

Eastern Metropolitan Region

Municipal Emergency Relief Sub-Plan



Boroondara



Knox



Manningham



Maroondah



Monash



Whitehorse



Yarra Ranges

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1 Introduction

The [State Emergency Management Plan \(SEMP\)](#) defines relief as:

“...the provision of assistance to meet the essential needs of individuals, families and communities during and in the immediate aftermath of an emergency.”

The [Emergency Management Act 2013](#) provides a definition of “emergency” as:

“...an emergency due to the actual or imminent occurrence of an event which in any way endangers or threatens to endanger the safety or health of any person in Victoria or which destroys or damages, or threatens to destroy or damage, any property in Victoria or endangers or threatens to endanger the environment or an element of the environment in Victoria, including, without limiting the generality of the foregoing –

- a. An earthquake, flood, windstorm or other natural event (Class 1 Emergency); and
- b. A fire (Class 1 Emergency); and
- c. An explosion (Class 1 Emergency); and
- d. A road accident or any other accident (Class 1 Emergency); and
- e. A plague or an epidemic, or contamination (Class 2 Emergency); and
- f. A warlike act, or act of terrorism, whether directed at Victoria or a part of Victoria or any other State or Territory of the Commonwealth (Class 3 Emergency); and
- g. A hi-jack, siege or riot (Class 3 Emergency); and
- h. A disruption to an essential service (Class 2 Emergency).

Relief begins when an emergency occurs and, in many cases, response, relief and recovery activities are undertaken concurrently (refer to Figure 1). Typically, relief is provided during the response phase and in the immediate aftermath of an emergency. Recovery is generally a longer term process for affected individuals and communities.

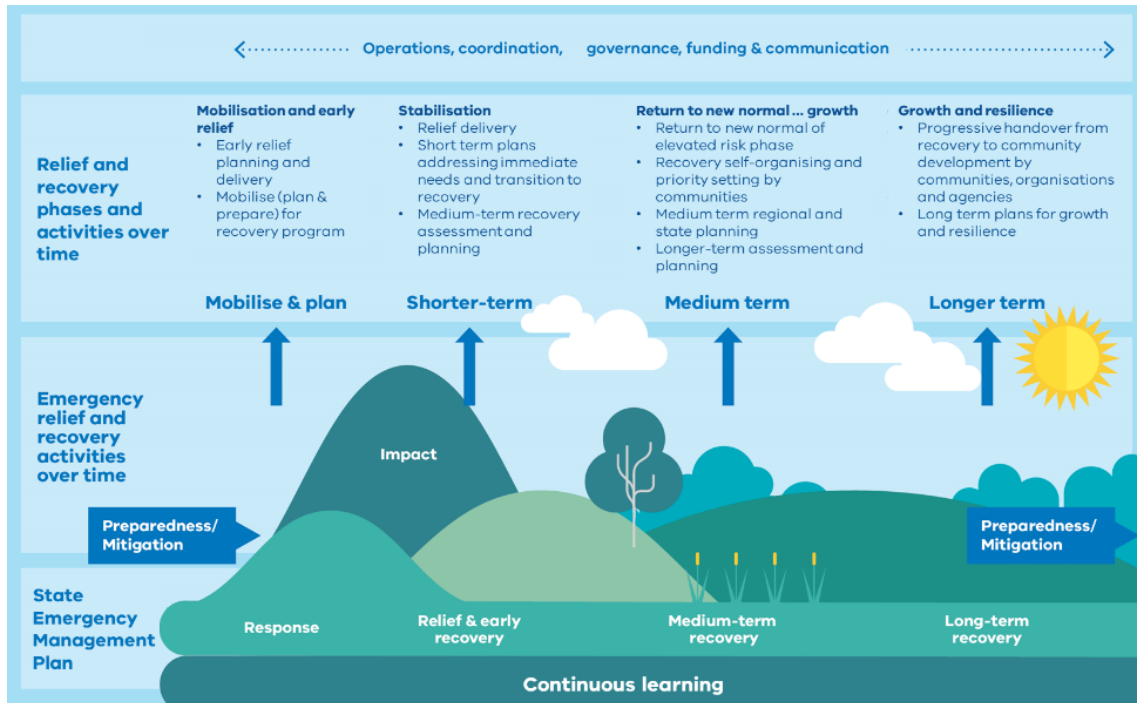


Figure 1: Concurrent nature of response, relief and recovery, including early recovery (Recovery Framework, Emergency Recovery Victoria).

This Sub-Plan is a multi-agency relief plan, led by Councils as the coordinator of relief at the municipal tier of emergency management. It is a Sub-Plan of each of the Municipal Emergency Management Plans (MEMP) developed by Municipal Emergency Management Planning Committees (MEMPC) in the Eastern Metropolitan Region (EMR).

It adopts an 'all hazards' approach and is informed by experiences and lessons learned from a range of emergencies including the Black Saturday bushfires of February 2009, the Black Summer bushfires of 2019-20 and the June 2021 windstorm event.

In accordance with the SEMP, this Sub-Plan also recognises the shared responsibility of all Victorians in the delivery of relief; and anticipates and welcomes community mobilisation at a local level to support it. In doing so, it acknowledges the important relationship between official and unofficial relief channels so that coordination and resource allocation is efficient and the transition from response (including relief) through to recovery meets the needs of individuals and communities impacted by emergencies.

1.1 Acknowledgement of Country

The MEMPC and its sub committees, acknowledges the Wurundjeri people and Bunurong people of the Kulin Nation as the Traditional Custodians of the lands that make up local government areas within the EMR. The committee/s also acknowledges and pays respect to Elders, past and present and is committed to working with Aboriginal and Torres Strait Islander communities to achieve a shared vision of safer and more resilient communities.

1.2 About this Sub-Plan

This Sub-Plan has been prepared in accordance with and complies with the requirements of the [Emergency Management Act 2013](#) and has regard to the guidelines issued under s77, [Guidelines for Preparing State, Regional and Municipal Emergency Management Plans](#).

It is a Sub-Plan of the MEMP and describes relief arrangements at the municipal tier of emergency management that can be applied across all municipalities in the EMR.

Appendices in this Sub-Plan, detail extensive supporting information as follows:

- Appendix A Agency roles and responsibilities
- Appendix B Community-Based Relief Organisations and Services in the EMR
- Appendix C Acronyms and definitions
- Appendix D References and supporting documents
- Appendix E Sub-Plan distribution list
- Appendix F Restricted information
- Appendix G Sub-Plan amendment history

Information relevant to the specific operational arrangements of individual agencies and communities are excluded from this Sub-Plan except in situations where there are inter-relationships or interdependencies relevant to their implementation.

This Sub-Plan also aligns with the SEMP and Eastern Metropolitan Region Emergency Relief and Recovery Plan and aims to integrate municipal arrangements with regional arrangements when operating together. It also recognises and aims to complement and support community level emergency planning which may reflect local arrangements in the provision of relief (Figure 2).

For more information on state level arrangements, refer to Appendix D and links to the SEMP.

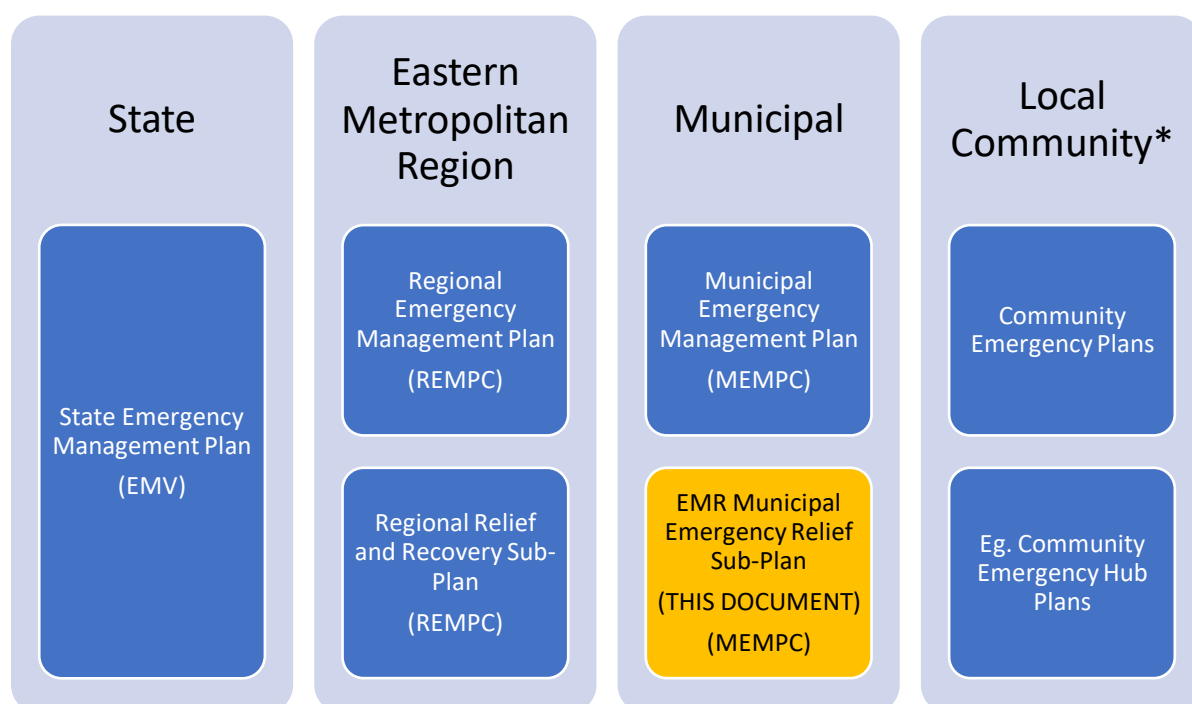
1.3 Sub-Plan Aim and Objectives

The aim of this Sub-Plan is to provide Councils, the local community, emergency services and relief agencies with a clear description of arrangements that achieve the efficient and effective

coordination and delivery of relief activities and services during and in the immediate aftermath of any emergency of any scale.

The broad objectives of this Sub-Plan are to:

- Detail the scope of relief activities and services that minimise the consequences of emergencies on communities.
- Describe governance arrangements in relief including:
 - The roles and responsibilities of agencies at the municipal tier of emergency management
 - Mechanisms for relief activation, coordination, local resourcing sharing and cost recovery
- Acknowledge and outline pathways that enable community participation in the relief process.
- Provide the basis for incident specific relief planning / Relief Plan (as dictated by the scale/complexity of the incident).



*Figure 1- Emergency management planning hierarchy (and custodianship) as it relates to relief (*The extent and focus of community emergency management planning varies based on the needs and interests of each community. Documents listed serve as examples only)*

1.4 Sub-Plan Audience

The audience of this Sub-Plan is coordinating, lead and support relief agencies, response agencies and community groups with a role in emergencies that may occur within the municipalities of the EMR.

It also provides the broader community living and working in the EMR with an understanding of the scope of emergency relief, the way in which the delivery of activities and services is organised, responsible agencies and avenues for community participation in relief activities.

2 Sub-Plan Governance

2.1 Custodianship and Collaboration

As the responsible coordinator for relief at the municipal tier of emergency management, custodianship of this Sub-Plan rests with Councils.

This Sub-Plan has been collaboratively developed by a Municipal Emergency Relief Sub-Plan Working Group led by Council representatives from the Eastern Metropolitan Councils Emergency Management Partnership (EMCEMP) ([refer to 2.1.1](#)) and including representation from the Department of Families, Fairness and Housing (DFFH) and Emergency Recovery Victoria (ERV) as respective coordinators for relief at the regional and state tier of emergency management, and as co-chairs of the EMR Regional Relief and Recovery Planning Sub Committee (RRRPSC).

The intent of this collaborative effort is that through consistent relief planning, efficiencies are gained, and capability and capacity is enhanced through common training and resource sharing arrangements.

Specific feedback has also been sought from:

- Response and relief partners represented on MEMPCs across the EMR, the Regional Emergency Management Planning Committee (REMPCs) and their sub committees in the EMR. Partners on these committees include DFFH, ERV, Department of Health (DoH), Australian Red Cross (ARC), the Salvation Army (TSA), Victorian Council of Churches – Emergency Ministries (VCC-EM), Victoria Police, Department of Energy, Environment and Climate Action (DEECA), Melbourne Water, Yarra Valley Water; Fire Rescue Victoria (FRV), Country Fire Authority (CFA), the Victoria State Emergency Service (VicSES) and Ambulance Victoria (AV).
- Community relief organisations ([refer to 3.4.5](#) and Appendix B); and
- Community groups with an interest in emergency planning ([refer to the MEMP](#)).

For more information on the EMR's REMPC and RRRPSC, refer to document links in Appendix D.

2.1.1 Eastern Metropolitan Councils Emergency Management Partnership (EMCEMP)

The EMCEMP is the peak emergency collaborative forum for Councils in the EMR.

Membership consists of Council emergency management practitioners from the municipalities of Boroondara, Knox, Manningham, Maroondah, Monash, Nillumbik, Whitehorse and Yarra Ranges.

Through the development of consistent arrangements and shared MOUs, the partnership seeks to improve municipal emergency capacity and capability. For a more detailed description of EMCEMP, refer to the MEMP for the relevant municipality.

Each representative Council in the EMCEMP has contributed and is represented equally in the development of this plan (Figure 3).

A working group of the EMCEMP is responsible for amendments to this Sub-Plan.

2.1.2 Municipal Emergency Management Planning Committees (MEMPC)

The MEMPC is a multi-agency forum responsible for:

- Regular emergency risk assessments to understand and manage municipal risk profiles and to support planning.

- Mitigation actions and planning including the preparation and review of the Municipal Emergency Management Plan which outlines the agreed multi-agency and community arrangements for the prevention of, the response to, relief for and the recovery from emergencies that could occur in the municipality.

Each MEMPC, has contributed to this plan, as a Sub-Plan of their MEMP, prior to endorsement by the EMR REMPC (Figure 3).

For more information on the MEMPC, refer to the MEMP for the relevant municipality.

2.2 Assurance and Endorsement

A Statement of Assurance (including a checklist and certificate) has been prepared and submitted by the MEMPC pursuant to the EMR REMPC, [Emergency Management Act 2013](#) (s60AG) and [Emergency Management Legislation Amendment Act 2018](#).

This Sub-Plan comes into effect following endorsement by each of the seven MEMPCs in the EMR and remains in effect until superseded by an approved and published update (Figure 3 and Appendix H).

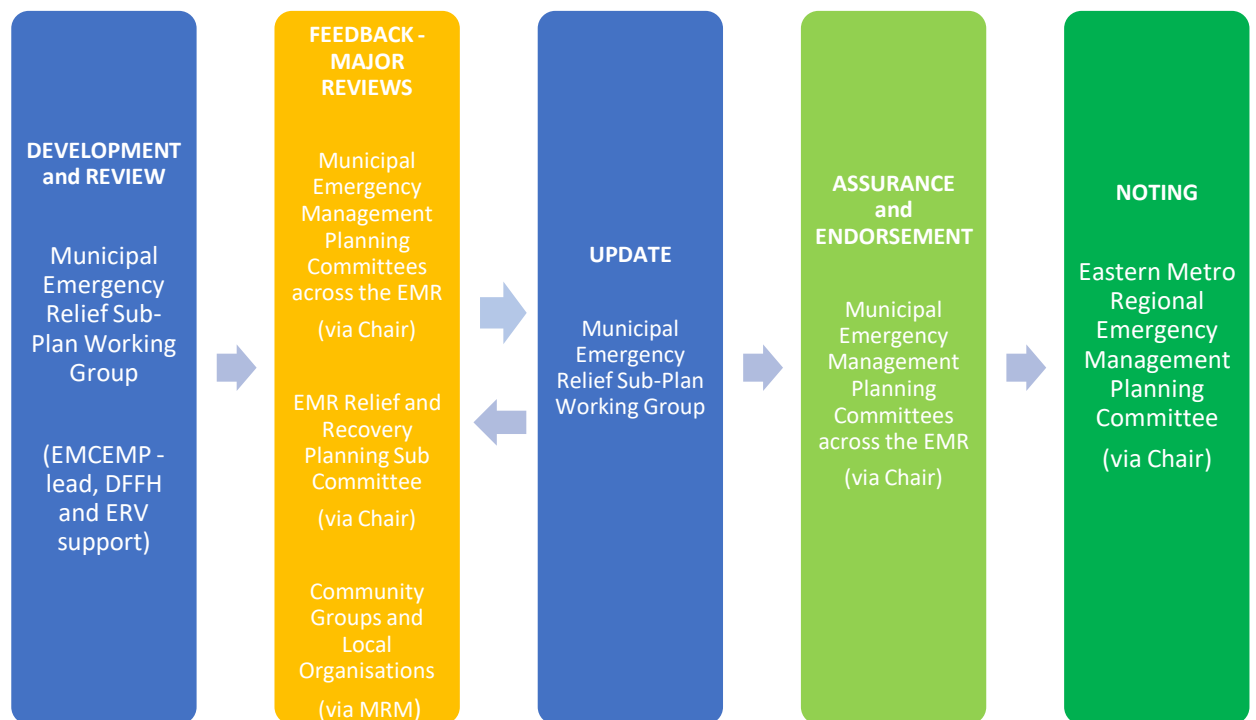


Figure 2- Process for Sub-Plan development, major review and endorsement

2.3 Review and Amendments

Annual reviews of this Sub-Plan will be conducted to ensure it remains current and effective in meetings its aims and objectives. Reviews of this nature will be led by an EMCEMP working group.

Major reviews of this Sub-Plan will be conducted at least every three years in line with the statutory MEMP self-assurance process from the date of endorsement. Reviews of this nature will be conducted by a Municipal Emergency Relief Sub-Plan Working Group who will proactively seek input from agencies and groups ([as depicted in Figure 3 and described in 2.1](#)).

In addition to major three year reviews, other reviews may be conducted as follows:

- Via a standing item on the MEMPC meeting agenda
- Debriefs or evaluations following a significant emergency or incident
- After an emergency management exercise where the exercise identifies an opportunity for improvement
- After a change in relevant legislation or developments or changes in the relief sector
- Changes to agency responsibilities.

Major Amendments

Major amendments recommended outside of formal reviews must be endorsed by the Municipal Emergency Management Planning Committee (MEMPC).

Once endorsed, and to ensure consistent content and application across the EMR, recommended amendments will be submitted to the EMCEMP for consideration by the Municipal Emergency Relief Sub-Plan Working Group. If supported by the Working Group, the amended Sub-Plan will be updated and circulated to Councils across the EMR for endorsement by their respective MEMPCs.

Following any major amendments and endorsement by all MEMPCs in the EMR, the Sub-Plan will be re-submitted with a Statement of Assurance to the REMPC, with amendments noted in Appendix G.

<https://www.emv.vic.gov.au/publications/statement-of-assurance-template-memp-or-memp-Sub-Plan>

Once assured, Councils are responsible for distributing the updated Sub-Plan as described in Appendix E.

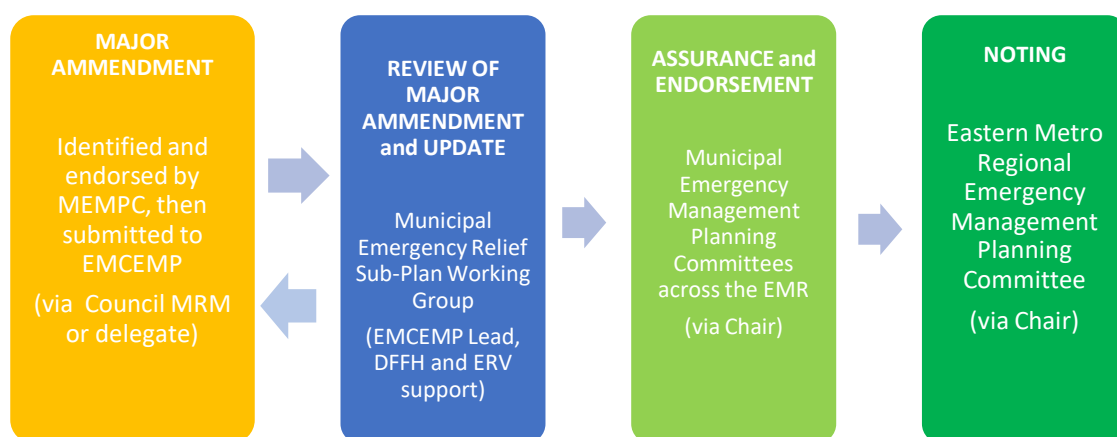


Figure 4 - Process for submitting a major amendment.

Minor Amendments

Minor amendments to the Sub-Plan should be reported via the Council or MEMPC to the EMCEMP working group who will make amendments that will be listed in Appendix G. Once amended, EMCEMP and Councils are responsible for distributing the updated Sub-Plan as described in Appendix E.

Urgent Reviews and Amendments

Urgent reviews and amendments are permitted outside regular plan reviews if there is significant risk that life or property will be endangered if this Sub-Plan is not updated ([Emergency Management Act 2013](#) s60AM). Urgent updates come into effect when published on the Council

website and remain in force for a maximum period of three months at which time a review by the Municipal Emergency Relief Sub-Plan Working Group will be conducted.

A full list of Sub-Plan amendments can be found in Appendix G.

2.4 Links to other Plans and Legislation

This document is a Sub-Plan of the MEMP.

It can be consistently applied in any municipality in the EMR, but should be read in conjunction with the respective MEMP, which reflects the community and emergency risk profile and any other municipal variations. Importantly, MEMPs also have regard for any community emergency plans/planning which may influence the delivery of relief services.

In addition to the MEMP, this Sub-Plan should be considered as part of broader Victorian and Commonwealth emergency management legislation and frameworks. It should also be read in conjunction with:

- the Eastern Metropolitan Region Emergency Management Plan; and
- relevant sub plans and complementary plans relevant to relief at the municipal, regional and state level.

References and relevant supporting documents are listed in Appendix A and D.

2.5 Evaluation and Continuous Improvement

Continuous improvement of relief arrangements in the EMR will be achieved through formal or informal evaluation activities following exercises or incidents.

Evaluation activities may take the form of formal or informal reviews, debriefing, and/or workshops to identify strengths and weaknesses in this Sub-Plan.

Consistent with Emergency Management Victoria's (EMV) EM LEARN Framework, lessons identified through evaluation will inform amendments to this Sub Plan, supporting plans and procedures, training and future exercises, with insights shared through relevant platforms and forums.

Exercising

A commitment is given to conducting a major exercise of the Sub Plan every three years as a minimum.

Exercises may be conducted in various formats and may test different parts of this Sub-Plan. They may run in conjunction with exercising of other parts of the MEMP, REMP or Regional Emergency Relief and Recovery Plan.

3 Introduction to Relief

3.1 What is Relief?

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

3.2 Relief Principles

The principles for the coordination and delivery of relief in Victoria are detailed in the **SEMP**:

- 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.
- Agencies communicate clear, relevant, timely and tailored information and advice to communities about relief services through multiple, appropriate channels.
- Relief promotes community safety and minimises further physical and psychological harm.
- 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 coordination efforts.
- Relief is coordinated and delivered as close to the community as possible, supported by (municipal), regional and state-based activities as required.

Emergency management agencies with relief responsibilities must incorporate these principles into their planning, decision-making and delivery of services.

3.3 Relief Activities and Services

Relief encompasses the following activities which are further described in Appendix A.

- Animal Welfare
- Community relief information (including support to access community information)
- Disbursement of material aid (non-food items)
- Drinking water for households in non-reticulated areas
- Emergency financial assistance
- Emergency shelter
- Food and grocery supply continuity
- Food and water
- Health and medical assistance and first aid
- Psychosocial support
- Reconnect family and friends.

Additional services that may be considered as part of relief, and which are also referenced in Appendix A are:

- Volunteer / Spontaneous volunteer management
- Legal assistance
- Management of donated goods

3.4 Relief Roles and Responsibilities

The SEMP “recognises that building safer and more resilient communities is the shared responsibility of all Victorians, not just the EM sector”. Victoria’s emergency management arrangements:

- support the sharing of roles and responsibilities across a wide range of “actors”; including individuals, communities, organisations, businesses, all levels of government and the not-for-profit sector
- define shared responsibility as the collective obligations and accountabilities held by these actors;
- recognises that communities are best-placed to understand and contribute to managing their own risks and driving preparedness, response and recovery, including through their fundamentally important volunteer contribution;
- acknowledge that shared responsibility does not mean equal responsibility; particularly in major emergencies when agencies with formal roles may not be able to coordinate or provide the support the community expects, and the community’s collective resources will be needed;
- encourage agencies with formal roles to seek and build genuine participation and collaborative partnerships with the community, including consideration for the role and inclusion of First Nations people.

Formal and informal roles and responsibilities relevant to relief at the municipal level are outlined below.

3.4.1 Municipal Recovery Manager (Council)

The Municipal Recovery Manager (MRM) is a legislated role within Council and is responsible for the coordination of Council and local agency resources to support the relief needs of impacted individuals and communities. This is done in collaboration with Control Agencies (refer to the MEMP) and Relief Agencies (refer to Appendix A).

Before an emergency, Council’s MRM is responsible for ensuring adequate planning is undertaken to enact a coordinated and comprehensive relief service at the municipal level.

During an emergency, the MRM or their delegate, is responsible for coordinating relief within the municipality and overseeing relief operations. In major emergencies, the MRM may step back from operational responsibilities to focus on strategic relief and/or recovery planning. This is an important strategy in support of transition planning from response (including relief) to recovery.

In major emergencies, and following transition to recovery, the MRM will either oversee the coordination and delivery of recovery, as outlined in an incident-specific Municipal Recovery Plan, or ensure an appropriate Committee led by a Municipal Recovery Coordinator (MRC) is in place to do so.

For more information on the role of the MRM, refer to the EMCEMP Municipal Emergency Coordination Sub-Plan in Appendix D.

For more information on the transition from response (including relief) to recovery, refer to the MEMP and EMR Municipal Recovery Plan (under development) in Appendix D.

3.4.2 Municipal Emergency Management Officer (Council)

The Municipal Emergency Management Officer (MEMO) is a legislated role within Council and is responsible for liaising with agencies about emergency management activities for their municipal district, and to help the coordination of emergency management activities for the Council.

The MEMO maintains effective liaison with control and support agencies within or servicing the municipal district and advises the MRM about the potential need for (relief) and recovery

services. The MEMO and MRM consider community relief and recovery needs and the best use of municipal resources together and in consultation with Control Agencies, Response Support Agencies and Relief Agencies (Figure 5).



Figure 5 - Legislated Council roles and interactions with Response and Relief Agencies

3.4.3 Agencies

The SEMP lists agency roles and their responsibilities against relief activities and services at the regional and state level, noting that existing duties, functions, power, responsibility or obligation conferred on an agency by law, licence, agreement or arrangement prevail to the extent of its inconsistency with this plan ([Emergency Management Act 2013 s60AK](#)).

<https://www.emv.vic.gov.au/responsibilities/sempr/roles-and-responsibilities/relief-services-and-co-ordination>

Coordinating, lead and support agencies and their respective relief activities and services relevant to the municipal tier in the EMR are detailed in Appendix A.

3.4.4 Individuals and Community

Roles and responsibilities of individuals, community groups, businesses are not necessarily required by legislation or government policy, but are outlined in the SEMP as ways in which 'shared responsibility' (refer to Appendix C) may be achieved in practice.

In the context of relief, community members and key businesses are well versed and well placed to provide the relief services needed by impacted family, friends and neighbours. By drawing on local knowledge, skills, networks and relationships; services can often be delivered in far more targeted and timely ways.

In the context of a non-major emergency (refer to [4.3.1](#)), such as a single house fire, examples include first aid, food, material aid and financial donations through fund raising activities.

In the context of a major emergency (refer to [4.3.2](#)), examples can include the establishment of local community emergency hubs (refer to [4.5.2](#)) that focus on the immediate needs of impacted community members within, for example, the first 72 hours of an emergency.

Information on community groups active in emergency planning can be found in MEMPs. Community members interested in becoming more involved in community emergency planning should contact their Council.

For more information on the shared responsibilities of individuals, households, community groups and businesses, refer to the SEMP.

For more information on how the community can participate in relief, refer to Section 4 of this Sub-Plan.

3.4.5 Community Relief Organisations

Community Relief Organisations are not-for-profit organisations that provide a range of community based support services to people who are at risk and struggling to find and access services needed to survive, maintain health and connect socially.

These services can include, but are not limited to, food relief (food boxes, social meals), material aid, financial assistance, accommodation and housing support, counselling, information and service referrals, sorting donated goods, recruiting, training and coordinating volunteers, support for people experiencing homelessness, affordable health and allied health services, culturally specific services and mental health support.

Importantly, these Organisations are connected to and trusted by people who may otherwise “fall through the gaps” in an “emergency” (as defined in this Sub-Plan). As with community members described above, they may be better placed to quickly respond to relief needs of impacted individuals and families, or quickly link them to the support needed through networks with other service providers.

For information on community relief organisations and services in the EMR, refer to Appendix B of this Sub-Plan.

3.4.6 Community-Based Planning Partnerships

In the event of an emergency, representatives from community-based planning partnerships can be a key conduit into the broader community. They can disseminate information, provide critical feedback on needs and in some instances their facilities can become gathering places for impacted or affected community members.

During an emergency, Council will connect with these groups as early as possible and appropriate through Council Officers who ideally have existing connections with these groups (e.g. Youth Services).

Critical groups are referenced in the Municipal Emergency Management Plan and Council community profiles in high-risk areas. Groups are broadly described under the following headings:

- Community Emergency Planning Partners (e.g. Community Emergency Management Planning Groups)
- Community Development Based Partners (e.g. Township and Community Planning Groups linked to Councils Community Development Group, Friends Groups and U3A groups)
- Community Service Networks (e.g. District Service Provider Networks)
- Neighbourhood House Network

4 Operationalising Relief

4.1 Relief Coordination

Relief coordination operates at both the tier and activity level.

At the municipal tier of emergency management in Victoria, Councils are responsible for overall relief coordination which brings together people, resources, governance, systems and processes to ensure relief effectively meets community need (SEMP).

Responsibilities for the coordination of specific relief activities varies and is described in Appendix A.

4.2 Relief Service Activation

In the first instance, depending on the scale and complexity of an emergency, impacted individuals, families and businesses may receive adequate relief support from friends, family and/or their broader networks with little need for Council or agency involvement.

In complex or large scale emergencies, responsibility for activating relief agencies rests with the Incident Controller (IC). This is carried out by notifying the relevant Council through either the Municipal Emergency Response Coordinator (MERC), MEMO or MRM.

ICs should work closely with the Council to ensure relief operations are integrated with response operations and that relief outcomes are considered in response decision-making and directions.

The nature and extent of relief services will depend on issues such as incident complexity, scale and consequences (e.g. displacement/evacuation potential, disruptions to essential services and infrastructure impacting community and economic functioning) and levels of community activation.

Information gathered by the IC's Incident Management Team (IMT) through impact assessments (IA) and local intelligence gathering can be used to inform relief planning, activities and decision-making in support of impacted communities (SEMP).

4.3 Relief Management Structures

In situations where relief is activated by the IC, management and delivery of activities and services and the locations from which these are conducted will vary depending the emergency. Scale may be described as either a Non-Major or Major Emergency.

4.3.1 Non-Major Emergency (Single Incident)

A non-major emergency is an event which is typically and promptly managed by the local resources of community members or through the business-as-usual arrangements of agencies or private enterprises in a small area and without call on further resources. Significant consequences for the broader community are not anticipated and major emergency arrangements are not proposed. ([SEMP – Definitions and Explanations](#))

Typical examples include single property house fires or significant tree damage to a house. In non-major emergencies, where agency assistance is required, the duty MEMO, MRM or their delegate may coordinate activities over the phone with relevant agencies and impacted community members (Figure 6).

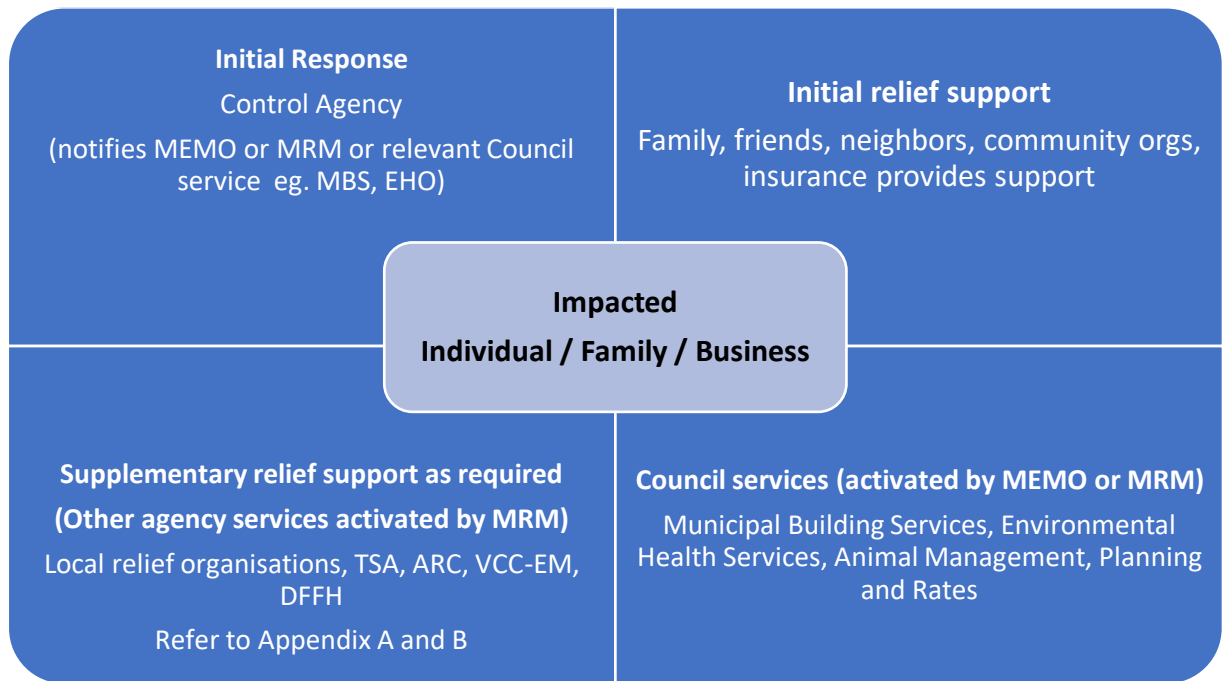


Figure 6 - Schematic diagram of the activation of local relief agencies and services in a non-major emergency

4.3.2 Major Emergency

A major emergency is an event that is large or complex in nature that:

- Has the potential to cause loss of life and extensive damage to property, infrastructure or the environment, or
- Has the potential for adverse consequences for all or part of the Victorian community, or
- Requires a multi-agency response.

A major emergency can also have indirect consequences on the wellbeing of the wider community and response personnel, the economy, the delivery of services and the health and beauty of the natural environment.

Typical examples of a major emergency could include bushfires, floods, land slips, explosions, essential service disruptions and severe wind and/or storm events.

In a major emergency, Council will activate an appropriately resourced management team which may operate from the Municipal Emergency Coordination Centre (MECC). Recognising some Council's may vary, resources at the MECC will ideally be structured in a manner that is consistent with the Australasian Interagency Incident Management System (AIIMS) to ensure clarity of purpose (management by objectives), effective and flexible management (functional management proportional to size scale and complexity of the emergency), and to support seamless interaction with response agencies. (Figure 7).

As a minimum, Council Officers will actively liaise with the Control Agency and DFFH, as the regional relief coordinator, through the multi-agency Emergency Management Team (EMT), convened by the Control Agency.

For more information refer to Appendix A and D for links to the EMCEMP Municipal Emergency Coordination Sub-Plan.

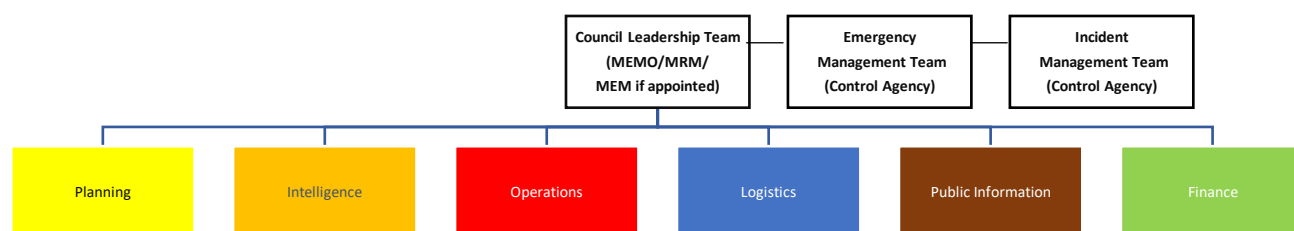


Figure 7 – Schematic diagram of the Council relief management structure for a major emergency

4.3.3 Municipal Emergency Coordination Centre (MECC)

A MECC is a facility, typically within a municipality, established to support the coordinated delivery of relief activities to impacted communities (and response support activities to Control Agencies).

A MECC is activated and managed by Councils and is established in a manner that can accommodate the co-location of lead and support relief agencies (in place or virtually). Co-location assists the efficient and effective delivery of relief activities and services through communication and the exchange of intelligence to and from participating agencies and impacted communities.

Refer to the MEMP for further information on the MECC and EMR Municipal Recovery Plan (under development) for further information on early recovery.

4.4 Incident-Specific Relief Plan and Reporting

Following activation of relief services for a major emergency, a municipal incident-specific relief plan will be developed by the Council setting out the arrangements for coordinating the planning and delivery of emergency relief across the municipality. The plan will include:

- Relief objectives and priorities
- The coordination arrangements for the incident
- A description of the emergency and its impacts
- A description of relief activities and services and the lead and support agencies involved in their delivery
- A description of the area and communities affected by the event; including details of communities that have mobilised, and
- Key contacts and plan distribution points.

Minimum situational reporting expectations from the municipal tier of relief coordination to the regional tier, relates to activated relief centres (Number), attendance (Number), services provided (Type / Number) and emerging issues and needs. Information needs, frequency and timing of situation reports will be confirmed by the DFFH Regional Relief Coordinator with the MRM at the time of the incident.

For more information, refer to Appendix A and D for links to the EMCEMP MEC Sub-Plan and EMCEMP ERC Sub-Plan / Situation Report templates.

4.5 Relief Sites

When agency-activated relief services are required, sites from which they will be delivered, will be determined at the time of the incident and informed by the principles of relief (refer to [3.2](#)). Consideration will also be given to safety, access, resource constraints and the availability of multi-agency planning and logistics support. Options may include:

- At the site of an emergency
- A dedicated emergency relief centre (e.g. town hall or community centre)
- Places of community gathering or isolated communities
- Individual residences
- Transit or triage sites
- Remote (eg. call centre or virtual)
- Other safe locations as appropriate.

4.5.1 Emergency Relief Centres

Councils are responsible for the establishment and management of emergency relief centres (ERC), and if necessary, will request the presence of relief agencies to provide the necessary relief activities and services to impacted individuals and families (including their animals).

Services may include shelter, food and water, non food items (such as bedding and clothing), reconnecting friends and families services and health services including psychological first aid.

Councils in the EMR have a consistent approach to the management of ERCs that are documented in a dedicated EMCEMP ERC Sub-Plan.

For more information refer to Appendix A and D for links to the EMCEMP ERC Sub-Plan.

4.5.2 Community Emergency Hubs

Community Emergency Hubs (Hubs) are locations that may be established by the community in support of community to coordinate immediate needs in the immediate aftermath of an

emergency. Needs may include information, material aid, equipment and advocacy for further support.

Hub establishment may be spontaneous in nature or pre-planned, and may be needed due to issues of community isolation, lack of safe access/egress- or in the event of large scale emergencies, due to resource limitations or priorities that see agencies focusing on community members at most risk in an emergency .

Hubs may operate independently or interdependently of Councils (Figure 8). In either case, clear lines of communication are required to ensure communities are adequately equipped with the skills, equipment, expertise and, if necessary, supplementary resources or services needed to support their activities.

To support the operation of Community Hubs, Councils will appoint a dedicated Council Officer to liaise with the Community Hub and facilitate the transfer of information and requests for resources / services.

For more information refer to Appendix D for links to guidance on Community Emergency Hubs.

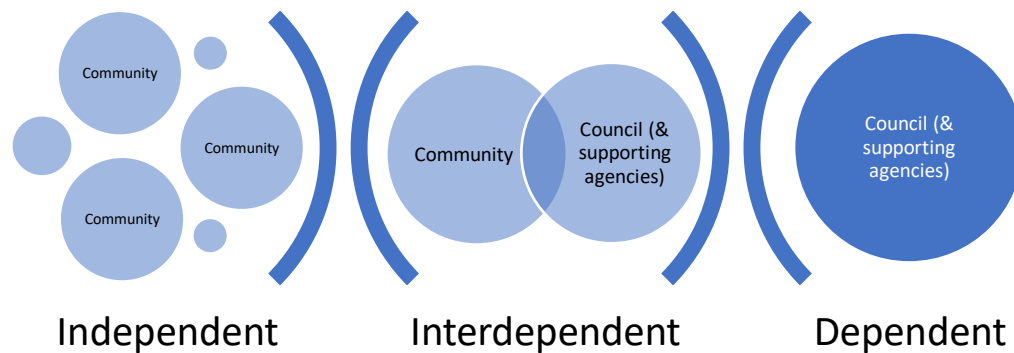


Figure 8 – Models of relief (EMCEMP Working Group, 2023)

4.6 Community Information

During an emergency, relief-related information is needed to support the community make informed choices as they relate to their safety and immediate needs.

The IC is responsible for authorising the provision of public information (and warnings). Relief (and recovery) messaging should be integrated with response messaging and should inform the community among other things about ERCs, impacts on critical infrastructure and how to get assistance (SEMP). It may also include messages about the location of community emergency hubs.

Coordination of municipal-level community information about relief activities rests with Council's MRM (or delegate) who will liaise with relevant relief partners to ensure information developed and distributed is targeted and in a format that meets the information needs of the community, including those directly and indirectly impacted.

In instances where the community has mobilised and established a community emergency hub, the Council appointed officer will support the transfer of relief information to hub leaders.

For some major emergencies, Councils, working with coordination agencies, may hold community engagement meetings (SEMP). This must be done in consultation with the IC / IMT, Regional Emergency Relief Coordinator (RReC if appointed) and community emergency hub leaders (if in place).

In addition to radio and social media, other forms of communication may include flyers or community newsletters distributed through sites or posted on public noticeboards, throughout impacted communities.

For more information refer to Appendix A for responsibilities and links to example Community Information Sub-Plan.

4.7 Escalating Relief Coordination and Sharing/Supplementing Relief Resources

Most emergencies are small and are managed locally using community resources or resources within the municipality.

If the impact area of an emergency extends beyond municipal and regional boundaries it may be necessary to escalate coordination to the region (to DFFH) and / or state level (to ERV).

Escalation builds on existing local arrangements and provides additional support to the relevant relief coordination agency. It does not displace or remove local roles and responsibilities in relief. It operates on the principle that:

- Wherever possible, coordination should remain at the local level, supported by regional and state-based activities as required,
- Escalation builds on existing local arrangements, rather than replaces them,
- Responsibility is retained locally, but is aided by additional support, and
- The escalation of specific activities does not necessitate the escalation of coordination.

The MRM, in consultation with the DFFH RReC, can escalate specific relief services within activities, to meet the objectives of the relief effort for reasons including to:

- Activate more resources and specialist skills for relief,
- Overcome exhaustion or loss of capacity of resources, and / or
- Ensure the relief effort is sustainable.

Escalation could be driven by:

- An increasing scale or changing nature of the relief effort,
- Indirect effects being felt more broadly than in the directly affected area(s),
- The need to involve more municipalities and/or supplement the capacities and capabilities of those already involved,
- An increasing impact on critical infrastructure and services,
- Escalating costs and resourcing opportunities,
- The need for support from more or a broader range of agencies,
- The need for better access to and understanding of resourcing and resource sharing arrangements, and/or
- Increasing requirements for reporting or analysis of impact data and needs.

These principles and drivers may also serve as useful escalation indicators for communities who have mobilised to service local relief needs (refer to [3.4.4](#)).

4.7.1 Requesting relief resources

When supplementary resources are needed, and options through pre-existing partnerships are exhausted, a request for assistance can be made as follows:

Request From	Request For	Request To
Impacted Council	Council resources within the EMR	Rostered EMCEMP Regional EMT Representative
Impacted Council	Council resources beyond the EMR	Municipal Association of Victoria (MAV) – as per Inter-Council Emergency Management Resource Sharing Protocol
Impacted Council	Other agency resources	Municipal Emergency Response Coordinator (MERC) to the Regional Emergency Response Coordinator (RERC)

The need for supplementary resource should give consideration to the following capacity, capability or consequence driven factors:

- The emergency is expected to run beyond known municipal capacity.
- The local Council and / or relief agencies are unable to provide for a complex need in the community e.g. cultural needs, at risk groups.
- Council or relief agency report that forward shifts cannot be filled.
- Where EMCEMP resources have been exceeded or where the arrangements cannot be fulfilled due to the consequences of the emergency.
- The response agencies have advised that they intend drawing on regional or state tier resources for the foreseeable future in relation to the emergency.
- The consequences of the emergency are or are likely to be serious, unusual, newsworthy or have state ramifications including consequences of prolonged interruption to basic utilities (e.g. water and electricity) or major road and transport networks (i.e. greater than 48 hours).
- The number of people presenting at an Emergency Relief Centre (ERC) exceed its designated capacity and/or Council's capacity to provide emergency relief.
- Information is received that that the impacted community is dispersed across multiple Councils.
- Large-scale provision of informal relief by large shopping centres or other similar venues across the region.

These factors may also serve as useful indicators for communities who have mobilised to coordinate relief activities, in which case a request for assistance can be made as follows:

Request from:	Request for:	Request to:
Impacted community	Council support (impacted municipality)	MRM or appointed Council Officer liaising with the community

4.7.2 Council resource sharing and support arrangements

Council is a signatory to two protocols aimed at ensuring timely and coordinated access to resources

- EMCEMP MOU (EMCOP)
- [MAV "Inter-Council Emergency Management Resource Sharing Protocol"](#)

Refer to the MEMP for further information about resource sharing in an emergency.

MOUs are also in place between EMCEMP and relief service providers whose operational boundaries or function span municipal boundaries. These MOUs extend to the following service providers:

- Emergency Accommodation Providers
- Personal Support Providers

4.8 Financial Arrangements

Financial assistance in support of individuals, communities, businesses and governments impacted by an emergency, adopts the following general principles that have been adapted from the [Disaster Recovery Funding Arrangements, 2018](#):

- Assistance is intended to provide a helping hand rather than compensation for losses or restoration of lifestyle to their pre-disaster standard.
- It does not replace the need for appropriate self-help strategies (e.g. insurance or disaster mitigation works).
- State and local governments should draw on their own resources first before seeking additional support from the Federal Government.
- Assistance sought should complement and promote resilience outcomes for affected individuals and communities, and
- Assistance is to be designed to achieve an efficient allocation of resources. In particular, assistance should provide value-for-money outcomes for all levels of government.

At the individual and community level, insurance and community based support services can assist the provision of relief (refer to Appendix B).

Reimbursement of costs associated with response (including relief) activities undertaken by NGOs and volunteer groups, Councils and state government may be available depending on the type, scale and impact of an emergency.

Where an NGO or volunteer group expends extraordinary funds providing relief activities to the extent that it seeks financial reimbursement, it should notify the Council or relevant agencies to which it is providing services, at the earliest possible opportunity, preferably before deployment commences so funding sources can be determined (SEMP).

Funding arrangements are outlined in the SEMP and [Disaster Recovery Funding Arrangements, 2018](#).

4.9 Transitioning from Response and Relief to Recovery

The transition from response and relief to recovery signifies the hand-over of “control” of overall activities from the Control Agency to the Council as the recovery coordination agency at the municipal level.

As response, relief and recovery may not be occurring in a linear fashion, in some circumstances, the Control Agency may remain “in control” while recovery activities are well underway in areas that are safe to enter. This can be evident in large scale emergencies such as bushfires, major windstorms or slow-moving floods.

For more information on the transition from response and relief to recovery, refer to Appendix D for links to the EMCEMP Municipal Emergency Coordination Sub-Plan and EMR Municipal Recovery Plan (under development).

5 Appendices

5.1 Appendix A – Agency Roles and Responsibilities

Relief coordination responsibilities at the municipal, regional and state tier are as follows:

- State relief coordination: [Emergency Recovery Victoria \(ERV\)](#)
- Regional relief coordination: [Department of Families, Fairness and Housing \(DFFH\)](#)
- Municipal relief coordination: [Councils](#)

Coordination at the tier level brings together agencies and resources to ensure relief meets community need.

In the context of relief activities and services, the SEMP describes agency roles in the following three categories:

- Relief Coordination Agency (RelCA): Function is to coordinate relief assistance for specified relief activities.
- Relief Lead Agency (RelLA): Function is to provide direct relief assistance to individuals, families and communities and/or indirect assistance for specified relief services at incident tier. This may be done from an ERC or another location.
- Relief Support Agency (RelSA): Function is to support the RelLA to provide direct relief assistance to the public and/or indirect assistance for specified relief services at incident tier. This may be done from an ERC or another location.

The Table below details roles (coordination, lead and support) and responsibilities (activities and services) as they relate to agencies in the EMR. Supporting documentation and links are also provided; noting documents in italics are specific to a municipality and available as a shared resource.

Relief Activities and Service Responsibilities (RelCA)	Relief Lead Agency (RelLA)	Relief Support Agency (RelSA)	Supporting Documentation and Links
Provide overall relief coordination at the municipal tier (RelCA Council).			<ul style="list-style-type: none"> • EMCEMP Municipal Emergency Coordination Sub-Plan (EMCOP) • EMCEMP MOU (EMCOP) • MAV Inter-Council Emergency Management Resource Sharing Protocol (MAV Library)
Provide community relief support referrals to relevant agencies.	Council	Relevant agencies	<ul style="list-style-type: none"> • Appendix B - Local Support Agencies
Activity - Animal Welfare (including companion animals, livestock and wildlife) (RelCA – DEECA)			
<p>Animal welfare (other than wildlife) support services:</p> <ul style="list-style-type: none"> • Planning for animal welfare in the event of an emergency. • Management of displaced animals (including relocated animals). • Animal welfare assessment, veterinary treatment, human destruction, salvage slaughter and disposal. • Provision of emergency pet food, livestock fodder and water. • Planning longer term recovery. <p>(Victorian Emergency Animal Welfare Plan)</p>	DEECA (AgVic)	Council, <i>Animal Aid</i> , <i>RSPCA</i>	<ul style="list-style-type: none"> • EMCEMP Emergency Animal Welfare Sub-Plan (EMCOP) • <i>Specific Council Emergency Animal Welfare Appendices to Sub-Plan</i> • Victorian Emergency Animal Welfare Plan • <i>Council Pound Service arrangements</i>

Relief Activities and Service Responsibilities (ReICA)	Relief Lead Agency (ReLA)	Relief Support Agency (ReISA)	Supporting Documentation and Links
Respond to wildlife welfare.	DEECA	RSPCA, Zoos Victoria	
Housing of displaced and lost/stray companion animals.	Council DEECA	<i>Animal Aid, AVA, RSPCA</i>	
Activity – Community relief information (provided through the Victorian Public Warning System, public meetings, newsletters, advertising and media releases (Control agency, Tier RELCA))			
Provide relief information to assist communities to make informed decisions about their safety.	Control agency	Council	
Coordinate information on relief services and support to communities.	Council		<ul style="list-style-type: none"> • <i>YRC Municipal Relief and Recovery Community Information Sub-Plan (Crisisworks) – includes draft hold messages</i> • <i>Appendix B - Local Support Agencies</i>
Develop and provide public health advice.	DH EPA	Council	

Relief Activities and Service Responsibilities (ReICA)	Relief Lead Agency (ReLA)	Relief Support Agency (ReISA)	Supporting Documentation and Links
Activity – Disbursement of material aid (non-food items that ensure the personal comfort, dignity, health and wellbeing of affected people – e.g. clothing, bedding and personal necessities) (ReICA – TSA)			
Provide essential material aid (non- food items) to emergency affected persons including clothing, bedding and other personal requisites.	TSA	Foodbank (personal care items)	<ul style="list-style-type: none"> • Appendix B - Local Support Agencies • National Guidelines for Managing Donated Goods
Activity – Drinking water (and sewerage services) for households in non-reticulated areas (arising from contamination or infrastructure damage) (ReICA – DEECA)			
Provide drinking water in non-reticulated areas (as required)	DEECA	YV Water SE Water Council, DH (advice)	<ul style="list-style-type: none"> • Essential Water Replacement Policy
Activity – Emergency Financial Assistance (ReICA – Service Leads)			
Administer relief payments through the DFFH Personal Hardship Assistance Program, to help individuals meet their immediate relief needs	DFFH		<ul style="list-style-type: none"> • Appendix B - Local Support Agencies

Relief Activities and Service Responsibilities (ReICA)	Relief Lead Agency (ReILA)	Relief Support Agency (ReISA)	Supporting Documentation and Links
Administer relief payments through TSA Hardship Program, to help individuals meet their immediate relief needs.	TSA		
Administer federal government financial assistance as appropriate.	Services Australia		
Activity – Emergency Shelter (if individuals are unable to make their own arrangements and/or in the absence of support from friends and family, community and business) (ReICA - DFFH)			
Establish and manage ERCs to shelter members of the community displaced by an emergency.	Council	<i>Victoria Police (public safety)</i> Relevant service providers	<ul style="list-style-type: none"> • EMCEMP Emergency Relief Centre Sub-Plan (EMCOP) • <i>Council ERC Facility Plans (Crisisworks)</i> • <i>MOUs between Councils and Venue Managers (Crisisworks)</i>
Arrange emergency shelter and accommodation for displaced households	DFFH	Councils TSA	<ul style="list-style-type: none"> • Appendix B - Local Support Agencies • MOU between EMCEMP and Emergency Accommodation Providers (EMCOP)

Relief Activities and Service Responsibilities (RelCA)	Relief Lead Agency (RelLA)	Relief Support Agency (RelSA)	Supporting Documentation and Links
Food and grocery supply continuity (RelCA – DJSIR)			
Support food and grocery supply continuity planning operations with the major food distribution operators.	DJSIR	ARC, DTP	
Activity – Food and Water (RelCA -Activity Lead)			
Provide emergency food relief including water (e.g. in emergency relief centres or via emergency relief packs to isolated communities or sheltering in place)	ARC	TSA, Foodbank Victoria, DJSIR	<ul style="list-style-type: none"> Appendix B - Local Support Agencies
Activity – Health and Medical Assistance and First Aid (RelCA – Activity Lead)			
Coordinate pre-hospital care to people affected by emergencies.	AV	DH St J Amb, LSV	
Coordinate other health and medical relief assistance measures.	DH	AV St J Amb, LSV	<ul style="list-style-type: none"> State Health Emergency Response Plan

Relief Activities and Service Responsibilities (ReICA)	Relief Lead Agency (ReLA)	Relief Support Agency (ReISA)	Supporting Documentation and Links
Activity – Psychosocial support (including psychological first aid, emotional and spiritual care is delivered through relief centres and through community outreach programs) (ReICA - DFFH)			
Provide psychosocial support services.	VCC-EM ARC (lead by agreement with Council)	TSA DET (students and school staff of gov schools)	<ul style="list-style-type: none"> MOU between EMCEMP and Personal Support Providers (EMCOP)
Activity - Reconnect Family and Friends (through the Register.Find.Reunite service) (ReICA – VicPol)			
Operate Register.Find.Reunite in relief centres, enquiry centres, online, or other settings where agreed.	VicPol ARC		<ul style="list-style-type: none"> MOU between Victorian Police and Australian Red Cross
Other Related Activity – Evacuation (withdrawal, shelter and return)			
Manage the process of evacuation in consultation with the control agency and other expert advice (e.g. Vulnerable Persons Register,	VicPol	AV Council	<ul style="list-style-type: none"> Appendix B - Local Support Agencies (data) SOP-J03.12 Evacuation for Major Emergencies (EMCOP)

Relief Activities and Service Responsibilities (ReICA)	Relief Lead Agency (ReILA)	Relief Support Agency (ReISA)	Supporting Documentation and Links
Vulnerable Facilities List and other local Community Support Registers).			
Other Related Activity – Volunteer Management			
Coordination of spontaneous volunteers.	ERV (strategic)	Volunteering Victoria	<ul style="list-style-type: none"> Appendix B - Local Support Agencies
Inform and coordinate animal welfare organisations, volunteer groups or community groups wanting to contribute as required.	DEECA		
Other Related Activity – Management of donated goods (including for relief)	ERV	TSA	<ul style="list-style-type: none"> Appendix B - Local Support Agencies Refer to EMR Municipal Recovery Plan (under development – EMCOP)
Other Related Activity – Legal Assistance (subject to demand during relief period and extending into recovery period as required)	ECLC	Vic. Legal Aid Disaster Legal Help VALS	<ul style="list-style-type: none"> Refer to EMR Municipal Recovery Plan (under development – EMCOP)

5.2 Appendix B – Community-Based Relief Organisations and Services in the EMR

Organisation	Admin	Services														Can accept spontaneous donations	Required support in an emergency	Municipality							Comments				
Name	Members have WWCC	Org has insurance	Food provision	Material Aid	Financial support	Emergency Accommodation	Psycho-social support	Information and service referral	Sorting donated goods	Aboriginal Cultural support	Family violence support	Cultural support	Animal support	Volunteer coordination	Financial donations	Food donations	Material donations	Community donations	Volunteers	Storage/Logistics	Boroondara	Manningham	Maroondah	Monash	Knox	Whitehorse	Yarra Ranges		
	Subject to availability, area of impact, resources and volunteers. Availability, role and responsibilities to be confirmed at time of incident.																												
Access Health and Community						●								●							●	●			●	●			
ADRA Redwood Community Care			●					●																			●	Laundry and showers facilities, computer access	
Anchor						●																	●				●		
Anglican Parish of Mount Dandenong			●	●				●		●																	●		
Anglicare			●		●		●	●																		●	●		
Animal Aid																								●	●	●	●		
Boroondara Volunteer Resource Centre										●											●								

Organisation	Admin	Services													Can accept spontaneous donations	Required support in an emergency	Municipality							Comments					
Name	Subject to availability, area of impact, resources and volunteers. Availability, role and responsibilities to be confirmed at time of incident.																												
	Members have WWCC	Org has insurance	Food provision	Material Aid	Financial support	Emergency Accommodation	Psycho-social support	Information and service referral	Sorting donated goods	Aboriginal Cultural support	Family violence support	Cultural support	Animal support	Volunteer coordination	Financial donations	Food donations	Material donations	Community donations	Volunteers	Storage/Logistics	Boroondara	Manningham	Maroondah	Monash	Knox	Whitehorse	Yarra Ranges		
Brotherhood of St Lawrence				○																	○								
CamCare			○		○	○	○														○								Case M'ment
Crisis and Emergency Accomm.						○															○	○	○	○	○	○	○	○	Hotline 1800 825 955
Doncare Community Care / Doncare Pets				○	○	○		○				○	○										○						
Eastern Centre Against Sexual Assault (ECASA)							○														○	○	○	○	○	○	○	○	
EACH					○	○	○	○													○	○	○	○	○	○	○	○	Services are location dependent
Eastern Community Legal Centre																					○	○	○		○	○	○		

Organisation	Admin	Services													Can accept spontaneous donations	Required support in an emergency	Municipality							Comments					
Name	Subject to availability, area of impact, resources and volunteers. Availability, role and responsibilities to be confirmed at time of incident.																												
	Members have WWCC	Org has insurance	Food provision	Material Aid	Financial support	Emergency Accommodation	Psycho-social support	Information and service referral	Sorting donated goods	Aboriginal Cultural support	Family violence support	Cultural support	Animal support	Volunteer coordination	Financial donations	Food donations	Material donations	Community donations	Volunteers	Storage/Logistics	Boroondara	Manningham	Maroondah	Monash	Knox	Whitehorse	Yarra Ranges		
Eastern Emergency Relief Network				○																	○	○	○	○	○	○			
Eastern Health							○																○		○	○	○		
EV Strengthening Communities (formerly Eastern Volunteers)										○				○									○	○				○	Transport assistance
FVREE (Free From Family Violence)																					○	○	○	○	○	○	○		
Headspace							○														○			○	○	○	○		
HealthAbility							○															○			○	○			

Organisation	Admin	Services													Can accept spontaneous donations	Required support in an emergency	Municipality							Comments					
Name	Subject to availability, area of impact, resources and volunteers. Availability, role and responsibilities to be confirmed at time of incident.																												
	Members have WWCC	Org has insurance	Food provision	Material Aid	Financial support	Emergency Accommodation	Psycho-social support	Information and service referral	Sorting donated goods	Aboriginal Cultural support	Family violence support	Cultural support	Animal support	Volunteer coordination	Financial donations	Food donations	Material donations	Community donations	Volunteers	Storage/Logistics	Boroondara	Manningham	Maroondah	Monash	Knox	Whitehorse	Yarra Ranges		
Hope City Mission			●				●																						
Lifeline							●													●	●	●	●	●	●	●	●		
Lilydale Seventh Day Adventist Church						●	●																					●	
Maroondah Community Assist			●	●	●			●																					
Migrant Information Centre								●													●	●	●	●	●	●	●		
Monash Law Clinics / Deakin Student Legal Services																													Legal Services

Organisation	Admin	Services													Can accept spontaneous donations	Required support in an emergency	Municipality							Comments				
Name	Subject to availability, area of impact, resources and volunteers. Availability, role and responsibilities to be confirmed at time of incident.																											
	Members have WWCC	Org has insurance	Food provision	Material Aid	Financial support	Emergency Accommodation	Psycho-social support	Information and service referral	Sorting donated goods	Aboriginal Cultural support	Family violence support	Cultural support	Animal support	Volunteer coordination	Financial donations	Food donations	Material donations	Community donations	Volunteers	Storage/Logistics	Boroondara	Manningham	Maroondah	Monash	Knox	Whitehorse	Yarra Ranges	
Mullum Mullum Indigenous Gathering Place			●							●											●	●	●	●	●	●		
North Ringwood Uniting Church			●			●																	●					
Open Door Community Care (formerly Monbulk Care Network)			●								●																●	
Oonah Belonging Place			●							●																	●	
Orange Door											●										●	●	●	●	●	●	●	

Organisation	Admin	Services													Can accept spontaneous donations	Required support in an emergency	Municipality							Comments				
Name	Subject to availability, area of impact, resources and volunteers. Availability, role and responsibilities to be confirmed at time of incident.																											
	Members have WWCC	Org has insurance	Food provision	Material Aid	Financial support	Emergency Accommodation	Psycho-social support	Information and service referral	Sorting donated goods	Aboriginal Cultural support	Family violence support	Cultural support	Animal support	Volunteer coordination	Financial donations	Food donations	Material donations	Community donations	Volunteers	Storage/Logistics	Boroondara	Manningham	Maroondah	Monash	Knox	Whitehorse	Yarra Ranges	
Outer East Foodshare Inc			○																									OEF coordinates collection and distribution of food to agencies.
Red Cross (Outer Eastern Region)							○														○	○	○	○	○	○	○	
Refugee Health Network								○				○									○	○	○	○	○	○	○	
Relationships Australia							○														○	○	○	○	○	○	○	
Rotary Club (Boroondara)														○							○							
Rotary Club (Mont Albert)	-	-												○												○		

Organisation	Admin	Services													Can accept spontaneous donations	Required support in an emergency	Municipality							Comments					
Name	Subject to availability, area of impact, resources and volunteers. Availability, role and responsibilities to be confirmed at time of incident.																												
	Members have WWCC	Org has insurance	Food provision	Material Aid	Financial support	Emergency Accommodation	Psycho-social support	Information and service referral	Sorting donated goods	Aboriginal Cultural support	Family violence support	Cultural support	Animal support	Volunteer coordination	Financial donations	Food donations	Material donations	Community donations	Volunteers	Storage/Logistics	Boroondara	Manningham	Maroondah	Monash	Knox	Whitehorse	Yarra Ranges		
and Surrey Hills)																													
RSPCA													○								○			○					
Safe Steps											○										○	○	○	○	○	○	○		
The Salvation Army			○	○	○	○															○	○	○	○	○	○	○	○	
SalvoCare Eastern						○	○														○	○	○	○	○	○	○	○	
St Vincent de Paul			○	○	○																○	○	○	○	○	○	○	○	
Save-a-Dog Scheme												○									○								
South East Volunteers										○			○											○					Also provides

Organisation	Admin	Services													Can accept spontaneous donations	Required support in an emergency	Municipality							Comments					
Name	Subject to availability, area of impact, resources and volunteers. Availability, role and responsibilities to be confirmed at time of incident.																												
	Members have WWCC	Org has insurance	Food provision	Material Aid	Financial support	Emergency Accommodation	Psycho-social support	Information and service referral	Sorting donated goods	Aboriginal Cultural support	Family violence support	Cultural support	Animal support	Volunteer coordination	Financial donations	Food donations	Material donations	Community donations	Volunteers	Storage/Logistics	Boroondara	Manningham	Maroondah	Monash	Knox	Whitehorse	Yarra Ranges		
																												transport services.	
Temple Society Australia (CHAMPION)			○	○			○	○																			○		
Uniting Vic Tas			○	○	○	○	○														○	○	○	○	○	○	○		
Wavecare							○																	○					
Wesley Eastern Homelessness Crisis Centre						○																					○		
Whitehorse Churches Care Inc - Blackburn			○																							○			

5.3 Appendix C – Acronyms and Abbreviations

Acronym or Abbreviation	Explanation
Agencies	Refer to both Government and Non-Government agencies
AV	Ambulance Victoria
CDO	Community Development Officer
DEECA	Department of Energy, Environment and Climate Action
DEECA (Ag Vic)	Department of Energy, Environment and Climate Action (Agriculture Victoria)
DEECA (FFMVic)	Department of Energy, Environment and Climate Action (Forest Fire Management Victoria)
DFFH	Department of Families, Fairness and Housing
DH	Department of Health
DHS (add DH)	Department of Human Services (Services Australia) – Federal Government
DJSIR	Department of Jobs, Skills, Industry and Regions
DLHV	Disaster Legal Help Victoria
DTF	Department of Treasury and Finance
DTP	Department of Transport and Planning
EDVOS	Eastern Domestic Violence Outreach Service
EHO	Environmental Health Officer (Council)
EMCEMP	Eastern Metropolitan Councils Emergency Management Partnership
EMERGENCY	Actual or imminent occurrence of an event which in any way endangers or threatens to endanger the safety or health of any person or which destroys or damages, or threatens to destroy or damage, any property or endangers or threatens to endanger the environment or an element of the environment in Victoria.
EMERGENCY RELIEF	The provision of essential needs to individuals, families and communities during and in the immediate aftermath of an emergency.
EMLO	Emergency Management Liaison Officer (Council)
EMR	Eastern Metropolitan Region
EMT	Emergency Management Team – Multi-agency team established as required, by the Controller at the incident, region or state level. The EMT supports the controller to manage the effects and consequences of the emergency.
EMV	Emergency Management Victoria
EPA	Environment Protection Agency
ERC	Emergency Relief Centre
ERV	Emergency Recovery Victoria
IA	Impact Assessment(s)
IC	Incident Controller (Control Agency)
ICA	Insurance Council of Australia
ICC	Incident Control Centre
IEMT	Incident Emergency Management Team
IIA	Initial Impact Assessment

Acronym or Abbreviation	Explanation
LSV	Life Saving Victoria
MBS	Municipal Building Surveyor (Council)
MECC	Municipal Emergency Coordination Centre
MECG	Municipal Emergency Coordination Group
MEM	Municipal Emergency Manager (Council – if appointed)
MEMG	Municipal Emergency Management Group
MEMO	Municipal Emergency Management Officer (Council)
MEMP	Municipal Emergency Management Plan
MEMPC	Municipal Emergency Management Planning Committee
MERC	Municipal Emergency Response Coordinator (Victoria Police)
MOU	Memorandum of Understanding
MRC	Municipal Recovery Coordinator (Council appointed) – responsible for overseeing the implementation of an incident-specific Municipal Recovery Plan.
MRM	Municipal Recovery Manager (Council)
MW	Melbourne Water
PENA	Post Emergency Needs Assessment
RELIEF	The provision of essential needs to individuals, families and communities during and in the immediate aftermath of an emergency.
RelCA	Relief Coordinating Agency
RelLA	Relief Lead Agency
RelSA	Relief Support Agency
REMP	Regional Emergency Management Plan
REMPC	Regional Emergency Management Planning Committee
REMT	Regional Emergency Management Team
RFR	Register Find Reunite
RReC	Regional Emergency Relief Coordinator (DFFH)
RRM	Regional Recovery Manager (ERV)
RRRPSC	Regional Relief and Recovery Planning Sub Committee
RRRSP	Regional Relief and Recovery Plan
RSPCA	Royal Society for the Prevention of Cruelty to Animals
SCC	State Control Centre / State Crisis Centre
SEMP	State Emergency Management Plan
SEV	South East Volunteers (formerly Monash Volunteer Resource Centre)

Acronym or Abbreviation	Explanation
Shared responsibility	Refers to the collective obligations and accountabilities held by a range of actors. A commitment to shared responsibility recognises that no single actor can be responsible for emergency mitigation, preparedness, response or recovery. Individuals, communities, organisations, businesses, all levels of government and the not-for-profit sector all have some role to play in planning for, responding to and recovering from emergencies.
SIA	Secondary Impact Assessment
SOP(s)	Standard Operating Procedure(s)
VALS	Victorian Aboriginal Legal Service
VBA	Victorian Building Authority
VCC EM	Victorian Council of Churches Emergencies Ministry
VFF	Victorian Farmers Federation
VICPOL	Victoria Police
VICSES	Victorian State Emergency Service
YVW	Yarra Valley Water

5.4 Appendix D – References and Supporting Documents

References:

- [Emergency Management Act 2013](#)
- [Guidelines for Preparing State, Regional and Municipal Emergency Management Plans](#)
- [State Emergency Management Plan](#)
- EMR Emergency Relief and Recovery Plan, 2016 (DHHS) (available on EMCOP)
- [EMV Disaster Recovery Funding Arrangements \(DRFA\)](#)

Supporting Documents:

- Municipal Emergency Management Plan (refer to Council website)
- EMR Municipal Recovery Plan (under development)
- EMCEMP Municipal Emergency Coordination Plan (arrangements, SOPs and role statements)
- EMCEMP Emergency Relief Centre Plan (arrangements, SOPs and role statements)
- EMCEMP Emergency Animal Welfare Plan
- Community Emergency Hubs – Guide for Community Groups
- Community Emergency Hubs - Guide for Councils (under development)

Refer also to Appendix A in this Sub-Plan

5.5 Appendix E - Sub-Plan Distribution

The most up to date amended versions of this Sub-Plan will be distributed as follows:

Recipient	Distribution Method	Responsibility
Community	Council Website Hard copies via Post on request	MEMPC Chair (or their delegate)
Community Emergency Planning Groups	Email with link to website Hard copies via Post on request	MEMPC Chair (or their delegate)
Council	Council website / Council document management system (including Crisisworks)	MEMPC Chair (or their delegate)
MEMPC and MEMPC Sub-Committee Members	Email with link to website	MEMPC Chair (or their delegate)
REMPC and REMPC Relief and Recovery Sub-Committee Members	Email with link to website	EMCEMP
Emergency Management Victoria / EM Sector	EMCOP Document Library	EMCEMP
Legal deposit with the Victorian State Library	Email	EMCEMP

5.6 Appendix F - Restricted Information

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

Summary of restricted information	Reason for restriction	Agency/ies that hold this information in full	Contact point/s
Municipal Emergency Contact Directory	Personal Information	Council	Emergency management staff
Emergency Relief Centres		Council	Emergency management staff

5.7 Appendix G - Amendment History

Version	Author	Update Details	Amendment Type	MEMPC Approval Date*
1.0	EMCEMP	Regionally consistent EMR Municipal Relief Sub-Plan developed incorporating: <ul style="list-style-type: none"> • updated format using content from individual Municipal Relief and Recovery Plans in the EMR; • updated content to align with the SEMP review (December 2023) and “Guidelines for preparing State, Regional and Municipal Emergency Management Plans”; and • updated sections on community participation in the relief process. This Sub-Plan replaces individual Municipal Emergency Relief Plans in the EMR.	Major Review	Refer to Certificate of Assurance (Appendix H)

*Reflects the date whereby all MEMPCs in the EMR have approved major reviews or amendments of the Sub-Plan. Minor amendments require notification of MEMPCs only (refer to 2.3 Review and Amendments).

5.8 Appendix H – Certificate of Assurance

Municipal Emergency Management
Planning Statement of Assurance


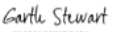
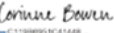


Certificate of Assurance for the Eastern Metropolitan Region Municipal Emergency Relief Sub-Plan

Plan Preparer: Municipal Emergency
Management Planning Committee/s

I certify that the attached Municipal Emergency Management Plan sub-plan complies with the requirements of the *Emergency Management Act 2013*, including having regard to any relevant guidelines issued under section 77 of that Act, to the extent outlined in the attached checklist.

<p>On behalf of the Boroondara Municipal Emergency Management Planning Committee:</p>  <p>Daniel Freer Chair, Municipal Emergency Management Planning Committee 30/04/2024</p>	<p>Nominated representative of preparer:</p>  <p>Kym Mallamaci Relief and Recovery Team Leader, Yarra Ranges Council on behalf of municipal Councils in the Eastern Metropolitan Region, 21/02/2024</p>
<p>On behalf of the Knox Municipal Emergency Management Planning Committee:</p> <p>DocuSigned by:  Jonathan McNally Chair, Municipal Emergency Management Planning Committee 18/03/2024</p>	<p>As above</p>
<p>On behalf of the Manningham Municipal Emergency Management Planning Committee:</p> <p>DocuSigned by:  Rachelle Quattrocchi Chair, Municipal Emergency Management Planning Committee 3/05/2024</p>	<p>As above</p>

<p>On behalf of the Maroondah Municipal Emergency Management Planning Committee:</p> <p>DocuSigned by:  07326710E203465... Kirsten Jenkins Chair, Municipal Emergency Management Planning Committee 29/02/2024</p>	<p>As above</p>
<p>On behalf of the Monash Municipal Emergency Management Planning Committee:</p> <p>DocuSigned by:  0229E7F02EC44FC... Jarrod Doake Chair, Municipal Emergency Management Planning Committee 18/04/2024</p>	<p>As Above</p>
<p>On behalf of the Whitehorse Municipal Emergency Management Planning Committee:</p> <p>DocuSigned by:  2C26262C14B48B1... Garth Stewart Chair, Municipal Emergency Management Planning Committee 15/03/2024</p>	<p>As Above</p>
<p>On behalf of the Yarra Ranges Municipal Emergency Management Planning Committee:</p> <p>DocuSigned by:  C1180951C4148... Corinne Bowen Chair, Municipal Emergency Management Planning Committee 21/02/2024</p>	<p>As above</p>