

# Municipal Emergency Management Plan (MEMP)

Port Phillip Municipal District

Version 23.3  
June 2022



**Readers of this plan should note the following:**

1. Amendments to the *Emergency Management Act 2013* came into effect on 1 December 2020.
2. As a result, on this same date, the City of Port Phillip Council coordinated Municipal Emergency Management Planning Committee (MEMPC) ceased to operate and a new MEMPC for the Port Phillip municipal district, independent of Council, was convened.
3. This document, formerly known as the City of Port Phillip Municipal Emergency Management Plan (MEMP) has become the Municipal Emergency Management Plan of the Port Phillip municipal district.
4. References to the ownership, administrative management and other general content of the plan will be appropriately updated as various sections are reviewed. However, any such administrative references do not impact on the operational arrangements documented in this plan and **MUST** not impact on the response to, or recovery from, emergencies within the Port Phillip district.

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**Acknowledgement of Country**

The Port Phillip District Municipal Emergency Management Planning Committee (MEMPC) respectfully acknowledges the Traditional Owners of this land. We pay our respect to their Elders, past and present. We acknowledge and uphold their continuing relationship to this land.

**Plan updates**

This is a controlled document. That means no changes can be made except via the Chair of the Port Phillip District MEMPC and/or the Municipal Emergency Management Officer (MEMO). Only the Chair of the MEMPC and/or the MEMO is delegated and authorised to make alterations and distribute the MEMP.

Email: [memo@portphillip.vic.gov.au](mailto:memo@portphillip.vic.gov.au)

Versions of this plan have been developed as follows: (Date issued = dd/mm/year)

<b>Version no.</b>	<b>Date issued</b>	<b>Page no. Amended</b>	<b>Date amended</b>	<b>Authorised by</b>
MEMP 1	6 December 2001	Entire Document	6 December 2001	Ian Henderson
MEMP 2	15 August 2002	Entire Document	15 August 2002	Ian Henderson
MEMP 3	29 November 2002	Entire Document	29 November 2002	Ian Henderson
MEMP 7	7 March 2006	Entire Document	7 March 2006	Kathy Dillon
MEMP 8	9 May 2006	Pages 3 & 19	9 May 2006	Zafira Papadopoulos
MEMP 9	12 February 2007	Contacts List Pages 4, 19, 23, 55, 75 & 76	12 February 2007	Zafira Papadopoulos
MEMP 9	16 May 2007	Entire Document	16 May 2007	Zafira Papadopoulos
MEMP 9	30 July 2007	Entire Document	30 July 2007	Zafira Papadopoulos
MEMP 9	12 November 2007	Entire Document	12 November 2007	Zafira Papadopoulos
MEMP 9	19 November 2007	Entire Document	19 November 2007	Zafira Papadopoulos

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MEMP 9	12 December 2007	CERM	12 December 2007	Zafira Papadopoulos
MEMP 9	17 December 2007	Entire Document	12 December 2007	Zafira Papadopoulos
MEMP 10	9 March 2008	Entire Document	9 March 2008	Sam Hewett
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MEMP 12	14 January 2010	Entire Document	14 January 2010	Lee Pressick
MEMP 12	14 January 2010	Entire Document	14 January 2010	Lee Pressick
MEMP 13	21 April 2011	Entire Document	21 April 2011	Laraine Elliott
MEMP 14	6 January 2012	Entire Document	6 January 2012	Darren Martin
MEMP 15	26 March 2012	Section 2.1	26 March 2012	Laraine Elliott
MEMP 16	6 February 2013	Entire document	6 February 2013	Laraine Elliott
MEMP 17	2 April 2013	Contacts	2 April 2013	Laraine Elliott
MEMP 18	22 April 2013	Entire Document	22 April 2013	Laraine Elliott
MEMP 19	2 September 2014	Entire Document	2 September 2014	Darren Martin
MEMP 20.0	17 October 2014	Entire Document	17 October 2014	Darren Martin
MEMP 20.1	17 October 2014	Document Distribution Contents List	17 October 2014	Quyên My Nguyen
MEMP 20.2	17 October 2014	Distribution List	17 October 2014	Quyên My Nguyen
MEMP 20.3	17 October 2014	Committee Membership List	17 October 2014	Quyên My Nguyen
MEMP 20.4	17 October 2014	Committee Membership Contact List	17 October 2014	Quyên My Nguyen
MEMP 20.5	17 October 2014	General Contact List	17 October 2014	Quyên My Nguyen
MEMP 20.6	17 October 2014	Maps	17 October 2014	Quyên My Nguyen

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MEMP 20.7	17 October 2014	After Hours Resources	17 October 2014	Quyên My Nguyễn
MEMP 20.8	17 October 2014	City of Port Phillip Org. Chart	17 October 2014	Quyên My Nguyễn
MEMP 21.0	22 January 2016	Entire Document	21 January 2016	Dino De Melis By: Quyên My Nguyễn
MEMP 21.1	26 February 2016	Entire Document	26 February 2016	Samantha Ross By: Quyên My Nguyễn
MEMP 21.2	15 March 2016	Entire Document	15 March 2016	Dino De Melis By: Gill Moxham
MEMP 21.3	16 March 2016	Entire Document	16 March 2016	Dino De Melis By: Gill Moxham
MEMP 21.4	17 March 2016	Entire Document	17 March 2016	Dino De Melis By: Gill Moxham
MEMP 21.5	2 May 2016	Entire Document	2 May 2016	Dino De Melis By: Dino De Melis
MEMP 21.6	23 May 2016	Entire Document	23 May 2016	Dino De Melis By: Dino De Melis
MEMP 21.7	October 2017	Entire Document	October 2017	James Lenihan
MEMP 22.0	16 April 2019	Entire Document	16 April 2019	Ryan Plunkett
MEMP 23.0	26 April 2019	Entire Document	26 April 2019	Ryan Plunkett
MEMP 23.1	27 May 2019	Part 6 – Support Principles & Arrangements – Page 63 to 75	24 May 2019	Ryan Plunkett Samantha Ross
MEMP 23.2	17 June 2022	Entire Document	17 June 2022	Ryan Plunkett
MEMP 23.3	24 June 2022	Entire Document	24 June 2022	Ryan Plunkett

### Distribution List

The MEMP is distributed electronically to all members of the Port Phillip District MEMPC. The City of Port Phillip have also placed a redacted copy of the plan on the council website.

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<b>Exercise Register</b>
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The following exercises have been conducted to evaluate this plan. Following each exercise, a debrief is conducted and report with recommendations tabled at the next MEMPC meeting.

<b>Date</b>	<b>Exercise Name</b>	<b>Type</b>	<b>Subject</b>
16 November 2018	Exercise Jake	ERC Activation	Multi agency exercise for an activation and operation of an ERC at St Kilda Town Hall
November 2020	Exercise Operation Summersafe	Online desktop exercise (due to COVID restrictions) coordinated by Victoria Police	Multi agency exercise to consider maintaining COVID enforced restrictions on a day of extreme heat at the St Kilda foreshore.
29 September 2021	Exercise Operation Larder	Online desktop exercise (due to COVID restrictions) coordinated by external consultant	Multi agency exercise of City of Stonnington & Port Phillip operations to provide large scale food relief during a COVID isolation lockdown of a high-rise public housing estate

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## Executive summary

The City of Port Phillip municipality, herein referred to as the Port Phillip District, has formed a Municipal Emergency Management Planning Committee (MEMPC), as legislated in the Emergency Management Act 2013 (the Act). Comprised of key stakeholders and agencies, it recognises it has a key role in prevention and mitigation activities to reduce the risk or minimise the effects of emergencies that may occur in the municipality.

As the manager of relevant resources and information for its community, council is the focal point of local emergency planning. During emergencies, councils support their communities directly and indirectly by providing resources and information to emergency agencies. In accordance with the Act, a council representative acts as the Chair of the MEMPC.

This plan has been produced pursuant to the Act. It addresses the planning for, mitigation of, response to, and recovery from emergencies within the Port Phillip District. The plan has been developed through the co-operative efforts of the MEMPC and builds on earlier planning activities for the municipal area.

The likely types of emergencies were developed using the risk analysis undertaken as part of the Community Emergency Risk Assessment (CERA) process, a review of emergencies and their frequency that have occurred in the Port Phillip District and those identified in the Emergency Management Act 2013.

The plan outlines how the Port Phillip District will:

- Implement measures to prevent (or reduce) the causes (or effects) of emergencies
- Manage the use of municipal resources in response to emergencies
- Manage support (that may be provided) to or from adjoining municipalities
- Assist the affected community to recover following an emergency
- Complement other local, regional and state planning arrangements

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## **PART 1: About this plan**

- 1.1 Foreword
- 1.2 Aim
- 1.3 Objectives
- 1.4 MEMPC Endorsement
- 1.5 Municipal District Profile
- 1.6 History of Emergencies and Threats
- 1.7 Future Challenges

### **1.1 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 Port Phillip District Municipal Emergency Management Plan (MEMPC) has been produced pursuant to the Emergency Management Act 2013. This plan addresses the prevention of, response to and recovery from emergencies within the Port Phillip District and is the result of the co-operative efforts of the MEMPC and assistance from Victorian agencies and recognises the previous planning activities of the municipal area.

### **1.2 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 the Port Phillip District as identified in the Emergency Management Act 2013.

### **1.3 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) Document arrangements of how City of Port Phillip will assist with immediate relief needs of affected communities as a result of an emergency
- d) Assist the affected community to recover following an emergency
- e) Complement other local, regional and state planning arrangements
- f) Manage support that may be provided to or from adjoining municipalities

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**1.4 MEMPC Endorsement**

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

This plan has been produced by and with the authority of the Port Phillip District MEMPC pursuant to Section 60ADB of the Emergency Management Act 2013.

This plan is a result of the co-operative efforts of the planning committee after consultation with those agencies and organisations identified therein.

This plan has been endorsed by the Municipal Emergency Management Planning Committee, representing all organisations with a role in it.



Ryan Plunkett  
MEMPC Chair  
Port Phillip District

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## 1.5 Municipal District Profile

*Please note: The 2021 census data was not available at the time of this version update. Current data is based on the 2016 census. Once the 2021 census data becomes available, the Port Phillip District MEMPC will amend the MEMP with any relevant updated information.*

### Topography

The Port Phillip District is located on the northern shore of Port Phillip Bay, south of the Melbourne CBD. The City is one of the oldest areas of European settlement in Melbourne and contains buildings dating from the middle of last century onwards. The City has experienced a significant amount of residential development since the 1990's; particularly in areas close to the foreshore. Port Phillip is one of the smallest municipalities in Victoria, only 21 square kilometres in area, and the most densely populated with more than twice the population density of the metropolitan Melbourne average.

The city is bounded by White Reserve and Todd Road to the west, the West Gate Freeway, Kings Way and Dorcas Street to the north, St Kilda Road, High Street, Punt Road, Queens Way, Dandenong Road, Orrong Road, Inkerman Street, Hotham Street, Glen Huntly Road, St Kilda Street and Head Street generally to the east and the foreshore of Port Phillip Bay to the south.

The City consists of many diverse and substantial entertainment and leisure precincts. These include Bay Street, Port Melbourne, Clarendon Street, South Melbourne, Fitzroy and Acland Streets, St Kilda, Carlisle Streets and Balaclava.

Major traffic flows are on Brighton, St. Kilda, Queens and City Road, Beaconsfield Parade, Kings Way and service feeder roads to the West Gate Bridge, City Link and the Melbourne CBD.

The City is well served by public transport with a substantial tram network, the St Kilda and Port Melbourne light rail lines and two stations on the Sandringham rail line.

A popular inner city area of Melbourne, Port Phillip attracts more than 2.8 million visitors each year (*Tourism Research Australia Data (March 2016)*). *Note: Excludes local (Melbourne) visitors*, making it one of the most visited places in metropolitan Melbourne, second only to the central business district. The foreshore that stretches over 11 kilometres, and vast public open spaces, make the City highly desirable to residents and visitors. The municipality also plays an integral part to the welcoming of many national and international tourists by ship to Melbourne each year at Station Pier located in Port Melbourne where the Spirit of Tasmania and international cruise ships dock regularly, especially during the warmer weather months.

The neighbouring Municipalities are Melbourne, Stonnington, Glen Eira and Bayside.

The City has enormous diversity, including high-rise business areas, light industry, busy shopping centres, high rise flats and heritage residential streets. There is also a high density of flats and apartments within the city.

Major industrial areas are located in Port Melbourne and South Melbourne. These facilities are made up of small industrial business through to large scale transport and logistics precincts which help to run the Port of Melbourne.

For further land use breakdown information see Figure 1 on Page 14.

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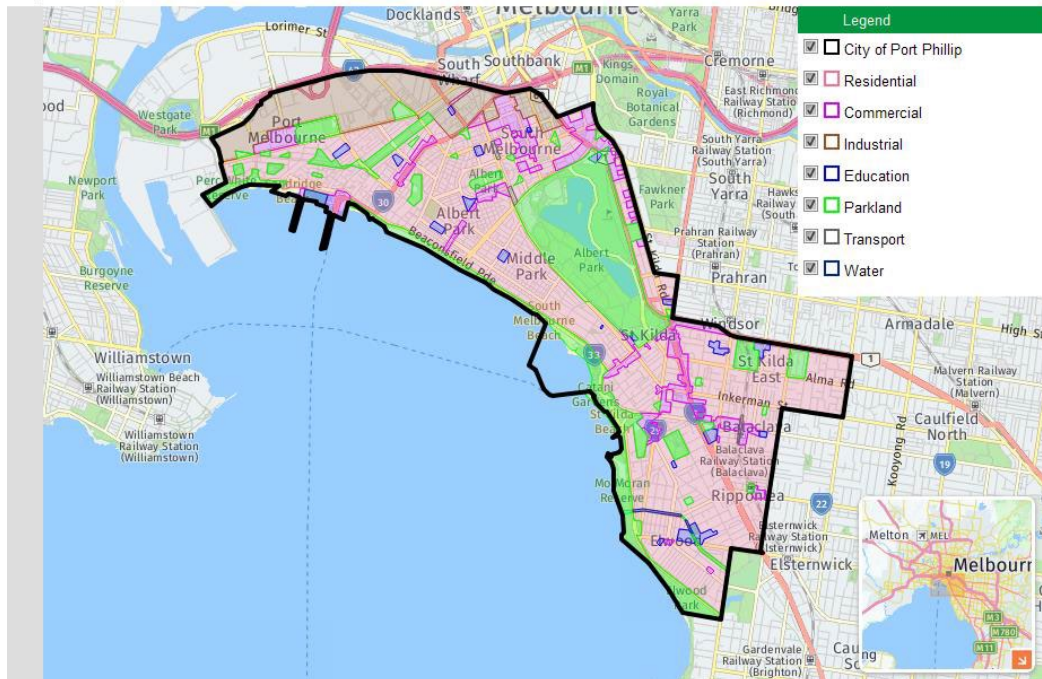
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**Infrastructure**

City of Port Phillip



Source: Australian Bureau of Statistics, Mesh Block Categories 2011. Compiled and presented in economy.id by .id, the population experts.



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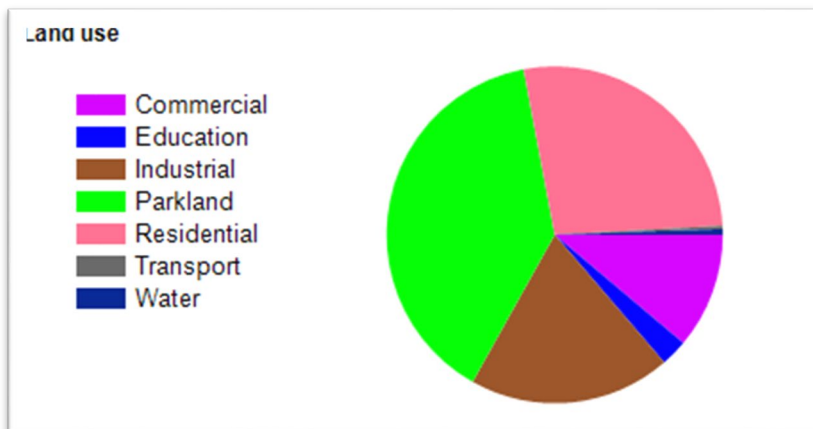


Figure 1: Land use breakdown.

## Demography, Community Profile & Vulnerable Groups

### Demography

The 2016 Census revealed that 100,863 people usually reside in Port Phillip, this is an increase of 10.4% since 2011. However, this could be as high as 11.5% based on Estimated Resident Population (ERP), the official population calculated annually by the ABS. The table below (Figure 2) shows the breakdown of population by neighbourhood areas.

Neighbourhood	2016 ERP	
	Number	%
Port Phillip	108,558	
Albert Park – Middle Park	12,313	11.3
East St Kilda – Balaclava	17,157	15.8
Elwood – Ripponlea	16,320	15.0
Port Melbourne	17,386	16.0
South Melbourne	9,262	8.5
St Kilda – St Kilda West	24,273	22.4
St Kilda Road	11,917	11.0

Figure 2: Estimated resident population breakdown.

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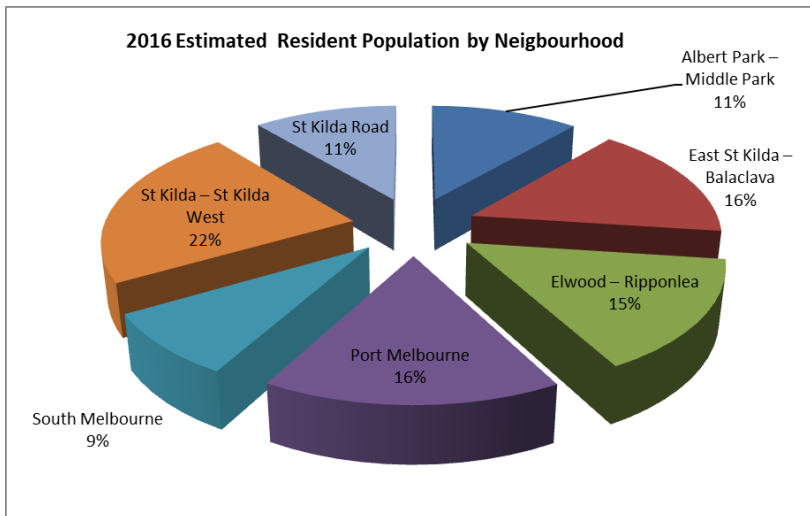


Figure 3: Estimated resident population by neighbourhood breakdown.

**Age Profile**

- The largest age cohort living in the City of Port Phillip is 25 – 49 year old’s (51.2%).
- There is a smaller number (13.3%) of babies, pre-schoolers and school aged children 0-17 year old’s, as well as retirees and older persons 60+ (16%) as seen in the table below (figure 4).

City of Port Phillip - Total Persons (Usual residence)	2016	
	Number	%
0-4	4,893	4.9
5-11	5,118	5.1
12-17	3,346	3.3
18-24	7,875	7.8
25-34	26,249	26.0
35-49	25,445	25.2
50-59	11,792	11.7
60-69	8,671	8.6
70-84	6,040	6.0
85+	1,433	1.4

Figure 4: Household service age group breakdown.

**Households**

- 49.2% of the population are renting
- 8.1% are renting community or public housing
- 14.6% are couples who have children
- 24.8% are couples who have no children
- 5.2 % are single parents
- 35.3% live alone
- 37.7% live in medium density housing

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- 52.2% live in high density housing
- 77.7% live in households with 2 persons or less
- 19.1% are in the lowest household income quartile (less than \$740/wk.)
- 35.5% are in the highest household income quartile (more than \$2,395/wk.)

### **Diversity**

- 19% (19,134) of residents are from non-English speaking countries of birth
- The top five languages spoken at home (other than English) are: Greek, Mandarin, Italian, Russian and Spanish
- The largest non-English country of birth is India 2.0% or 2,019 people
- Indigenous people 392 (0.4%)

## **Community Profile**

### **Working population**

The City contains several significant employment areas including the St Kilda Road office district and industrial, warehousing and manufacturing districts in South Melbourne and Port Melbourne. The total population number rises to over 140,000 on weekdays including people travelling through the city and those working in the commercial and industrial areas.

A significantly higher proportion of people in the Port Phillip District work in finance, insurance and business services as well as the recreation, personal services and cafe sector compared to Melbourne. This is consistent with Port Phillip's function as an entertainment and leisure destination, its proximity to Melbourne CBD employment and its relatively high level of managers and professionals.

### **Vulnerable populations**

Port Phillip has many features common to other densely populated inner city communities with diverse populations. Despite a dominant affluent population, the Port Phillip District is characterised by pockets of distinct vulnerable populations which distinguishes it from many other inner metro areas with extreme wealth and affluence. Refer to the following table.

One of the unique features of Port Phillip is that it is a central base for a wide range of local and state-wide welfare, support and housing services that address the needs of some of the city's most vulnerable populations. It also has a high concentration of public and community housing stock.

The types of services provided by this strong agency network serve many vulnerable people daily, e.g. 400 people gather daily to access the meals service at Sacred Heart Mission and large numbers access material aid at Salvation Army Crisis Service and at Port Phillip Community Group. Thousands of people annually access welfare services across the city for support.

Port Phillip has approximately 12 active hostels or back packers within the municipality which can accommodate over 1100 people at any one time. Further to that, there are also approximately 55 rooming houses which can accommodate another 700 people at any one time, many vulnerable community members.

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Port Phillip is also known for its festivals, events, beaches and tourist activities. This brings large masses of international, other municipality and local community groups together and in some cases, high levels of alcohol consumption with the potential for high levels of dehydration and other negative health impacts.

### **Communicating with Vulnerable Populations**

Effective and timely communication with vulnerable populations is of paramount importance in an emergency.

The Port Phillip City has translated emergency management information on its website into Italian, Greek, Russian, Polish and Chinese.

Port Phillip City has a well-established service network with agencies that deliver services to vulnerable populations throughout the city.

Community agencies such as: Sacred Heart Mission; Salvation Army Crisis Service; Port Phillip Community Group; Star Health; and

Housing providers such as: Launch Housing; South Port Community Housing Group, Housing First, St Kilda Community Housing and the South Melbourne regional Office of Housing;

CALD / non-English speaking background agencies such as MiCare; and Indigenous community agencies such as; Ngwala Willumbong Co-op; Winja Ulupna; Galiamble; and Our Rainbow Place (Star Health) - will be first points of contact for disseminating information to respective clients and residents. These agencies will also be part of a recovery committee where relevant.

### **Older persons**

Socio-Economic Disadvantage and Health

In the City of Port Phillip 5,540 people are in receipt of the Age Pension and 3,072 people are in receipt of the Disability Support Pension.

Approximately 5,500 of people over 55 years live alone. This may pose particular issues regarding communication and mobility. Location and contact details of public and social housing units for older people (55+) are noted in the MEMP Contact Directory

## **1.6 History of Emergencies and Threats**

The risk analysis was undertaken as part of the Community Emergency Risk Assessment (CERA) Process and endorsed by the Municipal Emergency Management Planning Committee (MEMPC). The history of emergencies and their frequency and severity were analysed and ranked, considering the level of risk and the consequences. The types of emergencies that have occurred in recent years in the Port Phillip District include:

- Fire
- Electricity Blackout
- Gas Leak
- Storm/Wind Storm and Flooding

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- Water Pollution
- Oil Spillage

See Community Emergency Risk Assessment (CERA) summary in Risk Management, section 3.3.

The following table does not list every emergency that occurs within the City of Port Phillip. Those that may be considered as 'business as usual' for the emergency services are not included (e.g. vehicle collisions, medical emergencies, small fires, minor storm damage, etc.). It does, however, include any emergencies that:

- Result in the displacement of members of the community for an extended period;
- Are linked to risks identified in the CERA;
- Trigger activation of a sub plan;
- Constitute trending information leading to a review of risks to the community.

### Emergency incidents 2013 – Present:

DATE	INCIDENT
4 January 2013	Power out Wave St Relief & Recovery. Residents without power during extreme heat temperatures. MERO and MRM responded. Residents relocated to local café.
21 March 2013	Wall collapse Relief during house renovation works. MERO & MBS responded. Traffic management implemented to close laneway until make safe works completed. MBS structural assessment completed and order issued.
17 January 2014	Major Fire – Stokehouse restaurant, St Kilda. MERO & MBS responded. Traffic diversions implemented. MBS structural assessment completed and order issued, emergency demolition works completed.
16 April 2014	Explosion – Middle Park flat. Victoria Police injured during resident welfare check. MBS responded and structural assessment completed. MRM responded post event to conduct resident welfare check. Referrals to counselling services provided.
18 June 2014	Vehicle crash into High Street block of units. MERO & MBS responded. Traffic diversions implemented. MBS structural assessment completed and order issued.
18 June 2014	Fire – Stokes street. MBS responded. MBS structural assessment completed and order issued.
24 September 2014	Fire – Donovan's. MERO & MBS responded. Traffic diversions implemented. MBS structural assessment completed and order issued.
24 September 2014	Fire – Waterfront Place. MERO & MBS responded. Traffic diversions implemented. MBS structural assessment completed and order issued.
24 September 2014	Gas structure rupture. MERO & MRM responded. Residents evacuated, traffic diversions implemented. Emergency accommodation organised for three residents.
19 February 2015	oil spill – Pickles St, Port Melbourne. MERO responded – Oil absorbent and traffic detours implemented.

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16 September 2015	Fire – Bay Street, Port Melbourne. MERO, MRM, MBS and MOC responded. Relief centre opened (Bubup Womindjeka) for residents of Kyme Place. Traffic diversions in place. Residents returned to Kyme Place that night. MBS structural assessment completed and order issued.
16 September 2015	Small fire, Park Towers. MERO & MRM responded. Worked with Australian Red Cross Emergency Services to relocate affected resident.
16 September 2015	Vehicle crash into High Street block of units. No action, City of Melbourne. MERO note only.
5 October 2015	Fire at The Albion, South Melbourne. MERO, MRM & MBS responded. Traffic diversions implemented. MBS structural assessment completed and order issued.
20 November 2015	Evacuation of Station Pier, Port Melbourne: mobilised the MECC. MERO, MRM and MECC responded. Event closed prior to completion of relocation activities where implemented with City of Melbourne Relief Centre.
19,29-31 December 2015	Heat plan was activated. Internal City of Port Phillip department activated heat plan actions.
11 January 2016	Garbage truck fire clean-up & evacuation of Coventry Children's centre – Coventry Street, South Melbourne. MRM responded – MRM attended site and arranged for staff and children from the centre to be relocated to the South Melbourne Town Hall. Centre was open for business the next day.
21 January 2016	Flooding & evacuation of Regal Boarding House – 5 Little Grey St, St Kilda. MERO responded – MRM & MBS attended site, relief provided
8 February 2016	Flooding over road; S.E Water mains rupture – Service Rd, South Melbourne. MERO responded – road closure, barriers implemented
22 February 2016	Bus crash into Montague Street Bridge, South Melbourne. No action by MERO, note only.
23 February 2016	Truck crash into Montague Street Bridge, South Melbourne. No action by MERO, note only.
29 February 2016	Truck crash into Montague Street Bridge, South Melbourne. No action by MERO, note only
4 March 2016	Truck crash into Montague Street Bridge, South Melbourne. No action by MERO, note only
9 March 2016	Hottest March night since records were first kept back in 1856. City of Port Phillip Communications Heat Alert measures activated on Friday 4 March for extended forecast of hot weather.
15 March 2016	Burst water main, corner Wright Street and Richardson Street, Middle Park. SE Water responsible for incident management and repairs. MERO responded – road closure, barriers implemented
29 March 2016	Truck crash into Montague Street Bridge, South Melbourne. No action by MERO, note only
19 April 2016	Explosion at 178-184 York Street, next door to the Albion Hotel and opposite the South Melbourne Market, person injured. MFB, Victoria Police & Ambulance attended. City of Port Phillip MFPO also attended. MERO responded by phone but MERC did not require his attendance. The MFB & WorkSafe investigating. Note only.

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27 April 2016	11am – Truck crash into Montague Street Bridge, South Melb. No action by MERO, note only
27 April 2016	3pm – 2 <sup>nd</sup> Truck crash into Montague Street Bridge, South Melb. No action by MERO, note only
17 May 2016	Truck crash into Montague Street Bridge, South Melbourne. No action by MERO, note only
25 November 2016	Residential fire, Port Melbourne. Residents displaced and staying with relatives. Surrounding residents also impacted. MRM and Australian Red Cross Emergency Services provided support.
29 December 2016	Storm/flash flood event impacting Elster Creek/Elwood Canal. One resident displaced on Mitford Street Elwood. City of Port Phillip resources responded during storm. MRM provided support to displaced resident.
15 February 2017	Fire and evacuation at Park Towers, Park St, South Melbourne. 10 units on level 24 evacuated. DHHS arranged hotel accommodation for everyone except one person with pets.
6 April 2017	Fire, Greeves St, St Kilda. Two residents displaced. MERO and MRM activated. Australian Red Cross Emergency Services provided accommodation.
20 August 2017	Fire, Tennyson St, St Kilda. Residents displaced. MERO and MRM activated. Salvation Army provided accommodation.
28 September 2017	Fire, Hughenden Rd. MERO notified MRM sent out Trauma Reaction Recovery. Trauma recovery handouts provided to neighbours.
18 November 2017	Esplanade Port Melbourne House Flooding Event – MRM activated. Family of seven people displaced.
1 December 2017	Elwood Canal potential flood (near miss) due to heavy rain forecast of up to 140mm. MERO and Deputy MERO on standby.
1 June 2018	Fire, Greeves Street St Kilda. Fire within an empty factory at approx. 6 AM. MFB request to MERO to organise road closures to Greeves Street for approx. 4 hours while investigations were underway.
4 June 2018	Concrete truck spill on Ingles Street Port Melbourne at approx. 5 PM. MERO self-activated and contacted Victoria Police for assistance in traffic management while clean-up works took place facilitated by City of Port Phillip.
23 July 2018	High winds caused damage to scaffold located on building site in Raglan Street Port Melbourne. MERC contacted on-call MERO at approx. 2 AM to notify them of incident. No further action required following SES VIC attending site and making safe. Building contractor rectified next day.
23 August 2018	Fire, Buckhurst Street South Melbourne in empty factory at approx. 6 PM. MERO and Deputy MERO attended site. Building surveyor attended site the next day and issued instruction to building owner for required works to improve safety to the site.
26 August 2018	Fire, Middle Park residential house at approx. 12 PM. Victoria Police called on-call MERO to request attendance by the MFPO which took place. No further actions were undertaken by City of Port Phillip.
30 August 2018	Fire, Footscray factory chemical fire. MERO issued smoke warnings to City of Port Phillip employees and community via social media.

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15 September 2018	South Port Community Housing Apartment flooding event. Resident affected. MRM activated.
18 October 2018	Ceiling collapse, South Melbourne Town Hall. MFB called on-call MERO to request site attendance. MERO, Deputy MERO and MRM attended site. MERO and Deputy MERO coordinated handover from MFB and commencement of make-safe works. MRM coordinated relief and recovery for affected workers.
6 November 2018	Storm/flash flooding event impacted South Melbourne, St Kilda and Elwood at approx. 9 AM. SES contacted on-call MERO and made request for road traffic signage for approx. 4 hours.
14 December 2018	Storm/flash flooding event impacted Port Melbourne and South Melbourne. SES contacted on-call MERO and made request for road traffic signage for overnight.
15 December 2018	Heavy rain event impacted apartment building complex under construction along Queens Road St Kilda. Victoria Police called on-call MERO to request Building Surveyor to attend which occurred at approx. 2 PM. Deputy MERO also attended site at approx. 4 PM. Municipal Emergency Management Coordinator attended follow-up debrief of event in January 2019.
5 January 2019	St Kilda Beach Foreshore rally protect management. MERO represented City of Port Phillip in the ICC at St Kilda Police Station.
6 March 2019	Hobson Bay Marine Algal Bloom. DELWP request to MERO for assistance to contact organisations which managed foreshore piers within municipality to organise warning signage.
6 March 2019	High winds caused damage to scaffold located on building site at the corner of Plummer Street and Prohasky Street Port Melbourne at approx. 3 PM. Acting MERC contacted on-call MERO to request road closure signage which was completed.
28 March 2019	Flooding, 19 Redan Street East St Kilda. MERO and MRM activated. Contact made with Owners Corporation and Renting Agents to provide advice for displaced people. No further action required.
12 August 2019	Evacuation of 170 people from Base Backpackers Carlisle Street St Kilda due to false alarm fire sprinkler activation. MERO and MRM activated by Victoria Police and MFB to coordinate transport to other Backpacker Hostels in the CBD using commercial buses.
11 August 2019	Evacuation of apartment building at 2 Dalgetty Street St Kilda due to fire. MRM activation to coordinate evacuation for displaced residents.
15 September 2019	Evacuation of apartment building a Blenheim Street Balaclava due to fire. MERO and MRM activation for coordination of displaced residents. No further action required as residents were allowed back into building a couple of hours later.
19 September 2019	Evacuation of partial building at 604 St Kilda Road Melbourne due to major water leak. MERO and MRM were activated and attended site. Residents were provided shelter in the building foyer until morning. Alternative accommodation was sought by owners and managers the following day where required. No further action.
17 November 2019	MRM required to coordinate 1 night's emergency accommodation for 1 displaced community member at a St Kilda hotel after fire emergency call to 82 Dickens Street St Kilda. No further action.

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20 December 2019	MERO supported Victoria Police and VIC SES following a serious car accident on Kings Way when a large tree dropped a limb onto a car.
21 December 2019	MERO and MRM supported Victoria Police and MFB following fire at backpackers hostel in South Melbourne where all occupants required to be relocated via bus to another backpackers premises.
9 February 2020	MEMO contacted regarding concrete slab on second storey building site about to collapse into a laneway. Arranged road closure signage for site safety.
18 February 2020	MEMO contacted re sink hole in laneway behind Novotel construction site. MEMO attended site. Laneway closed, Residents of carparks affected were notified by Victoria Police. Site safely secured.
2 March 2020	Activation of City of Port Phillip's Pandemic Planning Committee relating to Coronavirus COVID-19.
18 June 2020	MRM assistance requested by MFB for displaced person following house fire in Port Melbourne. Assistance provided in the days following.
22 August 2020	Coordination of awareness signage at Elwood Canal Wave Street/Foam Street Fords for 36 hours due to heavy rainfall & minor flooding.
14 September 2020	Large tree limb down in Clarke St Park Elwood – coordination of clean-up with Citywide.
4 November 2020	Car drove off elevated carpark in South Melbourne. Victoria Police requested City of Port Phillip on-call MEMO supply a crane to remove car however City of Port Phillip Building Surveyor deemed the location not safe to place the crane on the car park structure. Car was removed by a crane from the street the following day, organised by the buildings Owners Corporation. No further action required by MEMO.
6 May 2021	Factory fire at Ferrars Street South Melbourne factory fire. MEMO activated. Assisted onsite with traffic management coordination, plant and equipment hire coordination.
10 June 2021	Multiple trees down from major storm front. MEMO activated. Coordinated traffic management and clean-up of rubbish. No further action required.
28 June 2021	Apartment fire at 114 Wellington Street St Kilda. MEMO and MRM activated. MRM coordinated impacted persons emergency accommodation and collection of belongings from fire damaged residents.
22 September 2021	Earthquake. MEMO and MRM activated. Assisted with various incidents at different locations across the municipality. No further action required.
28 September 2021	Garbage Truck Fire - 60 Wellington St, St Kilda. MEMO activated. Coordinated traffic management and clean-up of rubbish. No further action required.
7 October 2021	Apartment fire at 185 Nott St, Port Melbourne. Department of Family, Fairness and Housing owned building. MEMO activated. No further assistance action required.
10 November 2021	Apartment fire at Daley St Elwood. MRM self-activated day after the emergency event. Coordinated impacted persons emergency

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	accommodation and collection of belongings from fire damaged residents.
20 April 2022	Hot air balloon emergency landing at Tiuna Grove, Elwood. MEMO activated. Traffic management. No further action required.
7 May 2022	Recreation Vehicle stuck under Montague Bridge, Port Melbourne. MEMO activated and attended scene. No further action required.
11 May 2022	Cement mixer truck stuck under Montague Bridge, Port Melbourne. MEMO activated and attended scene. No further action required.

## 1.7 Future Challenges

As we look to 2050, we know that the world will be different. Our physical environment will be more unpredictable with extreme events becoming more frequent, technology will continue to rapidly evolve and our urban environment will be more dynamic as information becomes more readily available at all times. Our public places and spaces will significantly change and evolve as residential and mixed use development continues and density increases. Significant population growth is expected over the next 40 years, particularly in the Fishermans Bend renewal area on the northern edge of the City, and in established neighbourhoods like St Kilda Road and South Melbourne.

The *City of Port Phillip Council Plan 2017-27* identifies seven significant, long-term challenges facing our City:

- 1) **Climate change;** Port Phillip is already experiencing the impacts of this challenge, including temperature increases (of between 1.2 and 1.4 degrees since 1950), lower than average rainfall (a decrease of between 100 and 200 millimetres since 1950), more flooding, sea level rise (of between 0.08 to 0.20 metres above the 1986-2005 level), and a notable increase in the number of days over 35 degrees (*Climate Ready Victoria: Greater Melbourne, November 2015, State of Victoria Department of Environment, Land, Water and Planning*).

Both the frequency and severity of storms is predicted to increase in the greater Melbourne Area. These impacts across the region have the potential to increase the number of emergencies needing to be responded to as well as exacerbate and complicate some emergencies

- 2) **Population growth;** Port Phillip is entering a prolonged period of anticipated growth. Our population is expected to grow by 23 percent from 110,942 people in 2017 to 136,140 by 2027, then a 52 percent increase from the 2017 total to 168,549 people by 2041 (*Forecast.id projections*). Our worker population will also rise dramatically. Fishermans Bend is expected to cater for 80,000 jobs by 2050, with just over half of these jobs (34,000) projected to be within Port Phillip (*Fishermans Bend: Population & Demographics, September 2016, State of Victoria Department of Environment, Land, Water and Planning*).
- 3) **Urbanisation;** Population growth will drive an increase in urban density. Fishermans Bend will make a significant contribution to housing growth, with new high density neighbourhoods. The density of established areas across the City will also increase, with the St Kilda/St Kilda West and St Kilda Road neighbourhoods accounting for more than half of the projected housing growth outside Fishermans Bend over the

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next 20 years. We will see more medium to high density residential development and continued pressure to convert commercial areas to residential use. Urban environments increase exposure to pollution, traffic accidents and emergencies which can negatively affect our communities.

- 4) **Transport and parking;** Road network congestion and overcrowding on public transport will continue to be an issue as our population grows. The road network for cars is at capacity and cannot be increased. Traffic and parking congestion has a significant impact on our environment and health, and compromises the liveability of our City.
- 5) **Rapid evolution of technology;** The world is becoming more connected. People, businesses and governments are increasingly moving online to connect, deliver and access services, obtain information and perform activities like shopping and working. Technology is also changing the way our residents work. We can expect increasing demand for City of Port Phillip services to be delivered online, and for engagement through social media and other digital means. We will need to respond to this demand and think about how we operate and support people to connect with City of Port Phillip, particularly those who have limited online access and/or digital literacy. The digital shift will reshape how we deliver services and engage our community in decision making.
- 6) **Changing economic conditions;** The transition of Fishermans Bend to a mixed-use community will have a significant impact on the number and type of businesses and jobs in that area. Our people can expect to spend more time travelling to work outside of the City. We may also continue to experience a change in the nature of our business community as high rental prices put pressure on smaller businesses. Socioeconomic factors have a significant impact on health and wellbeing. The spectrum of people considered vulnerable is widening due to increased costs of living, rental and property costs, social exclusion and health inequity. More than 8,000 residents are living in housing stress and 2,500 residents are on the public housing waiting list (excluding local community housing waiting lists). In the last two years, we have seen an increase of 104 per cent in the number of calls received about people sleeping rough in public places. We expect to observe ever-increasing vulnerability in our community.
- 7) **Legislative and policy influence;** Government funding is being reduced or withdrawn from several sectors, placing additional expectation on local government to fill the gap. This trend of government cost shifting, along with increased compliance, will likely continue. Large scale sector reforms will exacerbate this challenge, requiring service model changes that may impact on those in our community with the most complex needs. In addition, the cap on rate increases means local government's ability to control revenue is constrained. As a result, we are experiencing increased strain on our financial sustainability. The cap on rate increases is forecast to impact our bottom line by \$14 million over the next 10 years if we don't make changes to the way we operate. Difficult decisions will need to be made about our services, investments and assets to ensure the health and wellbeing of our people and places within these fiscal constraints.
- 8) **Mass Gatherings;** Port Phillip is renowned for hosting iconic events which draw thousands of spectators and tourists to the City. A mass gathering can be a planned or spontaneous event where the number of people (at least >1000 persons) attending may strain the planning and response resources of emergency services,

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community, and council hosting the event. The Australian Formula One Grand Prix, St Kilda Festival, Midsummer Pride March, and other major sporting, religious, and cultural events are all considered examples of a mass gathering. Mass gatherings can be both planned and unplanned (spontaneous) and can be a symptom of, and a form of protest against major socio-political problems, a melee resulting from opposed groups. The severity of the event coincides with public expression(s) and elements of displeasure that ultimately impacts the day today running and/or safety of the local community.

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## **PART 2: Management Principles & Arrangements**

- 2.1 Municipal Emergency Management Planning Committee (MEMPC)
- 2.2 Key Agency Roles and Responsibilities
- 2.3 Municipal Emergency Management Functions
- 2.4 Municipal Emergency Management Officer (MEMO)
- 2.5 Municipal Recovery Manager (MRM)
- 2.6 Coordinator Municipal Emergency Management (CMEM)
- 2.7 Relief Centre Manager (RCM)
- 2.8 Municipal Emergency Response Coordinator (MERC)
- 2.9 Municipal Emergency Co-ordination Centre (MECC)
- 2.10 Municipal Operations Centre (MOC)
- 2.11 Municipal Fire Prevention Officer (MFPO)
- 2.12 Regional Recovery Coordinator
- 2.13 Regional Emergency Management Planning Committee (REMPC)
- 2.14 Command, Control, Co-ordination
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- 2.18 Transition of Coordination from Response to Recovery
- 2.19 Maintenance of Plan
- 2.20 Notifying Amendments to Plan
- 2.21 Inter-Relating Plans

### **2.1 Municipal Emergency Management Planning Committee (MEMPC)**

The Municipal Emergency Management Planning Committee (MEMPC) is formed pursuant to Section 21(3) & (4) of the Emergency Management Act 2013, to formulate plans for the district's consideration in relation to the prevention of, response to and the recovery from emergencies within the Port Phillip municipal district.

The State Emergency Management Plan (SEMP), outlines the function of the MEMPC as: Mitigation and Planning

- Be responsible for the preparation and review of their MEMP
- Consider community EM plans if they have been developed
- Ensure the MEMP is consistent with the SEMP and with the relevant REMPC
- Provide reports and recommendations to the region's Regional Emergency Management Planning Committee (REMPC) in relation to any matter that affects or may affect EM planning in their municipal district
- Share information with the region's REMPC and with other MEMPCs to assist effective EM planning in accordance with Parts 6 and 6A of the EM Act 2013

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- Collaborate with any other MEMPC that the MEMPC considers appropriate in relation to EM planning including preparing MEMPs

The committee is an integrated planning committee, covering all aspects of planning, preparedness, response and recovery. MEMPC Sub Committees may be formed as required to assist in the preparation and maintenance of MEMP Sub-Plans.

The following positions shall make up the MEMPC:

#### Core Members

- Municipal Council (Chair)
- Victoria Police
- Fire Rescue Victoria
- Ambulance Victoria
- Victoria State Emergency Service
- Australian Red Cross Emergency Services
- Department of Families, Fairness and Families

#### Other Members (recovery & community)

- Victorian Council Churches Emergency Ministry
- Community Security Group Victoria
- Star Health
- Lifesaving Victoria
- Parks Victoria
- Department of Education and Training
- Services Australia
- St John Ambulance Victoria
- Victoria Coast Guard

### **MEMPC Meetings**

The Municipal Emergency Management Planning Committee (MEMPC) meets quarterly each year and by exception.

Minutes of all meetings will be taken and a copy sent to the Southern Metropolitan REMPC. Functional Sub Committees, if formed, should meet at least once per year to review and amend their arrangements where necessary.

The MEMPC will also be convened following:

- An incident of significance as deemed by the MEMPC;
- A major organisational change of a participating MEMPC member;
- A significant new risk in the municipality; or
- An exercise with major outcomes.

Standing agenda items for the MEMPC at every meeting will include:

- Review of membership (annual only);
- Review of the contact directory (each meeting);
- Review of risks (annual only or as agreed); and
- Review of selected sections of the MEMP so as to ensure all sections have been reviewed at least once between self-assurance processes conducted by the MEMPC.

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## 2.2 Key Agency Roles and Responsibilities

Emergency services and other agencies play key roles in the planning process. Agency representatives participate and contribute as members of the Municipal Emergency Management Planning Committee and provide expert advice on the content of the plan.

They contribute information on the structures in place for the response to and recovery from emergencies and the coordination arrangements in place for dealing with emergencies in the municipality.

Emergency services and other agencies also have defined roles in the response to and recovery from emergencies. In most cases this is based on legislative mandate, regulatory requirement, or by other formally agreed arrangements.

## 2.3 Municipal Emergency Management Functions

The Port Phillip City accepts responsibility for the management of municipal resources and the co-ordination of community support to counter the effects of an emergency during both the response to and recovery from emergencies. This includes:

- a) the provision of emergency relief to affected persons during the response phase;
- b) the provision of supplementary supply (resources) to relief agencies during response and recovery;
- c) municipal assistance to agencies during the response to and recovery from emergencies;
- d) the secondary impact assessment and post emergency needs analysis
- e) coordination of recovery activities within the municipality, in consultation with Department of Families, Fairness and Housing (DFFH).

To carry out these management functions, the Port Phillip District MEMPC will form an Emergency Management Group (EMG). This group will consist of:

- Municipal Emergency Management Officer (MEMO)
- Municipal Recovery Manager (MRM)
- Coordinator Municipal Emergency Management (CMEM)
- Municipal Emergency Response Coordinator (MERC) and or their Representative.
- Municipal Emergency Coordination Centre (MECC) Manager
- Municipal Operations Centre (MOC) Manager
- Relief Centre Manager
- Control Agency/representative

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- Other Support Agency Representation

The Emergency Management Group or part thereof will convene when the scale of the emergency dictates the requirement of significant provisions of any of the functions outlined above. Members of the EMG will liaise to determine what level of activation is required.

Where appropriate the functions of the emergency management group will be carried out in consultation with:

- The Municipal Emergency Response Coordinator, with respect to the co-ordination and provision of resources
- The Control Agency

## 2.4 Municipal Emergency Management Officer (MEMO)

Please refer to the MEMP Contact Directory for details of the managers the City of Port Phillip have appointed to fulfil the functions of the MEMO and Deputy DMEMO pursuant to the Emergency Management Act 2013.

The responsibilities of the MEMO are to:

- Ensure the Municipal Emergency Management Plan is effective and current
- Ensure that municipal resources are utilised effectively in a community emergency, for response, relief and recovery activities
- Ensure that the City of Port Phillip municipal emergency co-ordination centre can be activated at short notice in event of an emergency, if required
- Arrange meetings of the Municipal Emergency Management Planning Committee or the Emergency Management Group as appropriate during an emergency
- Maintain effective liaison with all regional, state or commonwealth emergency related agencies servicing the municipality including the provision of an EMLO as requested
- Ensure that contractual arrangements with contractors to provide response or recovery support during an emergency are agreed to and documented in advance of such events
- 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
- Co-ordinate municipal resources in emergency response
- Provide City of Port Phillip resources when requested by emergency services during response activities
- Ensure that a municipal emergency relief and recovery centre(s) can be activated at short notice in event of an emergency
- Maintain effective liaison with emergency agencies within or servicing the municipal district

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- Maintain an effective contact base so municipal resources can be accessed on a twenty-four hour basis
- Keep the municipal emergency co-ordination centre(s) prepared to ensure prompt activation if needed
- Liaise with the Municipal Recovery Manager (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 City of Port Phillip in relation to emergencies
- Municipal Authority: The MEMO is responsible to arrange municipal resources in responding to emergencies, and has full delegated powers to deploy and manage City of Port Phillip's resources during emergencies

## 2.5 Municipal Recovery Manager (MRM)

Please refer to the MEMP Contact Directory for details of the managers the City of Port Phillip have appointed to fulfil the function of Municipal Recovery Manager (MRM) and Deputy MRM pursuant to the Emergency Management Act 2013.

The responsibilities of the MRM shall be:

- Co-ordinate municipal and community resources within the municipality for recovery
- Immediately following an emergency to assist with collation and evaluation of information gathered in the post impact assessment
- Establish priorities for the restoration of community services and needs in consultation with community
- Liaise with the MEMO for the best use of municipal resources to enable the recovery by individuals or the community from the effects of an emergency
- Establish a Relief and Recovery Centre at the municipal offices or other location that is appropriate on behalf of the affected area with recovery agencies and the municipality
- Liaise with the Regional Emergency Recovery Planning Committee, or Department of Families, Fairness and Housing (DFFH) to undertake specific recovery activities as determined by the municipality

Specific Tasks:

- Ensure there are adequate staff resources for emergency Recovery and Relief centres during the recovery phase. This may require liaising with neighbouring municipalities and the Department of Families, Fairness and Housing (DFFH)
- Convene, chair and conduct a recovery debrief to address recovery issues with all participating agencies;

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- Authorise purchase and payment and meet financial / accounting requirements of City of Port Phillip for any recovery expenses within the delegated budget parameters
- Undertake other specific recovery activities as determined by City of Port Phillip

The Municipal Recovery Manager (MRM) may delegate duties to provide for effective management of the recovery functions.

## 2.6 Coordinator Municipal Emergency Management (CMEM)

The responsibilities of the CMEM are to:

- Act as the Chair for the MEMPC
- Ensure the Municipal Emergency Management Plan and Sub Plans are effective and current
- Issue correspondence relating to MEMPC Meetings (i.e. Agendas/minutes/etc.)

## 2.7 Relief Centre Manager (RCM)

The responsibilities of the RCM shall be:

- Overseeing the delivery of emergency relief functions within the centre
- Escalating request for supplementary resources to MECC
- Ensuring relief centre activity reports are completed at the times designated
- Monitoring if people are adequately accessing services
- Overseeing occupational health and safety at the centre including standards for set up, access and egress

## 2.8 Municipal Emergency Response Coordinator (MERC)

The Municipal Emergency Response Co-ordinator (MERC) is appointed under auspices of Section 56 of the Emergency Management Act 2013 through an instrument of delegation by the Chief Commissioner. A Senior Sergeant from Victoria Police within the Port Phillip Police Service Area is the Municipal Emergency Response Co-ordinator, or their delegated representative, is the Deputy Municipal Emergency Response Co-ordinator.

Refer to the State Emergency Management Plan (SEMP) for the responsibilities of the MERC.

Any Control agency requiring municipal support will request support through the Municipal Emergency Response Coordinator who will pass on all requirements to the Municipal Emergency Management Officer.

## Regional Emergency Response Coordinator (RERC)

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The Chief Commissioner of Victoria Police must, on the request of the Emergency Management Commissioner, appoint a member of the Victoria Police force to be an emergency response coordinator for each region and municipal district.

Refer to the SEMP for the responsibilities of the RERC.

## 2.9 Municipal Emergency Co-ordination Centre (MECC)

Although there is no longer an emergency management requirement to maintain a MECC in a state of readiness, City of Port Phillip has elected to continue to maintain its primary MECC. This may be used to coordinate the City of Port Phillip response in support of a municipal emergency, or any other event that impacts on City of Port Phillip's capacity to undertake normal business.

The MECC will 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.

The Emergency Co-ordination Centres for the Port Phillip District are:

### PRIMARY:

MECC/Training Room - St. Kilda Town Hall,  
Corner Carlisle St and Brighton Rd. St. Kilda.  
Melways Ref: 58D11

### SECONDARY:

Meeting Room 1, City of Port Phillip Depot,  
69-81 White St, South Melbourne. (Enter off Boundary St).  
Melways Ref: 2E F11.

## 2.10 Municipal Operations Centre (MOC)

The City of Port Phillip may establish a Municipal Operations Centre, if necessary, to control its own resources in an emergency.

The MOC will be established on direction of the MEMO. The City of Port Phillip's Operations Centre in White St South Melbourne will act as the MOC during an emergency. All equipment required for an emergency response is located at the MOC and is regularly audited by the MOC Manager.

## 2.11 Municipal Fire Prevention Officer (MFPO)

Please refer to the MEMP Contact Directory for contact details of the officers the City of Port Phillip have appointed to fulfil the functions of Municipal Fire Prevention Officer (MFPO) pursuant to the Emergency Management Act 2013.

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The responsibilities of the MFPO are to:

- Undertake and regularly review City of Port Phillip's fire prevention planning and related risks
- Liaise with fire services, brigades, other authorities and councils regarding fire prevention planning and implementation
- Advise and assist the MEMPC on fire prevention and related matters
- 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
- Support fire services in the delivery of community fire safety education programs

## 2.12 Regional Recovery Coordinator

The Regional Recovery Coordinator is the Divisional Deputy Secretary of the Department of Families, Fairness and Housing (DFFH) or delegate and the Chair of the Southern Metro Regional Relief and Recovery Committee. The authority to activate the Regional Emergency Recovery Plan rests with the Regional Recovery Coordinator or Regional Recovery Manager when the impact of an emergency event may lead to community needs that exceed the capacity of City of Port Phillip and/or when the emergency event affects additional municipalities and regional coordination of resources is required. Operational responsibilities may be delegated to the Regional Recovery Manager and/or Manager Emergency Management (MEM) depending on the scale of an emergency.

## 2.13 Regional Emergency Management Planning Committee (REMPC)

The City of Port Phillip is a member of the Southern Metropolitan REMPC.

The REMPC provides an integrated approach to emergency management planning combining the response, relief and recovery planning functions into a single regional committee.

The committee is a multi-agency group, comprising of representatives from LGA's, government and non-government organisations and industry.

## 2.14 Command, Control, Co-ordination (Emergency Response Plan)

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Victoria bases its emergency response arrangement on the management functions of control, command and coordination, 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

Further details can be found in the SEMP.

The list of Control and Support Agencies is found in the SEMP.

## 2.15 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 operational debrief with participating agencies as soon as practicable after cessation of response activities.

All agencies, including recovery agencies, who participated in those activities, should be represented with a view to assessing the adequacy of the response and to recommend any changes to the relevant agencies plan(s) and future operational response activities.

It may also be appropriate to conduct a separate recovery debrief to address recovery issues. This should be convened and chaired by the Municipal Emergency Coordinator and/or the Municipal Recovery Manager.

## 2.16 Financial Considerations

Financial accounting for municipal resources utilised in emergencies must be authorised by the MEMO or the MRM and shall be in accordance with the normal delegated arrangements of the City of Port Phillip.

Control agencies are responsible for all costs involved in that agency responding to an emergency. Government agencies supporting the control agency are expected to defray all costs from their normal budgets.

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

Accounts and financial commitments made during the response phase are the responsibility of the MEMO through the Municipal Emergency Management Plan arrangements.

## 2.17 Public Information and Warnings

It is important to ensure that public information and warning is maintained at an optimum level. This provides the public with the necessary information to develop an understanding

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and awareness of the issues associated with the prevention of, response to and recovery from emergencies.

#### 2.17.1 Prevention (Before Emergencies)

Any information released to the public on behalf of the City of Port Phillip will be to educate and assist the community to prepare for emergencies. This information must be approved by the MEMO.

#### 2.17.2 Response Phase

The control agency is responsible for warnings and media. Where practicable this should be done from a multi-agency perspective with each agency only speaking to matters they have responsibility for.

Any information released by the municipality must be approved by the MEMO.

Information can be categorised under the following headings:

##### **Pre-impact**

To enable the public to take reasonable measures to prevent, or lessen the potential effects of emergencies and to cope during the impact phase of an emergency.

##### **During impact**

To produce suitable news releases through the media concerning the effects of the emergency, what action can be taken by the public and support services that may be available at activated emergency relief centres.

##### **Post impact**

To maintain the crucial information flow to those in need of assistance and direction.

#### 2.17.3 Recovery Information

Releasing information about the recovery strategies being implemented to support the affected community will be the responsibility of the City of Port Phillip and Department of Families, Fairness and Housing (DFFH). Any information released must be approved by the MRM (General information) or Chief Executive Officer / Senior Management.

#### 2.17.4 Dissemination

Immediate use of the media, social media or websites should be made to avoid phone congestion. The public should be advised to direct their calls to appropriate agencies with the staff and knowledge to answer questions or disseminate information.

#### 2.17.5 Methods

All methods of disseminating information should be considered including;

- Radio stations
- Television

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- Control Agency Media Liaison
- Local telephone/Information lines
- Newspapers (particularly in extended response and recovery phases)
- Ethnic groups' radio stations, newspapers
- Community Newsletters
- Information Centres ("One Stop Shops")
- Manual door knock of each residence
- Public address system mounted on vehicle
- City of Port Phillip internet/intranet site
- Seniors Register – targeted phone contact with the elderly and frail
- Social media; Facebook, Twitter or other

#### 2.17.6 Special Needs or Culturally and Linguistically Diverse Persons

Special consideration needs to be given to warning people with special needs and those that are culturally and linguistically diverse. In the case where information or communication is required with persons unable to speak English an interpreter service such as the Telephone Interpreter Service may be able to assist.

City of Port Phillip has translated emergency management information into the five major languages spoken at home (other than English) – Russian, Polish, Italian, Greek and Chinese. This information is available from City of Port Phillip's website and from City of Port Phillip Offices.

#### 2.17.7 Information Resources

The following systems are an essential part of these arrangements and should be utilised if and when required:

- Electronic media
- Internet access
- Control Agency Media Liaison
- Literature/brochure information
- Print media

#### 2.17.8 City of Port Phillip Media Liaison

Manager City Growth and Culture will act as the City of Port Phillip Media Liaison Officer to speak on behalf of City of Port Phillip and to support Agencies as requested. The Media Liaison Officer will ensure that all information is approved by the MEMO prior to release.

#### 2.17.9 Early Warnings

City of Port Phillip will post early warnings on any emergency as they are received from other agencies (Victoria Police, VIC SES) on the City of Port Phillip website. The MEMO will contact the Communications and Engagement on-call officer to update them and request warnings be issued on the City of Port Phillip website and social media platforms.

### 2.18 Transition of Coordination from Response to Recovery

Emergency relief response functions are detailed in Part 4, recovery functions are detailed in Part 5 of this plan.

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It is essential to ensure a smooth transition from the response phase to the recovery process, in any emergency at municipal level. When response activities are nearing completion, the MERC in conjunction with the Control Agency will call together relevant relief and recovery agencies including the MEMO and the MRM, to consult and agree on the timing and process of the transition from response to recovery.

While it is recognised that often recovery activities will have commenced shortly after impact, on transition there may be a cessation of response activities. The early notification of recovery agencies involved in the emergency will ensure a smooth transition of co-ordination from response to recovery.

In some circumstances, it may be appropriate for certain facilities and goods obtained under MEMP arrangements during response to be utilised in recovery activities. In these situations, there will be a hand over of facilities and goods to the MRM. Formal handover will occur after agreement has been reached between response and recovery managers and following the handover of data and clean-up project status reports. The transition to recovery document can be accessed through DFFH or EMV.

### **Impact Assessment**

Immediately after an emergency incident has affected a community, there is an immediate need to assess what the impact has been upon individuals, the community and the physical infrastructure. This assessment leads to a better understanding of what needs to occur to ensure the safety of life and property and to return the community to normality as soon as possible.

Impact assessment is conducted in the aftermath of a class 1 emergency event to assess the impact to the community and inform government of immediate and longer-term recovery needs.

Impact assessments must be community focused to ensure the data/information will assist decision making on how to best support impacted communities.

Victoria uses a three-stage process to gather and analyse information following an emergency event. The term impact assessment encompasses all three stages. Refer to Figure 5 below.

- Initial impact assessment (IIA)
- Secondary impact assessment (SIA)
- Post emergency needs assessment (PENA)

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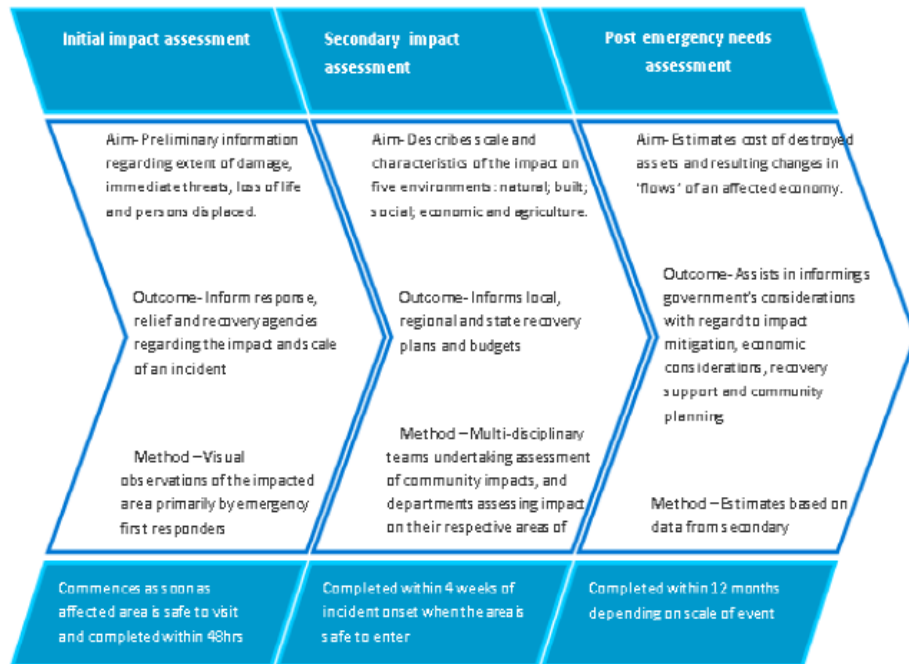
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The three stages described above are not linear and may be completed concurrently depending on the size and nature of the emergency

Figure 5: Diagram of the three-stage impact assessment process.

**Initial impact assessment (IIA) -** IIA is a preliminary assessment (visual inspection and quantifiable early data) undertaken by the control agency utilising the support of other appropriate agencies as required.

IIA often comprise visual inspections, and/or the compilation of early available quantifiable data (such as number of dwellings destroyed or damaged), impacts on people remaining in affected area.

IIA provides early information to assist in the prioritisation of meeting the immediate needs of individuals and the community. It also indicates if further assessment and assistance is required.

**Secondary impact assessment (SIA) -** SIA is a subsequent progressive and more holistic assessment. It is an appraisal of the extent of damage, disruption and breakdown of the community and its infrastructure as a result of the emergency. It provides an additional layer of analysis beyond the IIA, which includes a comparison with baseline information.

The SIA considers the needs of the community across the four environments of relief and recovery.

- Social (assisting people rebuild their lives and getting communities reconnected)
- Built (community structures, roads and utilities)
- Natural (restoring water, environment and cultural heritage assets)
- Economic (promoting tourism, assisting return of business activity)

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City of Port Phillip have identified a further recovery environment Finance and Communication and Information Technology.

The SIA will be used to inform City of Port Phillip, relief and recovery service providers and the State Government, through the Department of Families, Fairness & Housing, about the needs and priorities of the affected community. Coordination of SIA is the responsibility of the nominated Regional and Municipal Recovery Manager/Coordinator. All departments and agencies involved in the collection of SIA should liaise with the nominated recovery manager/coordinator to ensure information is coordinated and shared.

To facilitate this process the City of Port Phillip, through the Emergency Management Group, shall as early as practicable perform the following tasks as they are impacted across the four environments as a result of the emergency:

- Survey the extent of damage indicating evaluation of financial and material aid needed.
- Provide a priority listing for restoration of community needs to assist agencies in the performance of their functions.
- Monitor the acquisition and application of financial and material aid needed or made available in the restoration period.

The MRM should assess the impacted community in relation to vulnerable groups that exist (see vulnerable groups as identified earlier in the plan). This overlay will ensure recovery for all affected persons and will ensure a stronger response to those vulnerable groups.

A Needs Assessment Form is available to assist with this stage. Please refer to Appendices for details.

The Emergency Management Group may co-opt persons within the community with the appropriate expertise to assist with the above tasks. Should the emergency extend beyond the boundaries of the Port Phillip District the post impact assessment may be merged with that of the other affected local government area(s).

The development of a post-incident Municipal Recovery Plan should be considered including reporting requirements of government.

**Post emergency needs assessment (PENA) - PENA estimates:** the longer-term psychosocial impacts of a community, displacement of people, cost of destroyed assets, the changes in the 'flows' of an affected economy caused by the destruction of assets and interruption of business. 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. The below diagram demonstrates the process.

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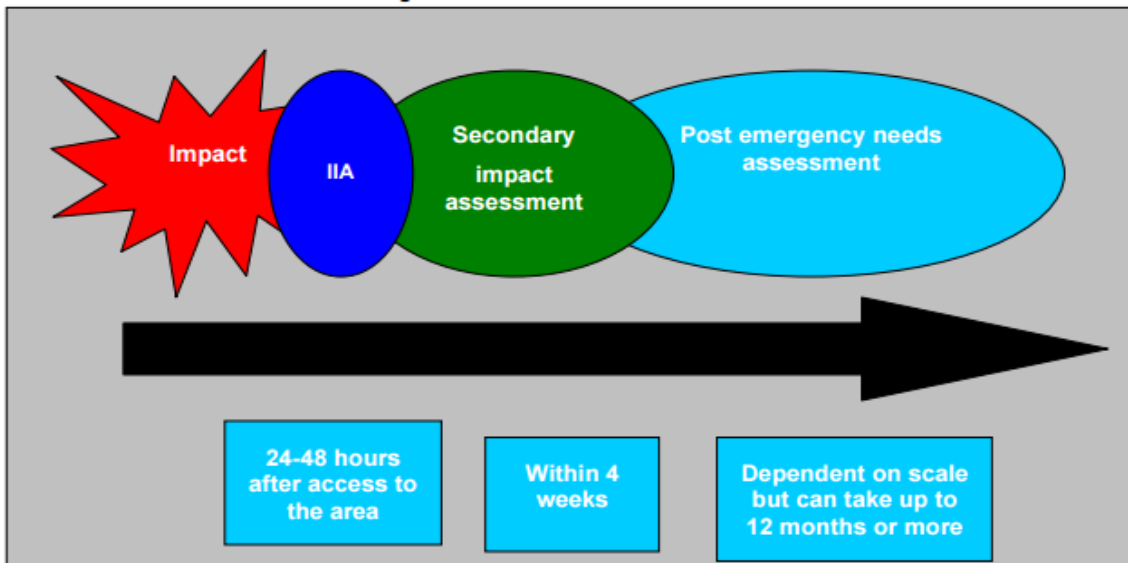


Figure 6: Diagram of the impact assessment process.

Transition from response to recovery will involve the handover of data and status report of clean-up projects undertaken by the control agency (see Appendices). This transition will occur (almost certainly) after the MECC has been established. This will be communicated with DFFH and other recovery agencies as required. The early notification of recovery agencies involved in the emergency, including the Municipal Recovery Management Sub Committee, will ensure a smooth transition of ongoing activities from response to recovery.

The MEMO will be responsible for updating City of Port Phillip Councillors and the City of Port Phillip Executive Management Team at the point an emergency moves from response to recovery.

A recovery centre (as opposed to a relief centre see Part 5.11) may be required to be established and staffed. The recovery sub committees will convene and will meet as necessary. The communications plans will activate and will broadcast key messages as required. DFFH will always be involved at this point and regular reports will be forwarded to the MEMPC on progress of the recovery.

### Termination of Response Activities and Handover of Goods/Facilities

When response activities are nearing completion the Municipal Emergency Response Coordinator (MERC) in conjunction with the control agency will call together relevant relief and recovery agencies including the MEMO and the MRM, to consult and agree on the timing and process of the response transition.

In some circumstances, it may be appropriate for certain facilities and goods obtained under Emergency Response Plan arrangements during response to be utilised in recovery activities. In these situations, there would be an actual hand over to the Recovery Manager of such facilities and goods. This hand over will occur only after agreement has been reached between response and recovery managers.

Payment for goods and services used in the Recovery process is the responsibility of the Municipal Recovery Manager through the Municipal Emergency Management Plan arrangements.

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## **Volunteer Workers**

To ensure that there is sufficient support for recovery, in addition to agencies and City of Port Phillip's normal Services, employees with specific skills have been identified and have received training to be available for recovery activities.

## **2.19 Maintenance of Plan**

### **The MEMP**

The Port Phillip District MEMP has been developed under the supervision of the MEMPC. This plan is comprehensive, outlining the MEMPC obligations in the event of an emergency, including the Committee's response and recovery capabilities and mitigation strategies to protect person, property and the environment.

### **Frequency of Meetings**

The MEMPC meets 4 times per year and minutes are distributed to all members of the MEMPC. The MEMPC will review the MEMP annually to assure its currency and the minutes will reflect the review. All meetings will be held in the St Kilda Town Hall unless specified. Ad hoc meetings of members of the MEMPC will occur as required. A MEMPC meeting will be called after any significant emergency event occurs.

Key decisions and outcomes from the MEMPC meeting are documented and form part of the minutes. Any outcomes that result in amendments to the Municipal Emergency Management Plan are documented and emailed to all members. Minutes of all meetings must be taken and a copy sent to the RERC.

### **Plan Review**

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

Amendments are to be produced and distributed by the MEMPC Chair as required. See section titled Plan Updates and Distribution.

The plan and the contact list are regularly updated by the MEMPC Chair and updates are issued to internal emergency management personnel and the MEMPC as required – but at least annually. The MEMP and updates page tracks changes and updates. When new versions are distributed to the MEMPC an acknowledgement email is required from members. Follow up letters and emails may be required.

A change in position or responsibility will be recorded at MEMPC meetings and form part of the minutes. These amendments will be updated within the MEMP bi-annually to ensure that information is up to date.

## **Testing**

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Upon completion of development of this Plan, and thereafter on an annual basis, arrangements pertaining to this plan should be tested. This will be done in a form determined by the MEMPC. Any procedural anomalies or shortfalls encountered during these exercises or ensuing operations must be addressed and rectified at the earliest opportunity.

The MEMO are responsible for undertaking exercises of the plan that will be conducted on two levels – internal exercises and multi- agency external exercises. A debrief will take place after each exercise and both will be reported and minuted via the MEMPC.

## **Plan Assurance & Approval**

### **Assurance**

The Port Phillip District MEMPC will undertake a review of the MEMP at least once every 3 years. Once complete the MEMPC will complete a Statement of Assurance, which will be submitted to the REMPC pursuant to the Emergency Management Act 2013 (s60AG).

### **Approval**

The MEMP will be reviewed by the Southern Metropolitan REMPC. Any shortfalls will be discussed and rectified by the MEMPC. The REMPC will then approve the MEMP.

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

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**2.20 Notifying Amendments to Plan**

This form is to be used for notifying the Port MEMPC regarding amendments to organisational details and/or other suggested changes to the MEMP.

This form should be photocopied, filled in and mailed/faxed to:

MEMO

City of Port Phillip

Private Bag No.3

PO St Kilda VIC 3182

Email: [memo@portphillip.vic.gov.au](mailto:memo@portphillip.vic.gov.au)

Notifying amendments form:



From:		
Date:		
Name:		
Title:		
Organisation		
Address:		
Phone:		
Fax:		
Mobile:		
Suggested Changes		
Part	Page No.	Details of Change

Signed: .....

## 2.21 Inter-Relating Plans

### **Sub-plans**

The MEMPC, through the CERA process, will determine if a sub-plan is required to detail more specific or complex arrangements that either enhance or contextualise the MEMP. All sub-plans are multi-agency plans and may be hazard specific where the consequences are likely to be significant, for example a municipal flood response sub-plan.

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

The following plans and documents are electronically available:

- Sub plan 1 of 3 - Flood emergency plan
- Sub plan 2 of 3 - Heatwave response plan
- Sub plan 3 of 3 - Influenza pandemic plan

### **Complementary Plans**

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

As an example, the Electrical Safety Act 1998, s.86B, states that MEMPs must specify procedures for: the identification of trees that are hazardous to electric lines and; the notification of responsible persons of hazard trees. In accordance with the Act, the City of Port Phillip has a plan documenting the processes in place to maintain and monitor the clearance space immediately surrounding electric lines within the City of Port Phillip District. The City of Port Phillip Electric Line Clearance Management Plan is an internal City of Port Phillip document.

Agencies are also likely to have Complementary Plans which will inform the comprehensive, coordinated and integrated emergency management arrangements in the municipal district. It is each agency's responsibility to maintain their agency specific Complementary Plans

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

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## **PART 3: Prevention Principles & Arrangements**

- 3.1 The Role of the Municipality
- 3.2 Preparedness
- 3.3 Risk Management
- 3.4 Community Awareness

### **3.1 The Role of the Municipality**

The Port Phillip District MEMPC recognises it has a key role in prevention and mitigation activities to reduce the risk, or minimise the effects, of emergencies that may occur in the area. City of Port Phillip'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. The MEMPC also plays a role in prevention by identifying potential hazard areas through the CERA process.

### **3.2 Preparedness**

Part 4 (Response Principles and Arrangements) identifies the roles and responsibilities of the various organisations and agencies that exist in the municipality. Each agency's ability to cope with the identified threats is considered during this process.

A Municipal Emergency Co-ordination Centre (MECC) has been identified, along with an alternative in the event that this Primary MECC should become unserviceable. Likewise, Emergency Relief and Recovery Centres and Assembly Areas have been determined for use during emergencies.

### **3.3 Risk Management**

During the preparation of this Plan, a Community Emergency Risk Assessment (CERA) process was carried out to identify potential risks within the municipality, and treatment plans were produced for each risk. The history of the occurrence and the nature of each risk, the community vulnerability and risk consequence have been considered during the analysis process. For Sources of Risks, Risk Registers and Risk Treatment Plan see the CERA online platform. Due to ongoing changes of seasonal conditions, community development and public attitudes, the rating of the identified threats may vary over a period of time. The Municipal Emergency Management Planning Committee is tasked with the re-assessment of threats to the community over a 3 year period. Moving forward the MEMPC will look to review one risk per MEMPC meeting to ensure the CERA remains up to date.

Please see below for a summary of the current CERA process at the time of writing of this plan. Further risk reviews and development of subsequent plans will follow in due course.

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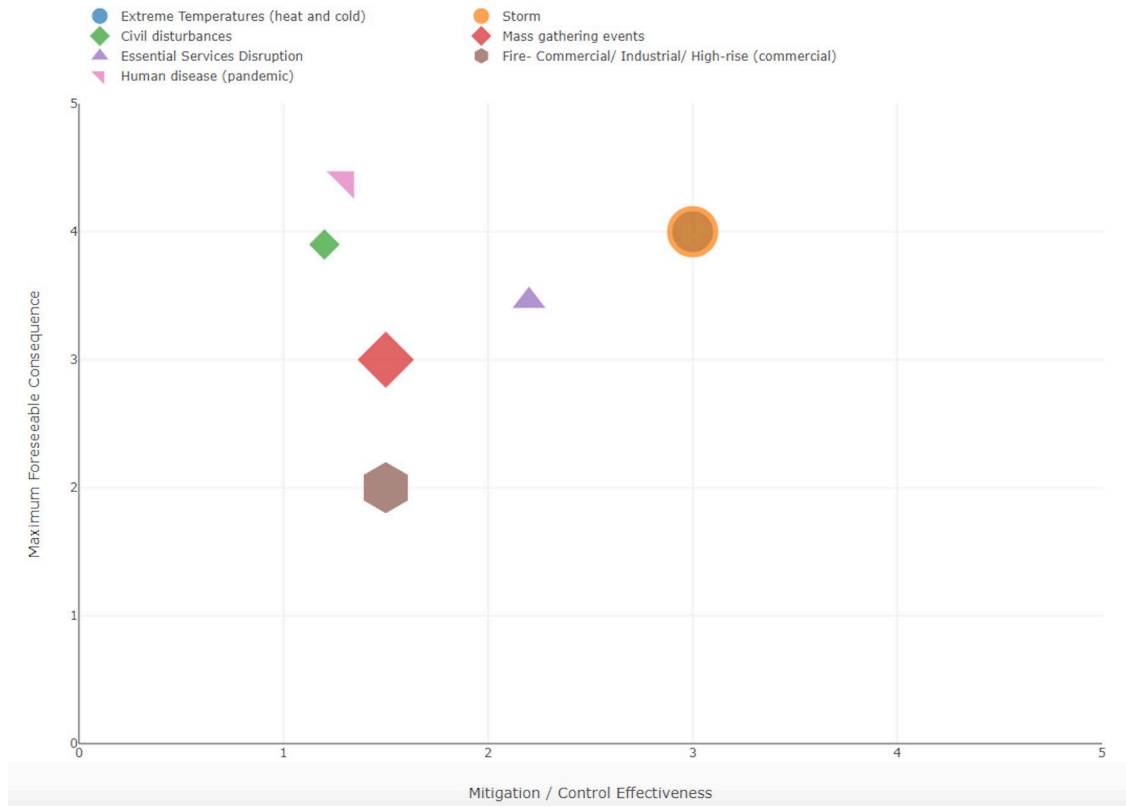
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List of Relevant CERA Hazards

HAZARD DESCRIPTION:	DATE REVIEWED:	RISK RATING:	MITIGATION STATUS:	REVIEW DUE DATE:
Storm	18/05/2022	Extreme	3.0	18 May 2025
Mass Gathering	06/06/2022	Medium	1.5	6 June 2025
Civil Disturbances	06/06/2022	Medium	1.2	14 July 2022
Essential Services Disruption	06/06/2022	Medium	2.2	14 July 2022
Extreme Temperatures	16/06/2022	High	3.0	16 June 2025
Human Disease – Pandemic	16/06/2022	High	1.3	16 June 2025
Fire – Industrial/Commercial/Highrise	16/06/2022	Medium	1.5	16 June 2025

Heat Map of CERA Risks Against Consequences & Controls



See the CERA online platform for further details.

3.4 Community Awareness

The ability of a community to respond to an emergency and in turn recover from the effects of an emergency will depend on the attitude of the people affected. Obtaining the preferred response from people during emergencies will require community education and awareness programs to be implemented for this purpose. The City of Port Phillip and the Municipal Emergency Management Planning Committee will support and promote appropriate prevention and awareness programs within the municipality. Methods of warning the community of an impending emergency are addressed in Part 2, Management Arrangements.

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## **PART 4: Response principles & arrangements**

- 4.1 Introduction
- 4.2 Response Implementation
- 4.3 Control and Support Agencies for Response
- 4.4 Crisis Works

### **4.1 Introduction**

The Emergency Response Plan concept provides the mechanism for the build-up of appropriate resources to cope with emergencies within municipalities and can be supplemented at the regional level and then at the state level as required. It also provides for requests for assistance from the commonwealth when regional and 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, the Regional Emergency Response Coordinator (RERC) can be activated by the Municipal Emergency Response Coordinator (MERC) to make further resources available, from neighbouring municipalities (on a Regional basis). Should these resources become exhausted the RERC can request support from the state as detailed in the SEMP.

The Port Phillip District MEMP supports holistic and coordinated emergency management arrangements within the region. It is consistent with and contextualises the State Emergency Management Plan (SEMP) and Regional Emergency Management Plan (REMP) for the Southern Metro region. The REMP is a subordinate plan to the SEMP and the MEMP is a subordinate plan to the REMP.

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

#### **4.1.1 Traffic Management**

Victoria Police are the agency responsible for the coordination of traffic management during times of emergency. Traffic management plans have been developed in conjunction with other response agencies for the Port Phillip area. Victoria Police will activate these plans and coordinate local resources as required during an emergency event to manage traffic in the affected area(s).

#### **4.1.2 Evacuation**

The decision to evacuate rests with the Incident Controller 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.

Once the decision to evacuate has been made, the MEMO should be contacted to assist in the implementation of the evacuation. The City of Port Phillip will provide advice regarding the most suitable Emergency Relief and Recovery Centres and other resources that may be

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required (e.g. public health, emergency relief considerations or requirements and special needs groups).

Assistance in an evacuation may be provided by other response agencies as required.

Refer to the SEMP for further details.

## **Warning Systems**

Warnings are the responsibility of the Control Agency. The method of alerting people to the need for evacuation will depend on several factors. Consideration should be given to:

- The type of emergency
- The number of people affected
- The ethnic origins of the affected people

### **4.1.3 Additional Capacity Arrangements**

Additional support agencies and organisations may be required to be engaged during the response to emergency events. These may be sourced from both within and external to the municipality. This will be dependent on the magnitude and nature of the event, and will be on a coordinated basis at the regional, state or commonwealth level.

External agencies that may be used to reinforce available internal resources include the following:

- Additional Police, Fire and Emergency Services
- Medical Services
- Welfare Services
- Communication and Transportation Services
- Specialist Services available from Government Departments, e.g. Department of Families, Fairness and Housing, Civil Aviation, Department of Environment, Land, Water and Planning, Parks Victoria and all Departments exercising control over public utilities

## **4.2 Response Implementation**

The municipal emergency management arrangements are escalated/implemented by the MEMPC, at the request of the Municipal Emergency Response Co-ordinator, (MERC) or Deputy.

Response arrangements should be implemented at the earliest possible opportunity if the effects of emergencies are to be minimised. Although there are no formal phases for response to an emergency, the following groupings of activities may assist in preparing for and responding to an emergency and subsequently handing over to the MRM.

### **4.2.1 Before emergencies**

In addition to the obvious planning activities undertaken by the MEMPC, upon receipt of a warning, alert or information that an emergency may occur or affect part of the community, the organisation and community must notify their members and stakeholders as necessary to act if called upon. The following groups or individuals should be briefed about the potential emergency:

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- Key municipal personnel (CEO, Communications Officer, MECC/MOC managers)
- Members of the Municipal Emergency Management Group.
- MEMO or Deputy MEMO
- MRM or Deputy MRM
- MERC (if not already aware)
- Jewish Community Crisis Management (JCCM) (where emergency may affect Jewish community)
- Community Security Group (CSG) (where emergency may affect Jewish community)
- Other key stakeholders as the situation determines

In addition, consideration should be given to:

- Testing of communications arrangements
- Establishing the flow of information between the City of Port Phillip and relevant control and support agencies
- Establishing and staffing the Municipal Emergency Co-ordination Centre (MECC), or at the very least preparing a roster in the event of activation
- Establishing and staffing the Municipal Operations Centre (MOC), or at the very least preparing a roster in the event of activation
- Preparing equipment and personnel for immediate action to appropriate sub-plans
- Identify assembly areas for marshalling of resources
- Maintain communication with the MRM in relation to implementation of any emergency relief or recovery services that may be required
- Notifying co-operating outside agencies
- The issuing of public warnings, as authorised by the Control Agency

#### 4.2.2 Emergency response (During emergencies)

This is the operational phase of the emergency when control and support agencies are committed to contain or control the emergency. Some operations may necessitate immediately implementing these actions without any pre-warning. Activities that should be considered at this point are:

##### **Primary Activities**

- MEMPC to activate members/teams as required and mobilise personnel/equipment as requested
- City of Port Phillip to establish and staff Municipal Emergency Co-ordination Centre (MECC), if required
- City of Port Phillip to establish Municipal Operations Centre (MOC), if required
- Identify assembly areas for marshalling of resources
- Identify and establish one or more Emergency Relief Centre(s) as required, including mobilise staff to manage the facility
- Ensure full records are maintained of all communications, including deployments
- If required, situate City of Port Phillip EMLO in Regional/Incident Control Centre during an emergency event to maintain situational awareness and assist in intelligence sharing between agencies
- Maintain records of financial commitments made by City of Port Phillip in response to the emergency, or on behalf of requesting agencies in relation to the emergency

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- Produce updates on regular basis for relevant authorities and bodies
- Deploy additional resources as required through
- Adjoining municipality MEMO's
- External support agencies
- Regional assistance via MERC

### **Support Activities**

To support response personnel whether City of Port Phillip, other agencies or volunteers, it may be necessary to provide:

- Food and water
- Toilets, wash-up facilities
- Rest areas, seats, beds etc.
- Transport to and from incident

### **4.2.3 Emergency Management 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, to assist people to make informed decisions about their safety.

The priorities are:

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

### **4.2.4 Tiers of Control**

It is important to distinguish between the functions and responsibilities, in general, of Control, Command and Coordination terminology and Emergency Response Coordination Roles, as outlined in the table below.

In recent years, the traditional emergency and incident management mechanisms of Command, Control and Coordination have been supplemented by the addition of Consequences, Communication and Community Connection. The combination of the 'six Cs' is an inclusive and community focused approach led by Emergency Management Victoria with the aim of building safer and more resilient communities.

### **Six C's of Emergency Management      Description**

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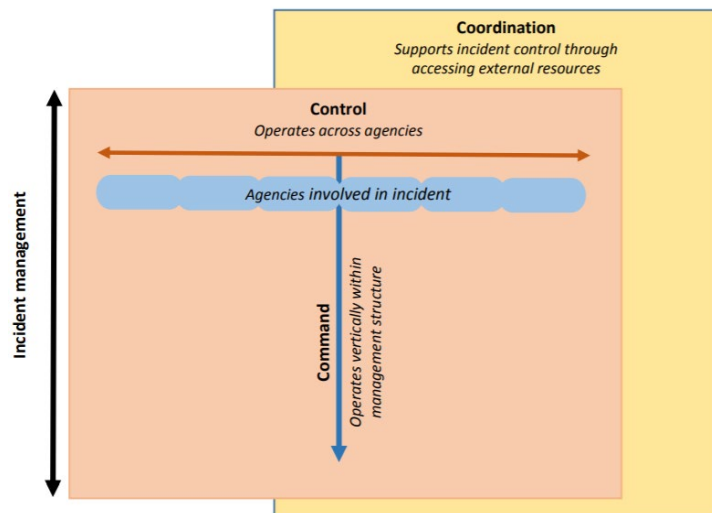
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Control	The overall direction of response activities in an emergency, operating horizontally across agencies. <i>Control of an emergency situation will at all times remain the responsibility of the designated agency or authority for that type of emergency. The control agency is required to appoint an Incident Controller, who will control operations.</i>
Command	Command involves the direction of personnel and resources of an agency (e.g. City of Port Phillip) in the performance of that organisation's role and tasks and operates vertically within it.
Coordination	Coordination is the bringing together of agencies and resources to support the response to and recovery from emergencies.
Consequences	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 of and connecting with trusted networks, trusted leaders and all communities to support resilience and decision making.

The following diagram conceptually depicts the relationship between the control, command and coordination functions during an emergency response at the incident tier. The concepts apply equally to the regional and state tiers.



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Figure 6: Control, command and coordination diagram.

#### 4.2.5 Response to Recovery Hand Over

##### **Smooth Transition**

The process of transition from response to recovery is an ongoing one and commences from the time of impact of the emergency. However, an agreement for handover from emergency response coordination to emergency recovery coordination is required to achieve a seamless transition of information, management, resources and coordination activities. For this to occur, the control agency, MERC, MEMO and MRM should consult to reach agreement on the timing and process of the 'stand down' of response. Refer to Annex A for a guide to the transition process. Key considerations in reaching an agreement on the timing of the handover include:

- The nature of the hazard or threat and its potential to continue or re-occur
- The extent of impact on communities, which may determine if a prolonged transition, is required where some areas or affected groups are handed over before others
- The extent of loss or damage and the extent of emergency relief
- The anticipated demand on resources during recovery

##### **Hand Over of Goods and Facilities**

In some circumstances, it may be appropriate for certain facilities and goods obtained during emergency 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.

#### 4.2.6 After Emergencies

When the control agency and emergency response coordinator are satisfied that the response to the emergency has been completed, several actions are required to complete the emergency response activities.

Actions may include:

- Recall of personnel and equipment
- Inform public if appropriate
- Conduct de-briefings
- Initiate procedures for payment/compensation, including seeking reimbursement for authorised expenditure either from requesting agencies or the State government depending on circumstances and eligibility. Refer to the SEMP for more details.
- Prepare reports

### **4.3 Control and Support Agencies for Response**

#### **Control Agency**

A control agency is an agency identified within the table below that is assigned to control the response activities to a specified type of emergency. The control agency may change as the emergency response progresses or is clarified.

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For certain types of emergency, more than one control agency is shown, as the assigned control agency may vary by location.

Control agencies are listed in the SEMP.

### Support Agency

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

A key support agency is an agency that has specific skills and resources to support response for a particular type of emergency. Key support agencies are shown in the table but the table does not identify every agency that may be involved in an emergency. Support agencies that are not named in the table should be included in specific purpose response plans or arrangements.

Any agency might be asked to assist in any emergency if it has skills or resources that may contribute to the response. There are generic support agencies. These agencies provide their particular support services to any type of emergency where they can contribute to the response effort.

Emergency	Form of Emergency	Control Agency	Class of major emergency
An earthquake, flood, wind-storm or other natural event	Earthquake	VICSES	1
	Flood	VICSES	1
	Heat	EMC	2
	Storm	VICSES	1
	Tsunami	VICSES	1
	Landslide	VICSES	1

Emergency	Form of Emergency	Control Agency	Class of major emergency
Fire and explosion	Aircraft	FRV	1
	Boilers and pressure vessels	FRV	1
	Explosion	FRV	1
	Explosive device	Victoria Police	3
	Fire	FRV	1
Road accident or any other accident	Aircraft	Victoria Police	2
	Biological materials (including leaks and spills)	DH	2
	Gas leakage	FRV	1
	Hazardous materials, high consequence dangerous goods or dangerous goods (including leaks and spills)	FRV	1

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<b>Emergency</b>	<b>Form of Emergency</b>	<b>Control Agency</b>	<b>Class of major emergency</b>
	Lifts, cranes or scaffolding and amusement structures	FRV	1
	Building collapse	FRV	1
	Marine (not including marine)	Victoria Police	2
	Military aircraft and ships	Defence Force	2
	Radioactive materials (including leaks and spills)	DH	2
	Rail and tram	Victoria Police	2
	Road	Victoria Police	2
	Aircraft — in-flight emergency	Airservices	2
	Maritime casualty — non SAR (all vessels)	Vic Ports Corp / TSV	2
	Maritime casualty — non SAR (all vessels in coastal waters) not in commercial and local port waters	TSV	2
	Cetacean (whale and dolphin) stranding, entanglement and vessel strike	DELWP	2
Plague or an epidemic or contamination	Chemical contamination of livestock or agricultural produce (agricultural or veterinary)	DEDJTR	2
	Exotic animal disease (includes bees and aquaculture)	DEDJTR	2
	Plant pest or disease	DEDJTR	2
	Marine pollution oil spills in Victorian coastal waters up to three nautical miles	DEDJT R/ Port Manage	2
	Wildlife affected by marine pollution	DELWP	2
	Exotic marine pest incursion	DELWP	2
	Vertebrate pest/plagues	DEDJTR	2
	Pollution into inland waters	CFA/FRV	1
	Pollution of inland waters	EPA	2
Plague or an epidemic or contamination	Retail food contamination	DH	2
	Food/drinking water contamination	DH	2
	Human disease	DH	2
	Blue-green algae	DELWP	2
A warlike act or act of terrorism, hijack, siege or riot	A warlike act or act of terrorism, hijack, siege or riot	Victoria Police	3
	Other threats against persons, property or environment	Victoria Police	3
	Food supply, critical infrastructure disruption	Victoria Police	2

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<b>Emergency</b>	<b>Form of Emergency</b>	<b>Control Agency</b>	<b>Class of major emergency</b>
A disruption to an essential service	Electricity	DELWP	2
	Natural gas	DELWP	2
	Petroleum and liquid fuels	DELWP	2
	Public transport	PTV	2
	Roads/bridges/tunnels	VicRoads	2
	Water and sewerage	DELWP	2
Rescue <i>(note — not listed in the EM Act 2013 and potentially a support service)</i>	Building, structure	FRV	1
	Cave	Victoria Police	2
	Land	Victoria Police	2
	Lift, crane, scaffolding or amusement structure	FRV	1
	Mine/quarry	Victoria Police	2
	Rail, aircraft and industrial	FRV	1
	Road	FRV	1
	Trench or tunnel	FRV	1
	Water	Victoria Police	2
Search <i>(as above)</i>	Land	Victoria Police	2
	Water	Victoria Police	2

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## **PART 5: Recovery principles & arrangements**

- 5.1 Recovery Management Principles
- 5.2 Recovery Implementation
- 5.3 Municipal Recovery Services
- 5.4 Municipal Recovery Committee
- 5.5 Role of Department of Families, Fairness and Housing in Recovery
- 5.6 Role of Department of Health
- 5.7 Supply of Goods and Services and Financial Considerations
- 5.8 Victorian Government Assistance Measures
- 5.9 Agencies Assisting in Recovery
- 5.10 Municipal Recovery Management
- 5.11 Establishment of an Emergency Relief & Recovery Centre

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## 5.1 Recovery Management Principles

City of Port Phillip is responsible for coordinating relief at the local level. City of Port Phillip will be assisted by other organisations and supported by the Department of Families, Fairness and Housing as the agency responsible for regional and state relief coordination. The SEMP specifies the relief principles, responsibilities and planning requirements for MEMPs, which are outlined in this section and align with the principles of the Southern Metropolitan Regional Emergency Relief and Recovery plan.

The Emergency Management Act 2013 and SEMP defines 'Recovery' as assisting persons and communities affected by emergencies to achieve a proper and effective level of functioning. Whilst emergency relief is delivered during and immediately after an emergency, recovery is usually delivered through longer term engagement with both individuals and communities.

Response and recovery arrangements should be implemented at the earliest possible opportunity if the effects of emergencies are to be minimised. The MEMO will be responsible for notifying the MRM of the potential need for recovery services. Together they will consider the recovery needs of the emergency.

Recovery operations involve cooperation between all levels of government, non-government organisations, community agencies, the private sector, affected communities and emergency organisations in consideration of the:

- Social environment – The social environment considers the impact an event may have on the health and wellbeing of individuals, families and communities. This environment is primarily concerned with safety, security and shelter, health and psychosocial wellbeing
- Built environment – The built environment considers the impacts that an event may have on essential physical infrastructure including essential services, commercial and industrial facilities, public buildings and assets and housing
- Economic environment – The economic environment considers the direct and indirect impacts that an event may have on business, primary producers and the broader economy
- Natural environment – The natural environment considers the impact that an event may have on a healthy and functioning environment, which underpins the economy and society. Components of the natural environment include air and water quality; land degradation and contamination; plant and wildlife damage/loss; and national parks, cultural and heritage sites. City of Port Phillip will not accept donations but refer them to coordinated services (e.g. NGOs or banks taking money for State administered funds).

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

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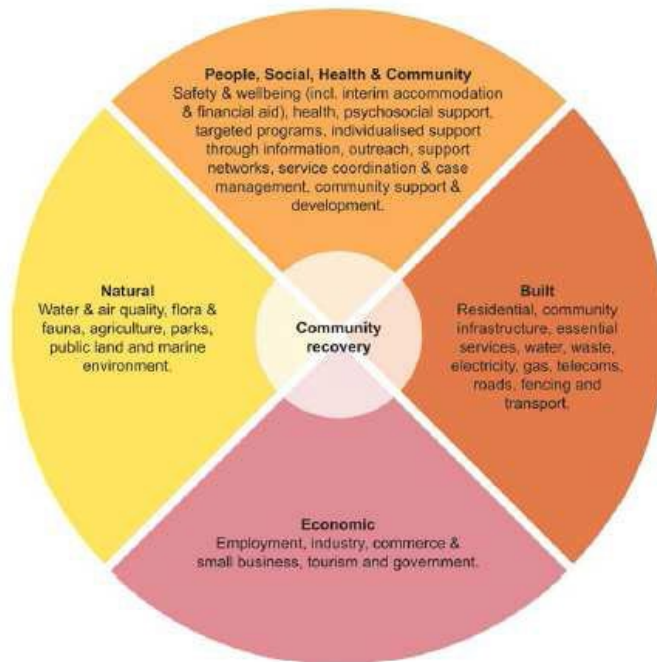


Figure 7: Community recovery framework.

Recovery is that phase of an emergency which is needed for affected persons to establish themselves back into a restored community environment. This phase commences as soon as practicable after the impact of an emergency. It is during this phase that the community tends to turn to local government for direction, information and assistance following a disaster in a community. The City of Port Phillip will have a key role in the coordination recovery process and activity at the local level. When the emergency is outside the capacity of local governments to coordinate, DFFH will coordinate at the regional level.

Relief and recovery coordination commences at the local level. As required, it can escalate from the local (municipality) to regional (DFFH) or state (EMV) level:

- when requested, because capability is exceeded, or
- where an emergency has affected multiple municipalities in one region, or multiple regions within the state; 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
- The City of Port Phillip has appointed a Municipal Recovery Manager (MRM). Details of the responsibilities of the MRM have been outlined in Management Arrangements, Section 2.5

## 5.2 Recovery Implementation

The Municipal Recovery Manager or a person delegated by him/her is to initiate recovery activities as documented in this section of the Plan as soon as possible, when required, after an emergency occurs.

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The MRM shall convene a meeting of the DMRMs, the MEMO and Deputy MEMOs when an emergency occurs. A meeting of the MEMPC by the MRM and the MEMO where the emergency is of a magnitude that requires their involvement. As outlined, consideration of the four key functional areas is required for the application of coordination arrangements as part of the recovery process.

The Municipal Recovery Manager shall convene a meeting of the Municipal Recovery Representatives as soon as is practical where the emergency is of a magnitude that requires their involvement. A range of recovery activities may be required after an emergency.

When the incident transitions to Recovery and the ICC may still be operating, the nominated recovery coordinator may be either DFFH or City of Port Phillip depending on the magnitude or nature of the event.

The MRM may set up recovery operations as follows:

- Establish the recovery centre(s) as required
- Staff and stock the recovery centre(s) as required
- Ensure the recovery centre(s) are operational
- Monitor the need for recovery report back to the MEMO daily (or more often as required)
- Work towards withdrawal and transition to mainstream services as part of the incident recovery plan
- Report to MEMO and City of Port Phillip Executive Leadership Team at conclusion of emergency
- Debrief recovery activities with relevant agencies

### 5.3 Municipal Recovery Services

The organisations listed below manage the designated Recovery function. They are responsible to their own Management but will liaise with the Municipal Recovery Manager.

TYPE OF SERVICE	CO-ORDINATED BY
Information Services	City of Port Phillip
Material Aid	Salvation Army (through the Municipal Recovery Manager)
Financial Assistance	Department Families, Fairness and Housing
Emergency shelter and accommodation	City of Port Phillip
Language Services	Interpreter Services
Rebuilding & Utility Restoration	City of Port Phillip and Agencies
Community Information	Department Families, Fairness and Housing (Region) in conjunction with the Municipal Recovery Manager / Community Recovery Committee.
Personal Support Service	Coordinated by the City of Port Phillip in conjunction with the Department Families, Fairness and Housing, STAR Health and Port Phillip Community Group.
Food and water	Australian Red Cross Emergency Services and Salvation Army

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TYPE OF SERVICE	CO-ORDINATED BY
Registration of affected persons and public enquires	Australian Red Cross Emergency Services and Victoria Police
Kosher Food Advice and Catering	JCCM

## 5.4 Municipal Recovery Committee

The Municipal Recovery Committee has the role of ensuring community is communicated with during an emergency. This communication will include face to face meetings, a presence at the site of any emergency and relief and recovery, media and press releases (if appropriate), and reports to the City of Port Phillip. This will be at the direction of the MRM after discussions with the recovery subcommittee.

### 5.4.1 Municipal Recovery Committee Membership

The composition of the committee will vary depending on the affected area. The membership of the committee should include as a minimum the following marked in bold:

<p>Municipal Recovery Committee Membership in accordance with:</p> <ul style="list-style-type: none"> <li>• Department Families, Fairness and Housing Southern Metropolitan Region Regional Emergency Recovery Plan (REMP)</li> <li>• State Emergency Management Plan (SEMP)</li> </ul>
<p><b>Municipal Recovery Manager (MRM) and Deputy MRM (DMRM)</b></p>
<p>City of Port Phillip: Relevant service and operational managers, Coordinators and team leaders</p> <p>Senior City of Port Phillip staff including: Manager Community Services, Coordinator Community &amp; Health Development and Coordinator Health Services</p> <p>Department of Families, Fairness and Housing</p> <p>Members/representatives of the affected community/s</p> <p>Australian Red Cross Emergency Services</p> <p>Inner South Community Health Service</p> <p>MiCare. - Prahran</p> <p>Port Phillip Community Group</p> <p>SMPCP – Southern Melbourne Primary Care Partnership</p>
<p>The following groups may be included depending on the extent and nature of the incident:</p> <p>Sacred Heart Mission</p> <p>HousingFirst Ltd.</p>

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Southport Community Housing Group Christ Church Community Centre St Kilda Uniting Church St Kilda Melbourne City Mission Department of Education and Training St Kilda Salvation Army Crisis Centre Other non-government agencies as relevant
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#### 5.4.2 Community Recovery Committee (CRC)

The nature and scope of the emergency and the demographics of the affected community will determine the mix and structure of a community representative group called the CRC. It should be noted that depending on the extent of the emergency, one or more CRCs may be formed. If the emergency affects more than one municipality a CRC may be formed which overlaps administrative boundaries. This will be coordinated by the Regional Recovery Committee but will require input from the City of Port Phillip.

Triggers for the formation of a CRC may include:

- Community's desire to be part of the management of the recovery process
- City of Port Phillip's desire to seek community input into the recovery processes and activities

#### **Terms of Reference**

##### **Purpose**

To both seek input from the affected community into and inform their leaders about the process of recovery.

##### **Membership and Chair**

The membership of a CRC will usually be determined by the community and should include both ordinary and prominent members of the affected community, as well as leaders in the process of recovery. City of Port Phillip and government representation on the committee should be restricted to not degrade the purpose of the committee. A single community development project officer from City of Port Phillip responsible for the recovery from the emergency is ideal.

##### **Duration and Frequency of Meetings**

To be determined by the committee and the needs of the affected community.

##### **Functions**

The functions of the CRC may include:

- Assist in the assessment of impact issues
- Monitor the overall progress of the recovery process in the community
- Identify community needs and resource requirements and make recommendations to MEMPC via the Municipal Recovery Committee
- Liaise, consult and negotiate, on behalf of affected communities, with the Municipal Recovery Committee
- Undertake specific recovery activities as determined by the circumstances and the CRC.

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#### 5.4.4 Community Recovery Forum (CRF)

The Community Recovery Committee will plan and deliver community recovery forums comprising a wide-ranging mailing list of local agencies and community and City of Port Phillip service providers.

The CRF is convened by the Municipal Recovery Manager and may meet twice during the year to discuss issues of interest on community health and safety.

The key purpose of the CRF is to raise community awareness, identify issues, explore preventative measures and develop community preparedness.

In addition, City of Port Phillip will convene sub committees of the Municipal Recovery Committee for specific topics like the *Rooming House Closure – Community Co-ordination Protocols* (refer to City of Port Phillip internal documentation for further details).

### 5.5 Role of Department of Families, Fairness and Housing in Recovery

During relief and recovery from an emergency, DFFH is responsible for:

- Regional relief and recovery coordination across the four recovery environments.
- Relief coordination of emergency shelter, emergency financial assistance and psychosocial support.
- Recovery coordination of housing and accommodation, psychosocial support, individual and household support and health and medical assistance.
- Leading several relief and recovery areas. See the SEMP for more information.
- Supporting municipal councils in:
  - Forming, leading and supporting Municipal and Community Recovery Committees
  - Providing and staffing recovery / information centres
  - Advising on, providing and managing community development services
  - Providing tailored information services to affected communities

### 5.6 Role of Department of Health

During relief and recovery from an emergency, the Department of Health (DH) is responsible for:

- Health and medical assistance

### 5.7 Supply of Goods and Services and Financial Considerations

Municipal Councils and responsible agencies must develop relief and recovery services based on individual and community needs, and these in turn should inform emergency relief and recovery funding considerations.

Funding to deliver relief and recovery assistance is initially sourced internally by responsible relief and recovery lead agencies. Depending on the scale and impact of an emergency, Regional Recovery Coordinators may be able to facilitate financial assistance and funding for municipal councils, agencies and organisations providing relief and recovery services.

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Financial accounting for Municipal resources utilised in emergencies must be authorised by the MEMO or the MRM and shall be in accordance with the normal financial arrangements of the City of Port Phillip.

## 5.8 Victorian Government Assistance Measures

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

Natural Disaster Financial Assistance for local councils is provided to assist in the recovery process and to alleviate some of the financial burden that may be experienced following a natural disaster, in accordance with Commonwealth-State Natural Disaster Relief and Recovery Arrangements (NDRRA).

See <https://www.emv.vic.gov.au/natural-disaster-financial-assistance>

## 5.9 Agencies Assisting in Recovery

The following local & state-wide community organisations have been identified as having a potential role in the recovery phase following an emergency. Contact has been made with the identified organisations to establish up to date personnel and contact numbers. The agencies have been briefed on the Municipal Emergency Management Plan and are aware that in the event of an emergency the agency may be called upon to assist in the recovery phase. Periodic liaison will occur with these agencies to ensure that they are involved in the process. A comprehensive list of contact numbers and responsible personnel for each agency is in the MEMP Contact Register.

### 5.8.1 State/Regional Recovery Services

Victorian Council Churches – Southern Region  
Department of Families, Fairness & Housing (Southern Metro Region)  
Australian Red Cross Emergency Services  
Salvation Army  
Victorian Relief Committee (Vic-Care)  
Emergency Management Victoria  
St Vincent de Paul

### Recovery expertise

Where City of Port Phillip believes, consultants might assist with the recovery operation, City of Port Phillip will use existing contracts with consultants to assist – these will include structural, electrical, mechanical and civil engineers, architects, building surveyors, drainage consultants etc. They will be engaged to produce risk assessments as required for City of Port Phillip and community assets, and if approved, privately owned assets.

City of Port Phillip may also engage social workers, psychologists, case managers, psychiatrists, counsellors and other human consultants to assist where the demand for recovery resources exceeds supply.

Any recovery assessment will reconcile information collected with seniors' register, with HACC databases, with identified vulnerable groups (homeless, public housing tenants etc.)

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ratepayer databases, pathway databases, MECC record log sheets and Crisisworks, DFFH and Australian Red Cross Emergency Services information to ensure that recovery occurs for all affected communities.

### 5.8.2 Agencies in the municipality

Agencies in the municipality can provide services in the following areas:

Material Aid
Personal Support
Medical
Emergency Housing
Culturally and Linguistically Diverse (CALD)
Counselling
City of Port Phillip Resources
City of Port Phillip Transport
Pharmacies/Chemists
Vulnerable Populations & Locations:
Children's Services
Older Persons Housing
Fast Food Outlets
Technical Resources, Commercial Services and Equipment

### 5.8.3 Vulnerable People

City of Port Phillip's identification of vulnerable people aligns with the State Government Health and Human Services Emergency Management '*Vulnerable Persons in an Emergencies Policy*';

'A vulnerable person is identified as someone living in the community who is: Frail and or physically or cognitively impaired and unable to comprehend warnings and directions and or respond in an emergency situation'

Screening for City of Port Phillip's Vulnerable Persons Register considers the above definition and 'additionally cannot identify personal or community support networks to help them in an emergency'.

City of Port Phillip maintains a list of sites where vulnerable groups of people are located such as schools and aged care services and other relevant agencies providing support to identified vulnerable groups and individuals. These lists are used in times of emergency as well as for public health alerts and information.

City of Port Phillip's Vulnerable Persons Register is maintained by the Community Building & Inclusion Department, this list includes people identified through City of Port Phillip services and through City of Port Phillip's Community Support services for frail aged and people with disability. Details of Community Support service users identified as vulnerable are stored within the GoldCare database. All people who qualify as being vulnerable in an emergency

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are required to give written permission for their details to be included on the register and are to be updated annually.

Both lists contain confidential details including names, addresses and next of kin and are available through the MRM upon request. This information is shared with Victoria Police, other emergency services and City of Port Phillip's Emergency Management Team as required in an emergency.

Agencies working with vulnerable people and groups within the municipality are reminded to maintain their own list of persons they assess as being 'vulnerable in an emergency' situation.

## 5.10 Municipal Recovery Management

The City of Port Phillip has appointed a Municipal Recovery Manager (MRM) pursuant to the Emergency Management Act 2013. City of Port Phillip has also appointed a First Deputy Municipal Recovery Manager (DMRM).

The responsibilities of the Municipal Recovery Manager are outlined in Management Arrangements, Part 2.5

A sub-committee of City of Port Phillip officers has also been established to advise, and, if necessary, offer assistance to the Municipal Recovery Manager. This committee has been established within the four recovery environments framework being: Social, Built, Economic and Natural. It is expected that the officers work in line with the City of Port Phillip's Business Continuity Plan and the location guide to Municipal Recovery Plan Operational Arrangements.

Refer to Contact Directory for MRM contact details.

## 5.11 Establishment of an Emergency Relief and Recovery Centre

### Context

The lead agency for the coordination of emergency relief at a regional level is the Department of Families, Fairness and Housing supported by the Australian Red Cross Emergency Services.

At the local level, City of Port Phillip has the responsibility for coordinating and establishing emergency relief and recovery centres.

This section outlines how City of Port Phillip will activate centres when requested to do so by an incident controller and the support networks that will assist in providing relief.

### Emergency Relief

Emergency relief is defined as the provision of life support and essential needs to persons affected by or involved in the management of an emergency. Emergency relief is provided to individuals during and/or in the immediate aftermath of an emergency. City of Port Phillip has the local relief coordination role, assisted by other agencies.

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## **Aim**

To coordinate the provision of Emergency Relief and recovery to an affected community.

## **Role**

To establish a system for the provision of any or all of the functional services under Emergency Relief and recovery.

## **Emergency Relief Management**

Incident Controllers are primarily responsible for determining the need to activate emergency relief services. Based on the Incident Controllers determination the MERC, MEMO and MRM have authority to activate the provision of emergency relief services for an affected community.

If emergency relief is requested by a relief or response agency for its own personnel, that agency will be responsible for the costs incurred. When a response agency requests emergency relief on behalf of a number of responses agencies, the requesting agency will be responsible for costs incurred.

## **Relief and Recovery Centres**

In large or prolonged emergencies, a relief centre may evolve into a recovery centre when the emergency response has concluded. The MRM will appoint and liaise with the recovery centre manager and recovery centre liaison officers. Recovery activities may operate from areas set aside within relief centres prior to the hand over. Relief Centres can provide early recovery support services such as financial assistance.

An Emergency Recovery Centre will provide a single point of entry for affected persons for an 'all agency, all stakeholders' integrated 'one stop shop' offering services such as:

- Counselling
- Temporary or medium accommodation
- Public health
- Financial and legal assistance and insurance advice
- Case coordination

MEMO contacts MRM to inform that the relevant emergency plan has been activated. MEMO and MRM co-ordinate local response and recovery responsibilities.

MRM contacts Deputy MRM/s to report to Municipal Emergency Coordination Centre (MECC) for briefing (tabards and name badges must be worn at MECC and the Emergency Relief and Recovery Centre).

Activation of the MECC, MOC and/or an ERC is an internal City of Port Phillip operation, of which City of Port Phillip maintains suitable plans and procedures. For further details please contact the City of Port Phillip Emergency Management Coordinator

Once an emergency moves from response to recovery, the MRM will put resources on standby.

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For more information refer to the Emergency Relief Centre guide, which is an internal City of Port Phillip operational plan.

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## **PART 6: Support Principles & Arrangements**

- 6.1 Support Tasks and Functional Service Agencies
- 6.2 Emergency Relief and Supplementary Supply
- 6.3 Other Functional Areas

### **6.1 Support Tasks & Functional Service Agencies**

The undermentioned list of support tasks indicates the functional service agency and relevant support agencies. The list is neither exhaustive nor exclusive as many agencies, including control agencies may have a support role and a functional service role, dependent on the nature of the emergency. In the event that local resources cannot be provided to meet support tasks needed, the request should be passed onto the Regional Emergency Response Coordinator via the Municipal Emergency Response Coordinator.

#### **Support Services and Support Agencies for Response**

This list of support services indicates the primary support agency or managing agency and other support agencies

The support services are listed in the table below in alphabetical order (See next page).

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<b>Support service</b>	<b>Primary agency</b>	<b>Secondary agencies</b>
Animal Welfare	DELWP	RSPCA, DELWP, City of Port Phillip
Catering – food and water	Australian Red Cross Emergency Services	Salvation Army
Catering – Kosher food	JCCM	Australian Red Cross Emergency Services, Salvation Army
Commonwealth resources	Victoria Police	ADF, EMA (EMV for Victoria)
Communications	Victoria Police	ESTA, Telstra, WICEN
Deceased persons: identification	Victoria Police	Coroners Court of Victoria
Detection of Emergency Locator Transmitters	AMSA	Airservices Australia
Emergency call taking and dispatch	ESTA	Telstra
Emergency medical care and / or transport	AV	FRV, ARFF, ESTA Others as per SHERP (DH)
Emergency relief and recovery centres or shelters	Municipal Councils	
Environmental impact assessment	EPA	DELWP, PV
Evacuation	Control Agency, Victoria Police	VICSES, City of Port Phillip
First aid	Ambulance Victoria	St John Ambulance, LSV, Haztolah, Others as per SHERP
Food	Vic Relief Food Bank	
Material Aid	Salvation Army	Vic Relief Food bank (blankets & mattresses)
Mapping services/information, including: Digital and hardcopy maps Aerial photography acquisition	DELWP	Geoscience Australia

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Satellite imagery acquisition GPS positioning and location		
Media Relations	Control Agency	Victoria Police
Produce (food) contamination by chemicals of a security concern	DELWP	
Psychological First Aid	Australian Red Cross Emergency Services	VCC
Public Warnings	Control Agency, Victoria Police	BOM, Municipal Councils, Telstra (Emergency Alert)
Registrations & enquiries	Victoria Police	Australian Red Cross Emergency Services
Relocation	Control Agency	Victoria Police, VICSES, Municipal Councils
Rural loss and damage assessment	DELWP	
Transport engineering & services support	Vic Roads	Others as per TESS plan
Weather information and forecasting	BOM	
Wildlife Welfare	DELWP	PV, RSPCA
Workplace / work related investigations and technical support	WorkSafe	

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## Services and Agencies for Relief and Recovery

The tables below are provided as a guide to indicate the range and type of services, which can be needed in relief and recovery processes and the principal sources of those services. This guide to provision of services does not preclude the provision of these or additional services by others.

### RELIEF

		Provider	
Recipient	Service Provided	Primary	Support
Individuals and families	Registration (Register.Find.Reunite)	Victoria Police	Australian Red Cross Emergency Services
	Emergency Shelter	City of Port Phillip	DFFH
	Food and Water	Australian Red Cross Emergency Services	Salvation Army, Foodbank Victoria
	Drinking Water (households)	South East Water	DELWP
	Food and grocery supply logistics	DEDJTR	
	Non-food items	Salvation Army	St Vincent de Paul, Foodbank Victoria
	Emergency financial assistance	DFFH	Centrelink
	Animal welfare (companion animals)	City of Port Phillip	DELWP, RSPCA, Australian Veterinary Association

### RECOVERY

		Provider	
Recipient	Service Provided	Primary	Support
<b>SOCIAL</b>			
Individuals and families	Personal hardship grants Income support	DFFH, NDRRA, Centrelink, RFCV	Insurance companies, financial institutions

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	Loan funds towards restoration of dwelling		charities, public appeals
Municipal councils	Restoration of public assets and emergency protection works Specific funding programs	DTF DPC	Insurance companies, financial institutions, public appeals
Small business	Loan funds towards restoration of income-earning assets; working capital Support for enhancing business skills	RFCV	Insurance companies, financial institutions, public appeals
Primary producers and rural land managers	Administration of specific assistance programs Beach Clean up	DELWP	Insurance companies, financial institutions, public appeals
Community groups	Loan funds towards restoration of assets Rural leadership & community Events Program	RFCV DPCD	Insurance companies, financial institutions, public appeals
Individuals and families	Emergency Accommodation (short term)	City of Port Phillip DFFH (grants) <i>Australian Red Cross Emergency Services (on behalf of City of Port Phillip for non-major emergencies)</i>	Insurance companies
	Interim accommodation (medium term) Support for transition to permanent housing	DFFH	Insurance companies
Critical infrastructure food suppliers and logistics	Damage assessment Assistance with interdependencies, contingency arrangements and reconstruction	DELWP DTPLI	Food supply, SCN, DBI

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Individuals, families and community groups	Personalised support, counselling and advocacy Psychological first aid Psychological support services Outreach Single point of contact Services co-ordination Case management Community services	DFFH DFFH City of Port Phillip Hospitals Community health/mental health centres Centrelink DET	VCC community Chaplain Australian Red Cross Emergency Services Salvation Army Voluntary groups Private health providers
Community Recovery Committee	Funding Administrative support Support personnel Advice	DFFH City of Port Phillip	Australian Red Cross Emergency Services Service Clubs and community groups
Communities	Employment and economic redevelopment program	DPC	Service clubs and community groups
Municipal councils	Funding Support personnel Advice Additional equipment	DFFH DTF	
<b>BUILT</b>			
Individuals and families	Assessment, repair and rebuilding Household services: water, power, telephone, sanitation	City of Port Phillip Utility companies Water/sewerage authorities DFFH	Trade associations Service clubs Gas distribution companies Electricity distributors
Municipal councils	Roads and bridges	VicRoads	
Public lands	Clearing, restoration and rehabilitation of roads bridges and other public assets	City of Port Phillip DELWP PV	

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		VicRoads	
Individuals and families	Advice on financial assistance, insurance claims, legal advice and referral services	City of Port Phillip, DFFH, RFCV, Centrelink	IDRO, VCC
	Water and food safety	DH	
Communities	Advice on assistance and recovery strategies	DFFH City of Port Phillip	Australian Red Cross Emergency Services, VCC
City of Port Phillip	Advice on safe water, safe food, waste disposal, adequate washing/toilet facilities Accommodation standards Advice on erosion, catchment protection and reforestation Fish and fish habitat Flora, fauna Environmental issues Advice on disposal of dead/maimed stock	DH DFFH DELWP, PV EPA EPA EPA DELWP	
Primary producers and rural land managers	Technical advice on re-establishment or alternative strategies Advice on disposal of dead and maimed stock Administration of specific assistance programs	DELWP	
All	Mapping services/information	DELWP (information Services Branch)	
<b>ECONOMIC</b>			
	Economic Development Traders / Tourism	City of Port Phillip – City Business Officer	
	Animal Welfare	City of Port Phillip – Coordinator Animal	DELWP, RSPCA, Australian

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		Management and Local Laws	Veterinary Association
	Environmental Health	City of Port Phillip – Environmental Health Officer	
Small business	Advice on options and support available	DBI	
<b>NATURAL</b>			
	Foreshore Clean up	DELWP/PV/AMSA	
	Beach Clean up	DELWP/PV/AMSA	
	Erosion Control	DELWP/PV, Municipal Councils, Vic Roads	

## 6.2 Emergency Relief and Supplementary Supply

At Regional level, Emergency Relief coordination is the responsibility of the DFFH; at State level, it is the responsibility of EMV; at a municipal level, this responsibility rests with the City of Port Phillip.

The following details the areas of recovery emergency relief, catering, material needs, emergency shelter, counselling, emergency grants and temporary accommodation, community organisations, registration and police checking.

### 6.2.1 Emergency Relief

#### **Aim**

The aim is to co-ordinate the provision of Emergency Relief to an affected community, and when required, to control and support agencies.

#### **Role**

The role is to establish a system for the provision of any or all of the functional services under Emergency Relief.

#### **Emergency Relief Management**

In the event of requirement for any or all of the functional services of Emergency Relief, the request must be channelled through the MERC to the MEMO. The MEMO will activate the required functional services. All functional services will operate and report back to the MEMO.

### 6.2.2 Functional Services

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### Food and Water

At the municipal level, the Australian Red Cross Emergency Services is responsible for food and water arrangements. They will co-ordinate the provision of food and water services.

The Australian Red Cross Emergency Services will be activated, via the MEMO or MRM, to arrange food and water. The Australian Red Cross Emergency Services is to be alerted or activated when the nature of the incident indicates any of the following apply:

- more than one substantial meal for control/support personnel and/or other affected persons is required to be supplied
- reimbursement for incurred costs will be claimed by local providers
- goods are required to be purchased by authorised Australian Red Cross Emergency Services purchasing officer

The Australian Red Cross Emergency Services will, in conjunction with the local catering providers, ascertain the level of involvement necessary, ensuring that local resources, including those already in operations, are fully utilised.

### Material Needs

The Salvation Army is responsible for material needs and will co-ordinate material need providers. They are supported by:

Please refer to the MEMP Contact Directory for contact details.

### Emergency Shelter

The City of Port Phillip shall co-ordinate the provision of emergency shelter.

- A list of Emergency Relief and Recovery Centres identified in the Port Phillip District is listed in the Emergency Relief Centre guide, which is an internal City of Port Phillip operational plan.

### Counselling, Emergency Grants and Temporary Accommodation

The City of Port Phillip shall co-ordinate the provision of these services at municipal level. If these functions are outside of the capabilities of the municipal resources, the responsible agency is Department of Families, Fairness and Housing.

Local support can also be obtained from the various agencies listed in the MEMP Contact Directory.

### Community Organisations

Many community organisations will have resources that can be of use in an emergency. It is the responsibility of the City of Port Phillip to provide the management system to co-ordinate offers of assistance from these organisations. Contact details of organisations able to assist will be maintained by the municipality. Please refer to the MEMP Contact Directory for contact details.

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### Registration

Victoria Police are responsible for the registration of emergency affected people but have delegated the physical task of the registration process to Australian Red Cross Emergency Services.

Please refer to the MEMP Contact Directory for contact details.

### Training and Police checking

The MEMO and MRM will be responsible for ensuring that the staff are appropriately trained and Police checked for the role they are performing in relief and recovery. Where this is not possible, the MEMO will need to give appropriate approvals.

### 6.2.3 Supplementary Supply

Supplementary supply at a municipal level relates to material / facilities from a recovery capacity beyond the Local Government capability.

Functional Service agencies supplying a service and requiring additional resources will put their request to the MEMO. The control and support agencies will make their request through the Municipal Emergency Response Coordinator. The MEMO will endeavour to obtain those resources through existing municipal arrangements. Escalation for relief and recovery is to the DFFH at regional level and EMV at state level if required.

Similarly, supplementary supply can also relate to the City of Port Phillip potentially offering personal support or resources to other municipalities (e.g. 2009 Bushfire Threat – City of Port Phillip’s Environmental Health Officers were deployed to bushfire affected municipalities).

## 6.3 Other Functional Areas

### 6.3.1 Communications

Victoria Police is the responsible agency for communications. This is in accordance with the SEMP which identifies that Victoria Police are the primary support agency for communications.

#### **Aim**

To ensure essential communications when requested.

#### **General Telephone Communications**

The Telstra line network will be the initial and primary means of communication in the event of an emergency, when it is available, and should be utilised to capacity where possible. When identifying locations for use as Emergency Coordination Centres (ECCs), Assembly Areas and Emergency Relief and Recovery Centres, consideration should be given to the mobile network facilities already in place at that location.

Additional telephones can be provided by Telstra, upon request to the Municipal Emergency Response Coordinator, who will, in turn, submit such requests to the Emergency Response

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Coordinator for action. All costs, related to such installations, are the responsibility of the requesting organisation.

#### Communications Resources

The following organisations have communications facilities and resources which may be available in an emergency:

WICEN  
VICSES

Please refer to the MEMP Contract Directory for contact details.

### 6.3.2 Health and Medical

The Municipal Environmental Health Officer (Coordinator, Health Services) and Municipal Medical Officer of Health (Doctor, Health Services Unit) have been delegated the responsibility for health and medical matters.

These Municipal Health and Medical arrangements should be considered in conjunction with the Municipal Hospital Emergency Plans.

#### Aim

The aim of these arrangements is to identify the Health and Medical facilities available within the Port Phillip District and identify the arrangements for activation.

Due to the dual nature of these arrangements, it will be divided into two components; each being addressed accordingly. These components will be health and medical.

#### Health

The Environmental Health Officer is responsible for all public health matters in the municipality. The responsibilities of the Environmental Health Officer in emergencies include:

- Advice on water supply
- Ensuring hygienic food handling - safe production, storage and distribution
- Supply of sanitary and hygienic accommodation when required
- Refuse removal
- Pest control
- Control of infectious diseases (immunisation, pandemic, etc.)
- Disposal of dead animals

These matters are addressed in the Public Health Complementary Plans held by Health Services within City of Port Phillip.

#### Medical

Implementation of the medical arrangements will be automatic where people are injured or require medical assistance. This automatic response will be by the Ambulance Service Victoria and hospitals within the municipality.

The Ambulance Service will be responsible for contacting additional first aid support when required (e.g. St. John's Ambulance).

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### **Management of Medical Response**

Medical response management at an emergency scene will be carried out by the Health Commander pursuant to the State Health Emergency Response Plan (SHERP). This will be a trained and experienced senior Paramedic designated by AV to manage the incident.

The role of the Health Commander at the scene of an emergency is to:

- arrange resources required
- provide triage, (prioritise patients for treatment)
- co-ordinate transport of patients
- determine destination of patients

#### **6.3.3 Transport and Engineering**

The MEMO will be responsible for transport and engineering matters, including identification and deployment of available transport and engineering resources within the municipality and specialist and technical advice.

All requests for transport and engineering resources should be directed to the Municipal Emergency Response Coordinator, who will then request via the MEMO. The MEMO is responsible for maintaining a resource database and contact details.

Municipal resources should be used where possible in the first instance, prior to engaging private contractors. Refer to the MEMP Contact Directory for contact details.

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## Abbreviations

AA	Airservices Australia
ADF	Australian Defence Force
AMSA	Australian Maritime Safety Authority
ARFF	Aviation Rescue Fire Fighting
AV	Ambulance Victoria
BOM	Bureau of Meteorology
CALD	Culturally and Linguistically Diverse
CERA	Community Emergency Risk Assessment
CFA	Country Fire Authority
CSG	Community Security Group
DEDJTR	Department of Economic Development, Jobs, Transport and Resources
DET	Department of Education and Training
DELWP	Department of Environment, Land, Water and Planning, (previously DEPI)
DFFH	Department of Families, Fairness and Housing
DTPLI	Department of Transport, Planning and Local Infrastructure
ECCs	Emergency Coordination Centres
EHO	Environmental Health Officer
EMA	Emergency Management Australia
EMC	Emergency Management Commissioner
EMLO	Emergency Management Liaison Officer
EMV	Emergency Management Victoria
EPA	Environmental Protection Authority
FRV	Fire Rescue Victoria
IDRO	Insurance Disaster Response Organisation
JCCM	Jewish Community Crisis Management
LSV	Life Saving Victoria
MBV	Marine Board of Victoria
MECCM	Municipal Emergency Coordination Centre Manager
MEM	Municipal Emergency Manager
MEMP	Municipal Emergency Management Plan
MEMPC	Municipal Emergency Management Planning Committee
MERC	Municipal Emergency Response Coordinator
MEMO	Municipal Emergency Management Officer
MFPO	Municipal Fire Prevention Officer
MOCM	Municipal Operations Centre Manager
MRM	Municipal Recovery Manager
OIC	Officer in Charge
POMC	Port of Melbourne Corporation
PSA	Police Service Area
PTV	Public Transport Victoria
PV	Parks Victoria
REMI	Regional Emergency Management Inspectors
REMP	Regional Emergency Management Plan
REMS	Regional Emergency Management Superintendents
RERC	Regional Emergency Response Coordinator
RERRPC	Regional Emergency Relief and Recovery Planning Committee
RCM	Relief Centre Manager
RSPCA	Royal Society for the Prevention of Cruelty to Animals

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SEMP	State Emergency Management Plan
SHERP	State Health Emergency Response Plan
SIA	Secondary Impact Assessment
SITREP	Situation Report
SOP	Standard Operating Procedure
VCC	Victorian Council of Churches
VICPLAN	Victorian Marine Pollution Contingency Plan
VICPOL	Victoria Police
VICSES	Victoria State Emergency Service
VRCA	Victorian Regional Channels Authority
WICEN	Wireless Institute Civil Emergency Network
WSV	WorkSafe Victoria

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## Glossary of terms

Agency	Means a Government agency or a non-Government agency.
Area Of Operations	A defined geographic area containing an incident or group of incidents which may correlate in effect or in the deployment and allocation of resources
Area-Of-Operations Controller	The role of the Area-of-Operations Controller is to provide leadership and management across a series of emergency sites with a defined area of operations. This role operates regionally and may be appointed by the State Controller or be self-initiated prior to state control being established.
Area-Of-Operations Emergency Management Team	In the event that an area of operations has been defined, the Area of Operations Controller, or the Regional Emergency Response Coordinator (or representative) may form the Area of Operations Emergency Management Team, comprising regional level representatives from response, recovery and other agencies. It enables consistent situational awareness, identification and management of risks, facilitates the State Controller's Plan and develops an Area of Operations Plan containing regional level actions of all agencies.
Chain of Command	Chain of command refers to the organisational hierarchy of an agency. It is the identifiable line up and down the hierarchy from any individual to and from their supervisor and subordinates. The chain of command identifies people or positions with accountability.
Command	The direction of members and resources of an agency in the performance of the organisation's role and tasks. Authority to command is established in legislation or by agreement within an agency. Command relates to agencies and operates vertically within an agency.
Commander	A person within an agency empowered to direct personnel and resources of the agency in the performance of its role and tasks. A functional commander can direct personnel and resources of more than one agency in accordance with pre-determined arrangements.
Community Development Officer	A person appointed to initiate and coordinate activities in an affected community to assist its development in recovering from an emergency.
Community Recovery Committee	A committee, which may be convened after an emergency to provide a management forum for recovery process in respect of an affected area or a specific community.
Control	The overall direction of response activities in an emergency. Authority for control is established in legislation or in an emergency response plan, and carries with it the responsibility for tasking other agencies in accordance with the needs of the situation. Control relates to situations and operates horizontally across agencies.
Control Agency	The agency identified in SEMP, which is primarily responsible for responding to a specified emergency.
Control Centre / Command Centre	The physical infrastructure provided by a response agency to support personnel appointed as incident controllers, agency commanders, and representatives of the organisations that support them. Any centre established for this purpose is named according to the function it supports, e.g. control centre, command centre.

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Co-Ordinate / Co-Ordination	The bringing together of agencies and resources to ensure effective response to and recovery from emergencies. In relation to response, coordination includes ensuring that effective control has been established.
Co-Ordination Centre	A co-ordination centre is a facility, which may be utilised during a complex or protracted emergency, primarily to co-ordinate the provision of resources. Co-ordination centres may operate at municipal, regional and state levels.
Deputy State Co-Ordinator	The Deputy State Co-ordinator of Emergency Response is the Deputy Commissioner (Operations) of Victoria Police.
Controller (Vicses)	The person appointed to manage and administer a local volunteer Unit of the Victoria State Emergency Service (VICSES)
Disaster	A term not generally used within Victoria's arrangements, where it would be taken to mean the same as emergency. Under the Emergency Management Act, an emergency is termed a disaster only if a State of Disaster has been declared.
Disaster Area	Means that part or those parts of Victoria in which a state of disaster is declared, under Section 23(1) of the Emergency Management Act, to exist.
Disaster, State Of	The Premier can declare a state of disaster to exist in all or part of Victoria if an emergency constitutes a significant and widespread danger to life or property, which justifies the enabling of the Co-ordinator in Chief, or delegate, to exercise extraordinary powers in directing and controlling agencies and resources for responding to it.
Emergency	Emergency means 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, including, without limiting the generality of the foregoing; <ul style="list-style-type: none"> <li>• an earthquake, flood, windstorm or other natural event; and</li> <li>• a fire; and</li> <li>• an explosion; and</li> <li>• a road accident or any other accident; and</li> <li>• a plague or an epidemic; and</li> <li>• a warlike act, whether directed at Victoria or a part of Victoria or at any other State or Territory of the Commonwealth; and</li> <li>• a hi-jack, siege or riot</li> <li>• a disruption to an essential service</li> </ul>
Emergency Accommodation	Accommodation may be provided to households and individuals displaced by an emergency event in hotels, motels, caravan parks houses, and flats or similar. The timeframe usually ranges from days to weeks. In some cases emergency accommodation may transition into interim accommodation. Emergency accommodation is organised through the MEMP and usually provided by community, business or government organisations, although people often find their own accommodation with family or friends.
Emergency Activity	Emergency activity is usually referred to in conjunction with compensation arrangements for voluntary emergency workers. Refer to the SEMP for more information.

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Emergency Area	An area declared under s.36A of the Emergency Management Act, being, in the opinion of the most senior Victoria Police officer in attendance, on advice from the control agency, an area from which it is necessary to exclude persons due to the size, nature or location of an emergency, so as to ensure public safety, security of evacuated premises, or the safety of, or prevention of obstruction, hindrance or interference to, persons engaging in emergency activity.
Emergency Management Liaison Officer	An emergency management liaison officer is a person appointed by an agency, who: <ul style="list-style-type: none"> <li>• represents his/her agency in another agency's facility, co-ordination centre or an emergency management team; and</li> <li>• is empowered to commit, or to arrange the commitment, of resources of the agency to the response to an emergency; and</li> <li>• represents the interests of the agency and provides advice in relation to impacts and consequence management.</li> </ul>
Emergency Management Team	An emergency management team is the team which assists a controller in formulating a response strategy and in its execution by all agencies, and which assists the Emergency Response Coordinator in determining resource acquisition needs and in ensuring a coordinated response to the emergency.
Emergency Relief	Relief is the provision of life support and essential needs to persons affected by, or involved in the management of, an emergency.
Emergency Relief Centre	An Emergency Relief Centre is a building or place established to provide life support and essential needs to persons affected by an emergency (including evacuees). Emergency Relief Centres are established on a temporary basis to cope with the immediate needs of those affected during the initial response to the emergency. They do not imply any longer-term use of facilities as a location for recovery services.
Emergency-Affected Persons	People, other than emergency management personnel, who experience losses or injury or are affected by an emergency. Usually understood to exclude deceased.
Essential Service	Defined as transport, fuel (including gas), light, power, water, sewerage, or a service declared to be an essential service by the Governor in Council.
Emergency Worker	See 'Volunteer Emergency Worker'
Evacuation	The planned relocation of persons from dangerous or potentially dangerous areas to safer areas and eventual return. The decision to evacuate rests with the control agency in conjunction with Victoria Police and available expert advice.
Evacuation Centre	See Emergency Relief Centre.
Government Agency	Means- any body corporate or unincorporated constituted by or under any Act for a public purpose; and any member or officer of such a body. Any person in the service of the Crown in the right of the State of Victoria upon whom any function, power, duty or responsibility is conferred by or under the Act

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Incident Controller	The Incident Controller is a member of the control agency whose role is to provide leadership and management to resolve the emergency at the incident site. This is the agency's forward controller and operates in close proximity to the incident.
Incident Emergency Response Co-Ordinator	Senior member of the Victoria Police at the scene of an emergency, who carries out the emergency response coordination responsibilities at the scene.
Incident Management Team	An incident management team comprises the incident controller and the personnel responsible for the other functions of the incident management system (planning, operations and logistics).
Interim Accommodation	Interim accommodation is provided to households and individuals whose primary place of residence is destroyed or damaged by an emergency event. Interim accommodation can be in a house, flat, caravan or similar and can continue for extended periods of weeks, months or longer prior to permanent housing. In some cases interim accommodation may transition into permanent housing.
Lead Agency	The agency designated to co-ordinate the development of strategies in respect of one of the functional areas of recovery.
Material Needs	Essential non-food items provided to emergency-affected persons including, clothing, bedding and other personal requisites.
Municipal Emergency Coordination Centre (MECC)	A MECC is a facility, which brings together council staff, to coordinate the provision of council and community resources during an emergency for the response and recovery effort. The MECC facilitates activities of the key council personnel.
Municipal Emergency Management Officer (MEMO)	The person appointed by the municipality responsible to council for the co-ordination of municipal resources in emergency response.
Municipal Emergency Response Co-Ordinator (MERC)	A member of the Victoria Police appointed to a municipal district as a municipal emergency response coordinator. Usually the Officer in Charge of the local Victoria Police station.
Municipal Emergency Management Planning Committee	The Committee, which, at municipal level, is responsible for the formation and maintenance of a Municipal Emergency Management Plan.
Municipal Recovery Manager	The person appointed by the Municipality responsible to council for the co-ordination of municipal resources in emergency.
Municipality	The area contained within the defined boundaries for local Government responsibility of a Shire, Borough, Town or City.
Non-Government Agency	Means a voluntary organisation or any person or body other than a government agency.
Post Emergency Assistance Measures	Financial and other assistance provided to emergency affected persons, communities or organisations to assist their recovery from an emergency.
Recovery	The assisting of persons and communities affected by emergencies to achieve a proper and effective level of functioning.

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Recovery Agency	A recovery agency is an agency having a role under the State Emergency Recovery Plan or in the recovery arrangements.
Recovery Centre	A building in which a coordinated process of support to affected communities in the restoration of their emotional, social, economic and physical well being is provided.
Regional Emergency Response Coordinator	A commissioned officer of Victoria Police appointed for a State Government region.
Regional Recovery Coordinator	The person appointed by the State Emergency Recovery Coordinator to carry out regional recovery planning and management functions
Regional Recovery Plan	The emergency recovery plan prepared and maintained for each region.
Regional Response Plan	The emergency response plan prepared and maintained for each response region.
Register Find Reunite	The Commonwealth/State's arrangements for the recording details of evacuees and for handling inquiries about the location of registered persons. This is now known as Register Find Reunite
Relief Centre	See Emergency Relief Centre
Resource Supplementation	The provision of resources in emergencies to response agencies other than their internal resource acquisition systems.
Response	The combat of an emergency and the provision of emergency relief, including rescue and the needs of affected persons.
Response Agency	An agency having a role under the State Emergency Response Plan or the response arrangements. Response agencies can be control or support agencies.
Response Co-Ordinator	See Emergency Response Coordinator
Support Agency	An agency designated to give support to a control agency in the response phase in certain emergencies.
Volunteer Emergency Worker	A volunteer worker who engages in emergency activity at the request (whether directly or indirectly) or with the express or implied consent of the chief executive (however designated), or of a person acting with the authority of the chief executive, or an agency to which either the state emergency response or recovery plan applies.

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## Sub plans and other related plans

- MEMP Contact Directory
- Sub plan 1 of 3 – Storm & Flood emergency plan
- Sub plan 2 of 3 - Heatwave response plan
- Sub plan 3 of 3 - Influenza pandemic plan

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