# Towong Shire

# Municipal Emergency Management Plan



# 2023-2026

## Contents

Municipal Emergency Management Plan

# 1. INTRODUCTION

## 1.1 Foreword

Victorian communities are likely to experience emergencies, many of which occur due to factors outside of their control.  Changing climatic conditions and extreme weather events, combined with the challenges of urbanisation, growing and changing populations and rapid changes in technology have seen marked transformation in emergency management in the last decade.

Reducing the likelihood, impacts and consequences of emergencies involves many people and organisations both locally and more broadly. When emergency services, governments, communities, industry and business come together, the impacts and consequences of emergencies can be minimised through effective preparation and response.

The goal of local or municipal emergency management planning is to contextualise, complement, and support emergency planning strategies developed at state, regional and national levels by applying local context, knowledge and expertise to outline and document resources, capability and responsibilities within a local area or municipality.

The preparation of the Towong Shire Municipal Emergency Management Plan involves identifying and mitigating the risks and consequences of emergencies which may impact Towong Shire, outlining the capability and capacity of local agencies and communities, and documenting preparedness and mitigation, response, relief and recovery plans that can be used to help communities and the environment to be safer and more resilient before, during and after emergencies.

## 1.2 Acknowledgement of Country

The Towong Shire Municipal Emergency Management Planning Committee respectfully acknowledges the traditional custodians of the lands and waters of the municipality and surrounding areas.

We pay our respects to their culture, their connection to Country and their Elders past, present, and emerging.

The Towong MEMPC proudly acknowledges Towong's Aboriginal communities and their rich culture, and pays respect to their Elders past and present.

We acknowledge Aboriginal people as Australia's first peoples and as the Traditional Owners and custodians of the land and water on which we rely.

We recognise and value the ongoing contribution of Aboriginal people and communities to Victorian life and how this enriches us.

We embrace the spirit of reconciliation, working towards the equality of outcomes and ensuring an equal voice.

## 1.3    Context

The Municipal Emergency Management Plan (MEMP) is underpinned by nationally agreed principles for emergency management planning which provide that emergency planning is:

- Risk informed - Planning is based on a risk management study. Planning reduces unknowns. Planning increases understanding of risks, vulnerabilities, and treatment options across the social, built, economic, and natural environments.
- Collaborative and inclusive - Planning involves consultation and engagement with those affected by the plan.
- Strategic - Planning develops strategic objectives, relationships, and networks.
- Solutions oriented - Planning develops agreed approaches to managing risks and consequences.
- Iterative - Learning from each step informs next steps.
  Enables adaptive capacity - Planning develops frameworks that provide a base on which to build flexible and adaptive solutions.

*The Australian Emergency Management Arrangements Handbook, AIDR 2018 outlines 11 nationally agreed principles of emergency management as follows:*

**Table 1:** Principles of emergency management

| Principle | Explanation |
|---|---|
| Primacy of life | The protection and preservation of human life (including both communities and emergency service personnel) and relief of suffering will be paramount over all other objectives and considerations. |
| Comprehensive | The development of emergency management arrangements will embrace the phases of prevention, preparedness, response, and recovery (PPRR) across all hazards. These phases of emergency management are not necessarily sequential. |
| Collaborative | Relationships between emergency management stakeholders and communities are based on integrity, trust and mutual respect, building a team atmosphere and consensus. Planning and systems of work reflect common goals and all stakeholders work with a unified effort. |
| Coordinated | The bringing together of organisations and other resources to support emergency management response, relief and recovery. It involves the systematic acquisition and application of resources (organisational, human and equipment) in an emergency situation. Activities of all stakeholders are synchronised and integrated. Information is shared to achieve a common purpose and impacts and needs are continuously assessed and responded to accordingly. |
| Flexible | Emergency situations are constantly changing. Emergency management decisions may require initiative, creativity and innovation to adapt to new and rapidly emerging challenges. Emergency plans need to be agile to change and adapt to these new circumstances. |
| Risk based | Emergency managers use sound risk management principles and processes in prioritising, allocating and monitoring resources to manage the risks from hazards. Risk based planning will anticipate the effect of efforts, the changing hazard landscape and the changing consequences of the emergency. |
| Shared responsibility | Everyone understands their own responsibility in an emergency, and the responsibility of others. Communities and individuals understand the risk. This encourages all stakeholders to prevent, prepare for, and plan for how they will safely respond to and recover from an emergency situation. |
| Resilience | The ability of a system, community or society exposed to hazards to resist, absorb, accommodate, adapt to, transform and recover from the effects of a hazard in a timely and efficient manner, including through the preservation and restoration of its essential basic structures and functions through risk management (UNDRR 2017). |
| Communication | Information is crucial to decision making and to the preservation of life. Emergency managers need to support common information systems and are responsible for providing and sharing clear, targeted and tailored information to those who need it, and to those at risk, to enable better decision making by all stakeholders. |
| Integrated | Emergency management efforts must be integrated across sectors, not progressed in silos, ensuring the engagement of the whole of governments, all relevant organisations and agencies, the business sector and the community. |
| Continual improvement | All sectors continuously learn and innovate to improve practices and share lessons, data and knowledge so that future emergency management is better and the overall cost of impact of emergencies and disasters is reduced. Continuous monitoring, review and evaluation should examine the processes, timelines and outcomes of plans. Review informs communities and displays transparency and accountability. Review also enables facilitation of the adaptive change process with communities. |

## 1.4   Authority

The Towong Shire Municipal Emergency Management Plan has been prepared in accordance with the legislative requirements of the *Emergency Management Act 2013* (EM Act) and complies with the Guidelines for Preparing State, Regional and Municipal Emergency Management Plans (the Guidelines) issued under section 77 of the EM Act.

In December 2020, the *Emergency Management Legislation Amendment Act 2018* (EMLA Act) amended the *Emergency Management Act 2013*  to provide for new integrated arrangements for emergency management planning in Victoria at the state, regional and municipal levels. (A summary of the reforms can be found here.)

Municipal Emergency Management Plan

Under these changes, the Towong Shire Municipal Emergency Management Planning Committee (MEMPC) is the peak planning body for emergency management within Towong Shire. It is no longer a committee of Towong Shire Council, but a multi-agency collaboration group that includes local representation from all of the emergency service control agencies, recovery, and relief agencies in Towong Shire, as well as representation from relevant community groups and Towong Shire Council.

Each member of the Municipal Emergency Management Planning Committee brings organisation, industry or personal expertise to municipal emergency management planning.

The Municipal Emergency Management Planning Committee is the forum to develop policies, procedures, strategies and frameworks to support coordinated emergency management planning within the municipal districts.

The MEMPC is responsible for developing and revising the Towong Shire MEMP and ensuring it meets all of the assurance criteria under the EM Act and Guidelines.

All representative members of the Towong Shire MEMPC have either participated in or collaborated with the preparation of the Towong Shire MEMP.

Refer to Section 3.4 and the Towong Shire MEMPC Terms of Reference in the Appendix (section 8.1.4) for further information.

## 1.3   Purpose

The purpose of this MEMP is to document agreed plans that will be managed or undertaken by agencies and communities for emergency preparation, mitigation, response, relief and recovery, and to identify roles and responsibilities, in relation to emergencies that could occur in Towong Shire.

The MEMP is for use by emergency managers and incident controllers, and anyone who has a role, responsibility or interest in emergency management in Towong Shire, including community members.

The MEMP is intended to assist in protecting communities, visitors, businesses and the environment within Towong Shire in emergencies, especially the more vulnerable, and as such it details local information and context.

## 1.5   Objectives

The objectives of the Towong Shire MEMP are to:

- identify and analyse the risks that pose significant threats to Towong Shire communities.
- outline measures to prevent or reduce the causes and/or effects of emergencies in Towong Shire
- centre all planning, preparation, response and recovery activities around the needs and aspirations of Towong Shire communities and their continuity.
- support impacted communities in Towong Shire to recover following an emergency.
- complement other local, regional and state emergency management planning arrangements.

This MEMP addresses the three phases of emergency management.

Mitigation and preparedness – community and environment profiling, including vulnerable demographics and services, risk management and community engagement.

Response and relief – details the multi-agency arrangements to respond to emergencies and includes resource sharing and cross border events, relief services, impact assessments and communications.

Recovery – including community-led approaches to recovery and community continuity.

## 1.6    Assurance and Approval

### Assurance

A Statement of Assurance (including a checklist and certificate) has been prepared and submitted to the Regional Emergency Management Planning Committee (REMPC) pursuant to the EM Act. (Section 60AG).

### Approval

The Towong Shire MEMP has been assured by the Hume Regional Emergency Management Planning Committee (REMPC).

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

## 1.7    Privacy in Emergencies

Personal information gathering and sharing is necessary in an emergency. The *Privacy Act 1988* (the Privacy Act) provides that entities that collect, use or disclose personal information about individuals affected by a declared emergency or disaster comply with Part VIA of the Privacy Act, which regulates how entities may collect, use and disclose personal information in a declared emergency or disaster

The Office of the Australian Information Commissioner webpage has detailed information about privacy during an emergency:

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

## 1.8    Acronyms

| | |
|---|---|
| CEOC | COUNCIL EMERGENCY OPERATION CENTRE |
| CERA | COMMUNITY EMERGENCY RISK ASSESSMENT |
| CFA | COUNTRY FIRE AUTHORITY |
| DEECA | DEPARTMENT OF ENERGY, ENVIRONMENT AND CLIMATE ACTION |
| CEMT | COUNCIL EMERGENCY MANAGEMENT TEAM |
| DJSIR | DEPARTMENT of JOBS, SKILLS, INDUSTRY and REGIONS |
| DFFH | DEPARTMENT of FAMILIES, FAIRNESS and HOUSING |
| DoH | DEPARTMENT of HEALTH |
| DoT | DEPARTMENT of TRANSPORT and PLANNING |
| EHO | ENVIRONMENTAL HEALTH OFFICER |
| EM Act | EMERGENCY MANAGEMENT ACT 2013 |
| EMLA | EMERGENCY MANAGEMENT LEGISLATION AMENDMENT ACT 2018 |
| EMC | EMERGENCY MANAGEMENT COORDINATOR |
| EMLO | EMERGENCY MANAGEMENT LIAISON OFFICER |
| EMV | EMERGENCY MANAGEMENT VICTORIA |
| EPA | ENVIRONMENT PROTECTION AUTHORITY |
| ERV | EMERGENCY RECOVERY VICTORIA (formally BUSHFIRE RECOVERY VICTORIA) |
| FMP | FIRE MANAGEMENT PLAN |
| IC | INCIDENT CONTROLLER |
| IERC | INCIDENT EMERGENCY RESPONSE COORDINATOR |
| IIA | INITIAL IMPACT ASSESSMENT |
| MEMP | MUNICIPAL EMERGENCY MANAGEMENT PLAN |
| MEMPC | MUNICIPAL EMERGENCY MANAGEMENT PLANNING COMMITTEE |
| MERC | MUNICIPAL EMERGENCY RESPONSE COORDINATOR |
| MEMO | MUNICIPAL EMERGENCY MANAGEMENT OFFICER |

| MFMP | MUNICIPAL FIRE MANAGEMENT PLAN |
|---|---|
| MFPO | MUNICIPAL FIRE PREVENTION OFFICER |
| MRM | MUNICIPAL RECOVERY MANAGER |
| PENA | POST EMERGENCY NEEDS ASSESSMENT |
| PV | PARKS VICTORIA |
| REMP | REGIONAL EMERGENCY MANAGEMENT PLAN |
| RERC | REGIONAL EMERGENCY RESPONSE COORDINATOR |
| RSPCA | ROYAL SOCIETY for the PREVENTION of CRUELTY to ANIMALS |
| SEMP | STATE EMERGENCY MANAGEMENT PLAN |
| SIA | SECONDARY IMPACT ASSESSMENT |
| TSC | TOWONG SHIRE COUNCIL |
| VICPOL | VICTORIA POLICE |
| VICSES | VICTORIA STATE EMERGENCY SERVICE |
| VPR | VULNERABLE PERSONS REGISTER |

## 1.9    Explanation of terms used in this document

| Terms | Description |
|---|---|
| Towong Shire | Refers to the geographic area. |
| Towong Shire Council | Refers to the Council. |
| agency | Means a government or a non-government agency. (EM Act section 4) |
| class 1 emergency | Means (a) A major fire (b) any other major emergency for which Fire Rescue Victoria, the Country Fire Authority or the Victoria State Emergency Service Authority is the control agency under the SEMP (EM Act section 3) |
| class 2 emergency | Means (a) A Class 1 emergency; or (b) A warlike act of act of terrorism, whether directed at Victoria or a part of Victoria or at any other State or Territory of the Commonwealth; or (c) A hi-jack, siege or riot. (EM Act  section 3) |

| class 3 emergency | A warlike act or terrorist act, whether directed at Victoria or a part of Victoria or at any other State or Territory of the Commonwealth, or a hijack, siege or riot. Class 3 emergencies may also be referred to as security emergencies. |
|---|---|
| | (*Class 3 Emergencies sub-plan*). This definition is derived from the Victoria Police Class 3 Emergencies sub-plan and is not defined in the EM Act. |
| Emergency | 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; and |
| | (b) a fire; and |
| | (c) an explosion; and |
| | (d) a road accident or any other accident; and |
| | (e) a plague or an epidemic or contamination; and |
| | (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; and |
| | (g) a hi-jack, siege or riot; and |
| | (h) a disruption to an essential service. |

(*Emergency Management Act 2013* section 3)

## 2  OVERVIEW of TOWONG SHIRE

### 2.1    Location

Towong Shire is located approximately 400km from Melbourne in the northeast of Victoria, between the Great Dividing Range and the Murray River. It is adjacent to the region of Albury/Wodonga. Neighbouring municipalities include Wodonga, Indigo, Alpine and East Gippsland in Victoria and Greater Hume and Snowy Valleys Council in New South Wales.



### 2.2    Area Characteristics

### Townships

Approximately half of Towong Shire's border is with NSW and marked by the Murray River. Many communities from NSW access services and have connections in Towong Shire.

The Shire covers one of the state's largest local government land areas of 6635 square kms. Corryong (population 1352, ABS 2021) and Tallangatta (population 1175, ABS 2021) are the Shire's main urban centres with other significant settlements including:

- Bellbridge and Bethanga which offer town/village living opportunities close to the larger regional centres of Wodonga and Albury.

- Communities at Dartmouth, Eskdale and Mitta Mitta which are more remote and self-reliant.

- Talgarno, Granya, Walwa, Tintaldra and Towong which provide lifestyle choices on the banks of the Murray River.

- Cudgewa, Koetong, Old Tallangatta, Bullioh and Tallangatta Valley which are nestled in fertile valleys and surrounded by scenic hills.

## Tenure

Towong Shire covers an area of 6,635 square kilometres, with a dispersed population of 6,223 residents (ABS Census 2021) settled across numerous towns, villages and valleys. The area has a large agricultural heritage and around two-thirds of businesses are in the agricultural and forestry industries. Towong Shire's scenery and diverse landscapes also draws increasing numbers of visitors each year.

Public land makes up 75% of Towong Shire, the majority of which is forested with significant proportions being in national or state parks, including Burrowa-Pine Mountain National Park, Mt Granya State Park, Mt Lawson State Park, Jarvis Creek Regional Park and the Wabba Wilderness Park.

 A licensed aerodrome at Corryong is operated by Council.

## Climate and weather

The climate is temperate over most of Towong Shire and is characterised by dry, warm to hot summers and cool wet winters with significant snowfalls above 1200 metres elevation which include the locations of Mt Benambra (1480m), Mt Sassafras (1578m), Mt Gibbo (1750m), Mr Pinnibar (1772).

Variations in altitude influence temperature and rainfall; so the weather and climate in Towong Shire varies across its diverse topography.

The warmest areas are in the lower river valleys where the current average maximum temperatures for January and February are in the low 30s°C (2023). Individual days may be much hotter than average, with the highest temperatures on record generally being in the mid 40s°C (2023).

Temperatures at higher altitudes are cooler throughout the year, with the differences being greatest in summer.  Alpine areas above 1000m elevation experience maximum temperatures of around 20°C during the summer months and rarely exceed 30°C.

Average rainfall varies across the municipality, it ranges from 800mm per annum in the valleys to 1500mm in the high country.

## Natural environment

Towong Shire is characterised by low river valleys along the Upper Murray and Mitta Mitta Rivers, mountainous alpine areas that are part of the Victorian Alps, and flat agricultural farmland.

The Murray River forms Towong Shire's northern and eastern boundaries and the Mitta Mitta River traverses the southwestern side. Combined there are approximately 700 km of river frontage within Towong Shire.  The entire municipality is within the catchments of one of the two major water storages,

Lake Hume and Lake Dartmouth. The Snowy Mountains Hydroelectric Scheme is located adjacent to the Shire  just over the NSW border.

Towong Shire has a variety of geologies, soil types and landscapes subject to variable annual rainfall. This natural variability gives rise to a diverse range of vegetation types and habitats.

The lower foothills are of mixed eucalypt species forests leading to taller Alpine Ash country at higher elevations.  Above 1300 meters elevation, the vegetation consists of more open sub alpine forests, alpine plains and woodlands.  Thick understory is common throughout the hills and mountain areas. There are forestry plantations within the Shire, in particular, located in Shelley, Koetong and surrounds.

## 2.3    Community Profile

### Population and Demographics

The population of the Towong Shire was 6,223 at the time of the ABS Census in 2021.

People aged over 45 make up the majority of the population in Towong Shire. The median age of people residing in Towong Shire is 52 years, compared to the national median age of 38 years.

| 0-14 years | 971 | 15.6 % |
| 15-24 years | 492 | 7.9 % |
| 25 – 54 years | 1,879 | 30.2 % |
| over 55 years | 2,894 | 46.5 % |

Source: ABS, 2021

The population of Aboriginal and Torres Strait Islander Peoples is 1.8% (ABS 2021).

Cultural diversity is low, with 88.6% of people speaking only English at home in Towong Shire. No languages other then English were listed as being spoken at home in the 2021 ABS Census.

Volunteerism is high, with 36.1 % of the population who help as a volunteer compared with a state average of 19.2 %.

### Vulnerable People

The 2021 ABS census shows that 38% of the Towong Shire population were aged over 60 compared to 22.4% in Victoria.  There are a number of aged care facilities within the Shire, including, Independent Living Units and Aged Care Units. These are located in Corryong, Tallangatta and Walwa.

The high number of residents with neurological conditions such as Parkinson's Disease and debilitating chronic illnesses such as arthritis may impact on these people's functionality and ability to cope in an emergency situation is needed.

#### Vulnerable Persons Register

The Vulnerable Persons Register (VPR) is a secure register managed by the Department of Families, Fairness and Housing (DFFH). It identifies a small number of individuals within Towong Shire who have been assessed in accordance with the Vulnerable People in Emergencies Policy as being particularly at risk, who are unable to make emergency plans and cannot identify any community supports who may be able to assist them during an emergency. The VPR is maintained and updated by the three health

services within the Shire: Corryong Health, Tallangatta Health Services and Walwa Bush Nursing Service.

During an emergency the VPR will be accessed by Victoria Police to ascertain the safety of those individuals who may be at risk from the emergency.

## 2.4   Land use, Economy and Infrastructure

Agriculture, tourism and timber production and processing is central to Towong Shire's economy. Agricultural land is used predominantly for grazing with some dairying in valley areas. Non-irrigated land is used mainly for mixed farming enterprises including wool, prime lamb, cattle and cropping.

Pine plantations are located in hillier areas of Towong Shire.

The entire municipality is within the catchment of either the Hume or Dartmouth Dams.  The water in these storages is a critical link in the water supply and irrigation network in Towong Shire, and southern Australia.  The dams are also extensively used for recreation purposes such as boating and fishing.

### Tourism

Towong Shire boasts abundant natural features, with a significant portion of these located in national and state parks. The area attracts camping, fishing, horse riding, motorcycling, trail bike riding, mountain biking, bicycling and 4WD activities. A calendar of well-established events, including the Man From Snowy River Bush Festival, Mighty Mitta Muster, Nariel Folk Festival attract visitors throughout the year.

# Towong Shire
# Emergency Management Planning



Municipality Map - Towong Shire     Date: 22/07/2012
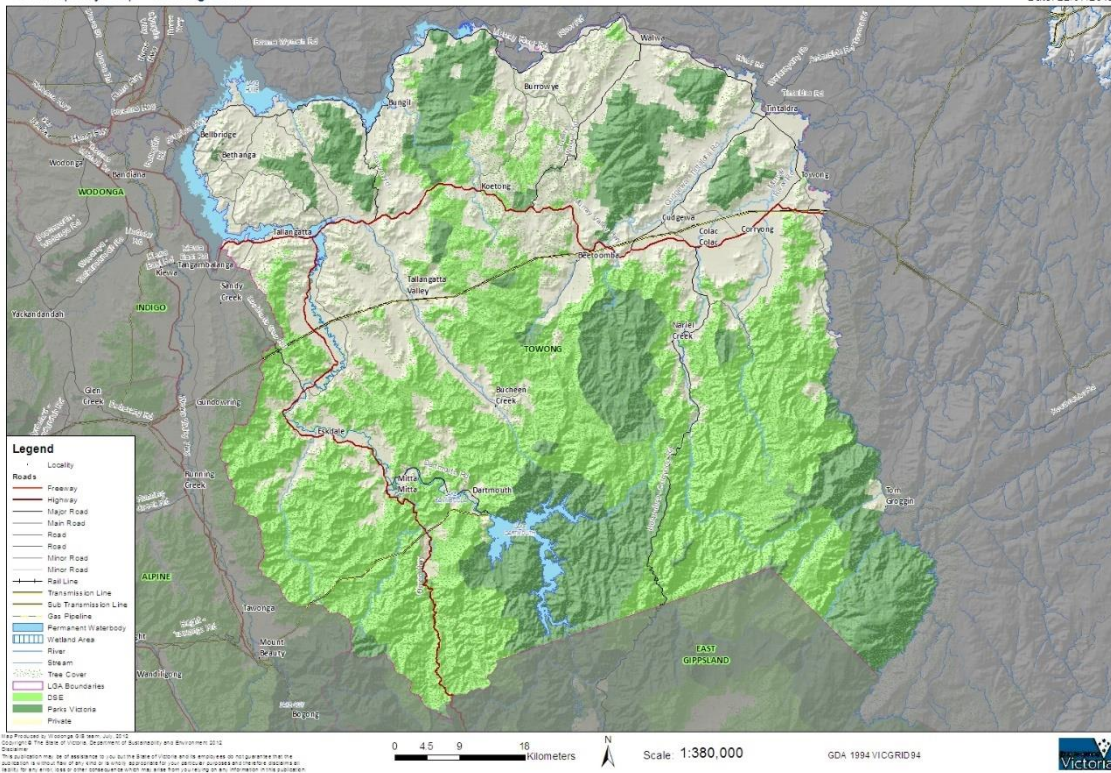
## Infrastructure

### Roads

| | |
|---|---|
| Length of Municipal roads | 1183km |
| Length of Arterial Roads | 483km |
| Bridges | 94 |
| Major Culverts | 73 |

### Airports

Corryong Airport

Mitta Mitta Airstrip (private)

### Flightpaths

Albury – Sydney

Albury – Melbourne

Melbourne – Sydney

Health

<u>Hospitals</u>

Tallangatta Health Service

Corryong Health

Walwa Bush Nursing Centre


<u>Ambulance Victoria Stations</u>

Corryong

Mitta Mitta

Tallangatta


<u>Community Emergency Response Teams</u>

CERT Berringa

CERT Walwa


## 2.5    Community Engagement
### Towong Shire Council

Towong Shire Council provides a broad range of services to the community including animal control; building, development and planning; Corryong Cemetery Trust; disability services; early childhood services; recreation services; roads and public spaces infrastructure; library services; waste management and youth services.  In 2020/21 Towong Shire Council had 100  full-time equivalent staff. Further information can be found on the Towong Shire Council website at https://www.towong.vic.gov.au/.


### Communication

Towong Shire has a low proportion of Culturally and Linguistically Diverse (CALD) residents so communications in English may be sufficient for the majority of the community.

Lack of mobile coverage and internet connectivity, or engagement or uptake with these services, reduces the reach of electronic and digital communication into the community. Towong Shire Council will share emergency control agency communications and direct the community to the emergency control agency and other relevant organisations' online apps and websites.

## 2.6   History of Emergencies in Towong Shire

Both large scale and smaller emergencies have impacted Towong Shire in the past. Bushfire has been the most significant to date, and still is the most significant natural hazard risk in Towong Shire in terms of both likelihood and consequence.

| YEAR | EVENT | BRIEF DESCRIPTION |
|---|---|---|
| 1990 | Severe Storm | Damage to roads, drains and bridges |
| 2003 - January | Campaign Fires | On 7 January 2003, lightning ignited 87 fires primarily in remote, inaccessible forested terrain within the North East and Gippsland regions.<br><br>These fires burnt nearly 1.3 million hectares over nearly 60 days and significantly impacted Towong Shire.  The area burnt equated to 5% of Victoria, and 15% of the State's total area of public land.  The fires affected the Upper Murray Catchment.<br><br>Typically, the fires were fanned by north - north westerly airflows which were followed by south-westerly wind changes.  As a result the townships of Mitta Mitta and Dartmouth were directly impacted by fire as well as the Dartmouth catchment; Tallangatta Valley, Nariel Valley and surrounds. |
| 2005 - September | Major Flood | On two separate occasions during September 2005, the Shire of Towong was struck by severe localised rainstorms. These events inflicted devastating damage to roads, drains and bridges in several parts of the municipality. Asset restoration cost $1,579,294.00. |
| 2010 – September/December | Floods | Significant damage occurred over the weekend of 4 and 5 September 2010 and in early December. Reinstatement of bridge approaches, and damaged culverts and road pavement cost $298,899.00. |
| 2011 – month? | Bellbridge Mini Tornado | A 'mini Tornado' ripped roofs off houses and flattened trees, damaging 12 homes at Bellbridge and other properties at Bethanga and Tallangatta. |
| 2012 – February/March | Floods | The floods that occurred in February and March 2012 required the replacement of four bridges and the repair of another three. This along with the replacement of culverts, the repair of roads and other flood damaged Shire assets resulted in a cost of approximately $3.6M. |

| 2014 | Walwa Storm | Two buildings were damaged, a large amount of trees down, roads blocked and power outage. Concern that generator at Walwa Bush Nursing Hospital would run out of fuel (100L of fuel requested). Clean up by council took 2 days. |
|---|---|---|
| 2019/20 - December/January | Black Summer Fires | The Upper Murray - Walwa bushfire started in New South Wales on 29 December 2019, near Walwa. The bushfire developed quickly and could not be contained by first attack. Under deteriorating fire weather conditions, the fire rapidly expanded. The fire spotted into Victoria on 30 December 2019 and continued to grow rapidly.

Emergency warnings were issued for Burrowye, Cudgewa, Cudgewa North, Guys Forest, Mount Alfred, Pine Mountain, Tintaldra and Walwa. An evacuation order was issued from 6.00am Friday 03 January for the area. A State of Disaster was declared by the Premier for areas of Victoria including Towong Shire on 2 January 2020 and extended through to midnight on Saturday 11 January 2020. The fire was deemed contained on 24 January 2020 after which it still produced smoke for a number of weeks following.

Towong Shire's small population, vast geographic area and isolated location presented local communities, Towong Shire and other agencies with a range of significant challenges.

With the assistance from other local councils from around Victoria, businesses, Government agencies and volunteers, Towong communities were supported through one of their toughest periods.

Almost 600 properties in Towong Shire were impacted by fire, with 117 dwellings damaged or destroyed. Of these 39 primary residences were destroyed or rendered uninhabitable and a further 17 damaged. A further 334 structures were damaged or destroyed which included sheds.

The Upper Murray-Walwa Fire impacted approximately 308,000 hectares (ha) with 225,717 ha within Victoria alone. In Towong Shire 59,849 ha of agricultural land was burnt, including 49,808 ha of grazing land and 8,500 ha mixed farming.

Stock losses were estimated at approximately 6,382 in the North East Upper Murray fire zone. |

| | | There was significant fencing and farm infrastructure losses, such as fodder reserves, machinery and hay sheds. |
|---|---|---|
| | | The agricultural impacts in the Upper Murray included field crops (926 ha), hay and silage (19,827 t), pasture (34,831 ha), softwood plantation (6393 ha), wool sheds (23), dairy sheds (2), machinery sheds (88) and hay sheds (128) and irrigation pumps (15) (as at 27 January 2020). |
| | | The area of burnt public land includes 53,366ha of National Park and Reserves, 98,722 ha of State Forest along with an additional 6,730 ha of Crown Land. |
| | | Public assets impacted by the fire include 1,120 km of road resulting in various closures and requiring reconstruction or repair, along with 820 km of control lines in the fire-break network. 35 camping and recreation sites were fire affected with 7 huts (4 heritage listed) destroyed.  Communications facilities requiring repair or rebuild work include DEECA radio infrastructure, Air Services and CFA radio infrastructure on Mt Mittamatite. |
| | | Crown Reserve Public Recreation Sites impacted by the fires include the Cudgewa Recreation Reserve (boundary fences and grounds), Corryong Recreation Reserve (burnt sheds, equine jumps course, fencing, building materials and plant), Cudgewa School and Memorial Reserve (burnt playground) and the Nariel Creek Recreation Reserve from which the Nariel Creek Folk Festival was evacuated. |
| 2020 – March 2+ years | Coronavirus Pandemic | The Coronavirus Pandemic was declared by the World Health Organisation in February 2020. Public health orders restricted the movement of people. The pandemic heavily impacted the community in Towong Shire, including extended periods of home schooling, refocused health services to testing and vaccination which resulted in reduced elective surgery and chronic disease screening and maintenance. Tourism in Towong Shire was also heavily affected. |
| 2021  - December | Walwa Storm | multiple trees down both on private property (house/sheds, access points) and roads, one house entire roof ripped off, one new home (not yet occupied) partial roof blown off. |

| 2022 – January/February | Severe Thunderstorm Events | Sever thunderstorms impacted the Berringa Peninsula displacing households, damage to roads, bridges and culverts, multiple trees down. Public asset damage amount to around $1,000,000 |
| --- | --- | --- |
| 2022 – October/ November | Floods | October and November 2022 saw the state of Victoria impacted by some of the biggest flood events in 15 years impacting 63 Local Government Areas (LGA) including all local government areas of the Hume region. Towong Shire communities were impacted by the Upper Murray River and Mitta Mitta Rivers reaching moderate flood levels (both getting close to major) and by a number of Creeks flooding including the Tallangatta Creek reaching which reached major flood levels. Over 150 properties were impacted by the flood events with primary producers being the most significantly impacted. |

# 3  GOVERNANCE - Emergency Planning Arrangements

## 3.1 Emergency Management Framework for Victoria

In Victoria there are three tiers of emergency management planning required under the *Emergency Management Act 2013* – state, regional and municipal.  Each tier produces an Emergency Management Plan that documents agreed emergency management arrangements for mitigation, response, and recovery within their tier, with the aim to 'reduce the likelihood of emergencies, their effect, and consequences for communities'.

State Emergency Management Plan – SEMP
Regional Emergency Management Plan - REMP
Municipal Emergency Management Plan - MEMP

The Towong Shire MEMP supports holistic and coordinated emergency management planning across the Hume region. It is consistent with and contextualises the State Emergency Management Plan (SEMP) and the Regional Emergency Management Plan (REMP) for the Hume region.

Each tier may also develop sub-plans that are prepared and assured in the same collaborative, multi-agency manner as the main plan.  Sub-plans are often hazard-specific and give the opportunity to provide additional detail and describe more complex or specific arrangements where the consequences of a particular hazard are likely to be significant or complex.

To the extent possible, the MEMP does not conflict with or duplicate other in-force emergency management plans relevant to Towong Shire.

Framework for Emergency Management Planning in Victoria
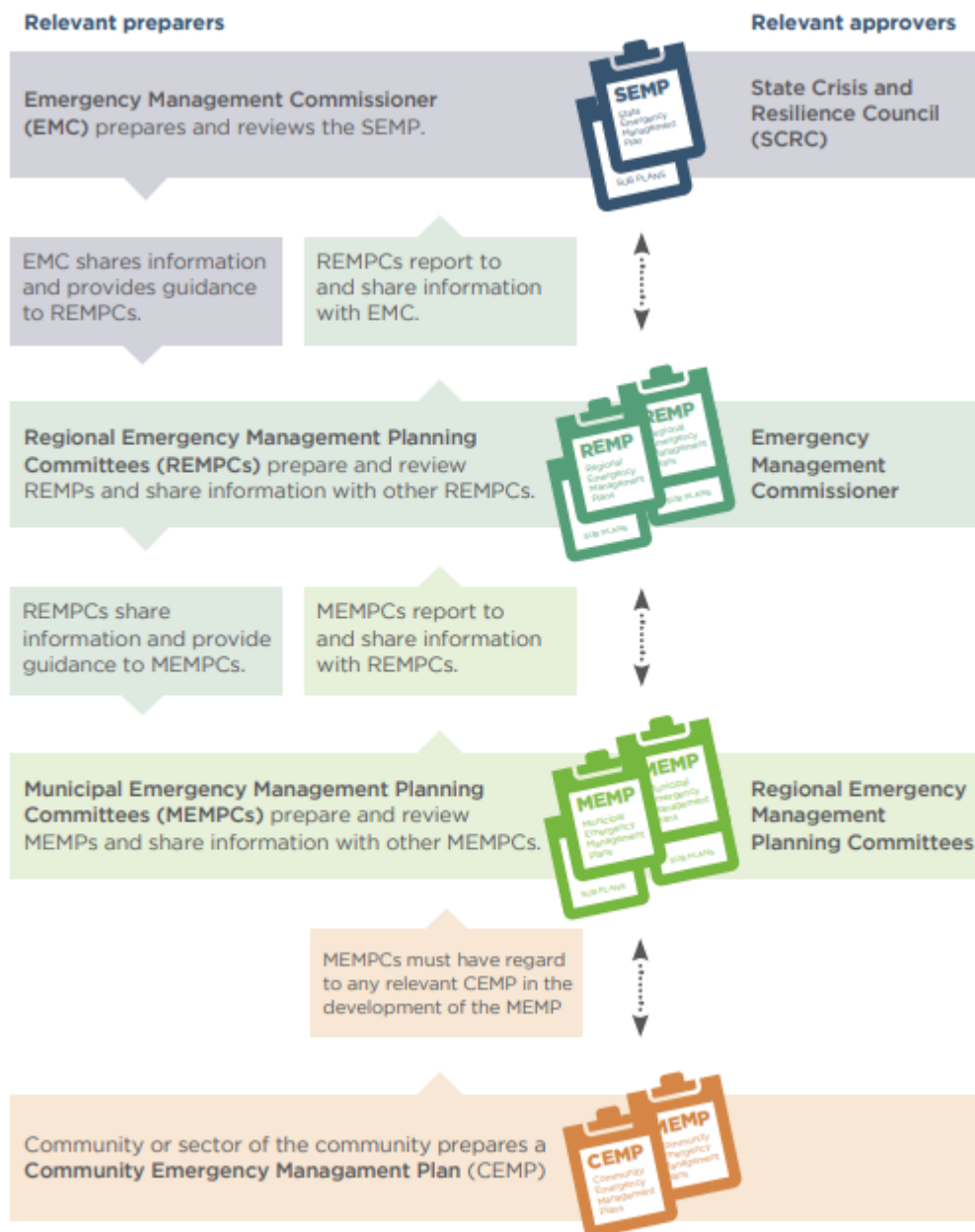


## 3.2    MEMPC and sub committees and working groups

The Towong Shire Municipal Emergency Management Planning Committee (MEMPC) is formed pursuant to section 59A of the *Emergency Management Act*, 2013. Details of the function and operations of the MEMPC are outlined in the Terms of Reference in Appendix section 8.1.3.

# Towong Shire
# Emergency Management Planning

## Membership of the MEMPC

The Towong Shire MEMPC consists of representatives, as follows:

A Chairperson - An officer of council nominated by the Towong Shire Council CEO

Core Representatives:
- Victoria Police
- Country Fire Authority
- Ambulance Service Victoria
- Victorian State Emergency Service
- Australia Red Cross
- Department of Families, Fairness and Housing

The EMLA Act also requires the MEMPC to invite at least one additional member for each of the following three categories:
- Community representative – Chair Upper Murray Community Recovery Committee, two additional community representatives.
- Recovery representative – Towong Shire Council Municipal Recovery Manager
- Other representatives - Department of Energy, Environment and Climate Action (formerly DELWP) (Forest Fire Management Victoria), Agriculture Victoria, Department of Health and Emergency Recovery Victoria.

Membership and contact details of current MEMPC members is in the Appendix in section 8.1.5.

## Sub Committees

The MEMPC can determine the need to establish sub-committees or working groups to investigate and report on specific issues or detail more specific or complex arrangements that either enhance or contextualise the MEMP or assist the MEMPC in meeting its obligations under the EMLA Act.

Further detail on sub-committees and working groups can be found in the MEMPC Terms of Reference in Section 8.1.3.

## Fire Management Planning Committee

The Towong Shire MEMPC currently has one sub-committee, the Towong Shire Fire Management Planning Committee (FMPC).

The Fire Management Planning Committee is the planning body for fire management within Towong Shire. The objectives of the FMPC are to:

- reduce the risk (likelihood and consequence) of fire, to life, property, infrastructure and the environment in Towong Shire
- establish, develop and maintain local relationships within Towong Shire to build connections and support community resilience
- enable government and non-government agencies to develop policies, procedures, strategies and frameworks to support coordinated fire management planning to mitigate fire risks for the municipality

The primary functions of the Towong Shire Fire Management Planning Committee are to:

- be responsible for the preparation and review of the Towong Shire Fire Management Plan (FMP) (See Section 3.4)
- ensure the Towong Shire Fire Management Plan is consistent with the Municipal Emergency Management Plan, State Emergency Management Plan and Regional Emergency Management Plan

## Integrated Approach

The formation and participation of the MEMPC ensures a comprehensive, integrated approach to emergency management in Towong Shire. As a multi-agency, collaborative committee, the MEMPC prepares and reviews the MEMP, informed by local knowledge, risks and planning. The MEMPC also undertakes diverse planning, mitigation, preparedness, response and recovery activities as per the SEMP.

Towong shares its municipal border, and a similar risk profile, with Indigo Shire and Alpine Shire. While all three councils are mandated to form their own Municipal Emergency Management Planning Committees to develop and oversee their respective Municipal Emergency Management Plans. all three MEMPCs have mostly the same representatives. Through the North East Hume Region Local Government Emergency Management Collaboration (NE Collaboration), the three councils have developed joint procedural documents and joint exercising, which enable an integrated approach to emergency planning to strengthen the capability and capacity of each council to provide mitigation, response, relief and recovery activities. For further information refer to Section 3.3 – Collaboration and planning across neighbouring municipalities.

## 3.3    Municipal Emergency Management Plan (MEMP)

### Development of the MEMP

The Towong Shire Municipal Emergency Management Plan is developed by the Towong Shire Municipal Emergency Management Planning Committee. which includes community representation. See section 3.2.

To develop this MEMP, the MEMPC engaged through a series of face-to-face and online meetings, and via a SharePoint document during the months of November 2021 through to August 2022.

The latest Community Emergency Risk Assessment (CERA) review, conducted in April 2021, identified the key risks that have been considered in this MEMP. During the CERA review, MEMPC members were directed to conduct the risk assessment with a 'community lens', not just through the lens of their substantive agency or organisation.

### Review of the MEMP

The Towong Shire MEMP is reviewed and updated at least every three years, in accordance with the EM Act, to ensure that they provide up to date information. These plans are 'living documents'. They link to and rely on sources of information that are being constantly reviewed, modified, and updated. This Plan will constantly evolve and develop to ensure that the MEMPC considers new and emerging

risks, sector reform, reviews and learnings from emergency events, and demographic and capability changes within the area they cover.

Urgent updates of the Plan are permitted if there is significant risk to life or property if the MEMP is not updated (EM Act 2013 s60AM).

The next major review of the Towong Shire MEMP is due within 3 years of the last review, unless otherwise stipulated or required.

## Testing and exercising the MEMP

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

During the lifecycle of the previous MEMP, two significant emergencies took place to test the MEMP, 2019/2020 Black Summer Bushfires and the COVID 19 Pandemic. A multiagency relief centre exercise was hosted by Alpine, Indigo and Towong Councils under the North East Hume Local Government Emergency Management Collaboration in May 2022.

## Collaboration and Planning across Boundaries

Emergencies can impact across municipal boundaries, activating response and recovery activities from neighbouring municipalities concurrently.

In developing the MEMP, the Towong Shire MEMPC has considered emergencies which impact across multiple municipalities by:

- sharing the Towong Shire MEMP with other Hume region councils
- including neighbouring municipalities in MEMP exercises and testing
- maintaining relationships with neighbouring municipalities through meetings, forums, projects and working groups.

The Towong, Indigo and Alpine Shire Councils along with the Rural Cities of Wangaratta and Wodonga have formed a collaboration known as the North East Hume Region Local Government Emergency Management Collaboration (NE Collaboration). This collaboration was formed through Safer Together Funding to enhance efficiencies and the capability of the three councils. The aim was to plan and prepare together and share resources in a manner that ensures municipal responsibilities are met and best outcomes achieved for all impacted communities. The current phase of the project was completed in 2022. To date the project has included the development and testing of Emergency Relief Centre Collaboration Arrangements, joint staff training, shared planning resources and the development of a Memorandum of Understanding between the participating Councils.

## 3.4 Sub-plans, Complementary Plans and Community Plans

The Towong Shire MEMP does not seek to duplicate sub-plans or other arrangements that are in effect. Instead, it will clearly identify the co-ordination arrangements that will apply when the sub-plan or complementary plan is implemented, and a multi-agency response is required.

### Sub-plans

The Towong Shire MEMPC will determine if a sub-plan is required to detail more specific or complex arrangements that either enhance or contextualise the MEMP. All sub-plans are multi-agency plans and may be hazard specific where the consequences are likely to be significant, for example the FMP sub-plan. Planning for hazard specific emergencies is led by the authorised control agency for that emergency. Risks are identified through the Community Emergency Risk Assessment (CERA) process, see section 4.4.

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

Agencies with roles or responsibilities in a sub-plan must act in accordance with their roles that are outlined in the SEMP and or MEMP. (EM Act 2013 s60AK).

The following sub-plans exist for Towong Shire :

- Municipal Fire Management Plan (Bushfire/Grassfire) (FMP)
- Municipal Flood and Storm Emergency Plan

When sub-plans are reviewed, the MEMPC will determine whether they remain as subplans of the MEMP or become complementary plans to the MEMP. Factors to be considered will include the ownership or authorship of the plan and the applicability to the Towong Shire MEMPC's consideration of risk and mitigation strategies.

### Complementary Plans

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

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

Complementary plans that may have relevance to emergency management arrangements in Towong Shire include:

- Emergency Animal Welfare Plan
- Pandemic Plan
- Heatwave Plan

# Towong Shire
# Emergency Management Planning

## Community Emergency Management Plans (CEMPS)

Community Emergency Management Plans (CEMPS) are emergency management or resilience plans developed by and for a specific community. The development of Community Emergency Management Plans allows members of a community to participate in emergency planning processes that affect them, and to provide their local knowledge and experience to the actions they can take for themselves before, during and after an emergency. This participation also enables community members to develop and foster relationships with emergency management agencies.

*"Working together as part of the community creates opportunities for people to learn from each other, while tapping into combined local knowledge, expertise and resources. Building on these strengths can support communities and organisations to develop and achieve mutual goals and solutions, while strengthening relationships that can also support people to cope during critical times of need."*
*([Community Based Emergency Management Overview Document - Introduction](https://www.emv.vic.gov.au/how-we-help/community/community-based-emergency-management))*
https://www.emv.vic.gov.au/how-we-help/community/community-based-emergency-management

With an increasing focus on shared responsibility, community involvement and engagement in emergency management planning, the Towong Shire MEMPC will consider any Community Emergency Management Plans and any community planning during the lifecycle and reviews of the MEMP. Community Emergency Management Plans are considered and referred to as complementary plans to the Towong Shire MEMP subject to:

- MEMPC review of a newly developed Community Emergency Management Plans
- existing Community Emergency Management Plans being reviewed annually by local communities

A number of Community Emergency Management Plans have been developed in 2021 and 2022 in the Towong Shire and the Upper Murray, which have been led by Community Recovery Committees that formed as part of the recovery from the 2019-2020 Black Summer Fires.

The following Community Emergency Management Plans currently exist in Towong Shire:

| COMMUNITY | CONTENT OVERVIEW | LAST DEVELOPED/REVIEWED |
|---|---|---|
| Corryong | - Emergency numbers<br>- Local communications Information<br>- Plan ahead Information<br>- What to Do in action information<br>- Where to go<br>- Map of Community<br>- Community Action Plan | December 2022 |
| Berringama | - Emergency numbers<br>- Local communications Information<br>- Plan ahead Information<br>- What to Do in action information<br>- Where to go<br>- Map of Community | December 2021 |

| | | |
|---|---|---|
| | - Community Action Plan | |
| Cudgewa | - Emergency numbers<br>- Local communications Information<br>- Plan ahead Information<br>- What to Do in action information<br>- Where to go<br>- Map of Community<br>- Community Action Plan | December 2021 |
| Nariel Valley | - Emergency numbers<br>- Local communications Information<br>- Plan ahead Information<br>- What to Do in action information<br>- Where to go<br>- Map of Community<br>- Community Action Plan | December 2021 |
| Towong | - Emergency numbers<br>- Local communications Information<br>- Plan ahead Information<br>- What to Do in action information<br>- Where to go<br>- Map of Community<br>- Community Action Plan | December 2022 |
| Thowgla | - Emergency numbers<br>- Local communications Information<br>- Plan ahead Information<br>- What to Do in action information<br>- Where to go<br>- Map of Community<br>- Community Action Plan | December 2021 |
| Biggara | - Emergency numbers<br>- Local communications Information<br>- Plan ahead Information<br>- What to Do in action information<br>- Where to go<br>- Map of Community<br>- Community Action Plan | December 2021 |
| Tintaldra | - Emergency numbers<br>- Local communications Information<br>- Plan ahead Information | December 2021 |

| | | - What to Do in action information<br>- Where to go<br>- Map of Community<br>- Community Action Plan | |
|---|---|---|---|
| Walwa | | - Red Cross Redi plan format | December 2021 |

# 4  MITIGATION - (including Preparedness)

The aim of risk management in emergencies is to promote public safety through awareness of hazards and mitigation of the consequences, to reduce the impact of emergencies that may occur. This is achieved by:

- identifying the most significant hazards that could impact a community
- assessing the exposure and vulnerability of a community to each hazard, and
- providing/coordinating options to reduce risk and promote resilience against each hazard.

## 4.1  Key Terms

**Hazard** – A hazard is described as a source of potential harm or a situation with a potential to cause loss. Identified hazards are considered by the MEMPC as providing sources of risks in Towong Shire. Hazard Risk Statements have been generated to establish a credible relationship between a source of risk and elements at risk.

**Exposure** – Risk exposure is defined as the 'The situation or set of circumstances where the probability of harm to an area or its population increases beyond a normal level'.

**Vulnerability** – Vulnerability is defined as a condition resulting from physical, social, economic, and environmental factors or processes, which increases the susceptibility of a person or community to the impact of a hazard.

**Resilience** – Community resilience can be understood as a community's capacity to:

- absorb stress or destructive forces through resistance or adaptation
- manage, or maintain certain basic functions and structures, during emergencies; and
- recover or 'bounce back' after an event

**Mitigation**

- **Prevention** - the development and implementation of strategies and associated measures to reduce the occurrence of and mitigate the consequences of identified emergency risks on the community and environment.
- **Preparedness** - focuses on ensuring the risk and management strategies identified in prevention planning are utilised to assist and facilitate the local community to be aware of their risks and the potential consequences of a resulting emergency, to inform and equip

them with tools to implement resilience strategies for themselves and their homes, families and communities.

## 4.2    Risk Assessment Process

### Community Emergency Risk Assessment

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

The Towong Shire MEMPC uses the VicSES-based CERA-online tool to identify and analyse potential risks that could impact Towong Shire communities and environment. This provides the Towong Shire MEMPC with a framework for considering and improving the safety and resilience of the community from emergencies.

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

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

### Towong Shire Community Emergency Risk Assessment Review

The Towong Shire MEMPC and key stakeholders met in April 2021 to review current risks and assess any newly identified risks in Towong Shire in accordance with the Community Emergency Risk Assessment process.

This process identified the six highest risks in Towong Shire as follows:
- bushfire
- grassfire
- flood
- storm
- extreme temperature – heat
- emergency animal disease

**Treatment Plans**
Sub-plans have been developed for the following identified risks:
- bushfire / grassfire (Fire Management Plan (FMP))
- flood (Flood Plan)

Complementary plans exist for the following risks:
- extreme temperature – heat (Heatwave Plan)

- public health - human epidemic/pandemic (Pandemic Plan)
- emergency animal disease (Emergency Animal Disease Plan)

**Treatment Plan currency** -The Fire Management Plan, Heatwave Plan and Emergency Animal Disease are scheduled for review in 2023. The Flood and Storm  Plan is scheduled for review in 2026.

The responsibility for treatment of risks in Towong Shire is shared by all agencies treatment of specific risks may be carried out as part of state-wide programs and policies.

As sub-plans are developed and reviewed, the MEMPC will determine whether they remain as sub-plans or are complementary plans to the MEMP. Factors to be considered will include the ownership and authorship of the plan and its applicability to risk mitigation strategies identified by the MEMPC.

More information about sub-plans is in section 3.4.

## Monitoring and Review

Towong Shire's Community Emergency Risk Assessment undergoes a major review at least once every three years as part of the preparation of the Statement of Assurance. The CERA may also undergo minor reviews in the interim as a result of reviews of sub-plans and complementary plans. These reviews are undertaken by the Towong Shire MEMPC.

## Towong Shire Hazards



Count of hazard category

The current CERA has identified the risks and ratings for Towong Shire as follows:

## Towong Shire
### Current Risks

| Hazard | Date last updated | Risk rating |
|---|---|---|
| Fire- Structural/ House fire | 2021-08-02 11:57:47 | Medium |
| Human disease (pandemic) | 2021-08-02 11:57:14 | Medium |
| Emergency Animal Disease | 2021-07-28 09:49:36 | High |
| Extreme Temperatures (heat and cold) | 2021-04-26 15:29:18 | High |
| Landslide | 2021-04-26 15:27:53 | Medium |
| Hazardous Materials Release - land | 2021-04-26 15:13:38 | Medium |
| Bushfire/ Grassfire | 2021-04-26 15:08:10 | High |
| Storm | 2021-04-26 15:04:39 | High |
| Flood | 2021-04-26 14:58:28 | Medium |

## Victorian Fire Risk Register

The Victorian Fire Risk Register – bushfire (VFRR-B) is used to identify and address bushfire risks within Towong Shire. The VFRR-B is reviewed regularly as required and as determined by the CFA. Bushfire risk identification is ongoing as context and circumstances change.

The VFRR-B is a systematic process that helps to identify assets at risk from bushfire, assess the level of risk to these assets and highlights the treatments currently in place along with the agencies responsible for implementing these strategies. Assets are divided into four classes

- human settlement
- economic
- environmental
- cultural heritage

Outputs from the VFRR-B inform the Municipal Emergency Management Plan and the Fire Management Plan.

### 4.3    Community Resilience

### Community Led Resilience

The State Emergency Management Plan and the National Strategy for Disaster Resilience recognises that building safer and more resilient communities is the shared responsibility of all Victorians, not just the emergency management sector.

The ability of communities to respond to and recover from an emergency will depend on the preparedness, resourcefulness, social cohesion and resilience of an impacted community.

The Emergency Management Victoria Community Resilience Framework lists seven characteristics of resilient communities:

- connected, inclusive and empowered
- sustainable built and natural environment
- reflective and aware
- culturally rich and vibrant
- safe and well
- dynamic and diverse local economy
- democratic and engaged

Towong Shire communities are becoming more aware of and wanting to participate in community led emergency planning.

### Community Engagement

The Towong Shire MEMPC, and its members, recognise and embrace the importance of engaging the Towong Shire community in community led resilience planning.

Local emergency agencies have community awareness, engagement and education programs, and are responsible for the local implementation of state education campaigns to support communities in their planning and preparation.

CFA Local Area - Information and Advice (previously known as Township Protection Plans)

Community Information Guides were developed in response to the 2009 Victorian Bushfire Royal Commission, as a tool to support educating and informing communities about their local bushfire risk, and prevention and preparedness information. Since then, there have been major developments in how community's access information

Information is now available on the CFA website through CFA Local Information.  Information is provided directly or through links to other sites. People can easily access geographically and locally relevant information. The new online format enables information provided to be kept current and allows for quicker updates. The format also provides an easy to understand visual of bushfire risk information that can be printed.

More information can be found on the CFA website at: www.cfa.vic.gov.au/plan-prepare/your-local-area-info-and-advice

SES Local Flood Guides

Local flood guides developed through the SES FloodSafe initiative detail flood risks that communities face and how to prepare for floods.

The Upper Murray local flood guide is available to inform Towong Shire communities.

More information and copies of the flood guide can be found on the SES website at https://www.ses.vic.gov.au/plan-and-stay-safe/flood-guides/towong-shire-council

## Community Emergency Management Plans

Communities throughout Towong Shire are engaged in community led emergency planning and resilience discussions.

Refer to Section 3.4 – Community Emergency Management Plans.

## Further information

Further information on emergency planning and preparation can be found at:

- Australian Red Cross – Preparing for Emergencies
- Country Fire Authority – Plan and Prepare
- Victorian State Emergency Service – Get Ready
- Ambulance Victoria – Community Education
- Safer Together Program
- Flood Victoria
- Australian Institute for Disaster Resilience

# 5  RESPONSE AND RELIEF

Emergency response and relief activities in Victoria focus on reducing the impact and consequences of emergencies on; people, communities, essential and community infrastructure, industry, the economy, and the environment.

The response and relief phases include:

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

Where possible, response activities should be managed at the lowest level as possible. Most incidents are of local concern and can be coordinated locally.

In larger emergencies, regional support may be requested in accordance with arrangements outlined in the Hume Regional Emergency Management Plan. State support arrangements are outlined in the State Emergency Management Plan.

Response arrangements are largely hazard-based, and Control Agencies are responsible for developing and maintaining the arrangements for their hazards.

### Response priorities

The State Emergency Management Priorities (SEMP p. 6) underpin and guide all decisions during a response to any emergency. They are:

- protection and preservation of life and relief of suffering is paramount. This includes:
  - o  Safety of emergency services personnel; and
  - o  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

These priorities will guide decisions during an emergency response in Towong Shire.

## Phases of activation

Response plans should be activated at the earliest possible opportunity to minimise the effects of emergencies. For this reason, several phases of activation exist:

**Alert**

Upon receipt of warning or information that an emergency may occur or affect an area within an organisation's responsibility, the organisation must be alerted to ensure it is ready to act if called upon. Activities include:

- warning for key personnel
- testing of communications arrangements
- establish flow of information between municipality and control and support agencies

**Standby**

As the threat or the effects of the emergency become imminent, members of the relevant organisations are placed on standby, to be ready to respond immediately if required. Activities include:

- staff respective emergency centres
- prepare equipment and personnel for immediate action
- identify assembly areas

**Action**

This is the operational phase of the emergency when control and support agencies are committed to contain or control the emergency. The "action phase" may be triggered without the "alert" and "standby" phases being implemented. For this reason, all organisations that have a role in the MEMP must always be in a state of preparedness. Activities include:

- mobilise personnel/equipment as requested
- produce situation reports on regular basis for other and higher authorities
- deploy additional resources as required
- ensure casual emergency workers are registered

**Stand down**

After consultation with the control agency and any other relevant agency, the Incident Controller or Municipal Emergency Response Coordinator will advise all participating agencies of "stand down" if satisfied that the response to the emergency has been completed.

## Community focus in response

Local, regional and state emergency response arrangements are organised under 6 functional areas, known as the 'six Cs". The adoption of the 'six Cs' reflects an important shift in the approach to emergency management, to be more inclusive and community focused (than the traditional Command, Control and Coordination) in order to promote resilience in communities and in the emergency management sector. For further information refer to the SEMP (page 16).

**Command** - Command is the internal direction of personnel and resources of an agency in the performance of their role. MEMPs are multi-agency plans and are not required to define command arrangements.

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

**Coordination** - The Coordination agency has primary responsibility for bringing together resources to support the mitigation of, response to, and recovery from emergencies. In addition to coordination agencies, Regional and Municipal Emergency Response Coordinators (RERCs and MERCs) are appointed to undertake a coordination function at regional and municipal level (EM Act s40A).

**Consequence Management** – the 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 communities to prepare for, respond to and recover from emergencies.

Communities need information to make informed choices about their safety and to take responsibility for their own recovery. The incident controller must authorise the provision of public information and warnings by public information officers (if appointed) on behalf of the Incident Control and agencies.

However, if there is an imminent threat to life and property and warnings must be issued urgently, any control agency personnel can issue them to a community under threat, but they must notify the relevant controller as soon as possible after they do.

Relief and recovery messaging should be integrated with response messaging and it should inform communities among other things about where to get information, location of relief centres, impacts on critical infrastructure and how to get assistance.

**Community connection** – promotes understanding and connection with trusted networks, trusted leaders and all communities to support resilience and decision making.

Understanding the impacts and consequences of an emergency, and how we acknowledge and respect  community connections before, during and after an emergency, is vital to build a sustainable emergency management system that recognises the central themes of wellbeing, liability, sustainability and viability for communities.

## 5.1    Local Response Arrangements and Responsible Agencies

Consultation with all relevant agencies during the development of the MEMP ensures plans and roles and responsibilities are agreed, accurate and understood, provides clarity, and reduce the potential for conflict or oversight in an emergency.

Specific functional roles and responsibilities for agencies are included in the SEMP. Agencies generally have the following roles:

- control agency: Primarily responsible for responding to a specific type of emergency. Applies to response-related activity only.
- coordination agency**:** Primarily responsible for bringing together resources to support the mitigation of, response to, and recovery from emergencies. A Municipal Emergency Response Coordinator MERC is appointed to undertake a coordination function at the municipal level.
- relief lead agency: Provides direct relief assistance to individuals, families, and communities and/or indirect assistance by resupplying essential goods or services to isolated communities.
- recovery lead agency: Leads the provision of services, personnel, or material during the recovery phase.
- support agency**:** Contributes capability and/or capacity to emergency management activity in conjunction with the control and/or coordination agency (across mitigation, response, and recovery activities).

Information regarding response arrangements and support agencies are provided in table 9 and 10 of the SEMP  www.emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities/response.

Information regarding relief arrangements is provided in table 12 of the SEMP, see www.emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities/relief-services-and-co-ordination#table12 .

Furher information about roles and responsibilities is in section 7 of this MEMP.

## 5.2    Emergency Management Teams (Incident and Regional)

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

If an emergency requires a response by more than one agency, the Incident Controller is responsible for forming the Emergency Management Team at the incident (IEMT) and/or Regional level (REMT).

The Incident Emergency Management Team consists of:

- Incident Controller (IC)
- Support agency commanders (or representative)
- Recovery  agency commanders (or representative)
- Emergency Response Coordinator (or representative)
- Others as required

## 5.3    Towong Shire Municipal Emergency Coordination

The SEMP states that Towong Shire Council is responsible for the management of its resources and the coordination of community support to mitigate and manage the effects of an emergency impacting Towong Shire. Refer to the Municipal Council role statement in the SEMP (Table 9).

This includes:

- traffic management equipment
- materials to absorb or contain spills or floods
- heavy equipment for moving materials and debris
- clear roads and drains
- maintain local road network and support Regional Roads Victoria during partial/full road closures
- facilities for people seeking emergency relief (Emergency Relief Centres)

Most of these activities will be carried out by Towong Shire Council in close conjunction with, or with direct support from other government departments and agencies.

### Legislated Municipal Emergency Roles

The EM Act details four roles that must be appointed or delegated at the municipal level:

Municipal Emergency Response Coordinator (MERC)– appointed by the Chief Commissioner of Police and has a role in the allocation of resources (part 5 s56)

Municipal Emergency Management Officer (MEMO) – appointed from within Towong Shire Council, this role liaises with agencies and assists in the coordination of emergency management activities (section 59G). Further information can be found in the Municipal Emergency Management Officer Operational Guidelines l

Municipal Recovery Manager (MRM) – appointed from within Towong Shire Council this role is responsible for coordination of resources for recovery and assisting the Municipal Emergency Management Officer to plan and prepare for recovery (section 59Hd). Further information can be found in the Municipal Recovery Manager Operational Guidelines.

Municipal Fire Prevention Officer (MFPO) - responsible for assessing fire threats to life or property within Towong Shire and has the power to issue fire prevention notices that require owners or occupiers of land to take steps to remove or minimise that threat. (The role is required by section 96 A of the Country Fire Authority Act 1958l).

Other municipal roles:

- Emergency Management Liaison Officer (EMLO) (see below).

### Council Emergency Management Team (CEMT)

To carry out its emergency management functions, Towong Shire Council will form a Council Emergency Management Team (CEMT) which may include:
- Emergency Management Coordinator (EMC)

- Municipal Emergency Management Officer (MEMO) and Deputies
- Municipal Recovery Manager (MRM) and Deputies
- Chief Executive Officer (CEO) and other members of the Towong Shire Council Senior Management Team (SMT)
- Responsible Officer for Towong Shire Council business continuity
- Responsible Officer for Towong Shire Council communications
- Others co-opted as required

The Council Emergency Management Team, or part thereof, will convene when the scale of the emergency requires the provision of any of the Towong Shire Council emergency roles outlined above. The CEMT may meet physically or virtually. Members of the CEMT will liaise to determine how and where they will meet and what level of activation is required. The CEMT is activate by the MEMO.

The functions of the CEMT will be carried out in consultation with:
- the Municipal Emergency Response Co-ordinator - with respect to the co-ordination and provision of resources, and
- the control agency

Depending on the size and scale of the emergency the Municipal Emergency Management Officer or Municipal Recovery Manager may elect a Council Emergency Operation Centre (CEOC) Manager and/or an Emergency Relief Centre (ERC) Coordinator to support the Municipal Recovery Manager and Municipal Emergency Management Officer in the preparation and operation of the CEOC.

Information about these roles is provided in Towong Shire Council's Council Emergency Operation Centre and Emergency Relief Centre Collaboration Arrangements.

## 5.4    Response Activation

| Emergency trigger | Municipal Emergency Response Coordinator (MERC) | Municipal Emergency Management Officer (MEMO) | Municipal Recovery Manager (MRM) |
|---|---|---|---|

Activation of the MEMP will normally occur as an emergency or potential emergency develops. Typically, the MERC or responsible authority will contact the Municipal Emergency Management Officer to request activation of the MEMP or Towong Shire Council resources. When requested, response plans should be activated as soon as possible to minimise the impacts of an emergency. The Municipal Emergency Management Officer is responsible for notifying the Municipal Recovery Manager of the potential need for relief and recovery services. The Municipal Emergency Management Officer and Municipal Recovery Manager will assess the relief and recovery needs of the emergency. In some instances, the Regional Recovery Coordinator from Emergency Recovery Victoria may inform the Municipal Recovery Manager of the need for recovery activities.

## 5.5    Response Coordination

### Incident and Regional Control Centres (ICC and RCC)

Incident Control Centre (ICC) functions may be conducted at the scene of the incident or from an agency office. As the incident develops the Emergency Response Coordinator may request activation of an identified ICC.

Incident Control Centres for fire are located at the Tallangatta and Corryong DEECA offices and at the CFA District 24 HQ in Wodonga.  The flood and storm Incident Control Centre is located at the Benalla SES Office.

| INCIDENT CONTROL CENTRES | | | |
|---|---|---|---|
| **LOCATION** | **AGENCY** | **ADDRESS** | **CONTACT** |
| Regional Control Centre (RCC) | Benalla DEECA | 89 Sydney Road, Benalla | 03 5761 0724 <br><br> rcchum.all@rcc.vic.gov.au |
| DEECA Tallangatta Office, ICC | DEECA | 3-7 Tallangatta Lookout Road, Tallangatta | 02 6071 5300 <br><br> icctal.all@icc.vic.gov.au |
| District 24 HQ, Wodonga  ICC | CFA | 55 Moorefield Park Drive, Wodonga | 02 6043 4600 <br><br> iccwod.all@icc.vic.gov.au |
| VICSES Hume Regional Office Benalla SES ICC | SES | 64 Sydney Road, Benalla | 03 9256 7799 <br><br> iccbnases.all@icc.vic.gov.au |
| DEECA Corryong Office, ICC | DEECA | 8 Jardine St, Corryong | 02 6076 3100 <br><br> icccor.all@icc.vic.gov.au |

The coordination of the emergency response will be managed from an Incident Control Centre (ICC). A Towong Shire Council Emergency Management Liaison Officer (EMLO) can be requested to attend the Incident Control Centre. The EMLO will communicate directly between the ICC and members of the Council Emergency Management Team (MERC, MEMO, MRM, EMC etc) and other key Towong Shire Council staff. This will assist in providing local knowledge, determining needs in high risk areas and consideration of the Vulnerable Persons Register (VPR).

## Council Emergency Operation Centre (CEOC)

In an emergency, Towong Shire Council's role includes supporting the response and emergency communications, and managing local relief and recovery.

In addition to an Incident Control Centre (ICC), the Municipal Recovery Manager and/or MEMO may decide to stand up a Council Emergency Operation Centre (CEOC). From this Centre, the Municipal Recovery Manager, and relevant Towong Shire Council personnel, will coordinate Towong Shire Council and community resources required in the emergency, and manage local relief and recovery within Towong Shire.

The Council Emergency Operations Centre may also become operational if Towong Shire Council is to requested to support emergency operations in a neighbouring municipality.

The primary CEOC location in an emergency will most likely be within the Community and Planning Department within the Towong Shire Council Municipal Office in Tallangatta. Other locations may be used as appropriate.

Activation - The CEOC may be set up virtually or physically. Operation will be coordinated by: any of the following roles:
- Emergency Management Coordinator
- Municipal Recovery Manager
- Municipal Emergency Management Officer

Deactivation - The CEOC will be de-activated by the Municipal Recovery Manager and/or MEMO in consultation with the Council Emergency Management Team and control agency, with consideration of response, relief and recovery requirements.

## Staging Areas

A staging area is a designated area where emergency response/service personnel, vehicles, resources and equipment are assembled before or during an emergency. CFA and DEECA have given advice for certain locations that could be utilised as staging areas for fire incidents in Towong Shire.

Staging area facilities are directly managed by the control agency, and that agency may choose a different location to support any operational incidents. Further details can be found in Appendix 8.3.3.

| TOWONG SHIRE STAGING AREAS | | |
|---|---|---|
| **TOWN** | **LOCATION** | **VICMAP CFA REF** |
| Bethanga | Bethanga Rec Reserve - Hollow Street | 8320 J5 |
| Corryong | Upper Murray Events Centre, Corryong Recreation Reserve, Corryong | 8330 E3 |

| Eskdale | Eskdale Multipurpose Sports Complex, Omeo Highway, Eskdale | 300 F3 |
|---|---|---|
| Shelley | Shelley Forrest Camp, Avondale Road, Shelley | 266 K3 |
| Tallangatta | Tallangatta Sports Centre, Rowan Park, Akuna Street, Tallangatta | 8358 G11 |
| Walwa | Walwa Recovery Centre/ Recreation Reserve, O'Halloran St. | 8411 K12 |

## Road Closures

Victoria Police are responsible for traffic management in an emergency, in consultation with the control agency and Incident Controller, the road manager and other expert advice such as from Towong Shire Council.

Generally, the MEMO must be consulted before municipal roads are closed or restricted in an emergency. If this is not possible due to the scale of the emergency e.g. where lives are potentially at risk, the Incident Controller must notify the MEMOas soon as practicable that a municipal road has been closed. Towong Shire Council may assist with road closures with local knowledge, signage and assisting at traffic management points and communications.

On roads managed by Towong Shire Council, Towong Shire Council outdoor crews (including contractors) can clear blocked road drains or remove fallen trees from roads as required.  In an emergency, the Municipal Emergency Management Officer will delegate emergency response activities to relevant staff.

Towong Shire Council must make sure municipal roads are safe before they are reopened during or after an emergency.  Consultation with the Municipal Emergency Management Officer by the Incident Controller is required before re-opening any Towong Shire Council managed roads in an emergency.

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

## Evacuation

Evacuation is the planned relocation of persons from dangerous or potentially dangerous places to safer areas and includes their eventual return or temporary relocation. Evacuations can be pre-warned or immediate depending on the circumstances. Evacuation may be undertaken by individuals, familie, workplaces, schools and households on their own volition after an assessment of independent advice, or information provided by a control agency or emergency services agency e.g. VicEmergency (EMV App).

The decision to recommend an evacuation in Towong Shire is made by the IC in conjunction with Victoria Police. Victoria Police is responsible for the coordination of an evacuation on behalf of the

control agency. Consideration must be given to the area which is to be evacuated, the routes to be followed, the means of transport and the locations to which evacuees will be recommended to attend.

Once the decision to evacuate has been made, the TSC MEMO should be contacted to assist in the implementation of the evacuation. The MEMO will contact the Municipal Recovery Manager (MRM) to prepare the most suitable Emergency Relief Centre(s) as directed by the IC.  Consideration will be given to the relief needs and other resources that may be required (e.g. accommodation, public health, special needs groups, animals and other emergency relief considerations or requirements).

The evacuation warning or recommendation is delivered to those who are likely to be affected by the evacuation, on behalf of the Incident Controller, through the Incident Control Centre. Other support agencies may assist in distributing evacuation information to the community.

Depending on the circumstances, evacuated people may be directed to an Emergency Relief Centre. Victoria Police are responsible for coordinating the return of evacuated people upon advice of the Incident Controller that it is safe to return.

Towong Shire Council (through the MEMO) has the following roles and responsibilities in evacuations:

- coordinate the provision of Towong Shire Council resources
- via the MRM establish and manage Emergency Relief Centres
- assist Victoria Police with traffic management including provision of information regarding road availability, capacity and safety
- assist Regional Roads Victoria to maintain and communicate a list of road closures


Further information about Emergency Relief Centres is contained in section 5.10


## 5.6   Places of Last Resort


Places of Last Resort (POLR) are not part of shelter in place or evacuation strategies.  They are places to go to when other plans have failed or cannot be followed and where a person's prospects of survival <u>may be</u> better than other places but <u>cannot be guaranteed.</u>

Places of Last Resort in bushfires are places, or buildings, designated and signposted by Towong Shire Council that meet criteria issued by the CFA. Refer to the [CFA website](http://www.cfa.vic.gov.au/plan-prepare/your-local-area-info-and-advice/neighbourhood-safer-places) for more information [www.cfa.vic.gov.au/plan-prepare/your-local-area-info-and-advice/neighbourhood-safer-places](http://www.cfa.vic.gov.au/plan-prepare/your-local-area-info-and-advice/neighbourhood-safer-places)

### Places of Last Resort Locations

Towong Shire Council, communities and CFA have identified potential sites (buildings and open space) deemed suitable for use and formal designation as Places of Last Resort in fires.

Five Bushfire Places of Last Resort in Towong Shire have been designated and are signposted at each location.

| TOWONG SHIRE BUSHFIRE BPLACES OF LAST RESORT | |
|---|---|
| **TOWN** | **LOCATIONI** |
| Dartmouth | Dartmouth Hotel, Murtagh Place. |
| Corryong | Attree Park, Cnr Hanson and Jardine St. |
| Tallangatta | Triangles, Towong St, parkland opposite central shopping area |
| Eskdale | Eskdale Sports Complex, 3645 Omeo Hwy. |
| Cudgewa | Cudgewa Community Building, Cudgewa Valley Rd |

## 5.7   Resource Supplementation

Control agencies draw on their own resources and arrangements to respond to an incident. If an incident escalates, resources may be required from other agencies. TSC has a legislated role in supporting the activities of Control Agencies through the co-ordination of resources that are owned or under the direct control of TSC.

A resource is any function or item which an agency may require to perform its emergency response roles. These include:

- equipment (e.g. plant, vehicles)
- personnel (e.g. agency support and industry technicians)
- services (e.g. information, expert technical advice)

Emergency Management Victoria has developed a comprehensive Practice Note – Sourcing Supplementary Emergency Response Resources to guide agencies and councils regarding municipal resource sharing.

Most incidents in Towong Shire are local and can be coordinated at a municipal level. However, when local resources are exhausted, the Emergency Response Plan outlines how further resources are made available, firstly from neighbouring municipalities and then on a state-wide basis for roles that council's have responsibilities for.

### North East Hume Region Local Government Emergency Management Collaboration

Under existing arrangements, in the first instance, TSC will activate the North East Hume Region Local Government Emergency Management Collaboration (NE Collaboration) for additional resources in an emergency before escalating to the region or the state.

## MAV Protocol for resource sharing

TSC is a signatory to the Protocol for Inter-Council Emergency Management Resource Sharing. This protocol was developed by the Municipal Association of Victoria (MAVi) in association with the State Municipal Emergency Management Enhancement Group (MEMEG). It provides an agreed position between councils regarding the provision of resources to assist other councils with response and recovery activities during and after emergencies.

The protocol is intended to clarify operational, insurance and reimbursement issues that may arise through municipal resource-sharing arrangements.

Duties undertaken by Towong Shire Council staff seconded to another council to assist with emergency response and recovery operations are within the scope of Towong Shire Councils' emergency management responsibilities.

## 5.8    Public Health

The Towong Shire Council Environmental Health Officer (EHO) is responsible for coordinating public health matters in Towong Shire as outlined in the SEMP and SEMP Health Emergencies Sub-Plan. In emergencies, the responsibilities of the EHO include providing advice, supervision and support for:

- water supplies: portability, supply and contamination
- food: hygienic production, storage, distribution, assessment of damaged food and donated foods, ensuring that an adequate supply is maintained
- sanitation: providing for emergency sanitation and assessment of damaged systems, promoting personal hygiene practices
- infectious diseases: control measures including immunisation. See also the Towong Shire Pandemic Plan for specific actions
- pest control: vermin and vector pest control
- refuse removal: supervision and advice, particularly with regard to emergency arrangements (including dead animals)
- accommodation: advice on suitability of temporary accommodation and assessment of damaged accommodation
- public health: impacts on public health, environmental complaints and incidents investigation. EHO will work in partnership with Senior Health Protection Officers from the Department of Health

## 5.9    Finance

Financial accounting for TSC resources utilised in emergencies must be authorised by the MEMOI or the MRM and shall be in accordance with TSC's normal financial arrangements.

All TSC resource requests should be made through the Municipal Emergency Response Coordinator (MERC). Requests from response agencies are not to come from an incident control centre directly to

an agency or the MEMO. If the MEMO or agency staff receive requests directly from response agencies or the ICC, they are to advise the agency to redirect their request to the MERC..

Control agencies are responsible for all their costs involved in responding to an emergency from their own budgets.

Depending on the magnitude of the emergency some government financial assistance to agencies and councils may be available for prevention, response and recovery activities. Confirmation of funding availability and/or application to receive funding will be undertaken by the Towong Shire Council Senior Management Team (SMT) and Emergency Management Coordinator.

Further details on funding can be found on page 34 and 35 of the SEMP.

## 5.10  Relief Arrangements

Relief is the provision of assistance to meet the essential needs of individuals, families and communities during and in the immediate aftermath of an emergency (SEMP (page 25). Towong Shire Council's level of involvement is dependent on the size of the emergency and whether it remains as local coordination or escalates to regional. The need for emergency relief is also dependent on an individual's or community's level of preparedness and resilience.

The principles for the coordination and delivery of emergency relief that need to be considered are:

- 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

### Relief Coordination

The responsibility for relief coordination is outlined in the SEMP as follows:

- municipal relief coordination - Towong Shire Council
- regional relief coordination - Department of Families, Fairness and Housing (DFFH)
- state relief coordination - Emergency Management Victoria (EMV)

Relief is supported by a range of organisations. Table 11 in the SEMP outlines relief services, coordinating agencies, relief lead agencies and relief support agencies at the incident level.

Relief functions and activities in Towong Shire include:

- community information

Municipal Emergency Management Plan

- emergency shelter (Emergency Relief Centres)
- food and water
- drinking water/supply
- food and grocery supply continuity
- psychosocial support
- material aid
- reconnecting families
- first aid/primary care
- establish field primary care clinics
- other health and medical relief assistance
- financial assistance advice???
- animal welfare including companion animals and farm animals
- volunteer management

For further details on the relief arrangements - functions and activities in Towong Shire see Section 5.11.


## Relief Activation, Escalation, Deactivation

### Activation
The Incident Controller is responsible for activating relief arrangements in discussion the, MERC, MEMO and MRM.

When the emergency situation indicates the requirement for any or all of the functional services of emergency relief, the MRM will then activate required relief function services as requested. The MRM will liaise with relevant local relief and recovery agencies and organisations, the Municipal Emergency Management Officer, and the Incident Controller to ensure that relief is delivered in an integrated, timely and effective manner, and in accordance with the principles for emergency relief delivery listed above. The Municipal Recovery Manager Relief and Recovery Operating Guidelines detail the processes for relief in Towong Shire.

### Relief Escalation
Relief and recovery coordination and delivery starts at the local level. It can escalate from local to regional level through the Municipal Emergency Response Coordinator (as outlined in the SEMP), as requested by the Incident Controller.  Escalation may occur when:
- local resource capacity has been exceeded
- an emergency has affected multiple municipalities in one region
- an emergency has a significant community-wide impact, and the Victorian State Government establishes an event specific relief or recovery coordination structure to oversee a whole-of sector response.

Escalation (from local to regional) builds on Towong Shire Council's existing local emergency arrangements, rather than replacing them. If assistance is required because capacity is exceeded, responsibility is retained by Towong Shire Council with additional support through the NE Collaboration or escalating to Department of Family, Fairness & Housing Emergency Management.

Towong Shire Council has limited capacity to operate an Emergency Relief Centre for more than 24 hours, or more than one Emergency Relief Centre at a time, without further support. In the first

instance Towong Shire Council will activate the North East Hume Region Local Government Emergency Management Collaboration to assist in resourcing Emergency Relief Centres.

### Relief Deactivation

The Incident Controller decides when relief services will be deactivated  in discussion with the Regional Recovery Coordinator, Municipal Emergency Response Coordinator, Municipal Emergency Management Officer and Municipal Recovery Manager.

The deactivation of relief services will be based on reduced demand to the extent that services can be transitioned into ongoing community support programs or concluded.

## Emergency Relief Centres

Five primary Emergency Relief Centres within Towong Shire have been assessed and found to be potentially suitable for use in an emergency.  An additional 16 sites have been identified as potential Emergency Relief Centre sites. During an emergency careful consideration must be given to the prevailing circumstances and number of people needing assistance when selecting an Emergency Relief Centre site or sites. The Incident Controller, in consultation with the Municipal Emergency Response Coordinator and the Municipal Recovery Manager, will determine the need for, and appropriate location of Emergency Relief Centres.
Once an Emergency Relief Centre site has been decided the Municipal Recovery Manager will arrange to prepare the site for use. The Incident Controller will arrange for appropriate communications through the ICC to inform communities, the public and other agencies.

Emergency Relief Centre sites are reviewed annually to ensure they maintain their functionality, relevance and fit for purpose. Emergency Relief Centre locations are listed in Emergency Management Common Operating Picture EM- COP land in Appendix 8.2.3.

Details of Emergency Relief Centres including locations, features, access and contact information including photos are also in Towong Shire Council's Emergency Relief Centre Collaboration Arrangements and associated supporting documents

## 5.11 Relief Functions and Activities

| RELIEF ARRANGEMENTS | | | |
|---|---|---|---|
| **RELIEF NEED** | **LEAD AGENCY** | **SUPPORT AGENCIES** | **OTHER DETAILS** |
| **Community Information** Provide relief and recovery information to assist communities to make informed decisions about their safety. | Control Agency | Towong Shire Council Local radio Department of Family, Fairness & Housing Department of Housing | **Process:** Information can be sourced through Emergency Management Victoria 24/7. Towong Shire Council - 1 Communications Officer who can update pre-determined channels with accurate information from the Public Information unit in the ICC to assist in community relief and recovery. |
| **Emergency shelter** Arrange emergency shelter and accommodation for displaced residents and visitors. | Towong Shire Council | Department of Family, Fairness & Housing | **Process**: For non-major emergency (single incident) refer to Towong Shire Council's Municipal Recovery Manager and Municipal Emergency Management Officer Operations Guidelines ERCs – refer to Emergency Relief Centre Collaboration Arrangements – includes site details, preparation, activation, operation and deactivation. Set up within 2 hours. **Capacity**: Towong Shire Council's capacity in a larger scale event is limited which will require escalation for support within the first 24 hours. This support may initially come from members of the NE Collaboration. |
| **Food and water** Co-ordinate provision of food and water for communities at ERCs or other locations as required | Australia Red Cross | Rapid Relief Team (RRT) Food Bank Victoria Salvation Army Service Clubs | **Process**: Municipal Recovery Manager to activate Further details refer to MRM Operations Guidelines. **Capacity**: The capacity of Australia Red Cross in Towong Shire is limited for providing meals; however they can coordinate meals in conjunction with Towong Shire Council through RRT, Food Bank, Salvation Army, local businesses and service clubs. RRT has capacity to provide meals with a 4-hour lead time. Note: Local food businesses are to be supported wherever possible |

| | | | |
|---|---|---|---|
| **Drinking water / supply** Provide relief drinking water to eligible households. | North East Water | DEECA Department of Health (DH) | Where local resources are unable to meet demand, DEECA will assist in the coordination of emergency drinking water supplies. |
| **Food and grocery supply continuity** Support food and grocery supply logistics continuity planning and operations with the major food distribution operators. | Department of Jobs, Precincts and Regions | | **Process**: MRM to notify IC if supply continuity is or may be affected **Capacity**: There is one supermarket in Tallangatta, Corryong and Eskdale and a few general stores across Towong Shire in Walwa, Mitta Mitta, Dartmouth and Bethanga. It has not been determined how long these supplies will last. It is likely in an emergency that only part of the municipality may become isolated. Access to food will be planned dependant on the circumstances. |
| **Psychosocial support** Personal support (psychological first aid and emotional-spiritual care) in relief and recovery centres and through community outreach. | Towong Shire Council Department of Family, Fairness & Housing (DFFH) | Victorian Council of Churches Emergency Ministry Australia Red Cross Gateway Health | **Process**: Dependant on needs, MRM to activate relevant support agency/s **Capacity**: VCCEM - has access to over 100 volunteers across the state. (none in the Towong Shire) Australia Red Cross Emergency Services Victoria - has local volunteers as well as capacity to mobilise volunteers from neighbouring Divisions and across the state. All Australia Red Cross Vic ES volunteers are trained to deliver Psychological First Aid (PFA) and may do so in a variety of settings including in relief and recovery centres and during community outreach Gateway Health - has a limited short-term capacity to provide psychological support through a MoU with DFFH. Activation of this agreement is via DFFH. |
| **Material aid** Provide essential material aid (non-food items) to emergency affected persons including clothing, bedding and other personal requisites. | Salvation Army | St Vincent de Paul | **Process**: For non-major emergency (single incident) MRM to connect affected resident with Salvation Army. For major emergency MRM to activate Salvation Army. **Capacity:** Salvation Army - Divisional resources located at Wangaratta and Wodonga provide emergency bedding, Beechworth depot provides blankets. Emergency clothing to be supplied through network of regional 'Salvo Stores'. Depending on scale of response, Salvation Army has the ability to 'upscale' their response, which is coordinated through the Territory headquarters in Melbourne. Other – Local groups and businesses have ability to support material aid. |

| | | | |
|---|---|---|---|
| **Reconnecting families** Operate Register. Find. Reunite (RFR) in relief centres, enquiry centres or online, to reconnect people with family, friends and their communities. | VicPol | Australia Red Cross | **Process**: The primary Register. Find. Reunite. kit is stored at Tallangatta Police Station, MRM to arrange for kit(s) to be delivered to Emergency Relief Centre(s). **Capacity :** Australian Red Cross Emergency Services Victoria has local volunteers as well as capacity to mobilise volunteers from neighbouring Divisions and across the state . In the event of RFR activations , Australian  Red Cross has a scalable approach to ensure connectivity of RFR in ERCs and via the Victorian Emergency Enquiry Centre (VEEC). |
| **First aid / Primary care** Provide pre-hospital care to people affected by emergencies. | Ambulance Victoria (AV) | Department of of Health (DoH), St John Ambulance | In case of an emergency call Ambulance Victoria on **000** **Process:** calls are taken and triaged, most appropriate resource dispatched. For major incident – escalation from first crew on scene (Incident Health Commander) to Duty Manager/Regional Health commander and State Health commander (if required). **Capacity**: depending on size of incident. Duty Manager/regional/state Health commanders will dispatch appropriate resources as required. |
| | | | St John Ambulance - For activation and contact details Refer to contacts list. **Capacity:** St John Ambulance - 40 trained First Aid services volunteers within region, with active support of over 2,200 volunteers across Victoria, with 4 stretcher-capable vehicles in region. Can activate within 3 hours. |
| Establish field primary care clinics. | Ambulance Victoria (AV) | Department of Health (DH) Corryong Health Tallangatta Health Service | **Process:** Escalation via AV internal processes initially, depending on size/duration of incident and impact to BAU/resourcing/communities. Sector/Incident Health Commander – Regional Health Commander – State Health Commander (if required). Liaise with Emergency Management Unit regarding potential deployment of infrastructure & staff/resourcing requirements. **Capacity:** Depending on size of incident/impact/time of day, extra resources would be sourced outside of the region, potentially assistance from ADF, Non-Emergency resources. |
| Provide other health and medical relief assistance. | Ambulance Victoria (AV) | Department of Health (DH) St John Ambulance Tallangatta Health Corryong Health | **Process:** Escalation via internal processes initially, depending on size/duration of incident and impact to BAU/resourcing/communities. Sector/Incident Health Commander – Regional Health Commander – State Health Commander (if required). Liaise with Emergency Management Unit regarding potential deployment of infrastructure & staff/resourcing requirements. **Capacity:** Depending on size of incident, impact to communities and BAU, time of day, extra resources would likely be sourced outside of the region, potential assistance from ADF for large scale, long protracted events. Potential utilisation of non-emergency resources, external agencies such as Tallangatta Health Service, Corryong Health, Walwa Bush Nursing Service, DFFH. |

| | | | |
|---|---|---|---|
| | | | St John Ambulance - for activation and contact details Refer to contacts list<br>**Capacity -** St John Ambulance - 40 trained First Aid services volunteers within region, with active support of over 2,200 volunteers across Victoria, with 4 stretcher-capable vehicles in region. |
| | Department of Family, Fairness & Housing (DFFH) | Centrelink<br>St Vincent de Paul<br>Salvation Army<br>CWA | PHAP payments are available to assist a household during the first seven days after a single house fire or natural hazard emergency. Payments may also be available for single emergency incidents, other than single house fires, at the discretion of the Director, DFFH EM. Eligibility is based on alleviating hardship, for an individual or household affected by an emergency (occurring or likely to occur) to provide shelter, food, clothing, personal items or transport to leave an affected area.<br>PHAP hotline or online portal may be established. |
| | | | **Other financial assistance**<br>Other organisations and community groups such as Foodshare, Salvation Army, St Vincent de Paul, Rotary and the CWA can assist with gift cards, food vouchers and grants.<br>**Process:**<br>For non-major emergencies (single incidents) the MRM will connect impacted resident /household with assisting organisation or group.<br>For major incidents and natural hazard emergencies the MRM will liaise with assisting organisations or groups to discuss financial assistance. |
| **Animal welfare**<br>DEECA is the primary agency to respond to wildlife welfare. | DEECA | Wildlife Carers | **Process:** DEECA is responsible for responding to wildlife impacted by declared emergencies. Predominately this is wildlife impacted by fire. The use of volunteers is common for this type of response. To activate Wildlife assistance through DEECA contact the DEECA Regional Agency Commander 03 57 611 699.<br>**Capacity:** Towong Shire Council has limited capacity to deal with non-domestic animals and follows DEECA process and refers all wildlife to DEECA or authorised wildlife carers. |
| Towong Shire Council is responsible for housing of displaced and lost/stray companion animals | Towong Shire Council | | **Process:** when the MRM activates relief, refer to MRM Operating Guidelines.<br>**Capacity:** Towong Shire Council has 1.5 FTE rangers. In a larger scale event extra resources will need to be sourced within the first 12 hours. |

| Agriculture Victoria (Ag Vic) is the primary agency for animal welfare (other than wildlife) support services. | Ag Vic (DEECA) | Towong Shire Council RSPCA Vic Farmers Federation (VFF) | **Process**: The MRM will liaise with Ag Vic and other supporting agencies regarding support services required by Towong Shire Council staff. Rangers will discuss matters with Ag Vic, RSPCA and VFF to support decision making such as euthanising injured animals. **Capacity**: Towong Shire Council has 0.5 FTE rangers. In a larger scale event extra resources will need to be sourced within the first 12 hours. |
|---|---|---|---|
| **Volunteer Management** Coordination of volunteers during the relief and recovery process | Towong Shire Council | Albury Wodonga Volunteer Resource Bureau Neighbourhood Houses | **Process** :Towong Shire Council understands the value that volunteers may bring for increasing capability and capacity. The MRM will liaise with support organisations and groups to enable the management of volunteers. Refer to Towong Shire Council's MRM Operating Guidelines lfor further detail. **Financial donations**: MRM will arrange to divert any monetary donations to non-for-profit organisations associated with the emergency. Communications will be developed in conjunction with Incident Controller with details for where donations can be made. |

## 5.12  Debriefing

A debrief should take place as soon as practicable after an emergency. The Municipal or Regional Emergency Response Coordinator is responsible for ensuring the control agency organises an operational debrief with participating agencies (including recovery), with a view to assessing the adequacy of the response and transition to recovery, and to recommend any changes to relevant agency plan(s) and future response activities.

The purpose of a debriefing is to gain an understanding of:

- what happened during the emergency
- consequences of the emergency
- areas handled well
- any problems or gaps in response
- support for wellbeing of response staff

This understanding is aimed to improve the efficiency, effectiveness and safety of future operations or emergencies to keep the community safe.

## 5.13  Transition to Recovery

Decisions made during an emergency response will affect community recovery outcomes. Recovery activities begin immediately and continue beyond the need for relief activities. Recovery should therefore be considered during response and at all stages of emergency management planning.

During the response phase, a plan will be developed to transition the co-ordination process from the Municipal Emergency Response Coordinator in response to the Municipal Recovery Manger in recovery.

The Incident Controller is involved in planning for and decision making about the transition, as it marks the end of the response phase which the Incident Controller manages.

The scope of the transition plan includes:

- description of the event
- authorisation arrangements
- coordination and management arrangements
- transition activities and tasks to ensure continuity of essential community support
- information and communication arrangements

The timing of the transition should consider the extent to which the following are addressed, and transition should be delayed if:

- significant emergency risks remain
- the powers available to control agencies and response agency personnel (which may be available only during an emergency response) are still required

- the impact and consequences of the emergency are not yet known
- affected communities continue to require relief services
- recovery resources are not yet assembled and ready to undertake their roles.

Transition structures and handover requirements to support recovery co-ordination arrangements will vary according to the emergency. Response and recovery agencies will work co-operatively to share information, and jointly plan and make decisions to execute their plans.

An Agreement for Transition of Coordination Arrangements from Response to Recovery includes a schedule of transition arrangements, timing and duration.

Further details on transition to recovery are found in the SEMP (page 28).

A transition to recovery plan template can be found in the Emergency Management Common Operating Picture (EM-COP) library under the IMT Toolbox, in State Relief and Recovery.

### Initial Impact Assessments

An Initial Impact Assessment (IIA) is completed under the direction of the Incident Controller and will form part of the transition to recovery documentation. The initial Impact Assessment is used to determine the nature and scale of the impact of the emergency on people, critical infrastructure, community infrastructure, economic, natural, built and agricultural environments. It is designed as a holistic approach to impact assessment.

## 6   RECOVERY

Recovery is the assisting of people and communities affected by emergencies to achieve a proper and effective level of functioning. (SEMP p 30)

The coordination and delivery of recovery support at the local level should be aligned with the National Principles for Disaster Recovery:

**Understand the context** - Successful recovery is based on an understanding of the specific communities affected by recovery activities: each community has its own history, values and dynamics.

**Recognise complexity** - Successful recovery recognises and responds to the complex, dynamic nature of emergencies and communities.

**Use community** -led approaches - Successful recovery is community-led and community-centred, responsive and flexible, engaging with communities and supporting them to move forward. It is managed locally, closest to the community, and can be scaled up to deal with more widespread, complex issues and support needs. This recognises the key role of non-government organisations, community groups, businesses and others.

**Coordinate all activities** - Successful recovery requires a planned, coordinated and adaptive approach between community and partner agencies, based on continuing assessment of impacts and needs.

**Communicate effectively** - Successful recovery is built on effective communication between the affected community and other partners.

**Recognise and build capacity** - Successful recovery recognises, supports and builds on individual, community and organisational capacity and resilience. These principles align recovery efforts across jurisdictions, and they can also guide recovery planning and activities that is flexible and locally driven and delivered.

Victoria's [Resilient Recovery Strategy](#) aims to support community resilience, streamline recovery services and allow individuals and communities to lead and act to shape their future after an emergency.

## 6.1    Recovery Coordination - State, Regional, Local

The SEMP outlines the responsibility for emergency recovery coordination as follows:

- State recovery co-ordination - Emergency Recovery Victoria (ERV), formerly Bushfire Recovery Victoria
- Regional recovery co-ordination - Emergency Recovery Victoria (ERV)
- Local recovery co-ordination - Towong Shire Council

In large scale emergencies, like the 2019-20 Eastern Victorian Bushfires, recovery co-ordination may be  formally delegated to state or regional recovery (Emergency Recovery Victoria) by the Emergency Management Commissioner.

Further information about state and regional recovery arrangements can be found in the [SEMP Page 30)](#)

## 6.2    Recovery Operations

In emergencies where Towong Shire Council is the responsible recovery coordinating agency the Towong Shire Council Municipal Recovery Manager will coordinate and lead recovery operations.

An incident specific recovery plan will be developed to guide recovery following an emergency. The [Disaster Recovery Toolkit for Local Government](#) provides a range of tools, resources and literature to develop recovery plans and to help Towong Shire Council  and communities prepare for, respond to and recover from emergencies.

### Recovery Activation

Recovery activities should begin at the first available opportunity. The response control agency will maintain control over coordination of all activities as long as the emergency continues to threaten communities. However, as decisions made during response affect the recovery process, including recovery agencies and people during earlier phases of the emergency will increase continuity in support to communities through all phases of the emergency to recovery.

## Secondary Impact Assessment and Post Emergency Needs Assessment

As part of the transition to recovery, Towong Shire Council, will establish a team to undertake a Secondary Impact Assessment (SIA).

A Post Emergency Needs Assessment (PENA) will be completed at a time determined by the Municipal Recovery Manager.

The Disaster Recovery Toolkit for Local Government includes checklists, templates and procedures for SIAs and PENAs.

Towong Shire Council may co-opt persons within the community with the appropriate expertise to assist with the above assessments.

Data collected from Secondary Impact Assessments and Post Emergency Needs Assessments will be provided to Community Recovery Committees, if formed, (Refer to section 6.3) and recovery support agencies to support recovery and develop recovery plans and for future resilience planning.

## 6.3    Recovery functions, activities and responsibilities

Recovery roles and responsibilities at the state and regional level are outlined in Tables 12 to 15 of the SEMP.

The four recovery environments are:

**Social** - the direct and indirect effects an event may have on the health and wellbeing of individuals, families and communities. This environment is primarily concerned with safety, security and shelter, health and psychosocial wellbeing.

**Economic** - the direct and indirect effects an event may have on businesses, primary producers and the broader economy.

**Built** - the effects an event may have on essential physical infrastructure including essential services, commercial and industrial facilities, public buildings and assets and housing.

**Natural** - the effects an event may have on a healthy and functioning environment, which underpins the economy and society. Components of the natural environment include air and water quality; land degradation and contamination; plant and wildlife damage/loss; and national parks, cultural and heritage sites.

Recovery initiatives might address specific elements of one recovery environment, or they may operate across multiple environments.

## Recovery Environment Functional Areas and Activities

This table outlines the activities which may be supported in each of the four recovery environments. Details of agencies and responsibilities for each of these activities in Towong Shire are outlined in Appendix section 8.4.

| Recovery Environment | Functional Area | Activity |
|---|---|---|
| Social Environment | Housing and Accommodation | - support securing interim accommodation<br>- building advice and information to residents<br>- survey and determination re occupancy of damaged buildings<br>- transition to permanent housing |
| | Individual and Household Financial Assistance | - Personal Hardship Assistance Program (PHAP)<br>- Australian Government Disaster Recovery Financial Assistance (DRFA)<br>- insurance advice and information to customers |
| | Psychosocial Support | - psychological first aid and emotional and spiritual care, in relief and recovery centres and through community outreach<br>- family violence services and information<br>- counselling<br>- support for the bereaved<br>- support in emergencies caused by criminals<br>- specialist staff to provide support and advice to aid schools and early childcare services<br>- referrals to services for primary producers and animal owners |
| | Health and medical assistance | - public health advice<br>- advice on wellbeing in recovery<br>- primary and acute health services |
| | Community development | - community information<br>- formation, leadership and support of community recovery committees<br>- Aboriginal cultures are valued and respected<br>- provision and management of community development services<br>- provision and staffing of recovery information centres<br>- organisation of statewide public appeals |

| | | - coordination of spontaneous volunteers |
|---|---|---|
| **Built Environment** | Telecommunications | - telecommunications assets reinstatement and return to reliable supply |
| | Energy services | - electricity services assets reinstatement and return to reliable supply.<br>- gas services assets reinstatement and return to reliable supply.<br>- restoration of liquid fuel supply |
| | Reticulated water and wastewate | - recovery and rehabilitation of essential water supply for domestic use<br>- restoration of sewerage, sanitation systems and wastewater management<br>- replacement of essential stock and domestic water used in bushfire fighting |
| | Transport | - airports restoration to normal activity<br>- restoration of major arterial roads and bridges<br>- restoration of bus and rail services<br>- assist with food supply logistics, interdependencies, contingencies and reconstruction |
| | Buildings and assets | - coordination of clean-up<br>- restoration, clearing and rehabilitation of public buildings and assets managed within agencies' portfolios.<br>- oversight and inspection of rebuilding/redevelopment<br>- provision of financial assistance to councils for the restoration of essential municipal assets |
| **Economic Environment** | Local economies | - implement available DRFA initiatives to assist voluntary non-profit groups, communities and economies.<br>- implement approved actions and projects to assist economic recovery.<br>- encourage and bring forward the resumption of local trade and economic activity.<br>- monitor broad economic impacts and consequences |
| | Business | - assist business to access available information and advice.<br>- information and advice to small businesses to support decision making and encourage a return to business.<br>- implement available DRFA initiatives to assist small business recovery.<br>- implement approved actions to assist business recovery. |

| | | |
|---|---|---|
| | | - provide opportunities for the enhancement of knowledge and skills within small business.<br>- coordinate the insurance industry response, information, advice and government liaison |
| | Agriculture | - implement available DFRA initiatives to assist primary producers' recovery.<br>- delivery of recovery programs and advice to primary producers, rural land managers<br>- provide technical advice to primary producers and rural land managers on re-establishment or alternative strategies.<br>- assist farmers repair and restore fences damaged by fire suppression activities.<br>- assist farmers to restore fences damaged by emergencies |
| **Natural Environment** | Natural environment, inc. public land and waterways | - undertake erosion and debris flow control on public land.<br>- restoration, clearing and rehabilitation of public land and assets directly managed by DEECA, Parks Victoria or Catchment Management Authority<br>- provision of advice and information services to municipal councils and delegated public land managers and community groups.<br>- surveying and protecting threatened bird, marsupial, aquatic and plant species.<br>- develop and implement protection activities to support ecosystem recovery and regeneration.<br>- monitoring the rehabilitation of injured wildlife<br>- waste pollution management strategies<br>- protection and rehabilitation of cultural and heritage sites |

## Recovery Hubs

Recovery hubs support an integrated recovery process by providing a 'one-stop-shop' for people impacted by emergencies. People can access services and support from multiple agencies and stakeholders in the one place.

A recovery hub provides support to affected communities by providing a range of services and facilities to support the restoration of the emotional, social, economic, cultural and physical wellbeing. The range of services provided may vary according to the impact of the emergency but usually consists of direct access to, or links to:

- psychological wellbeing services (psychological first aid, personal support services and in some cases, mental health services
- temporary and medium-term accommodation
- environmental health (for example, public health)
- financial assistance
- legal and insurance advice
- case coordination and management
- primary industry and agricultural advice
- environmental advice
- rebuilding and permiting advice
- victim identification (for mass casualty events)

Refer to Section 8.4 and the Recovery Functions, Activities and Responsibilities table in the Appendix for further details.

The Municipal Recovery Manager has the role to coordinate establishment and management of recovery hubs.

## Government Recovery Support

The Australian and Victorian governments both offer a range of support across the four recovery environments. The support offered may include financial, logistical, coordination, administrative, advisory, business and mental health support.

Links to further information about government recovery support follows:

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

## Recovery Communications

Impacted communities are best supported by consistent, repeated and co-ordinated information that addresses their immediate needs in line with the support provided by relief and recovery agencies.

Recovery communications require care and sensitivity in their approach and delivery, and can often be impeded by significant physical, logistical and psychosocial limitations.

Successful and effective recovery communication should:

- recognise that communication with a community should be two-way, and that both input and feedback should be sought over an extended period.
- ensure that information is accessible to audiences in diverse situations, addresses a variety of communication needs, and is provided through a range of media and channels.
- establish mechanisms for co-ordinated and consistent communication with other organisations and individuals that provide information to communities.
- repeat key recovery messages so people have the opportunity to process it when they are receptive.

## Community Recovery Committees (CRC)

Depending on the level and nature of an emergency, Towong Shire Council, the Municipal Recovery Manager and Regional Recovery Coordinator may decide to establish one or more Community Recovery Committees to support local recovery through a community led approach.

Community Recovery Committee (CRCs) act as a central point of contact for impacted communities. The role of the Community Recovery Committee includes:

- identify community needs and resource requirements.
- advocate to recovery agencies, Towong Shire Council, and recovery managers on strategies and plans regarding community preparedness, recovery and resilience.
- liaise, consult, co-ordinate and negotiate where appropriate and on behalf of the community, with recovery agencies, government departments and Towong Shire Council to develop and implement recovery programs and initiatives.

- advocate and lobby where appropriate and in conjunction with the community, recovery agencies, government departments and Towong Shire Council to implement recovery programs and initiatives.
- identify community issues and concerns, and where appropriate, advocate and lobby, in conjunction with the community, government departments, other agencies and Towong Shire Council to implement programs and initiatives to address these concerns.
- determine and establish applicable sub-committees as required.

Membership of the Community Recovery Committee include community members, groups and leaders and should ensure appropriate representation is achieved across all impacted communities. Other organisations may be included in the CRC depending on the skills and expertise required.

The Community Recovery Committee will meet as frequently as required and will collaborate with to Towong Shire Council to support and guide more strategic recovery activities.


## Transition of Recovery Support

Recovery may continue for months, and often years after an emergency, so planning needs to consider short, medium and long-term recovery needs and goals.

Transition to post recovery requires careful consideration and planning based on reduced levels of demand and need for recovery services and support within the emergency context. Community recovery programs should transition into regular mainstream services and activities that shift the focus from emergency recovery to community development and resilience, whilst still providing services for ongoing needs of impacted people.

The transition from emergency recovery can include the Community Recovery Committee and the impacted communities, to further identify ongoing support and needs.

Continued support to communities through community development and resilience activities will focus on building future preparedness, risk management and all the characteristics of resilient communities outlined in section 4.3, such as leadership, strong formal and informal networks, effective communication with Towong Shire Council, other communities and agencies.

# 7 ROLES AND RESPONSIBILTIES

Emergency management roles and responsibilities listed in the Municipal Emergency Management Plan align with those outlined in the State Emergency Management Plan. The SEMP details emergency management roles and responsibilities at a state, regional, local, community, household and individual level. and include:

- mitigation (Table 8)
- response and relief
- recovery

The SEMP is supported by the Victorian Preparedness Framework which provides further resources to support core capability alignment.

The Towong Shire Municipal Emergency Management Plan details the local emergency management roles and responsibilities for mitigation, response, relief and recovery. Existing duties, functions, power, responsibility or obligation conferred on an agency by law, licence, agreement or arrangement will prevail to the extent of any inconsistency with the MEMP. (EM Act 2013 s60AK).

All agencies with emergency management responsibilities under the Towong Shire MEMP should provide written confirmation of their capability and commitment to meet their obligations. This can be evidenced by their endorsement of the final draft MEMP, including revisions, before it is presented to the Regional Emergency Management Planning Committee for consideration and assurance.

Refer to the table below for further detail.

| ROLES AND RESPONSIBILITIES | |
| --- | --- |
| EMERGENCY PHASE | ACTIVITY |
| **Mitigation (including preparedness)**<br><br>**MEMP Section 4** | The Towong Shire Council Emergency Management Coordinator (EMC) is responsible for supporting local emergency response agencies with emergency response preparation and mitigation plans and activities. |
| | Forest Fire Management (FFMVic) includes staff from DEECA, Parks Victoria, VicForests and Melbourne Water. FFMVic manages bushfire and bushfire risk in Victoria's parks, forests and other public land by minimising the impact of fire on our communities and environment. This includes risk-based bushfire management and planning, fire prevention and preparedness, fuel management programs including planned burning and emergency response and recovery. |
| | The Towong Shire Council Municipal Fire Prevention Officer is responsible for inspections, issuing fire prevention notices and ensuring compliance on private property and council land throughout the municipality. |
| | The CFA is Victoria's volunteer fire service, operating across the country area of Victoria to protect lives and property.  The CFA is responsible for |

## ROLES AND RESPONSIBILITIES

| EMERGENCY PHASE | ACTIVITY |
|---|---|
| | fire prevention and preparedness activities and responding to fire and other emergencies. |
| **Response (including Relief)**<br><br>**MEMP Section 5** | Towong Shire Council provides many of its services and resources during an emergency. This may include provision of equipment or human resources. Towong Shire Council is also responsible for setting up, staffing and running Emergency Relief Centres. Towong Shire Council will utilise the NE Collaboration for support to deliver these services. |
| | DEECA has approximately 5000 permanent staff with an emergency role. This is supplemented by the Project Firefighter program with seasonal employees. Each district has heavy and light tankers and first-attack bulldozers. Helicopter and fixed wing aircraft are also available on an as need basis. DEECA have full capability of the state-wide digital radio network. |
| | CFA is responsible for responding to fire and other emergencies. Its emergency service capabilities are supported by 19 volunteer brigades across 2 Groups. There are 33 front line firefighting vehicles, 3 command vehicles and 3 command/control facilities. , over 1,000 volunteers and over 450  operational firefighters, supported by a centralised dispatch and radio systems. |
| | Victoria State Emergency Service (VICSES) is a volunteer-based organisation, providing emergency assistance to minimise the impact of emergencies and strengthen the community's capacity to plan, respond and recover, when emergencies occur. SES is the control agency for flood, storm, tsunami, earthquake and landslide throughout Victoria, and provides the largest Road Crash Rescue network in Australia, with specialist teams in 103 of 150 units across the state. VICSES has 3 Units within Towong Shire based at Tallangatta, Mitta Mitta & Corryong, to provide response to the Towong Shire community and beyond. |
| | Victoria Police has 5 permanent non 24 hour police stations in Towong Shire – Tallangatta, Bethanga (1 person), Mitta Mitta (1 person), Walwa (1 person) and Corryong |
| **Recovery**<br><br>**MEMP Section 6** | Towong Shire Council is responsible for providing local staff, resources and facilities as emergencies move into the recovery phase. |

# 8 APPENDICIES

## 8.1 Administration

### 8.1.1 MEMP Distribution List

| ISSUED TO | METHOD OF DISTRIBUTION |
|---|---|
| **Towong Shire Council** | |
| Strategic Emergency Management Coordinator | emergencymangement@towong.vic.gov.au |
| Municipal Emergency Management Officer (MEMO) | memo@towong.vic.gov.au |
| Municipal Recovery Manager (MRM) | mrm@towong.vic.gov.au |
| **Neighbouring Municipalities** | |
| Indigo Shire | |
| Albury City Council (NSW) | |
| East Gippsland Shire | |
| Alpine Shire Council | Emergency Management Coordinator - Email |
| Wodonga City Council | |
| Snowy Valleys Council (NSW) | |
| Greater Hume Shire Council (NSW) | |
| **Local Emergency Service Representatives** | |
| **Victoria Police:**<br>• Municipal Emergency Response Coordinator (MERC)<br>• Divisional Emergency Response Coordinator<br>• Police stations:<br>  - Corryong   - Mitta Mitta<br>  - Tallangatta   - Bethanga<br>  - Walwa | Email MERC – MEMPC member<br>Copies to be distributed by email? to police stations by MERC. |
| **Victorian State Emergency Service (VicSES)**<br>• Regional Headquarters<br>• Tallangatta Unit Controller<br>• Corryong Unit Controller<br>• Mitta Mitta Unit Controller | Email MEMPC member who will distribute copies to regional headquarters and Unit Controllers |
| **Country Fire Authority (CFA)**<br>• District Headquarters (District 24)<br>• Group Officers:<br>  - Tallangatta Group<br>  - Corryong Group | Email MEMPC member who will distribute to Group Leaders |

| | |
|---|---|
| Ambulance Victoria | Email MEMPC member |
| **Local Relief and Recovery Agency Representatives:** | |
| Australian Red Cross | Email MEMPC member |
| Regional St John Ambulance | Email from contact list |
| Victorian Council of Churches Emergencies Ministries | Email from contact list |
| Salvation Army | |
| Hospitals | Email Corryong Health, Tallangatta Health Service, Walwa Bush Nursing Centre |
| Emergency Recovery Victoria | Email MEMPC member |
| **Government Agency Representatives:** | |
| Department of Family, Fairness & Housing (DFFH) | Email MEMPC member |
| Department of Energy, Environment and Climate Action (DEECA) | Email MEMPC member |
| Department of Health (DoH) | Email MEMPC Member |
| Parks Victoria (Upper Murray) | Email from contact list |
| a Department of Energy, Environment and Climate Action – Agriculture Victoria | |
| Department of Health (DH) | |
| Vic Roads | |
| North East Region Water Authority | |
| **Utility Company Representatives:** | |
| AGL Hydro | Email from contact list |
| **Other:** | |
| Incident Control Centre Swifts Creek | Email from contact list |
| North East Catchment Management Authority (NECMA) | Email from contact list |
| Hancock Victorian Plantations | Email from contact list |
| Victorian Farmers Federation | Email from contact list |
| Rapid Relief Team | Email from contact list |

The MEMP will be made available on the Towong Shire Council Website. Printed copies of the MEMP will be distributed on request.

Up-to-date versions of the Towong Shire MEMP are distributed to:
- State Library of Victoria
- Regional Emergency Management Planning Committee (REMPC)
- Emergency Management Common Operating Picture (EM-COP)

## 8.1.2 Version History

| Document Title | Towong Shire Municipal Emergency Management Plan | Assurance Date |
|---|---|---|
| Version No. | 16 | |
| Date of Release | 15 January 2024 | |
| AMENDMENT HISTORY | | |
| Date | Description | |
| Prior to December 2020 | Previous Version - 15.0 – 2018 to 2021 Versions prior to Version 1.0 of the MEMP were a plan of the Towong Shire Council under the old MEMPC and Emergency Management Act 2013. | 13 November 2018 |
| Sept 2020 | Upper Murray - Walwa 2 Bushfire 2019/20 Review – Towong MEMPC.  The Review centred on the Towong Municipal Emergency Management Plan and its application by the member agencies in responding to the Upper Murray – Walwa Bushfire in 2019/20. The scope included the areas of mitigation, preparedness, response and relief associated with a major bushfire emergency. It also included the intersections between the municipal level with regional and state agencies and structures. | |
| January 2021 to Dec 2023 | Version 16 Following the commencement of the newly formed multi agency Towong MEMPC, the newly formed MEMPC commenced a review and rewrite of the MEMP in October 2021 this document was completely re-written to reflect recent Emergency Management Legislative Amendment Act 2018, whilst also addressing need to prepare document for scheduled self-assurance by MEMPC, before ultimate endorsement by REMPC. | 17 January 2024 |
| August 2024 | Version 16.1 Amendments sections 8.1.2, 8.2.3, 5.10 to reflect the removal of Corryong Secondary College and the Corryong Recovery Hub as potential Emergency Relief Centre sites. | |

## 8.1.3 Contact Directory

An up-to-date Hume Regional Emergency Management Team contact list can be found in EM COP – Desktop – Hume Region – contacts or email hume-remt@cfa.vic.gov.au for the group distribution list. Any changes to the list to be sent to roc.hume@cfa.vic.gov.au

Local contacts for local arrangements are updated by the secretariat for the Towong and stored in MS Teams.  For further information contact emergencymanagement@towong.vic.gov.au

## 8.1.4 MEMPC Terms of Reference

**Version control**

| Version | Date | Description | Author |
|---------|------|-------------|--------|
| 1 | 17/08/2021 | Adapted from REMPC Terms of Reference – First Draft | EMV Planning Reform Team |
| 1 | 07/10/2021 | TOR adopted by MEMPC | MEMPC |
| 1.2 | 04/08/2022 | Additional membership information for two Community Representatives and a representative from Bushfire Recovery Victoria | Sven Erikson |
| 1.3 | 07/09/2023 | Change in membership information. Update in meeting frequency | Sven Erikson |
| | | | |

**Document approval**

This document requires the approval of the MEMPC:

| Name | Title | Organisation |
|------|-------|--------------|
| **Amanda Pagan - Chairperson** | Chair | On behalf of the MEMPC |

# 1. Introduction

The *Emergency Management Legislation Amendment Act 2018* (EMLA Act) amended the *Emergency Management Act 2013* (EM Act 2013) and various other acts to establish a new integrated and coordinated framework for emergency management planning at state, region and municipal levels.

At the municipal level, the EM Act 2013 as amended creates an obligation for a reformed Municipal Emergency Management Planning Committee (MEMPC) to be established in each of Victoria's municipal districts, including Alpine Resort Management Boards which, for the purposes of the Act, are considered as municipal districts.

Each MEMPC is a multi-agency collaboration group whose members bring organisation, industry or personal expertise to the task of developing a comprehensive emergency management plan for the municipality.

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

# 1. Scope

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

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

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

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

# 2. Governance

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

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

## 3. MEMPC Functions

The MEMPC is the peak planning body for emergency management within the Towong Shire Municipal District. It is the forum for government and non-government agencies to develop policies, procedures, strategies and frameworks to support coordinated emergency management planning for the municipality.

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

a) be responsible for the preparation and review of its MEMP

b) ensure that its MEMP is consistent with the state emergency management plan and the relevant Regional Emergency Management Plan

c) provide reports of recommendation to its REMPC in relation to any matter that affects, or may affect, emergency management planning in the municipality

d) share information with the REMPC and other MEMPCs to assist effective emergency management planning

e) collaborate (having regard to the Guidelines) with any other MEMPC that the MEMPC considers appropriate in relation to emergency management planning, including preparing MEMPs

f) Determine the need for and participate in functional sub-committees and working groups to plan for specific emergencies, address issues and develop and implement sub plans & projects

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

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

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

### 4.1 Context

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



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

## 4. Membership

Section 59A of the EM Act 2013 specifies the minimum membership requirements of the MEMPC. The committee may invite additional people with key skills or knowledge to join the MEMPC, as necessary.

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

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

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

### 4.1 Change of Representative

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

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

| Agency | Agency nominations confirmed by |
|---|---|
| Municipal Council | Chief Executive Officer |
| Victoria Police | Chief Commissioner of Police |
| Country Fire Authority | Agency |
| Ambulance Victoria | Secretary, Department of Health & Human Services |
| Victoria State Emergency Service | Agency |
| Australian Red Cross | Agency |
| Department of Families Fairness and Housing | Secretary, Department of Health & Human Services Agency Executive |

## 5. Roles and responsibilities

### 6.1 Chair

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

### 6.2 Chair responsibilities

The chair has the following functions (s59B(2) of the EM Act 2013):

- chairing MEMPC meetings
- facilitating the MEMPC to perform its functions

- On behalf of MEMPC provide information and recommendations to the REMPC

Additionally, the chair will:

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

## 6.3 Election of a deputy chair

To ensure consistency and redundancy the MEMPC will elect a deputy chair.  This appointment may be a certain period of time, as agreed by the MEMPC.

## 6.4 Deputy chair responsibilities

- Undertake the role of the chair if the elected chair is absent
- Receive delegated responsibilities of the chair as agreed with the chair

## 6.5 Member responsibilities

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

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

All MEMPC members will:

- Prepare for, prioritise and attend scheduled meetings
- Proactively contribute to the work of the MEMPC
- Provide meeting papers to the chair at least one week prior to a meeting
- Respect confidential and privileged information
- Represent all areas of their agencies and associated entities

- Report on recent relevant agency activity relating to emergency management mitigation, response or recovery activities, with a focus on emerging risks or opportunities
- Where a decision or action is outside the authority of the member, engage with relevant personnel within their agency to obtain approval to commit resources and undertake tasks
- Identify and liaise with subject matter experts or key representatives from within their agencies to participate in the MEMPC, its sub-committees or working groups
- Advocate for and report back to their agencies on MEMPC outcomes and decisions.

## 6. Administrative Arrangements

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

### 7.1 Meeting frequency

To align with seasonal requirements and operational tempo, the MEMPC will meet four times per year, preferably in March, June,October and December.

The committee will conduct a review of these Terms of Reference every 12 months.

The MEMPC chair may schedule additional meetings as required.

### 7.2 Meeting venue

The chairperson will advise the members of meeting venues prior to the meeting. It is possible that meetings maybe conducted at various venues and it is also possible that meetings could be held remotely vie electronic means.

### 7.3 Meeting papers and documentation

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

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

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

MEMPC documentation will be stored on EM - COP  under the Towong Shire library in the EM Partners section.  Instructions on how to access this library are detailed at Appendix B.

## 7.4 Secretariat

The Secretariat duties will be performed by staff from Towong Shire Council.

Secretariat duties may include:

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

## 7.5 Quorum

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

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

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

## 7.6 Decision making

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

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

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

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

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

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

## 7.7 Conflict of interest

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

## 7.8 Proxies

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

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

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

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

## 7.9 Observers

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

Observers must respect all confidentialities and operating protocols of the MEMPC, and must not:

- propose or vote on motions.
- intrude on the procedures of the MEMPC.
- take part in the meeting proceedings without the invitation of the chair.

## 7.10 Non-voting members

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

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

## 7.11 Issue Escalation

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

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

Issues requiring escalation should be well documented and include:

- A description of the issue or advice sought and the consequences if it remains unresolved.
- Actions taken to resolve the issue.
- Recommended actions or options that may assist resolution.

## 7. Financial Management

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

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

## 8. Acronyms

| Acronym | Description |
|---|---|
| **EM Act 2013** | Emergency Management Act 2013 |
| **EMC** | Emergency Management Commissioner |
| **EM-COP** | Emergency Management Common Operating Picture (EMV system) |
| **EMLA Act** | Emergency Management Legislation Amendment Act 2018 |
| **EMV** | Emergency Management Victoria |
| **MEMP** | Municipal Emergency Management Plan |

| Acronym | Description |
|---------|-------------|
| **MEMPC** | Municipal Emergency Management Planning Committee |
| **MEMP** | Municipal Emergency Management Plan |
| **MEMPC** | Municipal Emergency Management Planning Committee |
| **REMP** | Regional Emergency Management Plan |
| **REMPC** | Regional Emergency Management Planning Committee |

## 9. Document information

**Document details**

| Criteria | Details |
|----------|---------|
| **Document ID** | |
| **Document title:** | Terms of Reference |
| **Document owner:** | MEMPC |

**Audience**

The audience for this document is the MEMPC

| Terms | Description |
|-------|-------------|
| **12 months** | This document will be reviewed every 12 months or more frequently as required. |
| **Review Date** | Sept  2024 |

## 8.1.5 MEMPC Membership List

| Organisation and Committee Role | Name | Agency Role | Email Address | Contact No. |
|---|---|---|---|---|
| **VOTING MEMBERS** | | | | |
| Municipal Council (Chair and Recovery Rep) | Amanda Pagan | Towong Shire Council Municipal Recovery Manager | Amanda.pagan@towong.vic.gov.au | ▪ 0436 859 543 |
| Victoria Police (Vic Pol Rep) | Senior Sergeant Chris Parr | Municipal Emergency Response Coordinator | Christopher.parr@police.vic.gov.au | ▪ 0407 692 055 |
| Country Fire Authority (CFA Rep) | Adrian Gutsche | Assistant Chief Fire Officer – District 24 | a.gutsche@cfa.vic.gov.au | |
| Ambulance Victoria (AV) Rep | Alicia Broek | Senior Team Manager – Indigo/Towong | Indigotowong.stm@ambulance.vic.gov.au | ▪ 0460422983 |

# Municipal Emergency Management Planning
## TOWONG

| Organisation and Committee Role | Name | Agency Role | Email Address | Contact No. |
|---|---|---|---|---|
| Victoria State Emergency Service (SES Rep) | Charlie Sexton | Operations Officer | charlie.sexton@ses.vic.gov.au | 0438 936 293 |
| Australian Red Cross (Red Cross Rep) | Lynne Jones | Divisional Operations Officer | lyjones@redcross.org.au | 0419 100 902 |
| Department of Families Fairness and Housing (DFFH Rep) | Rebekah Kendell | Senior Emergency Management Coordinator | rebekah.kendell@dffh.vic.gov.au | 0437 725 564 |
| Department of Energy Environment and Climate Action | Dave Jenson | District Manager | dave.jenson@deeca.vic.gov.au | 0428 339 344 |
| Agriculture Victoria (Ag Vic Rep) | Jeff Cave | Senior Veterinary Officer – Northern Region | Jeff.Cave@agriculture.vic.gov.au | 0418 583 654 |
| Community representative | Sean Farrar | Community representative | | |
| Community representative | Sharyn Nankervis | Community representative | | |
| | | | | |
| **NON - VOTING MEMBERS** | | | | |
| Towong Shire Council (MEMPC Secretariat) | | | | Sven E |

# Municipal Emergency Management Planning

**TOWONG**

| Organisation and Committee Role | Name | Agency Role | Email Address | Contact No. |
|---|---|---|---|---|
| Department of Health | Christy Jackson | Senior Operations Officer, Emergency Management, East Region | christy.jackson@health.vic.gov.au | 0447 737 309 |
| | | | | |

## 8.2 Sub Plans, Complementary Plans and Arrangements

### 8.2.1 Sub Plans

- Fire Management Plan
- Flood and Storm Plan

### 8.2.2 Complementary Plans

- Heatwave Plan
- Pandemic Plan
- Municipal Emergency Animal Welfare Plan
- Emergency Relief Centre Collaboration Arrangements
- Community Emergency Management Plans
    - Corryong
    - Berringama
    - Cudgewa
    - Nariel Valley
    - Towong
    - Thowgla
    - Biggara
    - Tintaldra
    - Walwa

## 8.2.3 Emergency Relief Centre Locations

The following emergency relief centres have been assessed and found to be potentially suitable for use in an emergency.  The Incident Controller, in consultation with the Municipal Recovery Manager, must take into consideration the prevailing circumstances and number of people needing assistance when selecting a site or sites for providing relief. Refer to Section 5.10 for further details.

| TOWONG SHIRE PRIMARY Emergency Relief Centre LOCATIONS | | | |
|---|---|---|---|
| **TOWN / AREA** | **NAME OF FACILITY** | **ADDRESS** | **VICMAP** |
| **Corryong** | Upper Murray Events Centre | Corryong Rec Reserve, Strzelecki Way | 8330 E3 |
| **Eskdale** | Eskdale Multipurpose Sports Complex | 3645 Omeo Highway | 300 F3 |
| **Mitta Mitta** | Magorra Park Multipurpose Building | 1784 Mitta North Road | 8370 F4 |
| **Tallangatta** | Tallangatta Memorial Hall | Towong Street | 8399 D12 |
| **Walwa** | Walwa Recovery Centre | 2 O'Halloran St, Walwa VIC 3709 | 8410 K13 |

## FURTHER IDENTIFIED POTENTIAL Emergency Relief Centre LOCATIONS

| TOWNSHIP | NAME | LOCATION | CAPACITY DAY / NIGHT | VICMAP CFA REF | CAR PARK | ACCESS | TOILETS | KITCHEN | | SHOWERS | PLAYGROUND | TELEPHONE | AUX POWER | ABLE TO HOOK UP TO GENER |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Bellbridge | Bellbridge Boat Club | Lake Road, Bellbridge | 150/ | 8316 H13 | Y | | Y | | | | | | | |
| Bellbridge | Berringa Community Centre | 18-20 Craig Drive Bellbridge | 30/ | 8316 H14 | Y | Y | Y | Y | | | Y | Y | | |
| Bethanga | Bethanga Rec Reserve | Rec Reserve - Hollow Street | 150/ | 8320 J5 | Y | Y | Y | Y | Y | | Y | | | |
| Bethanga | Bethanga Hall | 2 Jobling St Bethanga | 150/ | 8320 J6 | | Y | Y | Y | | | | | | |
| Bethanga | Bethanga Primary School | Beardmore Street Bethanga | 50/ | 8320 H5 | Y | Y | Y | Y | | | Y | Y | | |
| Corryong | Corryong Youth Club Hall | Cnr Donaldson/ Strzelecki Way | 100/ | 8330 G4 | Y | Y | Y | Y | Y | | Y | | | |

## FURTHER IDENTIFIED POTENTIAL Emergency Relief Centre LOCATIONS

| TOWNSHIP | NAME | LOCATION | CAPACITY DAY / NIGHT | VICMAP CFA REF | CAR PARK | ACCESS | TOILETS | KITCHEN | | SHOWERS | PLAYGROUND | TELEPHONE | AUX POWER | ABLE TO HOOK UP TO GENER |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Cudgewa | Cudgewa Football Club Rooms | Cudgewa Valley Rd | 99/ | 268 A2 | Y | Y | Y | Y | Y | | Y | Y | Y | |
| Cudgewa | Cudgewa Mechanics Institute | 195 Main Street, Cudgewa | 120/ | 8331 G3 | Y | Y | Y | Y | | | | | | |
| Eskdale | Eskdale School | Omeo Highway | 50/ | 8341 C4 | | Y | Y | Y | | | Y | Y | | |
| Khancoban (Snowy Valleys Council) | Khancoban Community Hall | Mitchell Avenue, Khancoban | 150/ | 8358 E4 | Y | Y | Y | Y | | | | | | |
| Shelley | Shelley Forest Camp | Avondale Road, Shelley | 150/ | 266 K3 | Y | Y | Y | Y | Y | | | | | |
| Tallangatta | Tallangatta Bowling Club | Akuna Ave Tallangatta | 25/ | 8399 D13 | Y | Y | Y | Y | Y | | | | | |

# Municipal Emergency Management Planning
**TOWONG**

## FURTHER IDENTIFIED POTENTIAL Emergency Relief Centre LOCATIONS

| TOWNSHIP | NAME | LOCATION | CAPACITY DAY / NIGHT | VICMAP CFA REF | CAR PARK | ACCESS | TOILETS | KITCHEN | | SHOWERS | PLAYGROUND | TELEPHONE | AUX POWER | ABLE TO HOOK UP TO GENER |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Tallangatta | Tallangatta Sports Centre | Rowan Park ,Akuna Street, Tallangatta | 102/ | 8399 D13 | Y | Y | Y | Y | Y | | Y | | | |
| Tallangatta | Tallangatta Anglican Hall | Towong Street | | 8399 D12 | Y | Y | Y | Y | | | | | | |
| Tangambalanga | Coulston Park | Kiewa East Rd, Tangambalanga | 100/ | 8358 G11 | Y | Y | Y | Y | Y | | | | | |
| Walwa | Walwa Recovery Centre | 2 O'Halloran St, Walwa | 100/ | 8411 K12 | Y | Y | Y | Y | | | | Y | | |
| Walwa | Walwa Memorial Hall | 56 Main Street, Walwa | 150/ | 8410 K13 | Y | Y | Y | Y | | | | | | |

## 8.3    Maps

### 8.3.1 Bushfire Places of Last Resort (POLR)

| TOWONG SHIRE BUSHFIRE PLACES OF LAST RESORT | |
|---|---|
| **TOWN** | **LOCATION** |
| Dartmouth | Dartmouth Hotel, Murtagh Place. |
| Corryong | Attree Park, Cnr Hanson and Jardine St. |
| Tallangatta | Triangles, Towong St, parkland opposite central shopping area |
| Eskdale | Eskdale Sports Complex, 3645 Omeo Hwy. |
| Cudgewa | Cudgewa Community Building, Cudgewa Valley Rd |

**Dartmouth Hotel, Murtagh Place, Dartmouth**



Dartmouth - Bushfire Place of Last Resort

**Corryong – Attree Park, Cnr Hanson and Jardine St, Corryong**



Attree Park - Bushfire Place of Last Resort

# Municipal Emergency Management Planning
## TOWONG

**Tallangatta – Triangles, Towong St, parkland opposite shops,**                    **Tallangatta**



**Triangles Bushfire Place of Last Resort**

**Eskdale Sports Complex, 3645 Omeo Hwy, Eskdale**

**Eskdale - Bushfire Place of Last Resort**

**Cudgewa Community Building, Cudgewa Valley Rd Cudgewa 3705**
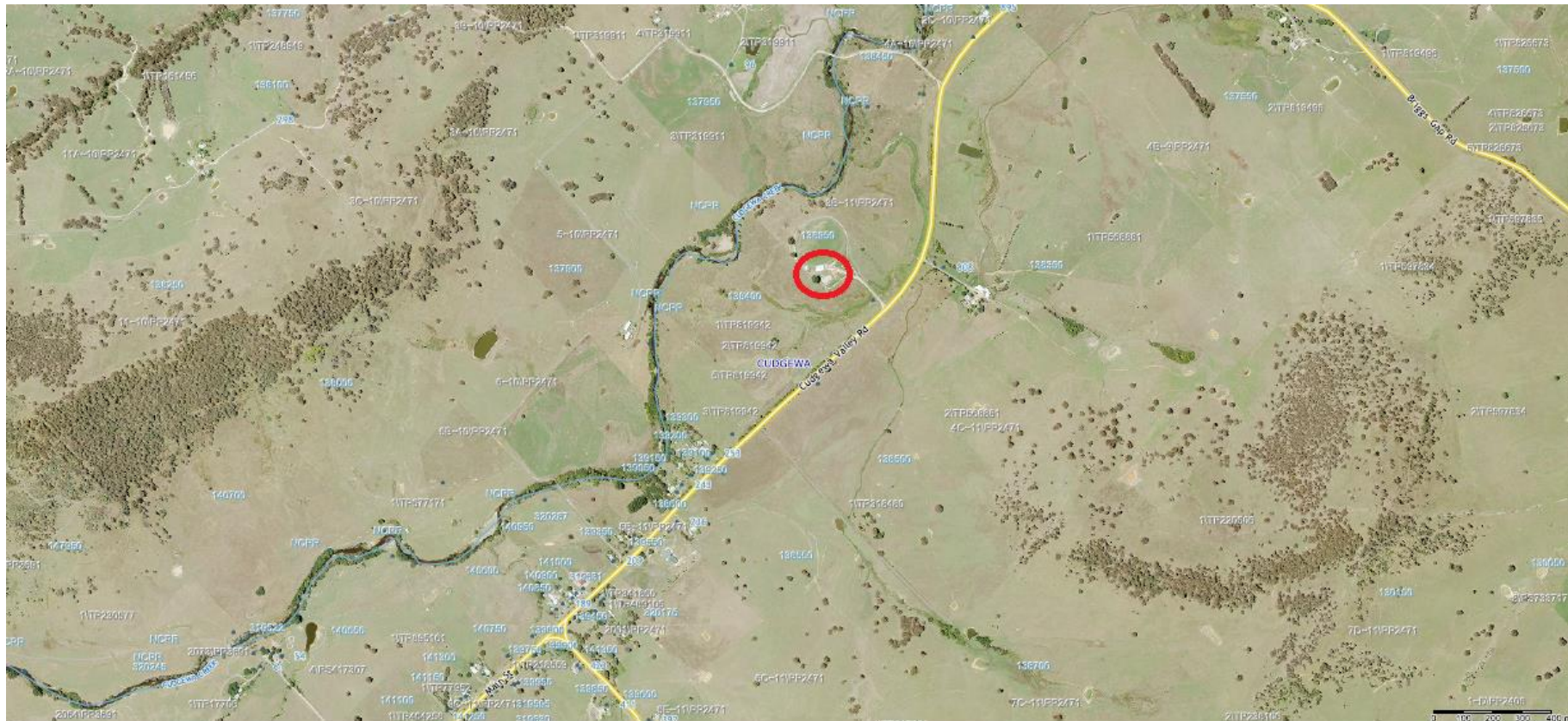


Cudgewa - Bushfire Place of Last resort

## 8.3.2 Primary Emergency Relief Centres

**Corryong, Upper Murray Events Centre, Strzelecki Way, Corryong**

**Mitta Mitta, Magorra Park Multipurpose Building, 1784 Mitta North Road**

# Municipal Emergency Management Planning
## TOWONG

**Tallangatta Memorial Hall, Towong Street.**

# Municipal Emergency Management Planning
## TOWONG

**Walwa Recovery Centre, 2 O'Halloran St**

## 8.3.3 Staging Areas

| TOWNSHIP | NAME | LOCATION | CAPACITY DAY / NIGHT | VICMAP CFA REF | CAR PARK | ACCESS | TOILETS | KITCHEN | SHOWERS | PLAYGROUND | TELEPHONE | AUX POWER | ABLE TO HOOK UP TO GENER | MOU IN PLACE |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Bethanga | Bethanga Rec Reserve | Rec Reserve - Hollow Street | 150/ | 8320 J5 | Y |  | Y | Y | Y | Y | Y |  |  |  |
| Corryong | Corryong Recreation Reserve | Strzelecki Way, Corryong | 170/ | 8330 E3 | Y |  | Y | Y | Y | Y | Y | Y | Y |  |
| Eskdale | Eskdale Multipurpose Sports Complex | Omeo Highway, Eskdale | 100/ | 300 F3 | Y |  | Y | Y | Y | Y | Y | Y |  |  |
| Khancoban | Khancoban NP & WS Office | Alpine Way, Khancoban |  | 8358 E5 | Y |  | Y | Y |  |  |  | Y |  |  |
| Sandy Creek | Sandy Creek Recreation Reserve | Lockharts Gap Rd, Sandy Creek |  | 8388 D6 | Y |  | Y | Y | Y | Y |  |  |  |  |
| Shelley | Shelley Forest Camp | Avondale Road, Shelley | 150/ | 266 K3 | Y |  | Y | Y | Y | Y |  |  |  |  |
| Tangambalanga | Coulston Park | Kiewa East Rd, Tangambalanga | 100/ | 8358 G11 | Y |  | Y | Y | Y | Y |  |  |  |  |
| Tallangatta | Tallangatta Sports Centre | Rowan Park ,Akuna Street, Tallangatta | 102/ | 8399 D13 | Y |  | Y | Y | Y | Y | Y |  |  |  |

# Municipal Emergency Management Planning

**TOWONG**

| TOWNSHIP | NAME | LOCATION | CAPACITY DAY / NIGHT | VICMAP CFA REF | CAR PARK | ACCESS | TOILETS | KITCHEN | SHOWERS | PLAYGROUND | TELEPHONE | AUX POWER | ABLE TO HOOK UP TO GENER | MOU IN PLACE |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Walwa | Walwa Recovery Centre | 2 O'Halloran St, Walwa | 100/ | 8411 K12 | Y | | Y | Y | Y | | | Y | | |

**Bethanga Staging Area**

**Corryong Staging Area**

**Eskdale Staging Area**

**Sandy Creek Staging Area**
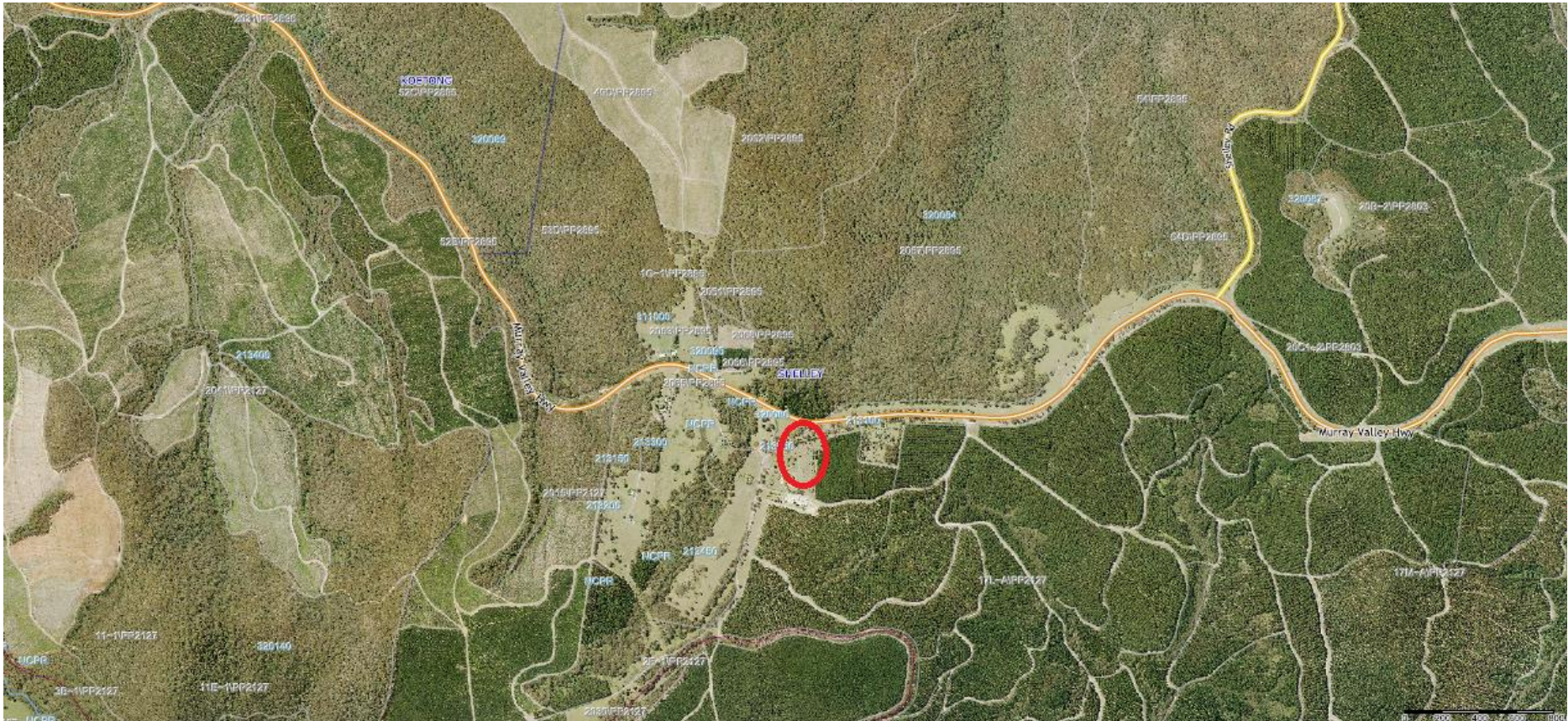
**Shelley Staging Area**
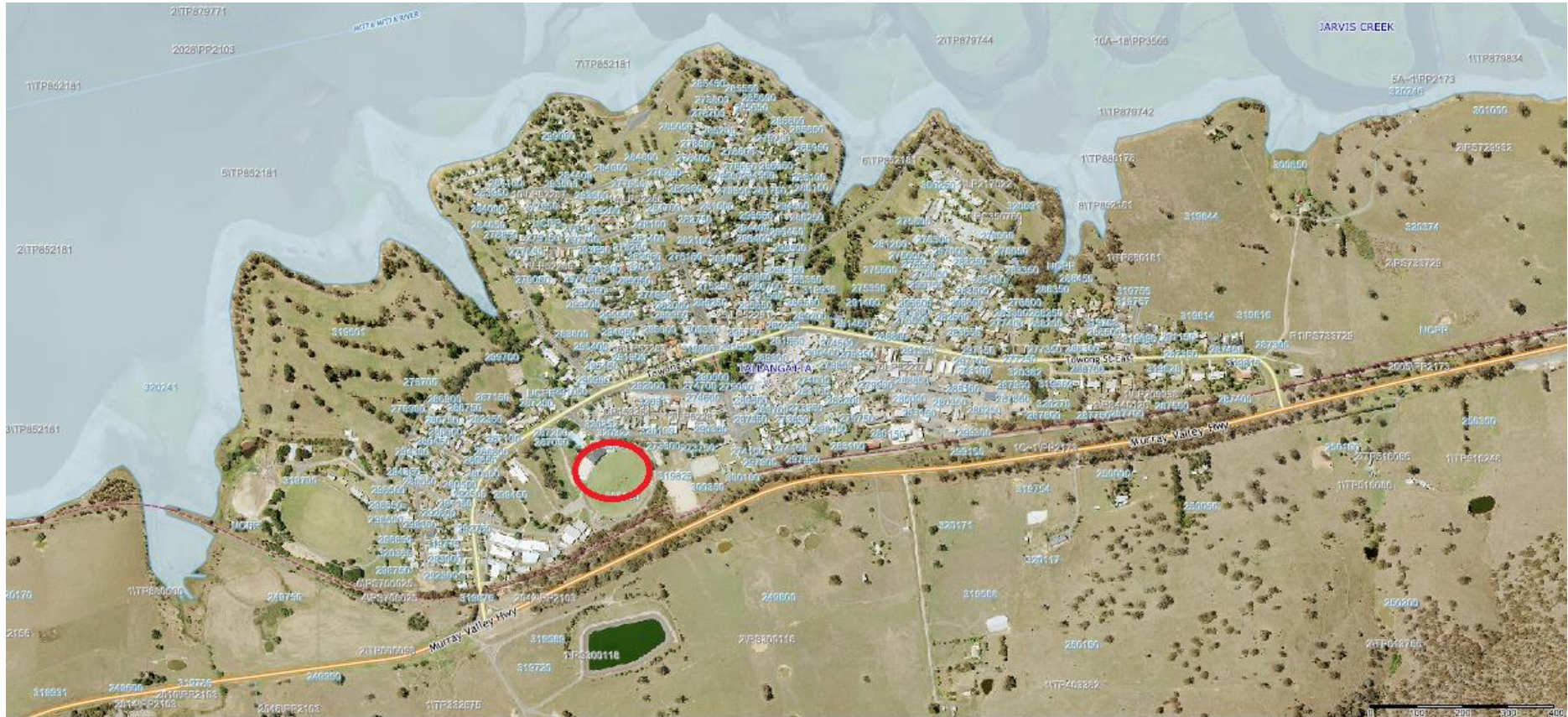
**Tallangatta Staging Area**

**Walwa Staging Area**

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## 8.4 Recovery Arrangements Table

| RECOVERY ARRANGEMENTS | | | | |
|---|---|---|---|---|
| **Recovery environment** | **Recovery activity** | **State/ regional coordination responsibility** | **Local lead and support responsibility** | **Details** |
| **Social environment** | **Functional Area - Housing and accommodation** | | | |
| | Support securing interim accommodation | Department of Family, Fairness and Housing | Beyond Housing<br><br>Towong Shire Council | Department of Family, Fairness & Housing 1300 650 172<br><br>As per emergency housing policy if activated. |
| | | | | Larger scale event may require establishing temporary villages. Defence Aid to the Civil Community (DACC) may be able to provide tents through their arrangement with Department of Family, Fairness & Housing. |
| | | | | For temporary accommodation refer to contact list for motels and caravan parks available from the Corryong Visitors Information Centre |
| | | | | Beyond Housing 1800 825 955<br><br>www.beyondhousing.org.au<br><br>Wodonga 02 6055 9000 |

| RECOVERY ARRANGEMENTS | | | | |
|---|---|---|---|---|
| **Recovery environment** | **Recovery activity** | **State/ regional coordination responsibility** | **Local lead and support responsibility** | **Details** |
| | | | | Beyond Housing can assist with crisis accommodation, immediate needs such as food, information and access to housing options and financial assistance to secure housing. |
| | Building advice and information to residents | Victorian Building Authority | Towong Shire Council | Council will provide building and planning advice to individuals who have lost homes, buildings or structures destroyed or damaged that require replacement or reconstruction. They can also put individuals in touch with other relevant authorities. |
| | Survey and determination re occupancy of damaged buildings | | Towong Shire Council | Council has a shared service arrangement with Indigo Shire for Building Inspector services who can determine the occupancy of damaged buildings.<br><br>Capacity – Council has limited capacity for larger scale events and will require support from surrounding LGAs to complete inspections in a timely manner. |
| | Transition to permanent housing | Department of Family, Fairness and Housing | Beyond Housing<br><br>Towong Shire Council | Beyond Housing 1800 825 955<br><br>www.beyondhousing.org.au<br><br>Wodonga 02 6055 9000 |

| RECOVERY ARRANGEMENTS | | | | |
|---|---|---|---|---|
| Recovery environment | Recovery activity | State/ regional coordination responsibility | Local lead and support responsibility | Details |
| | | | | |
| | Functional Area - Individual and household financial assistance | | | |
| | Personal Hardship Assistance Program | Department of Family, Fairness and Housing | Department of Family, Fairness and Housing | Payments may be available to assist a household during the first seven days of an emergency. Eligibility is based on alleviating hardship, for an individual or household affected by an emergency (occurring or likely to occur) to provide shelter, food, clothing, personal items or transport to leave an affected area. The amount is based on a pre-determined "set" amount per individual (adult or child), capped per household. 1300 650 172 EmergencyHardshipPayments@dffh.vic.gov.au |
| | Australian Government Disaster Recovery Financial Assistance | Emergency Management Victoria (Vic Gov liaison) | Services Australia | Payments may be available to eligible applicants following the activation of this assistance measure by the Minister for Police and Emergency Services or the Premier. Eligibility is based on an applicant's principle place of residence being inhabitable or inaccessible for more than seven days as a consequence of an emergency. |

| RECOVERY ARRANGEMENTS | | | | |
|---|---|---|---|---|
| **Recovery environment** | **Recovery activity** | **State/ regional coordination responsibility** | **Local lead and support responsibility** | **Details** |
| | | | | Applicants must also meet an income test and expenses/losses not covered by insurance.<br><br>Payments can be used for alternative accommodation, removal of debris from residential properties, essential repairs to housing to restore it to a habitable condition and repair or replacement of essential household items.<br><br>The application period closes 180 days after the emergency. |
| | Insurance advice and **information** to customers | DTF<br><br>Victorian Managed Insurance Authority | Insurance Council of Australia<br><br>Victoria Legal Aid | Council will provide appropriate support strategies, including how individuals will access information, the coordination of services, and case support with the support of the Insurance Council of Australia. |
| | **Functional Area - Psychosocial support** | | | |
| | Psychological first aid and emotional and spiritual care, in | | Australian Red Cross | Australian Red Cross 24 hour emergency 1800 232 969<br>www.redcross.org.au |

| RECOVERY ARRANGEMENTS | | | | |
| --- | --- | --- | --- | --- |
| Recovery environment | Recovery activity | State/ regional coordination responsibility | Local lead and support responsibility | Details |
| | relief and recovery centres and through community outreach | Department of Family, Fairness & Housing | Towong Shire Council<br><br>Victorian Council of Churches Emergency Ministry Gateway Health | Trained teams for visitation and Psychological First Aid (outreach) available for relief and recovery centres. Refer to Table 5.12 for further detail in relief centres. |
| | | | | Victorian Council of Churches Emergency Ministry (VCCEM) 24 hr emergency 03 9654 1736<br><br>www.vccem.org.au<br><br>Trained teams for visitation and counselling (outreach) available for relief and recovery centres. Refer to Table 5.12 for further detail in relief centres. |
| | Family violence services and information | Department of Family, Fairness & Housing (DFFH) | Mental health services<br><br>Private providers | Centre Against Violence 03 5722 2203<br><br>www.centreagainstviolence.org.au<br><br>For family violence and sexual assault |
| | | | | The Orange Door<br><br>1800 271 157 27/29 Stanley Street, Wodonga 3690<br>oma@orangedoor.vic.gov.au<br><br>For woman, children and young people who experience family violence or families who need assistance with the care and wellbeing of children to |

| RECOVERY ARRANGEMENTS | | | | |
|---|---|---|---|---|
| Recovery environment | Recovery activity | State/ regional coordination responsibility | Local lead and support responsibility | Details |
| | | | | access the services they need to be safe and supported. This service also provides assistance / referrals for perpetrators of family violence such as links to Men's Behaviour Change Programs. |
| | Counselling | Department of Family, Fairness & Housing | Mental health services  Private providers | Gateway Health www.gatewayhealth.org.au  02 6022 8888 155 High Street. Wodonga VIC 3690  Provision of personal counselling services, youth and family counselling, referral services. |
| | | | | Corryong Health www.corryonghealth.org.au  20 Kiell St, Corryong, 3707  enquiry@corryonghealth.org.au  02 6076 3200  Corryong Health provides the following Community Services:  Allied Health, Community Transport, Home & Community Care, Individual Support Packages, Meals on Wheels, Mental Health & Counselling |

| RECOVERY ARRANGEMENTS | | | | |
|---|---|---|---|---|
| **Recovery environment** | **Recovery activity** | **State/ regional coordination responsibility** | **Local lead and support responsibility** | **Details** |
| | | | | |
| | Support for the bereaved | Coroners court and Victims Support agency | Victorian Council of Churches Emergency Ministry | For information and support the Australian Centre for Grief and Bereavement can be found at: www.betterhealth.vic.gov.au/health/serviceprofiles/Australian-centre-for-grief-and-bereavement |
| | | | | |
| | | | | Victorian Council of Churches Emergency Ministry (VCCEM) 24 hr emergency 03 9654 1736 www.vccem.org.au Trained teams for visitation and counselling (outreach) to support bereaved. |
| | Support in emergencies caused by criminals | Victims support agency | Victorian Council of Churches Emergency Ministry | Victims of Crime Helpline 1800 819 817 or text 0427 767 891. Provides free information, advice and support for you and your family. The line is open from 8 am to 11 pm, seven days a week. |
| | | | | Victorian Council of Churches Emergency Ministry (VCCEM) 24 hr emergency 03 9654 1736 |

| RECOVERY ARRANGEMENTS | | | | |
|---|---|---|---|---|
| **Recovery environment** | **Recovery activity** | **State/ regional coordination responsibility** | **Local lead and support responsibility** | **Details** |
| | | | | www.vccem.org.au<br><br>Trained teams for visitation and counselling (outreach). |
| | Specialist staff provide support and advice to aid schools and early childcare services | Department of Education and Training | Department of Education and Training | Local schools and Council (operator of early years services) will be supported by the Department of Education and Training. |
| | Referrals to services for primary producers and animal owners | Agriculture Victoria<br><br>Department of Family, Fairness & Housing | Towong Shire Council | Agriculture Victoria will provide advice regarding agricultural recovery and act as a point of referral to other supporting agencies such as the VFF and Rural Financial Counselling. |
| | **Functional Area - Health and medical assistance** | | | |
| | Public health advice | Department of Health (DoH) | Towong Shire Council<br><br>Gateway Health<br><br>Tallangatta Health Service<br><br>Corryong Health | Towong Shire Council – Environmental Health Officer (EHO) to provide advice and information.<br><br>Gateway Health have a Health Promotion Team, who can provide primary health messages |

## RECOVERY ARRANGEMENTS

| Recovery environment | Recovery activity | State/ regional coordination responsibility | Local lead and support responsibility | Details |
|---|---|---|---|---|
| | Advice on wellbeing in recovery | Department of Family, Fairness & Housing | Australian Red Cross<br><br>Towong Shire Council<br><br>VCC EM | NavSpace  https://navspace.org.au/<br><br>NavSpace is an online guide to mental health and wellbeing support services in the North East region of Victoria.<br>Australian Red Cross – Recovering from disasters resources -<br>https://www.redcross.org.au/emergencies/resources/#recover |
| | Primary and acute health services | Department of Health (DoH) | Tallangatta Health Service<br><br>Corryong Health<br><br>Walwa Bush Nursing Centre | Tallangatta Health Service<br>www.tallangattahealthservice.com.au<br><br>25 Barree Street (PO Box 77) Tallangatta VIC, Australia 3700<br><br>02 6071 5200<br><br>THS@ths.org.au<br><br><br>Corryong Health www.corryonghealth.org.au<br><br>20 Kiell St, Corryong, 3707<br><br>enquiry@corryonghealth.org.au |

| RECOVERY ARRANGEMENTS | | | | |
|---|---|---|---|---|
| **Recovery environment** | **Recovery activity** | **State/ regional coordination responsibility** | **Local lead and support responsibility** | **Details** |
| | | | | 02 6076 3200 <br><br> Walwa Bush Nursing Centre <br> www.walwabushnursing.com <br> 16 - 18 Main St, Walwa <br> Mailwalwabnc.com.au <br> 02 6037 1207 |
| | | | | There are 3 medical clinics in the Towong Shire <br><br> • Tallangatta – 1 <br> • Walwa -1 <br> • Corryong – 1 <br><br> There are 3 residential aged care services – 1 operated by Corryong Health and 1 operated by Tallangatta Health Services and 1 operated by the Walwa Bush Nursing Centre. |

| RECOVERY ARRANGEMENTS | | | | |
|---|---|---|---|---|
| **Recovery environment** | **Recovery activity** | **State/ regional coordination responsibility** | **Local lead and support responsibility** | **Details** |
| | **Functional Area – Community Development** | | | |
| | Community information | Emergency Management Victoria and Emergency Recovery Victoria | Towong Shire Council | Refer to Towong Shire Communications and Engagement Policies/Plans |
| | | | | General information can be found in the relief and recovery section of the Vic Emergency website at: www.emergency.vic.gov.au/relief/#financial_assistance CALD  support can come from Albury-Wodonga Ethnic Communities Council (AWECC) 02 6024 6895 contact@awecc.org.au |
| | Formation, leadership and support of community recovery committees | Emergency Recovery Victoria | Towong Shire Council | Towong Shire Municipal Recovery Manager (MRM) 1300 365 222 mrm@towong.vic.gov.au |
| | Aboriginal Cultures are valued and respected. | Towong Shire Council | Traditional owner groups | Promote Aboriginal Cultural safety, participation, and ownership. |
| | Provision and management of community development services | | Towong Shire Council | Towong Shire Municipal Recovery Manager (MRM) 1300 365 222 |

| RECOVERY ARRANGEMENTS | | | | |
|---|---|---|---|---|
| **Recovery environment** | **Recovery activity** | **State/ regional coordination responsibility** | **Local lead and support responsibility** | **Details** |
| | | | | mrm@towong.vic.gov.au<br><br>Provision will include assisting those affected by the disaster with opportunities for meaningful connections with their communities. |
| | Provision and staffing of recovery information centres | | Towong Shire Council<br><br>Australia Red Cross | Towong Shire Council will coordinate staffing for Recovery Hub/Information Centres. Refer to Council's Relief and Recovery Operating Guidelines |
| | Organisation of state-wide public appeals | Dept Premier and Cabinet (DPC) | | Towong Shire Council will promote any state-wide appeal put into place.<br><br>Where no state-wide public appeal is in place the MRM will arrange to divert any monetary donations to non-for-profit organisations associated with the emergency incident. |
| | Coordination of spontaneous volunteers | Australia Red Cross<br><br>Volunteering Victoria | Towong Shire Council | Tallangatta Neighbourhood House<br><br>Corryong Neighbourhood Centre<br><br>Albury/ Wodonga Volunteer Resource Bureau |

| RECOVERY ARRANGEMENTS | | | | |
|---|---|---|---|---|
| **Recovery environment** | **Recovery activity** | **State/ regional coordination responsibility** | **Local lead and support responsibility** | **Details** |
| **Built Environment** | **Functional Area – Telecommunications** | | | |
| | Telecommunications assets reinstatement and return to reliable supply | Department of Jobs, Precincts and Region | Telecommunications carriers | Further details can be found on EM-COP or in Contact List |
| | | | | Telstra 13 22 00 www.telstra.com.au |
| | | | | Optus 13 39 37 www.optus.com.au |
| | | | | NBN 1800 687 626 |
| | **Functional Area – Energy Services** | | | |
| | Electricity services assets reinstatement and return to reliable supply | DEECA ESC AEMO | Electricity companies | Ausnet Services 13 24 61 www.ausnetservices.com.au Maintain electricity supply where safe to do so |
| | Gas services assets reinstatement and return to reliable supply | DEECA ESC AEMO | Gas companies | Elgas SupaGas |
| | Restoration of liquid fuel supply | DEECA | Fuel companies | Tallangatta |

| RECOVERY ARRANGEMENTS | | | | |
|---|---|---|---|---|
| **Recovery environment** | **Recovery activity** | **State/ regional coordination responsibility** | **Local lead and support responsibility** | **Details** |
| | | | | - Shell<br>- Ampol<br>Eskdale<br><br>- AG Warehouse<br><br>Mitta Mitta<br><br>- General Store<br>Walwa<br>- Walwa General Store<br>Corryong – 24 hour fuel supply<br>- BP<br>- Mt Mittamatite Caravan Park<br>MG fuel<br>- Agmate  (Ampol) |
| | **Functional Area - Reticulated water and wastewater** | | | |
| | Recovery and rehabilitation of essential water supply for domestic use | DEECA | North East Water | North East Water 1300 361 644<br>www.newater.com.au<br><br>Ensures reticulated water supply is safe. Provides potable water if supply is unsafe. For further details refer to Contact List |

| RECOVERY ARRANGEMENTS | | | | |
|---|---|---|---|---|
| Recovery environment | Recovery activity | State/ regional coordination responsibility | Local lead and support responsibility | Details |
| | Restoration of sewerage, sanitation systems and wastewater management | DEECA | North East Water | North East Water 1300 361 644 www.newater.com.au<br><br>Maintenance and repair of sewer service. For further details refer to Contact List. |
| | Replacement of essential stock and domestic water used in bushfire fighting | DEECA | North East Water<br>Towong Shire Council<br><br>Agriculture Victoria | Water taken from household tanks or agricultural dams for firefighting will be replaced (up to the quantity taken) when requested by the landholder and water is needed for essential use. The aim is to ensure that landholders have sufficient water to sustain: the health of residents and pets, and the health and productivity of livestock and crops. |
| | **Functional Area – Transport** | | | |
| | Airports restoration to normal activity | Department of Transport (DOT) | Airport owners | -   Corryong Aerodrome<br>-   Mitta Mitta Airfield (private) |
| | Restoration of major arterial roads and bridges | Department of Transport (DOT) | Infrastructure owners/operators | Refer to Contacts List for the following:<br><br>-   Regional Roads Victoria<br>-   Victrack |
| | Restoration of bus and rail services | Public Transport Victoria (PTV) | Local bus companies | O'Connell's bus lines located in Tallangatta and Corryong |

## RECOVERY ARRANGEMENTS

| Recovery environment | Recovery activity | State/ regional coordination responsibility | Local lead and support responsibility | Details |
|---|---|---|---|---|
| | | | | Humphrey's - Corryong

Baude Bus services located in Mitta

Bartel Buses located in Tangambalanga |
| | Assist with food supply logistics, interdependencies, contingencies and reconstruction | Department of Jobs, Skills, Industry and Regions | Freight and warehouse operators

Other businesses as required | Local freight and warehouse operators |
| | | | | Corryong Foodshare

www.corryong.org/CorryongFoodShareServices.html

aoj@corryong.net

0427 762 051 and 0427 014 935 |
| | **Functional Area – Buildings and Assets** | | | |
| | Coordination of clean-up | Emergency Recovery Victoria | Towong Shire Council | Towong Shire Council is responsible for the coordination and engagement of any contractors for clean-up.

In larger scale events the state level may coordinate a clean-up program which will include case management. |

## RECOVERY ARRANGEMENTS

| Recovery environment | Recovery activity | State/ regional coordination responsibility | Local lead and support responsibility | Details |
|---|---|---|---|---|
| | Restoration, clearing and rehabilitation of public buildings and assets managed within agencies' portfolios | Emergency Recovery Victoria as co-ordinating agency | Relevant asset owner or managing agency | For council owned infrastructure the Municipal Building Surveyor (MBS) will issue a direction for any building works. Other assets will have relevant inspections made and recommendations for restoration, rehabilitation or rebuild works to be carried out.<br><br>Relevant departments will engage project managers to manage works to be carried out. |
| | | | | Buildings owned by other agencies or committees of management responsible for any restoration, clearing and rehabilitation works.<br><br>Council will provide support with advice and assessments. |
| | Oversight and inspection of rebuilding/redevelopment | | Towong Shire Council | Council would engage a project manager to oversee any rebuilding or redevelopment works of council owned assets.<br><br>The Municipal Building Surveyor will inspect and sign off completed works to ensure building compliance. |
| | | | | The Municipal Building Surveyor (MBS) will inspect and sign off any completed building works carried out on |

| RECOVERY ARRANGEMENTS | | | | |
|---|---|---|---|---|
| **Recovery environment** | **Recovery activity** | **State/ regional coordination responsibility** | **Local lead and support responsibility** | **Details** |
| | | | | buildings owned by other agencies or committees of management. |
| | Provision of financial assistance to councils for the restoration of essential municipal assets | Emergency Management Victoria/ Emergency Recovery Victoria | | If criteria is met DRFA Funding will be provided. For further information on funding refer to www.emv.vic.gov.au/drfa-ndfa-events-post-1-nov-2018/claims-journey-map |
| Economic environment: | **Functional Area - Local economies** | | | |
| | Implement available DRFA initiatives to assist voluntary non-profit groups, communities and economies | Emergency Management Victoria | | For further information on funding refer to www.emv.vic.gov.au/drfa-ndfa-events-post-1-nov-2018/claims-journey-map |
| | Implement approved actions and projects to assist economic recovery | Department of Jobs, Skills, Industry and Regions | Towong Shire Council

Rural Financial Counselling | Towong Shire Municipal Recovery Manager (MRM)

1300 365 222

mrm@towong.vic.gov.au |
| | Encourage and bring forward the resumption of local trade and economic activity | | | |

| RECOVERY ARRANGEMENTS | | | | |
|---|---|---|---|---|
| **Recovery environment** | **Recovery activity** | **State/ regional coordination responsibility** | **Local lead and support responsibility** | **Details** |
| | Monitor broad economic impacts and consequences | | | Use Secondary Needs Assessment data to develop an economic recovery plan in conjunction with local chambers of commerce and business associations. |
| | **Functional Area – Businesses** | | | |
| | Assist businesses to access available information and advice | Department of Jobs, Skills, Industry and Regions | Towong Shire Council<br><br>Business Associations<br><br>Ag Biz Assist | Refer to Contacts List for the following:<br><br>- Community networks<br>- Progress associations |
| | Information and advice to small businesses to support decision making and encourage a return to business | Department of Jobs, Skills, Industry and Regions | Department of Jobs, Skills, Industry and Regions<br><br>SBV | Involvement with Recovery Committees for advice and updates |
| | Implement available DRFA initiatives to assist small business recovery | Emergency Management Victoria | Department of Jobs, Skills, Industry and Regions | For information on DRFA funding information on funding refer to www.emv.vic.gov.au/drfa-ndfa-events-post-1-nov-2018/claims-journey-map |

| RECOVERY ARRANGEMENTS | | | | |
|---|---|---|---|---|
| **Recovery environment** | **Recovery activity** | **State/ regional coordination responsibility** | **Local lead and support responsibility** | **Details** |
| | | | RFCV | RFCV - Concessional loans may be made available to small businesses which are in need of special assistance as a result of natural disasters and which cannot obtain finance on suitable terms from normal sources including insurance and which, in the opinion of the Corporation, have reasonable prospects of recovery. Generally the corporation would expect to share the funding for such businesses with normal sources of institutional finance. |
| | Implement approved actions to assist business recovery | Department of Jobs, Skills, Industry and Regions | Towong Shire Council | Invite to Recovery Committee for update and advice |
| | Provide opportunities for the enhancement of knowledge and skills within small business | Department of Jobs, Skills, Industry and Regions | Towong Shire Council | Refer to Contacts List for the following:<br><br>o   Community networks<br>o   Progress associations |
| | Coordinate the insurance industry response, information, advice and government liaison | DTF | ICA | Invite to Recovery Committee for update and advice |
| | **Functional Area – Agriculture** | | | |

| RECOVERY ARRANGEMENTS | | | | |
|---|---|---|---|---|
| **Recovery environment** | **Recovery activity** | **State/ regional coordination responsibility** | **Local lead and support responsibility** | **Details** |
| | Implement available DRFA initiatives to assist primary producers recovery | Emergency Management Victoria | RFCV | For information on DRFA funding information on funding refer to www.emv.vic.gov.au/drfa-ndfa-events-post-1-nov-2018/claims-journey-map |
| | | | | RFCV - Concessional loans for carry on purposes (restocking, restoration etc) may be made available to full-time bona fide primary producers who have suffered natural disaster losses and, after insurance recovery, are unable to obtain requirements through normal commercial channels on suitable terms, and in the Corporation's opinion have reasonable prospects of recovery. |
| | | | | RFCV – Can provide clean-up grants to cover the cost of clean-up and reinstatement, not compensation for losses. These grants are aimed at providing a holistic approach to the recovery for regions or communities severely affected by a natural disaster. |
| | | | VFF | The Victorian Department of Agriculture (Ag Vic) can provide advice and programs to primary producers and rural land managers, including technical fact sheets, |

| RECOVERY ARRANGEMENTS | | | | |
|---|---|---|---|---|
| **Recovery environment** | **Recovery activity** | **State/ regional coordination responsibility** | **Local lead and support responsibility** | **Details** |
| | Delivery of recovery programs and advice to primary producers, rural land managers | Agriculture Victoria | Towong Shire Council<br><br>Industry Bodies | workshops and guidance Further information can be found at:<br><br>https://agriculture.vic.gov.au/farm-management/emergency-management<br><br>Local contacts refer to Contact List |
| | | | | Towong Shire Council has responsibilities surrounding the disposal of dead or maimed stock. DJPR provides advice and supervision . |
| | | | | To ensure the immediate welfare of livestock in fire or flood DJPR will coordinate the assistance for the transport of donated fodder to affected rural landholders with the assistance of council and VFF. |
| | Provide technical advice to primary producers and rural land managers on re-establishment or alternative strategies | Agriculture Victoria | Victorian Farmers Federation<br><br>Industry Bodies | Further information on fact sheets and technical advice can be found at:<br><br>https://agriculture.vic.gov.au/farm-management/emergency-management<br><br>Local contacts refer to Contact List |
| | | | | Industry bodies such as the Royal Agricultural Society of Victoria, Wine Victoria, Meat and Livestock |

| RECOVERY ARRANGEMENTS | | | | |
|---|---|---|---|---|
| **Recovery environment** | **Recovery activity** | **State/ regional coordination responsibility** | **Local lead and support responsibility** | **Details** |
| | | | | Association, Hops Products Australia and other industry groups can provide technical advice, support and strategies. |
| | Assist farmers repair and restore fences damaged by fire suppression activities | CFA<br><br>DEECA | | Full restoration costs paid for fences damaged on private land as a result of machinery used by fire agencies to control bushfires. This includes damage to fences by machinery such as bulldozers entering the property and/ or constructing fire control lines, and other fire emergency vehicles obtaining access. |
| | | DEECA | | Full restoration costs paid for fences or other assets that are damaged or destroyed by planned burns that escape from public land onto private land. |
| | Assist farmers to restore fences damaged by emergencies | DEECA | | Half the cost of materials paid to replace or repair fencing between private land and all national parks, state parks and state forests destroyed or damaged by bushfires. |
| | | | Towong Shire Council<br><br>Local volunteer fencing programs | Blaze-aid – admin@blazeaid.com.au<br><br>Fencing for Fires - fencingforfires@outlook.com<br><br>Landmate Program – Beechworth Correctional Centre |

| RECOVERY ARRANGEMENTS | | | | |
|---|---|---|---|---|
| **Recovery environment** | **Recovery activity** | **State/ regional coordination responsibility** | **Local lead and support responsibility** | **Details** |
| | | | | |
| Natural environmental: | **Functional Area - Natural environment, inc. public land and waterways** | | | |
| | Undertake erosion and debris flow control on public land | DEECA<br><br>CFA<br><br>Parks Victoria<br><br>Department of Transport | | Assistance is provided to landholders to rehabilitate fire control lines, established by fire agencies, during the suppression of bushfires.<br><br>Fire control line rehabilitation involves pushing back topsoil and undertaking erosion control measures to protect the land from soil erosion and protect water quality. Government may also provide seed for use by the landholder to control erosion and prevent soil movement.<br><br>Assistance with the rehabilitation of fire control lines does not include replanting of trees, re-establishment of pasture, or any other agriculture crop. |
| | Restoration, clearing and rehabilitation of public land and assets directly managed by DEECA, Parks Victoria , or Catchment Management Authority (CMA) | DEECA<br><br>Parks Victoria | North East Catchment Management Authority (NECMA)<br><br>Landcare | Invite DEECA to recovery committee for updates |

## RECOVERY ARRANGEMENTS

| Recovery environment | Recovery activity | State/ regional coordination responsibility | Local lead and support responsibility | Details |
|---|---|---|---|---|
| | Provision of advice and information services to councils and delegated public land managers and community groups | DEECA<br><br>Environment Protection Authority (EPA) | North East Catchment Management Authority | Refer to Contact List |
| | Surveying and protecting threatened bird, marsupial, aquatic, wildlife and plant species | DEECA<br><br>Parks Victoria | Landcare | Invite DEECA to recovery committee for updates/support. Work with Landcare – Charles Sturt University |
| | Develop and implement protection activities to support ecosystem recovery and regeneration | DEECA<br><br>Parks Victoria | | Invite DEECA on to recovery committee for updates |
| | Monitoring the rehabilitation of injured wildlife | DEECA<br><br>Parks Victoria | | Invite DEECA to recovery committee for updates |
| | Waste pollution management strategies | DEECA<br><br>Environment Protection Authority | Towong Shire Council Environmental Health Officer? | Environmental Health Officers to work with Environment Protection Authority to conduct impact assessments and identify and address issues. |

| RECOVERY ARRANGEMENTS | | | | |
|---|---|---|---|---|
| Recovery environment | Recovery activity | State/ regional coordination responsibility | Local lead and support responsibility | Details |
| | Protection and rehabilitation of cultural and heritage sites | DEECA<br><br>Parks Victoria | Traditional owner groups? | Council to support DEECA, Parks Victoria , and indigenous groups to address environmental and cultural heritage damage. |