

## **Emergency Management Agency Roles**

---

### **Part 7: Emergency Management Manual Victoria**



# Contents

CONTROL AND SUPPORT AGENCIES FOR RESPONSE.....	7-1
SUPPORT SERVICES FOR RESPONSE.....	7-5
ASSISTANCE AND AGENCIES FOR RELIEF AND RECOVERY .....	7-6
AGENCY ROLE STATEMENTS .....	7-19
Airservices .....	7-20
Ambulance Victoria.....	7-22
Australian Defence Force: Victoria .....	7-24
Australian Energy Market Operator (AEMO) .....	7-25
Australian Government Department of Home Affairs.....	7-26
Australian Government Department of Human Services .....	7-27
Australian Maritime Safety Authority.....	7-28
Australian Red Cross.....	7-29
Australian Transport Safety Bureau.....	7-30
Bureau of Meteorology .....	7-31
Catchment Management Authorities .....	7-32
CityLink.....	7-34
Coroners Court of Victoria .....	7-35
Country Fire Authority.....	7-36
Department of Education and Training .....	7-38
Department of Environment, Land, Water and Planning .....	7-39
Department of Jobs, Precincts and Regions.....	7-45
Department of Justice and Community Safety.....	7-49
Department of Health and Human Services .....	7-51
Department of Premier and Cabinet .....	7-54
Department of Transport (including Head, Transport for Victoria).....	7-56
Department of Treasury and Finance .....	7-59
EastLink.....	7-60
Emergency Broadcasters .....	7-61
Emergency Management Commissioner.....	7-62
Emergency Management Victoria.....	7-63
Emergency Services Telecommunications Authority (ESTA) .....	7-65
Energy Safe Victoria .....	7-66
Environment Protection Authority .....	7-68
Foodbank Victoria.....	7-70
Inspector-General for Emergency Management.....	7-71
Insurance Council of Australia Ltd .....	7-72
Lend Lease (Peninsula Link) .....	7-73

Life Saving Victoria.....	7-74
Melbourne Water .....	7-75
Metropolitan Fire Brigade .....	7-77
Municipal Councils .....	7-79
National Offshore Petroleum Safety and Environmental Management Authority .....	7-81
NBN Co .....	7-82
Parks Victoria .....	7-83
Rural Assistance Commissioner.....	7-85
Salvation Army - Victorian Emergency Services .....	7-86
St John Ambulance Australia (Vic.) .....	7-87
Telstra Corporation Limited .....	7-88
Transport Safety Victoria .....	7-89
VicRoads .....	7-90
Victoria Police.....	7-92
Victoria State Emergency Service .....	7-93
Victorian Building Authority.....	7-94
Victorian Council of Churches .....	7-95
Victorian Fisheries Authority.....	7-96
Victorian Institute of Forensic Medicine.....	7-97
Victorian Managed Insurance Authority.....	7-99
Victorian Ports Corporation (Melbourne) .....	7-100
Victorian Regional Channels Authority .....	7-101
VicTrack .....	7-102
Volunteer Search and Rescue Organisations .....	7-103
Volunteer Marine Search and Rescue Organisations.....	7-104
Water Corporations .....	7-105
Wireless Institute Civil Emergency Network (WICEN).....	7-106
WorkSafe Victoria (Victorian WorkCover Authority) .....	7-107

# Control and Support Agencies for Response

The purpose of this table, required by the *Emergency Management Act 2013*, is to identify control agencies and key support agencies for response. Response planners should use it as a guide to agencies that need to be included in response plans. It does not list all agencies that may be involved in any particular emergency. Nor does it list all emergencies that may be encountered.

In using this table, reference should be made to the *State Emergency Response Plan* (Part 3 of this manual) for an explanation of response concepts and operational arrangements. The general responsibilities of control and support agencies are listed in the *State Emergency Response Plan* (Part 3 Appendix A of this manual).

Refer to Part 8 of this manual, for explanations of abbreviations and technical terms.

Traditional Owners who are party to Indigenous Land Use Agreements with the Victorian Government should be involved and consulted in accordance with the requirements of the agreement, when managing emergencies.

## Control Agency

A control agency is an agency identified within this table that is the primary agency responsible for responding to a specified type of emergency. The control agency may change as the emergency progresses or is clarified.

There are complex emergencies where a shared accountability across a number of agencies occurs. In these cases there is a need for a single agency to be responsible for the collaborative response of all the agencies. For the purposes of consistency, the term control agency will be used to describe this lead agency role.

Where an emergency type is not listed or where there is uncertainty in identifying a control agency, the Emergency Management Commissioner or relevant emergency response coordinator will determine the control agency. The control agency will generally be the agency with a role or responsibility that is most closely aligned to the emergency.

The control agency is based on the major effect of the incident/event rather than the cause and control can be transferred when the major effect of the incident/event reduces and another effect becomes more important.

Where multiple control agencies are listed, the control agency responsibility is delineated through legislation or administrative arrangements. Refer to agency role statements for clarification.

## Support Agency

A support agency is an agency that provides essential services, personnel or material to support or assist a control agency or affected persons.

Any agency may be requested to assist in any emergency if it has skills, expertise or resources that may contribute to the management of the emergency.

There are generic support services and support agencies listed in the Support Services for Response table.

<b>Emergency</b> (as per the Emergency Management Act 2013)	<b>Form of emergency</b>	<b>Control agency</b> (agency with the primary responsibility for responding to the emergency)	<b>Class of major emergency</b>
An earthquake, flood, wind-storm or other natural event	Earthquake	VICSES	1
	Flood	VICSES	1
	Heat	EMC	2
	Storm	VICSES	1
	Tsunami	VICSES	1
	Landslide	VICSES	1
Fire and explosion	Aircraft	ARFF /CFA/MFESB	1 (2 if ARFF)
	Boilers and pressure vessels	CFA/MFESB	1
	Explosion	CFA/MFESB	1
	Explosive device	Victoria Police	3
	Fire	CFA/MFESB/DELWP	1
Road accident or any other accident	Aircraft	Victoria Police	2
	Biological materials (including leaks and spills)	DHHS	2
	Gas leakage	CFA/MFESB	1
	Hazardous materials, high consequence dangerous goods or dangerous goods (including leaks and spills)	CFA/MFESB/ARFF	1 (2 if ARFF)
	Lifts, cranes or scaffolding and amusement structures	CFA/MFESB	1
	Building collapse	CFA/MFESB/VICSES	1
	Dam safety	DELWP	2
	Marine (not including marine pollution)	Victoria Police	2
	Military aircraft and ships	Defence Force	2
	Radioactive materials (including leaks and spills)	DHHS	2
	Rail and tram	Victoria Police	2
	Road	Victoria Police	2
	Aircraft – in-flight emergency	Airservices Australia	2
	Maritime casualty – non SAR (all vessels) in commercial and local port waters	Commercial or Local Port Manager <sup>1</sup> / TSV	2
	Maritime casualty – non SAR (all vessels in coastal waters) not in commercial and local port waters	TSV	2
	Cetacean (whale and dolphin) stranding, entanglement and vessel strike	DELWP	2

<sup>1</sup> Commercial Port Manager for this purposes of this table are the following: Port of Hastings; Port of Portland; Port of Gippsland; Victorian Ports Corporation (Melbourne)

Emergency (as per the Emergency Management Act 2013)	Form of emergency	Control agency (agency with the primary responsibility for responding to the emergency)	Class of major emergency
Plague or an epidemic or contamination	Chemical contamination of livestock or agricultural produce (agricultural or veterinary)	DJPR	2
	Exotic animal disease (includes bees and aquaculture)	DJPR	2
	Plant pest or disease	DJPR	2
	Marine pollution oil spills in Victorian coastal waters up to three nautical miles	DoT/ Port Manager	2
	Wildlife affected by marine pollution	DELWP	2
	Exotic marine pest incursion	DJPR	2
	Vertebrate pest/plagues	DJPR	2
	Retail food contamination	DHHS	2
	Food/drinking water contamination	DHHS	2
	Human disease	DHHS	2
	Blue-green algae	DELWP	2
	Non-hazardous pollution of inland waters	DELWP	2
	Shark hazard	Victorian Fisheries Authority	2
A warlike act or act of terrorism, hijack, siege or riot	A warlike act or act of terrorism, hijack, siege or riot	Victoria Police	3
	Other threats against persons, property or environment	Victoria Police	2
A disruption to an essential service	Food supply, critical infrastructure damage or disruption	Victoria Police	2
	Electricity	DELWP	2
	Natural gas	DELWP	2
	Petroleum and liquid fuels	DELWP	2
	Public transport	DoT	2
	Roads/bridges/tunnels	DoT	2
	Drinking water and sewerage services	DELWP	2
Cyber Security	DPC	2	
Rescue <i>(note – not listed in the EM Act 2013 and potentially a support service)</i>	Building, structure	CFA/MFESB/VICSES	1
	Cave	Victoria Police	2
	Land	Victoria Police	2
	Lift, crane, scaffolding or amusement structure	CFA/MFESB	1
	Mine/quarry	Victoria Police	2
	Rail, aircraft and industrial	CFA/MFESB/VICSES	1
	Road	CFA/MFESB/VICSES	1

Emergency (as per the Emergency Management Act 2013)	Form of emergency	Control agency (agency with the primary responsibility for responding to the emergency)	Class of major emergency
	Trench or tunnel	CFA/MFESB	1
	Water	Victoria Police	2
Search <i>(as above)</i>	Land	Victoria Police	2
	Water	Victoria Police / AMSA	2
	Overdue aircraft	AMSA	2



# Support Services for Response

In addition to the list of control agencies, there are a range of functional support services for response. All agencies listed in Part 7 of this manual, may potentially be support agencies in the event of an emergency, where they have the skills, expertise or resources to contribute to the management of an emergency. Refer to each agency's role statement for a list of the services provided.

The agency with portfolio responsibility for the subject area will generally be the lead agency for the functional area and will coordinate the involvement of service providers within the portfolio.

Functional support area	Lead agency (state)
Agriculture	DJPR
Animal Welfare (livestock and companion animals)	DJPR
Animal Welfare (wildlife)	DELWP
Ambulance / first aid	AV
Business and industry	DJPR
Coronial services	Coroner's Court of Victoria
Courts, corrections and consumer affairs	DJCS
Deceased person identification	Victoria Police
Earth resources (mines)	DJPR
Education	DET
Emergency services telecommunications	ESTA
Energy (including electricity, gas and liquid fuels)	DELWP
Environmental impact (air, land and water quality)	EPA
Health and human services	DHHS
Health command	AV
Local government	DELWP
Media/communications	EMV
Public land	DELWP
Public transport	DoT
Responder agencies	CFA, MFESB, DELWP, VICSES
Roads	DoT
Spatial data	DELWP
Specific facilities (including secure facilities)	Owner or manager
State Government	DPC
Telecommunications	DJPR
Tourism	DJPR
Transport (including airports and ports)	DoT
Water and sewerage	DELWP
Weather	BOM
Worksafe	Victorian WorkSafe Authority

# Assistance and Agencies for Relief and Recovery

The tables below provide a guide for relief and recovery planners to understand the range and types of assistance, and the providers of each, to support community relief and recovery.

They must be read in conjunction with the *State Emergency Relief and Recovery Plan* (Part 4 of this manual).

The information shown is in summary form. Refer to the Agency Role Statements following these tables for further details or consult agencies directly. For government post-emergency assistance measures and eligibility refer to Part 8: Appendix 1 of this manual.

This guide does not preclude the provision of these or additional services by others than those shown, provided they are managed within the relief and recovery coordination arrangements outlined in *State Emergency Relief and Recovery Plan* (Part 4 of this manual).

Acronyms, abbreviations and a glossary of terms are provided in Part 8 of this manual.

## Relief

Relief is defined as ‘the provision of assistance to meet essential needs of individuals, families and communities during and in the immediate aftermath of an emergency’.

State relief is the responsibility of Emergency Management Victoria, supported by Australian Red Cross. Regional relief coordination is the responsibility of the Department of Health and Human Services and municipal relief coordination is the responsibility of municipal councils.

Relief assistance is grouped into the following areas of responsibility. Each area has a lead coordinating agency/ies responsible for:

- Coordinating strategic information sharing, to facilitate activities listed under that area of responsibility
- Monitoring relief issues, risks, progress and capacity issues
- Determining and implementing appropriate communication and information sharing mechanisms with relevant departments, agencies and key stakeholders to facilitate the above
- Reporting progress and issues to the Relief and Recovery Manager at the next higher level

Each relief area of responsibility is summarised below.

<b>RELIEF</b>			
<i>The provision of assistance to meet essential needs of individuals, families and communities during and in the immediate aftermath of an emergency</i>			
<b>FUNCTIONAL AREA</b> (lead coordinating agency)	<b>ACTIVITIES</b>	<b>INCIDENT/ LOCAL LEAD</b>	<b>SUPPORT AGENCIES</b>
Emergency Shelter (DHHS)	<ul style="list-style-type: none"> <li>• Arrange emergency shelter and accommodation for displaced households</li> </ul>	<ul style="list-style-type: none"> <li>• Municipal council</li> </ul>	<ul style="list-style-type: none"> <li>• DHHS</li> </ul>
Food and Water (Aust. Red Cross)	<ul style="list-style-type: none"> <li>• At regional and state levels, Red Cross coordinates food and water including support from agencies, and provides support at the local level when requested</li> </ul>	<ul style="list-style-type: none"> <li>• Red Cross</li> </ul>	<ul style="list-style-type: none"> <li>• Salvation Army</li> <li>• Foodbank Victoria</li> </ul>
Reconnecting family and friends (VicPol, Aust. Red Cross)	<ul style="list-style-type: none"> <li>• Operate Register.Find.Reunite in relief centres, enquiry centres or online, to reconnect people with family, friends and their communities</li> </ul>	<ul style="list-style-type: none"> <li>• VicPol</li> </ul>	<ul style="list-style-type: none"> <li>• Aust. Red Cross</li> </ul>
Disbursement of material aid (non-food items) (Salvation Army)	<ul style="list-style-type: none"> <li>• Provide essential material aid (non-food items) to emergency affected persons including clothing, bedding and other personal requisites.</li> </ul>	<ul style="list-style-type: none"> <li>• Salvation Army</li> </ul>	
Emergency financial assistance (DHHS)	<ul style="list-style-type: none"> <li>• Administer relief payments through the personal hardship assistance program, to help individuals meet their basic needs</li> </ul>	<ul style="list-style-type: none"> <li>• DHHS</li> </ul>	<ul style="list-style-type: none"> <li>• Australian Government Department of Human Services</li> </ul>
Animal welfare (DJPR, DELWP)	<ul style="list-style-type: none"> <li>• DJPR is the primary agency for animal welfare (other than wildlife) support services</li> <li>• DELWP is the primary agency to respond to wildlife welfare</li> <li>• Municipal councils are responsible for housing of displaced and lost/stray companion animals</li> </ul>	<ul style="list-style-type: none"> <li>• DJPR</li> <li>• DELWP</li> <li>• Municipal Councils</li> </ul>	<ul style="list-style-type: none"> <li>• Municipal Councils</li> <li>• VFF</li> <li>• RSPCA</li> <li>• Australian Veterinary Association</li> </ul>

<p>Drinking water for households</p> <p>(DELWP)</p>	<ul style="list-style-type: none"> <li>• Provide drinking water to households</li> </ul>	<ul style="list-style-type: none"> <li>• Local water corporation</li> </ul>	<ul style="list-style-type: none"> <li>• DELWP</li> <li>• Municipal Councils</li> <li>• DHHS</li> </ul>
<p>Food and grocery supply logistics continuity</p> <p>(DJPR)</p>	<ul style="list-style-type: none"> <li>• DJPR will support food and grocery supply logistics continuity planning and operations with the major food distribution operators</li> </ul>	<ul style="list-style-type: none"> <li>• DJPR</li> </ul>	
<p>Health and Medical assistance and first aid</p> <p>(Ambulance Victoria)</p>	<ul style="list-style-type: none"> <li>• Provide pre hospital care to people affected by emergencies</li> <li>• Establish field primary care clinics</li> <li>• Provide other health and medical relief assistance measures</li> </ul>	<ul style="list-style-type: none"> <li>• Ambulance Victoria</li> </ul>	<ul style="list-style-type: none"> <li>• St John Ambulance</li> <li>• DHHS</li> </ul>
<p>Community information</p> <p>(Control agency)</p>	<ul style="list-style-type: none"> <li>• Provide relief and recovery information to assist communities to make informed decisions about their safety</li> </ul>	<ul style="list-style-type: none"> <li>• Control agency</li> </ul>	
<p>Psychosocial support</p> <p>(DHHS)</p>	<ul style="list-style-type: none"> <li>• Personal support (psychological first aid and emotional-spiritual care) in relief and recovery centres and through community outreach</li> </ul>	<ul style="list-style-type: none"> <li>• Municipal Councils</li> </ul>	<ul style="list-style-type: none"> <li>• Aust. Red Cross</li> <li>• VCC EM</li> </ul>

## Recovery

Recovery is defined as ‘the assisting of persons and communities affected by emergencies to achieve an effective level of functioning’.

State recovery coordination is the responsibility of Emergency Management Victoria at state level, the Department of Health and Human Services at regional level, and municipal councils at the local level. Recovery assistance is arranged into four environments of *social, economic, built and natural*. Each environment has one or more functional areas that bring together a number of related recovery activities to address specific community needs.

The four recovery interrelated environments described below provide a framework within which recovery can be planned, reported, monitored and evaluated. They do not have a single agency responsible for their coordination.

Functional areas describe a community need and bring together a number of related recovery activities. They provide the sector and broader public with a clear understanding of relief and recovery services and the agency responsible for coordinating them. There are fourteen functional areas across the four environments.

The coordinating agency for a recovery functional area will be responsible for:

- overseeing the service delivery of recovery elements for that function
- monitoring and reporting risks, consequences, progress and capacity issues to ensure service delivery is being achieved to impacted communities in a timely manner
- determining and implementing appropriate communication and information sharing mechanisms with relevant departments, agencies and key stakeholders to facilitate the above
- reporting progress and issues to the State Relief and Recovery Manager

Each functional area has a number of recovery activities. An activity is a defined recovery program, service or product that is delivered to assist a community in its recovery. Every activity has a State Government lead agency responsible for its delivery, often with several other agencies supporting them. Community needs will determine if the recovery activity is required.

Recovery environments and functional areas are as follows.

<b>SOCIAL ENVIRONMENT</b>			
<i>The social environment considers the impact 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.</i>			
<b>FUNCTIONAL AREA</b> (lead coordinating agency)	<b>ACTIVITIES</b>	<b>LEAD</b>	<b>SUPPORT</b>
<p style="text-align: center;">Housing and Accommodation (DHHS)</p> <p>Assist people displaced by the emergency to access temporary accommodation, and return to permanent housing as soon as possible</p>	<ul style="list-style-type: none"> <li>Support securing interim accommodation</li> </ul>	<ul style="list-style-type: none"> <li>DHHS</li> </ul>	<ul style="list-style-type: none"> <li>Municipal Councils</li> <li>Community Housing agencies</li> </ul>
	<ul style="list-style-type: none"> <li>Advice to councils on interim accommodation standards for displaced people</li> </ul>	<ul style="list-style-type: none"> <li>DHHS</li> </ul>	
	<ul style="list-style-type: none"> <li>Survey and make a determination regarding occupancy of damaged buildings</li> </ul>	<ul style="list-style-type: none"> <li>Municipal Councils</li> </ul>	
	<ul style="list-style-type: none"> <li>Building advice and information to residents</li> </ul>	<ul style="list-style-type: none"> <li>VBA</li> </ul>	<ul style="list-style-type: none"> <li>Municipal Councils</li> </ul>
	<ul style="list-style-type: none"> <li>Transition to permanent housing</li> </ul>	<ul style="list-style-type: none"> <li>DHHS</li> </ul>	<ul style="list-style-type: none"> <li>Community Housing agencies</li> </ul>
<p style="text-align: center;">Individual and Household Financial Assistance (DHHS)</p> <p>Assist households to minimise the financial impact of the emergency by providing advice and financial assistance where eligible</p>	<ul style="list-style-type: none"> <li>Personal hardship assistance program- Re-establishment assistance</li> </ul>	<ul style="list-style-type: none"> <li>DHHS</li> </ul>	<ul style="list-style-type: none"> <li>DTF</li> <li>EMV</li> </ul>
	<ul style="list-style-type: none"> <li>Australian Government Disaster Recovery financial assistance</li> </ul>	<ul style="list-style-type: none"> <li>DHHS as lead Govt liaison</li> </ul>	<ul style="list-style-type: none"> <li>Aust. Government Department of Human Services</li> </ul>
	<ul style="list-style-type: none"> <li>Insurance advice and information to customers</li> </ul>	<ul style="list-style-type: none"> <li>DTF as lead Govt liaison</li> </ul>	<ul style="list-style-type: none"> <li>ICA</li> <li>VMIA</li> <li>Victoria Legal Aid</li> </ul>

<p>Psycho-social Support (DHHS)</p> <p>Support the emotional, spiritual, cultural, psychological and social needs of affected people</p>	<ul style="list-style-type: none"> <li>• Personal support (psychological first aid and emotional-spiritual care) in relief and recovery centres and through community outreach</li> </ul>	<ul style="list-style-type: none"> <li>• DHHS</li> </ul>	<ul style="list-style-type: none"> <li>• Aust. Red Cross</li> <li>• VCC EM</li> </ul>
	<ul style="list-style-type: none"> <li>• Family violence services and information</li> </ul>	<ul style="list-style-type: none"> <li>• DHHS</li> </ul>	<ul style="list-style-type: none"> <li>• Specialist family violence services</li> <li>• Mental health services</li> <li>• Private providers</li> </ul>
	<ul style="list-style-type: none"> <li>• Counselling</li> </ul>	<ul style="list-style-type: none"> <li>• DHHS</li> </ul>	<ul style="list-style-type: none"> <li>• Mental health services</li> <li>• Private providers</li> </ul>
	<ul style="list-style-type: none"> <li>• Support in emergencies caused by criminal acts</li> </ul>	<ul style="list-style-type: none"> <li>• Victim Support Agency</li> </ul>	<ul style="list-style-type: none"> <li>• VCC EM</li> </ul>
	<ul style="list-style-type: none"> <li>• Support and advice to aid schools and early childhood services</li> </ul>	<ul style="list-style-type: none"> <li>• DET</li> </ul>	
	<ul style="list-style-type: none"> <li>• Referrals to psychosocial support services for primary producers and animal owners</li> </ul>	<ul style="list-style-type: none"> <li>• DJPR</li> </ul>	<ul style="list-style-type: none"> <li>• DHHS</li> </ul>
	<ul style="list-style-type: none"> <li>• Support for the bereaved</li> </ul>	<ul style="list-style-type: none"> <li>• VIFM</li> </ul>	<ul style="list-style-type: none"> <li>• Coroners Court</li> <li>• DHHS</li> <li>• VCC EM</li> </ul>

<p>Health and Medical Assistance (DHHS)</p> <p>Ensure that health and medical emergency responses are coordinated and appropriate</p>	<ul style="list-style-type: none"> <li>Public health advice</li> </ul>	<ul style="list-style-type: none"> <li>DHHS</li> </ul>	<ul style="list-style-type: none"> <li>Municipal councils</li> </ul>
	<ul style="list-style-type: none"> <li>Advice on wellbeing in recovery</li> </ul>	<ul style="list-style-type: none"> <li>DHHS</li> </ul>	<ul style="list-style-type: none"> <li>Municipal Councils</li> <li>Aust. Red Cross</li> </ul>
	<ul style="list-style-type: none"> <li>Primary and acute health services</li> </ul>	<ul style="list-style-type: none"> <li>DHHS</li> </ul>	<ul style="list-style-type: none"> <li>DHHS funded health care services</li> <li>Other primary and acute health services and agencies</li> </ul>
<p>Community development (EMV)</p> <p>Support communities to share responsibility in recovery activities</p>	<ul style="list-style-type: none"> <li>Community information</li> </ul>	<ul style="list-style-type: none"> <li>EMV</li> </ul>	<ul style="list-style-type: none"> <li>DHHS</li> <li>Municipal Councils</li> </ul>
	<ul style="list-style-type: none"> <li>Formation, leadership and support of Municipal/Community Recovery Committees</li> </ul>	<ul style="list-style-type: none"> <li>Municipal Councils</li> </ul>	<ul style="list-style-type: none"> <li>DHHS</li> </ul>
	<ul style="list-style-type: none"> <li>Local Community Events</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>	<ul style="list-style-type: none"> <li>DJPR</li> </ul>
	<ul style="list-style-type: none"> <li>Provision and staffing for Recovery/Information Centres</li> </ul>	<ul style="list-style-type: none"> <li>Municipal Councils</li> </ul>	<ul style="list-style-type: none"> <li>DHHS</li> <li>Aust. Red Cross</li> </ul>
	<ul style="list-style-type: none"> <li>Provision and management of community development services</li> </ul>	<ul style="list-style-type: none"> <li>Municipal Councils</li> </ul>	<ul style="list-style-type: none"> <li>DHHS</li> </ul>
	<ul style="list-style-type: none"> <li>Organisation of state-wide public appeals</li> </ul>	<ul style="list-style-type: none"> <li>DPC</li> </ul>	<ul style="list-style-type: none"> <li>Aust. Red Cross</li> </ul>
	<ul style="list-style-type: none"> <li>Coordination of spontaneous volunteers</li> </ul>	<ul style="list-style-type: none"> <li>DHHS</li> </ul>	<ul style="list-style-type: none"> <li>Aust. Red Cross</li> <li>Volunteering Victoria</li> </ul>



<b>ECONOMIC ENVIRONMENT</b>			
<i>The economic environment considers the direct and indirect impacts that an event may have on business, primary producers and the broader economy</i>			
<b>FUNCTIONAL AREA</b> (lead coordinating agency)	<b>ACTIVITIES</b>	<b>LEAD</b>	<b>SUPPORT</b>
<p>Local Economies (DJPR)</p> <p>Mitigate the impact of emergencies on economic activity in affected communities</p>	<ul style="list-style-type: none"> <li>Implement available financial assistance under the DRFA to assist voluntary non-profit groups, communities and economies</li> </ul>	<ul style="list-style-type: none"> <li>DTF</li> </ul>	<ul style="list-style-type: none"> <li>DPC</li> <li>DJPR</li> <li>RAC</li> </ul>
	<ul style="list-style-type: none"> <li>Implement approved actions and projects to assist economic recovery</li> </ul>	<ul style="list-style-type: none"> <li>DJPR</li> </ul>	
	<ul style="list-style-type: none"> <li>Encourage and bring forward the resumption of local trade and economic activity</li> </ul>	<ul style="list-style-type: none"> <li>DJPR</li> </ul>	
	<ul style="list-style-type: none"> <li>Monitor broad economic impacts and consequences</li> </ul>	<ul style="list-style-type: none"> <li>DJPR</li> </ul>	
<p>Businesses (DJPR)</p> <p>Information, advice and support to businesses to facilitate good decision making and assist their recovery</p>	<ul style="list-style-type: none"> <li>Assist businesses to access available information and advice following an emergency</li> </ul>	<ul style="list-style-type: none"> <li>DJPR</li> </ul>	
	<ul style="list-style-type: none"> <li>Information and advice to small businesses to support decision making and encourage return to business</li> </ul>	<ul style="list-style-type: none"> <li>DJPR</li> </ul>	<ul style="list-style-type: none"> <li>Small Business Mentoring Services</li> </ul>
	<ul style="list-style-type: none"> <li>Implement available financial assistance under the DRFA to assist small businesses' recovery</li> </ul>	<ul style="list-style-type: none"> <li>DTF</li> </ul>	<ul style="list-style-type: none"> <li>RAC</li> <li>DJPR</li> <li>DPC</li> </ul>
	<ul style="list-style-type: none"> <li>Implement approved actions to assist business recovery</li> </ul>	<ul style="list-style-type: none"> <li>DJPR</li> </ul>	

	<ul style="list-style-type: none"> <li>• Provide opportunities for the enhancement of knowledge and skills within small businesses</li> </ul>	<ul style="list-style-type: none"> <li>• DJPR</li> </ul>	
	<ul style="list-style-type: none"> <li>• Coordinate the insurance industry response, information, advice and government liaison</li> </ul>	<ul style="list-style-type: none"> <li>• DTF</li> </ul>	<ul style="list-style-type: none"> <li>• ICA</li> <li>• VMIA</li> </ul>
<p>Agriculture (DJPR)</p> <p>To assist the agriculture sector to recover and minimise long term social and economic impact on primary producers and other animal owners</p>	<ul style="list-style-type: none"> <li>• Deliver recovery programs and advice to primary producers, and rural land managers and other animal businesses</li> </ul>	<ul style="list-style-type: none"> <li>• DJPR</li> </ul>	<ul style="list-style-type: none"> <li>• DPC</li> <li>• DTF</li> </ul>
	<ul style="list-style-type: none"> <li>• Implement available financial assistance under the DRFA to assist primary producers' recovery</li> </ul>	<ul style="list-style-type: none"> <li>• DTF</li> </ul>	<ul style="list-style-type: none"> <li>• RAC</li> <li>• DJPR</li> <li>• DPC</li> </ul>
	<ul style="list-style-type: none"> <li>• Provide technical advice to primary producers and rural land managers on re-establishment or alternative strategies</li> </ul>	<ul style="list-style-type: none"> <li>• DJPR</li> </ul>	
	<ul style="list-style-type: none"> <li>• Assist farmers repair and restore fences damaged by fire or suppression activities</li> </ul>	<ul style="list-style-type: none"> <li>• DELWP</li> <li>• CFA</li> </ul>	<ul style="list-style-type: none"> <li>• DJPR</li> <li>• Municipal councils</li> </ul>

<b>BUILT ENVIRONMENT</b>			
<i>The built environment considers the impacts that an event may have on essential physical infrastructure including essential services, commercial and industrial facilities, public buildings and assets and housing.</i>			
<b>FUNCTIONAL AREA</b> (lead coordinating agency)	<b>ACTIVITIES</b>	<b>LEAD</b>	<b>SUPPORT</b>
<p>Energy Services (DELWP)</p> <p>To build resilience within the energy sector from emergencies and minimise the impact on Victoria’s economy and communities</p>	<ul style="list-style-type: none"> <li>Electricity services assets reinstatement and return to reliable supply</li> </ul>	<ul style="list-style-type: none"> <li>DELWP lead Govt Liaison</li> </ul>	<ul style="list-style-type: none"> <li>AEMO</li> <li>Electricity businesses</li> </ul>
	<ul style="list-style-type: none"> <li>Gas services assets reinstatement and return to reliable supply</li> </ul>	<ul style="list-style-type: none"> <li>DELWP lead Govt Liaison</li> </ul>	<ul style="list-style-type: none"> <li>AEMO</li> <li>Gas businesses and other pipeline operators</li> </ul>
	<ul style="list-style-type: none"> <li>Restoration of liquid fuel supply</li> </ul>	<ul style="list-style-type: none"> <li>DELWP lead Govt Liaison</li> </ul>	<ul style="list-style-type: none"> <li>Fuel companies</li> </ul>
<p>Telecommunications (DJPR)</p> <p>To build resilience within the telecommunications sector from emergencies and minimise the impact on Victoria’s economy and communities</p>	<ul style="list-style-type: none"> <li>Telecommunications assets reinstatement and return to reliable supply</li> </ul>	<ul style="list-style-type: none"> <li>DJPR lead Govt Liaison</li> </ul>	<ul style="list-style-type: none"> <li>Telecommunications carriers</li> </ul>
<p>Drinking Water and Sewerage (DELWP)</p> <p>Restoration of drinking water supplies and sewerage services for domestic use</p>	<ul style="list-style-type: none"> <li>Recovery and rehabilitation of essential water supply for domestic use</li> </ul>	<ul style="list-style-type: none"> <li>DELWP</li> <li>Water Corporations</li> </ul>	
	<ul style="list-style-type: none"> <li>Restoration of sewerage, sanitation systems and wastewater management</li> </ul>	<ul style="list-style-type: none"> <li>DELWP</li> <li>Local water Corporations</li> </ul>	
	<ul style="list-style-type: none"> <li>Replacement of essential water used in bushfire fighting</li> </ul>	<ul style="list-style-type: none"> <li>DELWP</li> <li>CFA</li> </ul>	<ul style="list-style-type: none"> <li>Local water Corporations</li> </ul>

<p>Transport (DoT)</p> <p>To build resilience within the transport sector from emergencies and minimise the impact on Victoria's economy and communities</p>	<ul style="list-style-type: none"> <li>• Airports restoration to normal activity</li> </ul>	<ul style="list-style-type: none"> <li>• DoT lead Govt Liaison</li> </ul>	<ul style="list-style-type: none"> <li>• Airport owners and operators</li> <li>• Other agencies and businesses as required</li> </ul>
	<ul style="list-style-type: none"> <li>• Restoration of port infrastructure</li> </ul>	<ul style="list-style-type: none"> <li>• DoT lead Govt Liaison</li> </ul>	<ul style="list-style-type: none"> <li>• Port Managers</li> <li>• Other agencies and businesses as required</li> </ul>
	<ul style="list-style-type: none"> <li>• Restoration of major arterial roads, bridges and tunnels</li> </ul>	<ul style="list-style-type: none"> <li>• DoT</li> </ul>	<ul style="list-style-type: none"> <li>• DEDJTR</li> <li>• VicTrack</li> <li>• VMIA</li> <li>• Infrastructure operators</li> </ul>
	<ul style="list-style-type: none"> <li>• Restoration of tram, bus, rail services</li> </ul>	<ul style="list-style-type: none"> <li>• DoT</li> </ul>	<ul style="list-style-type: none"> <li>• DJPR</li> <li>• VMIA</li> </ul>
	<ul style="list-style-type: none"> <li>• Assist with logistics interdependencies, contingencies and reconstruction</li> </ul>	<ul style="list-style-type: none"> <li>• DJPR</li> </ul>	<ul style="list-style-type: none"> <li>• Freight, warehouse, port, airport and railway operators</li> <li>• DoT</li> <li>• Other agencies and businesses as required</li> </ul>

Buildings and Assets (Activity Leads)	<ul style="list-style-type: none"> <li>• Coordination of clean-up activities</li> </ul>	<ul style="list-style-type: none"> <li>• Municipal Councils</li> </ul>	<ul style="list-style-type: none"> <li>• EMV</li> <li>• DELWP</li> </ul>
Management of risk and facilitating restoration of buildings and assets	<ul style="list-style-type: none"> <li>• The provision of financial assistance to municipal councils for the restoration of essential municipal assets</li> </ul>	<ul style="list-style-type: none"> <li>• EMV</li> </ul>	<ul style="list-style-type: none"> <li>• DoT</li> </ul>
	<ul style="list-style-type: none"> <li>• Undertaking the assessment, restoration, clearing and rehabilitation of public buildings and assets (e.g. roads, bridges, sporting facilities, public amenities, station buildings, schools, hospitals) where an agency is the manager of that respective building or asset</li> </ul>	<ul style="list-style-type: none"> <li>• Respective asset managing agency</li> </ul>	<ul style="list-style-type: none"> <li>• DoT</li> </ul>
	<ul style="list-style-type: none"> <li>• Oversight and inspection of rebuilding/ redevelopment</li> </ul>	<ul style="list-style-type: none"> <li>• Municipal Councils</li> </ul>	
	<ul style="list-style-type: none"> <li>• Administration of insurance claims for state assets</li> </ul>	<ul style="list-style-type: none"> <li>• VMIA</li> </ul>	

**NATURAL ENVIRONMENT**

*The natural environment considers the impact that 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.*

<b>FUNCTIONAL AREA</b> (lead coordinating agency)	<b>ACTIVITIES</b>	<b>LEAD</b>	<b>SUPPORT</b>
Natural environment, public land and waterways	<ul style="list-style-type: none"> <li>Undertake erosion control on public land</li> </ul>	<ul style="list-style-type: none"> <li>DELWP/PV</li> <li>DoT</li> </ul>	<ul style="list-style-type: none"> <li>Municipal Councils</li> </ul>
(DELWP)	<ul style="list-style-type: none"> <li>Restoration, clearing and rehabilitation of public land and assets managed directly by DELWP, PV, or CMAs</li> </ul>	<ul style="list-style-type: none"> <li>DELWP/ PV</li> </ul>	<ul style="list-style-type: none"> <li>CMA</li> <li>VMIA</li> </ul>
Manage consequence and mitigate risk to the natural environment on public land	<ul style="list-style-type: none"> <li>Provision of advice and information services to municipal councils and delegated public land managers and community groups</li> </ul>	<ul style="list-style-type: none"> <li>DELWP</li> <li>EPA</li> <li>CMAs</li> </ul>	
	<ul style="list-style-type: none"> <li>Surveying and protecting threatened bird, marsupial, aquatic and plant species</li> </ul>	<ul style="list-style-type: none"> <li>DELWP</li> </ul>	
	<ul style="list-style-type: none"> <li>Surveying and protecting ecosystems</li> </ul>	<ul style="list-style-type: none"> <li>DELWP</li> </ul>	
	<ul style="list-style-type: none"> <li>Monitoring the rehabilitation of injured wildlife</li> </ul>	<ul style="list-style-type: none"> <li>DELWP</li> </ul>	
	<ul style="list-style-type: none"> <li>Waste pollution management strategies</li> </ul>	<ul style="list-style-type: none"> <li>DELWP</li> </ul>	<ul style="list-style-type: none"> <li>EPA</li> </ul>

## Agency Role Statements

These role statements have been discussed with participating emergency management organisations for inclusion in this manual. The general format for role statements includes a categorisation of relevant activities under:

- Prevention/Mitigation/Risk Reduction
- Response
- Relief/Recovery.

Relief is grouped with recovery in this Part of the manual because the relief activities are often similar to those undertaken in the early stages of recovery.

While the role statements are believed to be current at the date of publication, readers are advised to contact the required agency to ensure that functions can still be carried out as expected.

Users of this manual are also requested to suggest additional organisations which they believe should be included in the next edition.

These role statements form part of the *State Emergency Response Plan* (Part 3 of this manual).

### Other Support Agencies

The Victorian community receives significant benefit from the emergency management contributions of a wide range of volunteer groups and organisations whose operations are either quite specialised and/or available mainly in a specific locality.

These groups should be identified in relevant municipal emergency management plans and/or regional response plans or regional recovery plans, as appropriate.

This includes the range of agencies that manage public buildings and assets, who have the responsibility to undertake the assessment, restoration, clearing and rehabilitation of assets within their respective portfolio e.g. roads, bridges, sporting facilities, public amenities, schools and hospitals (refer to 'Building and Assets' functional area).

The organisations listed in this manual are those with either broad or statewide presence, Government organisations, those with a statutory emergency management involvement and some private corporations with specific roles.

## Airservices

---

Control Agency for Aircraft – inflight emergency.

Airservices Australia is an Australian government organisation providing air traffic management, air navigation infrastructure, and aviation rescue and firefighting services.

### Prevention / Mitigation / Risk Reduction Activities

Aviation safety is the single most important area of focus for Airservices. The safety of the Australian air transport system is maintained and improved by:

- Aircraft collision prevention and separation
- Airspace design
- Pilot and air traffic management procedures
- Surveillance and navigation systems
- Fire and injury prevention and risk management.

### Response Activities

- Provision of an In Flight Emergency Response (IFER) service to aircraft in flight, that need assistance, and that are in communication with air traffic control
- Provision of an Alerting Post service for aircraft in emergency situations, and notification of appropriate agencies and organisations
- Assistance to the Joint Rescue Coordination Centre (JRCC) run by AMSA in the reporting and location of Emergency Locator Transmitters (ELT)
- When appropriate, the initial activation of the relevant Aerodrome Emergency Plan (AEP) on behalf of the pilot of an aircraft in need of assistance that might reach a licensed airport
- Actions in accordance with the Airport Emergency Plan at Melbourne, Essendon, Moorabbin and Avalon airports – in addition to the normal control of aircraft and the aircraft movement areas (at various times) at those airports
- Assistance to aircraft involved in emergency operations (such as extra communications, priority handling, track shortening, etc.)
- Designation of, and assistance with the management of, temporary aviation Restricted Areas in the vicinity of an emergency operation
- Provision of Aviation Rescue Fire Fighting (ARFF) service at Melbourne and Avalon Airport inclusive of:
  - ◆ A medical first responder role anywhere on the airport
  - ◆ Structural fire fighting to any airport facility
  - ◆ Initial Hazardous Materials response.

#### Note:

1. All airspace above all of Victoria (and also a much wider area) is managed by Airservices at Melbourne airport, except for aviation Restricted Areas – some of which are managed by various other agencies and organisations (e.g. Defence). The degree of normal service available varies – depending on the aircraft, the location, and the circumstances.
2. Licensed airports (and their AEPs) are the responsibility of the airport owner – which in many cases is the local council.



3. If aviation Search and Rescue assistance is (or may be) required, the JRCC must be notified.
4. The Australian Defence Force (RAAF) is responsible for handling emergencies connected with Defence aircraft and state aircraft of a foreign country (e.g. visiting Presidents, Prime Ministers, etc.). First response rests with the handling agency (e.g. Airservices air traffic control) at the instance of the occurrence.

## **Relief / Recovery Activities**

Airservices works with DoT (as lead Government liaison) to deliver the following recovery activities:

- Restoring airports to normal activity
- Assisting logistics interdependencies, contingencies and reconstruction.

## Ambulance Victoria

---

### Prevention / Mitigation / Risk Reduction Activities

- Provide appropriate pre-hospital leadership, skills and equipment through planning for various health emergencies, including mass casualty incidents
- Undertake and participate in research to improve pre-hospital clinical skills and patient outcomes
- Active participation and representation in emergency management committees and forums at all tiers (municipal, regional and state)
- Coordinate and participate in training and exercises to maintain a high level of preparedness for all emergencies, including mass casualty incidents, both internally and with other emergency services and health service providers
- Engage with communities to build their resilience in preventing and managing emergencies, through targeted and general education programs.
- Provide information to the public relating to health emergencies, and how the risk or consequence of these can be reduced
- Coordinate a Public Access Defibrillation program, and Community Emergency Response Teams.

### Response Activities

The role of Ambulance Victoria under the *State Health Emergency Response Plan (SHERP)* is to:

- Deploy a Health Commander to direct the operational health response
- Assemble and lead the Health Incident Management Team
- Represent Health as a member of the Emergency Management Team
- Activate other key SHERP position holders or mobile specialist teams
- Initially notify receiving hospitals of patients
- Support the Evacuation Manager in evacuating vulnerable people
- Liaise with control agencies to ensure the safety of responders, health care workers, and the public for identified and emergent risks from an incident. This includes activation of personal support arrangements.

The role of Ambulance Victoria is to:

- Respond to requests for pre-hospital emergency care
- Triage patients and determine treatment priority
- Provide pre-hospital clinical care
- Transport and distribute patients to appropriate medical care
- Provide health support to other agencies, where appropriate
- Provide health support to patients undergoing decontamination.

### Relief / Recovery Activities

Relief and recovery coordination responsibilities summary:

- Ambulance Victoria is responsibility for coordination the areas of relief medical assistance and first aid.

Ambulance Victoria is lead agency for the following relief activities:

- Coordinating pre hospital care

- Establishing field primary care clinics or other health relief assistance measures as directed by the State Health Commander
- Restoration, clearing and rehabilitation of public buildings and assets managed within Ambulance Victoria’s portfolio.

Ambulance Victoria supports the controller as requested to deliver relief and recovery activities.

## Australian Defence Force: Victoria

---

Control Agency for emergencies involving Australian Defence Force (ADF) personnel and/or resources.

### Response Activities

Emergency Defence Assistance to the Civil Community (DACC)

**DACC Category 1:** is the provision of emergency assistance for support, that should not normally exceed 48 hours, provided by the Senior ADF Officer (SADFO) or Unit Commanding Officer (CO) from within their own resources, when:

- immediate action is necessary to save human life, alleviate suffering, prevent extensive loss of animal life or prevent widespread loss/damage to property, and environmental damage; and
- local civilian resources are inadequate, unavailable or cannot be mobilised in time.

**DACC Category 2:** is emergency assistance in a more extensive or continuing disaster, beyond that provided by DACC 1, when:

- action, or continuing action, is necessary to save human life or alleviate suffering, prevent extensive loss of animal life or prevent widespread loss/damage to property, including environmental damage;
- local, state or territory resources, including commercially available resources, are exhausted, inadequate, not available or cannot be mobilised in time;
- the support provided exceeds the DACC 1 resources of SADFO or Unit COs; and
- the Australian Disaster Plan (COMDISPLAN) has been activated.

### Relief / Recovery Activities

**DACC Category 3:** is the provision of Defence assistance in the recovery from a civil emergency or disaster which is not directly related to the saving of life or property.

The ADF supports DJPR to deliver its activities of logistics interdependencies, contingencies and reconstruction.

#### Note:

1. Category 1 assistance may be sought by a request directly to a SADFO or Unit CO. The RERC must notify the EMC of such a request through the Senior Police Liaison Officer, unless the request relates to a Class 3 emergency.
2. Category 2 or 3 assistance requires activation of COMDISPLAN and must be sought through the EMC to Emergency Management Australia (EMA).
3. Category 3 assistance involves direct cost recovery unless a waiver is approved.
4. DACC support must not involve the use, or potential use, of force by Defence members. Force includes the restriction of freedom of movement of the civil community whether there is physical contact or not.
5. Requests for Defence assistance should only specify the task and effect required: Defence, in collaboration with EMA, will determine the actual equipment and personnel resources to be deployed.

## Australian Energy Market Operator (AEMO)

---

The responsibilities of AEMO are as the key support agency for response for:

- Energy supply network disruption, where AEMO and industry manage system stability and restoration of supply, and provide advice to the state.

### Prevention / Mitigation / Risk Reduction Activities

- Coordinate gas and electricity industry emergency exercises
- Prepare gas emergency procedures, in consultation with government, Energy Safe Victoria (ESV) and industry
- Facilitate the Gas Emergency Management Consultative Forum (chaired by ESV) and the Victorian Electricity Emergency Committee
- Provide electricity load shedding priority tables after consultation with industry and government
- Prepare gas curtailment tables in consultation with government.

### Response Activities

- Provide information and advice to the control agency regarding the impact of an emergency on electricity supply or gas and formulate management strategies in relation to incidents that threaten the technical integrity of the generation and transmission system (system security incidents)
- Provide information to the control agency on the extent and likely duration of major disruptions to electricity and gas supply
- Assess the security of Victoria's gas and electricity systems
- Coordinate and direct the gas and electricity industry to respond to a system security emergency
- Operate the Victorian Gas Declared Transmission System.

### Relief / Recovery Activities

AEMO works with DELWP (as lead Government liaison) to deliver the following recovery activities:

- Electricity services assets reinstatement and return to reliable supply by managing electricity system security emergencies. AEMO operate and are responsible for the transmission system while other network operators manage the distribution system and the restoration of infrastructure and electric supply
- Gas services assets reinstatement and return to reliable supply by managing gas system security emergencies within the Victorian Declared Transmission System (DTS). Other pipeline operators manage non DTS segments of the system, and the restoration of infrastructure and gas supply.

## Australian Government Department of Home Affairs

---

The Department of Home Affairs is the Australian Government department with responsibility for providing national leadership in the development of emergency management measures to reduce the impact of emergencies on the Australian community.

The department achieves this through its various divisions including:

- Emergency Management Australia (EMA)
- National Security Division.

The Department of Home Affairs continues to work closely with Victoria, the other states and territories emergency management organisations and related Australian Government agencies to achieve emergency management objectives. Strong links are also maintained with local governments, community-based organisations, volunteers, academia and researchers, businesses, industry bodies and individuals. The Department of Home Affairs has cultivated international partnerships as Australia takes a greater role in regional emergency and disaster capacity building, response and recovery.

### Prevention / Mitigation / Risk Reduction Activities

The Department of Home Affairs funds and supports several capability development activities, often in partnership with the states and territories. Activities include the Australian Tsunami Warning System, Bushfire Arson Prevention, National Aerial Firefighting Centre, Telephone-based Emergency Warnings and Urban Search and Rescue.

The National Security Division is responsible for policy, legislation, advice and programs related to developing resilience in the areas of critical infrastructure resilience, chemical, electronic and identity security and protective security policy.

### Response Activities

EMA has a central role in coordinating the Australian Government response to emergencies in support of the states and territories.

EMA operates the Australian Government Crisis Coordination Centre, which provides whole-of-government situational awareness to inform national decision-making during a crisis. This includes the coordination of physical assistance requested by a State under the Australian Government Disaster Response Plan (COMDISPLAN), as well as briefing and support to executive decision-makers in the Australian Government, the state and territory governments and non-government agencies.

### Relief / Recovery Activities

EMA facilitates the Australian Government financial assistance available under the DRFA to help eligible individuals and communities recover from a major disaster.

## Australian Government Department of Human Services

---

### Relief / Recovery Activities

The department's priority in a disaster event is:

- continuity of Australian payments and services for existing customers; and
- provision of information and advice about Australian Government payments and services for affected Australians.

The department also delivers additional Australian Government assistance (payments and services) when requested by the Australian Government, including facilitating the delivery of the Australian Government Disaster Recovery Payment, Disaster Recovery Allowance and their equivalent ex-Gratia assistance when activated.

The Australian Government Department of Human Services may also provide the following services:

- participation in the operation of community recovery centres on request of DHHS
- participation in outreach services teams on request of DHHS
- provision of information to the Victorian Government, through the State's recovery governance structures on Australian Department of Human Services payments and services available to the Australian public
- have staff available with specialist skills (for example social workers, community engagement officers, indigenous service officers) to work with disaster affected individuals and communities in relation to Australian Government Department of Human Services payments and services.

The department may also provide National Emergency Call Centre surge capacity on behalf of the Victorian Government on a cost recovery basis, under a separate agreement.

The Victorian Department of Health and Human Services is lead liaison with the department.

#### **Note:**

Any emergency relief/recovery activities undertaken by the Australian Government Department of Human Services are subject to authorisation from the Secretary or delegate. The Australian Government Department of Human Services will seek cost recovery for activities it undertakes on behalf of another agency or department and such arrangements need to be documented in a formal agreement.

## Australian Maritime Safety Authority

---

The Australian Maritime Safety Authority is an Australian Government Statutory Authority with a public safety focus.

The Australian Government has a responsibility under a number of international conventions to provide:

- A maritime and aviation search and rescue service, within the Australian Search and Rescue Region covering 52.8 million square kilometres of land and sea
- A response to pollution in the marine environment
- That these obligations have been nationally legislated
- Measures for ship and crew safety.

### Prevention / Mitigation / Risk Reduction Activities

- Development and implementation of legislation designed to enhance safety of ships and crews, and maintain qualifications of crews
- Prevent and mitigate pollution from ships
- Development and maintenance of maritime navigation safety
- Promotion of aviation and maritime search and rescue (SAR) and development of associated arrangements
- Promotion and registration of distress beacons for safety in aviation, maritime and remote land activities including bush walking
- Building awareness of aviation and maritime safety through participation in seminars, aircraft, boat and 4WD shows, safety campaigns and journal articles
- Participation in relevant aviation, maritime, emergency management and critical infrastructure forums, exercises, and training
- Participation in national emergency planning, preparedness and mitigation measures.

### Response Activities

- Control agency for both aviation and maritime search and rescue, and distress beacon detection
- Control agency for ship casualty within Australian waters falling outside of a state or the Northern Territory
- Manager of the *National Plan for Maritime Environmental Emergencies* including management of oil spill response equipment stockpiles, an aerial dispersant capability and a national team of trained responders and emergency managers
- The Australian Maritime Safety Authority is an Australian Government emergency first responder agency.



## Australian Red Cross

---

### Prevention / Mitigation / Risk Reduction Activities

Delivery of community information to assist people, communities, government and agencies prepare for, respond to and recover from emergencies using resources such as RediPlan.

### Response Activities

Coordination and provision of relief services, as shown below, to ensure communities are effectively supported.

### Relief / Recovery Activities

Relief and recovery coordination responsibilities summary:

- Red Cross supports EMV to undertake state level emergency relief coordination
- Red Cross supports DHHS to undertake regional level relief coordination.

Red Cross is lead agency for the following relief activities:

- Provides and coordinates food and water for emergency relief e.g. catering in emergency relief centres and emergency relief packs to isolated communities, where agreed, at the local level.

Red Cross supports the following agencies to deliver their respective activities.

#### Relief

- VicPol in its role to operate Register.Find.Reunite in relief centres, enquiry centres or online, to reconnect people with family, friends and their communities
- DHHS in its role to provide personal support (psychological first aid) in relief centres and through community outreach.

#### Recovery

- Municipal councils through advice, guidance and connections to individuals and organisations that can provide additional support to affected persons
- DHHS in its role to provide personal support (psychological first aid), in recovery centres and through community outreach
- DPC in its role to organise public appeals when requested, through collecting monetary donations for state-wide public appeals.

## Australian Transport Safety Bureau

---

### Prevention / Mitigation / Risk Reduction Activities

The Australian Transport Safety Bureau (ATSB) is an independent Australian Government statutory agency. The ATSB is governed by a Commission and is entirely separate from transport regulators, policy makers and service providers. The ATSB's function is to improve safety and public confidence in the aviation, marine and rail modes of transport through independent investigation of transport accidents and other safety occurrences; safety data recording, analysis and research; fostering safety awareness, knowledge and action.

The ATSB also has the function of cooperating with an agency of the Commonwealth, a state or territory that has functions or powers relating to transport safety or functions affected by the ATSB's function of improving transport safety.

The ATSB performs its functions in accordance with the provisions of the *Transport Safety Investigation Act 2003* and Regulations and, where applicable, relevant international agreements.

### Response Activities

- Under Australian legislation, the ATSB is responsible for investigating accidents and other transport safety matters involving civil aviation, marine and rail operations in Australia that fall within Commonwealth jurisdiction, as well as participating in overseas investigations involving Australian registered aircraft and ships. A primary concern is the safety of commercial transport, with particular regard to operations involving the travelling public
- Through safety investigation, determining contributing and other safety factors to identify and reduce safety-related risk. ATSB investigations determine and communicate the factors related to the transport safety matter being investigated to foster safety awareness, knowledge and actions. It is not a function of the ATSB to apportion blame or determine liability
- Section 21 of the *Transport Safety Investigation Act 2003* defines the power of the ATSB to investigate a transport safety matter. Although the ATSB works in cooperation with the police and emergency services when exercising this power and works in parallel with other investigative bodies, there are significant limitations on release of information/evidence gathered by the ATSB under the *TSI Act*. In addition, noting the agency's significant coercive evidence gathering powers and its no-blame role, ATSB reports are inadmissible in civil or criminal proceedings. However, 'final' ATSB reports are admissible in coronial inquiries
- Issue public reports on investigations, safety issues and reports on remedial safety actions.

## **Bureau of Meteorology**

---

### **Prevention / Mitigation / Risk Reduction Activities**

- Contribute to community awareness activities related to meteorological and hydrological phenomena and warning systems
- Contribute to community hazard mapping by taking the lead role in the analysis of relevant meteorological and hydrological information.

### **Response Activities**

- Issue warnings on gales, storms and other weather conditions likely to endanger life or property, or that give rise to floods or bushfires
- Provide weather forecasts and meteorological and hydrological information
- Provide expert advice for emergencies that are influenced by meteorological and hydrological conditions
- Provide weather-related information to media, including direct broadcast via radio and the internet.

## Catchment Management Authorities

---

### Prevention / Mitigation / Risk Reduction Activities

- Manage and prioritise regional flooding issues in cooperation with local government and the community
- Advise government on regional priorities for floodplain management activities through the implementation of regional floodplain management strategies
- In partnership with local government, prepare and implement local floodplain management plans in accordance with the regional floodplain management strategy and community expectations
- Collect, maintain and enhance flood information
- Advise and assist local government in the incorporation of flood related planning controls in planning schemes
- Advise local government and other authorities on planning permit referrals, building issues and infrastructure management within floodplains
- Provide flood advice to local government and the community in general
- Assist local government, the Bureau of Meteorology and DELWP, facilitate the development, maintenance and upgrading of regional flood warning systems
- Prepare flood response action plans for internal use
- Support community education and involvement on flooding issues
- Manage and maintain specific strategic and regional (non-urban) works and measures in accordance with responsibilities under the regional floodplain management strategy or catchment management strategy
- Monitor and report on performance of regional floodplain management strategies
- Implement flood damage restoration programs for flood affected waterways.

### Response Activities

- Support response agencies at the regional level through the provision of flood advice, including flood extent and severity during major flood events
- Monitor significant flood events and collect flood data in conjunction with local government
- Support response agencies through the provision of advice on emergency stabilisation and other activities to arrest river breakaways, and the removal of debris accumulation threatening structural stability of public assets
- Assess all river waterway damage that poses a threat to the stability of river systems.

### Relief / Recovery Activities

Catchment Management Authorities (CMAs) are a lead agency responsible for the following recovery activities:

- Developing and prioritising flood recovery programs for CMA assets/waterways
- Providing advice and information services to municipal councils and delegated public land managers and community groups (with DELWP and EPA)

CMAAs support DELWP to deliver on its following recovery activities:

- Restoring, clearing and rehabilitation of public land and assets managed directly by DELWP through:
  - ◆ Clearing and restoring of assets and rehabilitation of disturbances on land and waterways managed by CMAAs
  - ◆ Restoring impacts of river erosion where there is an immediate danger of the formation of river breakaways and/or immediate danger to CMA assets
  - ◆ Implementing balanced flood recovery programs consistent with funding allocated.

## CityLink

---

CityLink is a support agency for any incident that occurs within CityLink leased land and Incident Response Service (IRS) boundaries. CityLink will provide resources, within its capability, to assist control and support agencies or persons affected by an emergency. CityLink may also have a role in emergencies that do not occur on CityLink leased land, but may impact its operation. CityLink will provide the initial response on behalf of DoT within the IRS area.

### Response

During an emergency CityLink will:

- Assist the control and support agencies as required and within its capabilities
- If first responders at a scene, initiate incident management procedures until control agency on site
- Provide an Emergency Management Liaison Officer
- Providing an Incident Management facility to assist in the coordination of the emergency.

### Relief / Recovery

CityLink's role in recovery is:

- Restoration and/or reconstruction of CityLink to return to full operations as quickly as resourcing allows
- Assistance with the on-going management of traffic on the arterial network if the Link is not available for use
- Provision of information concerning the commercial issues
- Work collaboratively with state authorities and local government regarding CityLink operations
- To facilitate steps to ensure the physical and mental wellbeing of all customers and company personnel involved in the emergency
- To participate on a Community Recovery Committee, if required.
- To participate in a post incident review/debrief.

## **Coroners Court of Victoria**

---

### **Prevention / Mitigation / Risk Reduction Activities**

- To contribute to the reduction of the number of preventable deaths and fires through the findings of coronial investigations of deaths and fires, and the making of recommendations by coroners to promote public health and safety.

### **Response Activities**

- To exercise as necessary the coroner's statutory powers in relation to the investigation of the scene of a reportable death or fire
- To commence the coronial investigation process
- To facilitate the transportation of deceased persons to a coronial mortuary.

### **Relief / Recovery Activities**

- The Coroners Court is the lead agency for the recovery activity of identifying deceased persons and determining the cause and circumstances of their death.

## Country Fire Authority

---

Control Agency for:

- fire on private land within Country Area Victoria
- accidents involving gas leakage, hazardous materials, lifts, cranes or scaffolding and amusement structures, and building collapse
- fire and explosion incidents involving aircraft and boilers and pressure vessels
- rescue incidents involving rail, aircraft and industrial, road, trench and tunnel, and building structures.

### Prevention / Mitigation / Risk Reduction Activities

Reduce the number of fires and hazardous incidents through:

- increasing community involvement and awareness in hazard prevention
- changing community behaviour through public education and legislation
- increasing the understanding of the use of fire protection and detection systems
- applying risk management strategies to identified community risk
- developing/enforcing of relevant legislation and regulations
- broadening community awareness and preparedness to minimise the impact of an emergency on the community.

### Response Activities

Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through:

- suppression of uncontrolled fires
- rescue of persons from:
  - ◆ fire
  - ◆ road, rail and aircraft accidents
  - ◆ industrial accidents
  - ◆ other emergencies
- controlling accidents involving:
  - ◆ boilers/pressure vessels
  - ◆ dangerous goods/hazardous materials
  - ◆ lifts and cranes
  - ◆ tunnelling/trenches
  - ◆ building collapse
  - ◆ explosions, e.g. gas
- providing advice to threatened and affected communities on actions that they should take during an emergency event.

Provide key support for:

- Urban Search and Rescue (USAR) capability across Victoria in accordance with state arrangements
- initial impact assessment at the request, and in support of the state's requirements.
- provide Emergency Medical Response (EMR) from designated stations to relevant events to support Ambulance Victoria
- investigation into the causes of fire.



## **Relief / Recovery Activities**

CFA supports DELWP to deliver the following recovery activities:

- assisting farmers to repair and restore fences damaged by fire or suppression activities
- ensuring essential water taken from private landholders during bushfire suppression activities is replaced.

CFA supports the Controller by:

- providing assistance and advice to individuals, families and communities who have been affected by fire or other incidents as described above
- providing assistance, advice and information to other agencies responsible for, or involved in, recovery activities.

CFA is the lead agency for undertaking the assessment, restoration, clearing and rehabilitation of public buildings and assets, where the CFA is the manager of that building or asset.

## Department of Education and Training

---

### Prevention / Mitigation / Risk Reduction Activities

- development of the department's statewide emergency management policy, including guidelines for all children's services, government and non-government schools that can prevent or reduce the risks associated with emergencies.
- development of emergency management planning resources for all children's services, government and non-government schools including templates that assist in identifying actions that support mitigation including resources and training.

### Response Activities

- provision of an emergency notification and reporting service between government schools and emergency services through the department's 24-hour Security Services Unit
- provision of assistance and support for management of incidents involving parents, staff, students and media during emergencies
- coordination of emergency response for children's services, government and non-government schools
- provision of a coordinated departmental response for emergencies at schools and at the scene of off-site emergencies involving school buses, registered camps, excursions and outdoor activities, to ensure the safety of students and staff
- provision of advice and list of suggested resources to non-government schools.

### Relief / Recovery Activities

DET is lead agency for the following recovery activities:

- helping students and school staff of government schools to overcome the immediate impact of an emergency by providing specialist support services including providing psychological first aid and psychoeducation
- providing advice and support to early childhood services and non-government schools when required
- undertaking the assessment, restoration, clearing and rehabilitation of public buildings and assets (e.g. public amenities, schools) where DET is the manager of that building or asset.

## **Department of Environment, Land, Water and Planning**

---

The Department of Environment, Land, Water and Planning (DELWP) is the control agency for:

- cetacean (whale and dolphin) stranding, entanglement and vessel strike
- dam safety
- fire in state forest, national park and protected public land
- wildlife affected by marine pollution
- blue-green algae bloom
- drinking water and sewerage service disruption
- energy (electricity, gas and liquid fuels network supply disruptions)
- non-hazardous pollution of inland waters.

DELWP is a support agency for:

- fire on private land
- electricity disruption (in respect of issues affecting water supply to generators)
- drinking water contamination
- flood plain management / flood
- marine pest incursion
- extreme heat
- marine pollution (shoreline response).

DELWP is responsible for relief coordination of:

- animal welfare with DJPR and municipal councils (who are responsible for housing displaced and lost/stray companion animals)
- drinking water for households.

DELWP is responsible for recovery functional area coordination of:

- drinking water for households and sewerage services
- natural environment, public land and waterways.

### **Animal welfare (wildlife)**

#### **Prevention / Mitigation / Risk Reduction Activities**

- formulation of policy and regulation for wildlife welfare during emergencies
- engagement with DJPR on the delivery of the *Victorian Emergency Animal Welfare Plan*

#### **Response Activities**

- provision of advice to government and emergency agencies regarding impacts of animal welfare for wildlife.
- lead agency for providing a coordinated response to wildlife welfare arising from declared emergencies under the *Victorian Emergency Animal Welfare Plan*.

## **Blue-green algae bloom**

- provision of advice to government and emergency management agencies regarding the impacts of algal blooms on drinking water supplies and/or recreational water bodies.

## **Cetacean (whale and dolphin) stranding, entanglement or vessel strike**

### **Prevention / Mitigation / Risk Reduction Activities**

- formulation of policy and regulation
- planning and delivery of programs to reduce the incidence of cetacean stranding, entanglement and vessel strike.

### **Response Activities**

- control agency for providing a coordinated response to cetacean entanglements under the *Victorian Cetacean Emergency Plan*
- control agency for providing a coordinated response to cetacean strandings for either living or deceased animals under the *Victorian Cetacean Emergency Plan*
- control agency for response to cetaceans impacted by vessel strike under the *Victorian Cetacean Emergency Plan*.

## **Dam safety, drinking water and sewerage services**

### **Prevention / Mitigation / Risk Reduction Activities**

- formulation of policy and regulation for dam safety, drinking water and sewerage services
- administration of dam safety provision in the *Water Act 1989* and water corporation obligations in the Statement of Obligations.

### **Response Activities**

- manage escalated response activities in order to minimise the impact on the community and the environment from dam safety, drinking water and sewerage service related incidents.

## **Energy**

### **Prevention / Mitigation / Risk Reduction Activities**

DELWP responsibilities under Part 7A of the *Emergency Management Act 2013* involves working with the energy sector to enhance critical infrastructure resilience, in particular: through:

- designating vital critical infrastructure where appropriate
- emergency risk management planning by operators
- observing exercises as part of resilience improvement cycles
- formulation of policy

## Response Activities

- provide analysis and advice to government regarding impacts on energy supply
- advise the Minister for Energy, Environment and Climate Change about the potential implications of energy supply disruptions and, in extreme outages, about reserve legislative powers to intervene in energy markets. These include the direction of energy supply or usage through Orders in Council under the *Gas Industry Act 2001*, the *Electricity Industry Act 2000*, the *Fuel Emergency Act 1977* and national arrangements.
- report on the impacts (loss and damage) to energy supply infrastructure to inform immediate priorities and recovery programs, including the restoration and supply of essential services.

While DELWP is the control agency for energy disruptions, most resources are located within each industry sector itself (for example the reinstatement of failed generation or transmission/distribution assets). The industry participants are identified as support agencies. If a disruption is not being resolved effectively by support/other agencies (e.g. the essential service providers) under plans and procedures for dealing with such situations, the specified control agency will take ultimate responsibility within the powers available to resolve the situation.

## Fire

### Prevention / Mitigation / Risk Reduction Activities

- formulation of policy and regulation for bushfire management in state forest, national parks and protected public lands
- planning and delivery of programs to reduce the risk of bushfire in state forest, national parks and protected public lands.

### Response Activities

- Control agency for bushfires in state forest, national parks, and protected public lands in accordance with the *State Bushfire Plan* and the *State Emergency Response Plan* (Part 3 of this manual)
- Support agency for other fires on private land.

## Floodplain management / flood

### Prevention / Mitigation / Risk Reduction Activities

- formulation of policy and regulation for floodplain management
- planning and delivery of floodplain management programs to reduce the risk of major flood.

### Response Activities

- provide real time access to stream flow data collection for flood warning purposes
- provide flood mapping information and flood advice
- provide a coordinated response to manage any residual water after a major flood event.

## **Mapping and information services**

### **Response Activities**

- support to emergency response agencies through provision of digital and spatial information and services, and topographical mapping, both hardcopy and electronic.

## **Marine pest incursions**

### **Prevention / Mitigation / Risk Reduction Activities**

- formulation of policy and regulation for marine pest incursions
- planning and delivery of programs to reduce the risk of marine pest incursions.

### **Response Activities**

- Support agency for responding to marine pest incursions.

## **Wildlife affected by marine pollution**

### **Prevention / Mitigation / Risk Reduction Activities**

- development of policy, programs and training for responding to incidents of wildlife affected by marine pollution
- development of partnerships and agreements with key organisations that will support DELWP in responding to wildlife affected by marine pollution

### **Response Activities**

- Control agency for responding to wildlife impacted by marine pollution, including oil or chemical spills, under the *Wildlife Response Plan for Marine Pollution Emergencies*.

## **Marine pollution**

### **Response Activities**

- provide support for foreshore and beach clean-up of oil or chemical pollution incidents on public land managed directly by DELWP or Parks Victoria.

## **Relief / Recovery Activities**

DELWP is lead agency for the following relief activities:

- animal welfare in co-lead with DJPR and municipal councils (who are responsible for housing displaced and lost/stray companion animals). DELWP is the primary agency for wildlife animal welfare support services. DELWP will work with the Victorian Farmers' Federation, RSPCA and Australian Veterinary Association where required.

- ◆ establish links with other agencies and organisations with emergency responsibilities as well as those organisations involved in the management of animal welfare to coordinate the delivery of animal welfare support services
- ◆ as per the *Animal Welfare Plan*, animal welfare support services during relief include, but are not limited to:
  - management of displaced animals (including relocated animals)
  - animal welfare assessment, veterinary treatment, humane destruction, and disposal
  - liaise with DJPR, local government and animal welfare support agencies and organisations to ensure effective allocation of resources
  - advise local government disposal needs of dead or injured animals (e.g. location, number and type of animals)
  - inform and coordinate animal welfare organisations, volunteer groups or community groups wanting to contribute
  - liaise with DHHS where emergencies impacting on human health may also have associated animal health issues.
- Provide drinking water for households.

DELWP is lead agency for the following recovery activities:

- Works with CFA to assist farmers repair and restore fences damaged by fire or suppression activities by:
  - ◆ Determining eligibility of damaged fences for restoration /repair/ replacement
  - ◆ Restoring/repairing/replacement of fences damaged by fire bordering national or state parks or state forest
  - ◆ Restoring/repairing/replacement of fences on public lands
  - ◆ Restoring/repairing/replacement of fences damaged by fire agencies, i.e. machinery/cutting
  - ◆ Coordinating payment to landholders for materials to repair/replace affected fences.
- Recovering and rehabilitating essential water supply for domestic use for areas where reticulated water services are not in use. Oversee activities undertaken by water corporations
- Restoring sewerage, sanitation systems and wastewater management systems for domestic use for areas where reticulated services are not available. Oversee activities undertaken by water corporations
- working with CFA ensuring essential water taken from private landholders during bushfire suppression activities is replaced
- investigating and carrying out erosion control on public land, as co-lead with Parks Victoria and DoT
- restoring, clearing and rehabilitating public land and assets managed directly by DELWP, Parks Victoria and Catchment Management Authorities
- providing advice and information to municipal councils and delegated public land managers and community groups on reforestation of native forest (not plantations). Advice regarding native flora and fauna, including within aquatic and terrestrial environments
- surveying and mitigating risks to protect threatened bird, marsupial, aquatic and plant species affected by emergencies on land within its portfolio and providing advisory services to others

- surveying and mitigating risks to ecosystem species affected by emergencies on land within its portfolio and providing advisory services to others
- providing strategic and expert advice on animal welfare for wildlife
- coordinating waste pollution management strategies
- undertaking the assessment, restoration, clearing and rehabilitation of public buildings and assets (e.g. roads, bridges, public amenities) where DELWP is the manager of that building or asset.

DELWP (LGV) supports municipal councils in their role to coordinate clean-up activities.



## Department of Jobs, Precincts and Regions

---

The Department of Jobs, Precincts and Regions (DJPR) is Victoria's lead agency for creating the conditions to lift the living standards and wellbeing of all Victorians by sustainably growing Victoria's economy and employment and by working with the private and public sectors to foster innovation, creativity, productivity, investment and trade.

This broad economic development strategy will be complemented by more specific strategies at the sectoral level across resources, investment attraction and facilitation, trade, innovation, regional development and small business, together with key services to sectors such as agriculture, the creative industries, extractive resources and tourism.

DJPR's key responsibility for emergency management is to minimise the impact of emergencies in portfolio areas through effective preparation, coordination and response.

### Prevention / Mitigation / Risk Reduction Activities

DJPR's responsibilities under the *Emergency Management Act 2013* involve working with the communications and food and grocery sectors to enhance critical infrastructure resilience through Sector Resilience Networks and exercising.

DJPR works with industry, primary producers and community groups on the management of threats (including high risk biosecurity threats, economic shocks and stresses and regulation) to the economy, business and industry.

DJPR promotes resilience through:

- agricultural or veterinary chemical contamination of livestock or agricultural produce emergency planning and preparedness
- business continuity
- linkages to emergency services
- communication and networking
- food and grocery supply logistics prioritisation in an emergency
- surge capacity.

### Response Activities

DJPR is the control agency for:

- agricultural or veterinary chemical contamination of livestock or agricultural produce
- biosecurity incursions, including:
  - ◆ exotic animal disease outbreaks (including in fish and bees)
  - ◆ plant pest or disease outbreaks (including plague locusts)
  - ◆ invasive plant and animal incursions
  - ◆ rapid and significant increases in established pest populations (vertebrate pests and plagues)
- marine pest incursion.

DJPR is a key support agency for:

- mining and petroleum emergencies by providing expert advice for mine and quarry incidents and rescues, and petroleum/geothermal wells
- critical infrastructure damage or disruption for the communications sector
- essential service disruption to communications

- explosion
- rescue: mine/quarry and lift, crane, scaffolding or amusement structure
- Wildlife affected by marine pollution
- Foodborne illness.

The (vast) majority of resources for response to a disruption to essential services are within relevant industry sectors.

## Relief / Recovery Activities

Relief and recovery coordination responsibilities summary:

- DJPR is responsible for the relief coordination of:
  - ◆ food and grocery supply logistics continuity
  - ◆ animal welfare.

DJPR is responsible for the recovery functional area coordination of:

- local economies
- businesses
- agriculture
- telecommunications.

DJPR is lead agency for the following relief activities:

- animal welfare support services, other than wildlife, which sits with DELWP, in co-lead with municipal councils who hold responsibility for housing of displaced and lost/stray companion animals. DJPR will work with the Victorian Farmers' Federation, RSPCA and Australian Veterinary Association where required
- As per the *Victorian Emergency Animal Welfare Plan*, animal welfare support services during relief include, but are not limited to:
  - ◆ management of displaced animals (including relocated animals)
  - ◆ animal welfare assessment, veterinary treatment, humane destruction, salvage slaughter and disposal
  - ◆ provision of emergency pet food, livestock fodder and water
  - ◆ liaise with DELWP, local government and animal welfare support agencies and organisations to ensure effective allocation of resources advise local government of containment needs of stray or roaming animals and disposal needs of dead or injured animals (e.g. location, number and type of animals)
  - ◆ inform and coordinate animal welfare organisations, volunteer groups or community groups wanting to contribute
  - ◆ assess and report losses and damage to agricultural assets and animals, and needs of affected persons and communities to government
  - ◆ liaise with DHHS where emergencies impacting on human health may also have associated animal health issues.
- Food and grocery supply logistics continuity by providing strategic and expert advice to government and emergency agencies regarding impacts on food and grocery supply logistics.

DJPR is lead agency for the following recovery activities:

- referring primary producers and animal owners to services. DJPR will gather information on affected primary producers and other animal owners' properties to assess the impact, loss and damage. Relevant information will be shared with municipal councils and appropriate departments

- supporting local community events by providing seed funding for events that aid recovery through restoring social networks and functioning
- working with municipal councils to develop and implement appropriate actions and projects that support local and regional economy recovery priorities. Initiatives will be tailored to address the specific consequences of an emergency
- delivering a wide range of marketing/public relations and industry/product development activities, in partnership with regional tourism boards, to assist the affected tourism region/s and businesses recover, including “Open for Business” messaging and campaigns
- working with municipal councils to implement appropriate actions and initiatives that encourage and bring forward the resumption of local economic activity, including:
  - ◆ tourism visitation when safe to do so
  - ◆ the use of local business in recovery activities
  - ◆ buy-local initiatives
  - ◆ events that attract visitation
  - ◆ other relevant activities.
- monitoring broad economic impacts and consequences in partnership with other agencies and municipal councils, and
  - ◆ ensuring this information is shared across government to inform responses
  - ◆ working with agencies to prioritise planned activities in order to minimise economic consequences
- assisting businesses to access available information, advice and support following an emergency including from:
  - ◆ Australian Tax Office
  - ◆ financial institutions
  - ◆ Australian Securities & Investment Commission
  - ◆ Centrelink
  - ◆ Victorian Government
  - ◆ other sources and resources
- providing information and advice to small businesses to support decision making and, where appropriate, encourage a return to business. This may include:
  - ◆ mentoring and business counselling
  - ◆ support through the small business bus
  - ◆ connection to other services
- working with municipal councils to develop and implement appropriate approved actions to assist business recovery. Initiatives will be tailored to address the specific consequences of an emergency
- providing opportunities for the enhancement of knowledge and skills within small businesses by supporting the delivery of small business workshops and training, with a particular focus on resilience and business continuity
- delivering recovery programs and advice to primary producers, and rural land managers and other animal businesses by
  - ◆ ensuring effective communication channels between various agencies, organisations and communities
  - ◆ providing advice on ongoing treatments
  - ◆ providing technical advice and services to primary producers, rural land managers and other animal businesses on strategies for the re-establishment of rural enterprises, rehabilitation of productive land and economic recovery

- providing advice about fencing (for safe ongoing containment), feed planning and pasture management, water supplies including dam management, and animal health considerations
- undertaking the assessment, restoration, clearing and rehabilitation of public buildings and assets (e.g. public amenities) where DJPR is the manager of that building or asset.

DJPR is the lead government liaison to support the delivery of telecommunications assets reinstatement, return to reliable supply and restoration of services by coordinating relevant information. DJPR will work with telecommunication businesses as required.

DJPR supports the following agencies in their respective roles to deliver relief and recovery activities:

- EMV in
  - ◆ implementing available financial assistance under the DRFA to assist voluntary non-profit groups, communities and economies by administering the Community Recovery Fund subject to the severity and significance of a natural disaster event
  - ◆ implementing available financial assistance under the DRFA to assist small businesses and primary producers' recovery by gathering impact and loss information for primary producers and small businesses and providing it to EMV and DPC
- DELWP and CFA in assisting farmers repair and restore fences damaged by fire or suppression activities by collecting information from affected primary producers and refer private fencing damage to municipal councils, and fences on public land to DELWP.

## Department of Justice and Community Safety

---

The Department of Justice and Community Safety (DJCS) leads the delivery of justice and regulation services in Victoria. It is comprised of divisions that deliver policy and programs, regional services and corporate services. The department delivers its services to the community in seven regions throughout Victoria – Loddon Mallee, Hume, South East Metropolitan, Gippsland, Barwon South West, Grampians and North West Metropolitan. These services include:

- Community Correctional Services
- Prison management
- Offending Behaviour Programs
- Consumer Affairs Victoria
- Dispute Settlement Centre of Victoria
- Registry of Births, Deaths and Marriages
- Sheriff's Operations
- Victims Assistance Program
- Crime Prevention
- Youth Justice.

The DJCS contributes to the broader Victorian emergency management sector through key business units:

- Emergency Management Victoria (EMV), (refer to the specific role statement in this Part of the manual, for EMV and Emergency Management Commissioner's functions)
- Community Safety Building Authority
- Regulation (including the Inspector-General for Emergency Management, refer to separate role statement in this Part of the manual)
- Corrections and Justice Services
- Youth Justice
- Service Delivery Reform, Coordination and Workplace Safety.

### Prevention / Mitigation / Risk Reduction Activities

- Secretary of DJCS is the Deputy Chair of the State Crisis and Resilience Council
- Supports EMV to coordinate whole of government policy and planning for emergency management
- Develops policies and plans to reduce the risk of harm to its people (both staff and clients), facilities, systems and services from major emergencies
- Participates in multi-agency emergency management planning at the local, regional and state level
- Supports EMV in the administration of the Natural Disaster Resilience Grants Scheme for Victoria
- Through the Community Safety Building Authority, develops regulations and policies for building standards and community safety
- Through Corrections and Justice Reform, can assist communities through the provision of community work.

## Response Activities

- Supports EMV and the Emergency Management Commissioner for emergency response management (predominantly response coordination for major emergencies)
- Provides the initial response capability for emergencies within prisons
- Participates on emergency management teams at the local, regional and state level as required
- Provides support resources to incident and regional control centres, where possible.

## Relief / Recovery Activities

Relief and recovery support agency responsibilities summary:

- Supports EMV and the Emergency Management Commissioner for the coordination of emergency relief and recovery services at State level
- Community Corrections Services can support in the clean-up and restoration of communities, including waterway restoration, weed eradication, large-scale tree planting, countering soil erosion, rubbish collection, fence maintenance and other community projects.
- Provide resources to support relief centres, where possible.
- Provide advice, information and assistance to individuals, communities and funded agencies and councils about relevant DJCS services.
- Coordinates outreach justice services, such as births, deaths and marriages and community work group resources as required for recovery.
- Assumes responsibility for business continuity and disaster recovery for DJCS services.

DJCS is the lead agency for undertaking the assessment, restoration, clearing and rehabilitation of public buildings and assets where DJCS is the manager of that building or asset.

## Department of Health and Human Services

---

The Department of Health and Human Services (DHHS) works to minimise the impact of emergencies on the health and wellbeing of communities and individuals, especially the most disadvantaged and vulnerable.

### Prevention / Mitigation / Risk Reduction Activities

- promoting awareness of safe practices and emergency procedures and implementing safety and warning systems for clients and funded services of DHHS
- providing whole-of-health leadership and direction in planning and preparing for emergencies with major health consequences, including mass casualties
- implementing legislation, programs and monitoring procedures to minimise public health risk from:
  - ◆ infectious diseases
  - ◆ contaminated food
  - ◆ contaminated water supplies
  - ◆ radiation and chemicals.

### Response Activities

- control agency for human disease/epidemics, food/drinking water contamination and incidents involving radiological substances and biological releases
- through the *State Health Emergency Response Plan* (SHERP), ensure a safe, effective coordinated health and medical response to emergency incidents that go beyond day-to-day arrangements.
- access additional resources for the provision of appropriate care during an emergency with major health consequences.
- direct the strategic health response during an emergency with major health consequences.
- coordinate the training, development and deployment of suitably-qualified health professionals to enable Victoria to contribute to national or international deployments of health and medical teams, when requested by an interstate government, or by the Australian Government under AUSASSISTPLAN.

### Relief / Recovery Activities

Relief and recovery coordination responsibilities summary:

- DHHS is responsible for regional relief and recovery coordination across the four recovery environments. The Secretary of the DHHS has appointed a Relief and Recovery Coordination Senior Liaison Officer to act as a strategic and operational interface between regional and state tiers of relief and recovery coordination.
- DHHS is responsible for the relief coordination of:
  - ◆ Emergency shelter
  - ◆ Emergency financial assistance
  - ◆ Psychosocial support
- DHHS is responsible for the recovery functional area coordination of:

- ◆ Housing and accommodation
- ◆ Psychosocial support
- ◆ Individual and household assistance
- ◆ Health and medical assistance

DHHS is state lead agency for the following relief activities:

- Arranging emergency shelter and accommodation for displaced households when requested by municipal councils
- Administering emergency financial assistance in the form of relief payments through the personal hardship assistance program, to help individuals meet their basic needs
- Providing psychosocial support through information, practical assistance, emotional support, assessment of immediate needs and referrals to other support agencies and services in relief and recovery centres and through outreach.

DHHS is state lead agency for the following recovery activities:

- supporting securing interim accommodation, when requested by councils and other referring agencies, for individuals, families and households whose primary residence is destroyed or damaged
- advising on accommodation standards for interim accommodation of displaced people, when requested by councils
- coordinating plans when requested, to assist households to prepare for the transition to permanent housing
- coordinating the provision of psychological first aid to affected people to overcome the immediate impact, feel safe, connected to others, able to help themselves and able to access physical, emotional and social support
- coordinating the provision of counselling and targeted psychosocial support
- coordinating the provision of personal support through information, practical assistance, assessment of immediate needs and referral to other support agencies and services in relief and recovery centres
- administering income-tested re-establishment payments through the personal hardship assistance program, to help eligible households re-establish as quickly as possible
- liaising with Australian Government and providing advocacy to and liaison with, the Australian Government Department of Human Services regarding income support issues
- providing public health advice to councils, other agencies and the community on a range of topics including safe water, safe food, waste disposal, adequate washing/toilet facilities
- advising on wellbeing in recovery through 'whole-of-health' advice, information and assistance to community
- maintaining community access to primary and acute health services through DHHS funded health care services and other primary and acute health services
- at the regional level, providing tailored information services to affected communities



- coordinating spontaneous volunteers through capturing and providing offers of spontaneous emergency volunteers to municipal councils
- undertaking the assessment, restoration, clearing and rehabilitation of public buildings and assets (e.g. disability housing) where DHHS is the manager of that building or asset.

DHHS supports the following agencies in their respective roles to deliver relief and recovery activities:

- EMV in its role of leading whole of government coordination of public information and communication in relation to emergency management for major emergencies
- DJPR in its role of referring to available services for primary producers and animal owners as needed
- Coroners Court in its role to facilitate support and counselling for families of the bereaved by using relationships with grief and bereavement support agencies to extend assistance for this emergency
- Municipal councils in their roles of
  - ◆ forming, leading and supporting Municipal /Community Recovery Committees.
  - ◆ providing and staffing of recovery/information centres.
  - ◆ advising on, providing and managing community development services.
  - ◆ providing tailored information services to affected communities, using e.g. information lines, newsletters, community meetings and websites.

## Department of Premier and Cabinet

---

Control Agency for Cyber Security

### Prevention / Mitigation / Risk Reduction Activities

- provide information and strategic advice to the Premier, Security and Emergency Management Committee and State Crisis and Resilience Council on whole-of-government security and emergency management issues
- chair the State Crisis and Resilience Council
- support the Security and Emergency Management Committee and State Crisis and Resilience Council to lead coordination of whole-of-government strategic emergency management
- coordinate with Commonwealth and state and territory First Ministers' departments on a range of security and emergency management issues
- maintain the State Crisis Centre to support the government response during an extreme event, in particular under the *National Counter Terrorism Plan*
- support the protection and rehabilitation of Aboriginal cultural and heritage sites on public land affected by emergencies and associated activities, through the Office of Aboriginal Victoria
- Implement actions arising from the Victorian Government Cyber Security Strategy, including enhancing the cyber security resilience of Victorian Government organisations by providing cyber security threat and risk management advice.

### Response Activities

- provide information and strategic advice to the Premier, Security and Emergency Management Committee and State Crisis and Resilience Council and its sub-committees on whole-of-government response activities for emergencies
- advise the Premier on his/her power to declare a State of Disaster
- chair the State Crisis and Resilience Council
- support the Security and Emergency Management Committee and its sub-committees, and State Crisis and Resilience Council to lead coordination of whole of government strategic emergency management
- coordinate with Commonwealth and state and territory First Ministers' departments on security and emergency response matters
- activate and manage the State Crisis Centre to support government response during an extreme event, in particular under the *National Counter Terrorism Plan*
- support the protection and rehabilitation of Aboriginal cultural and heritage sites on public land affected by emergencies and associated activities, through the Office of Aboriginal Victoria
- Coordinate Victorian Government responses to cyber security incidents, including liaison with other states/territories and the Commonwealth Government (via the Australian Cyber Security Centre).

## Relief / Recovery Activities

Relief and recovery coordination responsibilities summary:

- provide information and strategic advice to the Premier, Security and Emergency Management Committee and its sub-committee, and the State Crisis and Resilience Council on whole-of-government relief and recovery activities following emergencies
- advise the Premier, Security and Emergency Management Committee and its sub-committees, and State Crisis and Resilience Council on State and inter-jurisdictional matters relating to the provision of natural disaster assistance
- chair the State Crisis and Resilience Council
- support the Security and Emergency Management Committee and its Sub-Committees, and State Crisis and Resilience Council to lead coordination of whole of Government strategic emergency management
- coordinate with Commonwealth and state and territory First Ministers' departments on recovery matters
- activate and managing the State Crisis Centre to support government during recovery from an extreme event, in particular under the *National Counter Terrorism Plan*
- support the protection and rehabilitation of Aboriginal cultural and heritage sites on public land affected by emergencies and associated activities, through the Office of Aboriginal Victoria.

DPC is lead agency for the following recovery activities:

- organisation of State-wide public-appeals by setting up and allocating the management of public appeals and appeal funds.

DPC also supports EMV in delivering the following recovery activities:

- implementing financial assistance under the DRFA by providing advice to the Victorian Premier to request the Prime Minister activate DRFA Category C and D as required
- implementing available financial assistance under the DRFA to assist small businesses and primary producers' recovery by providing advice to the Victorian Premier to request the activation of DRFA Category B, as required.

## Department of Transport (including Head, Transport for Victoria)

---

The Department of Transport (DoT) plans, builds and operates an integrated, sustainable and safe transport system for Victoria. DoT's job is to make journeys simpler, safer and more reliable for everyone. The Secretary, as Department Head of DoT, is responsible for overseeing the transport system and transport bodies.

The Head, Transport for Victoria (Head, TfV) is a statutory authority established by s 64A of the *Transport Integration Act 2010*. Head, TfV is responsible for coordinating, providing, operating and maintaining the public transport system and the road system in Victoria. The objects and functions of the Head, TfV are outlined in sections 64B and 64C of the *Transport Integration Act 2010*, as well as the *Road Management Act 2004*. Head, TfV has taken over the road management responsibilities of the Roads Corporation (VicRoads). Head, TfV practically operates as part of DoT.

DoT supports the Secretary, Ministers, the Head, TfV, and other transport bodies in planning, procuring and commissioning transport infrastructure and commissioning passenger services, rolling stock and transport assets. Statutory functions are held by either the Secretary, DoT or Head, TfV.

DoT aims to coordinate and manage disruptions during construction and delivery of new infrastructure, and to integrate this, whilst planning and managing network operations and challenges across all modes as part of a single broader transport network.

DoT's key responsibility for emergency management is to minimise the impact of emergencies in portfolio areas through effective preparation, coordination and response.

### Prevention / Mitigation / Risk Reduction Activities

DoT's responsibilities include supporting relevant Ministers, and overseeing responsible entities, nominated under Part 7A of the *Emergency Management Act 2013* with respect to the transport system.

DoT works with the transport sectors to enhance critical infrastructure resilience, through:

- designating vital critical infrastructure where appropriate
- emergency risk management planning by vital critical infrastructure owners and operators
- conducting, participating in and observing exercises as part of resilience improvement cycles for vital critical infrastructure owners and operators.

Other activities include:

- providing leadership to the transport sector through development and running of multiagency exercises
- assurance of preparation of vital critical infrastructure owners' and operators' emergency risk management plans
- participation in state and regional emergency management meetings and other fora and exercises where these provide advice on likely risks and impacts to the transport network
- maintaining a high level of preparedness for emergencies that may affect the state's road and rail network.

## Response Activities

DoT is the control agency for level 2 and level 3 marine pollution oil spills in Victorian coastal waters up to three nautical miles. Level 1 spills are the responsibility of designated port managers and facility operators as per arrangements set out in the State Maritime Emergencies (non-Search and Rescue) Sub-plan.

DoT provides staff and other support to the Head, TfV, who is the control agency for disruptions to public transport, roads, bridges and tunnels.

DoT will respond by:

- providing immediate assistance in coordination of all private rail, tram, bus, contracted ferry organisations, road contractor and other organisations related to emergencies involving loss of life, injury to persons, fire, hazardous chemical accidents, general policing incidents and other major emergencies
- providing and facilitating professional and skilled engineering and technical emergency teams/experts, equipment and material to other emergencies from either the department, public transport operators or contractors as appropriate
- providing a mechanism for developing multi-agency/operator incident action strategy
- addressing safety of staff, passengers and the impacted community
- maintaining community safety and confidence
- assisting with the management of road links during emergencies, which includes route selection, emergency traffic management, escorting, route conditions advice and control
- providing transport closure and condition information to the media and public
- providing relevant support to other agencies in the management of emergencies.

The majority of resources for response to a disruption to essential services are within relevant industry sectors, except for a disruption to roads.

## Relief / Recovery Activities

Head, TfV is responsible for, with the support of DoT, coordinating the restoration of rail, tram, contracted ferries and bus services. DoT will provide the following relief/recovery activities:

- restoring major arterial roads, bridges and tunnels
- undertaking erosion control on public land (co-lead with DELWP/PV)
- undertaking the assessment, restoration, clearing and rehabilitation of public buildings and assets (e.g. roads, bridges, public amenities) where DoT is the manager of that building or asset
- leading liaison between airport operators/owners and the Victorian Government and land transport network links to airports, including coordinating information regarding restoration of services and land transport network links to airports – DoT will work with airport owners and operators and other agencies and businesses as required
- leading liaison between port managers and the Victorian Government. DoT will work with port owners and operators and other agencies and businesses as required

- assisting with logistics interdependencies, contingencies and reconstruction by providing clearing, restoration and rehabilitation works on arterial roads and bridges.

## Public Transport Operator Responsibilities

Head, TfV oversees Public Transport Operator Responsibilities, being:

### Melbourne Metropolitan Rail Network

METRO Trains Melbourne (MTM) is responsible for the maintenance of the electrified metropolitan train network in Melbourne and the Stony Point line. MTM also operates Metrol, which is the train control centre for all train and track vehicle movements over the electrified metropolitan rail network and the Stony Point line.

### Melbourne Tram Network

KDR Victoria Pty Ltd (trading as Yarra Trams) is responsible for maintaining the light rail (tram) network in Melbourne. This includes rolling stock, tram lines, the trams control centre in the CBD, depots and Melbourne's tram stops.

### Melbourne Metropolitan, Regional and DET School Bus Networks

DoT is responsible for maintaining the Victorian route and school bus networks. Operators are required to maintain vehicles and depots and compliance with Transport Safety Victoria accreditation requirements. The Head, Transport for Victoria is responsible for the infrastructure associated with bus operations, stops, shelters and hardstands. The Head, Transport for Victoria is also responsible for the Doncaster and North Fitzroy bus depots operated by Transdev Melbourne.

### Intrastate Rail Network

V/Line Corporation is responsible for maintaining the Victorian intrastate train network including both the freight-only and regional passenger networks. This includes some non-electrified, broad gauge freight-only lines in and around the metropolitan area including the Port of Melbourne land. V/Line Corporation also operates Control, which is the train control centre for all train and track vehicle movements over the non-electrified intrastate rail network.

### Interstate Rail Lines

The Australian Rail Track Corporation (ARTC) is responsible for the maintenance of the Victorian interstate standard gauge and the Albion to Jacana broad gauge rail lines (known as the Designated Interstate Rail Lines (DIRN)). This includes the lines that run from the Moonee Ponds Junction (located approximately 2 kilometres from Southern Cross Station) to Albury (NSW) including the Benalla to Oaklands line and from Tottenham Junction to Wolseley (South Australia) including the Maroona to Portland line.

The ARTC also operates control centres at Mile End, Adelaide and Junee, NSW for all trains running on its tracks.

## Department of Treasury and Finance

---

### Relief / Recovery Activities

DTF is lead agency for the following recovery activities:

- Coordinating insurance advice and information to government through liaison with the Insurance Council of Australia (ICA)

DTF supports the following agencies in delivering their respective relief and recovery activities:

- DJPR in its role in delivering recovery programs and advice to primary producers, and rural land managers and other animal businesses.

## EastLink

---

ConnectEast is the responsible road authority for EastLink under the *Road Management Act 2004*. For the purpose of this document, Connect East and its Operations and Maintenance partner(s) will be referred to as Eastlink.

EastLink is the support agency for any incident that occurs on the leased land.

EastLink will provide resources, within its capability, to assist control and support agencies or persons affected by an emergency on the EastLink project land.

EastLink may also have a role in emergencies that do not involve EastLink directly, but which affect its operation.

### Response Activities

During an emergency Eastlink will support the control and support agencies by:

- Providing a Liaison Officer
- Providing an Incident Management facility to assist in the coordination of the emergency
- Other assistance as required.

### Relief / Recovery Activities

Eastlink's role in recovery is:

- Restoration and /or reconstruction of EastLink
- Assistance with the on-going management of traffic on the arterial network if the Link is not available for use
- Provision of information concerning the commercial issues
- Liaison with state authorities and local government regarding EastLink
- To facilitate steps to ensure the physical and mental wellbeing of all company personnel involved in the emergency
- To participate on a Community Recovery Committee, if required.



## Emergency Broadcasters

---

### Prevention / Mitigation / Risk Reduction Activities

- broadcast of information that promotes community safety

### Response Activities

- operation and maintenance of appropriate communication system for authorised emergency service representatives to initiate emergency broadcasts
- broadcast of emergency messages (warnings and information) in the form provided by an authorised emergency service representative, interrupting scheduled programming and repeating as required
- broadcast of the Standard Emergency Warning Signal (SEWS) as required, in accordance with the SEWS Guidelines (refer to Appendix 14, Part 8 of this manual)
- broadcast of weather forecast information from the Bureau of Meteorology relevant to developing emergencies
- provision of continuous broadcast services in parts of Victoria affected by a significant emergency (abandoning scheduled programming)
- participation in emergency debrief forums, particularly regarding public information and media issues.

#### Note:

Emergency broadcast arrangements with Victoria's Emergency Services Organisations are formalised through memoranda of understanding (MOU). The MOU facilitates closer working relationships by providing details about the system used to communicate emergency messages.

### Relief / Recovery Activities

- Emergency Broadcasters will support EMV to coordinate relief and recovery communications including public information.

## Emergency Management Commissioner

---

The Emergency Management Commissioner (EMC) provides leadership for emergency management in Victoria, including driving improvements, particularly for operational capability and interoperability. During a major emergency, the EMC has an over-arching management role to ensure that the response is systematic and coordinated.

The EMC is responsible for leading and promoting the implementation of the elements of the *Strategic Action Plan* that relate to improvements to the operational capability of responder agencies. This includes working with the Chief Executive of Emergency Management Victoria to ensure that agencies implement their work programs under the *Strategic Action Plan*.

The EMC must have regard for the fundamental importance of the role of volunteers in emergency management for Victoria.

### Response Activities

- ensuring the coordination of activities of agencies with roles and responsibilities in Class 1 and Class 2 emergencies
- ensuring that control arrangements are in place for Class 1 and Class 2 emergencies
- appointing a State Response Controller for Class 1 emergencies
- managing the State Control Centre on behalf of, and in collaboration with, agencies that may use it for emergencies
- ensuring that warnings are issued, and information is provided to the community in relation to fires, for the purposes of protecting life and property
- ensuring that the Minister for Police and Emergency Services is provided with timely and up to date information regarding major emergencies either occurring or imminent
- coordinating agencies that manage or regulate services or infrastructure which is, or may be, affected by a major emergency (known as consequence management) for all classes of emergencies
- for major emergencies, appoint a State Consequence Manager, as required

### Relief / Recovery Activities

- for major emergencies, appoint a State Relief and Recovery Manager, as required
- the EMC is responsible for state relief and recovery coordination and effectively oversees the management of coordination at every level, in accordance with the *State Emergency Relief and Recovery Plan* (Part 4 of this Manual)
- reporting to the Minister for Police and Emergency Services on relief and recovery
- coordinating data collection and impact assessment processes.

## Emergency Management Victoria

---

Emergency Management Victoria (EMV) is a central body for emergency management in Victoria. EMV consists of a Chief Executive and the Emergency Management Commissioner (EMC), supported by staff from the Department of Justice and Community Safety.

EMV is the agency responsible for the coordination and development of the whole-of-government policy for emergency management in Victoria, including the following key roles:

- providing secretariat support for the standing sub-committees of the State Crisis and Resilience Council (SCRC)
- providing policy advice to the Minister for Emergency Services in relation to emergency management
- implementing the government’s emergency management reform initiatives
- liaising with the Australian Government on emergency management

In the performance of its roles, EMV must:

- have regard for the decisions made by SCRC
- collaborate and consult with the emergency management sector
- have regard for the fundamental importance of the role of volunteers in emergency management for Victoria.

### Chief Executive of EMV

The Chief Executive of EMV is responsible for:

- ensuring that agencies implement their work programs under the *Strategic Action Plan*, together with the EMC
- providing advice and making recommendations to the Minister for Emergency Services regarding the functions of EMV, having regard for the guidance or advice provided by SCRC
- leading the coordination of investment planning and large-scale strategic projects on behalf of the responder agencies.

### Prevention / Mitigation / Risk Reduction Activities

- establishing and maintaining the Victorian Critical Infrastructure Register
- in collaboration with the whole-of-government, lead the coordination of public information and communication in relation to emergency management for major emergencies

### Response Activities

- supporting the EMC in the performance of his or her functions
- managing the operation and administration of the State Control Centre
- in collaboration with the whole-of-government, lead the coordination of public information and communication in relation to emergency management for major emergencies
- the State Consequence Manager is to lead the coordination of agencies who have responsibilities for consequence management for major emergencies.

## Relief / Recovery Activities

EMV is lead agency for the following recovery activities:

- administering the Victorian Natural Disaster Financial Assistance (NDFAs) scheme, in accordance with the Commonwealth Disaster Recovery Funding Arrangements (DRFA)
- providing financial assistance to relevant government agencies and to municipal councils where eligible for disaster expenditure including counter disaster operations and the restoration of essential municipal assets.
- implementing available financial assistance under the DRFA to assist primary producers, small businesses and voluntary non-profit groups by
  - ◆ a low-interest concessional loan scheme; and
  - ◆ recovery grants, subject to approval by the Australian Government.
- implementing available financial assistance under the DRFA to assist primary producers' recovery subject to activation by the State and Australian governments:
  - ◆ a low-interest concessional loan scheme to primary producers; and
  - ◆ recovery grants for primary producers, subject to approval by the Australian Government.

Relief and recovery coordination responsibilities summary:

- EMV is responsible for supporting the EMC in
  - ◆ state relief and recovery coordination and effectively overseeing the management of coordination at every level, in accordance with the *State Emergency Relief and Recovery Plan* (Part 4 of this Manual)
  - ◆ reporting to the Minister for Police and Emergency Services on relief and recovery
  - ◆ coordinating data collection and state impact assessment processes
  - ◆ coordinating investment and planning.
- state level impact assessment coordination
- in collaboration with the whole-of-government, lead the coordination of public information and communication in relation to emergency management for major emergencies

EMV is responsible for the coordination of the recovery functional area of:

- community development

EMV supports the following agencies to deliver their respective relief and recovery activities:

- DHHS in its delivery of income-tested re-establishment payments through activation of the personal hardship assistance program, to help eligible households re-establish as quickly as possible.
- Municipal councils in their coordinating of clean-up activities where state assistance is required
- DJPR in its role in delivering recovery programs and advice to primary producers, and rural land managers and other animal businesses.

## Emergency Services Telecommunications Authority (ESTA)

---

ESTA provides the critical link between the Victorian community and the state's emergency services agencies. It provides Victoria's 24-hour state-wide emergency call-taking and dispatch services for Police, Fire, Ambulance and VICSES. ESTA now takes more than 2.4 million calls for assistance per year; on average this is a call every 13 seconds - close to 1.7 million of which come via the Triple Zero emergency call service.

ESTA also manages the provision of advanced, operational communications for Victoria's emergency services. These operational communications support Police, Fire, Ambulance and VICSES personnel in the field by this year carrying close to 20 million radio calls over the Metropolitan Mobile Radio Service (MMR); supporting 7.8 million data transactions on the Mobile Data Network (MDN); and delivering more than a million messages to CFA, VICSES and Ambulance Victoria volunteers and staff via the state-wide Emergency Alerting System (EAS).

### Prevention / Mitigation / Risk Reduction Activities

- progress Triple Zero caller location verification enhancements through enhanced technology and system processes to enable alternate means of communication from the public including the provision of Mobile Origin Location Information (MOLI) and the continual expansion of the emergency markers program.

### Response Activities

- answer Triple Zero emergency calls from Telstra and activate agency responses through a Computer Aided Dispatch (CAD) system
- dispatch appropriate emergency response resources
- track and maintain a record of the progress and status of events and emergency services resources
- conduct immediate, operational enquiries on persons, vehicles and locations for Victoria Police
- provide clinical triage and pre-ambulance life support advice via the telephone and access to specialist referral services as required for medical emergencies
- render communication and media response support for the control agency as appropriate
- support other agencies in business continuity and redundancy planning and testing
- provide an advisory and coordination role on improvements, standards and policy relating to VicMap data, underpinning the CAD system and used by emergency services
- provide information for post-incident data analysis for review and future planning.

# Energy Safe Victoria

---

## Prevention / Mitigation / Risk Reduction Activities

### Gas

- develop and administer Regulations and codes to ensure:
  - ◆ safety of gas supply and use
  - ◆ safety of gas installations
  - ◆ safety of gas workers
  - ◆ safety of the gas industry.
- Conduct public/industry awareness campaigns.

### Electricity

- develop and administer Regulations to ensure:
  - ◆ safety of the supply of electricity
  - ◆ safety of electricity products
  - ◆ safety of electrical installations
  - ◆ safety standard of electrical workers.
- develop and administer Code of Practice for power line clearance (vegetation) and bushfire mitigation Regulations to minimise the danger of bushfires and electrocution caused by power lines in contact with vegetation
- investigate electrical accident/fatalities and analyse accident trends to develop preventative measures
- prevent corrosion and associated leakage of underground/underwater structures such as gas, oil, water pipelines and electrical supply/telecommunication cables due to stray electrical current
- conduct public/industry awareness campaigns.

### Pipelines

- administer Regulations to ensure the safety of pipeline construction and operation
- administer Regulations to ensure the protection of the environment during pipeline operation

## Response Activities

### Gas

- investigation of incidents including:
  - ◆ fatalities
  - ◆ gas Safety implications
  - ◆ fires
  - ◆ escapes
  - ◆ damage.
- provide advice to government
- direct industry to take any necessary actions to ensure safety and supply.

### Electricity

- attend sites of serious electrical accidents to conduct investigations

- intervene as required to ensure appropriate action is taken by all relevant parties in the case of electricity safety emergencies.

### **Pipelines**

- attend sites of serious pipeline incidents to conduct investigations
- intervene as required to ensure appropriate action is taken by all relevant parties in the case of pipeline incidents.

### **Relief / Recovery Activities**

- Energy Safe Victoria works with DELWP (as lead government liaison) to ensure electricity and gas services assets reinstatement and return to reliable supply.

## Environment Protection Authority

---

The Environment Protection Authority (EPA) provides a technical support agency role in Victoria's emergency management arrangements. Technical advice is provided before, during and after emergencies to the Control agency, government, industry and the community through scientific, engineering and regulatory expertise on the environmental and public health impacts of pollution and waste.

The Chief Environmental Scientist (CES) has an important role during emergencies involving significant pollution consequences by supporting the Emergency Management Commissioner, State Controller and Chief Health Officer with expert advice on the practical measures to protect the environment and public health from the impacts of pollution and waste. The CES also provides a trusted and authoritative public face for the communication of complex pollution and waste advice.

### Prevention / Mitigation / Risk Reduction Activities

In applying and enforcing the Environment Protection Act the EPA provides technical support in the prevention, mitigation and risk reduction of pollution and waste emergencies by:

- Undertaking regulatory, enforcement and investigative activities under the Environment Protection Act
- Working with government, industry and community to help identify and manage significant waste and pollution risks
- Managing systems for the transport of priority waste from generation to disposal
- Equipping government, industry and community with best practice guidance and practical tools to prevent pollution and manage waste
- Supporting regional and state emergency management planning.

### Response Activities

EPA provides a technical support agency role by:

- Responding to and assessing reports of pollution from the community, industry, government agencies and emergency services
- Providing advice to the control agency on risks to the environment and public health, and the practical measures to reduce environmental and public health impacts of pollution and waste from the emergency and response activities
- Providing and coordinating with other support agencies for environmental monitoring to inform the provision of advice
- In cooperation with the control agency, providing advice to the community on the harmful effects of pollution and waste and recommend actions to protect public health
- Supporting the control and other support agencies with powers under the Environment Protection Act where required
- Providing expert advice to the Chief Health Officer on the risks of pollution and waste on public health, as required.

### Relief / Recovery Activities

EPA provides a technical support agency role by:



- Providing advice and information services to recovery agencies, municipal councils, duty holders and community on:
  - ◆ the environmental and public health impacts of pollution and waste
  - ◆ environmental clean-up methods
  - ◆ appropriate disposal of waste
- Providing emergency approvals under the Environment Protection Act
- Undertaking regulatory, enforcement and investigative activities under the *Environment Protection Act 1970*.

## Foodbank Victoria

---

### Relief / Recovery Activities

- Foodbank Victoria is the co-lead agency with the Salvation Army to provide essential material aid (non-food items) to emergency affected persons including clothing, bedding and other personal requisites
- Foodbank Victoria supports Australian Red Cross in its role to coordinate food and water at regional and state levels, and support food and water coordination at the local level when requested.

## Inspector-General for Emergency Management

---

The Inspector-General of Emergency Management (IGEM) provides assurance to the government and the community in relation to Victoria's emergency management arrangements and fosters continuous improvement of emergency management.

### Roles / functions

The key roles for IGEM include:

- developing and maintaining a monitoring and assurance framework for emergency management, including measures for assessing the capacity, capability and performance of the emergency management sector
- undertaking system-wide reviews, including reviewing the emergency management functions of responder agencies and departments in relation to the monitoring and assurance framework
- at the request of the Minister for Police and Emergency Services, providing advice to, or preparing a report for, the Minister on any matter relating to the IGEM's functions
- evaluating state-wide training and exercising arrangements to maintain and strengthen emergency management capability
- monitor and report to the Minister for Police and Emergency Services on the implementation of the *Strategic Action Plan* by;
  - ◆ responder agencies
  - ◆ departments
  - ◆ the Emergency Services Telecommunications Authority (ESTA)
  - ◆ Emergency Management Victoria.
- monitoring and investigating the performance (in non-financial matters) of ESTA regarding the provision of services to emergency services and related organisations
- making recommendations to the Minister regarding matters arising from monitoring and investigating ESTA.

In the performance of these roles, the IGEM must:

- in relation to making recommendations, have regard to the resources that agencies have to implement the recommendations
- in relation to developing and maintaining a monitoring and assurance framework for emergency management;
  - ◆ consult with the parts of the emergency management sector affected by the framework, and the State Crisis and Resilience Council
  - ◆ submit the framework to the Minister for approval
- in relation to undertaking system-wide reviews;
  - ◆ prepare an annual forward plan of reviews
  - ◆ consult with the agencies or departments affected
  - ◆ provide a copy of the annual forward plan to the Minister.

## Insurance Council of Australia Ltd

---

### Relief / Recovery Activities

Insurance Council of Australia provides support to DTF in its role to deliver the following recovery activities:

- providing a point of contact to assist policyholders, and provide information to insurers, governments, the media and other parties
- assisting the insurance industry to respond to claims in an efficient, fair and timely manner through the coordination of insurers, adjusters and intermediaries as appropriate
- establishing contact with government at all levels and participating on any external committee on behalf of the insurance industry
- providing information to insurers, governments, the media and other interested parties and maintaining statistics showing the final insured cost of the event.

## **Lend Lease (Peninsula Link)**

---

Lend Lease is responsible for the operation and maintenance of the Peninsula Link freeway. Lend Lease is a support agency for emergencies occurring within Peninsula Link freeway land. Lend Lease will provide resources, within its capability, to assist control and support agencies or persons affected by an emergency on the Peninsula Link freeway. Lend Lease may also have a role in emergencies that do not involve the Peninsula Link freeway directly but affect its operation.

### **Response Activities**

Lend Lease supports emergency response activities by:

- providing a forward liaison officer
- providing an incident management facility to assist in the coordination of the emergency
- other assistance as required.

### **Relief / Recovery Activities**

Lend Lease's role in recovery is:

- restoration and /or reconstruction of Peninsula Link
- assistance with the on-going management of traffic on the arterial network if the Link is not available for use
- provision of information concerning the commercial issues
- liaison with state authorities and local government regarding Peninsula Link
- to facilitate steps to ensure the physical and mental wellbeing of all company personnel involved in the emergency
- to participate on a Community Recovery Committee, if required.

## Life Saving Victoria

---

### Prevention / Mitigation / Risk Reduction Activities

- development of safety standards for the development, operation and use of a range of waterways including beaches, public swimming pools, home pools and spas, and urban waterways
- development and provision of learn water safety, first aid, CPR, swimming and lifesaving programs at swimming pools, open water locations, schools and lifesaving clubs
- provision of aquatic risk management services including safety design services to designers of swimming pools and waterways
- provision of water safety services to aquatic based events
- provision of subject matter expertise on water safety for public awareness campaigns and communications
- provision of expert advice on aquatic risk management systems and water safety signage
- provision of technical and reference manuals, texts, resources, and newsletters on water safety, lifesaving, life guarding, CPR and first aid
- provision of information and education displays at tradeshows and community events
- provision of accredited training for Personal Water Craft and Inflatable Rescue Boats
- provision of vocational education and training programs such as Pool Lifeguard, first aid, oxygen equipment, and specialist areas such as Automatic External Defibrillation (AED) and aquatic and dry spinal injury management
- provision of safety inspection services for swimming pools, urban, coastal and inland waterways using approved risk management tools.

### Response Activities

- provision of both professional and volunteer beach-based patrolling including inshore, rescue and response services provided from 67 locations across Port Phillip Bay, the Victorian coastline and Mildura (Murray River)
- provision of emergency evacuation centres at the lifesaving club clubrooms
- provision of support services to Victoria Police (Water Police Squad)
- provision of coastal communication network
- provision of offshore rescue boat services
- provision of Westpac lifesaver rescue helicopter services.

## Melbourne Water

---

### Prevention / Mitigation / Risk Reduction Activities

- develop and implement plans and operational procedures for the continuity of Melbourne’s water supply systems, dams, sewerage systems, waterways and drainage assets
- develop and implement plans for the protection of Melbourne Water’s assets and systems, including dam safety, water quality, catchment and asset security
- develop and undertake training and exercise activities to ensure that Melbourne Water’s people, customers and partners are able to implement plans and procedures
- prepare sub-catchment drainage strategies to support urban development
- establish agreements with land developers for the provision of drainage infrastructure
- regulate development in flood prone areas within Melbourne Water’s waterway management district as a referral authority under council planning schemes
- develop policies and procedures for the management of trade waste
- continue to develop the flood monitoring system for Melbourne Water’s waterway management district.

### Response Activities

- implement plans and procedures for the continuity of services in the event of a threat or impact to Melbourne Water’s water supply systems, dams, sewerage systems, waterways and drainage assets
- implement plans for the protection of Melbourne Water’s assets and systems from threats and impacts, including dam safety, water quality, catchment and asset security
- provide flood predictions to the Bureau of Meteorology for Melbourne’s water courses for which flood warning systems have been developed
- provide emergency works to alleviate flooding and clearance of waterways and drainage assets after flooding has occurred
- provide advice and support to the Environment Protection Authority and other response agencies regarding the impact of an incident or emergency (including pollution to waterways) within Melbourne Water’s waterway management district
- provide advice and support to the Department of Environment, Land, Water and Planning (DELWP) for any dam safety event.

### Relief / Recovery Activities

Melbourne Water leads delivery of the following relief and recovery activities:

- support the recovery and rehabilitation of areas directly impacted by the failure of Melbourne Water’s assets or systems
- restoration, clearing and rehabilitation of public buildings and assets managed within Melbourne Water’s portfolio
- recovery and rehabilitation of essential water supply for domestic use by leading the restoration of water supply when reticulated water supply is available (co-lead with DELWP)

- restoration of sewerage, sanitation systems and wastewater management by leading the restoration of sewerage /sanitation systems/wastewater systems for domestic use when reticulated water supply is available (co-lead with DELWP)
- undertaking the assessment, restoration, clearing and rehabilitation of public buildings and assets (e.g. public amenities) where Melbourne Water is the manager of that building or asset.

Melbourne Water, as a local water corporation, supports DELWP in its role to coordinate the provision of drinking water to households, when within Melbourne Water's remit.



## Metropolitan Fire Brigade

---

Control agency for:

- fire in the Metropolitan Fire District (including the Port of Melbourne and waters as defined in the *Port Management Act 1995*)
- accidents involving gas leakage, hazardous materials, lifts, cranes or scaffolding and amusement structures, and building collapse
- fire and explosion incidents involving aircraft and boilers and pressure vessels
- rescue incidents involving rail, aircraft and industrial, road, trench and tunnel, and building structures.

### Prevention / Mitigation / Risk Reduction Activities

Reduce the number of fires and hazardous incidents through:

- increasing community involvement and awareness in hazard prevention
- changing community behaviour through public education and legislation
- increasing the understanding of the use of fire protection and detection systems
- applying risk management strategies to identified community risk
- developing/enforcing of relevant legislation and regulations
- broadening community awareness and preparedness to minimise the impact of an emergency on the community.

### Response Activities

Provide continuous protection of life, property and the environment from the effects of fire, accidents and other hazards through:

- suppression of uncontrolled fires
- rescue of persons from:
  - ◆ fire
  - ◆ road, rail and aircraft accidents
  - ◆ industrial accidents
  - ◆ other emergencies
- controlling accidents involving:
  - ◆ boilers/pressure vessels
  - ◆ dangerous goods/hazardous materials
  - ◆ lifts and cranes
  - ◆ tunnelling/trenches
  - ◆ building collapse
  - ◆ explosions, e.g. gas

Provide key support for:

- Urban Search and Rescue (USAR) capability across Victoria in accordance with state arrangements
- initial impact assessment at the request and in support of, the state requirements
- Emergency Medical Response (EMR) to relevant, as defined, events to support Ambulance Victoria within the Metropolitan Fire District.
- investigation into the causes of fire

- incidents involving explosive devices, natural events (flood, storm and tsunami) and maritime casualty involving commercial ships in Port of Melbourne waters (non-SAR)
- swift water rescue and maritime incidents across the state.

## **Relief / Recovery Activities**

- MFB is the lead agency for undertaking the assessment, restoration, clearing and rehabilitation of public buildings and assets, where the MFB is the manager of that building or asset.
- MFB support the controller by providing post incident assistance and advice to persons impacted by fire and other emergencies.
- Provide support to other agencies, where appropriate, for recovery activities involving personnel or the environment.

## Municipal Councils

---

This is an indicative list. The nature and extent of work by councils to deliver activities will depend on their capability, capacity and particular circumstances of an event. Municipal councils will utilise a variety of approaches and local arrangements to best affect the delivery of these responsibilities to meet unique municipal needs. Most of the activities in the list below are carried out by councils in close conjunction with, or with direct support by, government departments and agencies.

### Prevention / Mitigation / Risk Reduction Activities

- perform municipal functions under local government, fire, health, building, and planning legislation e.g. planning, building, occupancy
- identification and assessment of hazards/risks
- provision of community awareness, information and warning system(s)
- identification and assessment of risks using a community emergency risk management framework
- implementation/coordination of specific risk treatments for identified risks and exposed elements in the community, including, flood/fire management, maintaining a register of at-risk groups, fire risk reduction (private and council lands).

### Response Activities

- provision of available municipal resources needed by the community and response agencies
- provision of facilities for emergency services' staging areas
- facilitation of the delivery of warnings to the community
- provision of information to public and media
- coordination of the provision and operation of emergency relief (includes catering, emergency relief centres, emergency shelters and material needs)
- clearance of blocked drains and local roads, including tree removal
- support to DoT for partial/full road closures and determination of alternative routes.

### Relief / Recovery Activities

Relief and recovery coordination responsibilities summary:

- Municipal councils are responsible for the coordination of local relief and recovery activities

Municipal councils are the lead agency at the local level for the following relief and recovery activities:

- arranging emergency shelter and accommodation for displaced households
- providing personal support and counselling referral
- housing of displaced and lost/stray companion animals. Municipal councils will work with the Victorian Farmers' Federation, RSPCA and Australian Veterinary Association where required.
- secondary impact assessment — gathering and processing of information

- surveying and making a determination regarding occupancy of damaged buildings
- forming, leadership and supporting Municipal/Community Recovery Committees
- providing and staffing recovery/information centres
- providing and managing community development services and activities
- coordinating clean-up activities, including disposal of dead animals (domestic, native and feral)
- overseeing and inspecting rebuilding/redevelopment
- undertaking the assessment, restoration, clearing and rehabilitation of public buildings and assets (e.g. roads, bridges, sporting facilities, public amenities) where the municipal council is the manager of that building or asset.

Municipal councils support the following agencies in their respective responsibilities to deliver relief and recovery activities:

- EMV for coordination of public information and communication in relation to emergency management for major emergencies
- DJPR for:
  - ◆ implementing approved actions and projects to assist economic recovery
  - ◆ encouraging and bringing forward the resumption of local trade and economic activity
  - ◆ monitoring broad economic impacts and consequences
- Victorian Building Authority for providing building maintenance and safety information to affected persons and residents
- DELWP and CFA for coordinating local volunteer efforts for damage to private fencing after emergencies, as referred to by DJPR
- DELWP, PV, DoT for undertaking erosion control on public land.

## National Offshore Petroleum Safety and Environmental Management Authority

---

The National Offshore Petroleum Safety and Environmental Management Authority (NOPSEMA) is an Australian Government statutory agency and is Australia's national regulator for health and safety, structural integrity and environmental management for all offshore oil and gas operations in Commonwealth waters.

While NOPSEMA maintains regulatory oversight of offshore petroleum incidents, offshore petroleum titleholders are required to control the response activities.

### Prevention / Mitigation / Risk Reduction Activities

- promotion of safe and environmentally responsible Australian offshore petroleum and greenhouse gas storage industries
- development and implementation of effective monitoring and enforcement strategies for occupational health and safety, well integrity and environmental management in offshore petroleum operations
- investigate accidents, occurrences and other circumstances that may affect occupational health and safety, well integrity and environmental management of offshore petroleum operations
- advising persons on occupational health and safety, well integrity and environmental matters relating to offshore petroleum operations

### Response Activities

- input to strategic direction of the Australian Government response to offshore petroleum incidents
- ensuring that response activities in an offshore area are carried out in a manner consistent with accepted regulatory documents
- provision of expert advice to assist other agencies who are responding to emergencies at or involving offshore petroleum operations
- provision of advice and briefings to Ministers, the public and the media on emergencies at or involving offshore petroleum operations.

## NBN Co

---

NBN Co. operates a national wholesale-only open-access broadband network, and provides services to retail service provider phone and internet companies, who in turn provide broadband services, over the nbn™ network, to their end user customers.

NBN Co utilises a variety of broadband access technologies, including the following nbn™ fixed line connections (which utilise a physical line running to the premises):

- Fibre to the premises (FTTP)
- Fibre to the Node (FTTN)
- Fibre to the Basement (FTTB)
- Fibre to the Curb (FTTC)
- Hybrid Fibre Coaxial (HFC)

NBN Co also utilises the following technologies which are used mostly in regional and remote areas:

- Fixed wireless
- Sky Muster™ Satellite

NBN Co has a variety of mobile facilities that it may deploy into impacted communities with the aim of delivering limited/partial service restoration subsequent to service disruption driven through the impacts of a natural disaster event.

### Prevention / Mitigation / Risk Reduction Activities

- Provide advice regarding emergency communications infrastructure.

### Response Activities

- Monitor emergency events at local, district and state levels in collaboration with DJPR
- Provide a liaison officer function to the State Control Centre to attend/provide information and advice on the impacts of emergency events regarding nbn™ services as they effect Victoria
- Contribute to the SCC situation reports and National Impact Assessment Model data
- Facilitate actions within, and across the telecommunications sector in response to an emergency event
- NBN Co manages its own emergency response arrangements and supply issues. NBN Co may seek assistance from government through the provision of situational information and in gaining access to impacted areas.

### Relief / Recovery Activities

- NBN Co has a variety of mobile facilities that it may deploy into impacted communities with the aim of delivering limited/partial service restoration subsequent to service disruption driven through the impacts of a natural disaster event.

## Parks Victoria

---

### Prevention/ Mitigation/ Risk Reduction Activities

- fire prevention and preparedness on public land in Victoria (Fire Protected Area (FPA)): provide support to the Department of Environment, Land, Water and Planning (DELWP) and undertake activities (including works) described in *DELWP Fire Protection and Readiness and Response Plans*
- responsible as the land manager for fire prevention works on parks and reserves managed by Parks Victoria (PV) in the Country Area of Victoria and Metropolitan Fire District (other than planned burns which are the responsibility of DELWP with the support of PV staff)
- responsible for preparing and maintaining emergency response plans (ERPs) for parks, reserves, rivers and waterways managed by PV
- responsible for preparation and implementation of *Safety and Environment Management Plans* (SEMPs) for the local ports of Port Phillip and Western Port
- responsible for the safe, efficient and environmental management of the local ports of Port Phillip, Western Port and Port Campbell, including the navigable sections of the Yarra and Maribyrnong Rivers (excluding Commercial Ports), and other specified navigable waterways in its management areas
- administration of legislation and policy governing the use and enjoyment of parks, reserves, rivers, waterways and ports managed by PV, including Marine National Parks and Sanctuaries to reduce risk to the environment and visitor safety
- support enforcement activities of DELWP in accordance with DELWP policy
- development and administration of procedures and guidelines to ensure processes are in place to manage any potential risks associated with dams managed by PV consistent with the *Strategic Framework for Dam Safety Regulations*.  
Mitigation activities include:
  - ◆ implementing dam safety monitoring procedures for PV dams
  - ◆ developing emergency management plans (EMP) for large dams
  - ◆ undertake periodic training and exercising to ensure the EMP and associated business continuity plan is tested and can be implemented effectively.

### Response Activities

- fire suppression on public land in Victoria (FPA): provide staff and equipment to support DELWP
- fire suppression activities in parks and reserves managed by PV in the Metropolitan Fire District under the direction of MFESB
- fire suppression activities in parks and reserves managed by PV in the Country Area of Victoria under the direction of CFA
- oil and chemical pollution incidents in the local ports of Port Phillip, Western Port and Port Campbell, and state waters under the direction of the Department of Transport (DoT), in liaison with or as their agents, and the Environment Protection Authority (EPA) under the *Victorian Marine Pollution Contingency Plan (VICPLAN)*.
- maritime casualty – non SAR – (all vessels) in local port waters of the local ports of Port Phillip, Western Port and Port Campbell

- non-hazardous waterway pollution (as determined by EPA, MFB, CFA and/or DoT) on rivers managed by PV, under the direction of EPA
- hazardous waterway pollution on rivers managed by PV (as determined by EPA), under the direction of Melbourne Water, MFB, CFA, and DEDJTR or their agents
- oiled wildlife, in accordance with the Wildlife Response Plan for Oil Spills under the direction of DELWP or DoT through the Wildlife Response Plan for Marine Pollution Emergencies and/or the Marine Pollution Contingency Plan
- cetacean strandings and entanglements under the direction of DELWP in accordance with the *Victorian Cetacean Contingency Plan (DELWP)*
- fish kills, under the direction of EPA in accordance with the *Fish Death Response Procedure*
- marine pest incursions under the direction of DELWP in accordance with the *Interim Victorian Protocol for Managing Exotic Marine Organism Incursions (DELWP)*
- search and rescue on land and in Victorian waters, particularly those managed by PV under the direction of Victoria Police
- wildlife incidents on public land under the direction of DELWP
- floods, severe storms and earthquakes particularly within parks, reserves, rivers and waterways managed by PV, under the direction of VICSES
- blue-green algal blooms as described in the *Blue Green Algae Circular* where PV is the designated waterway manager under the *Marine Act 1988*, (e.g. Albert Park Lake, lower reaches of the Barwon River system (including Lake Connearre, Lysterfield Lake and Tower Hill) under the direction of the relevant CMAs.

## Relief / Recovery Activities

Parks Victoria is lead agency for the following recovery activities:

- investigate and carryout erosion control works on PV managed land (co-lead with DELWP/PV and DoT)
- restoration, clearing and rehabilitation of public land and assets managed directly by DELWP, PV, or CMAs (co-lead with DELWP/PV and CMAs)
  - ◆ recovery and rehabilitation of natural values, cultural values, tourism and visitor assets affected by an emergency on parks, reserves, rivers, waterways and local ports managed by PV. In collaboration with DELWP and DHHS
  - ◆ clean-up following oil or chemical pollution incidents on parks, reserves, rivers, waterways and local ports managed by PV, in liaison with DELWP, or their agents, and the EPA
  - ◆ clean-up of fish kill incidents in collaboration with EPA and DELWP
  - ◆ PV can also assist with the recovery and rehabilitation of other public land affected by an emergency.
- undertaking the assessment, restoration, clearing and rehabilitation of public buildings and assets (e.g. roads, bridges, public amenities) where PV is the manager of that building or asset.



## Rural Assistance Commissioner

---

### Relief / Recovery Activities

Provide financial assistance via grants, interest rate subsidies or concessional loans to disaster affected farmers, small business owners and non-profit organisations.

The Rural Assistance Commissioner supports EMV in its responsibility of:

- implementing available financial assistance under the DRFA to assist voluntary non-profit groups, communities and economies
- implementing available financial assistance under the DRFA to assist small businesses and primary producer's recovery.

## Salvation Army - Victorian Emergency Services

---

### Response Activities

- provide refreshments to emergency management personnel
- assist in the provision of catering to emergency management personnel and affected persons
- primary support agency at State level for provision of material needs (including bedding and clothing) to affected persons
- make available any Salvation Army service that may be available during an emergency to assist persons affected (e.g. personal support, emergency accommodation, transport)
- provide support to community safety activities.

### Relief / Recovery Activities

Relief coordination responsibilities summary:

- coordinating the provision of essential material aid (non-food items) to individuals, families and communities affected by emergencies such as clothing, bedding materials and personal necessities, to help ensure their personal comfort, dignity, health and wellbeing
- Salvation Army supports the Australian Red Cross in its responsibility of coordinating food and water at regional and state levels, including support from other agencies, and provide support at the local level when requested.

## St John Ambulance Australia (Vic.)

---

### Prevention / Mitigation / Risk Reduction Activities

- promotion and provision of community first aid training through public education in schools, workplaces and to the public
- improve community readiness through the marketing of appropriate and cost effective first aid kits
- provide onsite consultations with workplaces and community groups to include first aid component within first aid management plans for the prevention of minor injuries
- provide advice to event organisers with the planning of first aid and medical service delivery at local and major events

### Response Activities

- support agency for the provision of first aid services to other emergency service agencies and public
- support for Ambulance Victoria with first aid and medical services within the scope of the *State Health Emergency Response Plan* (SHERP)
- provide response and resources within the scope of the first aid support to the SHERP, i.e., Mobile first aid vehicles, first aid/first responder trained teams, medical assistance teams and provides standalone communication system
- support of Ambulance Victoria through the provision of non-emergency patient transport as a licenced operator

### Relief / Recovery Activities

- provide first aid support to community within the scope of SHERP.

## Telstra Corporation Limited

---

### Response Activities

- Telstra may provide supporting emergency communications facilities to response agencies on request from the State Control Centre
- provide network status information via its Emergency Management Liaison Officers (EMLO) as required
- identify Telstra sites that may be at risk and potential consequences of loss of asset
- provide priority fault restoration of Telstra services for response agencies.

### Relief / Recovery Activities

- can provide DISPLAN phone lines and internet services to relief and recovery centres and/or deploy mobile shopfront resources as appropriate
- where appropriate, provide relief packages for Telstra customers
- switch payphones to free service in disaster impacted areas as deemed necessary.

## Transport Safety Victoria

---

Transport Safety Victoria (TSV) supports the independent statutory office of the Director Transport Safety (Safety Director), which is the state's safety regulator for bus, maritime and rail transport. The primary object of the Safety Director is to seek the highest transport safety standards that are reasonably practicable consistent with the transport system vision statement and objectives under the *Transport Integration Act 2010*. The Safety Director administers bus, maritime and rail safety legislation that promotes transport safety outcomes in Victoria.

The Safety Director is Victoria's lead operational agency for the national maritime and rail safety regulatory schemes, exercising powers and functions delegated from the Australian Maritime Safety Authority and the Office of the National Rail Safety Regulator respectively.

As Victoria's transport safety regulator, the Safety Director:

- licences, certifies, registers and accredits operators and other industry participants
- monitors transport operators' and participants' systems for managing safety risks
- monitors compliance with transport safety legislation, and
- takes enforcement action as appropriate to promote safety outcomes in Victoria.

### Prevention / Mitigation / Risk Reduction Activities

- investigate and report on transport safety matters
- conduct safety audits of transport operators and determine compliance with safety requirements
- provide advice and recommendations to the Minister for Ports and the Minister for Public Transport on transport safety matters
- provide information, guidance and education that promotes awareness and understanding of transport safety issues
- collect, analyse and report on safety data and performance
- develop policy relating to the administration of transport safety legislation.

### Response

- receive notifications of notifiable occurrences/ incidents/ accidents in bus, maritime and rail transport
- investigate incidents and accidents for compliance with transport safety legislation and take enforcement action as appropriate
- control agency for maritime casualty non-search and rescue of all vessels in coastal waters excluding those in commercial and local port waters
- liaise with relevant agencies following incidents and accident, including, Victoria Police, Office of the Chief Investigator (Transport and Marine Safety Investigations), WorkSafe and the Department of Transport.

## VicRoads

---

The Roads Corporation (VicRoads) is responsible for delivering social, economic and environmental benefits to communities throughout Victoria by managing Victoria's road system and its use as an integral part of the overall transport network. The functions and objects of the Corporation are outlined in the *Transport Act 1983*, *Road Safety Act 1986*, *Road Management Act 2004* and the *Transport Integration Act 2010*.

### Prevention / Mitigation / Risk Reduction Activities

- plan for the management of incidents on major arterial roads with other agencies, including diversion routes for the different classes of vehicles
- maintain a high level of preparedness for emergencies that may affect the state's road network
- active participation and representation in emergency management forums and exercises
- coordinate road safety programs with community groups and other agencies.

### Response Activities

- control agency for the essential service disruption to roads, bridges and tunnels
- assist with the management of road links during emergencies, which includes route selection, emergency traffic management, escorting, route conditions advice and control
- provide support advice on transport matters
- primary support agency for transport service for emergency response activities
- provide road closure and condition information to the media and public
- provide relevant support to other agencies in the management of emergencies.

### Relief / Recovery Activities

VicRoads is lead agency for the following recovery activities:

- restoring arterial roads, bridges and tunnels:
  - ◆ undertaking assessments of impacts on infrastructure in relation to major arterial roads, bridges and tunnels
  - ◆ rebuilding, upgrading (betterment) or re-locating infrastructure associated with arterial roads, bridges and tunnels.
- undertake erosion control on public land (co-lead with DELWP/PV):
  - ◆ investigating and carrying out restoration works associated with roads, bridges and culverts within the arterial road reserve.

VicRoads also supports the delivery of the following relief and recovery activities:

- VicRoads works with DoT (as lead government liaison) in
  - ◆ coordinating information regarding restoration of services and land transport network links to airports
  - ◆ assisting with logistics interdependencies, contingencies and reconstruction by providing clearing, restoration and rehabilitation works on arterial roads and bridges

- EMV in delivering its responsibility in providing financial assistance to municipal councils, for the restoration of essential municipal assets including local roads, bridges and tunnels under municipal council responsibility.

## Victoria Police

---

### Prevention / Mitigation / Risk Reduction Activities

Development of community emergency awareness through the provision of information and education in the media, and other means.

### Response Activities

Control agency for:

- search and rescue on land and Victorian waters, other than for Australian Defence Force ships and planes
- road, rail, tram, aircraft and marine (not pollution) accidents/incidents
- rescue in mines and caves
- explosive devices
- threats to life and property (unless otherwise designated)

Responsible for the effective coordination of emergency response within regions and/or municipal areas

Responsible for:

- evacuation - in consultation with the control agency and other expert advice
- registration of evacuees - in conjunction with the Australian Red Cross
- provision of media coordination (where no other facility exists)
- traffic management – in consultation with the control agency and other expert advice.

Support to other agencies in:

- provision of personnel
- provision of land, air and water transport
- dissemination of public information
- access to communications
- coronial investigations.

### Relief / Recovery Activities

Victoria Police is co-lead agency with Australian Red Cross for the relief activity of reconnecting family and friends by operating *Register.Find.Reunite* in relief centres, enquiry centres or online, to reconnect people with family, friends and their communities.

Victoria Police is lead agency for the recovery activity of undertaking the assessment, restoration, clearing and rehabilitation of public buildings and assets (e.g. public amenities, station buildings) where the Victoria Police is the manager of that building or asset.



## Victoria State Emergency Service

---

Control agency for:

- storm, flood, landslide, tsunami and earthquake
- accidents involving building collapse
- rescue incidents involving rail, aircraft and industrial, road, and building structures

### Prevention / Mitigation / Risk Reduction

- provision of advice, information, education, training and assistance to municipal councils, agencies and the community in relation to emergency management principles and practice
- assistance to municipal councils in the development of emergency management plans including assistance to incorporate an all hazards risk management approach
- audit municipal emergency management plans
- assistance to emergency management planning committees in the facilitation of municipal risk assessments that consider and improve safety and resilience of their community from hazards and emergencies
- provide the emergency response development function to each emergency response region
- engage with communities providing storm, flood, landslide, earthquake and tsunami risk information.

### Response Activities

Provide continuous protection of life, property and the environment through

- leading the response to storms, floods, landslides, tsunami and earthquakes
- rescue of persons from, or endangered by:
  - ◆ road, rail aircraft and industrial incidents
  - ◆ steep and high angle incidents
  - ◆ buildings damaged or collapsed
  - ◆ swift water
  - ◆ other emergency or dangerous situations.
- provision of information to the community and government.

Provide key support for:

- search and rescue on land, including caves, and on water
- evacuation
- incidents involving mass casualties

### Relief / Recovery Activities

- VICSES undertakes the assessment, restoration, clearing and rehabilitation of public buildings and assets (e.g. public amenities, unit buildings) where the VICSES is the manager of that building or asset.
- VICSES supports controller through providing human and other resources for relief and recovery activities where appropriate.

## Victorian Building Authority

---

The Victorian Building Authority (VBA) oversees regulation of building and plumbing practitioners to aid the achievement of efficient and competitive building and plumbing industries in Victoria.

### Prevention / Mitigation / Risk Reduction Activities

- respond to general enquiries from the public about the building and plumbing industries, Building Practitioners Board and Building Appeals Board
- facilitate the registration and licensing of builders and plumbers in Victoria
- provide expert technical advice and informed solutions to industry
- work with other agencies and regulators to ensure builders and plumbers are compliant and that consumers are protected
- publish data for building and plumbing practitioners and participate in their disciplinary processes
- administer the collection of building levies
- oversee the work of building surveyors and Victoria's building permit system.

### Response Activities

- provide building maintenance and safety information resources to response agencies
- undertake inspections, investigations and audits to enforce compliance with relevant legislation.

### Relief / Recovery Activities

- VBA is lead agency for the recovery activity of providing building maintenance and safety information to affected persons.

## Victorian Council of Churches

---

The Victorian Council of Churches, Emergencies Ministry (VCC EM) provides its services through volunteers from several religious and cultural groups including Christian, Muslim, Buddhist, Sikh and Hindu, trained to respond to all affected persons following emergencies in Victoria.

### Prevention / Mitigation / Risk Reduction Activities

- provide information, education and training to cultural and faith communities, municipal council emergency management staff and other agencies

### Response Activities

- Provide psychosocial support including emotional spiritual care under the *State Health Emergency Response Plan*.

### Relief / Recovery Activities

VCC EM supports DHHS to deliver the following relief and recovery activities:

- provide psychosocial support including psychological first aid, emotional and spiritual care and personal support in relief & recovery centres and through community outreach, direct visits, community meetings and gatherings
- coordinate the multi-faith multicultural response to emergencies
- assist the Department of Premier and Cabinet in the development and coordination of state services of worship and assist in the organisation of public memorials and gatherings to support the recovery of affected communities.

## Victorian Fisheries Authority

---

The Victorian Fisheries Authority (VFA) is established to promote sustainable and responsible fishing and fishing-related activities in Victoria. It is also a function of the VFA under Section 8(k) of the *Victorian Fisheries Authority Act 2016* to work with land, water, waterway and coastal managers and public sector bodies to improve fisheries, respond to any emergency or undertake compliance and enforcement activities.

The VFA is the control agency for shark hazards in Victorian waters and is a support agency for emergencies in the aquatic environment.

### Prevention / Mitigation / Risk Reduction Activities

- enforcement of regulations relating to shark attractants
- publishing educational material on shark hazards (website)
- publishing information for the community on shark hazards
- supporting DELWP in the delivery of programs to reduce the incidence of cetacean entanglement and vessel strike from fishing activities
- supporting DHHS in sampling of shellfish for marine biotoxin contamination
- publishing educational material on declared noxious aquatic species (website)
- enforcement of provisions under the *Fisheries Act 1995* prohibiting bringing into Victoria, possession, transporting or release of declared noxious aquatic species.

### Response Activities

VFA is the control agency for:

- providing a coordinated response to shark hazards under the State Shark Hazard Plan.

VFA is a key support agency for:

- responding to cetacean entanglements or impacts under the Victorian Cetacean Emergency Plan, including providing vessels and crew
- responding to cetacean strandings for either living or deceased animals under the Victorian Cetacean Emergency Plan and control agency for the management of shark hazards arising out of strandings
- response to fish mortality (fish kills) events, including an initial impact assessment and notifying the relevant control agency if the cause relates /is suspected to relate to hazards managed by that agency i.e. exotic animal disease, pollution, blue-green algae bloom
- responding to Blue-green algae blooms where these impact on fisheries and fishing
- DHHS responding to food contamination involving fish in Victorian waters
- responding to marine pest incursions
- the relevant control agency responding to pollution of waterways.

### Relief / Recovery Activities

- Liaise with DJPR or other control agencies for relief or recovery activities affecting the fishing or aquaculture industries.

## Victorian Institute of Forensic Medicine

---

The Victorian Institute of Forensic medicine (VIFM) is the statutory authority providing forensic medical and related scientific services for Victoria. VIFM is established by the *Victorian Institute of Forensic Medicine Act 1985*.

### Prevention / Mitigation / Risk Reduction Activities

- VIFM provides expert forensic medical management and advice to the justice and healthcare sectors (including the Coroners Court of Victoria, criminal justice agencies and healthcare providers)
- in accordance with the Act, VIFM's role is to provide medical death investigation, including:
  - ◆ reducing the number of preventable deaths and promote public health and safety and the administration of justice S.64(2)(ha)
  - ◆ promoting and assisting in the performance by the Coroners Court of its functions S.64(2)(j)
  - ◆ facilities and staff required to undertake medical death investigations including autopsies S.66(1)(a)(d)
  - ◆ facilities and staff to conduct chemical, microscopic, serological, toxicological and other examinations of tissue and fluids taken from deceased persons S.66(1)(b)
  - ◆ facilities and staff to identify, by radiological or odontological examinations or other means, the remains of deceased persons S.66(1)(c)
  - ◆ documenting and recording the findings and results of investigations S.66(1)(e)
  - ◆ providing reports to Coroners about causes of death and the results of investigations S.66(1)(f).
- VIFM provides expert medical and scientific advice, including associated public health and safety policy advice, to a variety of Victorian Government departments and agencies on fatality management.

### Response Activities

- coordinate the management of deceased persons (including multi-fatality incidents) for the Victorian State Coroner including liaison with funeral service providers S.66(1)(j)
- assist emergency response agencies with the investigation of a range of death scenes including mass fatality emergencies
- respond to requests from DFAT and AFP regarding fatality incidents overseas
- manage the Victorian State mortuary facility and where required, establish temporary mortuary facilities
- undertake Disaster Victim Identification (DVI) procedures including forensic pathology, anthropology, odontology, radiology and molecular biology (DNA)
- undertake medical, toxicological, microbiological and other forensic scientific analyses related to the investigation of deaths
- prepare specialist reports into deaths required by the criminal justice system (terrorism, arson etc.).

## Relief / Recovery Activities

VIFM is a lead agency for communicating with the families of deceased persons S.66(1)(h)(l)

VIFM can support the following recovery activities:

- Disaster Victim Identification
- reconnection of family and friends
- forensic scientific analysis

VIFM supports the following commonwealth and international agencies in the delivery of their respective recovery activities:

- AFP, DFAT, Interpol, Red Cross/ICRC and ICMP (Missing Persons).

## Victorian Managed Insurance Authority

---

The Victorian Managed Insurance Authority (VMIA) is a statutory body that provides insurance for State Government assets. VMIA is mandated under the *Victorian Managed Insurance Authority Act 1996*.

### Prevention / Mitigation / Risk Reduction Activities

- provides expert risk management support/advice to individual organisations and through emergency management forums.
- in accordance with the Act, VMIA's role is to assist departments and participating bodies to establish programs:
  - ◆ for the identification, quantification and management of risks
  - ◆ to monitor risk management by departments and participating bodies
  - ◆ to provide risk management advice to the state
  - ◆ to provide risk management advice and training to departments and participating bodies, and
  - ◆ to act as insurer for, or provide insurance services to, departments and participating bodies.
- VMIA also provides services to the Victorian government on risk and insurance issues and trends
- Provides insurance to emergency services agencies and other agencies and departments involved in emergency management.

### Response Activities

- provides insurance for the Emergency Resource Providers Support Scheme (EmRePSS) for response preparedness (Refer to Part 8, Appendix 11 of this manual for details) to enable use of private resources for emergency response.

### Relief / Recovery Activities

- VMIA is lead agency for the recovery activity of administering insurance claims for the restoration of State Government assets damaged or destroyed in an emergency and liability against state agencies.

VMIA supports the following agencies in the delivery of their respective recovery activities:

- DTF in its role of
  - ◆ Providing insurance advice and information to customers
  - ◆ Coordinating the insurance industry response, information, advice and government liaison.
- Port of Melbourne Operations Pty Ltd in its role of restoring port infrastructure
- DoT in its role of restoring major arterial roads, bridges and tunnels, tram, bus and rail services
- DEWP/PV in its role of restoring, clearing and rehabilitation of public land and assets managed directly by DELWP, PV, or CMAs.

## Victorian Ports Corporation (Melbourne)

---

The Victorian Ports Corporation (Melbourne) (VPC(M)) is responsible for the safe management of commercial shipping within the waters of the Port of Melbourne, including the channels between Melbourne and the sea.

### Prevention/Mitigation/Risk Reduction activities

- maintain the Melbourne Port Emergency Management Plan
- chair the Melbourne Port Emergency Management Committee
- ensure safe management of commercial shipping within the waters of the Port of Melbourne via Vessel Traffic Services authority (VTS)
- monitor the movement of dangerous goods through the Port
- provide control systems for fuel bunkering and “Hot Work” activities in the Port
- coordinate whole of port emergency management exercises

### Response Activities:

- provide access to VPC(M) controlled resources
- control agency for maritime casualty non-search and rescue in Port of Melbourne waters under its control
- control agency for oil pollution in the Port Phillip Region (Cape Otway to Cape Shanck)
- provide marine expertise to State response agencies

### Relief / Recovery Activities:

- manage and participate in the development of recovery management within the *Melbourne Port Emergency Management Plan*
- provide maritime expertise to state recovery agencies.



## **Victorian Regional Channels Authority**

---

The Victorian Regional Channels Authority (VCRA) is responsible for managing the shipping channels in the Ports of Geelong and Hastings. The shipping channel at the Port of Portland is subject to a legally binding Channel Operating Agreement that assigns VRCA's authority and responsibilities to the port owner, Port of Portland Pty Ltd.

### **Prevention / Mitigation / Risk Reduction Activities**

- safe management of the movement of all vessels within the port waters of Geelong, Hastings and Portland.

### **Response Activities**

- control agency for maritime casualty which is non search and rescue in waters under its control.

# VicTrack

---

## Prevention / Mitigation / Risk Reduction Activities

- identification and removal or reduction of risks on rail reserves, other than operational corridors allocated to transport franchise operators or leased to third parties
- maintain certain road-over-rail bridges and platforms
- maintain certain radio and telecommunication services that support public transport, other than services managed by DoT or the transport franchise operators.

## Response Activities

- provide professional engineering and technical advice to control agencies (communications, level crossings & infrastructure).

## Relief / Recovery Activities

VicTrack has responsibility to repair, recover and provide alternative public transport telecommunications services in times of system outages, other than services managed by PTV or transport franchise operators.

VicTrack supports the following agencies to deliver their respective recovery activities:

- DoT in its role restoring tram, bus, rail services
- DJPR in its role assisting with logistics interdependencies, contingencies and reconstruction.

## Volunteer Search and Rescue Organisations

---

Search and Rescue operations are often supported by volunteer emergency search and rescue organisations.

There are a number of volunteer emergency land, water and transport search and rescue organisations who are specialised and/or provide search and rescue support services in localised areas of the State, including

- Bush Search and Rescue Victoria
- Arapiles Rescue Group (SES)
- approved units of the Victoria State Emergency Service for Vertical Rescue/Swift Water Rescue
- approved units of Country Fire Authority for Vertical Rescue
- Oscar One (CFA Bendigo) for Mine Rescue
- Echuca Moama Search and Rescue Squad (land and road)
- Shepparton Search and Rescue Squad (land, water and road)

### Response Activities

- support agency to Victoria Police for land, water and transport search and rescue
- provision of specialised search and rescue equipment.

#### Note:

Further information about specific roles/services provided can be obtained by contacting Victoria Police Search & Rescue Squad.

The Country Fire Authority and Victoria State Emergency Service are statutory authorities that also provide volunteer emergency workers for emergency search and rescue response operations (refer to specific role statements in this Part).

## Volunteer Marine Search and Rescue Organisations

---

These organisations provide marine safety services for recreational and commercial vessels on Victoria's inland and coastal waterways. They support Victoria Police as the control agency. The agencies are:

- Australian Volunteer Coast Guard Association
- Coastwatch Radio and Marine Rescue Squad, Ocean Grove
- Southern Peninsula Rescue Squad
- Torquay Marine Rescue Service
- Volunteer Marine Rescue Mornington
- Volunteer Marine Rescue Hastings
- Port Fairy Marine Rescue Service
- Apollo Bay Ocean Rescue
- approved units of the Victoria State Emergency Service
- approved lifesaving clubs affiliated with Life Saving Victoria

These organisations provide a range of services (not all organisations provide all services) including:

### Prevention / Mitigation / Risk Reduction Activities

- provide small boat seamanship, navigation and marine radio courses for the recreational boating sector
- provide marine safety education and awareness programs for operators of small vessels
- operation of radio stations to provide local weather information and ship reporting services.

### Response Activities

- rescue of persons endangered by:
  - ◆ vessel disablement due to mechanical or electrical failure
  - ◆ foundering
  - ◆ fire
  - ◆ person falling overboard
- in partnership with CFA provide level 1 response activities for small ports and vessels
- support agency for Victoria Police (marine search and rescue)
- support agency for CFA (fire on waterways)
- support Ambulance Victoria with casualties on water.

## Water Corporations

---

### Prevention / Mitigation / Risk Reduction Activities

- develop appropriate operation and maintenance plans, risk management plans, emergency management plans and business continuity plans to ensure, water supply, wastewater and irrigation and drainage assets perform their function appropriately
- develop appropriate dam safety emergency plans to deal with a potential dam failure
- conduct periodic training exercises to ensure that emergency management plans can be implemented effectively.

### Response Activities

- activate emergency management plans and business continuity plans when there is a foreseeable or actual asset failure or disruption to services.

### Relief / Recovery Activities

Water Corporations lead the delivery of the following recovery activities:

- restoring, clearing and rehabilitating of public buildings and assets managed within water corporations' portfolio
- recovery and rehabilitation of essential water supply for domestic use by leading the restoration of water supply when reticulated water supply is available (co-lead with DELWP)
- in co-lead with DELWP, restoring sewerage, sanitation systems and wastewater management systems for domestic use when reticulated water supply is available.

Water Corporations support DELWP in their role to coordinate the provision of drinking water to households.

Water Corporations support DELWP and CFA in their responsibility to make available essential replacement water taken from private landholders during bushfire suppression activities.

## **Wireless Institute Civil Emergency Network (WICEN)**

---

### **Response Activities**

- provision of communications or supplementary facilities for and between response and/or recovery agencies
- provision of communications to the community where conventional communications facilities are not available.

### **Relief / Recovery Activities**

- WICEN works with DJPR (as lead Government liaison) to coordinate information regarding restoration of telecommunication services including providing alternate communications networks where required.

## WorkSafe Victoria (Victorian WorkCover Authority)

---

### Prevention / Mitigation / Risk Reduction Activities

- promote workplace health and safety management systems
- development and publishing of guidance notes and alerts on a wide range of occupational health and safety, and dangerous goods matters
- investigation and reporting on:
  - ◆ workplace fatalities and incidents resulting in life threatening or serious injury
  - ◆ incidents involving transport of dangerous goods and chemicals and high consequence dangerous goods and explosives
  - ◆ use, storage and handling of dangerous goods and chemicals and high consequence dangerous goods.
- inspection and certifications/authorisations/approvals under health and safety and dangerous goods legislation
- public safety where WorkSafe has jurisdiction under the *Equipment Public Safety Act* and *Regulations*.

### Response Activities

- technical support to other agencies mainly in the area of plant, chemicals, dangerous goods, high consequence dangerous goods, explosives (other than ordinance and explosives or firearms at crime scenes), mines, prescribed mines, quarries, on-shore petroleum sites and geothermal or on-shore exploration sites
- investigation into the cause of workplace and work-related incidents including incidents in public places involving registered, licensed and prescribed equipment and at major public events where such equipment is involved in an incident including amusement structures and amusement rides.