 History of significant emergencies

Emergency events can range from small incidents that may only affect a single household to large scale incidents that can affect entire communities.

To understand the risks and consequences of emergencies that could impact the Greater Dandenong municipality it is helpful to review the history of local incidents, damage caused, number of people impacted, and any reports and reviews undertaken post emergency.

The following list provides the reader with a summary of emergency events which have impacted Greater Dandenong resulting in a multi-agency response and activation of the MEMP. Non-major emergencies (also known as single incidents) where only one or a few households are impacted, such as a single house fire, are not captured in the below history.

Date	Incident
2020 -2021	Coronavirus pandemic resulting in widescale disruptions to community as a result of restrictions on movement and activities to reduce the spread of the virus and loss of life and severe illness.
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 widespread flooding. Most affected areas included 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 resulting in multiple injured with 4 people sustaining serious injuries.

2015 – 12 - 17	High heat weather period impacting community health and wellbeing
2015 – 11 - 24	Grass fire - Bangholme
2014 – 11- 25	Landslide – Private property Springvale South
2014 – 09 - 10	Missing child – was swept away in fast flowing Dandenong Creek
2011 – 02 - 04	Severe weather and flooding event - highest February recorded rain fall -218mm in Springvale
2014 – 01	High heat weather period impacting community health and wellbeing
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 Statewide rain event.
2009 – 01 - 31	Extreme prolonged 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

2.6 Climate Change

Climate change is having a direct impact on emergency management in the Greater Dandenong area through the increasing severity and frequency of extreme weather events. Such events can include prolonged heatwaves, storms and floods and more extreme fire behaviour. Some of these climate driven weather extremes can already been seen in recent events such as the 2019-20 'Black Summer' Bushfires.

The predicted changes will impact the health and wellbeing of the community and increase property damage and loss as well as place an increased demand on emergency management resources.

Key risks and impacts on the emergency management sector as a result of climate change include:

- an increase in the frequency, severity and complexity of extreme weather and cascading events, intersecting with other stressors that require joint agency planning and interoperability;
- implications for security and stability;
- an increase in exposure and vulnerabilities of communities to disasters and amplifications of other stressors and shocks;
- an increasing of the economic cost of disasters, further stretching the resourcing of emergency services;
- an increase of health and safety risks for staff and volunteers, including fatigue and mental health;

- sustained consequences of ecosystem changes, including impacts on effectiveness of risk mitigation activities;
- supply chain vulnerabilities for the sector;
- an increased expectation across private and public sectors that emergency services have regard for and consider climate change risk across operations and service delivery;
- an increase in liability exposures for emergency services and impacts of insurance sector changes;
- changes in the financing of projects and critical infrastructure;
- failure of building codes and land use planning to adequately adapt; and
- an ineffective transition to low emissions technologies.

(source: Australasian Fire and Emergency Service Authorities Council (AFAC) 2018. *Discussion paper on Climate Change and the Emergency Management Sector*).

Emergency management planning will need to consider the compounding impacts of extreme events. MEMPC member organisations will also need to consider the extent of their vulnerability to the effects of climate change impacting their capacity to support the Greater Dandenong community and deliver emergency management services.

Similarly, the increasing frequency and severity of emergency events is creating an even greater need to build stronger community resilience to impacts of emergencies.

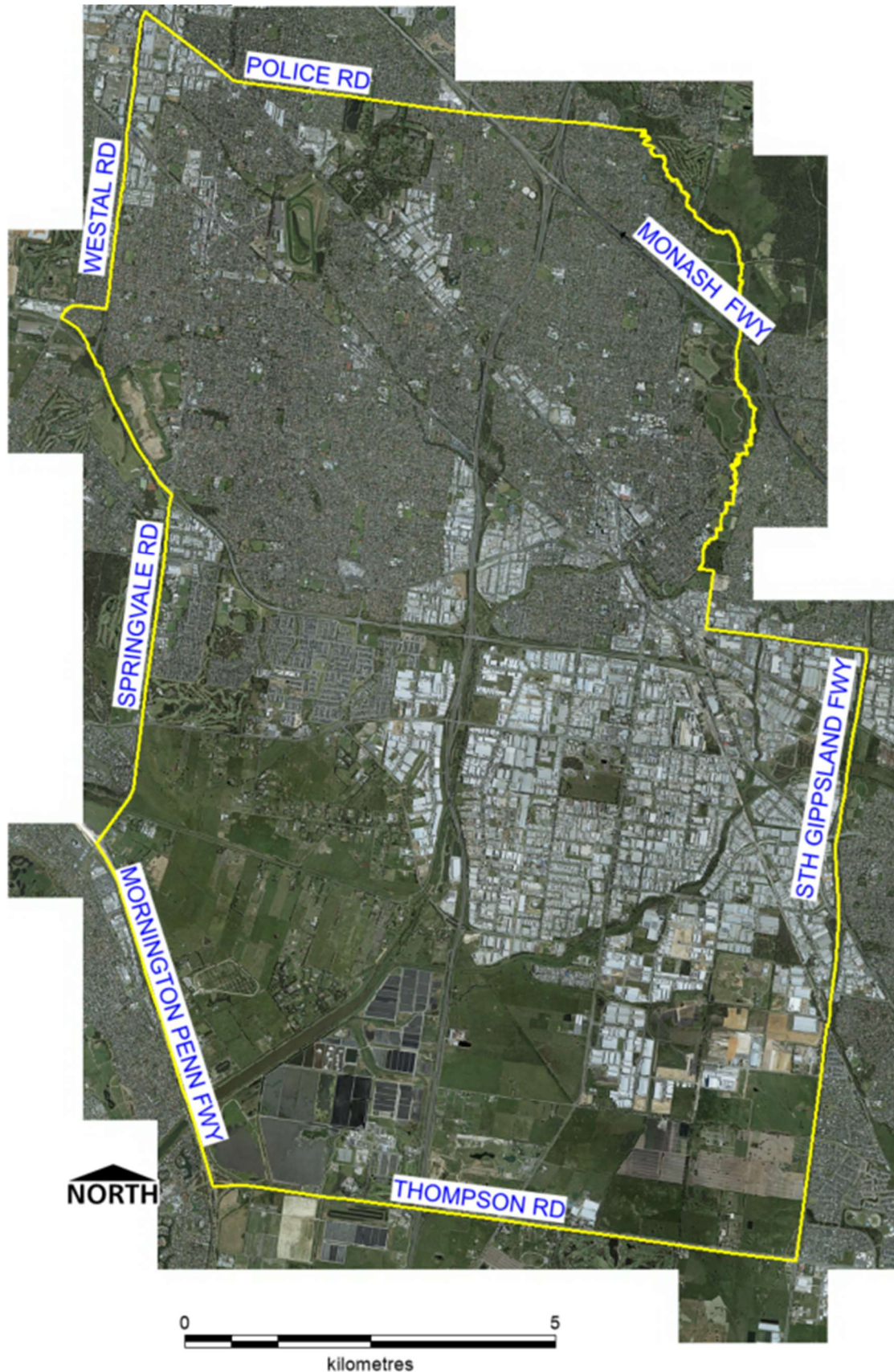
For more information on climate change and its relationship with emergency management visit the [Australian Disaster Resilience Knowledge Hub Website](#).

2.7 Maps

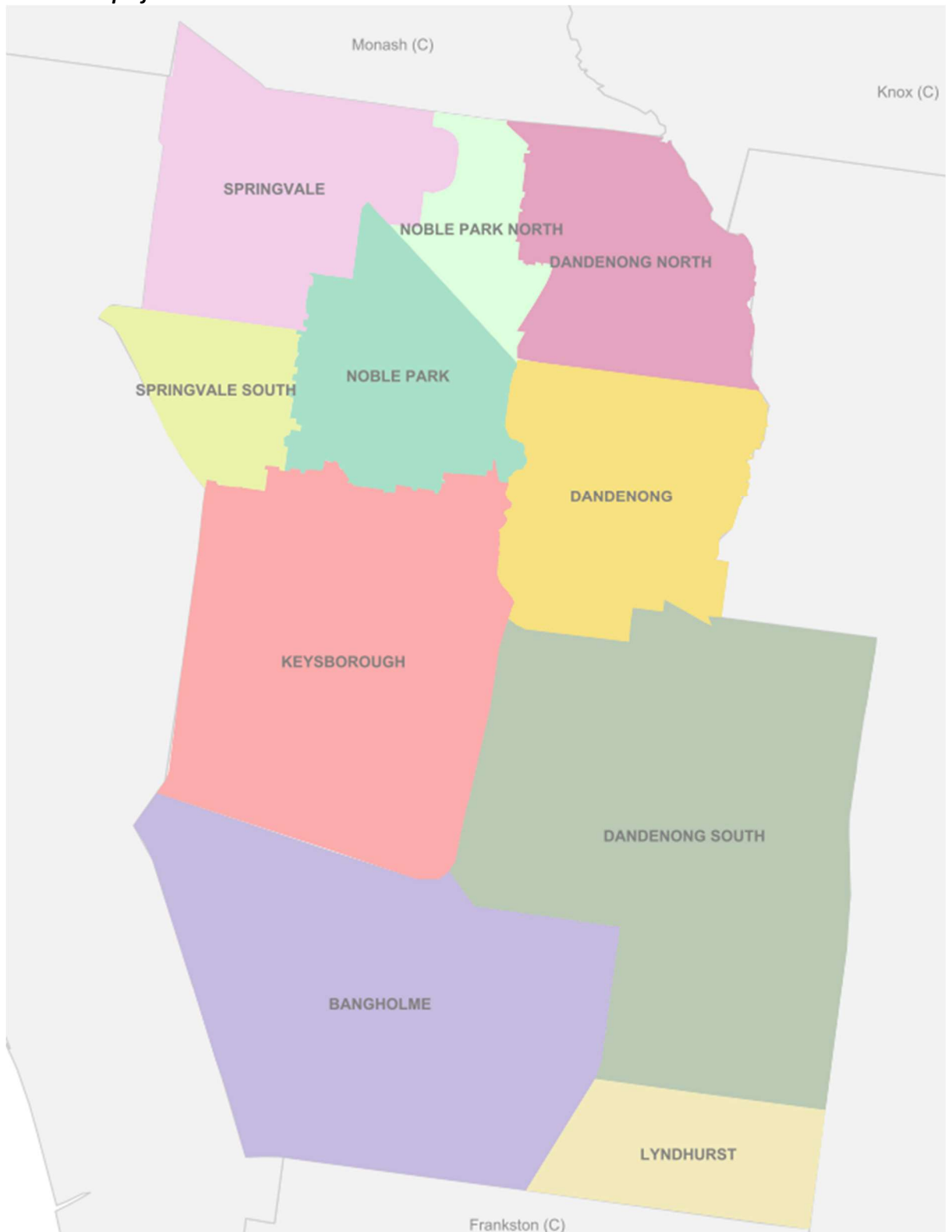
The following maps were last reviewed and updated in April 2021

2.7.1 Aerial map of municipality

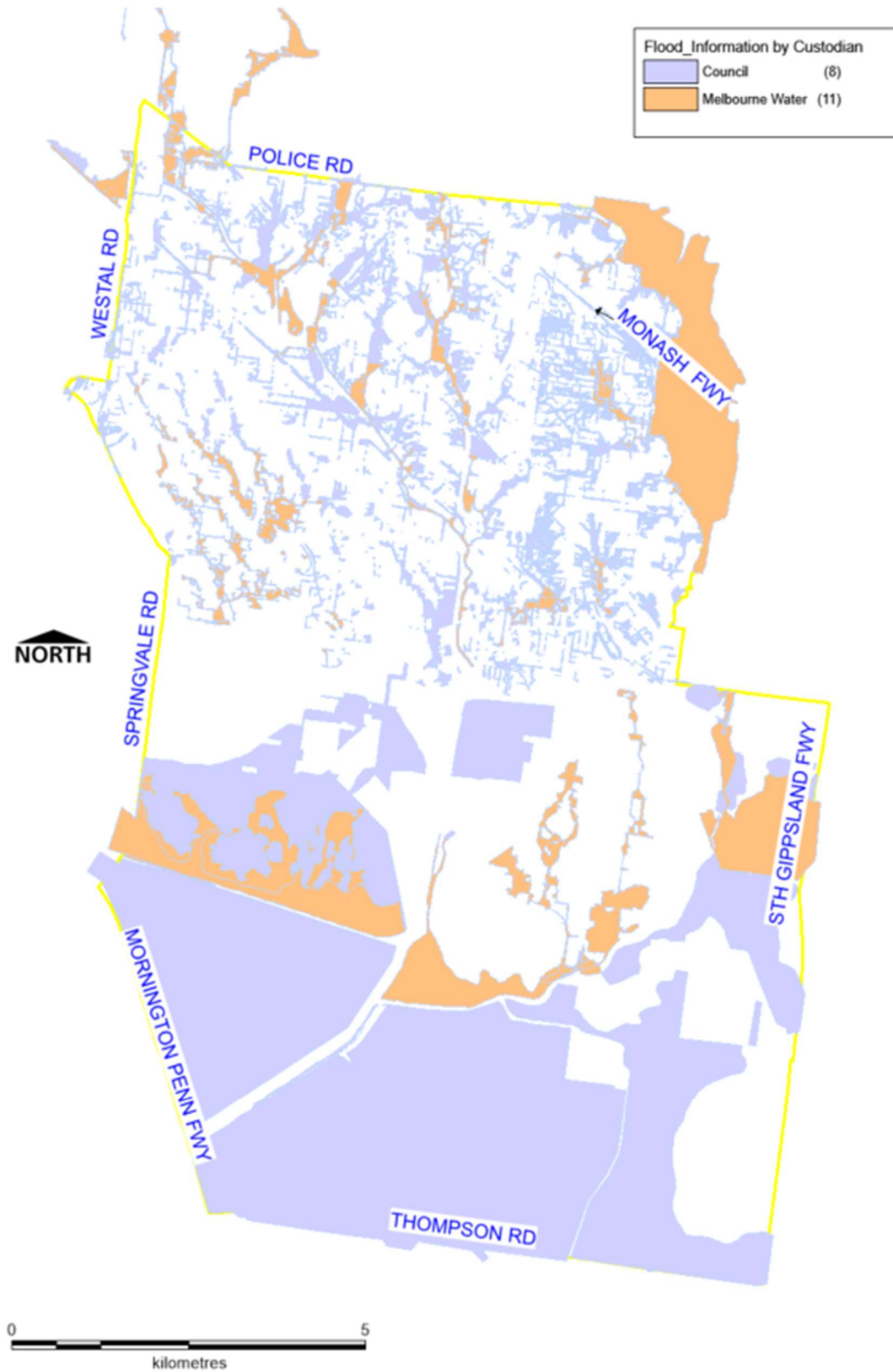
Aerial Photo taken November 2020



2.7.2 Map of suburbs

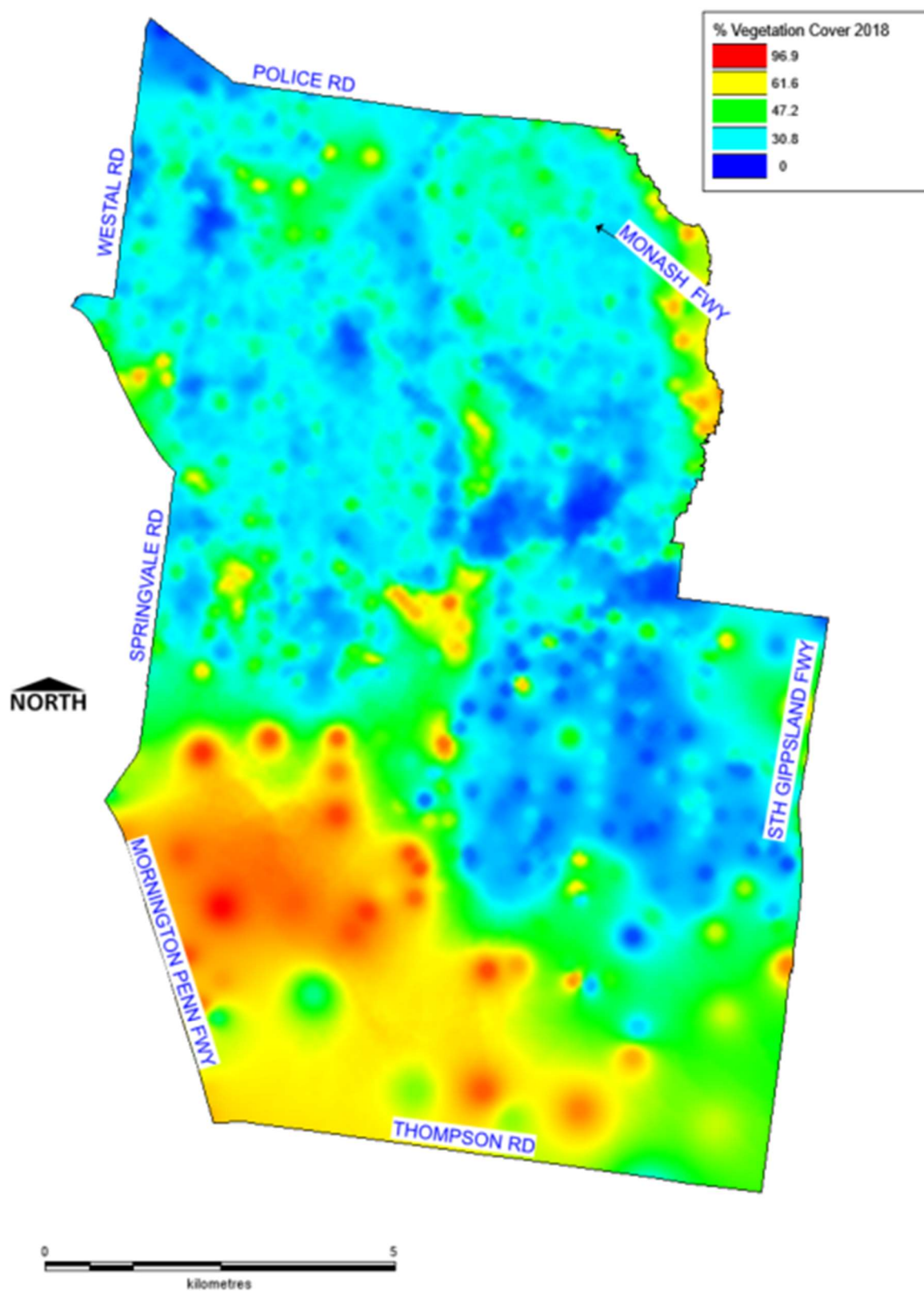


2.7.3 Flood information map

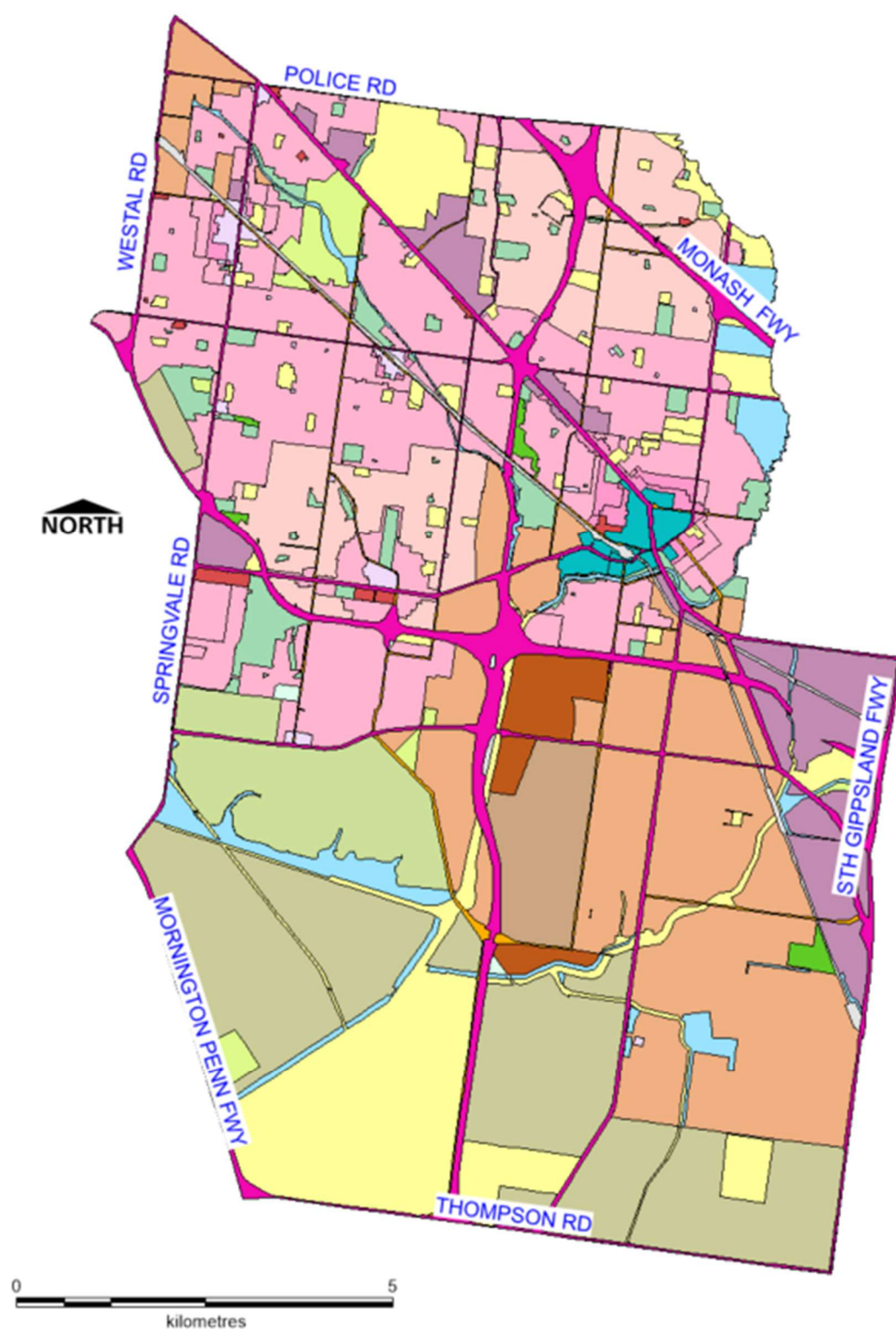


2.7.4 Vegetation coverage map

Data last updated in 2018



2.7.5 Planning zones map



LEGEND

	C1Z - Commercial 1 Zone		PUZ2 - Public Use Zone - Education
	C2Z - Commercial 2 Zone		PUZ3 - Public Use Zone - Health and Community
	CDZ - Comprehensive Development Zone		PUZ4 - Public Use Zone - Transport
	GRZ - General Residential Zone		PUZ5 - Public Use Zone - Cemetery/Crematorium
	IN1Z - Industrial 1 Zone		PUZ6 - Public Use Zone - Local Government
	MUZ - Mixed Use Zone		RDZ1 - Road Zone - Category 1
	NRZ - Neighbourhood Residential Zone		RDZ2 - Road Zone - Category 2
	PPRZ - Public Park and Recreation Zone		RGZ - Residential Growth Zone
	PUZ1 - Public Use Zone - Service and Utility		UFZ - Urban Floodway Zone

Industrial

	IN1Z - Industrial 1 Zone
	IN2Z - Industrial 2 Zone
	IN3Z - Industrial 3 Zone

Public Land

	PUZ1 - Public Use Zone - Service And Utility
	PUZ4 - Public Use Zone - Transport
	RDZ1 - Road Zone - Category 1
	RDZ2 - Road Zone - Category 2

Residential

	GRZ1 - General Residential Zone - Schedule 1
--	--

	GRZ2 - General Residential Zone - Schedule 2
--	--

Rural

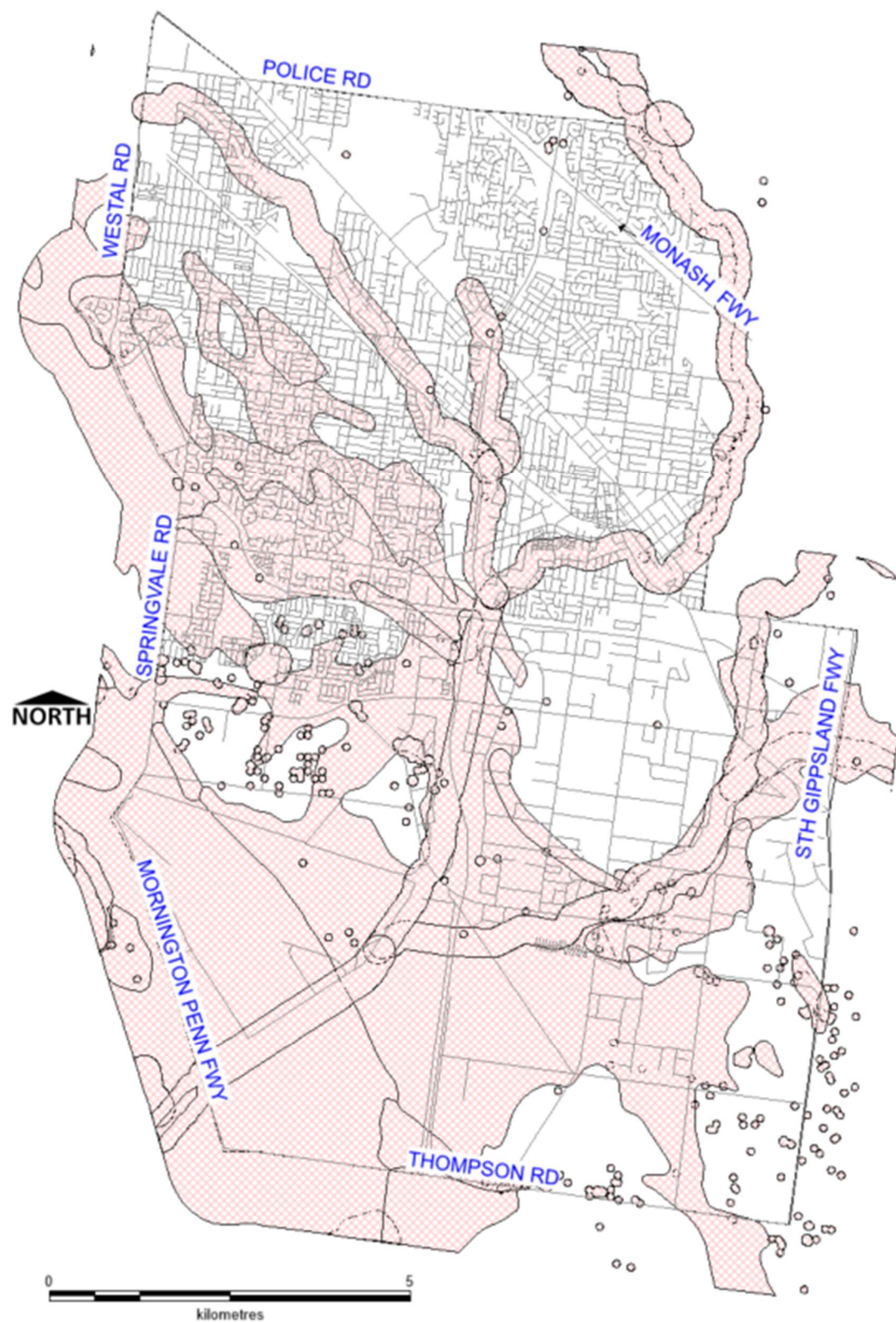
	FZ - Farming Zone
	GWAZ - Green Wedge A Zone
	GWZ - Green Wedge Zone

Special Purpose

	SUZ4 - Special Use Zone - Schedule 4
	SUZ5 - Special Use Zone - Schedule 5
	UFZ - Urban Floodway Zone

2.7.6 Cultural sensitivity map

Using Aboriginal Affairs Victoria data and showing areas of cultural significance



3 PART THREE – PLANNING ARRANGEMENTS

3.1 The MEMPC

In accordance with the *EM Act 2013* (s59) the Greater Dandenong City Council is responsible for establishing a Municipal Emergency Management Planning Committee (MEMPC) for its municipal district.

The principal role of the MEMPC is to undertake strategic planning for the emergency risks that could affect the Greater Dandenong municipality.

The members of the MEMPC are collectively the owners of and responsible for the development and maintenance of this MEMP and Sub-plans to ensure they meet all requirements under the *EM Act 2013*.

Core functions of the MEMPC, in accordance with the *EM Act 2013* (s59D), are:

- (a) to be responsible for the preparation and review of its MEMP; and
- (b) to ensure that its MEMP is consistent with the state emergency management plan and the relevant regional emergency management plan; and
- (c) to provide reports and recommendations to the Regional Emergency Management Planning Committee for the region in which the municipal district is located in relation to any matter that affects, or may affect, emergency management planning in that municipal district; and
- (d) to share information with the Regional Emergency Management Planning Committee for the region in which the municipal district is located and with other Municipal Emergency Management Planning Committees to assist effective emergency management planning in accordance with Parts 6 and 6A; and
- (e) to collaborate (having regard to any guidelines issued under section 77(2)(i)) with any other Municipal Emergency Management Planning Committee that the Municipal Emergency Management Planning Committee considers appropriate in relation to emergency management planning, including preparing municipal emergency management plans; and
- (f) to perform any other function conferred on the Municipal Emergency Management Planning Committee by or under this or any other Act.

Refer to the Terms of Reference for further information on the Greater Dandenong MEMPC. The Terms of Reference is available on [EM-Cop](#) and through a request submitted to the [MEMPC Chair](#).

3.1.1 MEMPC Membership

In accordance with the *EM Act 2013* (s59A) the core membership of the MEMPC includes:

- Greater Dandenong City Council
- Victoria Police
- Country Fire Authority
- Fire Rescue Victoria
- Victoria State Emergency Service
- Department of Health and Department of Families, Fairness and Housing
- Ambulance Victoria
- Australian Red Cross

The core members of the MEMPC have elected to invite the following additional members:

- Greater Dandenong Chamber of Commerce (in accordance with *EM Act 2013 s59A(b)(i)*) as a community representative
- Greater Dandenong Interfaith Network(*EM Act 2013 s59A(b)(i)*)
- Victorian Council of Churches Emergencies Ministry (*s59A(b)(ii)*) as a recovery agency representative
- The Salvation Army (*EM Act 2013 s59A(b)(ii)*) as a recovery agency representative
- Monash Health (*EM Act 2013 s59A(b)(iii)*) as the additional invited agency.

All members of the MEMPC are expected to hold the necessary authorisations and delegations from their organisation allowing them to speak for, and on behalf of their organisations and to agree to their organisation's involvement and responsibilities, including the commitment of resources required to meet those responsibilities, as set out within this MEMP and Sub-Plans unless otherwise stated and documented.

Other stakeholders such as agency or community representatives may be invited from time to time to participate in the MEMPC if risks are identified that require further stakeholder and/or subject matter expertise input.

3.1.2 MEMPC Chairperson

In accordance with the *EM Act 2013* (s59B) the Greater Dandenong City Council Chief Executive Officer is responsible for nominating a member of staff to be the MEMPC Chairperson.

The MEMPC Chairperson role is currently held by the Municipal Emergency Management Officer (MEMO) & Manager City Improvement Services.

The Chairperson is responsible for (*EM Act 2013 s 59B(2)*):

- (a) chairing meetings of the MEMPC;
- (b) facilitating the MEMPC to perform its functions;
- (c) on behalf of the MEMPC, providing information and recommendations to the Regional Emergency Management Planning Committee for the region that includes the municipal district.

With regards to responsibility 59B(2)(c), the liaison between the Greater Dandenong MEMPC and the Southern Metro REMPC will be maintained through the Greater Dandenong City Council representative on the REMPC which is currently held by the Emergency Management Coordinator.

3.1.3 Deputy Chairperson

The Greater Dandenong MEMPC has resolved to elect a Deputy Chairperson responsible for assisting the Chairperson with their responsibilities (as described above) and to act in the role of Chairperson in their absence.

The MEMPC Deputy Chairperson role is currently held by the Municipal Emergency Response Coordinator (MERC) from Victoria Police.

3.1.4 Southern Metro REMPC

Planning for emergencies at the regional level is important as many emergencies traverse municipal boundaries and a range of support services provided by key stakeholders are delivered at a regional level.

Planning for mitigation, response and recovery at the regional level is undertaken by the Southern Metro (SM) Regional Emergency Management Planning Committee (REMP) and its Sub-Committees, the Southern Metro Region Strategic Fire Management Planning Committee (RSFMPC) and the Southern Metro Regional Relief and Recovery Planning Committee (RRRPC). Each of these regional committees meets at least quarterly.

As per above, the MEMPC maintains a process of two-way information sharing with the Southern Metro REMPC through the Greater Dandenong City Council representation on the REMPC. Greater Dandenong City Council is also represented on key REMPC Sub-Committees and will act as a conduit between the REMPC Sub-Committees and the relevant MEMPC Sub-Committees. Council’s involvement at the regional level builds stronger coordination between the municipal and regional level planning, particularly as it relates to roles and responsibilities, escalation, communication, capacity and reporting. Working relationships established through the regional committees also assists operational delivery when an emergency occurs.

3.2 MEMPC Sub-Committees and Working Groups

Under the Terms of Reference of the MEMPC a number of Sub-committees and/or Working Groups may be established to plan for the management of specific risks that require additional or more complex levels of planning. Current standing Sub-committees and Working Groups established by the MEMPC at the February 2021 meeting is shown as follows:



Sub-committee or Working Group	Municipal Fire Management Planning Committee (MFMP)	Municipal Emergency Relief & Recovery Planning Committee (MERRC)	Flood & Storm Emergency Planning Committee	Public Health Emergency Planning Committee	Heat Health Planning Committee	Risk & Consequence Working Group
Key responsibilities	Coordinate planning for and mitigation of local fire risk including meeting requirements under the CFA Act 1958 and FRV Act 1958. Responsibility for development and maintenance of the Municipal Fire Management Plan as a Sub-Plan to the MEMP.	Develop and the capacity and capability of the emergency relief and recovery arrangements and provide subject matter expertise to the MEMPC on relief and recovery related matters including Part 7 of the MEMP.	Coordinate planning for and mitigation of local storm and flood risk. Responsibility for development and maintenance of the Municipal Storm and Flood Emergency Plan as a Sub-Plan to the MEMP.	Coordinate planning for and mitigation of public health emergency risks including endemic/pandemic emergencies. Responsibility for development and maintenance of the Municipal Public Health Emergency Plan as a Sub-Plan to the MEMP.	Coordinate planning for and mitigation of local heat health emergency risk. Responsibility for development and maintenance of the Municipal Heat Health Emergency Plan as a Sub-Plan to the MEMP.	Provide a platform for key stakeholders to share information and intel about new and emerging emergency risks within the Greater Dandenong committee and coordinate appropriate action in response to such intel shared. The Working Group is responsible for providing recommendations to the MEMPC regarding the assessed level of risk & potential consequences, ownership of the mitigation, response, relief and recovery roles, action plans and whether a specific Sub-plan and/or Sub-committee is needed.
Membership	<ul style="list-style-type: none"> Greater Dandenong City Council Country Fire Authority Fire Rescue Victoria Forest Fire Management Victoria Victoria Police Others opted in as required 	<i>Under development</i>	<ul style="list-style-type: none"> Greater Dandenong City Council Victoria State Emergency Service Victoria Police Melbourne Water Others opted in as required 	<ul style="list-style-type: none"> Greater Dandenong City Council Australian Red Cross Department of Families, Fairness and Housing Department of Health Ambulance Victoria Monash Health Victoria Police 	<i>Under development</i>	<ul style="list-style-type: none"> Greater Dandenong City Council Country Fire Authority Fire Rescue Victoria Victoria State Emergency Service Victoria Police Worksafe Victoria Environmental Protection Agency

				▪ Others opted in as required		▪ Others opted in as required
Meeting frequency	Twice per year – usually 2 nd and 4 th quarter	Twice per year – usually 2 nd and 4 th quarter	One per year – usually 4 th quarter	One per year – usually 4 th quarter	Once per year – usually 4 th quarter	Meetings are tentatively scheduled for every 2 months are cancelled if no agenda items are raised prior.
Chair	Municipal Fire Prevention Officer MFPO)	Municipal Recovery Manager (MRM)	Emergency Management Coordinator	Emergency Management Coordinator	Emergency Management Coordinator	Emergency Management Coordinator

Section 7.7 also details recovery committees, including the Community Recovery Committee (CRC), which may be convened as needed following a significant event.

3.2.1 Sub-committee Functions

The principal role of a MEMPC Sub-committee is to provide information and advice to the MEMPC regarding the specific emergency risk or element of emergency management arrangements that the Sub-committee has been established to focus on.

The specific functions of each Sub-committee are outlined in its Terms of Reference. General functions of all Sub-committees include:

- Contribute to meeting the Sub-committee Terms of Reference.
- Provide information and advice to the MEMPC to assist with the planning and mitigation and public awareness of potential emergencies.
- Contribute to the identification of specific hazards and threats within the municipality and to developing arrangements for effective emergency management in response to those threats.
- Lead the development of required MEMP Sub-plans.
- Contribute to the continuous improvement of the Sub-plans through monitoring, reviewing and further development.
- Contribute to an outcome and actions based approach to emergency management.

3.2.2 Sub-committee Terms of Reference

A Terms of Reference will be developed for each Sub-committee by the relevant Sub-committee members at their first meeting and put to the MEMPC for endorsement.

Endorsed Sub-committee Terms of Reference documents are available on [EM-Cop](#) and through a request submitted to [the MEMPC Chair](#).

3.2.3 Sub-committee Reporting

Sub-Committee meeting minutes will be provided to the MEMPC at their next meeting as will a verbal report be provided during the next MEMPC meeting by the Sub-committee Chair where there is any key progress, actions and activities being undertaken.

3.2.4 Working Groups

The MEMPC may convene a Working Group to undertake a specific task for a limited time period or to provide a more informal setting for information sharing and capacity building on an ongoing basis.

Working Groups will meet as required and may consist of members from agencies, councils, consultants, subject matter experts and/or the community.

The Working Group will determine its own governance arrangements including the need for a Terms of Reference to be developed and record keeping subject to MEMPC approval.

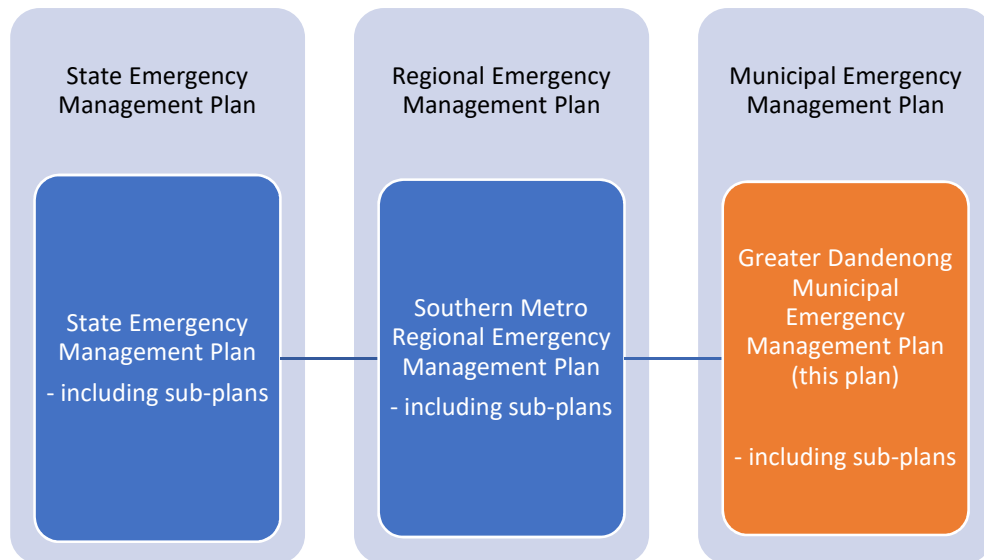
3.3 Victoria's emergency management planning framework

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

To the extent possible, this Plan does not conflict with or duplicate other in-force emergency management plans that exist.

Agencies with roles or responsibilities in the MEMP and/or sub-plan must act in accordance with the plan (*EM Act 2013 s60AK*) and are accountable to the extent possible for meeting all resourcing requirements to do so.

The below outlines this Plan's hierarchy. This Plan should be read in conjunction with the SEMP and the Southern Metro REMP.



3.4 MEMP Distribution

MEMP documents in draft form will be shared with committee members via email. Once endorsed new versions of this MEMP will be published on the [Greater Dandenong City Council Website](#) for MEMPC members to access. Restricted sections of the MEMP will be separately distributed to relevant MEMPC members and other key stakeholders as appropriate. MEMPC documentation will also be uploaded to [EM-COP](#) within the relevant municipal section.

The MEMPC is also responsible for providing a copy of the published MEMP to the State Library of Victoria within two months of the MEMP being published on the [Greater Dandenong City Council Website](#).

The MEMP will be deposited with the State Library of Victoria in accordance with *Libraries Act 1988* (s49) via the [National edeposit \(NED\)](#).

3.5 Consultation

Consultation with the community is important in ensuring that the community's needs and priorities are captured within local emergency management arrangements. Emergency management stakeholders consult with community regularly in the development of programs and policies as part of their business as usual service delivery.

The Greater Dandenong City Council undertakes significant community consultation regarding its programs, services and key areas of concern for the community and supports multiple consultation committees and community groups. The majority of these committees and groups are listed in the [Annual Reports available on the Greater Dandenong City Council Website](#)

This MEMP is guided by the [Greater Dandenong City Council Imagine 2030 Community Plan](#) which was developed after an extensive research and consultative project which identified the community's long term aspirations for Greater Dandenong. Imagine 2030 demonstrates safety

as a key priority. The Imagine 2030 Community Plan can also be used to identify community values that need consideration in post-emergency recovery.

Specific consultation with the Greater Dandenong community as part of the municipal emergency management planning process is achieved through participation of community representatives on the MEMPC. Any member of the community is also welcome to submit feedback to the MEMPC via the [Greater Dandenong City Council Website](#).

To ensure that roles and responsibilities are agreed, accurate and understood, the MEMPC will ensure consultation with all agencies with roles described within this MEMP. Collaboration at this time will provide clarity and reduce the potential for conflict when the plan is in operation. Once the MEMP has been published on the [Greater Dandenong City Council Website](#) the MEMPC will notify all agencies with roles under the MEMP.

3.6 Sub-plans and complementary plans

3.6.1 Sub-plans

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

All sub-plans to this Plan are subject to the same preparation, consultation, assurance, approval and publication requirements as this Plan, as outlined in Part 6A of the *EM Act 2013*.

Current Sub-plans to the Greater Dandenong MEMP include:

- Greater Dandenong Municipal Fire Management Plan (MFMP)
- Greater Dandenong Municipal Flood and Storm Emergency Plan (MFSEP)
- Greater Dandenong Municipal Pandemic Public Health Emergency Plan – *currently in development*
- Greater Dandenong Municipal Heat Health Plan – *currently in development*

3.6.2 Complementary Plans

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

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

At the time of finalising this version of the MEMP no Complementary Plans were identified.

3.7 Community Plans

Community plans, in the context of emergency management, include plans developed by and for a specific community group in conjunction with the Municipal Emergency Management Planning Committee.

At the time of finalising this version of the MEMP no community-based emergency management plans for Greater Dandenong were identified.

Community groups interested in developing an emergency management plan are encouraged to review the information on the [Emergency Management Victoria Website regarding Community Based Emergency Management](#) and the [Australian Red Cross 'RediCommunities' information](#) and contact the [MEMPC Chair](#).

3.8 Southern Metro Municipal Emergency Management Enhancement Group (SM MEMEG)

Collaboration within emergency management provides an opportunity of more robust planning and discussions providing opportunity for better outcomes and learnings for the community.

The Greater Dandenong City Council works closely with neighbouring councils in the Southern Metro Region through the Municipal Emergency Management Enhancement Group (MEMEG) to strengthen council capability and capacity to undertake its role in Victoria's emergency management arrangements. This includes sharing resources and developing collaborative emergency management plans.

3.9 Municipal Association of Victoria (MAV) Resource Sharing Protocol

After the complexities of the 2009 Black Saturday Bushfires the Municipal Association of Victoria (MAV) and the State Municipal Emergency Management Enhancement Group (State MEMEG) developed the '[Inter-Council Emergency Management Resource Sharing Protocol](#)'.

The protocol includes an MOU, authority, processes, request procedures and financial responsibilities for councils in Victoria that request assistance and support from other councils during an emergency to boost their capacity and capability to provide assistance to their community during the emergency. The Greater Dandenong City Council is a signatory to Version 3 of the Protocol which came into effect in February 2021.

4 PART FOUR –MITIGATION ARRANGEMENTS

Mitigation refers to the activities and arrangements in place that are intended to eliminate or reduce the incidence or severity of emergencies and minimise their effects on and consequences for communities. Mitigation activities should consider the context of the Greater Dandenong community and their unique needs.

Mitigation includes emergency prevention and preparedness activities which are a shared responsibility across individuals, community, business, government and non-government organisations.

The mitigation of emergencies includes a range of activities that require the allocation of resources (human and financial) and multi-agency support to ensure a coordinated and well-planned approach and outcomes for the community of Greater Dandenong. Mitigation activities undertaken at the local level take many forms, including planning, land use and development strategies and controls; road network improvements and maintenance; drainage engineering; building code controls; environmental health programs; public health and wellbeing planning and programs; community profiling and development; community education and resilience building; fire fuel management. Much of this work is governed by regulatory regimes separate to the EM Act 2013 and are integrated within everyday business and activities of MEMPC member agencies and other local emergency management stakeholders.

Some key mitigation activities completed at the local level are further described below.

4.1 Community Emergency Risk Assessment (CERA)

Mitigation strategies must address known and emerging risks to the Greater Dandenong community. The MEMPC is required to undertake a comprehensive emergency risk assessment regularly to ensure the Greater Dandenong risk profile remains current. This is achieved through adoption of the Community Emergency Risk Assessment (CERA) process which is designed to:

- Identify the risks that pose the most significant threat to their community.
- Identify, describe and understand the exposure and vulnerability of key community assets, values and functions essential to the normal functioning of the community.
- Discuss and understand the consequence and likelihood, causes and impacts for each risk.
- Identify opportunities for improvement to prevention, control, mitigation measures and collaboration.
- Inform emergency management planning.

The CERA approach aims to understand the likely impacts of a range of emergency scenarios upon community assets, values, and functions. As such, CERA provides an opportunity for multiple community impacts and consequences to be considered enabling collaborative risk treatment plans and emergency preparedness measures to be described.

Integral to the success of the CERA process are the in-depth discussions that occur between experts, decision-makers and community representatives. The CERA meeting format promotes a collaborative discussion between agencies, experts and community representatives on the ways in which various hazards may affect important assets, values and functions for the community.

The intended outcome of this process is the development of specific risk mitigation strategies and MEMP sub-plans that enhance community resilience, safety and security within Greater Dandenong.

The CERA review is conducted every three years using the ISO 31000:2009 processes and is facilitated by the Victoria State Emergency Service. A full review of the CERA for Greater Dandenong was last completed in October 2020.

Refer to the Victoria State Emergency Service website for further information on CERA: www.ses.vic.gov.au

The following table identifies the emergency risks members of the MEMPC have workshopped to be the most significant for the Greater Dandenong community. The CERA workbook identifies mitigation activities undertaken for each of the following risks.

Risk	Ratings Confidence	Residual Risk Rating
Heat Health	High	High
Hazardous Incident (Transport & Facility)	Medium	Medium
Bushfire (small, isolated)	High	Medium
Flood/ Storm Event	High	High
Transport Accident Large Commercial	High	Medium
Fire Structural	High	Medium
Food/ Water Supply Contamination	Medium	Medium
Services Disruption – Utilities Extended	High	Medium
Human Epidemic/ Pandemic	High	High
Civil Disturbance	Medium	Medium

The progress of treatments is monitored by the MEMPC through a review of the CERA risks on a rotational basis at each MEMPC meeting.

4.2 Community Education & Engagement

Community education and engagement is an essential part of mitigation through partnering with the local community to plan and prepare for the emergencies that could affect them.

Engaging with the community helps the emergency management sector better understand the community needs and the level of resilience of residents and stakeholders. Effective community engagement builds trust between the community and emergency organisations and strengthens community capacity to better cope during and recover from an emergency.

The International Association for Public Participation (IAP2) Spectrum of Public Participation provides guidance to the type of engagement that can be used depending on the desired outcome for the Greater Dandenong community. This is summarised in the following table:

Inform	To provide the public with balanced and objective information to assist them in understanding the problems, alternatives and/or solutions.
Consult	To obtain public feedback on analysis, alternatives and/or decisions.
Involve	To work directly with the public throughout the process to ensure that public issues and concerns are consistently understood and considered.
Collaborate	To partner with the public in each aspect of the decision including development of alternatives and the identification of the preferred solution.
Empower	To place final decision making in the hands of the public.

The [State Emergency Management Plan](#) outlines which agencies lead community engagement, education and awareness programs for different types of emergency risks. These programs may be delivered at the state, regional or local levels. Programs delivered at the local level may involve MEMPC participation and support.

Other stakeholders may lead engagement initiatives to build resilience for the Greater Dandenong community as required. One example of a locally driven community engagement program is the '[Are you prepared for an emergency?](#)' Project lead by the Greater Dandenong City Council in partnership with neighbouring councils Frankston, Kingston and Mornington Peninsula with the involvement of over 20 other emergency management organisations.

All community engagement in the context of emergency management should adopt the approaches outlined in the [Community Engagement for Disaster Resilience Handbook](#). The Greater Dandenong [Community Engagement Planning Framework](#), which is also based on the IAP2 spectrum of public participation, can further assist in planning the appropriate level of engagement with the community.

Community engagement for the Greater Dandenong community should also consider the high percentage of CALD groups within the municipality and the special measures required, such as information in non-English languages and culturally appropriate approaches, to properly engage with the Greater Dandenong community. Refer to Part 2 for further on the local community demographics.

4.3 Individual, household and business preparedness

Encouraging individuals, households and local businesses in the Greater Dandenong community to prepare for emergencies that could affect them is a keyway that the community's resilience can be enhanced severity and consequences of an emergency can be mitigated against.

When major emergencies occur, emergency services will have to prioritise those in greatest need, especially where life is in danger. During in the immediate aftermath of an emergency, individuals and communities may need to rely on their own resources to ensure they and their family are safe.

Previous events have shown that communities with strong neighbourhood connection, high level of participation in community groups, sporting clubs or volunteer emergency services and a strong local economy have been more resilient to the impacts of an emergency ([COAG, National Strategy for Disaster Resilience](#)). As a result, they are able to cope, recover and continue activities as close to pre-emergency sooner after the incident.

Strengthening community resilience is an ongoing process of enhancing social capital and community cohesion and supporting the community to prepare for emergencies that could affect them.

Emergencies are known to affect communities with pre-existing vulnerabilities the hardest. Given the Greater Dandenong community experience greater disadvantage in general (based on the Socio Economic Indexes for Areas (SEIFA) 2016 scores) reducing the consequences of an emergency, such as by having an adequate level of insurance coverage, will enable better resilience and recovery outcomes.

The Greater Dandenong community are encouraged at a minimum to undertake the following preparedness activities:

- Download the VicEmergency App on your smart phone and electronic devices.
- Save important contact numbers into your phone such as family and friends and the VicEmergency Hotline 1800 226 226.
- Make sure your house number is clearly visible from the roadside and, for properties with long driveways, make sure your driveway is accessible for emergency service vehicles. They need at least a 4 metre wide driveway with at least a 4 metre height clearance.
- Write an emergency plan using the following templates:
 - www.redcross.org.au/prepare
 - www.cfa.vic.gov.au/plan-prepare/your-bushfire-plan
 - www.ses.vic.gov.au/get-ready/emergency-plans-and-kits
 - The VicEmergency Hotline (1800 226 226) also provides information on emergency preparation and planning.
- If you have animals, make sure they are part of your emergency plan and consider where you will relocate them to.
- Practice your emergency plan with the whole family, pets included.
- Make copies of important documents such as passports, insurance papers and medical scripts. Save these electronically and ensure you back them up.
- Get insurance and review what it covers. Consider household, business and income protection insurance.
- Pack an emergency kit and keep it somewhere easily accessible.
- Build connections in your local community. Talk to your neighbours about your emergency plans and see if there are ways you can assist each other. Look for local volunteering opportunities or other community groups you can get involved in.
- Practice packing your car so you know how long it will take you in an actual emergency.
- Visit the 'Are you prepared for an emergency?' website for information on additional preparedness needed for different types of emergencies.

Local businesses should also be encouraged to prepare a business emergency plan.

4.4 Vulnerable people in emergencies

Research has found that people with a disability are at a much higher chance than the general population to die or get injured in an emergency. People with impairments (such as motor, sensory and/or cognitive) and activity limitations (such as mobility and/or communication) may have a reduced ability to prepare for, take protective action during and recover from emergency events. For further information on the research undertaken refer to knowledge.aidr.org.au

Following a recommendation of the Black Saturday Bushfires Royal Commission, the Greater Dandenong City Council maintains a register of people residing in the municipality who meet the criteria within the Vulnerable People in Emergencies Policy, known as the Vulnerable Persons Register (VPR).

According to the policy, persons who can be listed on the VPR are those who are frail and/or physically or cognitively impaired and unable to comprehend warnings and directions and/or respond in an emergency situation and cannot identify personal or community support networks to help them in an emergency (Vulnerable People in Emergencies Guideline 1 – Planning and Screening). The VPR is updated twice a year.

The aim of the VPR is to aid emergency planning and response, including potential evacuation of vulnerable community members. Only a limited number of Greater Dandenong City Council Staff and the MERC have access to the VPR however in an emergency details of people listed on the VPR may be provided to additional emergency services, such as Victoria Police and Ambulance Victoria, to allow them to assist with evacuations.

4.5 Training and exercising

Training and exercising are essential components of preparing for emergencies. Emergency management training and exercising is a controlled, objective driven activity used for testing, practising or evaluating processes or capabilities. Exercises can range from simple discussion style to full scale field-based operations. Exercises should use the principles of the [Managing Exercises Handbook](#).

To assist in identifying gaps in the MEMP, provide learnings and opportunities for improvements the MEMP and Sub-plans require regular testing & exercising. Agencies may wish to undertake their own individual capability and capacity building through internal training and exercising that does not consider the multi-agency arrangements outlined in this MEMP. However, any multi-agency training or exercising completed at the local level should consider the arrangements provided within this MEMP and ensure all relevant MEMPC members are invited to participate. Any testing or exercising of the MEMP should have an evaluation report prepared detailing learnings, outcomes, and actions for enhancement of this plan or sub-plans. Such evaluation report should be submitted to the MEMPC for consideration.

A list of all multi-agency exercises involving the MEMPC is maintained within the MEMP. Refer to Part 9 for further.

4.6 Bushfire Risk Mitigation

Bushfire mitigation is a shared responsibility. While areas of bushfire risk within the Greater Dandenong area are minimal, MEMPC member agencies and other key emergency management stakeholders have legislated responsibilities in bushfire mitigation under the *Country Fire Authority Act 1958 (CFA Act)*, *Fire Rescue Victoria Act 1958 (FRV Act)*, and *Forest Act 1958*.

The Victorian Fire Risk Register – Bushfire (VFRR-B) is one such responsibility. The VFRR was developed to identify and address bushfire risks across Victoria. The VFRR is completed for each municipality and is reviewed as required, as the municipality changes. The VFRR is a systematic process that helps to identify assets at risk from bushfire, assess the level of risk to those assets and highlight the treatments in place along with the responsible agencies for implementing those strategies. Details of the VFRR for Greater Dandenong are captured in the Municipal Fire Management Plan.

Local fire agencies including CFA, FRV and Forest Fire Management Victoria (FFMV) contribute to bushfire mitigation at the local level including vegetation management, community resilience programs, and maintaining local capabilities and capacity to respond in the event of a bushfire emergency. Greater Dandenong City Council has appointed a Municipal Fire Prevention Officer (MFPO) and several Assistant MFPOs to ensure Council meets its fire mitigation responsibilities including issuing Fire Prevention Notices for hazard removal to private landowners within the municipality. Victoria Police are also responsible for undertaking prosecutions for illegal burning during the Fire Danger Period and on days of a Total Fire Ban to prevent uncontrolled fires on high fire risk days.

Further information about fire risk reduction undertaken at the local level refer to the Greater Dandenong Municipal Fire Management Plan (MFMP).

4.7 Major Hazard Facilities

Greater Dandenong has five regulated Major Hazard Facilities (MHFs) within the municipality. MHFs are managed and regulated by WorkSafe Victoria with the assistance of EPA Victoria around environmental impacts.

As part of mitigation activities and emergency management planning for the municipality, the MEMPC is cognisant of MHFs within and neighbouring the municipality. The MEMPC and Sub-committees will take into consideration the emergency plans developed for MHFs during the development of municipal emergency planning and discussions.

A number of other high risk facilities that do not quite meet the regulated definition of an MHF can be found throughout the municipality.

4.8 Critical Infrastructure

Critical infrastructure is essential to community wellbeing. Greater Dandenong is home to a number of critical infrastructure (as defined under the *Emergency Management (Critical Infrastructure Resilience) Regulations 2015*) that is either based within or running through the municipality.

For further information on building critical infrastructure resilience from emergencies visit www.emv.vic.gov.au/our-work/critical-infrastructure-resilience

5 PART FIVE: RESPONSE ARRANGEMENTS

In Victoria, response is defined in the *EM Act 2013* as “the combatting of emergencies and the provision of rescue services”. The State Emergency Management Plan further explains emergency response as being “the action taken immediately before, during and in the first period after an emergency to reduce the effects and consequences of the emergency on people, their livelihoods, wellbeing and property; on the environment; and to meet basic human needs.”

Often the community’s view for emergency response is seen by examples such as lights and sirens, putting out fires, cutting up fallen trees, assistance after a car accident and sandbagging. However, emergency response can be far more complex. It requires coordinated adaptable tasks, actions and resources to facilitate reducing the impact and consequence on the community, reducing the risk of serious harm.

The response arrangements for all emergencies are largely outlined in the SEMP. This Part 5 of the MEMP outlines the emergency response arrangements for the municipal (incident) level. Whilst emergency relief is considered part of response arrangements this is separately detailed in Part 6.

5.1 Emergency Management Priorities

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

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

5.2 Command, Control & Coordination Arrangements

Previously Victoria based its emergency response arrangements on the management functions of control, command and coordination. While control, command and coordination remain a key part of emergency management arrangements, this has been expanded to what is known as the “six c’s”:

Control

Control is the overall direction of response activities in an emergency, operating horizontally across all agencies participating in the emergency.

Authority for control is established in the State Emergency Management Plan and carries with it the responsibility for leading all agencies responding to the emergency. A Control Agency may call on Support Agencies to assist their response activities.

Command

Command involves the internal direction of personnel and resources of an agency operating vertically within the agency. Authority to command is established in legislation or by agreement within an agency.

Coordination

Coordination involves the bringing together of agencies and resources to ensure effective response to and recovery from emergencies.

Response coordination aims to achieve:

- Effective control establishment and to manage the response to emergencies;
- Effective information sharing; and
- Access to the necessary resources to support response.

Victoria Police has responsibility for emergency response coordination at a municipal and regional level.

Consequences

Management of the effect of emergencies on individuals, the community, infrastructure and the environment.

Communication

The engagement and provision of information across agencies and proactively with the community to prepare for, respond to and recover from emergencies.

Community Connection

The understanding of and connecting with trusted networks, trusted leaders and all communities to support resilience and decision making.

5.2.1 Control and Response Support Agencies

The SEMP identifies which organisations undertake the function of Control Agency and Response Support Agency in the response to different types of emergencies.

A Control Agency is an organisation identified as being primarily responsible for managing the response to the specified type of emergency. Where an emergency type is not listed or there is uncertainty as to the Control Agency, the Emergency Management Commissioner or relevant Emergency Response Coordinator (such as the Municipal Emergency Response Coordinator (MERC)) will determine the Control Agency.

A Response Support Agency is an organisation that provides services, personnel or material to support or assist a Control Agency, Coordination Agency or affected persons. In the event of an emergency, Response Support Agencies may be able to offer varying levels of support from 'on ground' resources to information. It may be appropriate to consult with a number of identified Response Support Agencies for advice in relation to any given emergency. It is the prerogative of the Control Agency to formulate action plans for a given emergency.

The Greater Dandenong emergency response arrangements do not involve any deviations from the Control and Response Support Agencies as listed in the SEMP.

5.3 Operational Tiers

To provide for a scalable emergency management system, Victoria has adopted a three tiered approach – incident, region and state.

Most emergencies will be managed at the incident tier (for example single house fires or motor vehicle accidents) that require only the use of local resources and don't involve broader community consequences. These are also sometimes referred to as 'business as usual' events for emergency services.

An emergency event may be escalated from the incident tier to the regional and/ or state tier for a number of reasons including events which extend beyond a single municipality's boundary, local resources and capacity is exceeded or is likely to be exceeded, and

Control Agencies should ensure capability and resources are available for response including:

- Having agreements and processes in place for additional resources if the Control Agency resources at the incident tier become exhausted.
- Developing Memorandum of Understandings (MOUs) with other local responder agencies and local councils to share resources at the local level.
- Developing trigger points for escalation from local to region or state tiers for assistance.

5.3.1 Non-major emergency vs major emergency

According to the definition in the SEMP definition a non-major emergency is 'any emergency that is not a major emergency. A small emergency incident managed by the public or through the business-as-usual arrangements of agencies or private enterprises in a small area, promptly and without call on further resources Significant consequences for the community are not anticipated and major emergency arrangements are not proposed.'

The Greater Dandenong MEMPC have further qualified this for the purpose of activations of the MEMPC as follows. The Greater Dandenong MEMPC agree that non-major emergencies are emergency events (natural or otherwise) which have a limited impact causing small scale damage or destruction, for example a house fire affecting one residence. These events typically have minor impact on the broader community, usually where up to three separate individuals or families require support.

5.4 Emergency Management Coordination Group (EMCG)

In the event of an emergency which will, or is likely to, trigger activation of the municipal emergency management arrangements outlined in this plan, the EMCG will be established to lead the municipal level coordination.

The EMCG is made up of the MERC, MEMO and MRM.

The EMCG has responsibility to:

- maintain liaison with the Incident Controller
- coordinate municipal and other resources in support of the Control Agency
- coordinate municipal and local community resources to assist the MRM in the operation of an ERC
- manage Council support operations during the emergency and post emergency phases
- coordinate Municipal Secondary Impact Assessments and Post Emergency Needs Assessments
- manage the stand down and recovery of municipal, community and other resources.

The following describes key roles involved in the EMCG. Full details of emergency response roles and Incident Management Team (IMT) positions in accordance with the Australasian Interagency Incident Management System (AIIMS) are included in the SEMP.

5.4.1 Municipal Emergency Response Coordinator (MERC)

Pursuant to the *EM Act 2013* (s40A) the Chief Commissioner of Police must, on the request of the Emergency Management Commissioner, appoint a member of the police force to be an emergency response coordinator for each region and municipal district.

The Divisional Commander (Superintendent) in charge of Southern Metro Region (Division 3) will delegate the role of Municipal Emergency Response Coordinator (MERC) for Greater Dandenong Police Service Area/local government area. The MERC position will be appointed to a Senior Sergeant that is stationed at either Dandenong or Springvale Police Stations. The Deputy MERC will be also be appointed to another Senior Sergeant performing duties at either of these locations, or as delegated by the Divisional Commander

The MERC is responsible for ensuring coordination of all agencies responding at the local level for an emergency.

5.4.2 Municipal Emergency Management Officer (MEMO)

Pursuant to the *EM Act 2013* (s59G) Greater Dandenong City Council must appoint one or more Municipal Emergency Management Officers (MEMOs). Greater Dandenong City Council has currently appointed two senior staff members as MEMOs as their involvement in emergency management activities can involve many aspects of Council's business over a considerable period.

During the response phase for an emergency the Duty MEMO has overall command of Council's emergency management operations. The MEMO also provides support to the MRM who lead's the coordination of relief and recovery activities at the local level.

MEMOs are legislated as responsible for:

- liaising with agencies in relation to emergency management activities for the municipal district; and
- assisting in the coordination of emergency management activities for the municipal council.

In addition, Greater Dandenong City Council has given responsibility for the following tasks to the MEMO:

- ensuring all response activations and financial arrangements for that activation are recorded and authorised through the correct procedures.
- Advising the MRM and key Council personnel involved in emergency management.
- Liaising with Council's CEO to ensure they are kept abreast of the situation who will in turn inform the Councillors and Executive Management Team.
- Ensuring available assistance and support is provided by Council to reduce the impact of the emergency on the community.

5.4.3 Municipal Recovery Manager (MRM)

Pursuant to the *EM Act 2013* (s59H) Greater Dandenong City Council must appoint one or more Municipal Recovery Managers (MRMs). Greater Dandenong City Council has currently appointed two senior staff members as MRMs.

The MRM is responsible for developing partnerships with local community support organisations and service providers for the provision of relief and recovery services, as well as ensuring that local plans align with regional and state relief and recovery plans. During an emergency the MRM leads local coordination of relief and recovery activities

MRMs are legislated as responsible for:

- coordinating, in consultation with agencies, the resources of the municipal council and the community for the purposes of recovery; and
- liaising with any municipal emergency management officer appointed for the municipal district in relation to the use of the municipal council's resources for the purposes of recovery; and
- assisting any municipal emergency management officer appointed for the municipal district with planning and preparing for recovery.

5.4.4 Incident Controller

The Incident Controller is a position appointed by the Control Agency for the particular type of emergency in accordance with the SEMP. The Incident Controller is responsible for leading and managing the emergency response at the incident tier.

In a non-major emergency, if the emergency event requires municipal emergency management support including resources or relief activation then the Incident Controller must direct all requests to the MERC.

In a major emergency, the EMCG will maintain liaison with the Incident Controller either through the MERC or appointing an Emergency Management Liaison Officer (EMLO) to attend the Incident Control Centre (ICC) if activated.

5.4.5 Operation of the EMCG

Depending on the scale and impact of the emergency, the MEMO will decide, in consultation with the MRM and MERC what level of response is required by the EMCG. The level of response can range anywhere between the EMCG remotely monitoring an emergency event to physical setup of the Municipal Emergency Coordination Centre (MECC).

Some examples include:

- EMCG monitoring the emergency event remotely and keeping each other and any other relevant council staff abreast of the situation;
- MEMO, MRM and/ or MERC attending incident control for liaison back to Council;
- Coordinating the setup of an ERC;
- EMCG convening face-to-face to plan for relief and recovery needs from the emergency event;
- Establishment of a MECC.

If the EMCG is required to attend the ICC then usually the MEMO or their delegate will attend to perform the EMLO role. In some circumstances the MRM or their delegate may attend as the EMLO instead of or in addition to the MEMO.

Crisisworks

Crisisworks is the electronic web-based system used to track all emergency operational activities for Greater Dandenong City Council. The software also acts as a repository for Council's emergency management information and documentation. It can be accessed at: <https://cgd.crisisworks.com>

Crisisworks enhances Council's internal incident coordination by providing a platform to:

- log and action all requests for municipal resources from the Control Agency

- record all financial expenditure incurred by Council in response to and recovery from an emergency
- record all information incoming and outgoing from the EMCG
- coordinate tasks as required for Council's emergency management operations
- Crisisworks also allows Council's EMCG to work remotely rather than face to face if it is not required for an event.

5.4.6 Municipal Emergency Coordination Centre(s) (MECC)

A Municipal Emergency Coordination Centre (MECC) may be established to assist the EMCG in planning, coordinating and managing resources and activities during the response to and recovery from an emergency.

Generally, the MECC will be activated when the emergency scale and/ or complexity is or is likely to exceed the ability of the EMCG to manage without additional support. The decision to activate the MECC will be made by the MEMO in consultation with the MRM and MERC.

MECC staff is drawn from municipal employees. The MECC will involve all or some of the following positions:

- EMCG (MERC, MEMO & MRM)
- MEMO Assistant
- MRM Assistant
- MECC Manager
- Administration/support officers as required including a finance officer
- Secondary Impact Assessment (SIA) Coordinator
- Communications Coordinator
- Other Greater Dandenong City Council Subject Matter Experts/ Business Unit Leaders (as required to provide liaison and information relating to their business unit or area of expertise depending on the impact of the emergency)

A MECC will usually be established at Rooms 2NW and 2NE, Dandenong Civic Centre, Level 2, 225 Lonsdale Street, Dandenong. Melway Ref 90 D8. However, some circumstances may require the MECC to be established at locations or virtually.

If a MECC is formally established then an event in Crisisworks will be created to record all key information relating to Council's involvement in the emergency.

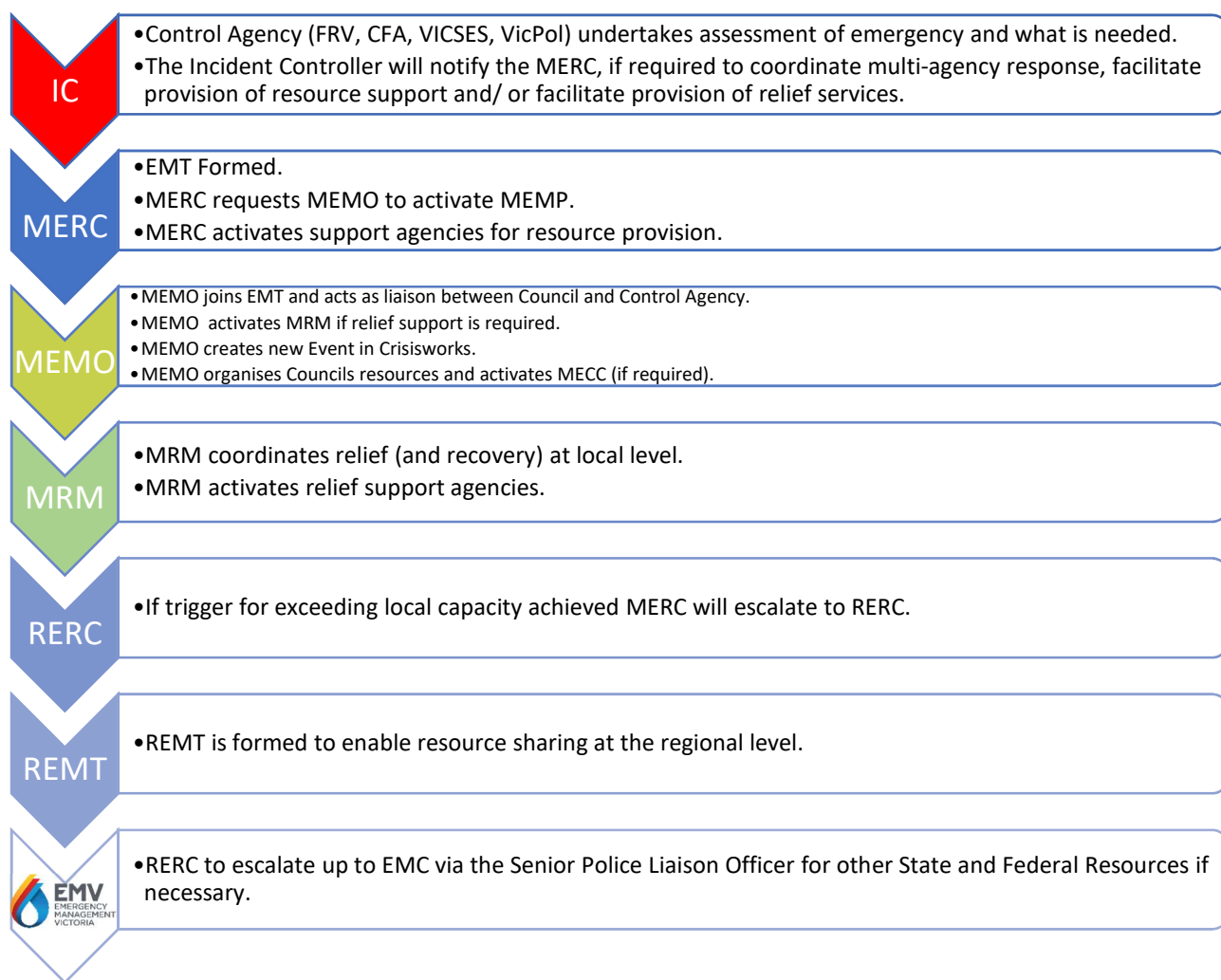
For further information on MECC Arrangements refer to the Greater Dandenong Emergency Management Manual (*in development*).

Municipal Emergency Operations Centre (MEOC)

Greater Dandenong City Council may, to assist with its own response, activate a Municipal Emergency Operations Centre (MEOC) to be used as a staging area for Council's response personnel and resources in a major emergency.

5.5 Emergency response activation

The following provides a summary of the activation process for key municipal emergency management roles:



5.6 Municipal Resources

The following provides a summary of the resources and services available to support emergency response at the local level:

5.6.1 Greater Dandenong City Council Resources

Council's standard business resources and services are available through contacting Council on 03 8571 1000. Council's standard business resources and services should be called for routine service requests in public areas and/ or Council asset related matters. Availability of these resources and services outside of Council's standard business hours is dependent on the level of danger to the community present. If afterhours Council may only provide a remote assessment or take 'make safe' action until the next business day.

These resources and services include (for Council managed roads and assets):

- Assessment/ urgent repairs of structural damage.
- Clean up of glass or litter from garbage collections / trucks, fallen signage or dumped rubbish.
- Removal of obstruction of managed walking paths, roads and other open spaces.
- Clearance of blocked drains.
- Removal of fallen trees and/or branches that are a safety hazard.
- Clean up of spills on local roads/ providing material and resources to the CFA and FRV.

As part of emergency response arrangements, the Greater Dandenong City Council supports Control Agencies during incidents by providing additional resources and services. These may only be requested by the Incident Controller to the MERC who will then activate the MEMO.

Any multi-agency emergency that requires a coordinated approach should be escalated to the MERC.

These include:

- Coordinating relief services for displaced households.
- Establishing Emergency Relief Centres (ERCs).
- Establishing Emergency Services Staging Areas.
- Provision of local intelligence and mapping including the location of residents on the Vulnerable Persons Register.
- Provision of specialist personnel including Stormwater and Drainage Engineers, Municipal Building Surveyor (MBS), Traffic Management, Community Care Workers, Arborist, Environment Health Officers.
- Provision of the following resources (subject to availability at time of request):

Resource	Quantity
Buses	5 x 12 seater 3 x 9 Seater (wheelchair accessible) 1 x 22 seater
Tip Trucks	1 x large 10 x small
Drain Cleaner (high pressure) Heavy Truck	1
Utilities vehicles	Approximately 40
Bobcat	1
Backhoe	1
Tractors	4 x large 3 x small
Trailers	10
Chainsaws	10 (general access/readily available)
Generators	4
Concrete Saw	1
Demolition Saw	4
Easement Reel	1
Post Hole Borer	1 x large 1 x small
Pump (sludge)	1
Road Sweeper	3
Footpath sweeper (dry use)	3
Water Tanker	3 x 1,500l 1 x 13,000l

Staging areas

During an emergency incident emergency services agencies may require a location away from the incident for personnel, vehicles, equipment or material to assemble.

There are no pre-determined staging areas within the municipality. Greater Dandenong City Council may, at the request of the Control Agency, provide locations throughout the municipality that can be utilised as staging areas.

The MEMO in consultation with the MERC and Incident Controller will determine suitable locations available for use as a staging area at the time of the request. The following should be considered in determining appropriate locations:

- the location of the emergency
- anticipated duration of use
- accessibility for emergency services from the emergency to the staging area and vice versa
- impact on local community
- traffic management issues
- potential costs and/ or damage likely to be caused from the use of the area (for example damage to infrastructure located below sporting grounds)
- any other potential impacts from the staging area location.

Locations suitable for use as staging areas may have community bookings or Council programs taking place. As such early communication to affected parties must be made which will be undertaken by the MEMO or their delegate.

The return of any facilities or open space used as a staging area to their prior condition, including rectification and repair of any damage caused and clean up, is the financial responsibility of the Control Agency.

Council facilities

Greater Dandenong City Council may make its facilities available for emergency management stakeholder use to undertake mitigation, response (except for staging areas) and/or recovery activities.

The cost of such use and if it is able to be waived will be determined by the MEMO taking into consideration the period of time the facility is required for, impact to other bookings and/or leaseholders, and any other consequence to the community from the use of the facility.

The return of any facilities or open space used to their prior condition, including rectification and repair of any damage caused and clean up, is the financial responsibility of the hirer.

5.6.2 Community or Other Resource Provision

Council will also maintain a contact list of community or other resources that are available within the municipality to support requesting agencies. As these resources are not under Council control their availability and suitability cannot be guaranteed. Owners and operators of such resources may impose conditions on their use which the requesting agency is required to comply with.

Although Council may help facilitate obtaining these resources, the requesting agency shall bear the cost of the equipment or resource (including personnel).

At the time of finalising this version of the MEMP the contact list of community and other local resource was still in development.

5.6.3 Resource request requirements

Agencies are required to follow the 'Requesting Additional Resources' section within the SEMP, including JSOP 3.09.

In addition to SEMP requirements, requests for assistance:

- may be oral or in writing. If oral, the request must be subsequently confirmed in writing. Acceptance or implementation, however, will not be withheld pending receipt of a written request or confirmation. However both parties shall make file notes of the request and agreed terms at the time of the request.
- should provide, as a minimum, the following information to enable that assisting organisation determine its capability to support the request:
 - a description of the emergency or disaster for which assistance is needed
 - the desired outcome of the assistance in the form of clear tasking instructions or the number and type of personnel, equipment, materials and supplies needed
 - the expected time of duration of the assistance request
 - the qualifications required for the assistance for personnel, equipment, materials and supplies
 - associated costs with requested assistance, if any.

Non-adherence with any of the above requirements will not prevent the assisting agency providing the Control Agency the required resources however as soon as practical all parties involved in the resource request will take immediate action to ensure adherence with the above.

5.6.4 Resource request escalation

As outlined in the SEMP 'Requesting Additional Resources' section, all resources required that are unable to be obtained through an agency's internal arrangements must be requested via the MERC who will liaise with the MEMO.

When resources cannot be sourced from within the municipality, the request will be escalated to the RERC to seek resources within their region.

5.7 Financial considerations

In accordance with the funding arrangements described in the SEMP, all agencies are responsible for any and all costs incurred in fulfilling their role and responsibilities. This includes the costs of goods, services and resources sourced from other agencies and external contractors, even if a supporting agency organises/ facilitates the provision of such resource.

Where a supporting agency facilitates the provision of any goods, services and resources at the request of the Control Agency, where practical, the Control Agency will be required to provide details of where the invoice can be sent to. The supporting agency will provide these details to the contractor/ provider to enable them to seek reimbursement directly with the Control Agency.

The Greater Dandenong City Council will generally provide its municipal resources (those it owns) without charge to the requesting agency. However, some municipal resources may be subject to limits and/or constraints, for example, the use of some equipment may be time-limited due to the expense of operation, including safety requirements. The Greater Dandenong City Council may enter into a MOU or agreement with organisations if required to outline specific financial arrangements for the provision of resources.

These financial arrangements apply to all emergency management activities undertaken including mitigation, response and recovery.

5.8 Public Warnings and Information

The Control Agency is responsible for the release of timely and accurate information and warnings to the community during the emergency response phase.

Official warnings and information are published on www.emergency.vic.gov.au

Support agencies may, capacity providing, share such information and warnings via its communication channels including websites, social media, variable messaging boards, verbally etc. to ensure a broader reach for the information and warnings.

5.9 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. This is coordinated at the incident level by the Control Agency. For further information on impact assessments refer to Section 7.6.1

5.10 Debriefing arrangements

The Control Agency is responsible for organising an operational debrief following a major emergency with all participating agencies and organisations as soon as practicable after response activities finish. All agencies who participated in the emergency, should be represented with a view to assessing the adequacy of the response and to recommend any changes to the relevant agencies' plans and future operational response activities.

Any learnings which impact the arrangements outlined in this MEMP should be presented by the Control Agency to the MEMPC and/or debriefing reports submitted to the MEMPC for consideration.

6 PART SIX – RELIEF ARRANGEMENTS

Emergency relief is defined in the SEMP as the provision of assistance to meet the essential needs of individuals, families and communities during and in the immediate aftermath of an emergency.

Typically, emergency relief is provided to individuals during, and in the immediate aftermath of, an emergency. Emergency relief is to meet the basic human needs of the affected community and can include services such as emergency shelter, provision of food and water, material aid (clothing, basic toiletries), registration and first aid (including psychological).

This section of the MEMP addresses the local emergency relief arrangements and coordination issues likely to arise from a significant emergency. These arrangements should be read in conjunction with State and Regional Relief and Recovery Plans.

Although relief and recovery both commence at the onset of an emergency, often there will be an immediate requirement for emergency relief, which will evolve into the delivery of recovery services. As such this Part 6 of the MEMP addresses the emergency relief arrangements with recovery arrangements outlined separately in Part 7.

Throughout the response and relief activities there should be a steady effort to move toward recovery. At an agreed point there will be a formal transition from response to recovery between the Incident Controller (IC) and the EMCG (MERC, MEMO and MRM). For more information on transition from response to recovery see section 6.8.

6.1 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.

6.2 Relief Activation

In the response phase of an emergency, relief is activated by the Incident Controller via the MERC who will then activate the MEMO and MRM. See Section 5.5 for further.

The MRM will then activate the Australian Red Cross and VCCEM along with other relief support agencies based on the known or anticipated needs of the displaced community based on information about the emergency obtained from the MERC.

6.3 Relief Coordination

At the municipal (local) level emergency relief coordination is the responsibility of the Greater Dandenong City Council in partnership with relief support agencies described through this Part of the MEMP.

The MRM will lead the coordination of within the municipality to the extent that both Greater Dandenong City Council and the relief support agencies have the capacity to do so.

When the physical, human and economic resources of local relief arrangements are exhausted, the resourcing of those relief services and/or coordination will be escalated to the regional level.

The process and decision to escalate relief coordination from municipal to regional level will be the result of ongoing consultation throughout the emergency between the MRM and the Department of Families Fairness and Housing (DFFH) Regional Recovery Manager. See the SEMP for further details on escalation.

6.4 Relief Functions

6.4.1 Community information

The dissemination of community information as part of emergency relief assists the affected community to remain safe and understand support services available to them.

The provision of community information, including information about relief, during the response phase of the emergency is the responsibility of the Control Agency. The inclusion of localised emergency relief information in public information and warnings issued by the Control Agency must be developed in consultation with the Greater Dandenong EMCG.

6.4.2 Emergency shelter

Members of the community should be encouraged through education and engagement to have their own emergency plans in place for how and where they will relocate to in an emergency.

While seeking shelter with friends and family should always be encouraged, if safe to do so, the MEMPC recognises that vulnerable members of the community may not have the appropriate support networks available to them. As such, arrangements have been developed for emergency shelter for the Greater Dandenong community as outlined in this MEMP.

Emergency shelter in a major emergency may be provided at the Emergency Relief Centre or through local private accommodation providers subject to capacity. The establishment of an ERC is to address immediate emergency shelter needs and is therefore a short term shelter solution (up to 48 hours or as determined by the EMCG). Longer term accommodation needs will be addressed in consultation with DFFH and local crisis accommodation providers.

Refer to Section 6.6 for further information on Greater Dandenong Emergency Relief Centres (ERCs) and Section 6.7 for further information on emergency shelter arrangements for non-major emergencies.

6.4.3 Food and water

Australian Red Cross is responsible for the provision of food and water for affected community members and personnel within an ERC.

Catering considerations:

Some considerations for the provision of food and water to displaced community members include:

- Ability to use existing catering facilities at the nominated emergency relief centres
- Specific dietary requirements (dairy, gluten)
- Aged/infant requirements (vitamised meals, baby formula and baby food)
- Supervision of supplies, food preparation and storage, personal hygiene, donated food
- Local food supplier agreements
- Food requirements of Culturally and Linguistically Diverse (CALD) communities

6.4.4 Material-aid

Essential material aid in an emergency can include items such as bedding, clothing and toiletries. The Salvation Army and St Vincent de Paul Society (Vinnies) can be activated by the MRM to provide essential material aid.

6.4.5 Reconnecting families and friends/ Registration

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 by the Australian Red Cross is done by trained volunteers using the Personal Information Form (PIF) as part of the Register.Find.Reunite (RFR) program.

Local Red Cross teams maintain a registration kit which is stored at the Dandenong and Springvale Police Stations and will be brought to where registration is being conducted from such as the ERC.

In the event Australian Red Cross personnel are unavailable to complete registration, Victoria Police may seek the support of Greater Dandenong City Council ERC personnel.

6.4.6 Health and medical assistance

Ambulance Victoria is responsible for providing pre-hospital medical services to displaced community members, including people attending an ERC.

Ambulance Victoria is responsible for activating additional first aid support when required (for example St John Ambulance or other private service providers) to provide support at an ERC.

Greater Dandenong Environmental Health Officers (EHOs) can provide the following support services in an emergency:

- 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.

The MRM may request that an EHO attend the ERC to have oversight of environmental health issues.

6.4.7 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.

The Victorian Council of Churches Emergencies Ministry (VCCEM) and the Australian Red Cross have local volunteers trained in Psychosocial First Aid (PFA) which can be activated by the MRM to support the psychosocial needs of the community.

6.4.8 Financial assistance

Members of the community should be encouraged through education and engagement to have adequate insurance coverage for emergencies that could impact them.

Hardship Assistance Payments may be available to eligible community members to assist with immediate needs such as temporary accommodation, material aid, and food and water. These payments are not designed to compensate for loss and will not compare to insurance coverage.

Under the Personal Hardship Assistance Program maintained by DFFH there are two payments that may be available to community members:

- Personal Hardship Assistance Payment (PHAP) - available to eligible persons for immediate needs within 7 days of a natural disaster or house fire. The PHAP may be available for other emergencies subject to the discretion of DFFH.
- Emergency re-establishment assistance payment - the Premier or Minister responsible for the *EM Act 2013* must approve the availability of emergency re-establishment assistance payments for a specific event. These payments are income tested and are not available if insured.

In a larger event, DFFH may have staff available to attend relief and recovery centres for coordinating personal hardship assistance payments. Further information about the Personal Hardship Assistance is available here <https://services.dhhs.vic.gov.au/personal-hardship-assistance-program>

Other agencies may also have some limited grants available including Salvation Army and Department of Human Services (Commonwealth), subject to eligibility.

6.4.9 Animal welfare

During an emergency the wellbeing of animals, including companion animals, livestock and wildlife, needs to be considered. Under the *Prevention of Cruelty to Animals Act 1986* animal owners have the responsibility to protect their animals from unreasonable pain or suffering. Animal owners should have plans in place for their animals' welfare in the event of an emergency. Welfare includes ensuring animals have adequate access to food, water, shelter and freedom from pain, injury, disease and obvious discomfort.

DJPR is the lead agency for the welfare of companion animals and livestock in relief and recovery and are supported by the Victorian Farmers Federation, RSPCA and municipal councils. DELWP is the lead agency for the welfare of wildlife and are supported by Victorian Farmers Federation, RSPCA, and municipal councils. Municipal councils are the lead for housing displaced companion animals and lost/stray animals.

Local veterinary services may also be able to assist with animal welfare needs in an emergency.

If required, the MEMO will arrange for the Greater Dandenong City Council Local Laws Team to assist with welfare for companion animals and livestock.

Considerations for animal welfare in an emergency includes:

- Coordinating capture, rescue, transport, feeding, veterinary and temporary housing activities.
- Activating support from Council's Pound Contractor for transport, food, veterinary services and housing of animals.
- Contacting local domestic animal businesses for support with the provision of housing and sustenance.
- Coordinating the registering and housing of companion animals at relief centres.
- Coordinating suitable locations for the housing of larger animals such as horses and livestock.

6.4.10 Donations

Members of the community may wish to help those affected by an emergency through the donation of material aid such as clothing or preparing cooked food.

The Greater Dandenong City Council does not accept donations at its ERCs or any other Council managed facility. People wishing to donate material aid items will be directed to local charities who accept donations. People will also be referred to monetary donation drives.

Money donations assist the affected community to take ownership of their own recovery through:

- assisting the local economy
- allowing people autonomy to decide what they need
- reducing the burden on community volunteer organisations to sort and manage large volumes of donated goods
- reducing the amount of unsuitable, broken or soiled donated items going to landfill
- reducing resources required, including recovery funding, going towards the logistics required to sort, store and transport donated goods.

6.4.11 Spontaneous volunteer management

Members of the community should be encouraged through education and engagement to contact local emergency management volunteer organisations for information on how to get involved before an emergency event occurs.

Often when an emergency occurs those who are not directly affected may want to assist, known as 'spontaneous volunteering'. Coordinating spontaneous volunteers during the response phase of an emergency can be a complex and resource intensive task. As such people wanting to assist will be referred to register with [Volunteering Victoria's Help Out Program](#).

Community members affected by an emergency can also coordinate their own assistance from family and friends through a tool called [Gather My Crew](#).

6.4.12 Referral to agencies

The Greater Dandenong MEMPC will maintain a list of additional local agencies and support services available to community members who may require additional relief assistance to that described above.

At the time of finalising this version of the MEMP the contact list of referral agencies was still in development.

6.5 Gender and emergencies

The Greater Dandenong MEMPC recognises that women, men and gender diverse people experience disasters differently. Gender can influence how people perceive what is a risk, who makes decisions during an emergency and how people get or seek help or support during or following an emergency.

Australian and international research shows that “issues relating to gender are known to compound the already damaging effects of disasters”:

- Violence against women and family violence increase at times of disaster. This can include an increase in severity for women already experiencing violence or first-time occurrences. Women with disabilities are particularly vulnerable.
- Communities and support workers are more likely to make excuses for family violence during and after a disaster, justifying it as emerging from ‘stress’, ‘frustration’ or ‘trauma’.
- Gender inequalities are heightened. Emergency management services and Municipal Emergency Management Planning Committees can be very male dominated, both in numbers and within their culture. Given this, it is largely men who decide how a community mitigates, responds to or recovers from disaster.
- Traditional gender roles and stereotypes are reinforced. For example, expectations that so-called ‘real men’ act as heroes, avoid showing emotion or don’t seek help – all of which can deeply impact men’s mental health.
- Risk of discrimination, harassment or abuse increases for LGBTIQ people. This can result in LGBTIQ people being reluctant to access support services, particularly if they are faith-based.

Source: <https://www.mav.asn.au/what-we-do/policy-advocacy/emergency-management/gender-and-emergency-management>

The following resources provide practical advice to help Councils and their stakeholders improve their understanding and include consideration of gender in emergency management policy and practice:

- [Gender and Disaster Pod](#)
- [National Gender and Emergency Management Guidelines](#)
- [Australian Journal of Emergency Management gender edition](#)
- [Australian Emergency Management Knowledge Hub: Gender resources pack](#)
- [Fire Note 101: Gender and bushfire](#)
- [Emergency management planning for children and young people](#)
- [Family violence framework for emergency management](#)
- [Gender and emergency management fact sheet](#)
- [Gender and emergency management strategy](#)

6.6 Emergency Relief Centres (ERCs)

An ERC is a location or facility used during an emergency as a place to relocate affected community members where they can receive essential support services including shelter, food and water, registration and reuniting with loved ones, material aid and emergency information.

Greater Dandenong City Council has responsibility for the establishment and management of an ERC. Relief support agencies are responsible for supporting the ERC operations by attending the ERC to undertake the relief functions outlined above.

The decision to open an ERC rests with the MRM in consultation with the MERC and MEMO and will be determined based on the characteristics of the emergency event and risk to the community.

Council will provide trained staff to undertake ERC management roles, subject to staffing availability at the time. Council staff will be supplemented by the personnel of relief support agencies such as trained volunteers from the Australian Red Cross, VCCEM and others. If an ERC is required, an ERC Manager will be appointed to manage all personnel, resources and services within an ERC. Depending on the scale of the emergency and the numbers of affected people, additional ERC roles will be allocated such as:

- Deputy ERC Manager
- Operations Supervisor
- Operations Support
- Administration/General Support Officers
- Personal Support Officers
- Media & Communications Officer
- Animal Management
- Traffic Management

Greater Dandenong City Council's capacity in most circumstances will be limited to the operation of one ERC facility or location at a time. If additional ERCs are required assistance from neighbouring municipalities will need to be sourced in line with the MAV Resource Sharing Protocol and SM MEMEG arrangements. Given ERC management personnel and relief support agency personnel may not be on standby at the time an ERC is activated it may take a minimum of two hours for the ERC to be setup. Other considerations in the activation of an ERC include:

- Staff being aware of their role in the event of an emergency and having adequate training/experience
- Staffing availability and rostering needs
- Special needs groups – aged, those with a disability, children and infants presenting to the ERC
- Ethnicity of attendees at the ERC – dietary needs and cultural requirements
- Requirements of vulnerable community members including non-English speaking
- Registration and recording processes
- Sanitation facilities and sewage disposal
- Administrative issues relating to the centre management

For further information on ERC Arrangements refer to the Greater Dandenong Emergency Management Manual (*in development*).

6.6.1 ERC Locations

The Greater Dandenong City Council has nominated three facilities within the municipality as pre-determined ERCs with activation plans and setup maps prepared.

The location of these facilities is not included in the publicly available MEMP to avoid community members pre-emptively relocating to these sites before a decision has been made to activate them.

The Greater Dandenong City Council has also included in its lease agreement for community facilities a clause which allows the facility to be commandeered for use as an ERC. The ultimate decision for where an ERC should be located is at the discretion of the MRM based on the circumstances at the time of the emergency.

6.7 Non-major emergency relief protocol

As per section 5.3.1, non-major emergencies are emergency events (natural or otherwise) which have a limited impact causing small scale damage or destruction, for example a house fire affecting one residence. These events typically have minor impact on the broader community, usually where up to three separate individuals or families require support.

As such, the provision of emergency relief assistance under the non-major emergency arrangements is restricted to emergencies where up to a maximum of three separate individuals or families require support.

Larger scale emergencies involving more than three separate individuals or families impacted by the one event such as those involving rooming houses, large apartment blocks or affecting several separate residences should be managed in-line with the general relief and recovery provisions of the MEMP, subject to the capacity at the local level.

At the time of finalising this version of the MEMP the Non-major Emergency Relief Protocol was still in development.

6.8 Transition from response/ relief to recovery

Recovery activities should commence alongside relief or at the first available opportunity thereafter and continue after relief ends. Whilst there is still a threat to the safety of the community the Incident Controller will maintain control of the overall event. The transition from response to recovery is done by agreement between the Incident Controller and EMCG based on the Initial Impact Assessment undertaken by the Control Agency.

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 early recovery activities can commence before the formal transition, there will be an end of response activities and a hand over to the municipality to coordinate local recovery programs.

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 Families, Fairness and Housing (recovery coordination assistance at the Regional level) and the affected municipalities.

The key tasks as part of the transition include:

- continuity of emergency relief activities where 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.

Refer to the SEMP for further information on transition arrangements. A [Transition to Recovery Template](#) is also available on EM-COP.

7 PART SEVEN – RECOVERY ARRANGEMENTS

Recovery is defined in the SEMP to mean the ‘assisting of persons and communities affected by emergencies to achieve a proper and effective level of functioning’.

This section of the MEMP provides an overview of the local principles and arrangements for the coordination and management of emergency recovery within the municipality.

It outlines the functions, roles and responsibilities of key stakeholders involved in recovery including community organisations, government departments and agencies, local support services and council. It details the escalating arrangements from locally managed recovery to the regional level 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 operations of recovery following a particular emergency event. These must be driven by the unique consequences of the emergency on the affected community and shall be detailed in an Incident Specific Recovery Plan developed following the emergency event.

The members of the MEMPC and its Sub-Committees shall ensure that Greater Dandenong’s recovery arrangements 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.

7.1 Recovery 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.

7.1.1 Recovery Principles

The National Principles for Disaster Recovery have been adopted by the MEMPC and it is understood that successful recovery management involves:

- 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

7.1.2 Recovery Concepts

Underpinning emergency recovery management principles are several 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.

7.2 Community Resilience

The Greater Dandenong MEMPC recognise that the levels of resilience within the community before an emergency occurs can impact greatly on the recovery afterwards.

MEMPC member organisations help build community resilience in Greater Dandenong through different community engagement and development programs and strategies. For example, the Australian Red Cross leads a community engagement program targeted at helping communities prepare for emergencies. For further information on the Red Cross programs refer to redcross.org.au/prepare

The Community Wellbeing Plan 2017-21 demonstrates Greater Dandenong City Council's commitment to work closely with the community, local service providers and other levels of government, to promote health and wellbeing among the residents of this community. It also identifies key priorities and objectives across Council that address the changing health needs of Greater Dandenong residents. The Wellbeing Plan acknowledges that many social, economic, and environmental factors influence the health and wellbeing of the community. Council recognises the importance of tailoring efforts to meet community needs and takes a people-

centred and place-based approach to improving health and wellbeing. These approaches are central to Council's approach to community development and resilience building.

The community's resilience in an emergency can also be enhanced by their levels of preparedness for an emergency – see Section 4.2 for further.

Having adequate insurance coverage will make a significant difference to an individual, family or business's post-emergency experience. Members of the community should be encouraged through education and engagement to have adequate insurance coverage for emergencies that could impact them – see www.insureit.vic.gov.au for further.

7.3 Recovery Environments

There are four key environments used for community recovery within Greater Dandenong:

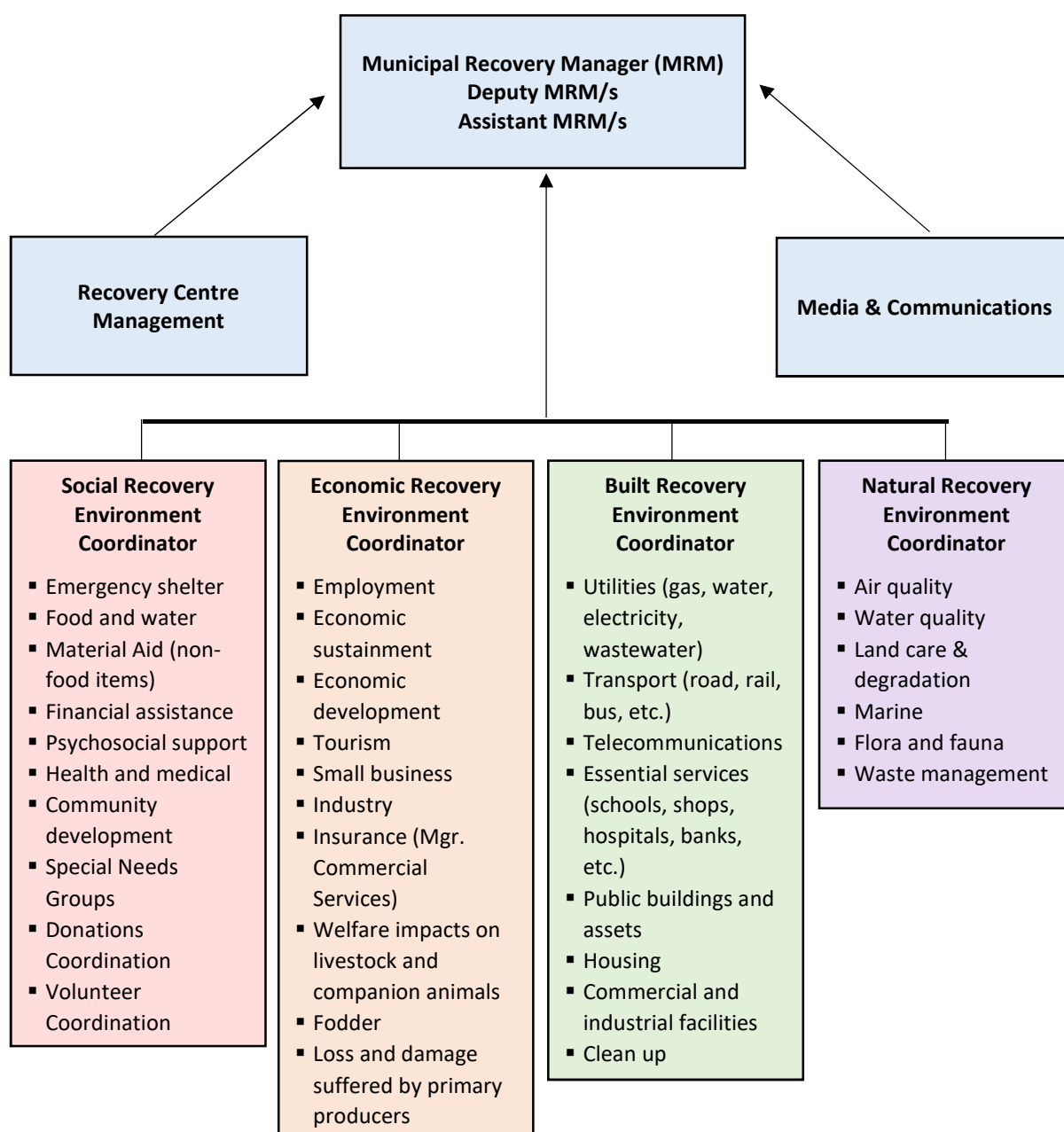
1. Social Environment (the emotional, psychosocial, spiritual, financial, and physical wellbeing of individuals and communities)
2. Built Environment (the restoration of essential and community infrastructure)
3. Economic Environment (the revitalisation of the economy to ensure as far as possible that the wellbeing of the community is increased, and the restoration of affected agricultural activities)
4. Natural Environment (the rehabilitation of the natural environment)

The recovery environments are designed to assist in effective recovery management by theming certain activities, needs and services together. In practice, recovery activities may address specific elements of one recovery environment or operate across multiple environments.

Depending on the size of the recovery effort, the MRM may appoint Recovery Coordinators to lead coordination of each of the recovery environments.

The following provides examples of specific elements considered within each of the four environments. The following is not exhaustive and further elements will be considered by all stakeholders through the management of a recovery event following an emergency.

Greater Dandenong Recovery Management Structure:



7.4 Recovery Activation

Recovery commences at the onset of an emergency. Often there will be an immediate requirement for emergency relief, which will evolve into the delivery of recovery services.

Throughout the response there should be a steady effort to move toward recovery. At an agreed point there will be a formal transition from response/ relief to recovery between the Incident Controller and EMCG. For more information see Section 6.8.

7.5 Recovery Coordination

At the municipal (local) level recovery coordination is the responsibility of the Greater Dandenong City Council in partnership with community, industry, organisations, Government, and the private sector.

The MRM is responsible for leading the coordination of recovery within Greater Dandenong City Council however the complexities of emergency recovery will require involvement and support from all internal teams to ensure the needs of the community can be best met.

Council has the following responsibilities for planning and coordination during recovery:

- provision of timely and accurate information to the community on recovery activities, programs and support services available
- provision, staffing and management of Recovery/Information Centres
- provision of locations for community meetings, briefings and planning workshops
- leading the Municipal Secondary Impact Assessment process – see Section 7.6.1
- survey of damaged buildings and determining their occupancy
- environment health management – including food and sanitation safety, pest control
- formation and leadership of recovery committees – see Section 7.7
- coordinate recovery services at the local level based on the needs of the community
- arrange community access to specialist support services including family violence and bereavement services.
- 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 Government on community needs
- provision and management of community development services
- coordination of volunteer helpers
- coordination of clean-up activities, including disposal of dead stock
- coordination of temporary accommodation in partnership with crisis accommodation providers
- assistance with public appeals
- review, consideration and expediting of the approval process for planning permits required for rebuilding
- maintain records of recovery management including financial.

Following a major emergency the MRM will usually convene a meeting of the required Council recovery representatives (usually the Internal Recovery Subcommittee, but may also include some members of the Municipal Recovery Subcommittee) as soon as is practical to ensure a coordinated approach is embedded from the outset of recovery. For further information on recovery committees see Section 7.7.

The MRM will work closely with the Department of Families, Fairness and Housing (DFFH) Regional Recovery Manager (RRM) who is responsible for coordinating recovery at the regional level. The process and decision to escalate relief coordination from municipal to regional level

will be the result of ongoing consultation throughout the emergency between the MRM and RRM. See the SEMP for further details on escalation.

7.6 Recovery functions

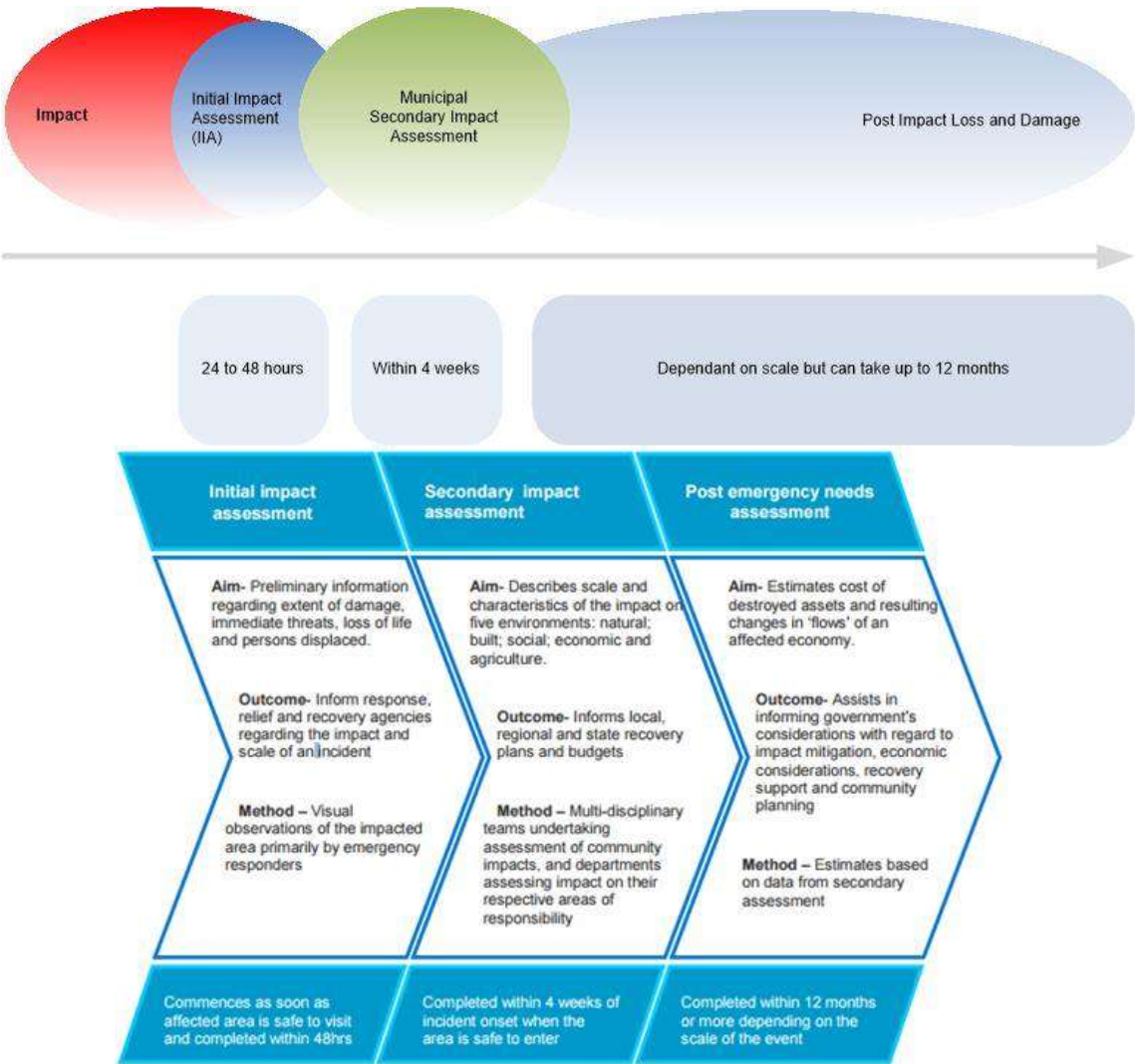
Recovery services should be responsive to the immediate and changing needs of an affected community. Emphasis will be given to supporting and maintaining the identity, dignity and autonomy of affected individuals and the community. While provision of support will be available to all affected there will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

Some of the relief functions outlined in Section 6.4 will continue after the transition to recovery. As such Section 6.4 and the following should be read together.

7.6.1 Impact Assessments

Impact assessments are a key component of recovery management as they involve collecting data on the consequences of the emergency and the needs of the affected community. Impact assessments usually begin during the response phase and encompass three levels, including:

- Initial impact assessments
- Secondary impact assessments
- Post emergency needs assessments



Source: EMCOP Library, Impact Assessment Guidelines for Class 1 Emergencies, 2015

Initial Impact Assessments (IIAs)

IIAs are an appraisal of the extent of damage, disruption and breakdown of the community and its infrastructure as a result of the emergency. As soon as is practicable following the impact of an emergency, the Control Agency will coordinate the gathering of data on the loss and damage resulting from the emergency. This data will be broad in nature and is designed to provide some initial insights in to the magnitude of an event, and may include the extent of property and infrastructure damage, human and stock casualty numbers and other information that can assist in informing the response, and initial relief and recovery planning. This data also informs the planning and implementation of secondary impact assessment. Initial impacts on essential infrastructure and services will be undertaken by the relevant asset owner as soon as practical once the area is declared safe by the Incident Controller. IIA data must be given to the EMCG to inform early relief and recovery planning and identify those areas hardest hit for the prioritisation of relief and recovery support.

Should the emergency extend beyond the boundaries of Greater Dandenong the IIA may be merged with other affected municipalities. IIA guidelines and forms are available on [EM-COP](#).

Secondary Impact Assessment (SIA)

A detailed assessment of the damage to the affected area is essential in informing recovery. SIA is the process for determining the impact of an emergency on the social (including psychosocial), built, economic, natural environments of the affected community. The SIA builds upon the data obtained through the IIA. Strategies for recovery are developed from the SIA report and then implemented by the various stakeholders involved in recovery.

The SIA can commence before the formal transition from response to recovery occurs, 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 SIA teams to enter shall be made by the Incident Controller. The Control Agency will need to provide the SIA Coordinator a safety briefing including an overview of the required personal protective equipment.

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 SIA data being collected on private and municipal property under the supervision of the MRM. This requires close collaboration with DJPR where commercial farms are concerned. Council will also liaise with State Government Departments where private land shares boundaries with State public land. All departments and agencies involved in the SIA are expected to liaise with the nominated Recovery Manager and/or SIA Coordinator to ensure data collected in a coordinated way minimising further harm to the affected community and to ensure reports/ information is shared.

Where capacity allows, outreach services will be built into the SIA process by having psychological first aid (PFA) trained personnel from the Australian Red Cross and Victorian Council of Churches Emergencies Ministry (VCCEM) accompany SIA Teams to determine needs relating to the social recovery environment through engagement with affected community members.

Post Emergency Needs Assessment (PENA)

The final level of impact assessment is the Post Emergency Needs Assessment (PENA). These assessments occur during the recovery phase of an emergency event. This is the most detailed

phase of impact assessment where data, such as the longer term psychosocial impacts of a community, displacement of people, cost of destroyed assets, the changes in the 'flows' of an affected economy caused by the destruction of assets and interruption of business, is collected and reported back to the Recovery Manager and coordinating agency(s) to further inform further planning and implementation of recovery activities. The data collected during PENA is utilised to inform the medium to longer term recovery process.

7.6.2 Incident Specific Recovery Plan

The Municipal Recovery Committee is responsible for developing an Incident Specific Recovery Plan with input from the Internal Recovery Committee and Community Recovery Committee (if established) as well as relevant agencies with expertise to ensure impacts and recovery activities needed are identified. The Community Recovery Committee, where established will assist with overseeing the implementation.

7.6.3 Recovery Centres

To assist the community access recovery information and services in a more efficient way it may be necessary to open a 'one stop shop' recovery centre.

While the establishment and operational management of the recovery centre is the responsibility of the Greater Dandenong City Council the recovery centre's ability to meet the needs of affected community will rely on cooperation and representation at the recovery centre by all key stakeholders providing support services.

The location for the recovery centre will be determined at the time of requirement and may involve transitioning the facility used as an ERC into a recovery centre or developing a virtual recovery centre.

The Greater Dandenong City Council has included in its lease agreement for community facilities a clause which allows the facility to be commandeered for use as a recovery centre. The ultimate decision for where a recovery centre should be located is at the discretion of the MRM based on the circumstances at the time of establishment.

7.6.4 Legal assistance

Assistance to help emergency affected people navigate legal and insurance claims may be available through the:

- [Victorian Legal Assistance Forum](#).
- [Victorian Legal Aid](#)
- [Insurance Council of Australia](#)

7.6.5 Emergency commemoration/ anniversaries

While commemoration events and anniversaries of the emergency can assist some members of the community in the recovery process it can also cause further harm to others.

Greater Dandenong City Council will endeavour to consult with the affected community (through the Community Recovery Committee, if established) regarding how they would like commemoration events and anniversaries to be held.

7.6.6 Reporting & briefings

The sharing of information across different stakeholders involved in the recovery helps reduces the confusion and delays in organising support services required by the affected community.

During recovery Greater Dandenong City Council will use the incident management system, Crisisworks, to gather, monitor, and manage recovery data and compile.

Regular briefings by the MRM to Council's Executive Management Team to ensure they are kept abreast of emerging needs in the community and the recovery progress.

Recovery data, subject to privacy requirements, will be shared with key stakeholders involved through the Municipal Recovery Committee (see below).

The MRM will provide, through the Greater Dandenong City Council's Communications Team, regular updates to the community on recovery progress based on the data being received.

7.7 Recovery Committees

The MRM may decide to convene any of the following committees to enable a more community informed and coordinated approach to recovery management:

7.7.1 Community Recovery Committee

To ensure a 2-way flow of information and collaboration between the recovery management and the affected community, a community representative group may be formed known as the Community Recovery Committee (CRC). The Chair of the CRC will be determined at the time of establishment and may be someone appointed by the MRM or someone elected by the membership of the CRC.

The specific terms of engagement will be developed at the time the CRC is established. Generally, the role of a CRC is to:

- facilitate connections of people with each other and community supports
- build on the existing work of community groups and volunteers
- bolster community strength and resilience
- identify community needs, establish priorities, and make recommendations to the Municipal Recovery Committee
- develop mechanisms to consult and engage with the broader affected community including minority or vulnerable groups
- lead initiatives to support the community's recovery
- monitor the overall progress of recovery in the affected community
- ensure information, resources and services in support of the affected community are being received.

Membership:

The membership of the CRC will be determined at the time of establishment to ensure those involved represent the needs of the affected community however as a general rule CRC membership will be made up of representatives from local community organisations such as neighbourhood houses and community advocacy groups, members from relevant Greater Dandenong City Council Consultation Committees (see Section 3.5) as well as community leaders from the affected area.

Where available a community development officer may also be appointed to assist the CRC through facilitating and supporting the functioning of the committee to ensure good governance.

7.7.2 Internal Recovery Committee

The Internal Recovery Committee (IRC) may be established to ensure all relevant internal Greater Dandenong City Council stakeholders are involved in recovery planning and operations coordination. The IRC will be chaired by the MRM or their delegate.

7.7.3 Municipal Recovery Committee (MRC)

The MRM may establish the MRC depending on the scale and complexity of the recovery to ensure effective coordination across all key stakeholders. The MRC will be chaired by the MRM or their delegate.

The MRC are responsible for the development of the Incident Specific Recovery Plan in consultation with the IRC and CRC as appropriate.

Membership:

Participation in the MRC will be determined at the time of establishment to ensure those involved represent the needs of the affected community. Participation is likely to involve representation from key recovery stakeholders such as:

- EMCG (MERC, MRM & MEMO)
- Participants from the IRC as appropriate
- Regional Recovery Manager (DFFH)
- State Government Departments (i.e. DJCS, DJPR, DET, DELWP)
- Federal Government Departments (i.e. DHS/ Centrelink)
- Representatives from the Control Agency (i.e. VicPol, SES, CFA, FRV)
- Relief and Recovery Agencies (i.e. Red Cross, VCCEM, Salvation Army, St Vincent De Paul)
- Local Service Providers & Community Support Organisations (i.e. WAYSS, Launch Housing, Windemere, South East Community Links)
- Representative from the CRC as appropriate.

7.8 Integration of recovery to normal business

Planning for the transition of recovery to normal business must be done early in the recovery process to ensure that any further impact to the community from the withdrawal/ transition of recovery activities is minimised. The cessation of formalised support services from outside agencies will be a critical time in the affected community's recovery. Some community recovery programs may transition into mainstream services and activities which will in turn shift the focus from recovery to community development.

8 PART EIGHT – ROLES AND RESPONSIBILITIES

8.1 Introduction

An agency that has a role or responsibility under this plan must act in accordance with the plan. The SEMP and REMP outline agreed agency roles and responsibilities, noting that existing duties, functions, power, responsibility or obligation conferred on an agency by law, licence, agreement or arrangement prevail to the extent of its inconsistency with this plan (*EM Act 2013 s60AK*).

The roles and responsibilities outlined in this plan are specific to the municipality and are in addition to, or variations on, what is outlined in the SEMP and REMP. In the case of municipal-specific modifications, these are clearly identified as modifications.

All agencies with responsibilities under the MEMP should provide written confirmation of their capability and commitment to meet their obligations. This can be evidenced by their endorsement of the draft MEMP, including revisions, before it is presented to the REMPC for consideration.

This Plan details emergency management agency roles and responsibilities for: Mitigation, Response, Relief and Recovery. It also maps agency roles for core capabilities and critical tasks under the Victorian Preparedness Framework (VPF) for the management of major emergencies.

At the time of finalising this version of the MEMP there were no local agencies identified with an emergency management role and responsibilities which differed to that in the SEMP and Southern Metro REMP.

9 PART NINE – APPENDICES

9A. ADMINISTRATION

Restricted operational information

Section 60AI(2) of the *EM Act 2013* allows the MEMPC and Emergency Management Victoria to exclude information from this published that is related to critical infrastructure, personal information or information that is of a commercially sensitive nature.

A short summary of the restricted information is included here, including who the contact point is should the user of this plan seek access to this information.

Summary of the restricted information	Reason for restriction	Agency/ies that hold this information in full	Contact point/s
Municipal emergency management contacts and resources information – including all local emergency management stakeholders contact details, information on the availability of Council resources (such as locations of ERCs) and contact details for local resource providers.	Contains personal information and information that is commercially sensitive nature	Municipal Council & MERC. Supplied to other MEMPC member organisations on an as needs basis.	Contact the Municipal Emergency Management Officer (MEMO): <ul style="list-style-type: none">• Greater Dandenong City Council• 225 Lonsdale Street, Dandenong, VIC 3175• memo@cgd.vic.gov.au• 03 8571 1000

Amendment History

In 2020, the *Emergency Management Legislation Amendment Act 2018* amended the *Emergency Management Act 2013 (EM Act 2013)* providing for new emergency management planning arrangements. As a result of these legislative changes the Greater Dandenong MEMP was comprehensively reviewed and re-drafted to bring it in line with the new requirements and refine its contents in early 2021. A list of all changes made was not feasible to include in the below. To obtain a copy of the endorsed version of the MEMP prior to the 2021 update contact the Municipal Emergency Management Officer at the Greater Dandenong City Council.

Version	Date	Changes
DRAFT1.0	26 March 2021	First version of the new draft MEMP prepared by Greater Dandenong City Council and submitted to MEMPC for feedback.
DRAFT2.0	19 April 2021	Second draft version of the MEMP prepared by Greater Dandenong City Council based on feedback received from MEMPC members and internal inputs.
DRAFT3.0	28 April 2021	Final draft version prepared following MEMP review meeting on 20 April 2021 and subsequent feedback provided.
1.0	5 May 2021	Endorsement of final draft provided by MEMPC via email.

Exercise History

The following is a list of all exercises completed which have involved the municipal emergency management arrangements outlined in the Greater Dandenong MEMP:

Date	Exercise Name	Hazard / Risk	Exercise Area	Exercise Format	Exercise Participants	Host
29/12/2020	Eastlink Truck Explosion/ ERC Activation	Fire/ Explosion/ COVID-19	Response and Relief Sections of MEMP	Discussion	Council, DHHS, Salvation Army. VCCEM, AV, VicPol	VicPol/ Council
13/02/2018	Quick Step	Civil Disturbance		Hypothetical	All Agencies Dandenong Plaza	VicPol
24/10/2017	N/A	All	SIA 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)
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	SIA 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)

9B. GLOSSARY OF TERMS AND ACRONYMS

The following explains terms and acronyms which have a legislated, restricted or technical meaning in the context of emergency management used throughout this plan. A full list of emergency management terms and acronyms can be found on the [Australian Disaster Resilience Glossary Webpage](#). Further Victorian specific terms and acronyms can be found in the [State Emergency Management Plan](#).

Acronym/ abbreviation	Term	Meaning
AIIMS	Australasian Interagency Incident Management System	An emergency management system that provides the combination of facilities, equipment, personnel, procedures, and communications operating within a common organisational structure with responsibility for the management of allocated resources to effectively accomplish stated objectives relating to an incident.
ARC	Australian Red Cross	A relief support agency and core member of the Greater Dandenong MEMPC
AV	Ambulance Victoria	A response agency and core member of the Greater Dandenong MEMPC
CA	Control Agency	Control Agencies for different types of emergencies are outlined in the SEMP. The Control Agency is responsible for managing the response to the emergency and establishing the management arrangements for an integrated response to the emergency
CALD	Culturally and Linguistically Diverse	People from CALD communities are people who: come from different countries across the world speak a Language Other Than English (LOTE) represent different cultural backgrounds have various religious beliefs.
CERA	Community Emergency Risk Assessment	A risk assessment tool facilitated by Victoria State Emergency Service which helps inform municipal level emergency planning.
CEO	Chief Executive Officer	A senior position within an organisation's structure. In the context of this MEMP, CEO refers to the Council CEO
CFA	Country Fire Authority	A response agency and core member of the Greater Dandenong MEMPC
CGD	City of Greater Dandenong	The LGA relevant to this MEMP
COAG	Council of Australian Governments	COAG was the peak intergovernmental forum in Australia until May 2020 and the author of the National Disaster Resilience Strategy.

CRC	Community Recovery Committee	A committee that may be established in the recovery phase with primarily community representatives.
DET	Department of Education and Training	A Victorian State Government Department
DELWP	Department of Environment, Land, Water and Planning	A Victorian State Government Department
DFFH	Department of Families, Fairness and Housing	A Victorian State Government Department and core member of the Greater Dandenong MEMPC (previously part of the Department of Health and Human Services/ DHHS)
DH	Department of Health	A Victorian State Government Department (previously part of the Department of Health and Human Services/ DHHS)
DHS	Department of Human Services	A Federal Government Department including Centerlink
DJPR	Department of Jobs, Precincts and Regions	A Victorian State Government Department
EHO	Environmental Health Officer	A key position employed by Local Government and empowered under the Public Health and Wellbeing Act 2008
EM Act	Emergency Management Act 2013	The primary legislative framework for Victoria's emergency management sector
EMC	Emergency Management Commissioner	A senior role in Victoria's emergency management arrangements with legislated responsibilities outlined in the EM Act 2013. The Emergency Management Commissioner has responsibility for coordination before, during and after major emergencies, including the management of consequences of an emergency
EMCG	Emergency Management Coordination Group	The key coordinating group involved in municipal emergency management as per the arrangements within this MEMP
EMCOP	Emergency Management Common Operating Picture	A web-based communication, planning and collaboration tool that has been rolled out across Victoria to enable emergency personnel to quickly share information and make strategic decisions
EMLA Act	Emergency Management Legislation Amendment Act 2018	The EMLA Act 2018 updated the EM Act 2013 and made consequential changes to other legislation to provide for Victoria's new integrated, comprehensive and coordinated emergency management planning framework
EMLO	Emergency Management Liaison Officer	An EMLO, in the context of the Greater Dandenong MEMP, refers to a person who represents their organisation at the ICC

EMV	Emergency Management Victoria	<p>Emergency Management Victoria (EMV) was established in July 2014 and plays a key role in implementing the Victorian Government's emergency management reform agenda.</p> <p>EMV supports the Emergency Management Commissioner, who has overall responsibility for coordination before, during and after major emergencies including management of consequences of an emergency.</p> <p>EMV is an integral part of the emergency management sector and shares responsibility with a range of agencies, organisations and departments for ensuring the system of emergency management in Victoria is sustainable, effective and community focussed</p>
ERC	Emergency Relief Centre	An ERC is a place that is established to provide immediate and basic services to people affected by an emergency. They are often set up at Council facilities such as town halls or community centres. ERCs are also sometimes referred to as evacuation centres.
FFMV	Forest Fire Management Victoria	FFMV is made up of staff from the Department of Environment, Land, Water and Planning (DELWP), Parks Victoria, VicForests and Melbourne Water. Their role is to reduce the risk and impact of bushfires on Victoria's parks, forests and other public land
FRV	Fire Rescue Victoria	A response agency and core member of the Greater Dandenong MEMPC
GDCC	Greater Dandenong City Council	The LGA relevant to this MEMP
IC	Incident Controller	The IC is a senior role appointed from the Control Agency for the specific emergency event responsible for leading and managing the incident level response control. Usually the IC will be located in the field at the emergency however in a major emergency they may be located in the ICC.
ICC	Incident Control Centre	An ICC is a place located away from the scene of the emergency, usually used for major emergency events, where the response to the emergency is managed from
IIA	Initial Impact Assessment	IIAs are an appraisal of the extent of damage, disruption and breakdown of the community and its infrastructure as a result of the emergency. The IC from the Control Agency will initiate the IIA
IMT	Incident Management Team	The IMT is a group of incident management personnel comprised of the Incident Controller and any appointed Deputy Incident Controllers, the Safety Officer, and any appointed functional officers leading the sections of

		planning, intelligence, public information, operations, investigation, logistics and finance and administration
IRC	Internal Recovery Committee	A committee that may be established in the recovery phase with primarily Greater Dandenong City Council representatives
JSOP	Joint Standard Operating Procedure	A JSOP is a set of instructions to assist personnel in the sector complete routine operations. Often known as SOPs, the J was added to acknowledge that these particular SOPs were jointly developed and followed by multiple organisations in the sector. JSOPs are available on EMV's website
MAV	Municipal Association of Victoria	MAV is the peak body for local government in Victoria
MBS	Municipal Building Surveyor	A MBS has jurisdiction for enforcement of certain parts of the Building Act and regulations that are the responsibility of councils. This includes inspecting buildings damaged in an emergency to determine whether they are safe for occupation
MECC	Municipal Emergency Coordination Centre	A MECC is established temporarily by the council to support its own emergency coordination internally and maintain effective liaison with emergency services stakeholders
MEMEG	Municipal Emergency Management Enhancement Group	A MEMEG is a group of councils from one region who collaborate in emergency management planning, preparedness and response
MEMO	Municipal Emergency Management Officer	The MEMO is a legislated role within council who is responsible for liaising with emergency management agencies and coordinating emergency management activities on behalf of the council
MEMP	Municipal Emergency Management Plan	The MEMP is developed by the MEMPC, is informed by local risks and outlines local arrangements for the mitigation of, response to and recovery from emergencies affecting the municipality
MEMPC	Municipal Emergency Management Planning Committee	The MEMPC is the key planning body for municipal emergency management. Participation on the MEMPC includes representatives from the council, VicPol, FRV, CFA, AV, VicSES, ARC and DFFH. The MEMPC can also determine additional members to invite
MEOC	Municipal Emergency Operations Centre	A MEOC is an additional centre that may be established by the council at their facilities to be used for staging all council resources and personnel who are responding to the emergency

MERC	Municipal Emergency Response Coordinator	The MERC is a member of VicPol and is responsible for coordinating agencies and resources within a municipal district to support the municipality's response activities
MERRC	Municipal Emergency Relief and Recovery Committee	The MERRC is a sub-committee of the MEMPC focussed on planning and preparedness for relief and recovery activation at the local level
MFMP	Municipal Fire Management Plan	The MFMP is a sub-plan to the MEMP focussed on the mitigation of, response to and recovery from fires with Greater Dandenong
MFMPC	Municipal Fire Management Planning Committee	The MFMPC is a sub-committee of the MEMPC focussed on fire management at the local level
MFPO	Municipal Fire Prevention Officer	A MFPO is a legislated role within council. The MFPO is responsible for serving and enforcing fire prevention notices on privately owned land within the municipality
MFSEP	Municipal Flood and Storm Emergency Plan	The MFSEP is a sub-plan to the MEMP focussed on the mitigation of, response to and recovery from floods and severe storms with Greater Dandenong
MFSEPC	Municipal Flood and Storm Emergency Planning Committee	The MFSEPC is a sub-committee of the MEMPC focussed on flood and storm management at the local level
MHF	Major Hazard Facility	MHFs are industrial sites that store, handle or process large quantities of chemicals and dangerous goods and are regulated by WorkSafe Victoria
MOU	Memorandum of Understanding	A MOU is a type of agreement entered into by two or more parties. While not legally binding it is designed to formalise the understanding between the parties and clearly document the obligations on each
MRC	Municipal Recovery Committee	A committee that may be established in the recovery phase with broad representation from key recovery stakeholders including Council, State Government, agencies and local community support organisations
MRM	Municipal Recovery Manager	A MRM is a legislated role within council. The MRM is responsible for the coordination of locally led relief and recovery activities following an emergency impacting the Greater Dandenong community
PENA	Post Emergency Needs Assessment	The PENA is the final level of impact assessment completed following a major emergency and inform recovery
PFA	Psychological First Aid	Psychological first aid is a psychosocial support activity that helps people affected by an emergency, disaster or traumatic event. It includes basic principles of psychosocial support to promote natural recovery. This

VCCEM	Victorian Council of Churches Emergencies Ministry	A relief support agency
VFRR	Victorian Fire Risk Register	The VFRR is a process to map assets at risk from bushfire within a municipality and assess the level of risk to the assets
VicPol	Victoria Police	A response agency and core member of the Greater Dandenong MEMPC
VicSES	Victoria State Emergency Service	A response agency and core member of the Greater Dandenong MEMPC
VPR	Vulnerable Persons Register	The VPR is a list of vulnerable people living in the community who may require additional assistance in an emergency