

ORDINARY COUNCIL MEETING MINUTES

M7 – 3 July 2018

Bright Council Chambers
7:00pm

Notice is hereby given that the next **Ordinary Meeting** of the **Alpine Shire Council** will be held in the Council Chambers, Great Alpine Road, Bright on **3 July 2018** commencing at **7:00pm**.

PRESENT

COUNCILLORS

Cr Ron Janas – Mayor

Cr Sarah Nicholas – Deputy Mayor

Cr Kitty Knappstein

Cr Tony Keeble

Cr Daryl Pearce

Cr Peter Roper

OFFICERS

Mr William Jeremy – Acting Chief Executive Officer

Ms Nathalie Cooke – Director Corporate

Ms Francine Stacey – Acting Director Assets

APOLOGIES

Cr John Forsyth

Mr Charlie Bird - Chief Executive Officer

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1 RECORDING AND LIVESTREAMING OF COUNCIL MEETINGS

The Acting CEO will read the following statement:

All council meetings are filmed with both video and audio being recorded.

Video is focused on a specific area however audio from the entire room is captured.

By speaking during question time, or at any time during the meeting, you consent to your voice and any comments you make being recorded.

In common with all narrative during council meetings verbal responses to congratulations, obituaries and question time will not be recorded in the written minutes.

The reasoning behind recording council meetings is of course to hold us more accountable and improve transparency of council's decision making to our community.

The full meeting is being streamed live on Council's YouTube channel which is "Alpine Shire Council" and will also be available on the YouTube channel shortly after this meeting.

2 ACKNOWLEDGEMENT OF TRADITIONAL CUSTODIANS, AND RECOGNITION OF ALL PEOPLE

The Acting CEO will read the following statement:

The Alpine Shire Council acknowledges the traditional owners of the land we are now on.

We also acknowledge those people who have contributed to the rich fabric of our community and strive to make wise decisions that will improve the quality of life for all.

3 CONFIRMATION OF MINUTES

3.1 ORDINARY COUNCIL MEETING - M5 - 5 JUNE 2018

Cr Nicholas

Cr Knappstein

That the minutes of Ordinary Council Meeting M5 held on 5 June 2018 as circulated be confirmed

Carried

3.2 SPECIAL COUNCIL MEETING - SPM6 - 19 JUNE 2018

Cr Pearce

Cr Knappstein

That the minutes of Special Council Meeting SPM6 held on 19 June 2018 as circulated be confirmed.

Carried

4 APOLOGIES

Cr John Forsyth

Charlie Bird – Chief Executive Officer

5 OBITUARIES / CONGRATULATIONS

Refer to Alpine Shire Council's website <u>www.alpineshire.vic.gov.au</u>; for its YouTube livestreaming recording for responses to questions.

6 DECLARATIONS BY COUNCILLORS OF CONFLICT OF INTEREST

Refer to Alpine Shire Council's website <u>www.alpineshire.vic.gov.au</u>; for its YouTube livestreaming recording for responses to questions.

7 PUBLIC QUESTIONS ON AGENDA ITEMS

Questions on Notice will be limited to two questions per person.

Questions on Notice can be written or from the floor.

Refer to Alpine Shire Council's website <u>www.alpineshire.vic.gov.au</u>; for its YouTube livestreaming recording for responses to questions.

8 PRESENTATION OF REPORTS BY OFFICERS

8.1 ACTING CHIEF EXECUTIVE OFFICER – WILL JEREMY

8.1.1 Contracts approved by the CEO

Cr Nicholas Cr Keeble

That the Contracts approved by the CEO be noted.

Contract No: CQ 18026 Process: Request for tender

Title: Repairing and resurfacing the Canyon Trail Shared Path

Tenderer: Countrywide Asphalt Pty Ltd

\$ (excl. GST): \$88,346

Contract No: CQ 18037 Process: Request for Quotation

Title: Civil construction works to extend kerb and channel, side entry pit

and pipe / headwall

Tenderer: Hutchinson Civil

\$ (excl. GST): \$48,000

*Note Contract previously awarded to Stadelmann and noted at June Ordinary Council under contracts approved by the CEO was rescinded as they are unable to meet works schedule timelines.

Carried

8.2 ACTING DIRECTOR ASSETS – FRANCINE STACEY

8.2.1 Contract 1802801 - Alpine Better Places: Myrtleford (Stage 2) - Myrtle Street / Jubilee park

File Number: 70620.00

INTRODUCTION

This report relates to the award of the Alpine Better Places: Myrtleford (Stage 2) - Myrtle Street / Jubilee Park Tender. The work includes the construction of landscape and civil works in Jubilee Park and along Myrtle Street between Standish Street and Lewis Avenue. Works in Jubilee Park also include the construction of new shelters, a viewing platform and refurbishment of the public toilets.

Cr Keeble

Cr Pearce

That Council awards Contract 1802801 for 'Myrtleford (Stage 2) – Myrtle Street / Jubilee Park' to North East Civil Construction for the lump sum price of \$2,233,206+GST.

Carried

BACKGROUND

Council commenced its Alpine Better Places project in early 2015, delivering detailed concept designs for priority projects in each of the town centres of Porepunkah, Bright and Myrtleford. Following an extensive process of community consultation and design, the Draft Detailed Concept Designs and the priority for implementing projects was adopted by Council in March 2016.

Council successfully delivered Stage 1 of the Myrtleford works (the Standish Street Roundabout) early in 2018. Detailed design and documentation for Stage 2 was completed in May 2018 and the works subsequently tendered.

The Invitation to Tender was advertised in the Herald Sun on 9 May 2018, the Border Mail on 12 May 2018, on Tenders.Net and the Alpine Shire Council website. Tenders closed on 8 June 2018.

The tender documents were downloaded by 15 prospective tenderers and 1 tender submission was received.

EVALUATION

The evaluation panel consisted of the Manager Asset Development and the Senior Project Engineer.

The tenders were evaluated according to the key selection criteria listed in the Invitation to Tender:

- Price
- Qualifications and Previous Performance

- Delivery
- Social

Following the initial assessment of the offer, the tenderer was invited to clarify aspects of their tender, present their proposed methodology/staging plan and provide further detail on their traffic management strategy, including their ability to meet the required timeframes. Following the tender interview it was determined that the tender from North East Civil Construction (NECC) addresses all the requirements of the selection criteria and can be demonstrated to present value for Council.

ISSUES

NECC has demonstrated previous experience in the delivery of similar contracts for Council, including the Alpine Better Places Porepunkah works and Stage 1 of the Myrtleford Alpine Better Places project. These works have been completed to a high standard, within agreed timeframes.

Traffic and pedestrian management, including maintaining access to shopfronts, has been an important aspect of the previous projects and has been well managed by NECC. The detailed staging plans and traffic management strategy submitted for this stage provides Council with confidence that the project can be delivered within the required timeframe, while providing reasonable access through and around the site.

POLICY IMPLICATIONS

The tender was advertised and evaluated in accordance with Council's Procurement Policy and is in accordance with the *Local Government Act 1989*.

This report is consistent with the following Strategic Objective of the Council Plan 2017-2021:

Incredible places for our community and visitors.

FINANCIAL AND RESOURCE IMPLICATIONS

There is sufficient provision within the 2018/19 Budget to deliver this contract.

CONSULTATION

Council has consulted extensively with internal and external stakeholders, all relevant authorities and the community on the development of the Alpine Better Places detailed concept plans.

Throughout the detailed design and documentation phase, Council has continued to engage with all stakeholders as well as the broader community. Officers have met with and collected contact details of all directly impacted stakeholders. Information sessions have been held in Myrtleford and drop-in sessions are planned before the start of construction. Project updates will be distributed via email and on Council's website and Facebook page. The implementation of the project stakeholder and communication plan will continue throughout the duration of the project.

CONCLUSION

Following a comprehensive assessment, the tender from North East Civil Construction was deemed to present value for Council.

DECLARATION OF CONFLICT OF INTEREST

Under Section 80C of the *Local Government Act 1989*, the following officers declare that they have no interests to disclose in providing this report.

- Director Assets
- Manager Asset Development
- Senior Project Engineer

ATTACHMENT(S)

Nil

8.2.2 Contract 1801901 - Bright Office Renewal Stage 2 (Building Works)

File Number: CT 18019

INTRODUCTION

This report relates to the award of a contract for stage 2 of the Alpine Shire Council Bright Office renewal.

Cr Pearce

Cr Knappstein

That Council awards Contract 1801901 for the 'Bright Office Renewal Stage 2 (Building Works)' to JH Building and Renovation for the lump sum price of \$421,002+GST.

Carried

BACKGROUND

Stage 1 of the Alpine Shire Council Bright Office was completed in November 2016, with the renewal of the Mystic Wing. The building works were delivered by JH Building and Renovation.

An Invitation to Tender was prepared for the delivery of the building component of the Stage 2 works, covering the renewal of the Apex Wing of the office. In addition to the building works, the scope of the Invitation to Tender included replacement of the existing air conditioning system, supply and installation of double glazing in all external windows, installation of new flooring, and the delivery and installation of all joinery.

Tenders opened on 30 March 2018 and closed on 30 April 2018. The Invitation to Tender was advertised in the Herald Sun and local newspapers and was available on Tenders. Net and on the Alpine Shire Council website.

Tender documents were downloaded by 15 prospective tenderers with 5 tenders received.

EVALUATION

The evaluation panel consisted of the Council's Project Manager and Director Assets.

The tenders were evaluated according to the key selection criteria listed in the Invitation to Tender:

- Price
- Qualifications and Previous Performance
- Delivery
- Social

Following the initial assessment of offers, only one of the tenders was shortlisted for further evaluation. The tenderer was asked to clarify aspects of their tender, including providing further detail on their proposed plan for the delivery of the works. Following these clarifications, it was determined that the tender from JH Building and Renovation best met the selection criteria.

ISSUES

Stage 2 of the office renewal was budgeted for delivery in the 2017/18 financial year. However, an extensive process of engagement with office staff was required in order to achieve a concept which best met the requirements of the different teams. Coupled with a late start to the design process, this has delayed delivery of the project beyond the end of the 2017/18 financial year.

POLICY IMPLICATIONS

The tender was advertised and evaluated in accordance with Council's Procurement Policy and is in accordance with the *Local Government Act 1989*.

This report is consistent with the following Strategic Objective of the Council Plan 2017-2021:

Incredible places for our community and visitors.

FINANCIAL AND RESOURCE IMPLICATIONS

There is sufficient provision within the 2018/19 Budget to deliver this contract.

CONSULTATION

Extensive engagement has been carried out with Council staff through the concept design process, including seeking feedback from staff based in the activity-based working environment in the recently renewed Mystic Wing.

CONCLUSION

Following a comprehensive assessment, the tender from JH Building and Renovation is considered to present the best value for Council.

DECLARATION OF CONFLICT OF INTEREST

Under Section 80C of the *Local Government Act 1989*, the following officers declare that they have no interests to disclose in providing this report:

- Project Manager
- Director Assets

ATTACHMENT(S)

Nil

8.2.3 Supply of Electricity Contracts

File Number: SU1745.01

INTRODUCTION

This report relates to the award of contracts for the supply of electricity for public lighting throughout Alpine Shire, and to facilities operated by Alpine Shire Council.

Cr Keeble Cr Roper

That Council:

- 1. Awards a Contract to AGL Sales for the supply of electricity for public lighting in the Alpine Shire for a fixed term to 30 June 2021;
- 2. Awards a Contract to Origin Energy for the supply of electricity to facilities operated by Council for a fixed term to 30 June 2021; and
- 3. Delegates to the CEO the authority for signing the electricity supply agreements with both AGL Sales and Origin Energy.

Carried

BACKGROUND

AGL is currently contracted by Alpine Shire Council for the supply of electricity for public lighting and to Council operated facilities. An extension of the contract expiry date from 30 June 2018 to 13 July 2018 has been requested by Council.

In 2018, on behalf of 144 participating Local Government Authorities and non-local government organisations located across five States, Procurement Australia commenced an aggregated tendering process for a three year contract for the supply of large and small market electricity, large and small market natural gas, and public lighting. Council signed up to participate in this tendering process for the supply of large and small market electricity, and public lighting. All of the facilities operated by Council are currently registered as small market users of electricity. The supply of natural gas is not relevant to Alpine Shire Council.

The Request for Tender was advertised on 27 February 2018 in the Sydney Morning Herald, in the Melbourne Herald Sun on 28 February 2018, and on the Tenderlink website.

The Request for Tender closed on 14 March 2018 for non-financial responses, on 20 March for responses to the large market electricity and public lighting categories, and on 4 April 2018 for the small market electricity category. Six tender submissions were received across the three categories.

EVALUATION

A panel of seven representatives was established to carry out the evaluation, including two representatives from the Local Government Authority sector, and an independent energy procurement product specialist.

The Tender responses were evaluated according to the following criteria:

- Compliance with Specification (pass/fail)
- Price
- Customer Focus
- Corporate Responsibility
- Contractor Performance

The results of the evaluation were documented in a confidential tender evaluation report provided to Council by Procurement Australia. The evaluation panel resolved to award the Tender for the supply of electricity for public lighting and large market users to AGL Sales, and for the supply of electricity to small market users to Origin Energy.

The tender evaluation report and supporting documentation has been reviewed by the Director Assets, and the recommended awards to AGL and Origin Energy confirmed as providing best value to Council.

ISSUES

Council currently receives an individual electricity bill per quarter for each of the 78 Council operated facilities. In moving to the new agreements Origin Energy, Council will take the opportunity to move to a single consolidated bill per quarter. The consolidated bills will list the electricity consumption and cost against each facility. It will still be possible to track usage against each facility or asset.

Three bills per quarter will be issued by AGL Sales, covering the supply of electricity to public lighting.

POLICY IMPLICATIONS

The tendering process followed by Procurement Australia met the requirements of Council's Procurement Policy.

This recommendation is in accordance with the Local Government Act 1989.

This report is consistent with the following Strategic Objective of the Council Plan 2017-2021:

Highly utilised and well managed community facilities.

FINANCIAL AND RESOURCE IMPLICATIONS

The cost of electricity supply for public lighting and to Council operated facilities in 2017/18 is approximately \$300,000 inclusive of GST. A 20% increase in the cost of electricity supply was assumed in the 2018/19 Budget, recognising the significant increase in the cost of electricity since the negotiation of the current contract.

Based on 2017/18 electricity usage, the forecast 2018/19 cost of electricity supply under the proposed contracts with AGL and Origin Energy is \$380,000, an increase of 27% over the 2017/18 expenditure. This will result in a forecast budget shortfall of \$80,000 inclusive of GST.

Based on network charges applicable to the 2018/19 financial year, the forecast 2019/20 and 2020/21 cost of supply is \$355,000 and \$350,000, representing an increase of 18% and 17% respectively on the 2017/18 expenditure. However, network charges from Ausnet Services are not fixed under the supply agreements with AGL Sales and Origin Energy, so the forecast 2019/20 and 2021/22 cost of supply is subject to inflation in these network charges over the period of the contracts.

CONSULTATION

Procurement Australia consulted with councils which had entered into a contract following the previous tendering process, and incorporated common requirements into the tender documents before proceeding to tender. In this process, Alpine Shire Council provided to Procurement Australia details of all existing public lighting and Council operated facilities being supplied under the current contract with AGL.

The tender evaluation and recommendation report has been made available to Council, in addition to an assessment of the impact on Council's annual electricity cost through the new contracts which are recommended.

CONCLUSION

Following an aggregated tendering process carried out by Procurement Australia and an in-house assessment of the recommendations, the following submissions are considered to offer the best value for Council:

- AGL Sales for the supply of electricity to public lighting; and
- Origin Energy for the supply of electricity to Council operated facilities.

DECLARATION OF CONFLICT OF INTEREST

Under Section 80C of the *Local Government Act 1989*, the following officers declare that they have no interests to disclose in providing this report.

Director Assets

ATTACHMENT(S)

Nil

8.3 DIRECTOR CORPORATE – NATHALIE COOKE

8.3.1 Audit Committee Meeting No. 4. 1 June 2018

File Number: 0900.06

INTRODUCTION

The purpose of this report is to present the minutes and recommendations of the Audit Committee meeting held on 1 June 2018.

Key items presented to, and considered by, the Committee at this meeting included:

- Nomination and recommendation of Audit committee Chair;
- VAGO Interim Management Letter, Year Ending 30 June 2018;
- Critical Functions;
- VAGO Report on Local Government and Economic Development;
- 2017/18 Quarter 3 Health and Safety Report;
- Waste Charges; and
- Audit Committee Annual Performance Survey.

Cr Keeble

Cr Roper

That Council:

- 1. Receive and note the minutes of the 1 June 2018 Audit Committee meeting;
- 2. Appoint Sue Lebish to the role of Chair of the Audit Committee for 2018/19;
- 3. Adopt the confidential 2017/18 Quarter 3 Health and Safety Report.

Carried

BACKGROUND

Council must establish an Audit Committee under section 139 of the *Local Government Act 1989*. The Committee's charter requires it to report to Council its activities, issues and related recommendations. This report relates to the Audit Committee meeting held on 1 June 2018.

ISSUES

Welcome of new members

The Audit Committee extended a welcome to two returning independent members Sue Lebish and Mark Anderson and one new member Gerard Moore.

Nomination and recommendation of Chair

The Alpine Shire Council Audit Committee Charter 2017 sets out the requirements for the appointment of the Chair of the Audit Committee.

Section 3.4 of the Charter stipulates that:

"The chair of the Audit Committee must be an independent member.

The chair must have suitable qualifications in line with the member knowledge and skills criteria in this Charter and as required by section 139 (2A) of the Local Government Act 1989.

The Audit Committee will nominate and recommend to Council a chair each year.

The Alpine Shire Council will formally appoint the Audit Committee Chair".

The Audit Committee nominated and recommends to Council independent member Sue Lebish as Chair of the Committee for the 2018/19 period.

VAGO Interim Management Letter, Year Ending 30 June 2018

Council's audit service provider, RSD Chartered Accountants from Bendigo, was onsite for the interim audit in early May 2018. The Interim Management Letter provides a detailed overview of the matters raised by the auditors from that visit. Three new matters were identified, two of which were considered low risk and one medium risk. These matters are:

- IT general controls;
- Returns and credits review;
- Payroll audit trail reports.

These matters have been acknowledged and accepted and will be addressed in line with the timelines detailed in the management letter responses. Progress of these actions will continue to be monitored by the Audit Committee.

Critical Functions

Council has been progressing a project to identifying its critical functions as part of the larger project to review and develop its business continuity plans. The identification of critical functions is now complete and the Committee were updated on the next stages of the project.

VAGO Report on Local Government and Economic Development

The Victorian Auditor General's Office (VAGO) examined whether local councils' economic development activities improve the economic viability and sustainability of their municipalities and improve the quality of life for residents. VAGO made three recommendations for local councils to consider. The Committee considered VAGO's recommendations and Council's level of compliance and note that Council is allocating funds in 2018/19 to develop an economic development strategy.



2017/18 Quarter 3 Health and Safety Report (Confidential)

The Audit Committee reviewed the Quarter 3 2017/18 Health and Safety Report (Confidential). The report highlights that employee hazard; incident, injury and nearmiss reporting had increased on the previous quarter and was slightly down on the same period in 2016/17. There were nine injuries during the quarter and one injury progressed to a WorkCover claim. The Health and Safety Committee met once during the quarter.

Waste Charges

On the 24 April 2018, the Victorian Ombudsman, Deborah Glass OBE, tabled in the Victorian Parliament her investigation into the overcharging of a waste management levy at a local council. The Committee was provided with a detailed overview of Councils waste charges, how they are calculated, reviewed annually and the use of a reserve to 'smooth out' fluctuations between waste income and expenditure.

Audit Committee Annual Performance Survey

The Victorian Government's Audit Committees – A Guide to Good Practice for Local Government and the current Audit Committee Charter require the Committee to undertake a self-assessment of its performance each year. In addition to a member survey, the Committee requested that key staff participating in the Committee meetings also be given the opportunity to provide feedback on the performance of the Committee. There was a 100% return rate of both surveys.

Feedback this year has been very positive with members satisfied with the overall performance of the Committee, the diverse skill set of members, the improvement in reporting and the focus on risk management. Management are more than satisfied with the working relationships and guidance, advice and scrutiny of the Committee and are keen to ensure that Council makes the best use of the Committee's skills and experience.

POLICY IMPLICATIONS

Council complies with the following sections of the Local Government Act 1989.

- Section 139: requires Council to have an audit committee and act within the guidelines made by the Minister for Audit Committees.
- Section 136: requires Council to implement the principles of sound financial management.

This report is consistent with the following Strategic Objective of the Council Plan 2017-2021:

• A responsible and sustainable organisation.

CONCLUSION

The Audit Committee, being satisfied with the detail provided in the agenda, submits the minutes of its 2017/18 Meeting No.4 held on 1 June 2018 to Council.

DECLARATION OF CONFLICT OF INTEREST

Under Section 80C of the *Local Government Act 1989*, the following officers declare that they have no interests to disclose in providing this report.

- Director Corporate
- Manager Corporate
- Health, Safety and Risk Officer

ATTACHMENT(S)

- 8.3.1a Audit Committee Meeting No. 4 Minutes, 1 June 2018
- 8.3.1b 2017/18 Quarter 3 Health and Safety Report (CONFIDENTIAL)

8.3.2 CCTV Surveillance Camera Policy review

File Number: Policy Register

INTRODUCTION

A review of the Closed Circuit Television (CCTV) Surveillance Camera Policy (No.93) is being undertaken to provide for CEO approval of CCTV locations on Council owned, operated or managed sites.

Cr Pearce Cr Nicholas

That Council:

- 1. Note the changes to CCTV Surveillance Camera Policy in relation to the ability for the CEO to approve CCTV installation on Council owned, operated or managed sites;
- 2. Revoke CCTV Surveillance Camera Policy No. 093, Version 3;
- 3. Adopt CCTV Surveillance Camera Policy No. 093, Version 4; and
- 4. Sign and seal CCTV Surveillance Camera Policy No. 093 version 4 at the appropriate time of the meeting.

Carried

BACKGROUND

Council's CCTV Surveillance Camera Policy was first adopted in 2014. At the time the policy governed the installation and usage of CCTV in the Bright Council office and Bright Council depot only.

A review of the policy was undertaken in November 2017 to allow the addition of the Bright Sports Centre as an approved location. Following this adoption, it was requested at the Ordinary Council Meeting that the policy should be written so that future proposals for CCTV in Council facilities would not be dependent on representation of the policy to Council, but to allow the CEO to endorse the locations instead.

Governing legislation

The *Surveillance Devices Act 1999* regulates the installation, use, maintenance and retrieval of surveillance devices, and restricts the use, communication and publication of information obtained through the use of those devices. The *Privacy and Data Protection Act 2014* provides for responsible collection and handling of personal information - the capture of images of people in CCTV footage is considered personal information. Numerous other pieces of legislation also relate to the capture, retention and release of information - these are detailed within the attached policy.

Objectives of the policy

The use of CCTV surveillance on Council owned, operated or managed sites is to:

ensure the safety of Council employees, councillors and members of the public;

- protect property from theft and damage;
- discourage unlawful activity; and
- improve the investigation of incidents on Council owned, operated or managed sites.

ISSUES

Council owned and operated facilities

It is acknowledged that there may be instances where Council owns sites but does not operate or manage their functions directly (e.g. local halls and sporting reserves), and also the reverse where Council manages or operates a site, but it is owned by another entity (for example Crown Land administered by the Victorian Department of Environment Land Water and Planning (DELWP)).

The proposed policy allows for CEO approval in Council owned, managed or operated sites, and requires written agreement between all parties including the owner, manager and operator where at least one entity is involved other than Council.

Any proposal for CCTV installation outside of this scope would need to be presented to Council for approval.

Prior to the proposal for a new CCTV location being presented to the CEO for approval, the following factors will be considered: the proposed location, evidence supporting the need for CCTV such as public or staff safety issues, requirements for community and staff consultation, and any privacy impacts.

Approved locations

All CEO-approved CCTV locations will be included in Council's CCTV location register. Signage will continue to be a requirement of the installation of the systems, so that visitors to a site where CCTV has been installed are made aware of the presence of cameras.

There are no additional installation locations proposed for CCTV at the time of writing this report.

Management of systems and data

The management of the CCTV systems and access to the footage / data will continue to be governed by the two operational procedures that support the current CCTV surveillance camera policy. With the exception of updating the location definition their content will remain unchanged from previous versions. Updated procedures will be approved by the CEO.

POLICY IMPLICATIONS

The use of CCTV systems is governed by a suite of legislation to ensure that operation meets surveillance and privacy guidelines. The following legislation must be considered in conjunction with the policy: Surveillance Devices Act 1999, Privacy and Data Protection Act 2014; Public Records Act 1973; Private Security Act 2004; Freedom of Information Act 1982, Evidence Act 2008, and the Charter of Human Rights and Responsibilities Act 2006.

The update to the CCTV surveillance camera policy ensures that Council is delivering on its Council Plan 2017-2021 priorities.

This report is consistent with the following Strategic Objective of the Council Plan 2017-2021:

• A responsible and sustainable organisation.

FINANCIAL AND RESOURCE IMPLICATIONS

The review of the CCTV surveillance camera policy has been undertaken by Council officers and has not required additional expenditure.

Any proposal for installation of CCTV in additional Council owned, operated or managed sites will be subject to Council's financial management and budgetary processes.

CONSULTATION

Council officers and councillors have been briefed as part of this review.

CONCLUSION

The review of the CCTV surveillance camera policy proposes a move from Councilapproved locations to CEO-approved locations. This will ensure that any proposed expansion of the CCTV network in Council owned, operated or managed sites will continue to receive a thorough assessment prior to approval, whilst enabling a more efficient approval process.

There are no additional installation locations proposed for CCTV at the time of writing this report.

DECLARATION OF CONFLICT OF INTEREST

Under Section 80C of the *Local Government Act 1989*, the following officers declare that they have no interests to disclose in providing this report.

- Director Corporate
- Manager Corporate
- Governance Officer

ATTACHMENT(S)

8.3.2 CCTV Surveillance Camera Policy No.093 - Version 4

9 ASSEMBLY OF COUNCILLORS

INTRODUCTION

Section 80A of the *Local Government Act 1989* requires a written record of Assemblies of Councillors to be reported at an ordinary meeting of the Council and to be incorporated in the minutes of the Council meeting.

Cr Keeble

Cr Roper

That the summary of the Assemblies of Councillor for May / June 2018 be received.

Carried

BACKGROUND

The written records of the assemblies held during the previous month are summarised below. Detailed assembly records can be found in Attachment 9.0 to this report.

| Date | Meeting |
|---------|----------------------------------|
| 29 May | Briefing Session |
| 4 June | Community Meeting – Pioneer Park |
| 5 June | Briefing Session |
| 19 June | Briefing Session |
| 26 June | Strategic Planning Workshop |

ATTACHMENT(S)

• 9.0 Assemblies of Councillors – May / June 2018

10 GENERAL BUSINESS

Refer to Alpine Shire Council's website <u>www.alpineshire.vic.gov.au</u>; for its YouTube live-streaming recording for responses to questions.

11 MOTIONS FOR WHICH NOTICE HAS PREVIOUSLY BEEN GIVEN

Nil

12 RECEPTION AND READING OF PETITIONS

Nil

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Chairperson

| L3 | DOCUMENTS FOR SEALING |
|-----------|--|
| | Cr Roper Cr Keeble |
| | That the following documents be signed and sealed. |
| | 1. ASC Policy CCTV Surveillance Camera Policy No. 093 version 4. Carried |
| Th p.i | nere being no further business the Chairperson declared the meeting closed at 7:32 |
| | |
| | |



MUNICIPAL EMERGENCY MANAGEMENT PLAN

DOCUMENT UNCONTROLLED WHEN PRINTED

During, or in preparation for a pre-emptive emergency declaration, an electronic version of this plan can be sourced through the MECC, MERO, MRM or via CrisisWorks.

DOCUMENT CONTROL

| Approved by: Council | Date approved: 7 August 2018 | Next review date: |
|----------------------|------------------------------|----------------------|
| Directorate: | Department: | Contact officer: |
| Assets | Asset Maintenance | Emergency Management |
| | | Coordinator |

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PART ONE: INTRODUCTION

Foreword

The economic and social effects of emergencies including loss of life, destruction of property, and dislocation of communities are inevitable.

Coping with hazards gives our reason and focus for planning. Hazards exist within all communities whether they are recognised or not.

The Alpine Shire Council's Municipal Emergency Management Plan has been produced pursuant to Section 20(1) of the *Emergency Management Act 1986* and the *Emergency Management Act 2013*. This plan addresses the prevention of, response to and recovery from emergencies within the Alpine Shire and is the result of the co-operative efforts of the Municipal Emergency Management Planning Committee and assistance from Victoria State Emergency Service North East Regional Headquarters and recognises the previous planning activities of the municipal area.

Alpine Shire Council Endorsement

This plan has been produced by and with the authority of Alpine Shire Council pursuant to Section 20(1) of the *Emergency Management Act 1986.*

The Alpine Shire Council understands and accepts its roles and responsibilities as described in Part 4 of the *Emergency Management Act 1986*.

Alpine Shire Council and the member agencies of the Municipal Emergency Management Planning Committee (MEMPC) understand that they are the custodians of the Plan on behalf of the community of the Alpine Shire Council. Responsibility for the prevention and preparedness, planning, response and recovery from an emergency lies with each member of the community and the organisations existing or working within the municipality.

This plan is a result of the co-operative efforts of the Municipal Emergency Management Planning Committee after consultation with those agencies and organisations identified therein.

This Plan was considered, endorsed and adopted by the *Alpine Shire Council* at its meeting of 7 August 2018.

| | | ALPINE SHIRE COUNCIL WAS HEREUNTO AFFIXED this 2018 in the presence of: | | |
|--|--------------------------|---|--|--|
| Print Name | Sign | Councillor | | |
| Print Name | Sign | Councillor | | |
| Charlie BIRD | Sign | Chief Executive Officer | | |
| Municipal Management Planr This Plan was endorsed an Committee at their meetin | d adopted by the Municip | t val Emergency Management Planning | | |
| Ron JANAS (Mayor) | Sign | Chair | | |
| On day of | 2018 | | | |

Statement of 2015 Audit



Version Control

A complete review of the Alpine Shire Council Municipal Emergency Management Plan was undertaken between May and July 2018. The new plan was developed by the MEMPC and endorsed at its meeting on Wednesday 18 July 2018. A record of the Amendment History details any changes made to the plan. See **APPENDIX A1** – Amendment History.

1.1 Aim

The aim of this Plan is to detail the agreed arrangements for the prevention of, the response to, and the recovery from, emergencies that could occur in Alpine Shire Council as identified in Part 4 of the *Emergency Management Act 1986*.

1.2 Objectives

The broad objectives of this Plan are to:

- a) Implement measures to prevent or reduce the causes or effects of emergencies
- b) Manage arrangements for the utilisation and implementation of municipal resources in response to emergencies
- c) Ensure the management and co-ordination of all aspects of recovery within the Shire
- d) Assist the affected community to recover following an emergency
- e) Complement other local, regional and state planning arrangements.

PART TWO: BACKGROUND

2.1 Context

The Alpine Shire is one of Victoria's 78 municipalities and was constituted in December 1994 as an outcome of the Victorian Local Government Board's North East Victoria Review.

The Municipality was created by joining the former Shires of Bright and Myrtleford and some parts of the neighbouring Shires of Beechworth, Yackandandah, Oxley and Omeo.

2.2 Area Characteristics

2.2.1 Topography

The Alpine Shire is one of the State's outstanding natural regions. It contains a wide range of natural environments including Victoria's highest peak, Mount Bogong (1986 metres) and several others over 1800 metres. The broad, undulating Bogong High Plains and part of the Dargo High Plains are also major features of the Shire and include some spectacular landscapes along with Mt Buffalo.

The area supports a wide variety of vegetation types with many species being rare or endangered.

The headwaters of many of Victoria's major streams are located within the shire, and are part of the headwaters of south eastern Australia's largest river system, the Murray River.

Major towns within the Shire are either located in the Ovens or Kiewa valleys. The valleys are separated by hills which rise approximately 600 metres above the valley floor with two major (bitumen) roads and numerous 4WD tracks connecting the two valleys.

The Shire has four distinct seasons. Air temperatures range from an average maximum of 29.5°C to a minimum of 11.6 °C in February and from an average maximum of 12.0 °C to an average minimum of 1.5 °C in July. The highest recorded maximum was over 44°C in the month of February and lowest recorded minimum was –7.8 °C in the month of June. Note that average temperatures have risen slightly over the last 10 years.

The average annual rainfall across the Shire is 1,178mm of rain per year, with the winter months receiving approximately twice the summer rainfall. Generally August is the wettest month and February the driest month. The highest daily rainfall recorded was 142mm in the month of August. The lowest recorded monthly rainfall was 2mm in the month of March. The Shire has fewer wet days and fewer overcast days than both Melbourne and Sydney.

Generally the afternoons have slightly stronger average wind speed than the mornings with most townships in the Shire sheltered from high winds. The air is clean and fresh.

2.2.1.1 Description of the municipality

The Alpine Shire boasts 4,787 square kilometres of the most spectacular scenery in Australia. With 92% public land and the remaining 8% consisting of towns, villages and farming land in the Ovens, Buffalo, Buckland and Kiewa Valleys.

The Shire covers four ski resorts, two National Parks, and includes the towns of Bright, Myrtleford, Mount Beauty, Tawonga, Tawonga South, Dederang, Dinner Plain, Porepunkah, Harrietville, Wandiligong, Eurobin, Falls Creek, Mt Buffalo and Mt Hotham. The Shire services 12,131 residents and more than 1 million annual visitors. Maps detailing the area covered by this plan can be found in <u>Appendix N</u>.

There are two Resort Management Boards located within the Shire; Falls Creek and Mt Hotham and both have their own Emergency Management Plan.

Road access is essentially the only method of access to the Shire with tourist coaches operating throughout the year but extensively in the winter months. There are airfields located at Mt Beauty and Mt Hotham, with the latter operating charter flights on demand. The airports are open to other aircraft all through the year. The Porepunkah airstrip, along with several other private landing strips exists in the Shire.

The Great Alpine Road (GAR) is the major road link for the majority of visiting or passing traffic and the road runs east to west in the Ovens Valley from Wangaratta through the Shire, passing over Hotham Heights to Bairnsdale. The road connects two of Victoria's main tourist regions, the Lakes and Wilderness region in Gippsland and the Legends, Wine and High Country region of the North East. The GAR is sometimes impassable during winter months due to heavy snowfalls, sometimes due to floodwaters cutting the road at several locations and sometimes because of bushfires. Heavy and large trucks (up to B-doubles) and touring coaches use the road and some lesser roads along with local traffic.

The Shire is a national leader in regional tourism, three and a half hours from Melbourne and one hour from Wangaratta. It provides outstanding lifestyle opportunities with exceptional recreational facilities. Its community and economy is diverse and growing.

The Shire is inundated with visitors during Easter and Christmas/New Year holiday periods with commercial accommodation houses usually fully booked at these peak times. Approximately 20% of all visitors during the peak period stay with friends or relatives. All utility services run close to their limit during peak periods. International visitors account for 5% of all visitors.

Popular activities for visitors include sightseeing, eating out, shopping, cycling, bushwalking, visiting friends and relatives, visiting craft and art galleries and snow skiing.

Major employers are tourism (23%), manufacturing (18%), agriculture/horticulture (16%) and community services (11%).

As well as tourism, the Region is also a national leader in the provision of snow resorts, production of tree nuts and peppermint oil, sites for hang gliding, paragliding, and a State leader in growing hops, softwood timber, and apples. The last available figure shows that the Alpine Shire's economy was \$1,233 million of which \$598 million was value added or gross regional product.

2.2.2 Demography

The population of Alpine Shire is 12,131, which during the peak periods of autumn, spring and summer, grows to 25,000 people. August normally swells the base 12,500 population by an additional 8,500 to 21, 500, whilst June, July and September accounts for an additional 5,000 visitors to undertake winter pursuits.

Alpine Shire has an older than average age distribution with more that 50% of the population over 45 and more that 24% aged over 65. This trend is likely to continue with the over 65s making up about 30% of the population by 2022. The shire has not experienced much growth in the years 2012 to 2016 but has had a change in the distribution of people around the shire in that time. It is expected to experience a modest growth over the next ten years. There is a small percentage of CALD people that speak a language other than English at home; 9.1% - less than half the state average. The predominant language is Italian with the majority of this population located in the Myrtleford area. The plan must be cognisant of the ageing population and the language and cultural barriers that may exist especially in pockets of the shire.

Additional information pertinent to Alpine Shire is included in tables **Appendix K1** (derived from 2016 ABS data).

2.2.3 Vulnerable persons: Community Organisations and Facilities

Residents can become vulnerable for a number of reasons. Vulnerable persons may be isolated due to their geographic locations, socioeconomic situation and/or their mental or physical health. This adds another dimension of complexity to the development and implementation of prevention and preparedness activities.

People facing disadvantage, such as those in poverty, migrants, refugees, children, older people, people with disabilities, people who are homeless or transient, and people living in poor quality housing are more vulnerable at all stages of a disaster – before, during, and after it strikes. These people are considered 'socially vulnerable' in the face of a disaster.

Whether it is their capacity to evacuate in time or to recover in the long term from trauma and financial devastation, socially vulnerable people are hit hardest and longest by disasters and emergencies. These people often have fewer resources and less social support, mobility and housing options at their disposal, and so are less able to prepare for, respond to and recover from a disaster or emergency.

DHHS Emergency Management has developed the *Vulnerable People in Emergencies Policy*. The policy promotes general emergency planning with vulnerable people, which would be beneficial for a range of hazards and emergencies, but does not outline hazard specific approaches.

Under the Policy, municipal councils are required to:

 Develop and maintain a list of local facilities where vulnerable people are likely to meet, gather or reside.

- Coordinate local implementation of Vulnerable Persons Registers
- Work in partnership with Red cross to support inclusion of people not receiving

The Alpine Shire Council is responsible for coordination and administration of the Vulnerable Persons Register within their boundaries. The register is maintained within Crisisworks for those with access or can be obtained from the MRM.

The DHHS provides guidance on determining those members of the community who are at greatest risk during a bushfire and potentially other natural emergencies.

The Alpine Shire Council has identified a number of special need groups and individuals who has vulnerability in terms of emergency. We will continue to develop strategies to help improve the resilience and safety of these groups and individuals before, during and after an emergency. Some of these activities include:

- Management of a list of facilities where vulnerable people are likely to meet, gather
 or reside. This list includes Hospitals, Aged and Childcare facilities, Kindergartens and
 Schools. This list is stored in Crisisworks for those with access or can be obtained
 from the MRM.
- Working in partnership with Red Cross to support people not receiving services to plan for emergencies.
- Encouraging personal emergency planning and community resilience for vulnerable people as part of broader education and awareness strategies.

The needs of vulnerable individuals, groups and communities will always be taken into account when considering the restoration of critical infrastructure or coordinating any relief or recovery activity.

More information on vulnerable persons in emergencies is available from DHHS at: https://providers.dhhs.vic.gov.au/sites/dhhsproviders/files/2018-03/Vulnerable%20people%20in%20emergencies%20policy_2018February.docx

2.3.4 Municipal locations Map

A set of maps detailing the area covered by this plan and locations of Staging Areas, Municipal Emergency Coordination Centres (MECC), Incident Control Centres (ICC) and Relief Centres are in <u>Appendix N</u>.

The latest updated version of area maps can be found on the Alpine Shire Council website at: http://www.alpineshire.vic.gov.au/Page/Page.aspx?Page_Id=124

2.3.5 History of Emergencies

The history of emergencies within this Municipal area is varied, but mainly relate to floods, fire and vehicular accidents. Myrtleford has a record of floods within the town, the most recent floods being October 2016. Significant fires, due to the nature of the area, (particularly

National Parks and State forests) are of a frequent and serious nature. Vehicular accidents are regular, and at times impact on entire communities with the related problems.

The hazard analysis contained in part five of this plan indicates the potential of those emergencies listed, some of which have been rated on historical data and information. A list of recent, significant emergency events is outlined in Table below.

Table 2.3.5 History of Emergencies in Alpine Shire

| Table 2.3.5 | Table 2.3.5 History of Emergencies in Alpine Shire | | | | |
|----------------------|--|---|--|--|--|
| Date | Event Type | Affected Area | Summary | | |
| Feb 1993 | Major Bushfire | Mt Buffalo area | Burnt 51,400ha | | |
| Oct 1993 | Major Flooding | Ovens Valley | 90 homes and 32 businesses affected. Roads and bridges damaged causing road closures. Caravan parks, motels and businesses inundated. Extensive damage to crops, livestock pumps, fencing, plant & machinery. | | |
| Oct 1996 | Flooding | Myrtleford area | Approx. 2o year ARI causing moderate flooding | | |
| Sept 1998 | Major Flooding | Ovens and Kiewa Valleys | Approx. 30 year ARI, Majority of flow from Ovens river East branch catchment. Total 207mm rainfall at Harrietville. Damage to Vic Attridge Bridge, flow breakout above and below School bridge. | | |
| Jan 2003 | Major Bushfires | Ovens and Kiewa Valleys | Geographically large fires over 59 days that covered the southern parts of the Shire including Buffalo River, Mt.Buffalo and across to the Bogong areas. impacting tourism and river health | | |
| Dec 2006 Jan 2007 | Major Bushfires | Ovens and Kiewa Valleys | A campaign fire burning over 1 million ha over 69 days threatening Mt Beauty, Bright, Wandiligong and Tawonga | | |
| Feb 2009 | Major Bushfires | Barwidgee Creek, Mudgegonga, Gapsted, Dederang, Rosewhite, Havilah, Kancoona, Kancoona South, Running Creek. | The fire occurred on a catastrophic day with a top temp of 47 degrees and strong winds. The fire was rapid and referred to as "Black Saturday" resulting in 2 fatalities, over 200, stock and domestic animals, destruction of many houses and pine plantations. | | |
| Sept 2010 | Major Flooding | Ovens and Kiewa Valleys | Major flooding across the Ovens and Kiewa valleys. Flood peaked recorder at Eurobin was 6.83m and affected 18 low lying homes in Myrtleford backing into Happy Valley Creek affecting carpark and shops. | | |
| Dec 2010 | Major Flooding | Ovens and Kiewa Valleys | Major flood in both Valleys with Barwidgee Creek impacted harder than in Sept 2010 event. 19 people evacuated from Myrtleford and Arderns Caravan Park. Nimmo Bridge under water | | |

| Date | Event Type | Affected Area | Summary |
|----------|----------------|---------------------------------|--|
| Feb 2011 | Storms and | Ovens and Kiewa Valleys | Storm and flooding causing |
| | moderate | | unsealed road damage restricting |
| | Flooding | | access |
| Feb 2012 | Storms and | Ovens and Kiewa Valleys | 130mm over 2 days. Trees down on |
| | moderate | | multiple roads. |
| | Flooding | | |
| Jan 2013 | Major Bushfire | Extending Harrietville to Mount | Encompassing 37,00ha a significant |
| | | Hotham | amount of bush and council |
| | | | resourcing was effected. Threat to |
| | | | tourism and large community |
| | | | impact to Harrietville and the |
| Dec 2015 | Landslide | Eurobin | surrounding ecosystem. Intense rain event that caused |
| Dec 2013 | Lanusilue | Luiobiii | multiple mudslides on gully's in |
| | | | Eurobin. Two houses were inundated |
| | | | and Valley homestead sustained |
| | | | damage. |
| Oct 2016 | Major Flooding | Ovens Valley | Myrtleford Holiday Park evacuated |
| | | | for the morning |

2.3.5.1 Public events that may affect Emergency Management

Alpine Shire hosts approximately 130 events each year involving one or more outdoor activities. These events will typically attract between 50 and 10,000 people as participants or spectators.

Alpine Shire has taken steps to ensure the safety of participants and spectators with event organisers mandated to supply a copy of their Event Management Plan, which includes an Emergency Management Plan, and a copy of their Risk Management Plan for the event as part of the application process.

Further information on planning for events can be found on the Alpine Shire website at: http://www.alpineshire.vic.gov.au/Page/Page.aspx?Page Id=126

Information on upcoming and current events can be found at: http://www.alpineshire.vic.gov.au/Page/Page.aspx?Page Id=1891

PART THREE: PLANNING ARRANGEMENTS

3.1 Planning Structures and Responsibilities

3.1.1 Emergency Management Arrangements

The Emergency Management Act 1986 (EM Act 1986) and the Emergency Management Act 2013 (EM Act 2013) provide the legislative basis for emergency management in Victoria.

The *Emergency Management Act 1986 S4A* defines emergency response as the combating of emergencies and the provision of rescue and immediate relief services. Emergency response provides the mechanism for the build-up of appropriate resources to cope with emergencies throughout the State. It provides the mechanism to request physical assistance from the Commonwealth when State resources have been exhausted.

The *Emergency Management Manual Victoria (EMMV)* contains policy and planning documents for emergency management and provides details about the roles different organisations play in the emergency management arrangements. The State Emergency Response Plan (*SERP, EMMV Part 3*), identifies the organisational arrangements for managing the response to emergencies within the State of Victoria. It applies to all agencies having roles or responsibilities in response to those emergencies, regardless of the scale of the emergency. There are a number sub-plans for some hazards that provide specific information on the arrangements for managing these types of emergencies, these plans are available in Emergency Management – Common Operating Picture (EM-COP).

The SERP, in conjunction with the State Emergency Relief and Recovery Plan (*EMMV Part 4*), and other parts of the EMMV sets the strategic framework for preparedness, planning and emergency operations in Victoria.

This section details Alpine Shire Council's arrangements for response to an emergency.

3.1.2 Alpine Municipal Emergency Management Planning Committee

This Committee is formed pursuant to Section 21 (3) & (4) of the Emergency Management Act 1986, to formulate a plan for the Councils' consideration in relation to the prevention of, response to and the recovery from emergencies within the Alpine Shire Council. This requires the committee to comply with directions and guidelines issued by the Minister for Police and Emergency Services and allows for the making of regulations about the operation of the committee. (EMMV Part 6.4).

A copy of the Terms of Reference (ToR) for the Municipal Emergency Management Planning Committee is in <u>Appendix J1</u>, stored in Crisisworks and located internally at: Q:/Asset Maintenance/Emergency Management/MEMPC

Purpose of Committee

The purpose of the Alpine Shire Council Municipal Emergency Management Planning Committee is to develop, maintain and test the Municipal Emergency Management Plan (MEMP).

Role of Committee

The role of the MEMP Committee is to:

- Develop and maintain the Alpine Shire Council MEMP for endorsement by the MEMP Committee and adoption by the Alpine Shire Council
- Determine the need for and participate in functional sub-committees and working groups to plan for specific emergencies, address issues and develop and implement projects
- Assist in identifying, analysing and evaluating existing and emerging emergency related hazards and risks
- Provide input into risk treatment strategies
- Prepare risk specific response and recovery plans for the Shire
- Contribute to the continuous improvement of the Alpine Shire Council Municipal Emergency Management Plan through monitoring, review and development
- Contribute to testing the Municipal Emergency Management Plan through conducting and participating in emergency exercises.

This committee should operate as a planning committee and not merely as a reporting committee.

Membership of Committee

A list of current Committee members and contact details are in <u>Appendix C1</u>, stored in Crisisworks and located internally at:

Q:\Asset Maintenance\Emergency Management\MEMPC\Contact details

Minutes and Agendas

Past agendas and minutes of Alpine Shire Council MEMP Committee meetings are located internally at:

Q:\Asset Maintenance\Emergency Management\MEMPC

Terms of Reference

Full MEMPC Terms of Reference can be found in **Appendix J1**.

3.1.3 Sub-Committees and Working Groups

The MEMP Committee will determine the need to establish sub-committees / working groups in order to investigate and report on specific issues that will assist the MEMP Committee in meeting its obligations under the *Emergency Management Act 1986*.

The MEMP Committee will determine the Terms of Reference and reporting timeframes for the sub-committees and/or working parties. The MEMP Committee can delegate this task to the sub-committee or working party but will endorse or accept them at a MEMPC meeting.

The membership of any sub-committee and/or working party will consist of agencies and organisations represented on the MEMP Committee, and other representatives deemed necessary.

The established sub-committees will report to the MEMP Committee for any actions to be undertaken and recommendations that will be required to go to Council.

Minutes will be taken at all sub-committee / working party meetings and will be distributed in accordance with the MEMP Committee meeting minutes and agendas.

If the function of a sub-committee is completed, the sub-committee can be disbanded at a meeting of the MEMP Committee. Sub-committees may continue with a watching brief for their area of responsibility and not be required to meet until necessitated by a review or change in circumstances. A currency and accuracy review of sub-plans should occur every 12 months, with full reviews every three years, unless otherwise stated.

Currently, Alpine Shire Council's MEMP Committee has the following sub-committees:

- Municipal Fire Management Planning Committee
- Community Resilience Committee

3.1.4 Municipal Emergency Management Function and Roles

Alpine Shire Council accepts responsibility for management of municipal resources and the coordination of community support to counter the effects of an emergency during both the response to and recovery from emergencies.

This includes the management of:

- a) The provision of emergency relief to affected persons during the response phase
- b) The provision of Supply (resources) to Control and Relief Agencies during response and recovery
- c) Municipal assistance to agencies during the response, relief and recovery from emergencies
- d) The assessment of the impact of the emergency
- e) Recovery activities within the municipality, in consultation with Department of Health and Human Services.

In order to carry out these management functions, Alpine Shire Council will form a Municipal Emergency Management Team (MEMT). This group will consist of:

- Municipal Emergency Resource Officer (MERO) and Deputies
- Municipal Recovery Manager (MRM) and Deputies
- Chief Executive Officer (CEO)
- Municipal Emergency Response Co-ordinator (MERC)
- Emergency Management Coordinator (EMC)
- Control Agency Representative

Others co-opted as required.

The MEMT, or part thereof, will convene when the scale of the emergency dictates the requirement for the provision of any of the functions outlined above. Members of the emergency management team will liaise to determine what level of activation is required.

The functions of the MEMT will be carried out in consultation with:

- The Municipal Emergency Response Co-ordinator, with respect to the co-ordination and provision of resources, and
- The control agency.

Dependant on the size and scale of the emergency the MEMT may elect a Municipal Emergency Coordination Centre (MECC) Manager and/or an Emergency Relief Centre (ERC) Manager to support the MERO and MRM in the preparation and operation of MECC and Emergency Relief Centre/s.

Contact Details

Municipal Emergency Management Planning Committee (MEMPC) contact information is contained in **Appendix C1**.

Municipal Emergency Management Team (MEMT) and other emergency management and recovery contact information are contained in <u>Appendix C2</u> stored in Crisisworks or located internally at:

Q:\Asset Maintenance\Emergency Management\Emergency Contacts

In an emergency - contact the MERO (contact details refer <u>Appendix C1</u>) or Alpine Shire Council on (03) 5755 0555 during office hours or contact (03) 5755 0568 A/H.

Emergency ICC **MEMPC** – Planning and Review **Control Agency MECC EMLO** Municipal Emergency Management Team **DHHS MERC** CEO **EMC MFPO MERO MRM** DMERO Response Team **DMRM Emergency Relief Communications** Officer Centre Manager **Relief Centre Team** Council Outdoor Contractors Staff Relief ЕНО Volunteer **ERC Staff** Welfare Agencies

Table 3.1.4 Emergency Management Function and Roles

3.1.5 Municipal Emergency Resource Officer (MERO)

Alpine Shire Council has appointed the Manager Asset Maintenance to fulfil the function of MERO pursuant to Section 21(1) of the *Emergency Management Act 1986*. Council has appointed the Director Assets as the deputy MERO.

Responsibilities

The role of the MERO, as per the EMMV, is to:

- Coordinate municipal resources in emergency response
- Provide council resources when requested by emergency services or police during response activities
- Maintain effective liaison with emergency agencies within or servicing the municipal district
- Maintain an effective contact base so municipal resources can be accessed on a twentyfour hour basis
- Keep the Municipal Emergency Coordination Centre(s) prepared to ensure prompt activation if needed
- Liaise with the MRM on the best use of municipal resources
- Organise a response debrief if requested by the Municipal Emergency Response Coordinator (MERC), an appointee of Victoria Police;
- Ensure procedures and systems are in place to monitor and record expenditure by the council in relation to emergencies
- Ensure procedures systems are in place to monitor and record expenditure by the Municipality in relation to emergencies.

Perform other duties as determined.

The MERO is also responsible for coordination of municipal recovery resources if no Municipal Recovery Manager is appointed. The MERO may also act as Emergency Management Liaison Officer (EMLO) if required.

The MERO is responsible for the co-ordination of municipal resources in responding to emergencies, and has full delegated powers to deploy and manage Council's resources during emergencies.

Council will make available resources and facilities under their control to assist in response, relief and recovery efforts. A list of medium and heavy plant items available is located in Appendix K3, stored in Crisisworks and located internally at:

Q:\Asset Maintenance\Emergency Management\Resource Sharing\Emergency Plant

Deputy Municipal Emergency Resource Officer (DMERO)

Alpine Shire Council has appointed the Director of Assets to fulfil the role of the Deputy MERO. The Deputy role is to fulfil the role of the MERO as defined above when the MERO is unavailable, or to undertake specific requirements as directed by the MERO during an emergency event.

3.1.6 Municipal Recovery Manager (MRM)

Alpine Shire Council has appointed the Manager Economic & Community Development to fulfil the function of MRM pursuant to Section 21(1) of the *Emergency Management Act 1986*.

Responsibilities

The role of the MRM, as per the EMMV, is to:

- Coordinate municipal and community resources for recovery, for example, opening and operating a relief/recovery centre
- Assist with collating and evaluate information gathered in the post impact assessment
- Establish priorities for the restoration of community services and needs
- Liaise with the MERO on the best use of municipal resources
- Establish an information and coordination centre at the municipal offices or a location more appropriate to the affected area
- Liaise, consult and negotiate with recovery agencies and council on behalf of the affected area and community recovery committees
- Liaise with the regional recovery committee and Department of Health and Human Services
- Undertake other specific recovery activities as determined.

The MRM may delegate duties to provide for effective management of the recovery functions.

Deputy Municipal Recovery Manager (DMRM)

Alpine Shire Council has appointed the Director of Corporate to fulfil the role of the Deputy MRM. The Deputy role is to fulfil the role of the MRM as defined above when the MRM is unavailable, or to undertake specific requirements as directed by the MRM during an emergency event.

3.1.7 Emergency Management Coordinator (EMC)

Alpine Shire Council has appointed an officer to fulfil the function of EMC.

Responsibilities

- Fulfil the role of Executive Officer of Alpine Shire's MEMPC including the preparation of meeting agendas and minutes.
- Manage the administration of Alpine Shire's Municipal Emergency Management Plan (MEMP) including updates, distribution and preparation for audit.
- Fulfil the role of the Municipal Fire Prevention Officer (MFPO)
- Maintain effective liaison with all regional, state and commonwealth emergency related agencies servicing the Municipality.
- Ensure that appropriate operating procedures and processes are developed, documented and tested by those required to use them during an emergency, and that suitable training takes place.
- Review, amend and maintain contact directory and contact lists in <u>Appendix C</u>.

3.1.8 Municipal Fire Prevention Officer (MFPO)

Alpine Shire Council has appointed the Emergency Management Coordinator to fulfil the function of Municipal Fire Prevention Officer pursuant to *Section 96A of the Country Fire Authority Act 1958*.

Responsibilities

The role of the MFPO, as per the EMMV, is to:

- Undertake and regularly review council's fire prevention planning and plans (together with the Municipal Fire Management Planning Committee (MFMPC)
- Liaise with fire services, brigades, other authorities and councils regarding fire prevention planning and implementation
- Advise and assist the Municipal Emergency Management Planning Committee (or MFMPC) on fire prevention and related matters
- Ensure the MEMP contains reference to the Municipal Fire Management Plan
- Report to council on fire prevention and related matters
- Carry out statutory tasks related to fire prevention notices and infringement notices
- Investigate and act on complaints regarding potential fire hazards

Advise, assist and make recommendations to the general public on fire prevention and related matters

Issue permits to burn (under s. 38 of the Country Fire Authority Act)

Facilitate community fire safety education programs and support Community Fireguard groups in fire-prone areas. Support fire services in the delivery of community fire safety education programs.

3.1.9 Emergency Management Liaison Officer (EMLO)

The Alpine Shire Council has appointed the Emergency Management Coordinator and Manager of Asset Development to fulfil the function of Emergency Management Liaison Officer (EMLO).

- Pro-actively seek situational awareness and intelligence to inform relief and recovery requirements, community information, council operations and secondary impact assessment.
- Establish critical intelligence sources and attend briefings and planning meetings.
- Engage and share information with the Incident Management Team and Incident Emergency Management Team.
- Facilitate requests from the ICC to Council.
- Facilitate requests from the Council to ICC.
- Provide advice on Council's capabilities outlined in the MEMP.

3.1.10 Municipal Emergency Response Co-ordinator (MERC)

The Officer in Charge at the Bright Police Station, or his/her deputy is known as the MERC for the Alpine Shire Council.

Responsibilities

The role of the MERC, as per the EMMV, is to:

- Ensure that the appropriate control and support agencies are in attendance or have been notified by the controller and are responding to an emergency
- In the event of uncertainty, determine which agency is to perform its statutory response role, where more than one agency is empowered to perform that role
- Ensure the Incident Controller has formed and is chairing an Incident Emergency
 Management Team (IEMT) or, if the Incident Controller is unable to attend or there are
 several disparate emergencies within the municipality, form and chair an IEMT
- Arrange for the provision of resources requested by control and support agencies and escalate unfulfilled requests to the RERC
- Advise the RERC of emergencies that have the potential to require supplementary resources from outside the municipal district.
- Ensure timely warnings and information are provided to the community and support agencies by the control agency
- Ensure the Incident Controller has developed and issued an incident action plan (including objectives and strategies for managing the incident)
- Ensure the Municipal Emergency Resource Officer is advised of the emergency, is available to provide access to municipal resources if required and is receiving information as appropriate
- Attend, or arrange delegate to attend the Municipal Emergency Coordination Centre, if activated
- Consider registration of persons evacuated or otherwise affected across the municipality
- Consider the provision of relief to evacuees and agency personnel where necessary and advise the Municipal Recovery Manager of requirements
- Consider the need for declaration of an emergency area
- Ensure the municipal recovery manager has been notified by the incident controller of the emergency

Provide the RERC with information or advice on issues relating the control, command and coordination of the emergency response, including issues relating to consequence management, the provision of relief and the transition to recovery.

Any Control Agency requiring municipal support will request that support through the MERC who will pass on all requirements to the MERO.

3.1.11 Regional Emergency Response Co-ordinator (RERC)

When all relevant resources have been fully committed and there is further requirement for additional resources, all requests must be forwarded to the MERC who will in turn pass on same to the RERC for action. In the absence of the RERC, the deputy will be contacted.

3.1.12 Municipal Building Surveyor

The Alpine Shire Council has appointed a Municipal Building Surveyor and forms part of council's emergency management framework.

Responsibilities

Emergency management functions relate to ensuring the appropriate actioning, and response to requests, during and after an emergency by:

- Ensuring that the requirements of the *Building Act 1993* regarding the safety of buildings and persons are administered; and
- Surveying and providing advice as required regarding buildings and structures.

The Municipal Building Surveyor has various instruments available to administer and enforce the safety and building standards, these include;

- Emergency orders:
 - The municipal building surveyor may make an emergency order if of the opinion that the order is necessary because of a danger to life or property arising out of the condition of a building
- Building notices:
 - The municipal building surveyor or a private building surveyor may cause a building notice to be served if of the opinion that;
 - o the building or place is unfit for occupation or for use, or,
 - o the building or land is a danger to the life, safety or health to the public or person using the building or land.
- Building orders—minor work:
 - The municipal building surveyor may make a building order requiring building work if of the opinion that the work required to be carried out is of a minor nature.

In the event of an emergency the Municipal Building Surveyor will:

- Determine the resources required to manage the administration and enforcement of safety and building standards in the municipality
- Determine the resources required to manage business continuity.

Resources required are dependent upon the scope or scale of the emergency and may include contract Building Inspectors or Building Surveyors to support councils Building Surveyors to:

- Inspect or cause to be inspected damaged buildings or buildings that have the potential to be damaged.
- Identify hazards and take appropriate action
- Document the inspection process and outcomes
- Provide advice as required regarding buildings and structures to the Municipal Emergency Resource Officer, Council, relevant authorities and the community.
- Assist with the expeditious processing and approval of applications for the reconstruction and replacement of residences and other buildings.

3.1.13 Environmental Health Officers

In accordance with Section 29 of the *Public Health and Wellbeing Act 2008*, the Alpine Shire Council has appointed Environmental Health Officers who form part of council's emergency management framework.

Responsibilities

In relation to emergency management, an Environmental Health Officer may have a role in:

- Food surveillance
- Inspection of food handlers and food distribution outlets
- Food sabotage
- Infectious disease surveillance and investigation
- Disinfection (concurrent (immediate) or terminal (at end of isolation))
- Water (purity and quantities)
- Waste collection and disposal (putrescible, dry, indestructible, sullage and toilet waste)
- Vermin and vector control
- Sanitation (toilets, showers, washing facilities)
- Accommodation (adequate size, suitability)
- Disposal of dead stock and animals
- Zoonotic diseases (those transferred from animal to humans)
- Siting and layout of campsites
- Water, land and/or air pollution
- Collection and dissemination of information on public health issues
- Development of Public Health Notices
- Emergency management planning.

3.1.14 Compensation of Volunteer Emergency Workers

Compensation for all Volunteer Emergency Workers will be as laid down in Part 6 of the Emergency Management Act 1986. It is the responsibility of the Organisation utilising the Volunteer Emergency Workers to ensure that all of the Volunteer Emergency Workers are registered.

3.1.15 Crisisworks

Crisisworks is an on-line system that Council subscribes to that assists to manage emergencies, risk and recovery. It facilitates the collection of resource requests, offers and information, through an online library, and the provision to follow up on progress; the collection of data during impact assessments and case work during recovery and a reporting facility for financial and recovery reports.

Council staff with emergency management roles are trained in the use of Crisisworks as are certain agency staff that requires access to the information.

The Vulnerable Persons Register is a module of Crisisworks accessible by those with certain permission and is available on any device, i.e. mobile phones, tablets and computers.

Setting Crisisworks up early in an event is of high priority and staff will be dedicated to this task to eliminate needless double handling data entry later in the event and to be able to link all data gathered to cases or properties.

3.1.16 Maintenance of Plan

Preparation

When preparing the MEMP and associated sub plans, Council and the MEMPC build on, and refer to, existing arrangements in state and regional plans and add local arrangements and knowledge. The arrangements in the MEMP and sub plans are consistent with state and regional plans and through the MEMPC, departments and agency representatives are able to collaborate in the development of the plans.

To complement the emergency management process, Council enforces and reviews existing policies in land use, building codes and regulations, urban planning, community safety and health.

The MEMP links closely with the Acts, Regulations, plans, polices and other resources referenced in **Appendix L**.

Regional plans, policies and networks that Council has a stake in include:

- Hume Region Local Government Network
- Hume Region Municipal Emergency Management Enhancement Group
- Hume Region Emergency Management Planning Committee
- Hume Region Strategic Fire Management Planning Committee
- Municipal Association of Victoria's Protocol for Inter-Council Emergency Management Resource Sharing

The MEMP should be read in conjunction with the following local plans, policies and strategies that may be referenced during or post an emergency:

- Alpine Shire Council Plan 2017-2021: Strategic Objective 1.3
- Alpine Liveability Plan
- Community Resilience Plan
- Municipal Emergency Management Plan sub plans
- Organisational policy Provision of Council services on Fire Danger Related days
- Planning Schemes
- Building Codes
- 2030 Community Vision
- Road Management Plan
- Business Continuity Plan

Plan Review and Continuous Improvement

Content of this Plan is to be reviewed annually or after an emergency which has utilised part of this plan. Organisations delegated with responsibilities in this Plan are required to notify the MEMP Committee Executive Officer of any changes of detail (e.g. contact information), as they occur.

Review of the plan will specifically focus on the hazards in the Alpine Shire and the Contact Directory of the plan. Amendments are to be produced and distributed by the Alpine Shire Council as required via email or post where email is unavailable. See <u>Appendix B</u> for distribution list.

Standard reviews, amendments and updates to the Plan are to be signed off by the CEO where they fall outside a full update/review to be endorsed by Council. See <u>Appendix A1</u> for Amendment History.

The Council recognise the need for ongoing improvement based on its own learnings from situations as well as the learnings of others. For this reason the MEMPC provides a platform for co-ordinating the continuous improvement and updating of this plan.

Testing the Plan

This Plan will be tested on an annual basis unless there has been activation during the period. The MEMP Committee will determine the style and theme of the test and the agencies to participate in the testing. In addition, assessment on the functionality of the plan will be considered during post incident after-action-reviews and debriefs.

Any procedural anomalies or short falls encountered during these exercises, or ensuing operations, will be addressed and rectified at the earliest opportunity. This will be done by the custodian of this MEMP as listed above.

A record of MEMP exercises is contained in **Appendix A2**.

3.2 Audit requirements and process

Alpine Shire Council pursuant to section 21A of the *Emergency Management Act 1986* shall submit the MEMP to the Victoria State Emergency Service (SES) for audit. This audit will assess whether the plan complies with guidelines issued by the Chief Officer, VICSES, and assists the MEMP Committee to develop and maintain a high quality MEMP.

The most recent version endorsed by the MEMP Committee and endorsed by the Council will be submitted for audit at least once every three years.

An audit report will be provided to the Council, indicating whether or not the MEMP complies with these guidelines and if there are opportunities to improve the plan or planning process. Councils must within three months of receiving an audit report forward a copy of its written response to the Chief Officer, VICSES.

A MEMP that does not comply with these guidelines will be audited again in 12 months.

MEMP sub-plans are not audited as part of the MEMP audit process. If a Municipal Fire Management Plan (that may be a sub-plan of the MEMP) has been developed in accordance with the Integrated Fire Management Planning framework, it will be audited in accordance with *S. 55B of the Country Fire Authority Act 1958 (see part 6A EMMV).*

PART FOUR: PREVENTION / MITIGATION ARRANGEMENTS

4.1 Background / Introduction

Alpine Shire Council recognises that it has a key role in the in prevention and mitigation activities to reduce the risk, or minimise the effects, of emergencies that may occur in the area. Council's enforcement and continued reviewing of existing policies in land use, building codes and regulations, and urban planning, along with the various agencies responsible for prevention activities throughout the community, combine to ensure that all measures possible are addressed to reduce the likelihood of emergency.

In conjunction with the Municipal Emergency Management Planning Committee (MEMPC), Alpine shire Council plays a role in prevention by identifying potential hazard areas and works to mitigate risks.

4.1.1 Community Awareness and Resilience

The ability of a community to respond to an emergency situation and then recover from the effects of the emergency will depend on the attitude and resilience of effected communities. Assisting, and where required, helping to create more resilient communities is a role of the MEMPC. Resilient communities are informed communities.

Communities are becoming more aware of and wanting to participate in community led emergency planning. Evidence from previous emergencies elsewhere has shown that communities that plan and manage their own needs before, during and after an emergency recover more quickly and suffer less long-term effects.

Alpine Shire Council's Municipal Emergency Management Planning Committee (MEMPC) has tasked Alpine Shire Council's Community Resilience Committee (CRC) to develop the community's self-awareness of the risks present within the community, to build the awareness of how to plan and prepare for emergencies, along with instilling resilience in the community. Resilience Month which is presented on an annual basis by the CRC is a demonstration of their community awareness campaign. Impact Assessment

The CRC Terms of Reference reflect the link with this MEMP, please see attached link. O:\Community Services\Emergency Management\Community Resilience Committee\Governance Model

Council and the MEMPC will continue to promote appropriate prevention and awareness programs developed by the CRC within the municipality through their website at: https://www.alpineshire.vic.gov.au/Page/Page.aspx?Page Id=1702&nc=1

Council may also advertise resilience messaging through social media outlets listed in **Appendix C2** and pamphlets in the Council's service centres and libraries.

During the declared Fire Danger Period (FDP) advisory signs are displayed throughout the municipality by CFA. These signs are complemented with additional emergency information signs that inform residents which radio station to tune to for emergency information.

An electronic Fire Danger Rating (FDR) sign is located on the approach to Myrtleford from Wangaratta on the Great Alpine Road. This sign is automatically updated on a daily basis during the fire season by the State control Centre (managed by Emergency Management Victoria) other signs are manually operated by the local brigades. These signs aim to advise the public of the Fire Danger Rating declared for the CFA district and generally alert residents to refer to their personal emergency management plans in line with their individual triggers for self-evacuating, leaving early/stay and defend decisions.

Methods of warning the community of an impending emergency are addressed in Part 5.6.2 Warnings.

4.1.2 Community Education

Educating the community about emergency risks and their potential consequences is the responsibility of all agencies including Council. Council collaborates with the Community Resilience Committee (CRC), CFA, SES, Red Cross and DHHS to educate the public using a number of strategies to ensure a broad spectrum of the community are engaged. Strategies currently utilised include:

- Hosting information on Alpine Shire Council website
- The use of Facebook, on both Council's page and community-hosted pages
- Distribution of brochures/ print media,
- Displays at festivals
- Resilience month, including REAP Day
- Collaboration with community groups and community based publications

These strategies are used to distribute messages from agencies, including but not limited to:

- **CFA** plan & prepare for fires, winter & summer campaigns https://www.cfa.vic.gov.au/plan-prepare
- **SES** Storm and Flood safe, home emergency kits, sandbag filling workshops https://www.ses.vic.gov.au/get-ready/floodsafe https://www.ses.vic.gov.au/get-ready/stormsafe
- **DHHS** How to survive the heat, pandemic information, heat alerts https://www2.health.vic.gov.au/public-health/environmental-health/climate-weather-and-public-health/heatwaves-and-extreme-heat
- Red Cross RediPlan, Survival Kit Checklist https://www.redcross.org.au/prepare

Further information can be found in **Appendix 17** – Emergency Communications Plan.

4.1.3 Preparedness

Part 5 (Response Arrangements) of this MEMP identifies the roles and responsibilities of the various organisations and agencies that exist in the municipality, or outside (if required). Each agency's ability to cope with the identified threats was considered during this process.

Municipal Emergency Coordination Centres (MECC's) have been identified, whist still required, along with an alternative in the event that the Primary MECC should become unserviceable. Likewise, Relief Centres and Neighbourhood Safer Places – Places of Last Resort (NSP's) have been identified for using during emergencies. See <u>Appendix D</u> – Neighbourhood Safer Places.

4.2 Hazard, Exposure, Vulnerability and Resilience

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

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

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

RESILIENCE – Community resilience can be understood as the communities:

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

4.3 Risk Assessment Process and Results

The Community Emergency Risk Assessment (CERA) has been developed by the Victorian SES which is consistent with *ISO-31000 Risk Management*. This provides MEMP Committees with a framework for improving community safety and resilience from hazards and emergencies.

A sub-committee of the MEMPC was formed in 2015 to evaluate Alpine Shire's potential risks using the CERA. The CERA process identified a number of risks facing the Municipality and assessed them against the maximum foreseeable consequence of a particular hazard using a risk matrix. Expert opinions were then sought on each of the identified risks and an assessment of the likely impacts on the community and their ability to deal with these risks were provided. The committee looked at the existing plan and mitigations that have been put in place before re-evaluating the impact of these risks on the communities involved.

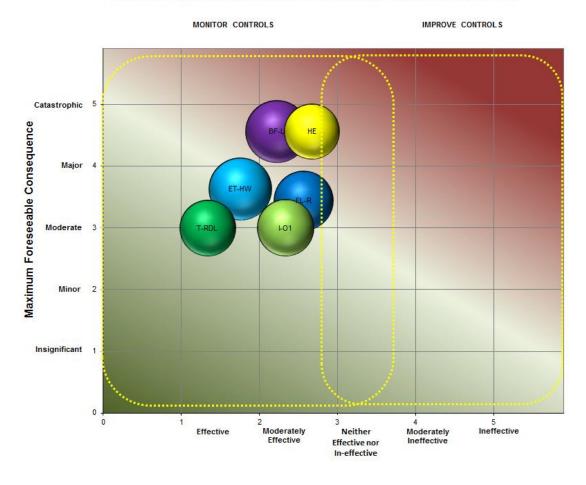
These risks were then rated again for their likelihood and frequency as well as the residual consequence for assets, values and functions. This rating was then displayed via a heat map that provides the outcomes.

4.3.1 CERA Assessment

The following is an extract of the CERA process outlining the six (6) risks identified by the CERA process and Heat Map. The appropriate control/response agencies for each of these areas are found in *Part 7 of the EMMV*.



Community Emergency Risk Assessment (CERA) Heat Map



| Alpin | Alpine Shire Council | | | | |
|--------|--------------------------------------|-----------------------|-------------------------|--|--|
| 31 May | 31 May 2018 | | | | |
| Code | Risk | Ratings Confidence | Residual Risk Rating | | |
| BF-L | Bushfire - large, regional | High | High | | |
| FL-R | Flood - Riverine | High | High | | |
| ET-HW | Heat Health | High | High | | |
| T-RDL | Road Transport Incident - large comn | High | Medium | | |
| I-01 | Other - Major Service Disruption | Med | Medium | | |
| HE | Human Epidemic / Pandemic | High | Medium | | |
| | | Select | | | |

Note: Size of bubble reflects level of residual likelihood

4.4 Treatment Plans

The Alpine Shire Council has identified strengths and weaknesses in existing planning and developed a plan for prevention, control and mitigation arrangements for each risk identified in the CERA process high or above. Risks rated high or above and their plans include:

| Risk | Rating | Treatment Plans | |
|---------------------------|--------|--|--|
| Bushfire - Large regional | High | Alpine Shire Municipal Fire Prevention Plan DELWP Hume Fire Operations Plan https://www.ffm.vic.gov.au/bushfire-fuel-and-risk-management/fire-operation-plans | |
| Flood - Riverine | High | Alpine Shire Municipal Flood Emergency Plan Myrtleford flood guide O:\Asset Maintenance\ Emergency Management\Emergency Management Plans\Alpine\ MEMP Document\sub-plans for MEMP\Flood Plan | |
| Heat Health | High | Alpine Shire Council Heatwave Plan | |

Details of, and links to these plans and other related plans are listed in **Appendix E** of this MEMP.

4.4.1 Municipal Fire Management Plan

The Alpine Municipal Fire Management Plan is a sub plan of the Alpine Shire Council Emergency Management Plan and is deemed to meet the requirements for the development of a Municipal Fire Management Plan under the Country Fire Authority Act 1958.

The purpose of the Alpine Municipal Fire Management Plan is to address potential fire threats on both public and private land across the prevention, preparedness, response and recovery spectrum. The Plan will be reviewed and updated to incorporate any new strategies, programs and tools developed by the State Fire Management Planning Committee (SFMPC)—and to ensure it meets stakeholder and community needs and expectations.

The MFMP is not designed to be a duplication of existing plans; rather it is to consolidate and coordinate the significant range of plans that exist within Alpine Shire Council that relate to fire.

Alpine Municipal Fire Management Committee

The Municipal Fire Management Planning Committee (MFMPC) has been appointed by the Municipal Emergency Management Planning Committee (MEMPC) for the development of a municipal fire management plan.

For Terms of Reference (ToR) for the MFMPC is located internally at: Q:\Asset Maintenance\Emergency Management\Fire Management - Planning

4.4.2 Flood Planning

The Alpine Municipal Flood Emergency Plan (MFEP) has been prepared by Victoria State Emergency Service with the support of Alpine Shire Council, NECMA and the authority of the MEMPC pursuant to Section 20 of the Emergency Management Act 1986 (as amended).

The Alpine Flood Management Plan outlines roles and responsibilities and describes, at a high level, Alpine Shire Council's key flood management planning and management activities. The Plan identifies a series of specific actions to improve flood management.

Local Flood Guide

Local Flood Guides are produced by the SES to provide the local community with information on local flood risks, warning systems, preparatory advice, recovery information and general contact information to obtain further information relating to local flood and storm risks. The Myrtleford Local Flood Guide provides this information for identified risk in Myrtleford.

4.4.3 Heatwave Planning

Heat planning began in 2009 after the prolonged state-wide heatwave in January 2009 where the Victorian Chief Health Officer concluded that there were 374 additional deaths during the 5 day heatwave period within Victoria. Alpine Shire Council acknowledges that extreme temperatures - Heatwave is a high residual risk within Alpine Shire as identified through the Community Emergency Risk Assessment (CERA).

The Alpine Heatwave Plan highlights priority areas to minimise the incidence of illness and death from extreme heat in the Alpine community. The Heat Plan addresses the risks of heat and heatwaves within an emergency management framework and identifies the integration of heatwave planning within Council plans, policies and processes. The Plan also profiles the vulnerable population and identifies strategies to respond to the State Government's Heat Health Alert system.

The mitigation and prevention aspects of the Alpine Heat Plan focuses on raising community awareness to the dangers of extreme heat and ensuring a coordinated partnership approach to help the community is prepared for extreme heat events. It also ensures that public have access to 'cool places' during extreme heat.

The goals to achieve the purpose of the Alpine Heatwave Plan (to minimise the incidence of illness and death in the Alpine community during an extreme heat event) are:

- Preparation: Coordinate a partnership approach to ensure that Alpine is prepared for extreme heat events.
- Communication: Ensure effective communication to the community of Alpine in respect to extreme heat.
- Place: Ensure public places are well designed to facilitate natural cooling and access to 'cool places' during extreme heat.

4.5 Monitoring and Review

A risk assessment process or review will be undertaken every three years or:

- When other hazards identified in the Hazard Selection Sheet have not been assessed as part of this initial process.
- When new Hazards are identified and assessed in the original CERA process.
- When there are changes to the municipal area, organisation responsibilities or legislation.
- Following a major emergency event.

Please see below link for Alpine current CERA:

Q:\Asset Maintenance\Emergency Management\CERA Risk Assessment\2018

PART 5: RESPONSE ARRANGEMENTS

5.1 Introduction

The State Emergency Response Plan (SERP) (Part 3 of EMMV) provides the mechanism for the build-up of appropriate resources to cope with emergencies throughout the State. 3.2 of the EMMV states the objective of emergency response activities in Victoria is to reduce the impact and consequences of emergencies on people, communities, essential and community infrastructure, industry, the economy and the environment.

These response principles apply, regardless of the size of the emergency, and of how many agencies are involved in the response. The response concept provides the mechanism for the build-up of appropriate resources to cope with emergencies throughout the State. It also provides for requests for physical assistance from the Commonwealth when State resources have been exhausted.

Most incidents are of local concern and can be co-ordinated from local Municipal resources. However, when local resources are exhausted, response provides for further resources to be made available, firstly from neighbouring Municipalities (on a Regional basis) and then, secondly on a State-wide basis.

5.1.1 Priorities

The State has endorsed a set of emergency management priorities to underpin and guide all decisions made during emergencies in Victoria. The priorities focus on the primacy of life and the issuing of community warnings and information, in order to assist people to make informed decisions about their safety. The priorities are:

- Protection and preservation of life is paramount. This includes:
 - o Safety of emergency response personnel and
 - Safety of community members including vulnerable community members and visitors/tourists
- Issuing of community information and community warnings detailing incident information that is timely, relevant and tailored to assist community members make informed decisions about their safety
- Protection of critical infrastructure and community assets that support community resilience
- Protection of residential property as a place of primary residence Emergency Management Manual Victoria 3-4 August 2016
- Protection of assets supporting individual livelihoods and economic production that supports individual and community financial sustainability
- Protection of environmental and conservation assets that considers the cultural, biodiversity, and social values of the environment.

5.1.2 Tiers of control

Emergency response operations are managed through the following three operational tiers:

- **State** state tier teams activate in response to major emergencies, where major emergencies are anticipated or to ensure readiness for major emergencies, regional and incident.
- **Regional** regional tier teams activate in response to a major emergency, where one is anticipated or to ensure readiness for major emergencies
- **Incident** the incident controller will activate incident tier teams as required in anticipation of or in response to a specific incident. Incident tier arrangements apply for both non-major and major emergencies, although enhanced arrangements apply to the management of major emergencies

Not all tiers will be active for every emergency. In general the state and regional tiers are active only for major emergencies or where major emergencies are anticipated to occur. Non-major emergencies are managed only at the incident tier. The people and agencies with roles and responsibilities for responding to emergencies work together in teams at each tier to ensure a collaborative and coordinated whole of government approach.

5.2 Command, Control, Coordination

As set out in the *State Emergency Response Plan (SERP) (Part 3 of EMMV),* Victoria bases its emergency response arrangements on the management functions of **control, command coordination.**

Consequence, Communication and **Community Connection** are also included to better focus on the community being central to everything we do in emergency management. They are broadly described as follows:

- **Control** the overall direction of response activities in an emergency, operating horizontally across agencies
- **Command** the internal direction of personnel and resources of an agency, operating vertically within the agency
- **Coordination** the bringing together of agencies and resources to ensure effective response to and recovery from emergencies.
- **Consequence Management** the management of the effect of emergencies on individuals, the community, infrastructure and the environment.
- **Communication** the engagement and provision of information across agencies and proactively with the community to prepare for respond to and recover from emergencies.
- **Community connection** the understanding and connecting with trusted networks, trusted leaders and all communities to support resilience and decision making.

The main functions of emergency response coordination are to:

- Ensure effective control has been established and maintained
- The systematic acquisition and allocation of resources in accordance with the requirements imposed by emergencies.

Emergency response coordination operates throughout the management of response and recovery activities. Victoria Police is the co-ordination agency for response and the Department of Health and Human Services (under delegation from EMV) is the co-ordination agency for recovery.

5.2.1 Major Emergencies

The *Emergency Management Act 2013* contains specific arrangements for the management of a major fire or major emergency, defined as a large or complex fire or other emergency (however caused) that:

- has the potential to cause, or is causing, loss of life and extensive damage to property, infrastructure or the environment; or
- has the potential to have, or is having, significant adverse consequences for the Victorian community or a part of the Victorian community, or
- requires the involvement of two or more agencies (fire services agencies if a major fire) to respond to the emergency; or
- Will, if not suppressed, burn for more than one day (applies to major fire only).

Sections 37 and 39 of *the Emergency Management Act 2013* prescribe specific arrangements for the following categories of major emergencies:

A Class 1 emergency is either:

- a major fire, or
- any other major emergency for which the control agency is the Metropolitan Fire Brigade (MFB), Country Fire Authority (CFA) or Victoria State Emergency Service (VICSES).

5.2.1 Table 1 Roles and responsibilities for Class 1 emergencies

| | Response coordination | Control | Command | Consequence management | Communication |
|----------|---|------------------------------|----------------------------|--|---|
| State | Emergency Management Commissioner (liaises with RERCs through the SPLO) | State Response Controller | Agency Chain of command | Emergency Management Commissioner (State Consequence Manager) All agencies | Emergency Management Commissioner (supported by the line of control) |
| Region | RERC | Regional controller | | All agencies | |
| Incident | MERC / IERC | Incident controller | | All agencies | |

A **Class 2 emergency** is a major emergency that is not:

- a Class 1 emergency, or
- a warlike act or act of terrorism, whether directed at Victoria or at any other state or territory of the Commonwealth, or
- a hi-jack, siege or riot.

(Note: Response arrangements for Class 1 and Class 2 emergencies are set out in 3.5.5 and 3.5.6 of EMMV)

5.2.1 Table 2 Roles and responsibilities For Class 2 emergencies

| | Response coordination | Control | Command | Consequence management | Communication |
|----------|---|--|----------------------------|--|---|
| State | Emergency Management Commissioner (liaises with RERCs and MERCs through the SPLO) | Class 2 State Controller | Agency Chain of command | Emergency Management Commissioner (State Consequence Manager) All agencies | Emergency Management Commissioner (supported by the line of |
| Region | RERC | Regional controller (if appointed) | | All agencies | control) |
| Incident | MERC / IERC | Incident controller (if appointed) | | All agencies | |

5.3 Local Response Arrangements and Responsible Agencies

These arrangements are based on those identified in *Part 7 of the EMMV*, with minor changes to reflect local response capabilities based on the agencies available within the municipality. Support Agencies may be able to offer varying levels of support from 'on ground' resources to information. It may be appropriate to consult with a number of identified Support Agencies for advice in relation to any given emergency. It is the prerogative of the control agency to formulate action plans for a given emergency in consultation with support agencies.

Detailed table of arrangements are found in *Part7 of EMMV*. An agreed set of arrangements for the response to identified emergencies within the Alpine Shire is found in **Appendix K4**.

5.3.1 Council's Roles in Response Activities

Whilst not an exhaustive list the EMMV (Part 7) sets out that most of the activities below are carried out by councils in close conjunction with, or with direct support by, Government departments and agencies:

- Provision of available municipal resources needed by the community and response agencies
- Establishment of MECC facilities and staffing
- Provision of facilities for emergency services' staging areas
- Facilitate 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 VicRoads for partial/full road closures and determination of alternative routes
- Assistance with the set-up and maintenance of physical road blocks, using barriers, or the like, if required.
- Assistance to response agencies for resources such as sand for sandbags

5.3.2 Activation of the MEMP

Activation of the MEMP will normally occur as the response to an emergency situation develops. Typically Victoria Police or responsible authority will contact the MERO to request activation and resources.

However, the EMC, MERO or MRM can also activate the relief and/or recovery components of the MEMP, if it is deemed these services are immediately required in response to an emergency event, before Victoria Police or another responsible authority has had time to assess the situation.

Response arrangements should be implemented at the earliest possible opportunity for the impacts of an emergency to be minimised. The MERO is responsible for notifying the MRM of the potential need for relief and recovery services. Together they will assess the relief and recovery needs of the emergency. In some instances, the Regional Recovery Coordinator may inform the MRM of the need for recovery activities. See <u>Appendix I1</u> – Responding to an Emergency.

Contact details for the MERO can be found in **Appendix C1**.

5.3.3 Resource List

Council will make available, through the MERO, resources and facilities under their control to assist in response, relief and recovery efforts. A list of medium and heavy plant items available for use is found in Appendix K3, stored in Crisisworks or located at: Emergency Plant

5.3.4 Request Procedure for Support

An agency responding to an emergency, and requiring supplementary resources, can request resources via the MERC at the municipal level. Requests for resources should be provided in

a format as decided by the MERC, and include the name and position of the person requesting the resources and comprehensive details of the task to be undertaken.

Municipal resources will be used in the first instance, prior to engaging private contractors.

The MERC will contact the MERO to request to source plant/equipment, the MERO will do so, upon ensuring that:

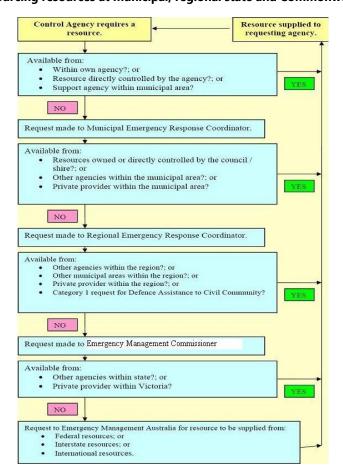
- The plant/equipment is appropriate for use on site
- Briefing is provided

The procedure for obtaining supplementary resources is described in *Part 3 of the EMMV*. It should be read in conjunction with the practice note *Sourcing Supplementary Response Resources from Municipal Councils*.

As the needs and efforts of the emergency escalate, or resource requirements outstrip what is available locally, the request for supplementary resources can be through a request for emergency assistance from neighbouring LG (See <u>Appendix I2</u>) or escalated to regional, State, Commonwealth, interstate or internationally.

Figure 1 has been extracted from *Part 3.12.2 – State Emergency Response Plan* (SERP) describes the escalation process for supplementary resources from municipal, regional, state and Commonwealth levels.

Figure 1: Process for sourcing resources at municipal, regional state and Commonwealth levels



5.3.5 Staging Areas

A staging area is a designated area where people, vehicles, resources and equipment are assembled in an emergency. CFA has given advice for certain locations may be utilised as staging areas for fire incidents in Alpine Shire:

A list of staging area locations and coordinates are found in **Appendix K5** and is stored in Crisisworks.

It should be noted that Alpine Shire Council does not manage any of these facilities and the controlling agency may choose a different location to support any operational incidents.

5.3.6 Food and water Arrangements

Response agencies will manage their own food and water needs.

Upon initiation of the MECC, Alpine Shire Council is responsible for resourcing this facility. This resourcing includes catering, water, along with staff overtime costs. Copies of all invoices from the event should be retained should the opportunity arise to claim costs through national disaster relief arrangements.

A selection of catering providers suitable for resourcing a MECC scenario is located at: Q:\Asset Maintenance\Emergency Management\MERO\MECC catering list

5.4 Municipal Emergency Coordination Centre (MECC)

The Municipal Emergency Coordination Centre (MECC) is a facility from which key agencies and relevant personnel organise and coordinate the provision of council and community resources during an emergency for the response and recovery effort.

To cope effectively with emergency response, a well-equipped coordination centre must be capable of being made operational at short notice. It must be capable of accommodating the MEMT, services and equipment necessary to the operation of a Municipal Emergency Coordination Centre (MECC).

The Primary MECC locations will in an emergency will most likely the Council Chambers within the Municipal Office in Churchill Avenue, Bright.

A list of possible MECC locations is in **Appendix F2** and stored in Crisisworks.

An Emergency Response Coordinator will determine the best location for coordination to occur. They may activate the following coordination centres:

- The State Control Centre
- A Regional Emergency Response Coordination Centre (RERCC)
- Municipal Emergency Coordination Centre (MECC).

The MECC will be used to co-ordinate the provision of human and material resources within the municipality, during emergencies. It will also maintain an overall view of the operational activities within this Plan's area of responsibility, for record, planning and debrief purposes. The MECC may also become operational during support operations to a neighbouring municipality. Administrative staff for the MECC will be drawn from municipal employees.

Provision of MECC functions may in the first instance be conducted from an appropriate Police Station. The MERC may request activation of an identified MECC if required.

Activation of the MECC

The responsibility for activating the MECC will be coordinated by any one of the following people:

- The Municipal Emergency Response Coordinator (MERC), or
- The Emergency Management Coordinator (EMC), or
- The Municipal Emergency Resource Officer (MERO).

The preparation, activation and operation of the MECC will be in accordance Action Statements located in **Appendix F1** & **F3**, Crisisworks or internally located at: Q:\Asset Maintenance\Emergency Management\MECC

5.4.1 Incident Control Centres (ICC)

An Incident Control Centre (ICC) is the location where the Incident Controller and various members of the Incident Management Team (IMT) provide overall direction of response activities. A list of Incident Control Centres which may operate for events impacting on Alpine Shire is in **Appendix K6** and stored in Crisisworks.

Interaction with ICC

During emergencies, communication becomes paramount and to assist with the effective flow of information, a Municipal EMLO will be appointed to attend the ICC. This will assist in determining needs in high risk areas and consideration of the Vulnerable Persons Register.

5.5 Financial Considerations

Financial accounting for Municipal resources utilised in emergencies must be authorised by the MERO or the MRM and shall be in accordance with the normal financial arrangements of Alpine Shire Council.

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

Depending on the magnitude of the emergency some government financial assistance may be available for prevention, response and recovery activities.

Natural disaster relief and recovery arrangements (NDRRA)

Joint arrangements between the Australian and Victorian governments provide funding through the Natural Disaster Relief and Recovery Arrangements (NDRRA) to help pay for natural disaster relief and recovery costs. Based on the type of emergency, municipal Councils, agencies and departments may be eligible for reimbursement through the NDRRA.

Relief and recovery services, including establishing and operating a Municipal Emergency Coordination Centre (MECC) are not automatically eligible for reimbursement. However, the DTF can determine, on a case-by-case basis, if these costs may be reimbursed.

VicRoads will also assess any claims under the NDRRA process in conjunction with the DTF.

Natural Disaster Financial Assistance (NDFA)

The Victorian Department of Treasury and Finance (DTF) provide Natural Disaster Financial Assistance (NDFA) at its discretion for local Councils to assist in the recovery process. Assistance is available for approved emergency protection works and the approved restoration of municipal and other essential public assets in most emergency events. Approval for assistance is assessed by a VicRoads auditor on behalf of the DTF. They will liaise with Alpine Shire Council on request to discuss eligibility of activities, including inspections of damaged assets.

The Alpine Shire Council may claim any extraordinary salaries, wages or other expenditure which would not have been incurred had the emergency not occurred. Details regarding the eligibility criteria and lodging of a claim for financial assistance are available via the DTF website: https://www.dtf.vic.gov.au/funds-programs-and-policies/natural-disaster-financial-assistance

5.6 Neighbourhood Safer Places (Places of Last Resort) and Fire Refuges

Neighbourhood Safer Places – Places of Last Resort are not part of shelter in place or evacuation strategies; they are places of last resort; (where other plans have failed or cannot be followed) where a person's prospects of survival may be better than other places, but cannot be guaranteed.

They are places, or buildings, designated and signposted by the municipal council that meets guidelines issued by the CFA and the criteria in the Municipal Neighbourhood Safer Places Plan.

A list of locations for Alpine Shire's Neighbourhood Safer Places (Places of Last Resort) is in **Appendix D**.

Keys to NSPs are located at Bright office in Records Strong Room to right of door on top of key cabinet.

Fire Refuges - Alpine Shire does not currently have any designated fire refuges.

5.6.1 Community Safety

The safety of the community during an emergency is the highest priority of the control and support agencies. Emergency planning is to involve local communities to identify best options for their situation prior to, and during an emergency. Alpine Shire Council Planning considers evacuation and return of communities, sheltering options, neighbourhood safer places and community information where appropriate.

Prevention

The Alpine Shire Council will release information to educate the public and assist the Community to prepare for emergencies by providing information and links on their Shire website and via Facebook.

All Communication will follow the standard guidelines as outlined in Council's Policy - Release of Information to the Public Domain. A copy is available at:

Q:\Common\StaffNet\Policies\90Release of Information to the Public Domain.pdf

5.6.2 Warnings and Public Information

Warnings should be used under specific circumstances where community action is necessary primarily to protect lives, and also for the protection of property or the environment. The warning arrangements are set out in the Victorian Warning Protocol – *referenced in Part 8 Appendix 10 of the EMMV*.

Sections 42 and 43 of the EM Act 2013 provide for warnings and information in relation to fires in Victoria. The provision of these warnings and information must be consistent with any guidelines, procedures and protocols developed by the EMC. For all other emergencies the control agency should issue warnings and provide information to the community.

Warnings and the release of other information should be authorised by the Incident Controller as they are closest to the emergency and informed by local knowledge. Where an extreme and imminent threat to life exists and authorisation from the Incident Controller is not practicable in the circumstances, warnings may be issued by any response agency personnel with notification to the Incident Controller as soon as possible.

It is important to ensure that public information and warning is maintained at an optimum level. This will provide the public with the necessary information to develop an understanding and awareness of the issues associated with the prevention of, response to and recovery from emergencies.

The Alpine Shire Council has developed an Emergency Communications Plan (Refer **Appendix 17**) to effectively communicate before, during and after an emergency.

In the initial stages of some emergencies there may be little or no opportunity to provide warning to agencies or the community.

The following are mediums by which warnings may be delivered in the community:

- Websites
- Radio and Television...
- Print Media (where suitable)
- Phone messaging (incl. MSM)
- Emergency Alerts
- Emails
- Verbal messages
- Door knocks
- Social Media/Social Networking
- Variable Message Boards (electronic/manual)
- Information boards

All emergency information can be found in EM COP which is disseminated by public broadcasters. Information to the public will be visible on the Vic Emergency website on: https://www.emergency.vic.gov.au/respond/

Websites - The Council will assist in the dissemination of information authorised by the Incident Controller by defaulting to control agency media releases and direct the community to the control agency websites and EMV Vic Emergency website.

Council will relay advice on road closures, impact on Council services and location of relief centres on the Shire Website.

Radio and Television - Official Warnings may be made over local radio and television using the distinctive audio Standard Emergency Warning Signal (SEWS) prior to any messaging.

Phone Messaging - Emergency Alert is a national telephone warning system that may be used by emergency services to send voice messages to landlines and text messages to mobile phones within a defined area about likely or actual emergencies.

These services rely on networks to send messages. Lack of mobile coverage and internet connectivity (and engagement / uptake) reduces the penetration of electronic communication into the community and message delivery cannot be guaranteed.

Social Media – Alpine Shire may relay links to agency websites and Vic Emergency with updates through Facebook.

Local Community Alert Siren - Myrtleford has a Community Alert Siren which is activated by CFA and will sound for 5 minutes when there is an imminent threat to the Community. This will trigger residents to seek further information.

Disabled or Culturally and Linguistically Diverse (CALD) Communities

Alpine Shire has a moderate proportion of culturally and linguistically diverse (CALD), residents in the population, so messaging restricted to English may not be sufficient for sections of the community.

It is becoming apparent that during emergencies or other crisis events that affected people may revert to their birth language. In the case of Myrtleford, which has a large proportion of elderly members of the community of Italian origin, it may be appropriate to engage an interpreter to assist with community broadcast during community briefings during an

emergency or using a language indicator cards. The Australian Government Department of Home Affairs has an interpreting service for over 150 languages. A 24hr phone interpreting service is provided at 131 450. Further information can be found at: www.tisnational.gov.au/en

Recovery – The Alpine Shire Council will be responsible for releasing information considering the needs of community in consultation with DHHS. For further information see Part 6.10.2.

Further details relating to community warnings can be found in *Part 3.11 of the EMMV*.

5.6.3 Evacuation

Evacuations are to be conducted in accordance with the *Evacuation Guidelines* contained in *Part 8 Appendix 9 of the EMMV.*

Evacuation is a risk management strategy that involves the movement of people from the threat of the impact of an emergency to a safer location. However, to be effective it must be correctly planned and executed. As with all emergency response activities, the main priority when deciding to undertake an evacuation is the protection of life.

Evacuation Process

There are five stages in the evacuation process described in the *Evacuation Guidelines*

| STAGE | CONTROL AGENCY | DETAIL |
|---------------|-------------------------|---|
| 1. Decision | Incident Control Agency | The decision to recommend that people evacuate is made by the Incident Controller. |
| 2. Warning | Incident Control Agency | Messages to the community will be either a warning to affected people that they prepare to evacuate or a recommendation that they evacuate immediately. |
| 3. Withdrawal | Victoria Police | Withdrawal is the removal of people from a dangerous or potentially dangerous area to a safer area. |
| 4. Shelter | Victoria Police | Emergency shelter provides for the temporary respite of evacuees. |
| 5. Return | Victoria Police | The final stage of the evacuation process involves the return of people to the place from which they were evacuated. The Incident Controller makes the decision to advise people that they can return to the affected area in consultation with police and other relevant agencies. In the case of longer term evacuations where an Incident Control Centre is no longer activated, this decision may be made by the Victoria Police Evacuation Manager in consultation with relevant agencies. |

Relocation may be undertaken by individuals, families and households on their own volition and independent of any advice, or it may be after an assessment of information provided by a control agency.

People at immediate risk from an emergency or hazard should evacuate upon recommendation being provided by the Incident Controller or Victoria Police.

The Victoria Police are responsible for evacuation with assistance for evacuation planning provided by Council. The decision to evacuate rests with the control agency in conjunction with Victoria Police and available expert advice. Consideration must be given to the area which is to be evacuated, the route to be followed, the means of transport and the location to which evacuees will be asked to attend.

Evacuation is a scalable activity that may be applied to individuals, a house, a street, a large facility (i.e. school or hospital), a suburb, a town or a large area of the State.

In Victoria, evacuation is largely voluntary. The controller makes a recommendation to evacuate and it is the choice of individuals as to how they respond to this recommendation. People choosing to leave their homes and relocate can implement their home emergency plan and relocate to a friend or family members home away from the danger area. However, in particular circumstances legislation provides some emergency service personnel with authority to remove people from areas or prohibit their entry. Refer to section 3.15 of the EMMV.

Council has the following roles and responsibilities in the evacuation process:

- Coordinate the provision of council resources as required
- Establish and manage relief centres as required
- Assist Victoria Police with management of traffic flow including provision of information regarding road availability, capacity and safety
- Assist VicRoads to maintain list of road closures (public information).

Once the decision to evacuate has been made, Council's MERO should be contacted to assist in the implementation of the evacuation. The MERO will contact the MRM to prepare the most suitable Emergency Relief Centre. Consideration will be given to the relief needs and other resources that may be required (e.g. public health, emergency relief considerations or requirements and special needs groups). See Part 6 for further detail.

Refer to <u>Appendix G</u> for Emergency Relief Centre locations, operation procedures, details of their features, access and contact arrangements and site photo.

Evacuation of Vulnerable People

During an emergency or imminent threat of an emergency, special consideration must be given to evacuation of vulnerable people in the community. In particular, it is likely that more time, resources, support and assistance will be required to evacuate vulnerable people from facilities, such as hospitals, aged care facilities, and educational facilities, to evacuate safely.

These facilities should have existing evacuation plans in place to appropriately plan for and undertake an evacuation. However, such plans cannot rely on the availability of emergency service personnel to undertake the evacuation.

Further information on considerations for vulnerable people can be found in the *Evacuation Guidelines, Part 8 Appendix 9 of the EMMV.*

Details of vulnerable facilities in the Alpine Shire can be found in Crisisworks for those who have access or can be obtained from MRM.

5.7 Planning for Cross Boundary Events

Emergency events may cross municipal boundaries, requiring response and recovery activities from two or more municipalities. When this occurs, the Regional Emergency Response Coordinator (RERC) will liaise with the Regional Controller to determine the impact on Councils and the resources required to support both the Control Agency and impacted Councils.

The RERC will work with the relevant MERC's and MERO's to formalise the requesting process and resources required and tasks to be performed.

Alpine Shire Council plans for cross boundary events at a municipal by:

- Providing Alpine Shire Council's MEMP to Councils bordering Alpine Shire Council.
- Taking every opportunity to include bordering councils in MEMP exercises.
- Maintaining cross border relationships via forums, projects and working groups, as well as meetings.

DHHS is the coordinating agency for emergency recovery at a regional level. The Hume Regional Recovery Plan provides for recovery services to be coordinated and support provided to Councils impacted by a cross boundary emergency. DHHS will work collaboratively with Councils to deliver a unified recovery service.

5.8 Resource Sharing Protocol

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

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

The protocol is consistent with the concepts and policy guidelines articulated in the *Emergency Management Act 1986* and *the Emergency Management Manual Victoria*. http://www.mav.asn.au/what-we-do/policy-advocacy/emergency-management/protocol-for-inter-council-resource-sharing

Duties undertaken by Council staff seconded to another Council for assisting with response and recovery operations will be within the scope of Councils' emergency management responsibilities as set out in *Part 6 of the EMMV*.

Resources can be requested at any time during an emergency including the recovery stages. Requests for assistance may be initiated by the CEO (or person acting in this role) or by any person nominated by the CEO at the receiving Council. Requests should be directed to the

CEO, or any person nominated by the CEO, at the assisting Council. It is noted that in many cases the person nominated by the CEO will be the MERO at both the assisting and receiving Council.

Such requests may be verbal or in writing, however verbal requests must be confirmed in writing as soon as is practicable and in most cases will be logged with the MERO. Requests for assistance should include the following information:

- A description of the emergency for which assistance is needed.
- The number and type of personnel, equipment and/or facilities (resources) required.
- An estimate of how long the resources will be required.
- The location and time for the staging of the resources and a point of contact at that location.

See <u>Appendix 12</u> – Request Emergency Assistance from Neighbouring LG and <u>Appendix K3</u> – Resource List or contact MERO for a copy.

5.9 Debriefing Arrangements

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

The purpose of a debriefing is to:

- Ensure participating agencies understand what happened during an operation or emergency
- Identify problems and highlight areas that were handled well, in order to improve the efficiency, effectiveness and safety of future operations or emergencies.

5.10 Response/Recovery Transition

It is essential to ensure a smooth transition from the response phase to the recovery process, in any emergency at municipal level. While it is recognised that recovery activities will have commenced shortly after impact, there will be a cessation of response activities and a hand over to recovery agencies. This will occur when the MERC (in consultation with the control agency and MERO/MRM) advises all agencies involved of the time of termination of the emergency response phase. (See also *Part 3.13 EMMV*).

The MRM should be notified at the initial response phase by the MERO and requested to attend the ICC. This will ensure the MRM is fully informed and allow a seamless transition phase. Early notification of recovery agencies involved in the emergency will ensure a smooth transition of activities from response to recovery.

The decision relating to the timing of the transition from response to recovery will be influenced by a number of key considerations, including the:

- Nature of the hazard/threat and whether there is a risk of a recurring threat.
- Extent of impact on communities, as this may determine if a prolonged transition period will be required
- Extent of and known level of loss and damage associated with the emergency.
- Level and type of resources required for effective recovery arrangements.

To formally transition from response activities to recovery, the Regional Recovery Coordinator will oversee the signing of the Transition to Recovery document. Refer to the 'Agreement for Transition of Coordination Arrangements from Response to Recovery Transition' template in EM Cop, Crisisworks or see MRM for a copy. https://files-em.em.vic.gov.au/RelRec/RelRec-Menu.htm# Toc447624762

Alpine Shire Council is responsible for coordinating recovery at the local level. The Department of Health and Human Services coordinates recovery at the regional level (See also *Part 4.4.2 EMMV*), as delegated by Emergency Management Victoria.

Good communication with, and the early notification of, recovery agencies involved in the emergency will ensure a smooth transition of ongoing activities from response to recovery.

Accounts and financial commitments made during the response phase are the responsibility of the MERO through the MEMP arrangements, to be recorded in Crisisworks.

5.10.1 Termination of Response Activities and Hand-Over of Goods/Facilities

When response activities are nearing completion the MERC in conjunction with the control agency will call together relevant relief and recovery agencies including the MERO and the MRM, to consult and agree on the timing and process of the response stand down.

In some circumstances, it may be appropriate for certain facilities and goods obtained under response arrangements during response to be utilised in recovery activities. In these situations there would be an actual hand over to the MRM of such facilities and goods. This hand over will occur only after agreement has been reached between response and recovery managers. Resources acquired for the response, which are not required for recovery, remain under the control of the requesting response agency. That agency is responsible for their return or disposal.

Payment for goods and services used in the recovery process is the responsibility of the MRM through the MEMP arrangements.

5.10.2 Initial Impact Assessment (0-48 hours)

Initial Impact Assessment (IIA) is used during the initial 48 hours of an emergency, to determine the nature and scale of the impact of people, critical infrastructure, and community infrastructure, economic, natural, built and agricultural environments. It is designed as a holistic approach to impact assessment. The initial approach may not always be accurate or comprehensive, necessitating a post or secondary impact assessment.

The Control Agency has overall responsibility for the instigation and management of the IIA process and all organisations involved in the emergency may be tasked to collect, confirm and exchange relevant information to ensure the process is undertaken in a timely manner.

Information gathered during the IIA may be mapped using Councils GIS system and recorded on Crisisworks (see *EMMV Part 3, Section 3.5.9*).

Assessing the damage incurred and subsequent needs of communities in impacted areas will involve:

- Secondary Impact Assessment (24 hours 4 weeks)
 refer to Appendix I6
- Post Emergency Needs Assessments refer <u>Appendix I5</u>

PART SIX: RELIEF AND RECOVERY ARRANGEMENTS

6.1 Introduction

6.1.1 Purpose and Scope

Relief and recovery activities aim to assist any affected community manage its own recovery. It is recognised that when a community experiences a significant event, there is a loss of social fabric and therefore a need to supplement the personal, family and community structures that have been disrupted by the event. The process of recovery requires practical planning, management and support which is sensitive to local community needs.

The Plan covers the agreements and arrangements between Council, government, other agencies, communities and individuals to ensure the aims of local recovery are achieved. It outlines the recovery process, the roles and responsibilities of the Alpine Shire Council, partner agencies, communities and individuals. It has been developed in accordance with State recovery arrangements: the Emergency Management Act 2013 and the Emergency Management Planning arrangements contained in Part 6 of the Emergency Management Manual Victoria (EMMV). They have also been developed with reference to the *Hume Region Relief and Recovery Plan 2017 v2.2 (DHHS), the State Emergency Relief and Recovery Plan (EMMV Part4)* and the Fourth edition of the *State Health Emergency Response Plan (SHERP)*.

The MEMP links closely with the Acts, Regulations, plans, polices and other resources referenced in **Appendix L**.

This section of the Plan is to be read in conjunction with

- Part 4 Emergency Management Manual Victoria (EMMV)
- EMV Disaster Recovery Toolkit for Local Government
- State Health Emergency Response Plan (SHERP)
- DHHS Hume Region Relief and Recovery Plan 2017 v2.2
- DHHS Emergency Relief Handbook 2013.
- Red Cross Australia Communicating in Recovery Guide
- National Strategy for Disaster Resilience
- AIDR Community Recovery Handbook 2018
- Harrietville Emergency Management Plan

6.1.2 Definitions of Relief and Recovery

The *Emergency Relief Handbook:* A *Planning Guide (2013*) defines emergency relief as "a component of response and is the provision of essential and urgent assistance to individuals, families and communities during and in the immediate aftermath of an emergency". Section 4A(c) of the Emergency Management Act 1986 defines recovery as 'the assisting of persons and communities affected by emergencies to achieve a proper and effective level of functioning'.

Emergency relief is generally only required for a defined period immediately after an incident and begins as soon as an emergency impacts. After the impact, the relief process moves into recovery as the need for essential or urgent assistance has generally passed. In contrast to the delivery of relief where needs are immediate and urgent, the delivery of recovery services is usually through three phases, short, medium and longer term recovery, which can last a number of years.

6.1.3 Vulnerability in relief and recovery

The Alpine Shire Council recognises that demographic and social factors identified in Part
2.2 create certain vulnerabilities when it comes to relief and recovery. Tourism is a major contributor to the economy of the Alpine Shire. Dependant on the type of emergency, this could have an impact on visiting tourists or continued tourism and hospitality in the area.

Alpine Health is a major employer in the Alpine Shire providing care to vulnerable throughout both the Alpine and Indigo Shires. Dependant on the emergency, this may have an impact on jobs and the delivery of important and essential services to vulnerable people.

Manufacturing and agriculture/horticulture are large employers and producers within the Shire. Hancocks Plantations supply the Carter Holt Hervey Mill who employs 210 people and Rostrevor Hops employ 15 permanent staff and up to 150 casuals over harvest time.

Alpine Shire Council also takes into consideration the casual workers, tourists and residents born in non-English speaking countries (Refer <u>Appendix K1</u>) which may increase vulnerability during relief and recovery.

6.1.4 Objectives of Relief and Recovery

Defined by the *EMMV* (part 4), the objectives of relief and recovery are to support communities to successfully deal with the impacts of an emergency on the social, built, economic, natural and agricultural environments. By doing so, they help build cohesion and resilience to future emergencies. The principles of relief and recovery in Victoria are that they should:

- Empower and engage individuals and communities to promote self-sufficiency and, where possible, meet their own relief and recovery needs
- Be coordinated and collaborative, jointly owned by affected individuals and communities

 as well as the non-government organizations, businesses and government agencies
 that support them
- Be adaptive and scalable, recognising the unique, complex and dynamic nature of emergencies and communities
- Focus on consequence management, where everyone involved appreciates the potential consequence of their decisions and actions
- Be able to support the delivery of concurrent community, local, regional and state response, and relief and recovery activities.

6.2 Governance

6.2.1 Coordination

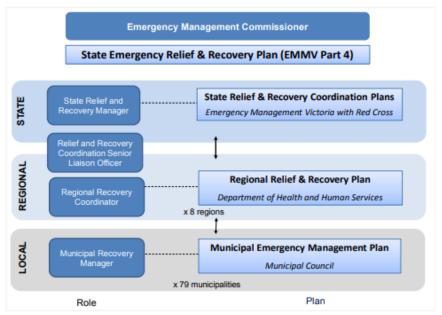


Figure 2: The three levels of relief and recovery coordination in Victoria

6.2.1.1 State Level Coordination

The *State* recovery coordination role is the responsibility of Emergency Management Victoria (EMV), on behalf of the Emergency Management Commissioner (*Part 4.2 EMMV*) with Australian Red Cross as the supporting role.

State Relief and Recovery Manager (as per *EMMV 4.2.1*) is the coordination of state wide relief and recovery activities. The State Relief and Recovery Manager:

Details regarding the coordination of each relief service at the State level may be found in the *Part 4 of the EMMV at 6.3.1*

6.2.1.2 Regional Level Coordination

The Department of Health and Human Services (DHHS) provides coordination at the Regional level. The responsibilities as per (part *EMMV 4.4.3*):

Details regarding the coordination of each relief service at the regional level may be found in the *Hume Regional Relief and recovery plan 4.3.1*

Details regarding the responsibilities for each function area of recovery at the regional level may be found the *Hume Regional Relief and Recovery plan 5.2*

6.2.1.3 Local Level Coordination

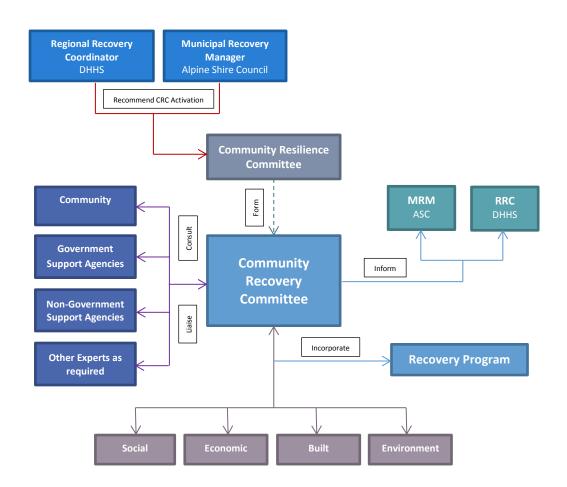
At a local level the Alpine Shire Council Municipal Recovery Manager (MRM) is responsible for the coordination of relief and recovery. Full role details can be found at Part 3.1.6.

The Alpine Shire Council has planned for relief and recovery through the Municipal Emergency Management Planning Committee (MEMPC).

Relief coordination responsibilities include:

- Coordinating strategic information sharing to help arrange, manage and deliver relief activities;
- Monitoring issues, risks, progress and capacity (by working with responsible agencies), and managing issues as required; and,
- Reporting progress to the State Relief and Recovery Coordinator.

Local Coordination Flowchart



6.2.2 Community Recovery Committee

Depending on the level and nature of the event and community needs the Alpine Shire Council MRM and the Regional Recovery Coordinator (DHHS) may make the decision to establish a Community Recovery Committee/s (CRC). When required, Alpine Shire Council will task the Community Resilience Committee as the Community Recovery Committee.

The Community Recovery Committee will act as a single point of contact for the affected community. It is important that the community feels empowered to make choices and decisions for their recovery. Alpine Shire Council will seek to ensure that all members of the affected community are provided with the opportunity to provide feedback, and express their opinion in relation to the recovery process.

Additional membership will be considered to ensure appropriate representation is achieved across all affected communities with community members, groups and leaders. Other organisations may be included depending on the skills and expertise required by the Recovery Committee.

In combination with the MEMPC, the CRC incorporates the roles and functions typically undertaken by a Municipal Recovery Planning Committee (MRPC). As such, Alpine Shire Council does not have a separate MRPC.

The CRC will meet as frequently as required and will report to the Alpine Shire Council MRM to guide more strategic recovery activities. See <u>Appendix J2</u> for template Terms Reference (ToR) for the Community Recovery Committee.

6.2.3 Community Resilience Committee (CRC)

The Community Resilience Committee (CRC) will also assist with recovery actions following any declared incidents.

Terms of Reference for the Community Resilience Committee is stored in Crisisworks or internally located at:

Q:\Community Services\Emergency Management\Community Resilience Committee\Governance Model

As the Community Recovery Committee the CRC operate under the following terms of reference:

- To provide and co-ordinate immediate relief and long term recovery support in the event of activation under the Municipal Emergency Management Plan (MEMP) due to a critical and/or any other major incident.
- To identify community needs and resource requirements and make recommendations to recovery agencies, council and recovery managers on strategies and plans regarding community preparedness, recovery and resilience.

- To liaise, consult, co-ordinate and negotiate where appropriate and on behalf of the community, with recovery agencies, government departments and council in order to implement recovery programs and initiatives.
- To advocate and lobby where appropriate and in conjunction with the community, recovery agencies, government departments and council in order to implement recovery programs and initiatives.
- To support the community in understanding, planning for and mitigating against emergency management risks that exist within Alpine Shire.
- To identify community issues and concerns, and where appropriate, advocate and lobby, in conjunction with the community, government departments, other agencies and council to implement programs and initiatives to address these concerns.
- Support a community-led process when/if the community is ready; and;
- Determine and activate applicable sub-committees.

Each sub-committee will develop operating procedures that outlines the following:

- The membership details of the sub-committee (including all members and phone contacts);
- Determination of team leader;
- Specific roles and responsibilities of the sub-committee; and,
- Resources available, where they are and how to access them.

Team leaders are responsible to the MRM. The roles of sub-committee team leaders are:

- Convene and coordinate Recovery Sub-committees;
- Represent the sub-committee on the Recovery Committee;
- Ensure minutes are kept and copies tabled; and,
- Liaise with other Recovery Sub-committees to ensure co-ordination and information sharing.

Depending on the emergency, a Community Recovery Officer may be funded by DHHS to provide specific long-term support. The Community Recovery Officer is to report to the MRM and will provide reports in accordance with the DHHS reporting program. The Recovery Committee reports to Alpine Shire Council or its nominated representative/s. In the performance of these tasks, the committee has direct access to the designated DHHS Regional Recovery Coordinator, who should have access to resources under the regional recovery planning arrangements.

6.3 Relief and Recovery Planning

Relief and recovery depends on strong partnerships between communities, government, agencies, businesses, organisations and networks that support them.

6.3.1 Risks

There are a number of risks associated with the delivery of relief activities and recovery programs. The risks that require consideration relate mainly to the capacity and capability of the Alpine Shire Council and agencies to manage and meet the relief and recovery requirements and the capacity to identify the needs of impacted communities. Some of the risks identified that have potential to occur in Alpine Shire are:

- Ability of Alpine Shire Council to undertake relief and recovery coordination due to geographic isolation or in ability to reach communities;
- Capacity of Alpine Shire Council to meet the demand of identified community needs if:
 - The event is rapidly escalating;
 - o Is impacting on municipal staff;
 - o Requires specialist skills, outside of the municipal skill set.
- Sequential failures outside of ASC to contain or support the event or recovery;
- Availability of timely and adequate short term funding; and
- The ability of some communities to cope with an event.
- Limitations of Alpine Shire Council to ensure a skilled pool of experienced EM personnel for extended emergencies.
- Limitations of Alpine Shire Council to maintain relief and recovery operations and activities;
- Capacity of Alpine Shire Council to provide timely and effective information around relief and recovery operations;
- Ability of Alpine Shire Council to access and co-ordinate provision of appropriate support to isolated communities;
- Capacity to conduct timely, consistent and accurate impact assessments to enable the assessment of the appropriate recovery outcomes;
- Variations in community resilience, both prior to and after an emergency event which hinders an individual's or community recovery capacity; and,
- A detailed assessment of general risk is found in Part Four of the MEMP.

6.3.2 Consequence

Consequence can be divided into a number of categories that lead the relief and recovery process to better understand the full impacts of an event. To fully appreciate the cumulative effects of any event all the categories of consequence as described in *Environmental Hazards*. *Assessing and reducing disaster* (K. Smith 1992) should be assessed against individual events.

| Direct Losses | Indirect Losses | Intangible Losses |
|--|--|---|
| Fatalities Injuries Cost of repair or replacement of damaged or destroyed structures Relocation costs / temporary housing Loss of business inventory / agriculture Loss of income / rents Response costs Community response costs Clean-up costs | Loss of income Input / output losses to business Reduction in business / personal spending Loss of institutional knowledge Loss of social capital Mental illness Bereavement | Cultural losses Heritage losses (aesthetic value) Stress Mental illness Sentimental value Environmental losses (aesthetic value) |

6.3.3 Capacity and capability

A key driver in Alpine Shire Council's planning for relief and recovery is its ability to manage its own resources, knowing that at some point during an event its ability to function effectively (within its resource base) will deteriorate due to the following:

- Duration of the event;
- · Complexity of the event;
- Fatigue;
- Escalation of the event;
- Mitigating factors staff involved in the emergency, lack of access, absenteeism;
- Lack of available skilled staff;
- Distance;
- Multiple competing obligations; and,
- Not having the appropriate skill set.

An assessment of likely scenarios was developed to identify the timeline, situation or complexity of incident/s that would test the internal capacity of the Shire to deliver successful outcomes and trigger escalation of joint sharing protocols.

Appendix K2 demonstrates the limits of the Shire to run single multiple and long duration Emergency Relief Centres across Alpine Shire. The average summer emergency volunteer register for staff across Alpine Shire Council is 14 persons, not including those staff members with a legislated role. Once capacity is beyond the Shire capability, the event will escalate to a regional level in consultation with DHHS.

6.3.4 Relief activation, escalation and deactivation

Relief Activation

Incident Controllers determine the need to activate relief services with advice from the Emergency Management Team (EMT). When the emergency situation indicates the

requirement for any or all of the functional services of emergency relief, the request must be actioned through the Municipal Emergency Response Co-ordinator (MERO). The MRM will then activate required Relief Services. See Appendix 13 – Activating and Operating Relief Services. A copy is stored in Crisisworks and found in Emergency Relief Centre Kit documentation.

Relief Escalation

Relief and recovery coordination commences at the local level. As required, it can escalate from the local to regional level:

- When requested, because Alpine Shire Council's capacity is exceeded, or
- Where an emergency has affected multiple municipalities in one region; or
- Where an emergency has a significant community-wide impact, in which case the Victorian Government may establish an event specific relief or recovery coordination structure to oversee a whole-of sector response (*EMMV Part 4, section 5.3*).

Escalation (from local to regional) builds on the existing Alpine Shire Council local arrangements, rather than replacing them. If assistance is required because capacity is exceeded, responsibility is retained but aided by additional support.

There is no special arrangement to share resources with the Rural City of Wangaratta, Indigo Shire Council, Falls Creek Alpine Resort and Mt Hotham Resort aside from the MAV Resource Sharing Protocol. Refer <u>Part 5.8</u>.

Such requests may be verbal or in writing, however verbal requests must be confirmed in writing as soon as is practicable and in most cases will be logged with the MERO. Requests for assistance should include the following information:

- A description of the emergency for which assistance is needed.
- The number and type of personnel, equipment and/or facilities (resources) required.
- An estimate of how long the resources will be required.
- The location and time for the staging of the resources and a point of contact at that location.

The Municipal Emergency Response Coordinator (MERC) or Regional Emergency Response Coordinator (RERC) is to be kept informed and aware of any resource requests and movements. Requests for resources should be logged in *Crisisworks*. https://alpineshire.crisisworks.com/public#

Relief Deactivation

The deactivation of relief services will be based on reduced levels of demand and need for such services. This final decision will follow discussion between the following parties:

- Incident Controller
- MERC
- MERO
- MRM, and
- DHHS

If suitable, relief centre/s may be transitioned into recovery centres, providing support and information to impacted communities. These centres usually have set hours and do not operate 24 hours.

Information is provided prior to the de-activation, covering the reason for de-activation and follow up information covering ongoing support provisions and services.

6.4 Relief Arrangements

Emergency relief is a component of response, and is the provision of essential and urgent assistance to individuals, families and communities during and in the immediate aftermath of an emergency.

Emergency relief can include:

- Immediate provision of emergency relief at the site of the emergency; or,
- Provision of relief services elsewhere (Alpine Shire Council is developing joint protocols with adjoining shires to enable relief centres to be available in surrounding municipalities);

The provision of emergency relief typically commences during the response phase of an emergency and continues into the recovery stage until it is no longer needed.

6.4.1 Coordination principles and responsibilities

Defined by the *EMMV* (part 4) the provision of immediate relief includes:

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

Relief and recovery coordination commences at the local level when an emergency occurs and the MERO has informed the MRM that relief and recovery plan is required to be activated. The MRM is responsible for the local coordination of the relief and recovery processes. The MRM will liaise with all local recovery agencies and organisations, the MERO and response agencies to ensure the relief and recovery processes are integrated and timely.

For relief and recovery requirements that are escalated beyond the capacity of Alpine Shire Council the coordination and control will fall to identified agencies for the Hume Region and State level. DHHS will be the first agency contacted when relief and recovery requirements exceed local capacity.

Local Co-ordination responsibilities, outlined in the table below, contact details for these agencies are found in **Appendix C2**.

6.4.1 Table Local Relief Responsibilities

| RELIEF NEED | RESPONSIBLE AGENCY | | CAPACITY | PROCESS | |
|---|----------------------------|---|--|--|--|
| | Coordinator | Provider | | | |
| Community Information Provide relief and recovery information to assist communities to make informed decisions about their safety. | ASC | ASC Local radio EMV | 1 Part-time Communications Officer who will update pre-determined channels with accurate information to assist the relief and recovery of the community. | Appendix I7 – Emergency Communications Plan. Q:\Common\StaffNet\Policies\90Release_of_Information_t o_the_Public_Domain.pdf | |
| Emergency shelter Arrange emergency shelter and accommodation for displaced residents and visitors. | ASC | DHHS | Alpine Shire Council | Appendix H1 - Caravan parks Appendix H2 - Motels | |
| Relief Centre/s | ASC | | Information on capacity for individual Relief Centres are found in Appendix G5 | Appendix G1 – Emergency relief Centre Locations Appendix G2 – Preparing Emergency Relief Centres Appendix G3 – Activating and Operating ERCs | |
| Food and water At regional and state levels, Red Cross coordinates food and water including support from agencies, and provides support at the local level in relief centres when requested. | ASC Local Businesses | Australian Red Cross Local business & service clubs engaged by Red Cross | Australian Red Cross can provide - 500 hot meals over initial 24 hour period | For activation and contact details refer - Appendix C2 | |
| Drinking water / supply Provide drinking water to households / lodges. | ASC | DELWP | | Appendix C2 for Contact details | |
| Food supply continuity DEDJTR will support food and grocery supply logistics continuity planning and operations with the major food distribution operators. | DEDJTR | DEDJTR | | | |

| RELIEF NEED | RESPONSI | BLE AGENCY | CAPACITY | PROCESS |
|---|------------------------------------|---|--|---|
| | Coordinator | Provider | | |
| Psychosocial support Personal support (psychological first aid and emotional-spiritual care) in relief and recovery centres and through community outreach. | ASC (with support from DHHS) | Victorian Councils of Churches Emergency Ministries (VCCEM) Red Cross Gateway Health DHHS | VCCEM - has access to over 100 volunteers across the state. Red Cross - has 8 team members in Alpine team plus another 42 trained volunteers in neighboring Shires that can respond with in 2hrs plus access to all trained volunteers in RC-ES across the state. Gateway Health - has a limited short-term capacity to provide psychological support through a MoU with DHHS. Activation of this agreement is via DHHS. | For activation and contact details for: • VCCEM • Red Cross • Gateway Health Refer - Appendix C2 |
| Material aid Provide essential material aid (nonfood items) to emergency affected persons including clothing, bedding and other personal requisites. | ASC | Salvation Army St Vincent de Paul | Salvation Army - Divisional resources located at Wangaratta provide emergency bedding, whilst the Beechworth depot provides blankets. Emergency clothing to be supplied through network of regional 'Salvo Stores'. Depending on scale of response, Salvation Army has the ability to 'upscale' their response, which is coordinated through the <i>Territory</i> headquarters @ Melbourne. St Vincent de Paul has an opportunity shop in Wangaratta. | For activation and contact details for: • Salvation Army • St Vincent de Paul Refer - Appendix C2 |

| RELIEF NEED | RESPONSI | BLE AGENCY | CAPACITY | PROCESS |
|--|---|---|--|---|
| | Coordinator | Provider | | |
| Reconnecting families Operate Register. Find. Reunite in relief centres, enquiry centres or online, to reconnect people with family, friends and their communities. | ASC (with assistance from VICPOL) | VICPOL Australian Red Cross | Red Cross - has 8 team members in Alpine team plus another 42 trained volunteers in neighboring Shires that can respond with in 2hrs plus access to all trained volunteers in RC-ES across the state. | The <i>Primary</i> Register, Find, Unit kit is stored at Bright Police Station. Secondary supplies for this kit are located at Alpine Shire Council, Bright office |
| First aid / Primary care Provide pre-hospital care to people affected by emergencies. Establish field primary care clinics. Provide other health and medical relief assistance measures. | ASC | St John Ambulance Ambulance Victoria | St John Ambulance - 40 trained First Aid services volunteers within region, with active support of over 2,200 volunteers across Victoria, with 4 stretcher-capable vehicles in region. | In case of an emergency call Ambulance Victoria on 000 For activation and contact details Refer - Appendix C2 |
| Financial assistance Administer relief payments through the personal hardship assistance program, to help individuals meet their basic needs. | ASC DHHS | DHHS | DHHS - can draw upon state resourcing CWA – may offer grants St Vincent de Paul – food vouchers Salvation Army – Gift cards | For activation and contact details refer - Appendix C2 |
| Animal welfare DEDTJR is the primary agency for animal welfare (other than wildlife) support services. DELWP is the primary agency to respond to wildlife welfare. Alpine Shire Council is responsible for housing of displaced and lost/stray companion animals. | ASC DELWP | DEDJTR Local Laws Rangers RSPCA | | Refer to Appendix E5 - Alpine Shire Council Emergency Animal Welfare Plan |

| RELIEF NEED | RESPONSIBLE AGENCY | | CAPACITY | PROCESS |
|---|--------------------|----------|----------|--|
| | Coordinator | Provider | | |
| Volunteer Management ASC will coordinate volunteers during the relief and recovery process supported by Volunteering Victoria. | ASC | ASC | | For information on Volunteer management refer to Appendix I3 – Activating and Operating Relief Services |

Agencies with relief responsibilities are expected to have appropriate arrangements, policies and capability in place (GUIDED BY THE Emergency relief handbook: planning guide 2013)

6.4.2 Relief services

Community information

Council will clearly communicate to the community that it will only provide for an Emergency Relief Centre in the instance of an active emergency situation.

Council will work with the control agency to ensure that affected communities are well informed about the support and services available from all levels of government and partner agencies.

The following will form the basis of key messages that will be distributed in preparedness to any emergency:

- Emergency Relief Centres are not the most comfortable places to relocate to. Community members should first consider relocating to family and friends' homes or other individual options away from emergency-affected areas.
- An Emergency Relief Centre provides only basic support services such as food and water, first aid and emergency shelter.
- Emergency Relief Centres may or may not have facilities for animal support. Companion animals will be the responsibility of the owners. Alpine Shire Council has an Emergency Animal Welfare Plan. The plan is a sub plan to the MEMP.
- Individuals who seek to relocate to an Emergency Relief Centre need to ideally bring with them sturdy footwear, change of clothes for hot and cool weather, toiletries and medication.
- Individuals relocating in preparedness for a not yet active emergency are to consider their own options in relocating to places such as family and friends' homes or other individual options away from fire-prone or other emergency affected areas
- During an emergency, the control agency is responsible for coordinating community information and engagement, which will include information to the community regarding the activation of emergency relief centres and general support services available to the community. This information will be integrated within emergency warnings. Council will work with the control agency to ensure that affected communities are well informed about the support and services available from all levels of government and partner agencies

Emergency Shelter

There are a number of shelter options co-ordinated by Alpine Shire Council. The Council has identified eleven Emergency Relief Centres across the Shire. For locations see <u>Appendix G1</u>. Emergency shelter and accommodation is available at ERCs, where provision of essential requirements is in a supervised environment.

Food and Water

Red Cross is the local coordinating agency for food and water supplies for relief at Emergency Relief Centres. Food Bank can provide emergency relief packs to isolated communities.

Drinking water for households

Where local resources are unavailable the Department of Environment, Land Water and Planning (DELWP) will assist the Alpine Shire Council in the coordination of emergency drinking water supplies.

North East Water will support DELWP as the control agency to ensure there is suitable coordination for the provision of drinking water to person's/households/communities impacted by an emergency, disaster or loss of services.

Food Supply Continuity

The maintenance of food and water supplies in an emergency is critical for the wellbeing of the community. The Department of Economic Development, Jobs, Transport and Resources (DEDJTR) are responsible for the maintenance of the food chain and ensuring continuity of supply.

Psycho-social support

The objective is to support the emotional, spiritual, cultural, psychological and social needs of affected people and communities during an emergency. This support can range from personal support, community information and counselling, to specialised mental health services.

Personal support can include the provision of information, practical assistance, assessment of immediate needs and referral to other support agencies and services. It can be provided in relief and recovery centres, and through community outreach.

The Alpine Shire Council is responsible for the coordination of psycho-social support with assistance from Victorian Council of Churches Emergency Ministry and Red Cross. Relief centre staff will identify the need for provision of support for members of the community and ensure requests are made for the provision of these services.

Material aid (non-food items)

Individuals, families and communities affected by the emergency may require essential material aid (non-food items) such as clothing, bedding materials and personal necessities, to help ensure their personal comfort, dignity, health and wellbeing.

This function will be managed by the MRM in conjunction with the Community Recovery Committee to be established as need. Refer **Part 6.2.2**.

The Salvation Army will coordinate the provision of any material aid beyond the capacity of Alpine Shire, supported by agencies including St Vincent de Paul and Foodbank Victoria.

Coordinating Goodwill and Donations - The MRM will coordinate all goodwill and material donations during the relief process in conjunction with the Salvation Army. The Alpine Shire will not accept monetary donations directly and will divert all potential donors to not-for-profit, Into Our Hands Foundation, or arrange for an account to be set up via the Bendigo Bank. In the case of larger incidents Red Cross takes the lead with appeals when requested by State of Federal governments.

Reconnecting family and friends

Victoria Police, with the assistance of Red Cross, are responsible for the registration of and reuniting of emergency affected persons with family and friends. Register-Find-Reunite is managed by the Red Cross. This service registers, finds and reunites family, friends and loved ones after an emergency whilst working with the complexities of privacy and safety issues. http://register.redcross.org.au/

Healthcare and First Aid

Basic healthcare and first aid will be provided at ERCs with the support of St John Ambulance with more severe cases being transitioned to Ambulance Victoria for pre-hospital care and transition to appropriate medical services.

Depending on the emergency medical support may require the establishment of triage areas for the management of casualties.

Emergency financial assistance

Emergency financial assistance is intended to help eligible individuals meet their basic needs in a dignified manner. DHHS is responsible for administering relief payments from the Personal Hardship Assistance Program (PHAP).

Emergency relief assistance payments are available to reduce personal hardship following an emergency, by helping to meet the immediate essential health, safety and wellbeing needs of affected Victorians. Emergency relief payments are available to eligible residents within seven days of an emergency.

Emergency relief assistance is provided on a needs assessment basis, and is available to assist households after house fires, and after the following natural emergency events:

- Bushfires:
- Floods;
- Severe storms; and,
- Earthquakes.

Department of Health and Human Services Crisis payment

Crisis payments provide one payment to help people who are experiencing difficult or extreme circumstances. The eligibility for Crisis Payment is based on current circumstances - the reason why severe financial hardship is being experienced. Crisis Payment may be available if residents:

- are eligible for or are receiving an income support payment
- meet residence requirements
- are in severe financial hardship, and
- have left their home due to a natural disaster, and have set up or intend to set up a new home

http://www.humanservices.gov.au/customer/services/centrelink/crisis-payment

Animal welfare

Alpine Shire Council has developed a Municipal Animal Relief Plan (a sub-plan of the MEMP) to provide for the care and direction of companion and domestic animals during emergencies. See **Appendix E5**.

Temporary animal welfare will be undertaken at the relief centres in a dedicated area separated from affected people. Veterinary service contact details are found in **Appendix C2**.

If Alpine Shire's capacity to provide adequate relief and support for domesticated and/or companion animals is exceeded the lead agency will be DEDTJR.

If Alpine Shire's capacity to provide adequate relief and support for wildlife animals is exceeded the lead agency will be DELWP.

Volunteer management

Spontaneous volunteers are people that turn up during or after an event willing to help but are not affiliated with any group or club. Traditionally, spontaneous volunteers have been difficult to coordinate for municipalities as they may require training, accommodation, food and close management or supervision.

Volunteering Victoria supports this process, providing training for appropriate people to coordinate volunteers during emergencies. Municipal Spontaneous Emergency Volunteer Coordinator (MSEV).

Working within existing emergency management structures, the MSEV could assist with relief and recovery activities, generally within the first three or four weeks of an event when the cohort of spontaneous volunteering is at its peak.

ASC are currently working to identify community liaisons who can be appropriately trained as MSEVs to be activated during an emergency to support in ERCs and in other recovery activities.

6.4.3 Emergency relief Centre

Eleven emergency relief centres within the Alpine Shire have been assessed and found to be potentially suitable for use in times of emergency. Careful consideration must be given to the prevailing circumstances and number of people needing assistance when selecting a site or sites.

Details are reviewed annually to ensure they maintain their functionality and relevance. See <u>Appendix G1</u> for locations and <u>Appendix G5</u> for capacity details. A copy is stored in Crisis works and found in Emergency Relief Centre Kit documentation folders.

A variety of services may be delivered at a relief centre, depending on the initial needs of the community. Some of these services may be delivered by local providers, agencies or organisations while some may be delivered by regional or state services.

The Alpine Shire MRM/DMRM will nominate staff to be allocated to the relief centre/s as required. Briefing of relevant staff will be undertaken prior to the allocation of duties for staff. Details on relief centre operations see <u>Appendix G2</u>, <u>G3</u>, <u>G4</u> and <u>I3</u>. Copies are stored in Crisisworks and found in Emergency Relief Centre Kit documentation.

6.5 Recovery Arrangements

6.5.1 Coordination principles

Alpine Shire Council has adopted the recovery principles in accordance with Part 6.6 EMMV.

The key objectives for emergency recovery are to:

- Provide people, enterprises, local governments and others affected by emergencies with the information, support and services needed to pursue their recovery;
- Plan for the delivery of recovery supports in a manner consistent with the National Principles for Disaster Recovery;
- Plan and deliver a coordinated range of recovery services across the four key acrossgovernment recovery environments;
- Support recovery at the local level;
- Inform recovery at the state level, so that state-led recovery initiatives are appropriate; and,
- Mitigate known and potential risks resulting from an emergency.

There are four key environments that require the application of coordination arrangements as part of the recovery process. These areas focus on the various needs of a community within the:

- **Social Environment** the emotional, social, spiritual, financial and physical wellbeing of affected individuals and communities.
- **Economic Environment** the revitalization of the affected economy (this includes the Agricultural environment),
- Built Environment the restoration of essential and community infrastructure, and
- Natural Environment the rehabilitation of the affected environment.

See EMMV Part 4, Section 7.3.1 for further details about the recovery environments.

6.5.2 Recovery activation, escalation and deactivation

Recovery Activation

Recovery activities should begin at the first available opportunity and continue beyond when relief ceases.

As long as an emergency continues to threaten a community, the Control Agency will maintain control over the overall coordination of all activities. However, this should not affect the delivery of relief and recovery services (*Part 4.5.3 EMMV*).

Recovery Escalation

Recovery coordination commences at the local level. Alpine Shire Council is responsible for relief and recovery at the local level. To be able to effectively coordinate relief and recovery activities, Council may need to draw upon external resources to supplement its own staff

depending upon the duration and nature of the emergency. The level of support will depend on the scale of the requirements.

As required, recovery can escalate from the local to regional level:

- When requested, because Council's capacity is exceeded; or
- Where an emergency has affected multiple municipalities in one region; or
- Where an emergency has a significant community-wide impact, in which case the Victorian Government may establish an event specific relief or recovery coordination structure to oversee a whole of sector response (*EMMV Part 4, section 5.3*).

Recovery Deactivation

The deactivation of recovery services will be based on reduced levels of demand and need for such services. This decision will consider the appropriate timing of the transitions of recovery programs to mainstream services will follow discussion between the following parties:

- MRM
- DHHS, and/or Regional Recovery Committee
- Community Recovery Committee

6.5.3 Recovery coordination functions and activities

Recovery assistance aims to support individuals and communities to manage the reestablishment of those elements of society necessary to ensure an effective level of functioning.

Recovery requires collaboration between individuals, communities, all levels of government, non-government organisations and businesses. The four recovery interrelated environments provide a framework within which recovery can be planned, reported, monitored and evaluated. They 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.

<u>Table 6.5.4</u> below lists the responsibilities within the Alpine Shire Council for the four recovery environments along with the agencies; organisations and community organisations provide support roles to the Alpine Shire Council in each of the four recovery environments.

Activation of recovery activities is done in consultation with DHHS using **Appendix I4** – Development of a Recovery Plan.

6.5.4 Recovery environments

Table 6.5.4 Local level recovery environment responsibilities

| RECOVERY ENVIRONMENT | ASC MANAGER RESPONSIBLE | PERSON RESPONSIBLE | SUPPORT |
|-------------------------|--|----------------------------------|---------------|
| SOCIAL ENVIRONMENT | Manager Economic and Community Development -MRM | Community Development Officer | See Table 6.6 |
| ECONOMIC ENVIRONMENT | Manager Economic & Community Development -MRM | Economic Development Officer | See Table 6.7 |
| BUILT ENVIRONMENT | Director Corporate | Municipal Building Surveyor | See Table 6.8 |
| NATURAL ENVIRONMENT | Director Assets | Open Space Coordinator | See Table 6.9 |

Contact details for individuals can be found in **Appendix C2**.

6.6 Social Environment

The social recovery environment addresses the impact an emergency could have on the health and wellbeing of individuals, families and communities. Social recovery is closely interrelated to the other four recovery environments. At the local level, municipal Councils are responsible for coordinating the social recovery environment. At the regional and state level, DHHS is the coordinator.

Table 6.6

| Table 6.6 | | | | | |
|----------------------------|---|--|---------------------------------------|--|--|
| SOCIAL ENVIRONMENT | | | | | |
| FUNCTION | AGENCY | CONTACT DETAILS | ROLE | | |
| Provision of financial aid | DHHS (Hume Region) | 1300 650 172 www.dhhs.vic.gov.au | Personal Hardship Assistance Payments | | |
| including: Grants | | | (PHAP) ONLY if activated | | |
| Income support Subsidies | Rural Financial Counselling Services North East | 1300 834 775 www.rscsvicne.org.au | Information and financial assistance | | |
| | DELWP | 136 186 www.delwp.vic.gov.au | | | |
| | DEDJTR | 03 9208 3333 www.economicdevelopment.vic.gov.au | | | |
| | Regional Development Victoria (RDV) | 132 215 www.rdv.vic.gov.au | | | |
| | Centrelink | 132 850 www.centrelink.gov.au | | | |
| | ASC | 03 5755 0555 | Advice and assistance to | | |

| | 5 | OCIAL ENVIRONMENT | |
|---------------------------------|----------------------|---|---|
| FUNCTION | AGENCY | CONTACT DETAILS | ROLE |
| | | www.alpineshire.vic.gov.au | small business. Connecting residents to donations to relief funds |
| Provision of | ASC | 03 5755 0555 | |
| Personal support | | www.alpineshire.vic.gov.au | |
| including: | Regional | 132 215 | |
| Financial | Development | www.rdv.vic.gov.au | |
| (personal) Rural (financial) | Victoria (RDV) | 1200 024 775 | 7.6 1.61 |
| Commercial | Rural Financial | 1300 834 775 | Information and financial |
| Psych/First Aid | Counselling Services | www.rscsvicne.org.au | assistance |
| Trauma/Grief | North East DHHS | 1300 650 172 | Coordination of councelling |
| Generalist (longer | DHH2 | | Coordination of counselling services |
| term) | Australian Red | www.dhhs.vic.gov.au 1800 232 969 | Trained teams for visitation |
| Family Youth | Cross | www.redcross.org.au | and counselling (Outreach) |
| . a.iy | Closs | www.reacross.org.au | and in recovery centres. |
| | Victorian Council of | 03 9412 8481 | Trained teams for visitation |
| | Churches | www.vccem.org.au | and counselling (Outreach) |
| | Emergency Ministry | 24hr emergency 03 9654 1736 | And in recovery centres. |
| | (VCCEM) | | |
| | Gateway Health | 03 5723 2000 Wangaratta | Provision of personal |
| | , | 03 5731 3500 Myrtleford | counselling services, youth |
| | | 03 5755 0123 Bright | and family counselling, |
| | | www.ovensandking.org.au | referral services |
| | Alpine Health | 03 5755 0100 Bright | Counselling, youth worker, |
| | | 03 5751 9300 Myrtleford | rural child and adolescent |
| | | 03 5754 3500 Mt Beauty | worker, health promotion, |
| | | www.alpinehealth.org.au | dietician/diabetes educator, |
| | | | District nursing, aged care, |
| | | 1000 =000 | palliative care volunteers. |
| | Insurance Council of | 1300 728 228 | Insurance assessments and |
| 37.1 | Australia | www.insurancecouncil.com.au | advice |
| Volunteer | ASC | 03 5755 0555 | |
| Coordination | ACC | www.alpineshire.vic.gov.au 03 5755 0555 | Dulalia haalth warninga |
| Public Health | ASC Environmental | www.alpineshire.vic.gov.au | Public health warnings, advice and information |
| | Health Officer (EHO) | www.aipinestiire.vic.gov.au | advice and information |
| | DHHS | 1300 650 172 | Regional EHO provides |
| | 511113 | www.dhhs.vic.gov.au | information dissemination |
| | | <u></u> | and coordination |
| | Medical centres | St John Ambulance | Ambulance Vic |
| Housing and | DHHS | 1300 650 172 | As per emergency housing |
| Accommodation | | www.dhhs.vic.gov.au | policy if activated |
| | | | Large Scale event – |
| | | | consider establishing |
| | | | temporary villages. |
| | ASC - MRM | 03 5755 0555 | |
| | | www.alpineshire.vic.gov.au | |
| | Defence Aid to the | Arrangement through DHHS | Possible provision of tents |
| | Civil Community | | |
| | (DACC) | | |
| | Rural Housing | 03 5722 8800 Wangaratta | Temporary accommodation |
| | Network | 02 6055 9000 Wodonga | |

| SOCIAL ENVIRONMENT | | | | | |
|--------------------|-------------------------------|-----------------------------------|--|--|--|
| FUNCTION | AGENCY | CONTACT DETAILS | ROLE | | |
| | | www.beyondhousing.org.au | | | |
| | Caravan Parks | Appendix H1 | Temporary accommodation | | |
| | Hotels/Motels | Appendix H2 | Temporary accommodation | | |
| Material Aid | Salvation Army | 1300 363 622 www.salvos.org.au | Second hand clothing, some household items and furniture | | |
| | Society of Vincent de Paul | 0400 058 304 | Food vouchers, fuel vouchers, second hand clothing | | |
| Community | ASC | 03 5755 0555 | Coordination of community | | |
| Development | | www.alpineshire.vic.gov.au | recovery activities and events following an emergency | | |

6.6.1 Accommodation

If required, the Department of Health and Human Services can support the Alpine Shire Council as requested to provide temporary accommodation for individuals, families and householders whose primary residence has been damaged, or destroyed.

The Council will provide building advice to individuals who have homes, buildings or structures destroyed or damaged that require replacement ore reconstruction. Impacted persons will be encouraged to surround themselves with friends and family whilst in interim accommodation to have a better chance of recovering from the impact.

Salvation Army

The Salvation Army offers a range of assistance to families and individuals. Salvation Army Beechworth has some capacity to provide this function.

Beyond Housing Network

The RHN is a community housing agency that provides housing for individuals and families who require short and mid-term accommodation rather than emergency housing.

6.6.2 Provision of Psychological support

The objective is to support the emotional, spiritual, cultural, psychological and social needs of affected people and communities during an emergency. This support can range from personal support, community information and counselling, to specialised mental health services.

Personal support can include the provision of information, practical assistance, assessment of immediate needs and referral to other support agencies and services. It can be provided in relief and recovery centres, and through community outreach.

Alpine Shire Council is responsible for the coordination of psycho-social support with assistance from Victorian Council of Churches Emergency Ministry and Red Cross. Relief centre staff needs to identify the need for provision of support for members of the community using relief centres and ensure requests are made for the provision of this service.

6.6.3 Provision of Financial aid

Recovery programs are generally in the form of advice and services for affected individuals and communities, rather than direct financial support. Individuals and households are expected to actively protect their own property and assets (e.g. through adequate insurance), to minimise the financial impact of emergencies and support their recovery. DHHS is responsible for administering income-tested personal hardship assistance reestablishment payments to help eligible households re-establish as quickly as possible.

Rural Financial Counselling Services North East may be available to assist with recovery.

The Alpine Shire Council is responsible for locally managing and delivering recovery services for affected individuals and communities. The Council will consider appropriate support strategies, including how individuals will access information, the coordination of services, and case support for a given emergency. The Department of Health and Human Services can assist if requested.

Insurance Advice for Individuals

The Alpine Shire Council will consider appropriate support strategies, including how individuals access information, the coordination of services, and case support for a given emergency with the support of the Insurance Council of Australia.

6.6.4 Public Health

If the normal medical services within the municipality are unable to cope in an emergency, the Health Commander is responsible for the activation of the State Health Emergency Response Plan (SHERP), which has been prepared by the Department of Health and Human Services (DHHS) and provides procedures to enable total medical response to an emergency. Council's Environmental Health Officer (EHO) will monitor all aspects of public health and effect control or remedial measures as necessary. This may involve frequent assessment inspections of the site of the emergency and may require assistance from DHHS and/or neighbouring municipalities.

During the emergency, Council's Health Services will arrange to provide technical advice to the community and will liaise with DHHS.

The SHERP can be found at:

https://www.emv.vic.gov.au/responsibilities/state-emergency-plans/state-health-emergency-response-plan

6.6.5 Material aid

In an emergency the Salvation Army can provide eligible people with second hand clothing, blankets, household goods, food and toiletries when available. Further to this they may also provide vouchers for fuel and food or TSA Disaster Relief Card.

6.6.6 Community Development

Depending on the type and impact of a disaster the physical impact upon the community may be a key determinant in the community's recovery. The physical impact of events could significantly impact upon the capacity of an affected community. Consequently, there may be a need to initiate community development activities.

Community development may be required when:

- The emergency has a demonstrated impact upon community networks;
- Where an affected area is experiencing or is likely to experience socio-economic disadvantage as a result of the emergency; and,
- The nature of the emergency incurs a high-degree of stress within the community that will impact upon its health and wellbeing.

Over time, community recovery programs should transition into regular mainstream services and activities that shift the focus from recovery, to community development. The Alpine Shire Council, Community Recovery Committee, agencies and stakeholders will consult with communities on this transition of services, to ensure adequate support for the most vulnerable.

6.7 Economic Environment

The economic recovery environment addresses the economic impact of an emergency, which may include impacts on individuals and households, small and large businesses, industries, tourism and the broader economy. Economic impacts range from immediate and intense, such as loss of personal income or loss or damage to business premises, to long-term and chronic, such as loss of workforce due to displacement, loss of workplace and/or resource (e.g. a forest) or reluctance of tourists to travel to hazard-prone areas. Early consideration of the economic consequences of an event is critical for community recovery. The viability of communities affected by emergencies can be dependent on the ability of local businesses to recover. Often local community leaders are also local business leaders. The viability of local businesses can impact on decisions within the broader community about whether or not residents will return.

Hancocks Victoria Plantation (HVP) has a number of assets located across Alpine Shire. These assets are long-term plantation timber, which can be vulnerable to natural disasters. HVP has a regime of plans to minimise the risk to their assets across the Alpine Shire.

Table 6.7

| Table 6.7 ECONOMIC ENVIRONMENT | | | | | | |
|---------------------------------|--------------------------------|---|----------------------------------|--|--|--|
| | | | | | | |
| FUNCTION | AGENCY | CONTACT DETAILS | ROLE | | | |
| Insurance Advice | Insurance Council of Australia | 1300 728 228 www.insurancecouncil.com.au | Insurance assessments and advice | | | |
| Business | RDV | 132 215 | | | | |
| advice/support | | www.rdv.vic.gov.au | | | | |
| Marketing | RDV | 132 215 | Provision of economic | | | |
| Support | | www.rdv.vic.gov.au | advice | | | |
| (Tourism) and | DEDJTR | 03 9208 3333 | | | | |
| Economic | | www.economicdevelopment.vic.gov.au | | | | |
| Development | Tourism North East | 03 5728 2773 | Provision of PR, marketing | | | |
| | ASC - | 03 5755 0555 | Advice | | | |
| | Tourism | www.alpineshire.vic.gov.au | Promotes local issues and | | | |
| | Department | | advice | | | |
| | | | Asses situation and reports | | | |
| | Economic | | to state government | | | |
| | Development | | departments, coordinate | | | |
| | Department | | and initiate activities to | | | |
| | | | assist recovery of local | | | |
| | | | business following an | | | |
| | | | emergency | | | |
| | Tourism North East | 03 5758 2773 | | | | |
| | | info@tourismnortheast.com.au | | | | |
| Industry Support | Victorian Farmers | 03 5756 2244 Upper Ovens Valley | Support for local farmers | | | |
| Including | Federation (VFF) | 03 5727 1327 Lower Ovens Valley | and coordination of | | | |
| agriculture | | 02 6028 9387 Kiewa Valley | emergency fodder | | | |
| | | www.vff.org.au | | | | |
| | Industry/lobby | | | | | |
| | groups | | | | | |
| | DEDJTR | 03 9208 3333 | Compliance, animal welfare, | | | |
| | | www.economicdevelopment.vic.gov.au | agricultural information, | | | |
| | | | advice and workshops. | | | |
| | Parks VIC | 131 963 | Compliance | | | |
| | | www.parks.vic.gov.au | | | | |
| | DELWP | 136 186 | Compliance | | | |
| | | www.delwp.vic.gov.au | | | | |
| | ASC - coordinating | admin@blazeaid.com.au | Coordination to support | | | |
| | Blaze Aid and other | | reconstruction of boundary | | | |
| | volunteer groups | | fencing damaged as a result | | | |
| | | | of emergency. | | | |
| Financial | Rural Finance and | 03 5448 2600 | If ACTIVATED, administers | | | |
| Assistance | Counselling Services | 1300 834 775 | grants and loans for small | | | |
| | North East | www.rscsvicne.org.au | business | | | |
| | | 122.215 | Information and assistance | | | |
| | RDV | 132 215 | Small business loans and | | | |
| | | www.rdv.vic.gov.au | non-for-profit loans | | | |

6.7.1 Local Economies

Emergencies can have broader economic impacts within the Alpine Shire on:

- Reputational damage to an industry or geographical region
- Reduction in tourism and visitation levels
- Reduction in investor and consumer confidence
- Trade

The Alpine Shire Council is responsible for the local management and delivery of economic activities. This will include actions and projects to assist economic recovery and the resumption of local trade.

6.7.2 Financial Assistance for business

Natural disaster financial assistance is sometimes made available to help alleviate the financial burden experienced by individuals and businesses following a natural disaster. This is administered in accordance with the natural disaster relief and recovery arrangements or alternative delivery arrangements.

The Rural Finance and Counselling Services North East can provide support through assistance, loans and financial counselling services.

Insurance Advice

Alpine Shire Council will seek support from the Insurance Council of Australia to provide insurance advice and information to affected businesses and individuals.

6.7.3 Business advice / Support

The economic consequences of emergency events for businesses can include:

- Unavailability of workers;
- Damage to physical premises and/or stock;
- Reduction in trade for individual's businesses;
- Impact on cash flow and viability.

Individuals businesses are responsible for maintaining insurance and business continuity plans to minimise the economic impact of emergencies.

Targeted recovery activities will focus on the provision of information and advice to businesses to support decision making and encourage a return to business. They may also involve the use of local businesses in recovery activities, development and promotion of local employment opportunities, local tourism and support of locally affected businesses.

Alpine Shire Council is responsible for the local management and delivery of economic recovery activities for businesses in the Shire. At the state and regional level DEDJTR can

assist with this role. In the case of major disasters, a specialist authority may be established to coordinate rebuilding and recovery initiatives.

Business Recovery Centre

Establishing a business recovery centre will be considered when planning for business response to an emergency. If the size and nature of the event requires a dedicated business recovery centre DEDJTR would support the ASC to establish a centre in partnership with qualified agencies.

Business Recovery Group

If the circumstances warrant, Alpine Shire Council will assist in the creation of a business recovery group to coordinate local business recovery actions. The recovery initiatives should be undertaken and coordinated through an established local organisation and/or regionally developed 'economic' recovery group. Key stakeholders may include (but not be limited to):

- Local businesses and tourism association;
- Regional Development Victoria;
- Office of the Victorian Small Business Commissioner;
- Small Business Mentoring Service;
- Agribusinesses association (regional);
- Rural Finance Corporation; and,
- Alpine Shire Council.

This group should be established to assist with:

- Consultation and stakeholder engagement, develop knowledge and information systems that identify the medium to long-term recovery needs of businesses affected by the event;
- Developing and coordinating local, region and metropolitan programs and events that will assist the recovery of businesses affected by the event;
- Informing and influencing Government and associated agencies in relation to programs and funding needs to aid business recovery;
- Publicising and the event: and,
- Monitoring and reporting to stakeholders and Government on the outcomes of business recovery programs.

Business Victoria's website provides guidance on business preparedness, risk mitigation and business continuity: http://www.business.vic.gov.au

CPA Australia also has a toolkit for business recovery post disaster:

 $\underline{\text{Http://www.cpaaustralia.com.au/professional-resources/business-management/business-recovery/disaster-recovery-toolkit}$

Marketing Support

The immediate challenge for an impacted community is to restore markets and access to markets for goods, services and labour affected by the emergency. Coherent and comprehensive strategies for post-emergency employment promotion are essential as post emergency employment supports short-term stability, reintegration, economic growth and the recreation of a sustainable economy.

6.7.4 Agricultural Support

After bushfire and floods, the Department of Economic Development, Jobs, Transport and Resources (DEDJTR) has a primary support role in the recovery of rural enterprises.

DEDJTR can support:

- Assessing losses of agricultural assets and livestock, and the needs of affected persons and communities;
- Assessing injured stock and provide advice on options such as humane destruction, emergency slaughter or treatment;
- Assisting with humane destruction of injured livestock where feasible;
- Advising individuals, communities and government agencies on re-establishing rural enterprises or alternative strategies for economic recovery;
- Advising Council on disposal of dead or injured stock;
- Advising Council and the Victorian Farmers Federation (VFF) on needs for donated fodder;
- Support with rehabilitation of productive land;
- Delivering recovery projects identified by government to support the short and medium term recovery of individuals, communities and industries.

Emergency Fodder

The Alpine Shire Council and the Victorian Farmers' Federation (VFF) may provide emergency fodder, for a maximum of four weeks following an emergency, where a significant amount of pasture and/or fodder has been lost. ASC and VFF will jointly consider the need on a case-by case basis.

Fencing

It is the responsibility of the owner of private land to fence their property and secure stock within their boundary. Landholders are expected to manage their risks to their assets from the potential impact of emergencies. All landholders are expected to have appropriate levels of insurance cover for fences. Assistance can often be provided to rural landholders by volunteer groups to assist in dismantling damaged fences and reconstructing fences. Council will co-ordinate any volunteer groups such as blaze-aid to provide assistance to affected properties.

6.8 Built Environment

Infrastructure underpins the ability of private and public community services to function and assists impacted communities in their daily lives. Restoring impacted infrastructure post emergency, quickly and efficiently, assists communities in returning to an effective level of functioning more swiftly. Similarly, to be able to deliver effective relief and recovery services to impacted individuals and communities the restoration of essential infrastructure and services that supports the delivery of relief and recovery needs to be prioritised.

Local infrastructure may also form an important part of community identity and connectedness. For example, some public buildings have an important symbolic role and the loss of such buildings can have a negative impact on community morale.

Table 6.8

| Table 6.8 | | BUILT ENVIRONMENT | |
|--------------------|--------------------|----------------------------|--|
| FUNCTION | AGENCY | CONTACT DETAILS | ROLE |
| Utilities: | AusNet Services | 13 24 61 | Maintain electricity supply |
| Power, gas, water, | | www.ausnetservices.com.au | where safe to do so |
| phone and | Telstra | 13 22 00 | Maintain telephone service |
| sewerage | | www.telstra.com.au | and repair faults |
| | Optus | 13 39 37 | Maintain telephone service |
| | | www.optus.com.au | and repair faults |
| | NBN | | |
| | North East Water | 1300 361 644 | Ensure reticulated water |
| | | www.newater.com.au | supply is safe. Provide |
| | | | potable water if reticulated |
| | | | supply is unsafe. |
| | | | Maintenance and repair of |
| | | | sewer service. |
| | Goulburn Murray | 1800 064 184 | Manages water storage, |
| | Water | www.g-mwater.com.au | delivery and drainage |
| | | | systems. This includes |
| | | | licencing and pumping issues, rural water access |
| | | | etc. |
| | Elgas | 03 5751 1111 Myrtleford | LPG gas supply. |
| Transport | ASC | 03 5755 0555 | Reinstatement and repair of |
| including: | ASC | www.alpineshire.vic.gov.au | locally owned services. |
| Bridges | VicRoads | 13 1171 | Reinstatement and repair of |
| Roads | Vicitodas | www.vicroads.vic.gov.au | damaged services. |
| Airport | Parks Victoria | 13 1963 | |
| Transport hubs | | www.parkweb.vic.gov.au | |
| Transport | ASC | 03 5755 0555 | Porepunkah and Mt. Beauty |
| companies | | www.alpineshire.vic.gov.au | airfields |
| Livestock carriers | Falls Creek Alpine | 03 5758 1200 | Helipad activation, |
| | Resort Management | www.fallscreek.com.au | arrangement of transport |
| | | | options |
| | Mt Hotham Resort | 1800 468 426 | Arrangement of transport |
| | Management | www.mthotham.com.au | options |
| | V-Line | 03 5721 3641 Wangaratta | Transport within and |
| | | www.vline.com.au | outside of Alpine Shire. |
| | | | Connects residents to rail |
| | | | between Melbourne and |
| | | | Sydney |
| Assessment of | ASC | 03 5755 0555 | Building inspections, |
| damage | Building | www.alpineshire.vic.gov.au | damage estimates |
| | Department | | |

| BUILT ENVIRONMENT | | | | | | |
|-------------------|--|--|---|--|--|--|
| FUNCTION | AGENCY | CONTACT DETAILS | ROLE | | | |
| Clean up | ASC MERO / MRM / EHO | 03 5755 0555 www.alpineshire.vic.gov.au | Plan for and coordinate clean-up efforts after emergency | | | |
| | SES Local contractors and volunteers | 13 2500 | Clean-up support | | | |
| Reconstruction | Alpine Shire Council MERO / MRM / EHO Planning Department | 03 5755 0555 www.alpineshire.vic.gov.au | Plan for and coordination of reconstruction after an emergency of municipal owned assets. | | | |

6.8.1 Critical Infrastructure

Critical infrastructure is directly linked to a community's ability to recover from an emergency. The time delay involved in the recommissioning of these services can play a major role an in individual, group, or communities ability to recover.

Infrastructure owners and managers are directly tasked with the planning for replacement /re instatement of their assets after an emergency event.

Damage and loss to energy systems has far-reaching implications for infrastructure in other sectors, upon which it is dependent, in whole or in part.

- Transportation systems loss of rail control systems, traffic signals and capacity to pump liquid fuel supplies.
- Potable and waste water services Loss of pumping and system control capacity, resulting in loss of service to customers.
- Communication systems Cellular services, computer systems, internet and cable television.
- Business systems Termination of services and economic loss.
- Domestic customers Loss of basic needs and personnel wellbeing.
- Agriculture Animal welfare and termination of essential processes e.g. dairy.

Restoration of services is often a complex task involving a diversity of stakeholders and priorities should be determined as quickly as possible.

6.8.2 Utilities

Energy Services

The Department of Environment, Land, Water & Planning (DELWP) is responsible for liaising with industry and advise government on the use of emergency powers and the progress of restoration of services such electricity, gas and liquid fuel supply.

Telecommunications

The loss of telephone services, both cabled and cellular, and the disruption to internet services will adversely impact other infrastructure operators, in addition to general commerce and the function of communities.

The loss of television and radio services can be anticipated to have a negative bearing on the psyche of impacted communities.

The Department of Economic Development, Jobs, Transport and Resources (DEDJTR) are responsible for liaising with industry and the coordination of information regarding the restoration of these services.

Water and Waste Water

When a community is impacted by an emergency, it often requires the provision of emergency water and wastewater management to support health and wellbeing.

North East Water is responsible for providing consequence management of any impacted water and waste water services on behalf of DELWP. Control arrangements are detailed in the *Water and Wastewater Service Disruption Response Plan* included in EM-COP.

Complex and large incidents have the potential to be managed as Level 3 – Class 2 Emergency by the Class 2 State Controller.

Any drinking water contamination incident management will be controlled by DHHS and supported by North East Water and Alpine Shire in accordance with the EMMV.

6.8.3 Roads and Rail

Transportation systems, including rail, and road, provide mobility for passengers as well as the movement of goods from one point to another. Highways are among the oldest of infrastructure lifeline systems. These systems can often be interrupted and destroyed from the impact of a various number of hazards. Bridges represent a particularly vulnerable link in transport systems.

Disruption to transport systems affects communities and impedes recovery efforts, such as the restoration of other critical infrastructure and services. In any major recovery effort, the situation demands simultaneous actions at an accelerated pace.

The restoration of roads within Alpine Shire Council will focus on:

- The restoration of arterial routes and local road infrastructure, providing access and egress to the affected areas;
- The re-establishment of public transport services where possible;
- Prioritisation and re-instatement of critical supply chains such as road access to allow deliveries of food, fuel and other essential community needs;
- Those roads jointly assessed by ASC and VicRoads as identified as high priority for reopening.

6.8.4 Public Buildings and Assets

The State Government, the Alpine Shire Council, community and private sector all have responsibilities when community facilities are damaged or destroyed. Damaged facilities can include:

- Community/neighbourhood centres and places for congregation;
- Schools, learning institutions kindergartens and child care facilities;
- Places of spiritual worship (including churches, mosques, graveyards and memorials);
- Sporting and recreational facilities and clubs;
- Cultural centres; and,
- Entertainment venues, restaurants and cafes.

Each of these facilities has the potential to assist the community in its recovery process, but if damaged, they would unable to perform their community functions. The damage may be structural damage to buildings or damage to furnishings and contents, or both.

The property manager is responsible for ensuring adequate building insurance is in place to enable the restoration of community facilities. Critical public buildings, infrastructure and facilities are pre-identified as priorities in the recovery planning process and adequate arrangements developed for their restoration or replacement if required. The Alpine Shire Council is responsible for Council-owned and managed assets and infrastructure, working with local businesses where appropriate.

Clean up and demolition of damaged structures

The Alpine Shire Council will coordinate the clean-up and demolition of its own damaged assets. It is the responsibility of the householder, private owner or insurance company to clean up and dispose of privately owned damaged structures.

The Council offers:

- A Building Surveyor to offer advice, on demolition, clean up and assessment of buildings if required.
- Support in applying to the Environment Protection Authority to seek emergency disposal of Prescribed Waste.
- Council may give consideration to the partial or complete waiving of disposal fees, and extension of opening hours, at the Transfer Stations to assist affected community.

Impacted persons that believe that they may have asbestos on site or require an assessment of personal buildings impacted by an emergency are encouraged to contact Council's building department.

6.9 Natural Environment

There are a number of unique landscapes that contribute to the make-up and appeal of Alpine Shire. This comprises of an array of vegetation types, riverine environments, alpine areas and topographical features, heritage areas, all forming the visual rooms that make

Alpine Shire. This provides community and visitors opportunities for recreation and a sense of connectedness to the environment and land.

Table 6.9

| NATURAL ENVIRONMENT | | | | | | | | | |
|----------------------------------|--|--|--|--|--|--|--|--|--|
| FUNCTION | AGENCY | CONTACT DETAILS | ROLE | | | | | | |
| Water Supply: Human and stock | DELWP | 136 186 www.delwp.vic.gov.au | | | | | | | |
| | ASC - | 03 5755 0555 www.alpineshire.vic.gov.au | Emergency water supply | | | | | | |
| | Goulburn Murray Water | 1800 064 184 www.g-mwater.com.au | Manages water storage, delivery and drainage systems. This includes licencing and pumping issues, rural water access etc. | | | | | | |
| | North East Water | 1300 361 633 Customer Service 1300 361 644 Emergencies & Faults www.newater.com.au | Ensure reticulated water supply is safe. Provide potable water if reticulated supply is unsafe. | | | | | | |
| | North East Catchment Management Authority (NECMA) | 02 6043 7600 www.necma.vic.gov.au | Waterway management issues and river health | | | | | | |
| Sewerage / Septic Tanks | North East water | 1300 361 633 Customer Service 1300 361 644 Emergencies & Faults www.newater.com.au | Maintenance and repair of sewer service. | | | | | | |
| | ASC – EHO | 03 5755 0555 www.alpineshire.vic.gov.au | Assess, advise on and minimise public health impact (septic tanks) | | | | | | |
| | Environmental Protection Agency (EPA) | 1300 372 842 www.epa.vic.gov.au | Monitoring and advice | | | | | | |
| Air quality | DHHS | 1300 650 172 www2.health.vic.gov.au | Dissemination of information | | | | | | |
| | EPA | 1300 372 842 www.epa.vic.gov.au | Monitoring and advice | | | | | | |

6.9.1 Impacts

Economic

Emergencies on public land or water environments can lead to impacts on the economies and region through the direct damage to the forestry, fishing, apiary and farming industries and indirectly to other industries such as nature-based tourism, cultural-based tourism and recreational tourism.

Alpine Shire is particularly impacted by interruption to tourism, as a high proportion of local business is sensitive to decline in tourism across the Shire.

Social

Natural environments have value to communities as they provide opportunities for recreation and a sense of connectedness to the environment and land. By undertaking recovery activities, the social values that have been impacted can start to be restored. Social impact recovery actions can include:

- Reopening/repairing walking and cycling tracks;
- Restoring/repairing recreational facilities; and,
- Surveying and protecting sites of cultural heritage significance.

6.9.2 Natural Environment and Public Land

The Department of Environment, Land, Water and Planning (DELWP) is responsible for coordinating natural environment recovery activities at the local, regional and state level, by working closely with partner agencies such as Parks Victoria, the EPA, catchment management authorities and communities. The Code of Practice for Bushfire Management on Public Land (2012) outlines how the DELWP approaches recovery after bushfire, and a similar approach is taken for other emergency events.

A large proportion of the Alpine Shire is under the control of public land managers. Council's main role in the natural recovery environment is as a support agency to government and community agencies and landholders. Council is able to link community members, groups and agencies to state departments and is also able to lobby for and connect groups and landholders with funding arrangements to carry out post impact restoration works in the natural recovery environment which may include:

- Reopening/repairing walking tracks
- Restoring / repairing recreational facilities
- Surveying and protecting sites of cultural heritage significance.

Protecting water quality and supply

Bushfires in particular can affect the quality and supply of drinking water by contaminating catchment areas. Most critical effects occur if there is heavy rain soon after fire as loss of vegetation and altered soil structure can make fire-affected soil more erodible. Runoff can carry sediments and pollutants that affect aquatic environments, drinking water quality and agricultural industries.

The extent to which water quality is affected is dependent on a number of factors including:

- The size and extent of the fire;
- The type of surrounding vegetation;
- Soil and erosions;
- The geographical features and size of the catchment; and,
- The time period between the last fire and a significant rain event.

Controlling and preventing erosion post bush-fire

DELWP is the responsible agency for the control and prevention of erosion post bushfire on public land in Victoria. Council may assist DELWP if and when required.

DEDJTR will coordinate programs and support for the agricultural community regarding control and prevention of erosion on private land post bushfire. This may include field days and demonstration days that educate landholders on erosion control techniques suitable for use on impacted properties.

Restoring Council managed public land

There is a need to prioritise areas that require restoration, concentrating on areas that have the greatest environmental significance coupled with the consideration of social and economic impacts.

This process will either result in projects to refurbish existing or construct new assets, all of which have an impact on the natural environment. Projects need to ensure appropriate environmental impact assessments are undertaken, and that strategies to manage impacts are adopted into design, planning, delivery and finalisation of each project.

6.10 Recovery Planning

The MRM in consultation with DHHS (and the CRC if established) will determine the need for an incident specific recovery plan.

The responsibility for the development of an incident specific recovery plan lies with the Community Recovery Committee (if established) or the MRM. The Alpine Shire Council will be guided by the EMV Disaster Recovery toolkit to develop a recovery Plan. See Appendix 14 - Development of Recovery Plan. Copies are stored in Crisisworks and found in Emergency Relief Centre Kit documentation.

6.10.1 Impact Assessments

Following the Initial Impact Assessment (0-48hours), see Part 5.10.2, a Secondary Impact Assessment (SIA) will be undertaken (48hours – 4 weeks). This is the responsibility of Alpine Shire Council with guidance from DHHS and other agencies.

Secondary Impact Assessment

The SIA is an appraisal of the extent of damage, disruption, and breakdown to the community and its infrastructure as a result of the emergency. The gathering and processing of information through this process enables appropriate planning and recovery arrangements to be established to support the community and to monitor the recovery process and provide further assistance as required.

A secondary impact assessment will be undertaken to:

- Survey the extent of damage and evaluate the financial and material aid needed,
- Gain an understanding of the economic impact of the emergency on the community,
- Provide a priority listing for restoration of community needs to assist agencies in the performance of their functions, and

 Monitor the acquisition and application of financial and material aid needed or made available in the restoration period.

The MRM may co-opt persons within the community with the appropriate expertise to assist with the above tasks. Information and templates that can be used as a guide are provided in EMV Disaster Recovery Toolkit for Local Government.

Following the SIA, a Post Emergency Needs Assessment (PENA) will be undertaken. The PENA estimates the longer-term psychosocial impacts on a community, displacement of people, cost of destroyed assets, the changes in the 'flows' of an affected economy caused by the destruction of assets and interruption of business. Such assessments inform the medium to longer-term recovery process and build the knowledge base of the total cost of emergencies that informs risk assessment and management.

Alpine Shire Council will be guided by the EMV Disaster Recovery Toolkit for Local Government as a guide for checklists, templates and procedures on SIA, PENA. Information will be provided to the established Community Recovery Committee and support agencies to support recovery.

Temporary rectification of assets will be undertaken by Council where resources and capacity are adequate. Rectification of assets and the provision of services that are beyond Council capacity will be undertaken by the relevant government agency previously identified in the Recovery Environments (refer to Part 6.5).

Before entering the impacted area the MRM will brief the post impact assessment team on the potential hazards and associated safety considerations. Team members will be supplied with appropriate PPE as required. Authorisation for the post impact assessment team to enter the site will be arranged through the MEMT once it is declared safe by the Control Agency.

The Initial Impact Assessment, Secondary Impact Assessment and Post Emergency Needs Assessment data will be collected and retained by Alpine Shire Council for communication of needs to relevant agencies, and for future resilience planning.

The EMT may co-opt persons within the community with the appropriate expertise to assist with the above tasks. Should the emergency extend beyond the municipal boundaries of Alpine Shire Council, the post impact assessment may be merged with that of the other affected municipalities.

Further information, including Impact Assessment Tools are located within The Emergency Management Victoria (EMV) Disaster Recovery Toolkit for Local Government, with specific reference to Book 8, please see below link:

https://www.emv.vic.gov.au/how-we-help/disaster-recovery-toolkit-for-local-government

6.10.2 Communication with the Impacted Community

Effective community engagement is essential to the success of the relief and recovery plan. During an emergency, the Control Agency (Incident Controller) is responsible for coordinating community information and engagement, which will include information to the community regarding the activation of emergency relief centres and general support services available to the community. Such information is integrated within emergency warnings.

The Control Agency, Alpine Shire Council and the Regional Recovery Coordinator will work together to develop strategies to ensure that affected communities are well informed about the support and services available from all levels of government and partner agencies.

Affected communities need consistent, repeated and coordinated information that spans immediate needs in line with the functions delivered by relief and recovery agencies.

As per *Part 7 of the EMMV*, the Department of Health and Human Services (DHHS) is responsible for coordinating and distributing regional and state relief and recovery information for the public. See *Hume Regional Relief and Recovery plan section 3.2* for details on DHHS responsibilities. Alpine Shire Council leads the provision of local public information to affected individuals and communities.

The Alpine Shire Council has developed an Emergency Communications Plan to effectively communicate before, during and after an emergency. Refer **Appendix 17**.

Local Responsibilities

Council is committed to open and honest communication throughout the emergency and relief and recovery phases.

The Department of Health and Human Services can assist Alpine Shire Council with initial (short-term) public information and communication – if requested or required a Regional Recovery Communications Officer (RRCO) may be appointed to take the role of Public Information Officer as part of the Incident Management Team. The RRCO will be responsible for coordinating whole of Victorian Government recovery communication and engagement in the region, including identifying public and stakeholder communication needs, developing targeted communications to meet these needs and liaising directly with municipalities and stakeholders working in recovery. It is the responsibility of other government departments and service-delivery agencies to inform the Regional Recovery Communications Officer or nominated officer to assist with whole of Victorian Government recovery communication.

Once an emergency has been declared the MLO (nominally the Chief Executive Officer) will be responsible for all external communication from Alpine Shire Council from the time of the emergency until the MERO and Control Agency have informed the MRM that it will transition from response to recovery.

The MLO will source information from the EMC, EMLO, MERO, MRM, CVC, DHHS, CRC and Control Agency prior to public or targeted communication.

Communication objectives

Relief and recovery communications will work towards achieving the following overarching objectives:

- Inform affected people in the region of the assistance available to them to assist in their relief and recovery.
- Inform affected people in the region of the progress of relief and recovery and processes established to address relief and recovery issues.
- Develop and implement targeted communications relevant to the Hume region incorporating regional and local demographics and using existing communication channels to assist with the strategic distribution of communication.
- Liaise with stakeholders and relief and recovery partners to promote a coordinated approach to communication and consistent messages to affected people.

Principles

Guidelines for public communication in emergencies have been developed; refer to the *Red Cross Australia - Communicating in Recovery Guide*. The guidelines identify key principles of public communication that should be considered in situations of community stress. See: https://www.redcross.org.au/getmedia/489d9553-fcdc-4ad6-929c-8413882a4fca/Communicating-in-recovery-resource.pdf.aspx

Phases of Communication

Effective communication is vital. A communication plan, specific to the incident and effected audience groups will be developed as required. There are three phases which will be considered when developing the plan

- Phase One Awareness building
- Phase Two Maintaining support and assistance
- Phase Three Transition and continuing support

Audience

Relief and recovery information should be closely aligned with available services and should be updated as they change and evolve. Communication should be targeted to meet the relief and recovery needs of the relevant audience. For further information see **Appendix 17** – Audience and key messaging section.

The Council Emergency Communications Plan may be further developed to meet the specific nature of the emergency situation.

CALD communications

Council is aware that during an emergency, affected persons may revert to their mother language. Locals and visitors to the region can be considered vulnerable, if they do not speak English. The Council has limited internal capacity to provide interpretative services for affected people who speak languages other than English, therefore will seek the support of an interpreting service, where required.

The Australian Government Department of Home Affairs has an interpreting service for over 150 languages. A 24hr phone interpreting service is provided at 131 450. Further information can be found at: www.tisnational.gov.au/en

Communication tools

Communication tools applied by Council at the time of an incident may include:

• SMS notifications to stakeholder and guest mobile phone databases;

- Email notifications via distribution lists;
- Social media tools through Facebook,
- Alpine Shire Council website updates, links to information
- Community meetings stages as required throughout the relief and recovery phases;
- Briefing information as a part of relief centre practice.

The following generic communication tools/outlets are used as required during and after emergencies to effectively communicate to affected people and communities to address longer-term requirements for recovery (including industry recovery from emergency impact):

- Online: Emergency Relief and Recovery Victoria website (http://recovery.vic.gov.au) and social media (for example, Facebook).
- Phone: Victorian Emergency Recovery Information Line (1300 799 232) and Nurse-on-Call (1300 60 60 24)
- Print materials: information brochures, fact sheets, services and resource guides, flyers, posters, multi-lingual information and fact sheets the Department of Health and Human Services holds a supply of fact sheets related to social recovery.
- Advertising: print, radio, TV, internet.
- Newsletters: specific to recovery operations, third party publications.
- Direct mail: contact with affected people.
- Media: regular releases, responses, develop relationships with ABC and localised media. Monitor and provide information as relevant to Victorian, National and International media.
- Events: visits to the region by VIPs, information sessions

6.10.3 Recovery evaluation and reporting

The Alpine Shire Council MRM and CRC are responsible for the collection and management of the loss and damage data for properties across the municipality. They will work with DHHS to report to meet any requirements.

All data collected, including data from the Secondary Impact Assessment will be kept on an excel spreadsheet along with any notes or reports written on the progress of recovery. A copy of the spreadsheet, notes and any reports will be stored in Crisisworks.

6.10.4 Release of personal information

The Information Privacy Act 2000 acknowledges that in an emergency situation, the public interest in safety overrides the privacy requirements of the Act, even where the emergency response was not the primary reason for collecting the information:

- Personal information collected in order to respond to an emergency can be shared with other organisations involved in the emergency response or recovery where necessary.
- Personal information may be disclosed where it is reasonably believed that disclosure is necessary to lessen or prevent a serious and imminent threat to an individual's life, health, safety or welfare, or to public safety or health.
- Personal information may be disclosed if required or authorised under law.
- Personal information can be disclosed for a reasonably expected secondary purpose that is related to the primary purpose for collecting the information and where the

individual providing the information would reasonably expect that the information would be disclosed to certain organisations.

E.g. Council might provide information on affected persons to Australian Red Cross, DHHS, or Centrelink in the response and recovery phase of an emergency.

6.10.4 Financial arrangements

NDRRA – The Natural Disaster Relief and Recovery Arrangements (NDRRA) to help pay for natural disaster relief and recovery costs. Based on the type of emergency, municipal Councils, agencies and departments may be eligible for reimbursement through the NDRRA. Further details can be found in Part 5.5.

APPENDICES

A: ADMINISTRATION

Appendix A Amendment and Exercise History

- A1 Amendment History
- A2 Exercise History
- **Appendix B** Distribution List
- **Appendix C** Contact Directory
- C1 MEMP Committee
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B: SPECIAL PLANS AND ARRANGEMENTS

Appendix D – Neighbourhood Safer Places (places of last resort)

Appendix E – Municipal Sub-Plans and Related Plans

- **E1** Fire Management Plan
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- E3 Heatwave Plan
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Additional Plans

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Appendix F – MECC

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- F3 Activating and Operating MECC
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Appendix G –Emergency Relief Centres

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- G2 Preparing Emergency Relief Centre/s (ERC)
- **G3** Activating and Operating Emergency Relief Centre/s (ERC)
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Appendix H – Accommodation

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- **I4** Development of Recovery Plan
- 15 Post Emergency Needs Assessment
- **I6** Secondary Impact Assessment
- **I7 Emergency Communications Plan**
- 18 Single Incident Impact Assessment

Appendix J – Terms of Reference

- J1 Municipal Emergency Management Planning Committee Terms of Reference (ToR)
- J2- Community Recovery Committee Terms of Reference (ToR) Template

Appendix K - Additional Information

- **K1** Demographics
- **K2** Capacity Tables
- **K3** -Resource List

K4 – Local Response Arrangements

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K6 – ICC Locations

Appendix L – References

Appendix M – Abbreviations

C: MAPS

Appendix N

N1 – Shire Topography Map

N2 – Bright Township Plan

N2.1 – Bright Emergency Response and Relief Locations

N3 - Dederang Township Plan

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N4 – Dinner Plain Township Plan

N4.1 – Dinner Plain Emergency Response and relief Locations

N5 – Harrietville Township Plan

N5.1 – Harrietville Emergency Response and Relief Locations

N6 – Mt Beauty and Tawonga South Township Plan

N6.1 Mt Beauty Emergency Response and Relief Locations

N7 – Myrtleford Township Plan

N7.1 - Myrtleford Emergency Response and Relief Locations

N8 - Porepunkah Township Plan

N8.1 - Porepunkah Emergency Response and Relief Locations

N9 – Tawonga Township Plan

N10 – Wandiligong Township Plan

Please note:

Pages 97 to 232 relates to operational management of Municipal Emergency Management Plan. Due to privacy issues these pages will not be made available on Council's website.

LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY ALPINE SHIRE COUNCIL

2018 RESEARCH REPORT

COORDINATED BY THE DEPARTMENT OF ENVIRONMENT, LAND, WATER AND PLANNING ON BEHALF OF VICTORIAN COUNCILS

J W S R E S E A R C H

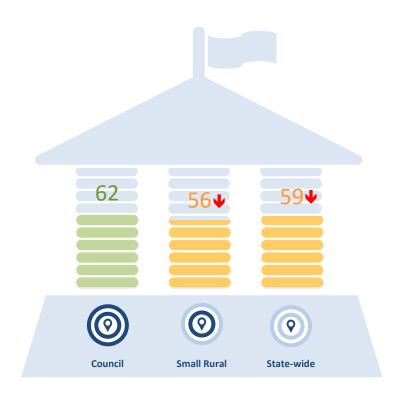
CONTENTS



- Background and objectives
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- Summary of findings
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ALPINE SHIRE COUNCIL — AT A GLANCE





OVERALL COUNCIL PERFORMANCE

Results shown are index scores out of 100.

BACKGROUND AND OBJECTIVES



Welcome to the report of results and recommendations for the 2018 State-wide Local Government Community Satisfaction Survey for Alpine Shire Council.

Each year Local Government Victoria (LGV) coordinates and auspices this State-wide Local Government Community Satisfaction Survey throughout Victorian local government areas. This coordinated approach allows for far more cost effective surveying than would be possible if councils commissioned surveys individually.

Participation in the State-wide Local Government Community Satisfaction Survey is optional. Participating councils have various choices as to the content of the questionnaire and the sample size to be surveyed, depending on their individual strategic, financial and other considerations. The main objectives of the survey are to assess the performance of Alpine Shire Council across a range of measures and to seek insight into ways to provide improved or more effective service delivery. The survey also provides councils with a means to fulfil some of their statutory reporting requirements as well as acting as a feedback mechanism to LGV.

SURVEY METHODOLOGY AND SAMPLING



This survey was conducted by Computer Assisted Telephone Interviewing (CATI) as a representative random probability survey of residents aged 18+ years in Alpine Shire Council.

Survey sample matched to the demographic profile of Alpine Shire Council as determined by the most recent ABS population estimates was purchased from an accredited supplier of publicly available phone records, including up to 40% mobile phone numbers to cater to the diversity of residents within Alpine Shire Council, particularly younger people.

A total of n=400 completed interviews were achieved in Alpine Shire Council. Survey fieldwork was conducted in the period of 1st February – 30th March, 2018.

The 2018 results are compared with previous years, as detailed below:

- 2017, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2016, n=403 completed interviews, conducted in the period of 1st February – 30th March.
- 2015, n=400 completed interviews, conducted in the period of 1st February – 30th March.
- 2013, n=400 completed interviews, conducted in the period of 1st February – 24th March.
- 2012, n=400 completed interviews, conducted in the period of 18th May – 30th June.

Minimum quotas of gender within age groups were applied during the fieldwork phase. Post-survey weighting was then conducted to ensure accurate representation of the age and gender profile of the Alpine Shire Council area.

Any variation of +/-1% between individual results and net scores in this report or the detailed survey tabulations is due to rounding. In reporting, '—' denotes not mentioned and '0%' denotes mentioned by less than 1% of respondents. 'Net' scores refer to two or more response categories being combined into one category for simplicity of reporting.

SURVEY METHODOLOGY AND SAMPLING



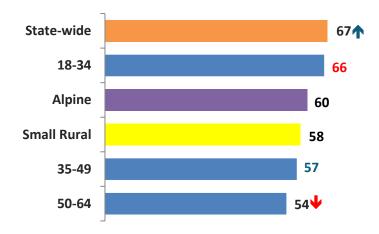
Within tables and index score charts throughout this report, statistically significant differences at the 95% confidence level are represented by upward directing blue and downward directing red arrows. Significance when noted indicates a significantly higher or lower result for the analysis group in comparison to the 'Total' result for the council for that survey question for that year. Therefore in the example below:

- The state-wide result is significantly <u>higher</u> than the overall result for the council.
- The result among 50-64 year olds is significantly lower than for the overall result for the council.

Further, results shown in blue and red indicate significantly higher or lower results than in 2017. Therefore in the example below:

- The result among 35-49 year olds in the council is significantly higher than the result achieved among this group in 2017.
- The result among 18-34 year olds in the council is significantly lower than the result achieved among this group in 2017.

Overall Performance – Index Scores (example extract only)



FURTHER INFORMATION



Further information about the report and explanations about the State-wide Local Government Community Satisfaction Survey can be found in Appendix B, including:

- Background and objectives
- Margins of error
- Analysis and reporting
- Glossary of terms

Contacts

For further queries about the conduct and reporting of the 2018 State-wide Local Government Community Satisfaction Survey, please contact JWS Research on (03) 8685 8555.

KEY FINDINGS & RECOMMENDATIONS



OVERALL PERFORMANCE



The **overall performance index score of 62** for Alpine Shire Council represents a **one point improvement** on the 2017 result, building on the increase in overall performance achieved from 2015 to 2017.

- Alpine Shire Council's overall performance is rated statistically *significantly higher* (at the 95% confidence interval) than the average rating for councils **State-wide** and in the **Small Rural** group (index scores of 59 and 56 respectively).
- Residents aged 18 to 34 years (index score of 69) are significantly more favourable in their view of Council's overall performance.
- Review of index scores by geographic location does not reveal any significant differences compared to Council's average rating. However, residents from **Upper Ovens** (index score of 65) are significantly more favourable in their view of Council's overall performance compared to 2017 (56). Conversely, residents from **Lower Ovens** are significantly less favourable (index score of 62, down from 67 in 2017).

Five times as many residents rate Alpine Shire Council's overall performance as 'very good' (9%) or good' (41%) than those who rate Council as 'very poor' (2%) or poor' (8%).



OVERALL COUNCIL PERFORMANCE

Results shown are index scores out of 100.

OVERVIEW OF CORE PERFORMANCE MEASURES



Review of the core performance measures (as shown on page 18) shows that Alpine Shire Council's **performance increased** on almost all measures. The exception is customer service, where Council's performance index score exhibited a (not significant) decrease compared to Council's own results in 2017.

- Alpine Shire Council's most improved service area is community consultation and engagement which is significantly higher compared with 2017 (index score of 62, up six points).
- Alpine Shire Council's performance on six of the seven core performance measures is significantly higher than the State-wide and Small Rural group council averages (customer service being the exception).

There are also notable differences across geographic cohorts within Alpine Shire Council.

- On the measure of **overall council direction** (performance index score of 59), **Lower Ovens** residents rate council *significantly higher* than average (index score of 65). Residents of **Upper Ovens** rate council lower than average (although not significantly so, index score of 56), with residents of Kiewa Valley rating **overall council direction lower again** (54).
- On almost all core performance measures, Kiewa Valley residents provide lower ratings for Council.

In the area of **customer service** (index score of 70), Alpine Shire Council is performing to the **State-wide** council average (index score of 70), and one index point higher than the **Small Rural** group average for Councils (69). This core performance measure is also Alpine Shire Council's best performing area.

CUSTOMER CONTACT AND SERVICE



Just under two-thirds of Alpine Shire Council residents (63%) have had recent contact with council, significantly higher than in 2017 (56%).

Residents from Upper Ovens had the most contact with council (70%), while residents aged 18 to 34 years had the least contact with council (53%). These differences are not significantly different to the council average.

Alpine Shire Council's **customer service** index score of 70 has decreased by one point compared to 2017 (not a *statistically significant* decline). As mentioned previously, this result is consistent with the **State-wide** average and one point higher than the **Small Rural** group average.

A third of residents (33%) rate council's **customer service** as 'very good', with a further third (34%) rating it as 'good'.

While the overall result remains relatively consistent, there are notable differences across demographic cohorts within Alpine Shire Council.

- Perceptions of customer service are highest among residents of Upper Ovens (index score of 75). This group also had the most contact with council.
- Perceptions of customer service have significantly increased among residents of Kiewa Valley (index score of 73) with a 10 point increase from 2017. This represents the highest result to date among this cohort.
- Conversely, perceptions of customer service have significantly decreased among residents of Lower Ovens (index score of 62, down from 77 in 2017). This is the lowest result to date among this cohort.
- Among younger residents (aged **18 to 34 years**), perceptions of **customer service** have also significantly decreased (56, down from 73 in 2017). This group also has the lowest perceptions of **customer service** of any group.

AREAS WHERE COUNCIL IS PERFORMING WELL



While **customer service** remains the area where Alpine Shire Council has performed **most strongly** overall (index score of 70), the most improved area in 2018 is **community consultation and engagement.**

With an index score of **62**, performance in this area is six points higher than 2017 which represents a *significant increase*.

- Almost half of residents (49%) rate Council's community consultation and engagement either 'very good' or 'good'. A further 29% rate this service area as 'average', 13% rate it as 'poor' or 'very poor' with the remaining 9% 'don't know'.
- Notably, the 2018 result of **62** for **community consultation and engagement** is *significantly higher* than both the **Small Rural** and **State-wide** council averages (index scores of 54 and 55 respectively).

Perceptions of **community consultation and engagement** amongst residents from **Upper Ovens**and those aged **18 to 34 years** have improved the
most with a *significant* 13 and 14 point increase
respectively over the past 12 months; with both these
results having 'bounced back' from a decline in 2017.
The 2018 results represent the highest index scores
among each of these cohorts.

Other areas where Alpine Shire Council is performing well comparatively are overall council direction, sealed local roads, advocacy and making community decisions; which are all significantly higher than the Small Rural group and State-wide council averages.

FOCUS AREAS FOR COMING 12 MONTHS



Perceptions of Council did not experience any significant declines in performance index scores in the past year. This is a positive result for Council. Further, Alpine Shire Council does not have any service areas that are performing significantly below the Small Rural group average.

In terms of priorities for the coming 12 months, Council should look to areas where current performance is low and is consistently rated lower than other areas. The area that stands out as being most in need of Council attention is **advocacy**. With a performance index score of 57, Council is rated lowest in this service area and perceptions are not changing significantly over time.

Residents aged **18 to 34 years** (index score of 64) and those from the **Upper Ovens** area (62) are significantly more favourable towards Council on the area of **advocacy**, and thus attention should be focused on other cohorts.

More generally, consideration should be given to residents aged **50 to 64 years**, and those in the **Kiewa Valley** who appear to be most driving negative opinion in 2018.

On the positive side, Council should look to **maintain** and **build** upon its performance in the area of **community consultation and engagement** which exhibited a *significant increase* in performance in 2018 and recorded the best result to date.

It is also important not to ignore, and to learn from, what is working amongst other groups, especially residents from **Upper Ovens** and those aged **18 to 34 years**, and use these lessons to build performance experience and perceptions in other areas.

FURTHER AREAS FOR EXPLORATION



An approach we recommend is to further mine the survey data to better understand the profile of these over and under-performing demographic groups. This can be achieved via additional consultation and data interrogation, self-mining the SPSS data provided, or via the dashboard portal available to the council.

A personal briefing by senior JWS Research representatives is also available to assist in providing both explanation and interpretation of the results. Please contact JWS Research on 03 8685 8555.

SNAPSHOT OF KEY FINDINGS



Higher results in 2018

(Significantly <u>higher</u> result than 2017)

 Community consultation and engagement

Lower results in 2018

(Significantly lower result than 2017)

None

Most favourably disposed towards Council

- Upper Ovens residents
- Aged 18 to 34 years

Least favourably disposed towards Council

- Kiewa Valley residents
- Aged 50 to 64 years

SUMMARY OF FINDINGS



2018 SUMMARY OF CORE MEASURES

INDEX SCORE RESULTS

















Overall Performance

Community Consultation

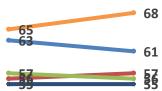
Advocacy

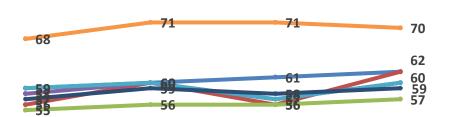
Making Community Decisions

Sealed Local Roads

Customer Service

Overall Council Direction







2018 SUMMARY OF CORE MEASURES

DETAILED ANALYSIS



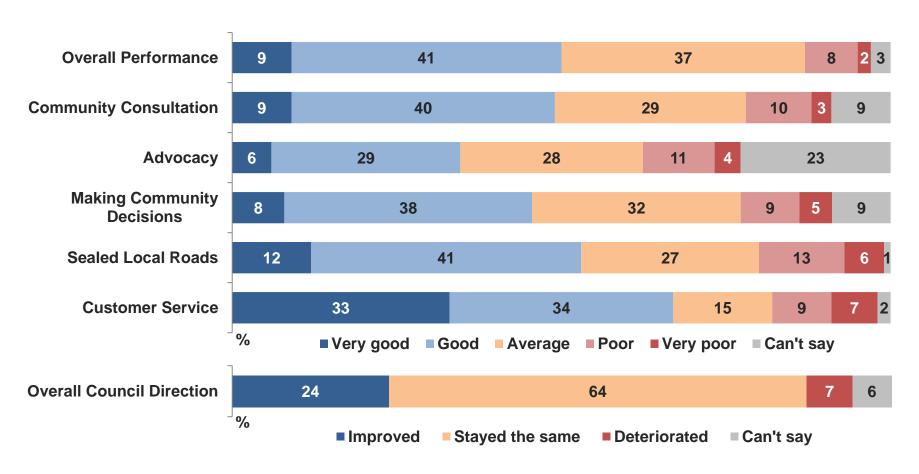
| Performance Measures | Alpine 2018 | Alpine 2017 | Small Rural 2018 | State- wide 2018 | Highest score | Lowest score |
|--|----------------|----------------|------------------------|------------------------|----------------------|----------------------|
| OVERALL PERFORMANCE | 62 | 61 | 56 | 59 | Aged 18- 34 years | Kiewa Valley |
| COMMUNITY CONSULTATION (Community consultation and engagement) | 62 | 56 | 54 | 55 | Aged 18- 34 years | Aged 50- 64 years |
| ADVOCACY (Lobbying on behalf of the community) | 57 | 56 | 53 | 54 | Aged 18- 34 years | Aged 50- 64 years |
| MAKING COMMUNITY DECISIONS (Decisions made in the interest of the community) | 60 | 57 | 52 | 54 | Aged 18- 34 years | Kiewa Valley |
| SEALED LOCAL ROADS (Condition of sealed local roads) | 60 | 57 | 49 | 53 | Upper Ovens | Kiewa Valley |
| CUSTOMER SERVICE | 70 | 71 | 69 | 70 | Upper Ovens | Aged 18- 34 years |
| OVERALL COUNCIL DIRECTION | 59 | 58 | 50 | 52 | Lower Ovens | Kiewa Valley |

2018 SUMMARY OF KEY COMMUNITY SATISFACTION

PERCENTAGE RESULTS



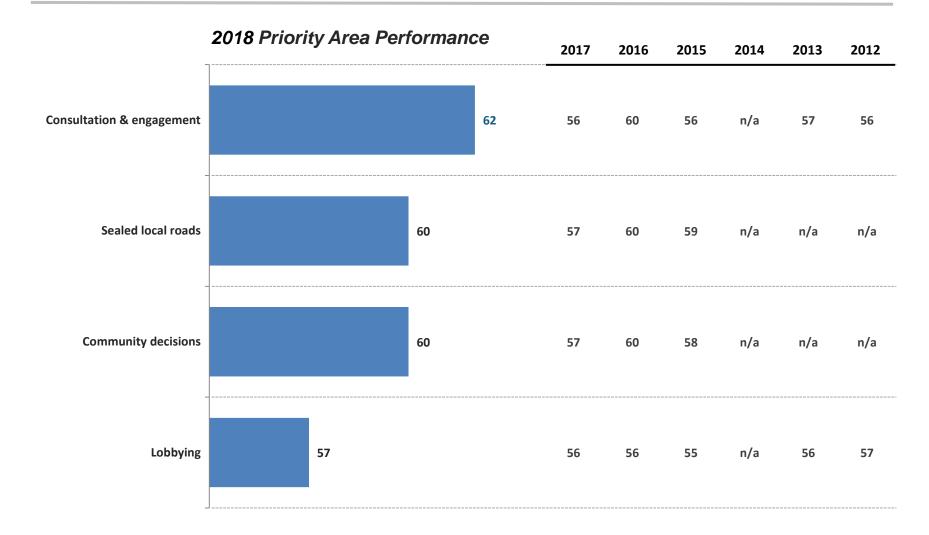
Key Measures Summary Results



2018 PERFORMANCE SUMMARY

INDEX SCORES OVER TIME



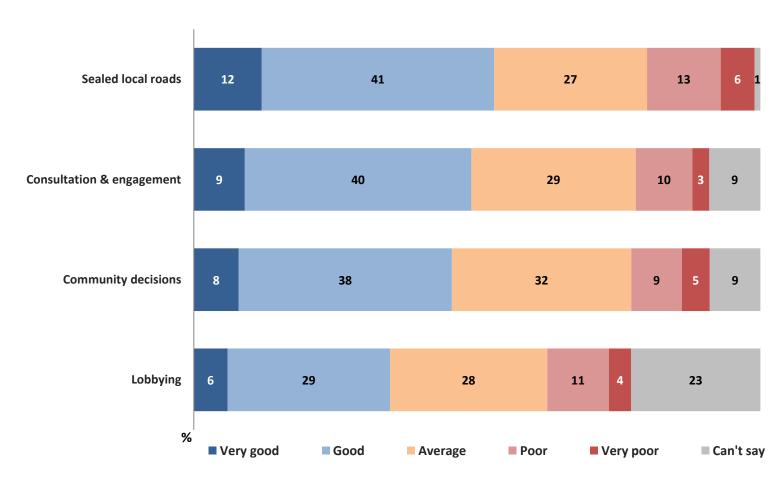


2018 PERFORMANCE SUMMARY

DETAILED PERCENTAGES



Individual Service Areas Performance



INDIVIDUAL SERVICE AREAS SUMMARY

COUNCIL'S PERFORMANCE VS STATE-WIDE AVERAGE



Significantly <u>Higher</u> than State-wide Average

- Consultation & engagement
- Lobbying
- Making community decisions
- Sealed local roads

Significantly <u>Lower</u> than State-wide Average

None Applicable

INDIVIDUAL SERVICE AREAS SUMMARY

COUNCIL'S PERFORMANCE VS GROUP AVERAGE





- Consultation & engagement
- Lobbying
- Making community decisions
- Sealed local roads

Significantly <u>Lower</u> than Group Average

None Applicable

DETAILED FINDINGS



KEY CORE MEASURE OVERALL PERFORMANCE



OVERALL PERFORMANCE

INDEX SCORES



2018 Overall Performance



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Alpine Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

Base: All respondents. Councils asked state-wide: 64 Councils asked group: 18

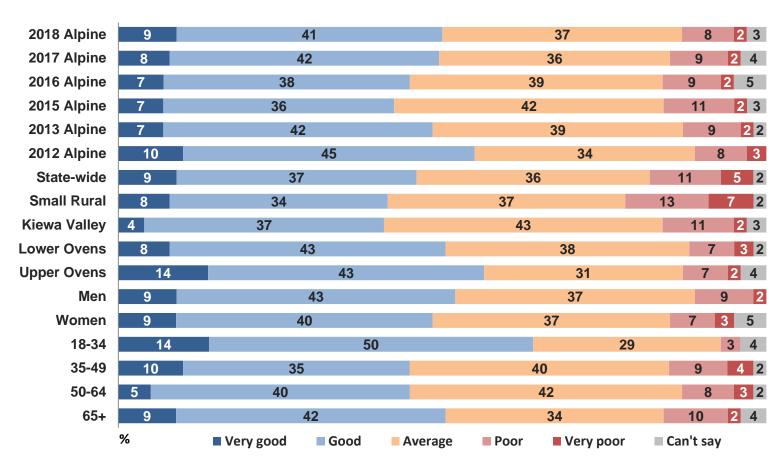
Note: Please see page 6 for explanation about significant differences.

OVERALL PERFORMANCE

DETAILED PERCENTAGES



2018 Overall Performance



Q3. ON BALANCE, for the last twelve months, how do you feel about the performance of Alpine Shire Council, not just on one or two issues, BUT OVERALL across all responsibility areas? Has it been very good, good, average, poor or very poor?

KEY CORE MEASURE CUSTOMER SERVICE



CONTACT LAST 12 MONTHS

SUMMARY

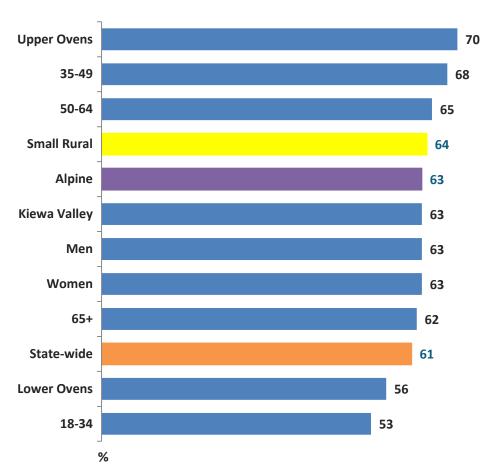


| Overall contact with Alpine Shire Council | • 63%, up 7 points on 2017 |
|--|---|
| Most contact with Alpine Shire Council | Upper Ovens residents |
| Least contact with Alpine Shire Council | Aged 18-34 years |
| Customer service rating | Index score of 70, down 1 point on 2017 |
| Most satisfied with customer service | Upper Ovens residents |
| Least satisfied with customer service | Aged 18-34 years |

2018 CONTACT WITH COUNCIL



2018 Contact with Council



Q5. Over the last 12 months, have you or any member of your household had any contact with Alpine Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

Base: All respondents. Councils asked state-wide: 43 Councils asked group: 13

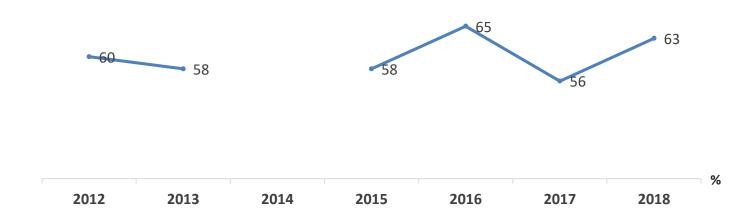
Note: Please see page 6 for explanation about significant differences.

2018 CONTACT WITH COUNCIL



2018 Contact with Council

Have had contact



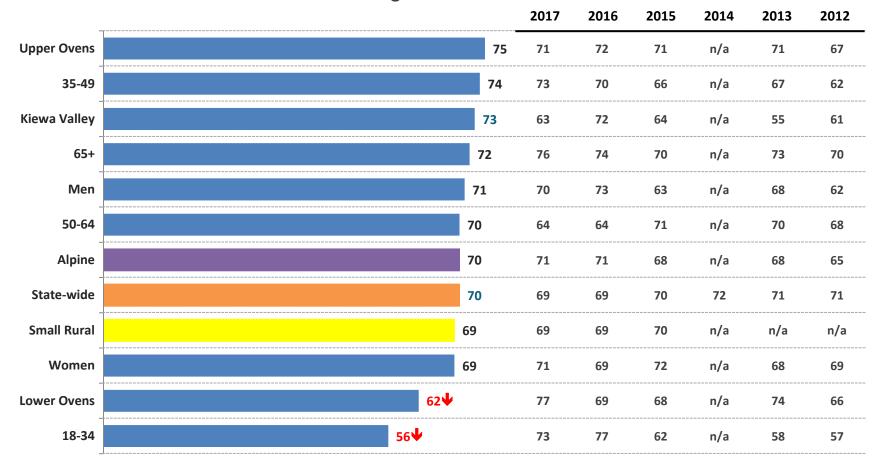
Q5. Over the last 12 months, have you or any member of your household had any contact with Alpine Shire Council? This may have been in person, in writing, by telephone conversation, by text message, by email or via their website or social media such as Facebook or Twitter?

2018 CONTACT CUSTOMER SERVICE

INDEX SCORES



2018 Customer Service Rating



Q5c. Thinking of the most recent contact, how would you rate Alpine Shire Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.

Councils asked state-wide: 64 Councils asked group: 18

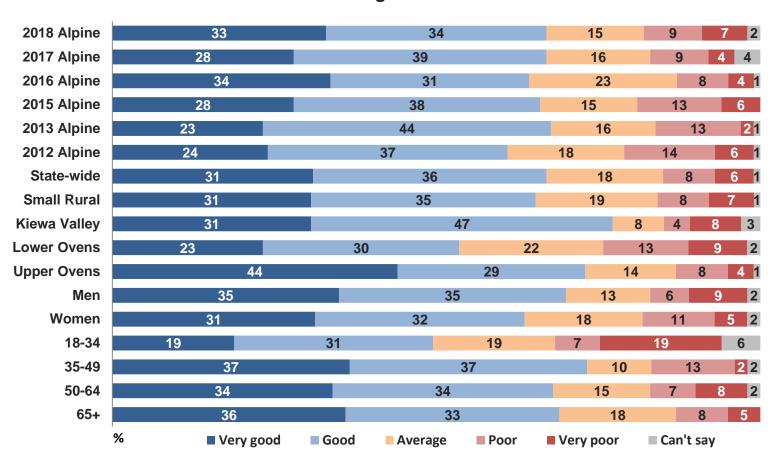
Note: Please see page 6 for explanation about significant differences.

2018 CONTACT CUSTOMER SERVICE

DETAILED PERCENTAGES



2018 Customer Service Rating



Q5c. Thinking of the most recent contact, how would you rate Alpine Shire Council for customer service? Please keep in mind we do not mean the actual outcome but rather the actual service that was received.

Base: All respondents who have had contact with Council in the last 12 months.

Councils asked state-wide: 64 Councils asked group: 18

KEY CORE MEASURE COUNCIL DIRECTION INDICATORS



COUNCIL DIRECTION

SUMMARY



Council direction

- 64% stayed about the same, up 9 points on 2017
- 24% improved, down 3 points on 2017
- 7% deteriorated, down 5 points on 2017

Most satisfied with council direction

- Lower Ovens residents
- Aged 18-34 years

Least satisfied with council direction

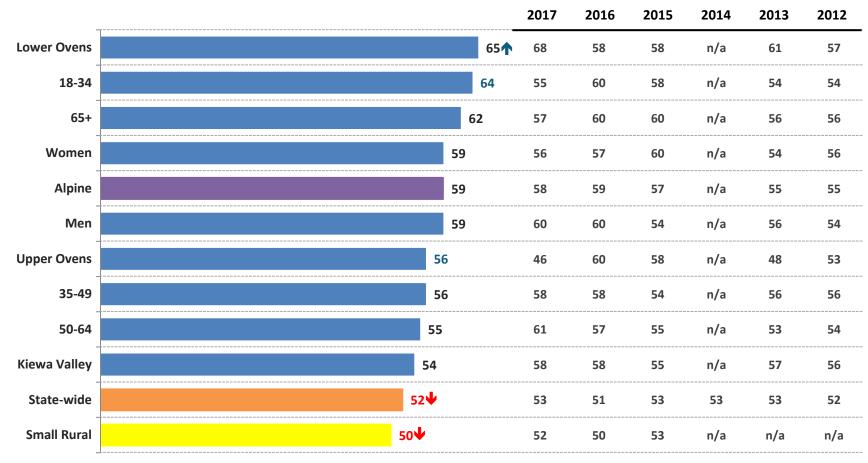
- Kiewa Valley residents
- Aged 50-64 years

2018 OVERALL COUNCIL DIRECTION LAST 12 MONTHS

INDEX SCORES



2018 Overall Direction

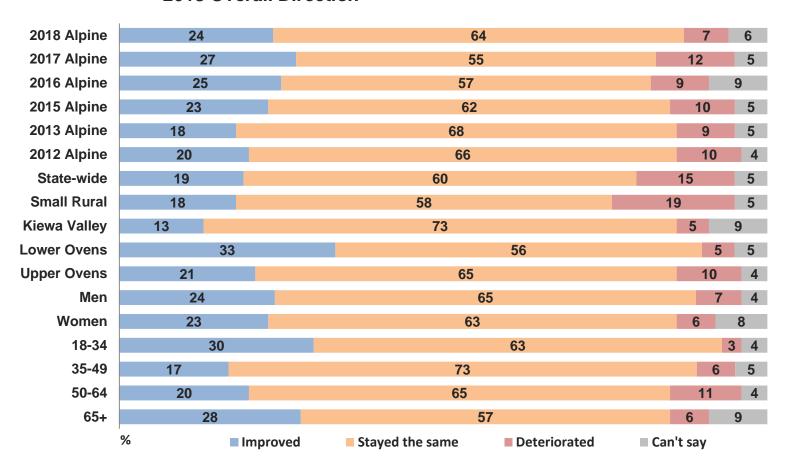


2018 OVERALL COUNCIL DIRECTION LAST 12 MONTHS

DETAILED PERCENTAGES



2018 Overall Direction



INDIVIDUAL SERVICE AREAS

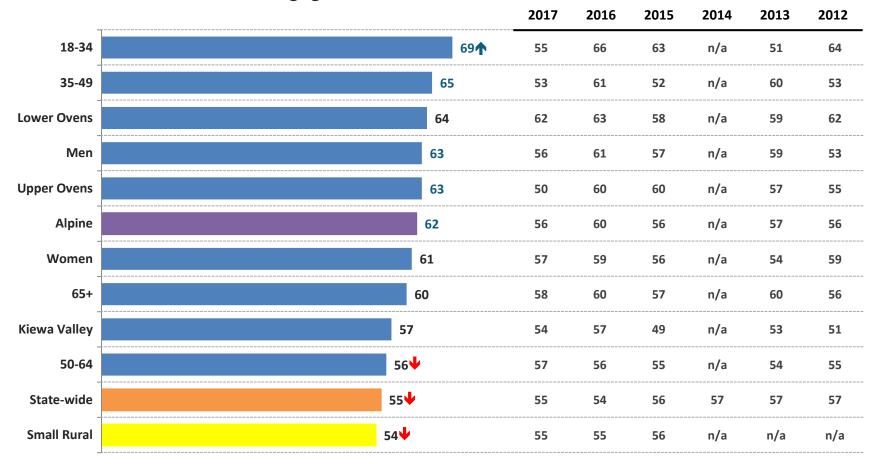


2018 COMMUNITY CONSULTATION AND ENGAGEMENT

PERFORMANCE INDEX SCORES



2018 Consultation and Engagement Performance

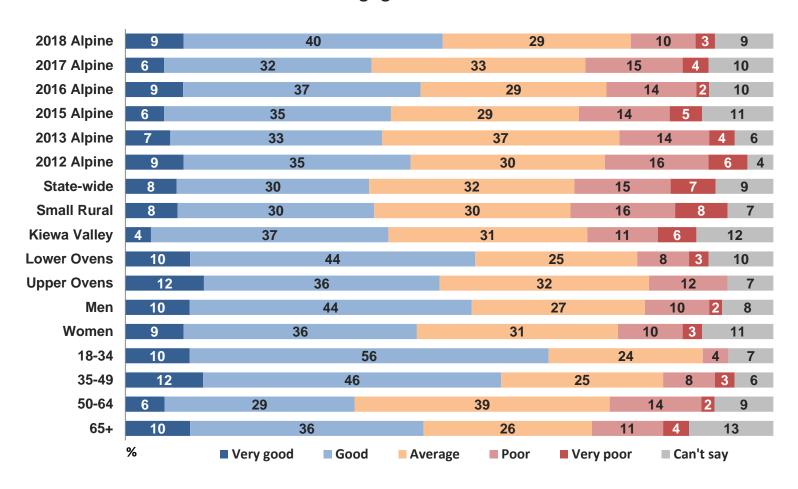


2018 COMMUNITY CONSULTATION AND ENGAGEMENT

PERFORMANCE DETAILED PERCENTAGES



2018 Consultation and Engagement Performance

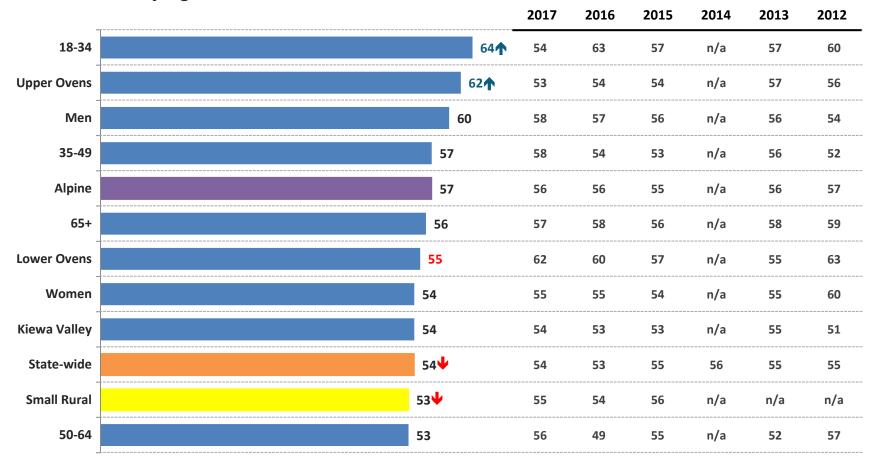


20 18 LUBBYING ON BEHALF OF THE COMMUNITY

PERFORMANCE INDEX SCORES



2018 Lobbying Performance

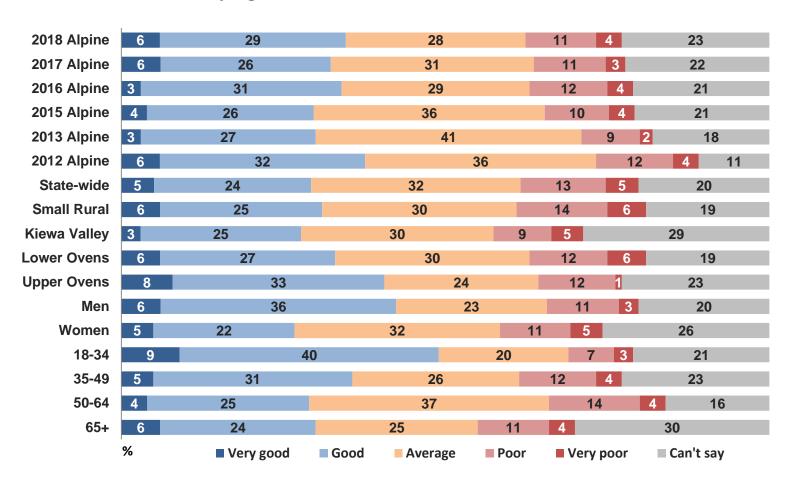


2018 LUBBYING ON BEHALF OF THE COMMUNITY

PERFORMANCE DETAILED PERCENTAGES



2018 Lobbying Performance

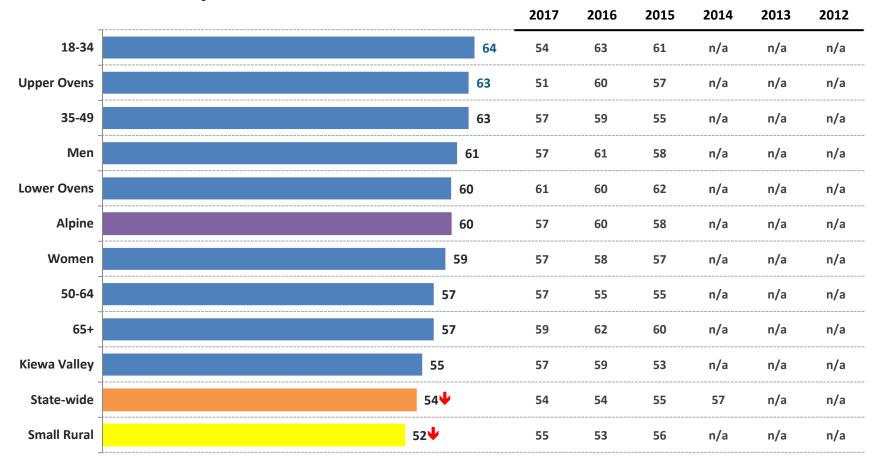


20 18 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

PERFORMANCE INDEX SCORES



2018 Community Decisions Made Performance

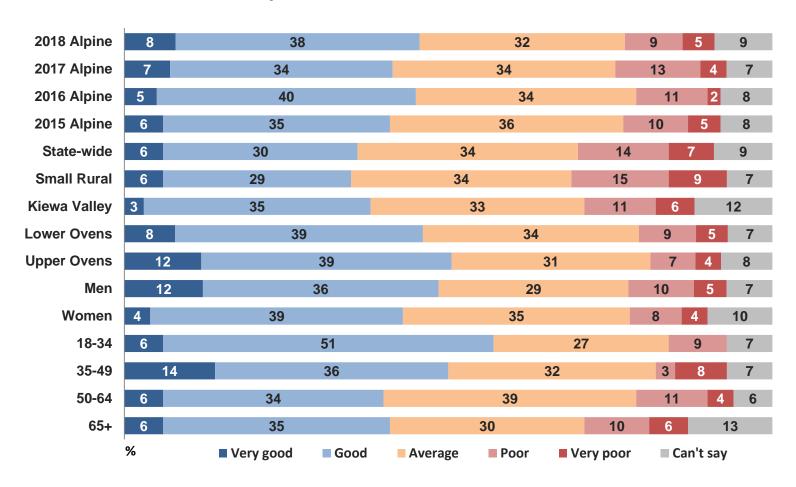


2018 DECISIONS MADE IN THE INTEREST OF THE COMMUNITY

PERFORMANCE DETAILED PERCENTAGES



2018 Community Decisions Made Performance



2018 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

PERFORMANCE INDEX SCORES



2018 Sealed Local Roads Performance

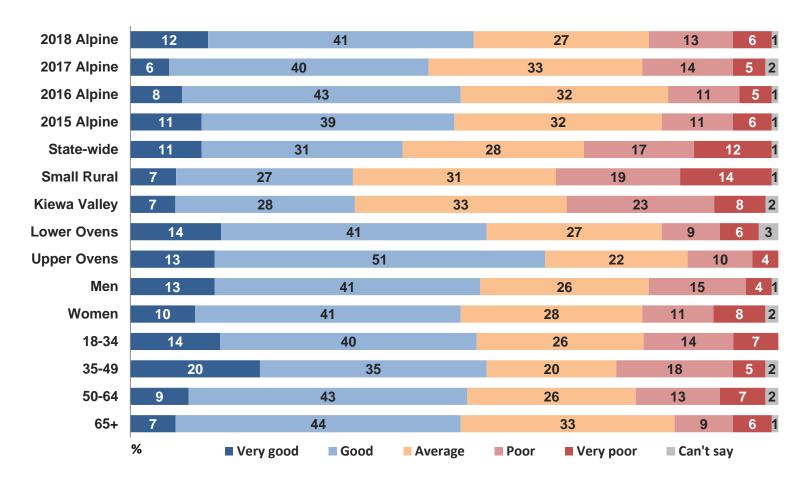


2018 THE CONDITION OF SEALED LOCAL ROADS IN YOUR AREA

PERFORMANCE DETAILED PERCENTAGES



2018 Sealed Local Roads Performance

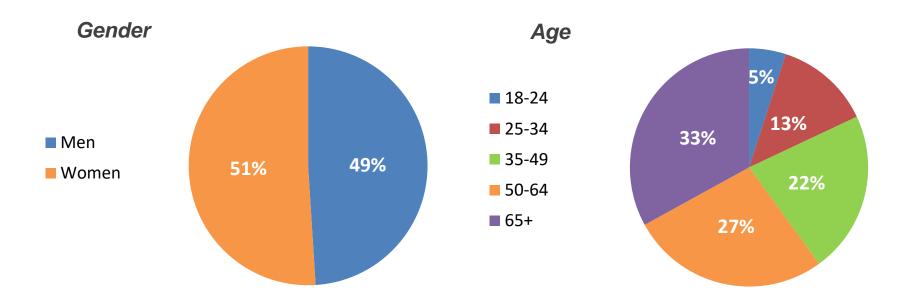


DETAILED DEMOGRAPHICS



2018 GENDER AND AGE PROFILE





Please note that for the reason of simplifying reporting, interlocking age and gender reporting has not been included in this report. Interlocking age and gender analysis is still available in the dashboard and data tables provided alongside this report.

APPENDIX A: DETAILED SURVEY TABULATIONS AVAILABLE IN SUPPLIED EXCEL FILE



APPENDIX B: FURTHER PROJECT INFORMATION



APPENDIX B: BACKGROUND AND OBJECTIVES



The survey was revised in 2012. As a result:

- The survey is now conducted as a representative random probability survey of residents aged 18 years or over in local councils, whereas previously it was conducted as a 'head of household' survey.
- As part of the change to a representative resident survey, results are now weighted post survey to the known population distribution of Alpine Shire Council according to the most recently available Australian Bureau of Statistics population estimates, whereas the results were previously not weighted.
- The service responsibility area performance measures have changed significantly and the rating scale used to assess performance has also changed.

As such, the results of the 2012 State-wide Local Government Community Satisfaction Survey should be considered as a benchmark. Please note that comparisons should not be made with the State-wide Local Government Community Satisfaction Survey results from 2011 and prior due to the methodological and sampling changes. Comparisons in the period 2012-2018 have been made throughout this report as appropriate.

APPENDIX B: MARGINS OF ERROR



The sample size for the 2018 State-wide Local Government Community Satisfaction Survey for Alpine Shire Council was 400. Unless otherwise noted, this is the total sample base for all reported charts and tables.

The maximum margin of error on a sample of approximately 400 interviews is +/-4.8% at the 95% confidence level for results around 50%. Margins of error will be larger for any sub-samples. As an example, a result of 50% can be read confidently as falling midway in the range 45.2% - 54.8%.

Maximum margins of error are listed in the table below, based on a population of 10,000 people aged 18 years or over for Alpine Shire Council, according to ABS estimates.

| Demographic | Actual survey sample size | Weighted base | Maximum margin of error at 95% confidence interval |
|---|------------------------------------|------------------|--|
| Alpine Shire Council | 400 | 400 | +/-4.8 |
| Men | 189 | 197 | +/-7.1 |
| Women | 211 | 203 | +/-6.7 |
| Kiewa Valley | 104 | 102 | +/-9.6 |
| Lower Ovens (Myrtleford - Eurobin) | 154 | 161 | +/-7.9 |
| Upper Ovens (Porepunkah - Dinner Plain) | 142 | 137 | +/-8.2 |
| 18-34 years | 30 | 69 | +/-18.2 |
| 35-49 years | 76 | 90 | +/-11.3 |
| 50-64 years | 132 | 109 | +/-8.5 |
| 65+ years | 162 | 133 | +/-7.7 |



All participating councils are listed in the State-wide report published on the DELWP website. In 2018, 64 of the 79 Councils throughout Victoria participated in this survey. For consistency of analysis and reporting across all projects, Local Government Victoria has aligned its presentation of data to use standard council groupings. Accordingly, the council reports for the community satisfaction survey provide analysis using these standard council groupings. Please note that councils participating across 2012-2018 vary slightly.

Council Groups

Alpine Shire Council is classified as a Small Rural council according to the following classification list:

Metropolitan, Interface, Regional Centres, Large Rural & Small Rural

Councils participating in the Small Rural group are: Alpine, Ararat, Benalla, Buloke, Central Goldfields, Gannawarra, Hepburn, Hindmarsh, Indigo, Mansfield, Murrindindi, Northern Grampians, Pyrenees, Queenscliffe, Strathbogie, Towong, West Wimmera and Yarriambiack. Wherever appropriate, results for Alpine Shire Council for this 2018 State-wide Local Government Community Satisfaction Survey have been compared against other participating councils in the Small Rural group and on a state-wide basis. Please note that council groupings changed for 2015, and as such comparisons to council group results before that time can not be made within the reported charts.



Index Scores

Many questions ask respondents to rate council performance on a five-point scale, for example, from 'very good' to 'very poor', with 'can't say' also a possible response category. To facilitate ease of reporting and comparison of results over time, starting from the 2012 survey and measured against the statewide result and the council group, an 'Index Score' has been calculated for such measures.

The Index Score is calculated and represented as a score out of 100 (on a 0 to 100 scale), with 'can't say' responses excluded from the analysis. The '% RESULT' for each scale category is multiplied by the 'INDEX FACTOR'. This produces an 'INDEX VALUE' for each category, which are then summed to produce the 'INDEX SCORE', equating to '60' in the following example.

| SCALE CATEGORIES | % RESULT | INDEX FACTOR | INDEX VALUE |
|---------------------|----------|-----------------|-------------------|
| Very good | 9% | 100 | 9 |
| Good | 40% | 75 | 30 |
| Average | 37% | 50 | 19 |
| Poor | 9% | 25 | 2 |
| Very poor | 4% | 0 | 0 |
| Can't say | 1% | | INDEX SCORE 60 |



Similarly, an Index Score has been calculated for the Core question 'Performance direction in the last 12 months', based on the following scale for each performance measure category, with 'Can't say' responses excluded from the calculation.

| SCALE CATEGORIES | % RESULT | INDEX FACTOR | INDEX VALUE |
|---------------------|-------------|-----------------|-------------------|
| Improved | 36% | 100 | 36 |
| Stayed the same | 40% | 50 | 20 |
| Deteriorated | 23% | 0 | 0 |
| Can't say | 1% | | INDEX SCORE 56 |

APPENDIX B:

INDEX SCORE IMPLICATIONS



Index scores are indicative of an overall rating on a particular service area. In this context, index scores indicate:

- how well council is seen to be performing in a particular service area; or
- b) the level of importance placed on a particular service area.

For ease of interpretation, index score ratings can be categorised as follows:

| INDEX SCORE | · · · · · · · · · · · · · · · · · · · | |
|----------------|--|---|
| 75 – 100 | Council is performing very well in this service area | This service area is seen to be extremely important |
| 60 – 75 | Council is performing well in this service area, but there is room for improvement | This service area is seen to be very important |
| 50 – 60 | Council is performing satisfactorily in this service area but needs to improve | This service area is seen to be fairly important |
| 40 – 50 | Council is performing poorly in this service area | This service area is seen to be somewhat important |
| 0 – 40 | Council is performing very poorly in this service area | This service area is seen to be not that important |

APPENDIX B:

INDEX SCORE SIGNIFICANT DIFFERENCE CALCULATION



The test applied to the Indexes was an Independent Mean Test, as follows:

$$Z Score = (\$1 - \$2) / Sqrt ((\$3*2 / \$5) + (\$4*2 / \$6))$$

Where:

>\$1 = Index Score 1

 \gg \$2 = Index Score 2

▶\$3 = unweighted sample count 1

>\$4 = unweighted sample count 1

≥\$5 = standard deviation 1

≥\$6 = standard deviation 2

All figures can be sourced from the detailed cross tabulations.

The test was applied at the 95% confidence interval, so if the Z Score was greater than +/- 1.954 the scores are significantly different.



Core, Optional and Tailored Questions

Over and above necessary geographic and demographic questions required to ensure sample representativeness, a base set of questions for the 2018 State-wide Local Government Community Satisfaction Survey was designated as 'Core' and therefore compulsory inclusions for all participating Councils.

These core questions comprised:

- Overall performance last 12 months (Overall performance)
- Lobbying on behalf of community (Advocacy)
- Community consultation and engagement (Consultation)
- Decisions made in the interest of the community (Making community decisions)
- Condition of sealed local roads (Sealed local roads)
- Contact in last 12 months (Contact)
- Rating of contact (Customer service)
- Overall council direction last 12 months (Council direction)

Reporting of results for these core questions can always be compared against other participating councils in the council group and against all participating councils state-wide. Alternatively, some questions in the 2018 State-wide Local Government Community Satisfaction Survey were optional. Councils also had the ability to ask tailored questions specific only to their council.



Reporting

Every council that participated in the 2018 State-wide Local Government Community Satisfaction Survey receives a customised report. In addition, the state government is supplied with a state-wide summary report of the aggregate results of 'Core' and 'Optional' questions asked across all council areas surveyed.

Tailored questions commissioned by individual councils are reported only to the commissioning council and not otherwise shared unless by express written approval of the commissioning council.

The overall State-wide Local Government Community Satisfaction Report is available at http://www.delwp.vic.gov.au/local-government/strengthening-councils/council-community-satisfaction-survey.

APPENDIX B: GLOSSARY OF TERMS



Core questions: Compulsory inclusion questions for all councils participating in the CSS.

CSS: 2018 Victorian Local Government Community Satisfaction Survey.

Council group: One of five classified groups, comprising: metropolitan, interface, regional centres, large rural and small rural.

Council group average: The average result for all participating councils in the council group.

Highest / lowest: The result described is the highest or lowest result across a particular demographic subgroup e.g. men, for the specific question being reported. Reference to the result for a demographic sub-group being the highest or lowest does not imply that it is significantly higher or lower, unless this is specifically mentioned.

Index score: A score calculated and represented as a score out of 100 (on a 0 to 100 scale). This score is sometimes reported as a figure in brackets next to the category being described, e.g. men 50+ (60).

Optional questions: Questions which councils had an option to include or not.

Percentages: Also referred to as 'detailed results', meaning the proportion of responses, expressed as a percentage.

Sample: The number of completed interviews, e.g. for a council or within a demographic sub-group.

Significantly higher / lower: The result described is significantly higher or lower than the comparison result based on a statistical significance test at the 95% confidence limit. If the result referenced is statistically higher or lower then this will be specifically mentioned, however not all significantly higher or lower results are referenced in summary reporting.

Statewide average: The average result for all participating councils in the State.

Tailored questions: Individual questions tailored by and only reported to the commissioning council.

Weighting: Weighting factors are applied to the sample for each council based on available age and gender proportions from ABS census information to ensure reported results are proportionate to the actual population of the council, rather than the achieved survey sample.

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WHAT THEY'RE
THINKING.

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John Scales
Managing Director

Mark Zuker Managing Director





S11A. Instrument of Appointment and Authorisation (Planning and Environment Act 1987)

Alpine Shire Council

Instrument of Appointment and Authorisation

(Planning and Environment Act 1987 only)

Manager Planning

August - December 2018

Instrument of Appointment and Authorisation (*Planning and Environment Act* 1987)

In this instrument "officer" means -

| OFFICER | TITLE | NAME |
|---------|------------------|--------------|
| MP | Manager Planning | Scott TAYLOR |

By this instrument of appointment and authorisation Alpine Shire Council -

- 1. under section 147(4) of the *Planning and Environment Act* 1987 appoints the **MP** to be an authorised officer for the purposes of the *Planning and Environment Act* 1987 and the regulations made under that Act; and
- 2. under section 232 of the *Local Government Act* 1989 authorises the **MP** generally to institute proceedings for offences against the Acts and regulations described in this instrument.

It is declared that this instrument -

THE COMMON SEAL OF THE

- (a) comes into force immediately upon its execution;
- (b) remains in force until **31 December 2018** unless varied or revoked earlier.

This instrument is authorised by a resolution of the Alpine Shire Council on **7 August 2018**.

ALPINE SHIRE COUNCIL was
Hereunto affixed this 7th day of
August 2018 in the presence of:

COUNCILLOR

Name

COUNCILLOR

CHIEF EXECUTIVE OFFICER

Name

RECORD OF ASSEMBLY OF COUNCILORS



Meeting Title: Budget debrief

Date: 25 June 2018

Location: Committee Room, Bright Office

Start Time: 4.00pm

Chairperson: Cr Ron Janas, Mayor

Councillor and staff attendees:

| Name | Position | Name | Position |
|---------------------|--------------|--------------|-------------------------|
| Cr Ron Janas | Mayor | Charlie Bird | Chief Executive Officer |
| Cr Sarah Nicholas | Deputy Mayor | | |
| Cr Kitty Knappstein | Councillor | | |

Councillor and staff apologies:

| Name | Position | |
|------|----------|--|
| | | |

1. Conflict of interest disclosures

Nil

2. Record of Councillors that have disclosed a conflict of interest leaving the assembly

Nil

3. Matters considered

• To discuss adopted budget in further detail with two residents.

RECORD OF ASSEMBLY OF COUNCILORS



Meeting Title: Briefing Session

Date: 3 July 2018

Location: Committee Room, Bright Office

Start Time: 5.00pm

Chairperson: Cr Ron Janas, Mayor

Councillor and staff attendees:

| Name | Position | Name | Position |
|---------------------|--------------|-----------------|---------------------------|
| Cr Ron Janas | Mayor | Will Jeremy | A/Chief Executive Officer |
| Cr Sarah Nicholas | Deputy Mayor | Nathalie Cooke | Director Corporate |
| Cr Tony Keeble | Councillor | Francine Stacey | A/Director Assets |
| Cr Kitty Knappstein | Councillor | | |
| Cr Daryl Pearce | Councillor | | |
| Cr Peter Roper | Councillor | | |

Councillor and staff apologies:

| Name | Position | | |
|-----------------|------------|--------------|-------------------------|
| Cr John Forsyth | Councillor | Charlie Bird | Chief Executive Officer |

1. Conflict of interest disclosures

Nil

2. Record of Councillors that have disclosed a conflict of interest leaving the assembly

Nil

3. Matters considered

- Councillor only time
- Review of Ordinary Council meeting agenda
- HVP Haulage routes

RECORD OF ASSEMBLY OF COUNCILORS



Meeting Title: Briefing Session

Date: 17 July 2018

Location: Committee Room, Bright Office

Start Time: 3.00pm

Chairperson: Cr Ron Janas, Mayor

Councillor and staff attendees:

| Name | Position | Name | Position |
|---------------------|--------------|----------------|-------------------------|
| Cr Ron Janas | Mayor | Charlie Bird | Chief Executive Officer |
| Cr Sarah Nicholas | Deputy Mayor | Will Jeremy | Director Assets |
| Cr Daryl Pearce | Councillor | Nathalie Cooke | Director Corporate |
| Cr Kitty Knappstein | Councillor | | |

Councillor and staff apologies:

| Name | Position | |
|-----------------|------------|--|
| Cr John Forsyth | Councillor | |
| Cr Tony Keeble | Councillor | |
| Cr Peter Roper | Councillor | |

1. Conflict of interest disclosures

Nil

2. Record of Councillors that have disclosed a conflict of interest leaving the assembly

Nil

3. Matters considered

- Councillor only time
- External presentation: North East Catchment Management Authority
- Emergency Management Plan
- Domestic Waste Water Management Plan
- Amendment GC85 Bulk Water Extraction
- Proposal to market test Transfer Stations
- Brighter Days HOGS Event
- Funding Community Grants
- Funding Events
- 2018 Community Satisfaction Survey results
- Ordinary returns and Third Party Related Transactions