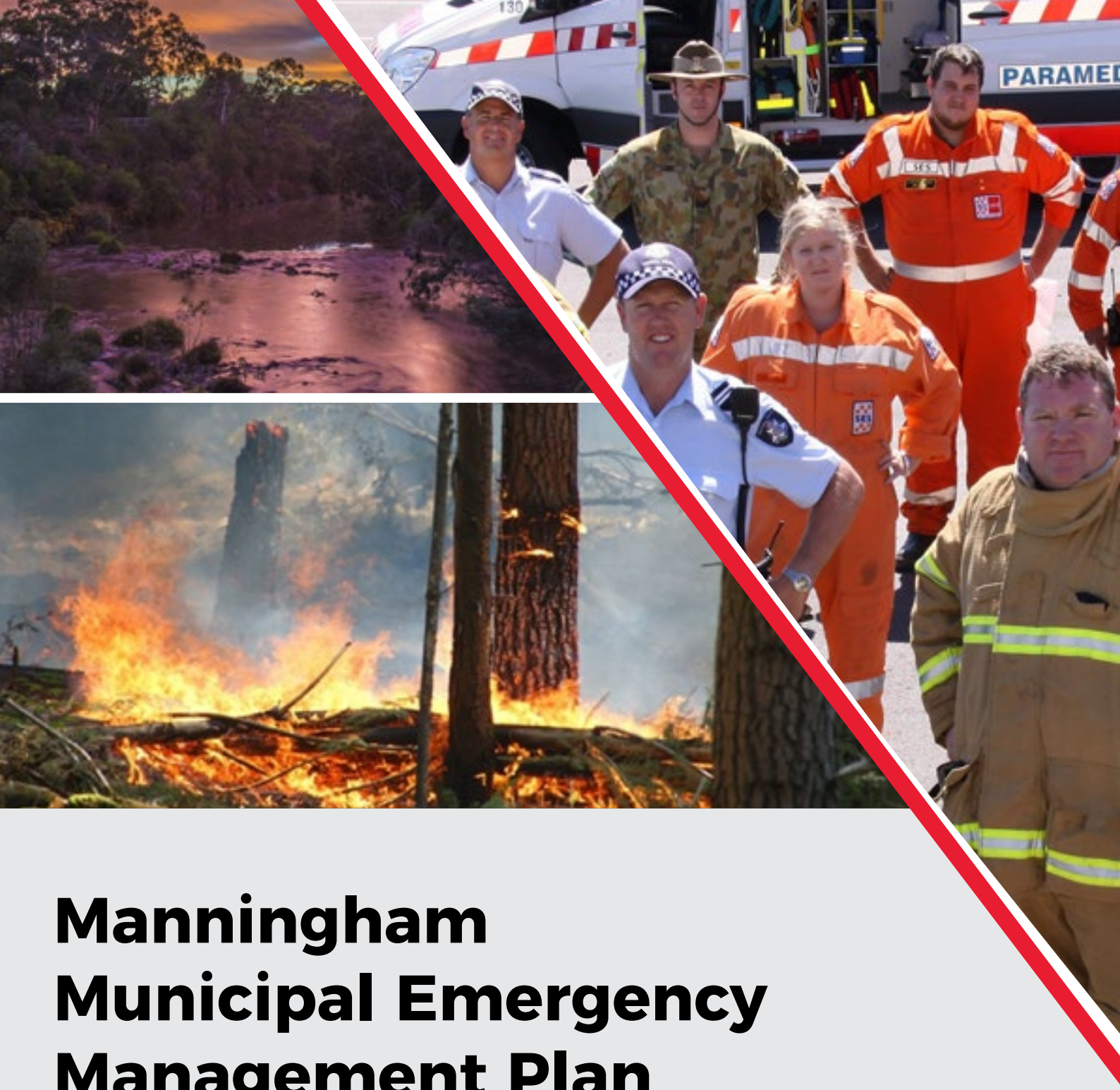

Manningham Municipal Emergency Management Plan

Australian Government
Services Australia

Westfield

St John

Ambulance Victoria

Australian Red Cross

Victoria Police

easternhealth

each
health . hope . opportunity

Victoria State Government

Fire Rescue Victoria

doncare

EastLink
Time better spent.

CFA

The Salvation Army

VCC
Emergencies Ministry

SES

Manningham

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1 Introduction

1.1 Acknowledgement of Country

The Manningham Municipal Emergency Management Planning Committee **(MEMPC)** acknowledges the Wurundjeri people of the Kulin Nation as the Traditional Custodians of the lands that make up local government area. The committee also acknowledges and pays respect to the Elders, past and present and is committed to working with Aboriginal and Torres Strait Islander communities to achieve a shared vision of safer and more resilient communities.

1.2 Authority, Governance and Administration

In 2018, the Emergency Management Legislation Amendment Act 2018 amended the Emergency Management Act 2013 to provide for new integrated arrangements for emergency management planning in Victoria at the state, regional and municipal levels; and create an obligation for an 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 Municipal Emergency Management Plan **(MEMP)** has been prepared in accordance with and complies with the requirements of the Emergency Management Act 2013 including having regard to the guidelines issued under s77, Guidelines for Preparing State, Regional and Municipal Emergency Management Plans. Refer to Appendix G for a full list of reference material used in formulating this MEMP.

This MEMP refers to a number of organisations and people by acronym. For a full list of acronyms used in this plan, please see Appendix A.

1.3 Plan Assurance and Approval

1.3.1 Assurance[1]

A Statement of Assurance (including a checklist and certificate) has been prepared and submitted by the Manningham MEMPC[2] pursuant to the Eastern Metropolitan Region Emergency Management Planning Committee (EMR-REMPC) Emergency Management Act 2013 (s60AG). Items that require assurance are identified by a footnote.

1.3.2 Approval

This plan is has been prepared by the Manningham MEMPC. Upon completion this plan is then approved by the Manningham MEMPC and the EMR-REMPC. Refer Appendix H.

The MEMP is to be published on the Emergency Management Victoria website and Council website and also available on EM-COP and Crisisworks. The MEMP will be deposited with State Library Victoria under section 49 of the Libraries Act 1988. Refer Appendix H for a full MEMP distribution list.

1. **Assurance General:** Plan has been prepared with regard to the following guidance in Ministerial guidelines issued under the Emergency Management Act 2013 s77 (Guidelines for Preparing State, Regional and Municipal Emergency Management Plans)
2. **Assurance 12:** In the case of a MEMPC that has collaborated with other MEMPCs in preparing its own MEMP or sub-plan, the MEMPC has separately ensured that its own MEMP or sub-plan has been prepared in accordance with the Act and relevant guidelines issued under the Emergency Management Act 2013 s77(s60ADB)

1.4 Plan Review[3]

Reviews of the MEMP will be conducted to ensure it remains current, effective, integrated, coordinated and comprehensive in its approach to emergency management.

The plan will be reviewed:

- At least every three years in line with the statutory MEMP self-assurance process
- Following a significant emergency or incident
- After an emergency management exercise where the exercise identifies an opportunity for improvement
- A change in relevant legislation
- Organisational change
- Changes to previously identified hazards
- Changes to relevant MEMPC membership.

Amendments to the municipal information and re-issuing this MEMP is the responsibility of the MEMPC Chair after the endorsement of the MEMPC.

Urgent reviews and updates to this MEMP by the Municipal Emergency Management Group **(MEMG)** are permitted outside regular plan reviews if there is significant risk that life or property will be endangered if the plan is not updated (Emergency Management Act 2013 s60AM). Urgent updates come into effect when published on the municipal Council website and remain in force for a maximum period of three months at which time a review by the regional Working Group consisting of members of the MEMPC will be conducted.

Refer to Appendix B for a full plan distribution list and Appendix C for a list of restricted information which is excised for versions of this plan for various audiences.

After each major update to the MEMP or associated Sub-Plans, the MEMPC will determine whether to undertake the MEMP assurance process and resubmit a statement of assurance to the REMPC:

emv.vic.gov.au/publications/statement-of-assurance-template-memp-or-memp-Sub-Plan

This MEMP will be reviewed and updated if necessary not later than [June 2025].

This MEMP is current at the time of publication and remains in effect until modified, superseded or withdrawn. Please refer to this MEMP's amendment history located at Appendix I.

1.5 Planning Context

This MEMP, prepared by the Manningham MEMPC, reflects the shared responsibilities of government, emergency management agencies and communities for the actions they will take to prepare for, respond to, provide relief for and recovery from emergencies.

It is important for enhancing resilience that community, emergency services and relief and recovery agencies work together. This Plan is the overarching document for the integrated management of emergencies in the municipal area of Manningham. It is supported by a range of hazard plans as determined by a risk identification process and a number of response based plans to ensure smooth coordination of service delivery in emergencies.

3. **Assurance 2:** In the case of an updated MEMP or sub-plan, the plan has been reviewed within three years or sooner as required (Emergency Management Act 2013 s60AN and s6.1)

This Plan is supported by a variety of information, including:

- Management arrangements that contain general information about emergency planning, response and recovery arrangements; and roles and responsibilities of people and organisations involved in emergency management.
- Sub-Plans, including hazard specific Sub-Plans and which are to be used during actual emergency events and are designed to be used as stand-alone operational documents.
- Appendices that contain ancillary information including a contact directory that lists contact details for all persons and organisations that have a role in this plan, administration details and a lists of municipal resources.
- Standard Operating Procedures (SOP) that detail generic response arrangements and can be referenced and used during an actual emergency. These are mainly Council doctrine.

1.6 Plan Aim and Objectives[4]

The aim of this MEMP is to outline the agreed multi-agency and community arrangements for the prevention of, the response to, relief for and the recovery from emergencies that could occur in the municipality as identified in Emergency Management Act 2013 Part 6A.

The broad objectives of this MEMP are to:

- Implement measures to prevent or reduce the causes and/or effects of emergencies.
- Manage arrangements for requesting and using municipal resources in response to emergencies.
- Manage the process for resource supplementation when resources within the municipal are exhausted.
- Assist the affected communities to recover following an emergency.
- Compliment other Local, Regional and State planning arrangements.
- To support and evidence local and regional collaboration in preparation, response and recovery to emergencies.

4. **Assurance 6:** The MEMP or sub-plan is consistent with the principles underlying the contents of emergency management plans. Principles require that the plan:

- aims to reduce the likelihood of emergencies and the effect and consequences they have on communities;
- ensures a comprehensive and integrated approach to emergency management;
- promotes community resilience in relation to emergencies; and

promotes appropriate interoperability and integration of emergency management systems (Emergency Management Act 2013 s60AA(2), s60ADB(1), s3.6.3)

2 Municipal District Location and Characteristics

2.1 Municipal Location Map

Council Mapping Manningham Website - mapping.manningham.vic.gov.au

Figure 1 - Victoria State to Eastern Metropolitan Region Perspective - Map

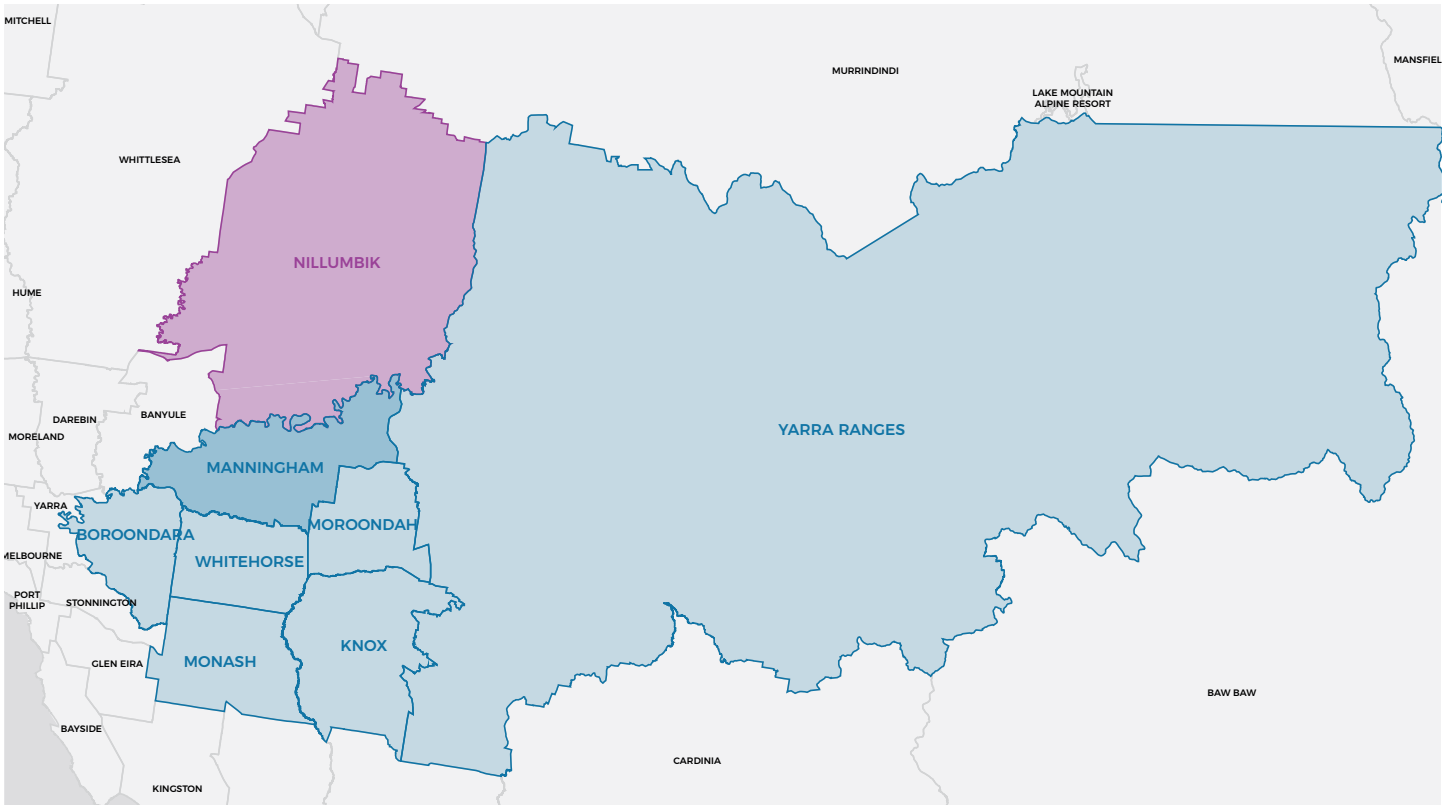


Figure 2 – Eastern Metropolitan Regional Perspective - Map

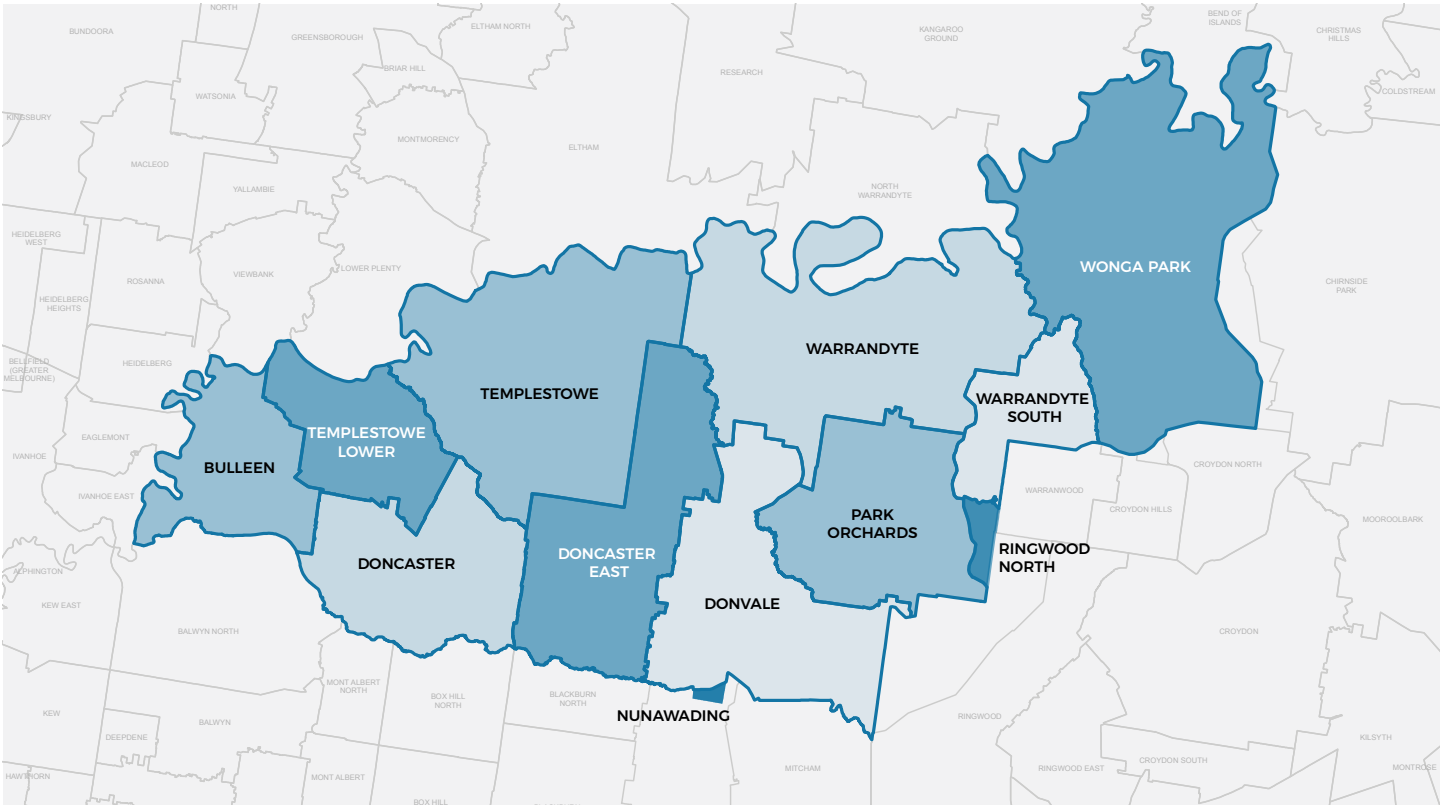


Figure 3 - Manningham to Suburb Perspective - Map

2.2 Topography

Manningham

Mapping Manningham:
mapping.manningham.vic.gov.au

Use Manningham Maps to search:-

- Manningham Property Addresses, wards, healthcare centres and other places of interest.
- Planning Overlays, planning applications and Melbourne Water Overlays
- View aerial photography and unfold Manningham's history dating back to 1998

Council Web Page Demographics
manningham.vic.gov.au/about-council/discover-our-area-history-and-demographics/view-our-demographics

Manningham Profile ID Pages:

- Community Profile: profile.id.com.au/manningham/about?WebID=10
- Social Atlas, Maps & Analysis: atlas.id.com.au/manningham
- Population Forecasts: forecast.id.com.au/manningham
- Economic Profile: economy.id.com.au/manningham

Wikipedia
en.wikipedia.org/wiki/City_of_Manningham

2.3 Demography

MANNINGHAM: WHO WE ARE

2006 113,914

2011 116,750

2016 122,902

POPULATION GROWTH

2019 131,756 → **2036** 149,274

POPULATION FORECAST

48.4% 56,306

51.6% 59,953

In 2016, 46,383 people who were living in Manningham were born overseas

AGE STRUCTURE

0-17	18-34	35-59	60-84	85+
20%	20%	33.1%	23.9%	3.2%
23,180	23,201	38,466	27,741	3,668

QUALIFICATIONS AND EDUCATION

32.3% Bachelor or higher degree

9.7% Diploma or Advanced Diploma

12.1% Vocational education

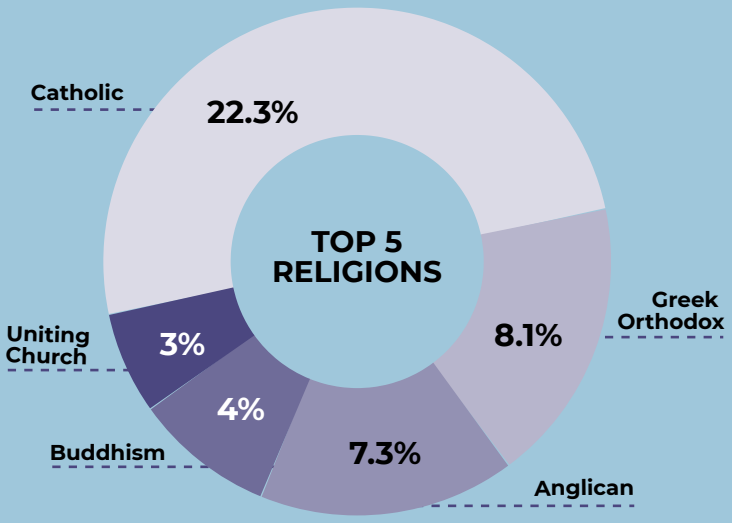
MEDIAN AGE

43 in Manningham

compared to

36 in Greater Melbourne

TOP 5 RELIGIONS



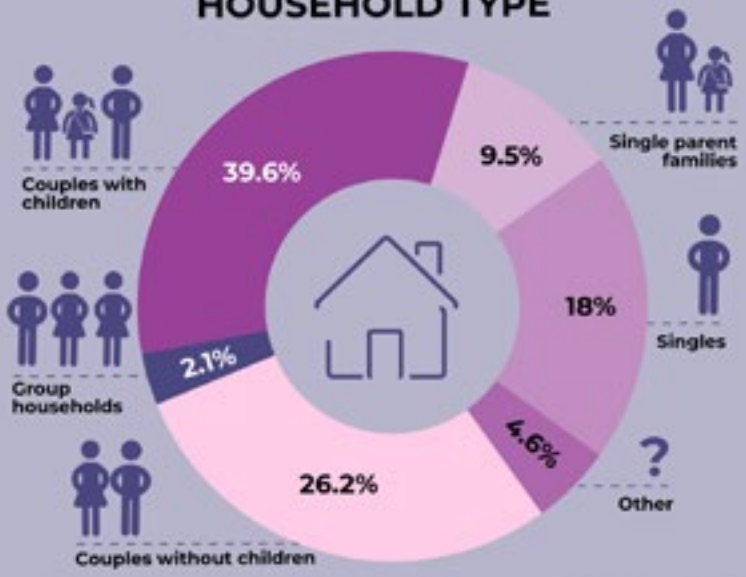
NEED FOR ASSISTANCE

One in 20 residents need assistance with core activities (self-care, body movements or communication)

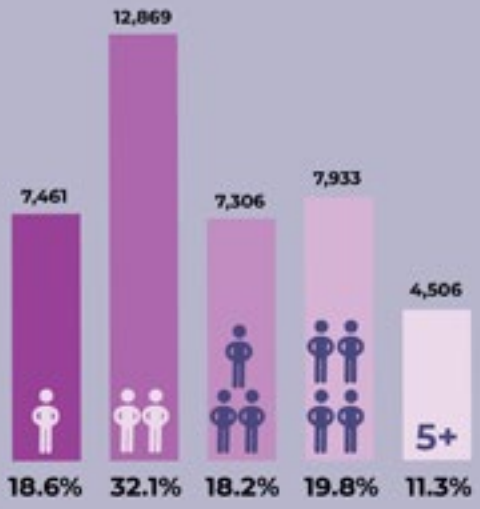
*Source: Australian Bureau of Statistics, Census of Population and Housing 2011 and 2016. Compiled and presented by .id , the population experts.

MANNINGHAM: HOW WE LIVE

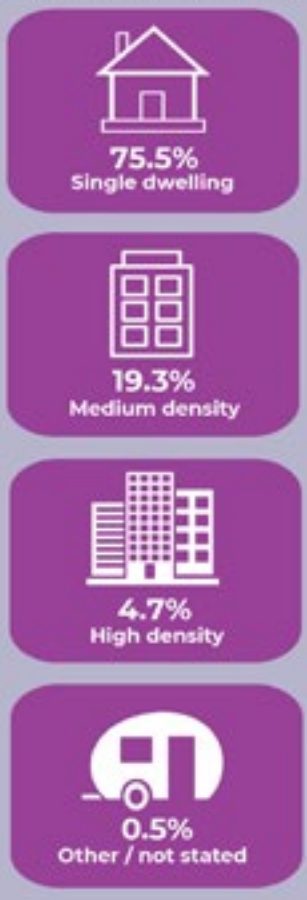
HOUSEHOLD TYPE



HOUSEHOLD SIZE



DWELLING TYPE

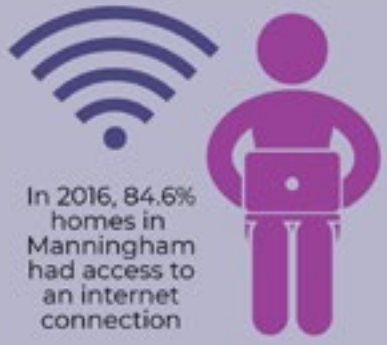


HOUSING OWNERSHIP

MIGRATION

Between 2006 and 2011, 64.8% of Manningham residents didn't move house

NUMBER OF BEDROOMS PER DWELLING



In 2016, 84.6% homes in Manningham had access to an internet connection

62% of Manningham households had access to two or more motor vehicles compared to 51% in Greater Melbourne

*Source: Australian Bureau of Statistics, Census of Population and Housing 2011 and 2016. Compiled and presented by .id, the population experts.

MANNINGHAM: WHERE WE COME FROM

ANCESTRY (TOP 5)

Family or ethnic descent.

Chinese **22.7%**

English **21.1%**

Australian **18.5%**

Italian **10.5%**

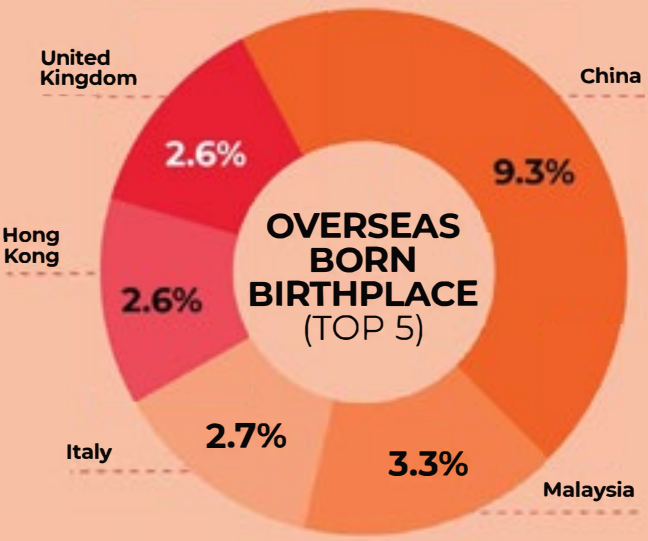
Greek **8.3%**

MIGRATION BY LOCAL GOVERNMENT AREA

Between 2011 and 2016, 296 people from Whitehorse moved to Manningham and 967 people moved from Manningham to Maroondah

NET GAIN (TOP 3)

NET LOSS (TOP 3)



MIGRATION SUMMARY

Between 2011 and 2016, 1,846 people moved to Manningham from another state or territory in Australia

and 8,429 people came to Manningham from overseas

BIRTHPLACE SUMMARY

In 2016, 39.8% of people (46,290) living in Manningham were born overseas

*Source: Australian Bureau of Statistics, Census of Population and Housing 2016. Compiled and presented by .id, the population experts.

MANNINGHAM: WHAT WE DO

INDUSTRIES (TOP 5)

12.7% Health Care and Social Assistance

11.9% Retail Trade

10.5% Professional, Scientific and Technical Services

8.6% Education and Training

8.6% Construction

EMPLOYMENT STATUS

Full time	Part time	Unemployed	Unknown
55.7%	36.5%	6.1%	1.7%

UNPAID CARE

In 2016, there were 12,093 carers providing unpaid assistance to a person with a disability, long term illness or old age

and 8,374 people providing unpaid care for children other than their own

UNPAID DOMESTIC WORK

24.0%	0 hours per week
23.9%	<5 hours
24.9%	5 - 14 hours
12.3%	15 - 29 hours
9.2%	30+ hours
5.7%	Unknown

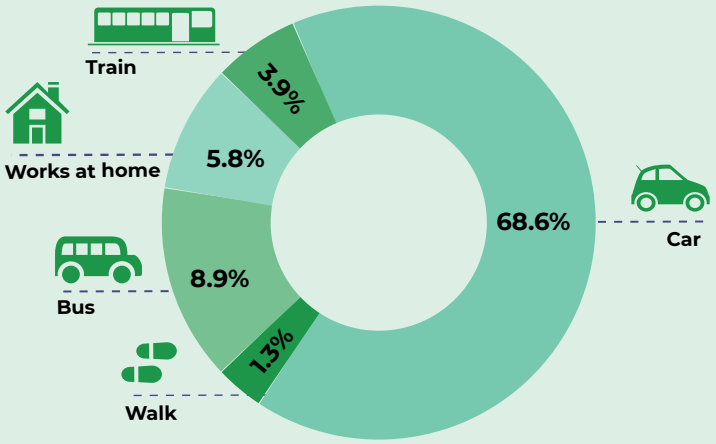
VOLUNTARY WORK

In 2016, 20% of the Manningham population reported doing some form of voluntary work.

GROSS WEEKLY INCOME

Income	Individual	Household
Negative/Nil	12.8%	2.5%
$0 - $149	5.3%	1.0%
$150 - $299	7.1%	1.7%
$300 - $399	7.9%	2.0%
$400 - $499	7.3%	5.0%
$500 - $649	7.2%	3.7%
$650 - $799	6.7%	6.2%
$800 - $999	7.3%	5.8%
$1,000 - $1,249	7.6%	7.1%
$1,250 - $1,499	5.5%	6.5%
$1,500 - $1,749	5.0%	5.4%
$1,750 - $1,999	3.5%	5.4%
$2,000 - $2,999	5.7%	16.3%
$3,000+	4.5%	20.3%
Unknown	6.5%	10.9%

JOURNEY TO WORK (TOP 5)



*Source: Australian Bureau of Statistics, Census of Population and Housing 2011 and 2016. Compiled and presented by .id , the population experts.

Manningham

Council web site - manningham.vic.gov.au/manninghams-demographics
Profile ID - profile.id.com.au/manningham

2.4 Vulnerable Persons (Community Organisations and Facilities)

Planning for needs of vulnerable people and undertaking appropriate activities before, during and after an emergency at a municipal level begins with:

- The identification of vulnerability factors.
- The location of vulnerable people and communities.
- Building relationships with local, community-based service providers working with key groups on a day to day basis.

Vulnerability factors may include:

- Age (children, youth, older people with or without family of social support)
- Disability
- Lack of familiarity with an area or environment (e.g. tourists and seasonal workers)
- Language, culture, settlement
- Health (physical and mental)
- Social issues (family violence, financial stress, homelessness, poor quality housing)
- Isolation and disconnectedness

For more information on the Victorian Vulnerable People in Emergencies Policy please refer to the Department of Families, Fairness and Housing **(DFFH)** website:

- Vulnerable People in Emergencies Policy
- Vulnerable People in Emergencies Policy - Guideline 1 – Emergency Planning and Screening
- Vulnerable People in Emergencies Policy – Guideline 2 – Vulnerable Person Register

See Appendix J - For a map of "Vulnerable Persons Facilities- Health".

2.4.1 Vulnerable Persons Register (VPR)

The VPR is a list of the most vulnerable people who meet all the following VPR criteria:

- Frail, and/or physically or cognitively impaired
- Unable to comprehend warnings and directions and/or respond in an emergency situation
- Cannot identify personal or community support networks to help them in an emergency

This register is only required to be maintained by municipalities wholly or partly in a CFA district. It is managed by DFFH and hosted in Council's emergency incident management system, Crisisworks. Clients are added or removed from the register based on an assessment by an agency funded to provide practical support and care to a client. The agency will assess clients based on the defined criteria and added to the register if eligible. The register is designed to list only the most extremely vulnerable residents. Council acts as the VPR coordinator and manages agency VPR users, not vulnerable people.

During an emergency, Victoria Police have access to the VPR and can use it in planning for evacuation. Each person is advised before being placed on the register and that there is no guarantee they will be evacuated during an emergency.

2.4.2 Facilities Housing Vulnerable People Listing

Facilities housing vulnerable persons refers to:

- Buildings where vulnerable people are likely to be situated, including aged care facilities, hospitals, schools, disability group homes and child care centres.
- Facilities funded or regulated by DFFH and Department of Education and Training **(DET).**
- Commonwealth funded residential aged care facilities.
- Other locally identified facilities likely to have vulnerable people situated in them.
- For more information refer to the DFFH Vulnerable People in Emergencies Policy.

The facilities housing vulnerable people listing is maintained by Council and may be obtained from the MEMO or MRM.

2.5 History of Emergencies

A list of previous significant emergencies is provided below in Table 1. This list does not include non-major emergency events which are generally short term in nature and handled by local resources. There is acknowledgment that all emergencies can have lasting psychosocial impacts on individuals and communities.

Emergency Date(s)	Emergency Type	Emergency Location	Emergency Details/Impacts
1962	Bushfire	Warrandyte	Bushfire swept from the north through Warrandyte along the Mullum Valley and into Mitcham. Lives, property and homes were lost.
December 2003	Storm & Flood	Bulleen & Eastern Freeway	Torrential rain and hail caused the Eastern Freeway to flood up to 1.6m at the Bulleen Road overpass. Boats were used to rescue motorists stranded in vehicles. Lynwood Parade, Lower Templestowe and Marcellin Secondary Collage also experienced flooding and there was a roof collapse in Bulleen. The flooding was linked to a 1 in 100 year flood that inundated Fairfield.
April 2008	Storm	Widespread	a violent windstorm swept through the municipality causing significant infrastructure damage and prolonged power/ other disruptions due to falling trees and branches
February 2009	Bushfire	Wonga park / Park Orchards	A late afternoon wind change avoided the Black Saturday fires entering Manningham.
June 2010	Storm	Widespread	A windstorm swept through the municipality bringing down trees and branches in Doncaster and Park Orchards causing some road closures and minimal house damage.

Emergency Date(s)	Emergency Type	Emergency Location	Emergency Details/Impacts
February 2014	Bushfire	Warrandyte	A fire ignited in Warrandyte affecting 37 residential properties in Amersham Drive, Glamis Street, Flannery Court, Aylesbury Way, Mirabella Court, Cedar Rise, Tindals Road, a Melbourne Water pipeline and a small part of Currawong Bush Park. Three homes were completely destroyed. DISC was opened as an Emergency Relief Centre (ERC) and door knocking of residents in the immediate area was conducted by the MRMs and Victorian Council of Churches Emergency Ministries (VCCEM) the next two days. Counselling was offered to affected residents and as a recovery initiative Council partnered with the Warrandyte Community Bank (Bendigo Bank) and Conservation Volunteers Australia held a working bee, conducting re-vegetation works on eight of the fire damaged properties.
16 December 2017	Structural Collapse	East Doncaster	Balcony collapse in East Doncaster with two deaths and a number of injuries.
19 January 2020	Storm		Manningham was hit with a serve hail storm resulting in significant damage, rain and flash flooding. The hardest hit areas of Warrandyte, Templestowe and Lower Templestowe. Woolworths in Templestowe suffered significant roof damage and partial collapse. Council vehicles were struck by hailstones causing thousands of dollars in damage repair costs.
9 June 2021	Storm		A large storm event across metropolitan Melbourne, impacting Manningham, took place overnight on the 9th of June 2021. High winds have resulted in trees down, road closures and power outages across the municipality. It is estimated that around 3,873 properties were without power, some of which were without power for a number of days.
29 October 2021	Storm		Trees down, vegetation debris across the municipality (both on public and private properties) and flooded drains to due to high winds and heavy rainfall. This storm caused significant increase in tree related enquiries into the SES and Council for support. A Disaster Recovery Funding Assessment was initiated by Council.

Table 1 - History of Significant Emergencies in the Municipality

3

Municipal Planning Arrangements

Municipal Planning Arrangements[5]

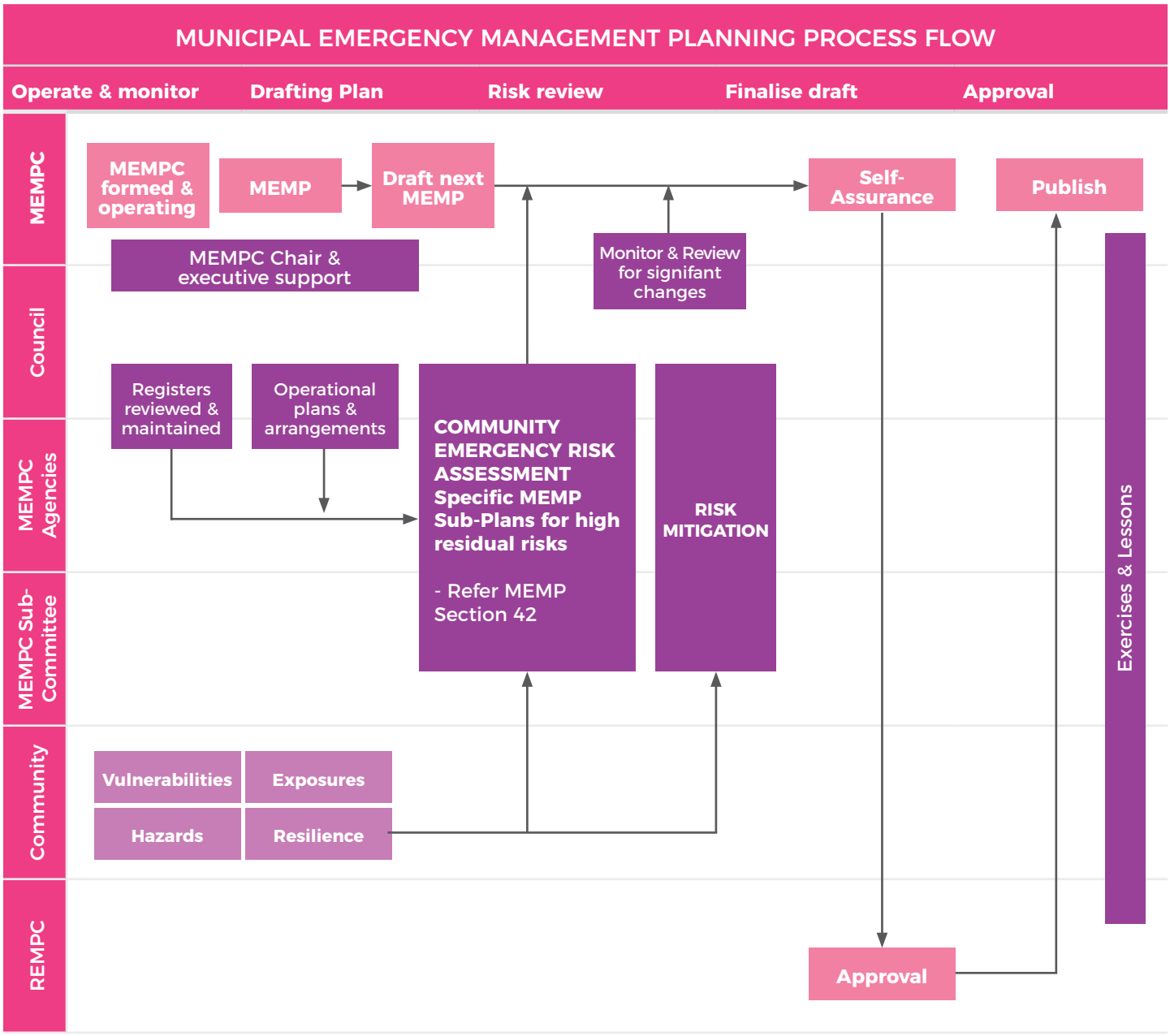


Figure 4 - MEMP Planning Process Flow Chart

5. **Assurance 3:** To the extent possible, the MEMP or sub-plan does not conflict with or duplicate other plans in relation to emergency management that are currently in force within Australia (Section 60AC(c), section 4)

   Assurance 4: The MEMP or sub-plan is consistent with the State Emergency Management Plan and the relevant regional emergency management plan (Emergency Management Act 2013 s59D(b))

3.1 Victoria's Emergency Management Planning Framework

This plan supports holistic and coordinated emergency management arrangements within the municipality. It is consistent with and contextualises the State Emergency Management Plan **(SEMP)** and the Eastern Metropolitan Regional Emergency Management Plan **(REMP)**. The REMP is a subordinate plan to the SEMP and this MEMP is a subordinate plan to the REMP.

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

Figure 5 below outlines this MEMP's position in Victorian emergency planning hierarchy. This MEMP should be read in conjunction with the SEMP and the REMP.

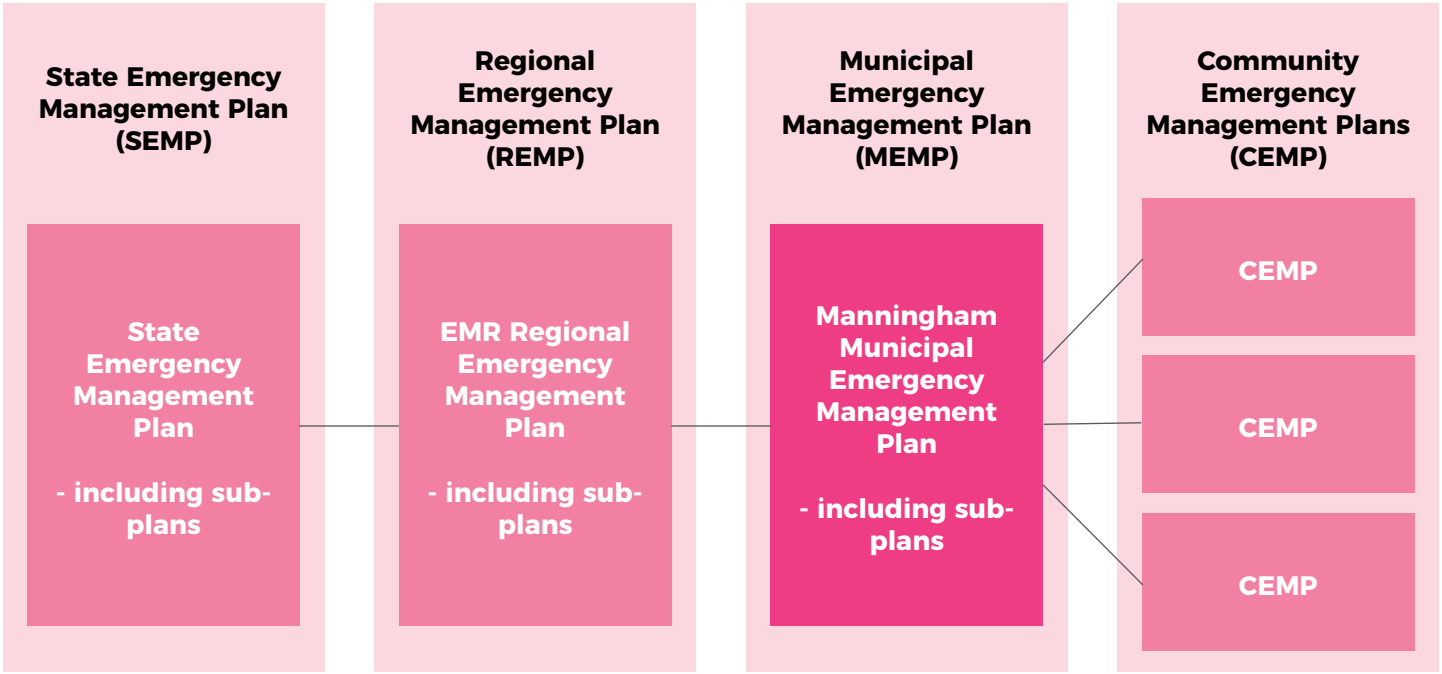


Figure 5 - Victorian Emergency Management Planning Hierarchy

3.2 The MEMPC, Sub-Committees and Working Groups

3.2.1 MEMPC responsibilities

The MEMPC is responsible for undertaking:

- Regular emergency risk assessments to understand and manage municipal risk profiles and to support planning.
- Mitigation actions and planning including:
  - Being responsible for the preparation and review of the MEMP.
  - Considering community EM plans if they have been developed.
  - Ensuring the MEMP is consistent with the SEMP and with the relevant REMP.
  - Providing reports and recommendations to the region's REMPC in relation to any matter that affects or may affect EM planning in their municipal district.
  - Sharing information with the region's REMPC and with other MEMPCs to assist effective Emergency Management planning in accordance with Emergency Management Act 2013 Parts 6 and 6A.
  - Collaborating with any other MEMPC that the MEMPC considers appropriate in relation to Emergency Management planning including preparing MEMPs.

The MEMPC Governance Arrangements conform to legislation. All governance details of the Manningham MEMPC are detailed in the MEMPC Terms of Reference.

3.2.2 MEMPC Structure

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

The current Manningham MEMPC membership includes the following:

Voting Members:

- Manningham Council (MEMO)
- Victoria Police (MERC)
- Country Fire Authority
- Fire Rescue Victoria
- Ambulance Victoria
- Victoria State Emergency Services
- Australia Red Cross
- Department of Families, Fairness and Housing
- Relief & Recovery Representatives
  - Manningham Council Municipal Recovery Manager
  - Victoria Council of Churches
- Business Representatives:
  - Vacant
- Community Representatives:
  - Nominated Councillor

Non-Voting Members:

- Other Manningham Council Representatives
- Doncare
- Westfield Doncaster
- Department of Education and Training
- EACH
- Department of Land, Water and Planning (DELWP)
- United Energy
- St Johns Ambulance
- Melbourne Water
- Yarra Valley Water
- Ausnet Services
- Telstra
- Manningham Rotary
- Salvation Army
- Emergency Recovery Victoria (ERV)
- Department of Health (DH)

3.2.3 Special Sub-Committees and Working Groups

The MEMPC may form, or contribute to, special permanent or temporary sub-committees or Working Groups to plan for the management of hazard specific identified risks or functions which require an additional level of planning. Examples of these include Municipal Fire Management, Flood and Storms, Risk Management and Municipal Relief and Recovery. Refer to Figure 5 for the relationship between the MEMPC and its sub-committees

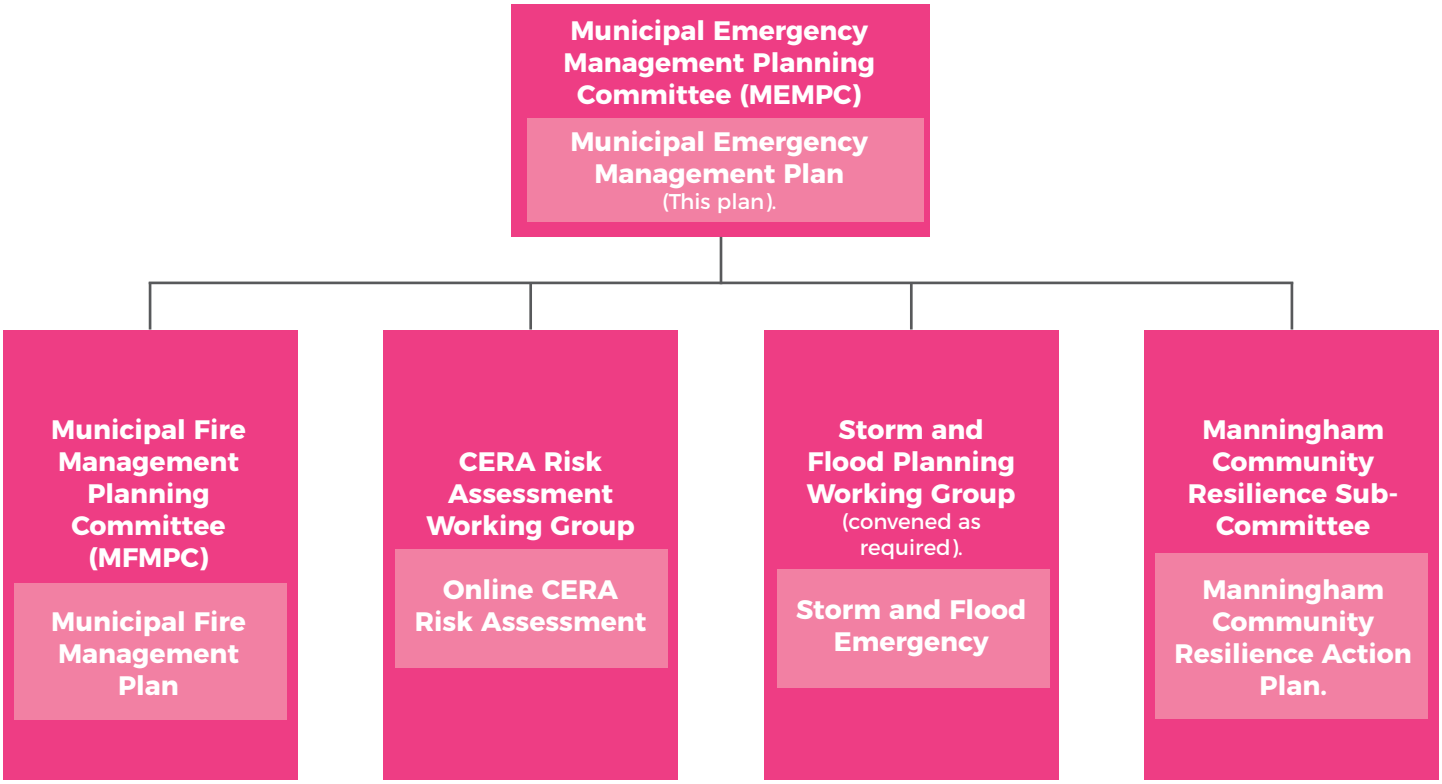


Figure 6 - Example MEMPC Committee Hierarchy

3.3 Sub-Plans and Complementary Plans

For a comprehensive list and chart displaying Manningham Sub-Plans and Complementary Plans, see Appendix E

3.3.1 Sub-plans

The MEMPC will determine if a Sub-Plan is required to detail more specific or complex arrangements that either enhance or contextualise this 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 MEMP are subject to the same preparation, consultation, assurance, approval and publication requirements as this MEMP, as outlined in the Emergency Management Act 2013 Part 6A

Agencies with roles or responsibilities in a Sub-Plan must act in accordance with the plan (Emergency Management Act 2013 s60AK).

Sub-Plans for the MEMP are developed and reviewed to ensure alignment with both state and regional plans. These plans may have been developed by a MEMPC sub-committee or in collaboration with neighbouring municipalities.

These plans could also be supported by operational documents or complementary plans. A list of Sub-Plans that have significance to the comprehensive, coordinated and integrated emergency management arrangements in the municipal district are at Appendix E.

In the EMR, the Eastern Metropolitan Councils Emergency Management Partnership **(EMCEMP)** may produce regionally consistent Hazard Based Sub Plans for hazards that are relevant across the entire region. Sub Plans produced by the EMCEMP will require approval by each MEMPC.

3.3.2 Complementary Plans

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

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

Examples of complementary plans are:

- A plan prepared by a water corporation under the Water Act 1989.
- A responsible entity's emergency risk management plan prepared under the critical infrastructure resilience arrangements in Emergency Management Act 2013 Part 7A.
- An individual agency's plan for a specific hazard.

A list of complementary plans that have significance to the comprehensive, coordinated, and integrated emergency management arrangements in the municipal district are at Appendix E.

3.4 Plan Exercising[6]

The MEMP and Sub-Plans are to be tested on an annual basis. This will be performed in a manner determined by the MEMPC, examples include:

- Through an annual, regional exercise e.g. Exercise East.
- Through a desktop review of a specific hazard or risk from the Community Emergency Risk Assessments (CERA) with relevant members of the MEMPC.
- To be tested in conjunction with other agencies.

For a list of recent exercises refer to Appendix H.

6. **Assurance18**: Exercises have been undertaken during the planning life cycle to test the MEMP or sub-plan (Ministerial guidelines issued under the Emergency Management Act 2013 S77 and s44 (step 5))

4

Mitigation Arrangements

4.1 Introduction

The MEMPC has a key role in reducing risks, mitigating the impact of events, and minimising the consequences of emergencies that may occur in the municipality. At the municipal level, this is achieved by conducting the CERA process using the Victorian State Emergency Service **(VICSES)** on-line CERA system, to draw on local and expert knowledge to identify risks and strategies for risk management and create safer and more resilient communities.

4.2 Hazard, Exposure, Vulnerability and Resilience[7]

4.2.1 Hazard

A hazard can be defined as a dangerous phenomenon, substance, human activity, or condition that may cause loss of life, injury or other health impacts, property damage, loss of livelihoods and services, social and economic disruption, or environmental damage.

The hazards of concern to disaster risk reduction are of natural origin and related environmental and technological hazards and risks. Such hazards arise from a variety of geological, meteorological, hydrological, oceanic, biological, and technological sources, sometimes acting in combination. In technical settings, hazards are described quantitatively by the likely frequency of occurrence of different intensities for different areas, as determined from historical data or scientific analysis.

This MEMP, informed by the Community Emergency Risk Assessment, includes identified hazards which would lead to sources of municipal risks. Risk statements are generated to establish a credible relationship between a source of risk and an element of risk. An overview is provided with detailed information in the online CERA system maintained by VICSES.

4.2.2 Exposure

Exposure refers to people, property, systems, or other elements present in hazardous zones that may be subject to potential losses.

While the literature and common usage often mistakenly combine exposure and vulnerability, they are distinct. Exposure is a necessary, but not sufficient, determinant of risk. It is possible to be exposed but not vulnerable (for example by living in a floodplain but having sufficient means to modify building structure and behaviour to mitigate potential loss). However, to be vulnerable to an extreme event, it is necessary to also be exposed.

Exposure to potential loss for people, property, systems, or environment in the municipality includes:

- Increased number of residents moving into the municipality (Refer Profile ID)
- Expansion of the Culturally Diverse community and their needs (Refer Profile ID)
- Ageing population (Refer Profile ID)
- Increased number of high-rise developments that may present access issues for emergency services
- Residents/businesses located in treed areas or landslip, flood, or grass/bushfire zones
- Heat island effects in urban areas
- Potential increased environmental impacts due to climate change

7. **Assurance 14:** The MEMP or sub-plan provides a brief municipal level overview and environmental scan that explains the hazard profile and key considerations for emergency management arrangements across the key areas of mitigation, response and recovery. (Ministerial guidelines issued under the Emergency Management Act 2013 s77, s6.2 and s.3.6.3)

4.2.3 Vulnerability

Vulnerability refers to the characteristics and circumstances of a community, system or asset that make it susceptible to the damaging effects of a hazard.

There are many aspects of vulnerability, arising from various physical, social, economic, and environmental factors. Examples may include poor design and construction of buildings, inadequate protection of assets, lack of public information and awareness, limited official recognition of risks and preparedness measures, and disregard for wise environmental management. Vulnerability varies significantly within a community and over time.

Vulnerable characteristics and circumstances of communities, systems or assets in the municipality include:

- Zones of low SEIFA rating (Refer Profile ID)
- Homeless people
- Ageing population (Refer Profile ID)
- People with chronic diseases (Refer Profile ID)
- Culturally Diverse community not having timely access to appropriate emergency information.
- Critical infrastructure

4.2.4 Resilience

Resilience can be defined as the ability of a system, community or society exposed to hazards to resist, absorb, accommodate to and recover from the effects of a hazard in a timely and efficient manner, including through the preservation and restoration of its essential basic structures and functions. It is the capacity of individuals, institutions, businesses and systems within a city to adapt, survive and thrive no matter what kind of chronic stresses and acute shocks they experience.

Whilst the MEMPC members are focused on building general community-wide preparedness and resilience, The MEMPC has identified that there are harder-to-reach sections of the community that require more targeted support.

These include but are not limited to:

- Culturally Diverse communities
- Disability sector
- Youth
- Older Adults
- Homeless
- Indigenous
- Newly arrived
- Children

Some of the key strategies to better engage are:

- Use simplest language – tailored to audiences
- Multiple engagement channels - focus on audience's existing networks
- Greater regular communications and engagement – audiences reminded and updated
- Outreach preferably in-place – go to where audiences meet
- Community emergency planning
- Council and agency community engagement
- Council and agency notifications through social and print media

The Victorian Community Resilience Framework for Emergencies (Community Resilience Framework for Emergency Management | Emergency Management Victoria (emv.vic.gov.au)) defines seven resilience characteristics:

- Connected, inclusive and empowered (networks, social capital)
- Sustainable built and natural environment
- Reflective and aware
- Culturally rich and vibrant
- Safe and well
- Dynamic and diverse local economy, and
- Democratic and engaged.

4.3 Risk Assessment Process and Results[8]

The MEMPC has a responsibility under the Emergency Management Act 2013 to protect the safety of its community and visitors to the municipality. Furthermore, the MEMPC is committed to engaging the community in the development of strategies which enhance public safety, through effective service delivery and asset management.

Using CERA, the MEMPC implements the AS/NZS ISO 31000 Risk Management Standard for the identification, risk and consequence assessment and treatment of risks. This risk process is an all-hazards approach through the CERA system in collaboration with VICSES. The CERA assessment process helps identify hazards and assess impacts and consequences based upon the vulnerability or exposure of the community using:

- The history of municipal emergency events and events in similar and neighbouring municipalities
- Municipal demographics and topography
- Known vulnerable locations and people
- Existing 'single hazard' risk assessments, (e.g., the Victorian Fire Risk Register **(VFRR)**, Strategic Fire Management Planning and Flood studies)
- Subject matter experts and local community representatives

A working group of the MEMPC including Council staff and key stakeholders from the emergency service/support organisations consider emergency risks within the following context:

- Whole of community perspective
- Responsibility for the whole municipality
- Consideration of events which require multi-agency responses
- Consideration and acknowledgement of existing controls
- Mitigation activities and their effectiveness, and
- Subsequent level of risk.

Risks are assessed and rated according to consequence and likelihood scales and risk matrices in the CERA tool kit.

The risk assessment process comprises:

- Identifying the risks that pose the most significant threat to the whole community.
- Identifying, describing, and understanding the exposure and vulnerability of key community assets, values and functions essential to the normal functioning of the community.
- Discussing and understanding the consequence and likelihood, causes and impacts for each risk.
- Identifying opportunities for improvement to prevention, control, mitigation measures and collaboration.

The results of the assessment process are used to inform emergency management planning and to develop risk action plans and help inform communities about hazards and the associated emergency risks that may affect them. The process is documented, and the recommended treatment options presented to the MEMPC for consideration and action. The risks are subject to regular review by the MEMPC.

The progress of implemented treatment options is regularly monitored on at least an annual basis by the MEMPC through reports provided by agencies listed as "owners" of the treatment options at MEMPC meetings or after any significant event. The CERA risk assessment process is summarised in Figure 7.

8. **Assurance 16:** An appropriate risk management process (consistent with Australian / New Zealand ISO 31000, such as the Community Emergency Risk Assessment) has been conducted by the MEMPC during the development of the MEMP or sub-plan. (Ministerial guidelines issued under the Emergency Management Act 2013 s77, s3.2 and s4 (step 1)

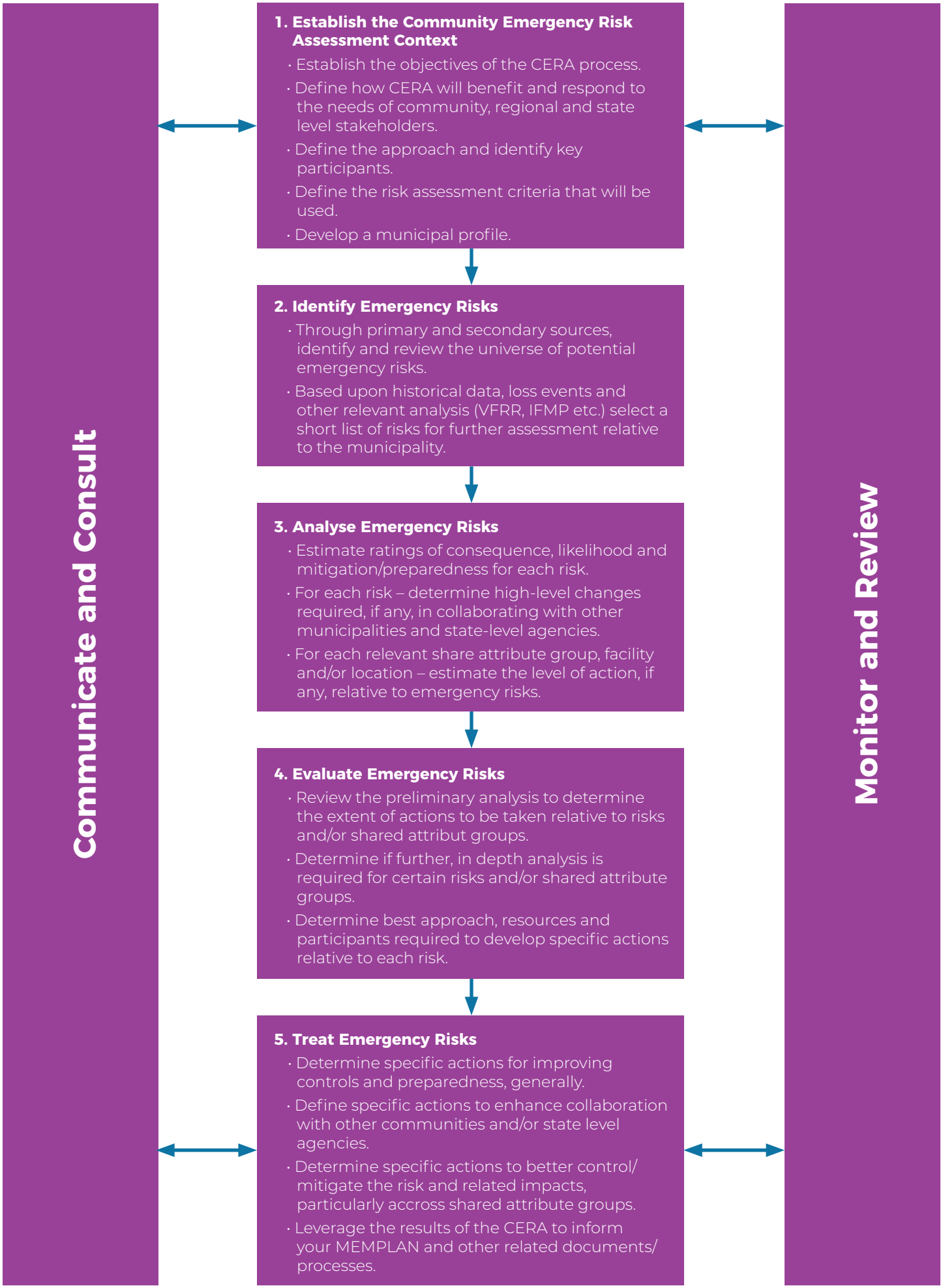


Figure 7 – CERA Risk Assessment Process

The likelihood, consequence and risk matrices used for CERA are documented in the National Emergency Risk Assessment Guidelines (NERAG).

The resulting list of risks and CERA ratings for Manningham are shown in Table 2 below.

Risk	Confidence Rating	Residual Risk Rating	Date Reviewed / Assessed
Bushfire / Grass Fire	High	High	28 April 2022
Extreme Temperatures (Heat & Cold)	High	High	21 April 2022
Essential Services Disruption	High	Medium	28 April 2022
Fire – Structure / Residential Fire	High	Medium	28 April 2022
Hazardous Materials Release - Land	High	Medium	28 April 2022
Storm	High	High	21 April 2022
Human Disease (Pandemic)	Medium	High	21 April 2022
High Rise Incidents	TBC	TBC	TBC

Table 2 - Identified Municipal Risks

For more detail about the Municipal CERA data refer to the municipal CERA web site or contact the MEMO.

4.3.1 Victorian Fire Risk Register (VFRR)

The VFRR is a systematic process that identifies assets at risk of bushfire on a consistent state-wide basis using the Australian/New Zealand Risk Management Standard ISO:31000.

The aim of the VFRR is to minimise the risk of adverse impact of bushfires on assets and values in human settlement, cultural heritage, economic and environmental contexts for parts of the municipality that lie within the Bushfire Prone Areas (BPA).

The objective of the VFRR is to:

- Identify and rate bushfire risks to assets
- Identify current mitigation treatments to manage the risk
- Identify the agencies responsible for implementing mitigation treatments and strategies
- Produce an integrated document and risk register across responsible agencies; and
- Support and inform planning at a local level.

VFRR-B

The primary outputs of the VFRR-B process are a series of maps displaying assets at risk, plus a municipal bushfire risk register, listing the risk rating for each asset and current risk mitigation treatments. Details of the VFRR outputs for the municipality are available in the appendices of the Municipal Fire Management Plan and as six-monthly Action Plan reports (Available from Municipal Fire Prevention Officer **(MFPO)** appointed by Council).

VFRR-S

CFA's Risk Intelligence Team have created a Structure Fire Risk Assessment Tool, known as Victorian Fire Risk Register – Structure (VFRR-S). The tool has been developed based on research, data and local knowledge – including factors affecting incidence and impact of structure fires within CFA jurisdiction. VFRR-S will be delivered for both residential and non-residential.

4.3.2 Victorian Emergency Risk Management System (VERMS)

VERMS provides a sound platform for conducting a structure fire and hazardous material risk assessment which is clearly defined by a robust 10 step process. The VERMS tool uses the methodology recognised in NERAG which is underpinned by ISO 31000, the International Standard for Risk Management. A risk working group of subject matter experts and key Council staff was formed. During the first workshop risks were identified by their building class via the following statement "There is potential that an accidental ignition will result in a fire in:

- Class 2 buildings (flats, apartments)
- Class 8 buildings (factory)
- Class 1(a) buildings (house)
- Unregistered/illegal Class 1(b) buildings (boarding house)
- Class 9(c) buildings (aged care facility)
- Class 3 buildings (large boarding house)

This, in turn, will cause serious injury or loss of life, economic loss and/or displacement." Using available evidence, the expertise in the room and participant agreement, the group identified the consequence categories for the above building classes to include – 'People' and 'Economy', with 'Social Setting' also identified for Class 2 and Class 1(b) buildings and 'Environment' also identified for Class 8 buildings. A risk assessment is completed for each consequence category.

4.3.3 Hazard Tree Electric Line Clearance

Under the Electricity Safety Act 1998 Division 2A Municipal Emergency Management plans must specify procedures for the identification of trees that are hazardous to electric lines. Manningham Council annually updates the Electric Line Clearance Management Plan (ELCMP).

In the instance where a hazardous tree has been reported to Council either by staff, contractor, or a third party the tree must be inspected by a suitably qualified arborist and confirmed as hazardous. For the purposes of this Plan a hazardous tree may include any tree that may fall into or otherwise come into contact with an electric line. At the time of inspection, the timeframe for action will be determined. Any urgent works undertaken for electric line clearance must not prune greater 1m from the minimum clearance space unless required to meet the standards of AS 4373 and the Electricity Safety (Electric Line Clearance) Regulations 2020.

4.4 Treatment Plans[9]

The treatment and mitigation of risks are incorporated in MEMP Sub-Plans, complementary plans and standard operating procedures that have been developed as part of the risk management process and, if required, in the Council and agency strategic plans and sub-plans. Refer Appendix E for a list of Sub-Plans and Complementary Plans linked to this MEMP.

4.5 Monitoring and review

The MEMPC is responsible for reviewing the municipal risks via the CERA process at least once every three years or upon a significant emergency event.

9. **Assurance 7:** The MEMP or sub-plan contains provisions for the mitigation of emergencies (Emergency Management Act 2013 s60AE(a), s3.2)

5

Response

Response[10]

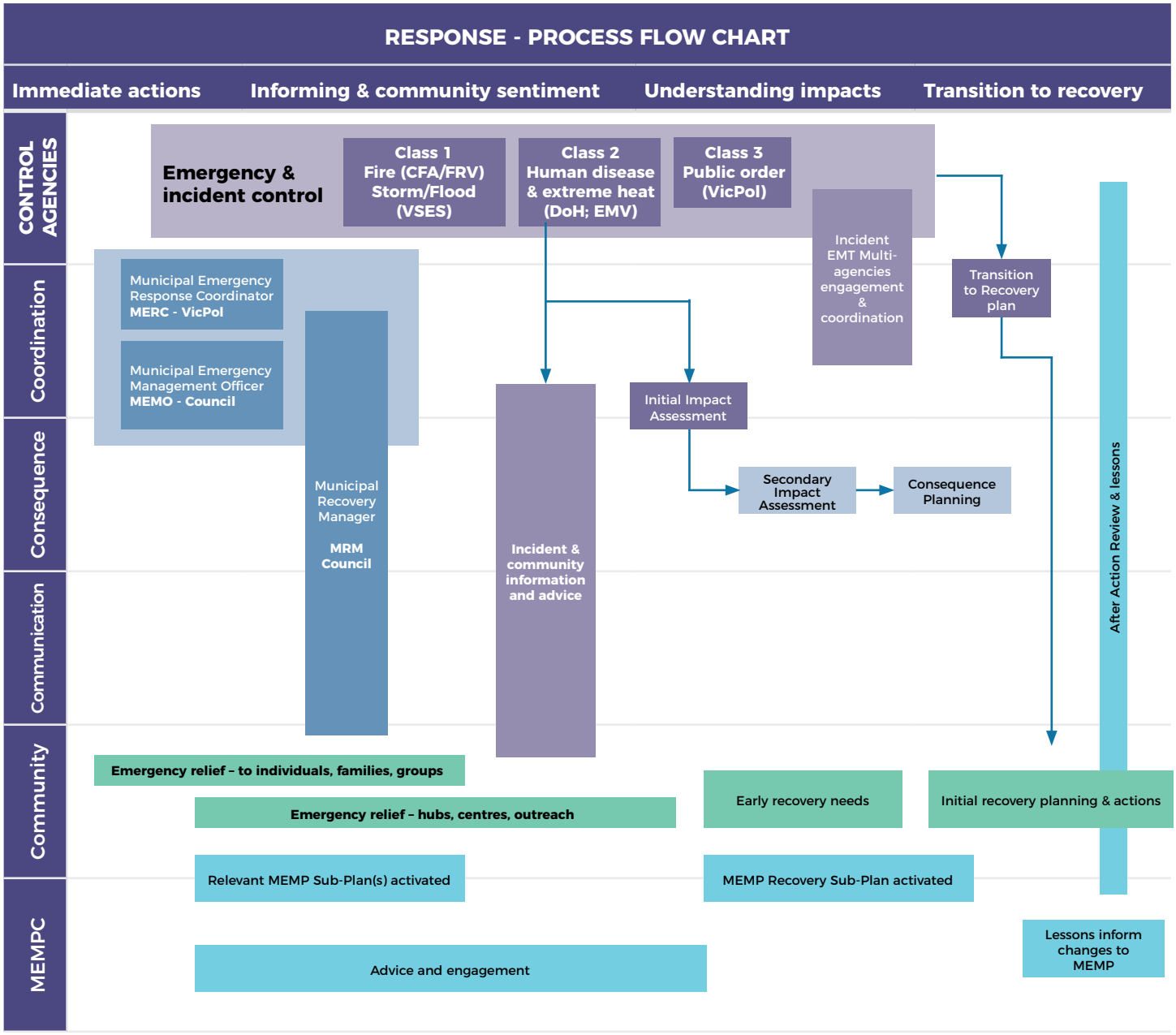


Figure 8 - Emergency Response Flow Chart

10. **Assurance 8:** The MEMP or sub-plan contains provisions for the response to emergencies (Emergency Management Act 2013 s60AE(b), s3.3, s3.6.2 and s3.6.3)

5.1 Introduction

Emergency response is the action taken immediately before, during and in the first period after an emergency to reduce the effect and consequences of emergencies on people, their livelihoods and wellbeing, property, and the environment and to meet basic human needs.

The Victorian State emergency management priorities underpins and guides all decisions made during emergencies in Victoria. 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 to 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.

The SEMP provides the mechanism for the build-up of appropriate resources to cope with emergencies throughout the state. It also provides for requests for physical assistance from the Commonwealth when State resources have been exhausted.

Emergency response operations are managed via three operational tiers which include state, regional and incident levels. Most incidents are of local concern and can be coordinated from local municipal resources. When those resources are exhausted, however, the Regional Emergency Response arrangements provide for further resources to be made available, firstly from neighbouring municipalities (on a regional basis) and then, secondly, on a state-wide basis.

All response arrangements within this document are consistent with the arrangements detailed in the SEMP to ensure the continuity of resources with all levels of government.

Effort has been made by agencies and Council within the municipality to ensure that relationships have been formed with neighbouring municipalities and local and regional emergency and support agencies in the event resource support and coordination is needed between the operational tiers.

Table 3 defines the types of emergencies that may occur:

Risk	Confidence Rating
Major Emergency	Major emergencies are distinguished by their scale, the effort required to respond to them and their consequences to the community and infrastructure. They are defined as: a) a large or complex emergency (however caused) which: i. has the potential to cause or is causing loss of life and extensive damage to property, infrastructure, or the environment; or ii. has the potential to have or is having significant adverse consequences for the Victorian community or part of the Victorian community; or iii. requires the involvement of two or more agencies to respond to the emergency; or b) a Class 1 emergency; or c) a Class 2 emergency.
Non-Major Emergency	A non-major emergency is an event that has occurred on a small scale, where individuals or a family may have had their home or possessions severely damaged or destroyed due to an emergency event such as a house fire or storm.
Class 1 Emergency	a) a major fire; or b) any other major emergency for which the Fire Rescue Victoria (**FRV**), the Country Fire Authority (**CFA**) or Victorian State Emergency Service **(VICSES)** Authority is the control agency under the SEMP.
Class 2 Emergency	Means a major emergency which is not a) a Class 1 emergency; or b) a warlike act or act of terrorism, whether directed at Victoria or a part of Victoria or any other state or territory of the commonwealth; or c) a hi-jack, siege or riot.
Class 3 Emergency	Also known as security emergencies, Class 3 emergencies are classified as a warlike act or act of terrorism, where directed at Victoria or any other state or territory or the commonwealth or a hi-jack, siege, or riot

Table 3 - Classification of Emergencies - Emergency Management Act 2013 Section 3

5.2 Control, Command, Coordination, Consequences, Communication and Community Connection

The six Cs of emergency management in the state of Victoria are detailed below in Table 4:

Six C's of Emergency Management	Description
Control	Control is the overall direction of response activities in an emergency, operating horizontally across agencies. 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. (A list of the control agencies can be found in the State Emergency Management Plan.)
Command	Command is the internal direction of personnel and resources, operating vertically within an agency. Each agency has a 'chain of command', which is the agency's organisational hierarchy that identifies the link between each individual and their supervisor.
Coordination	Coordination is the bringing together of agencies and resources to support the response to and recovery from emergencies.
Consequences	Consequence management involves the coordination of the activities of agencies with a role in delivering of services to the community, with the aim of minimising the adverse consequences of emergencies on the community. It is a precursor to relief and recovery activities. During a major emergency all agencies may need to activate their business continuity arrangements in order to manage the adverse consequences of the emergency on their area of responsibility. The Emergency Management Commissioner is responsible for consequence management for major emergencies.
Communication	Communications relates to the engagement and provision of information across agencies, communicating to the public, reporting to government, and communicating with stakeholder agencies during emergencies. The Emergency Management Commissioner is responsible for the communication function for major emergencies but will be supported by the relevant Control Agency.
Community Connection	The understanding of and connecting with trusted networks, trusted leaders, and all communities to support resilience and decision making.

Table 4 - The Six Cs of Victorian Emergency Management (SEMP)

Table 5 describes the responsibilities for the Six Cs during emergencies. Refer Table 7 for individual roles

Emergency Class	Command	Control	Community Connection	Communication		Consequence Management	Coordination		
				Class 1 or 2 – Emergency Management Commissioner			Response		Relief and Recovery
				Class 3 – Chief Commissioner of Police			Class 1 or 2	Class 3	All Classes
State Tier	Agency Chain of Command	State Control Team	Emergency Management Commissioner/ Chief Commissioner of Police State Strategic Comms Cell (SSCC)	Emergency Management Joint Public Information Committee (EMJPIC) Public Information Section (PIS) at SCC	Emergency Management Commissioner/ Chief Commissioner of Police State Strategic Comms Cell (SSCC)	State Emergency Management Team (SEMT)	Emergency Management Commissioner	Chief Commissioner of Police	State Relief and Recovery Team
Regional Tier		Regional Control Team	Regional Joint Public Information Committee (RJPIC) PIS at RCC	Regional Joint Public Information Committee (RJPIC) PIS at RCC	SSCC Representative (If required)	Regional Emergency Management Team (REMT)	RERC		Regional Recovery Planning Committee (or equivalent)
Incident Tier		Incident Management Team (IMT) (Major Emergencies)	Incident Joint Public Information Committee (IJPIC) PIS at ICC	Incident Joint Public Information Committee (IJPIC) PIS at ICC	SSCC Representative (If required)	Incident Emergency Management Team (IEMT) (Major Emergencies)	MERC / IERC		Municipal Recovery Planning Committee (or equivalent)
		Incident Emergency Management Team (IEMT) (Non-Major Emergencies)							

Table 5 - Six Cs Roles and Responsibilities for Emergencies (After Emergency Management State Communications Strategic Framework May 2017 and State Emergency Management Plan)

5.3 Local Response Arrangements and Responsible Agencies

The objective of the response phase of this plan is to minimise the effects of an emergency on affected persons and property within the municipality.

This is achieved by coordinating municipal resources to assist responding agencies, and in providing community support, as requested, or as the situation requires. The basic functions at a local level can include all or any of the following:

- Provision of resources as available and needed by the community and response agencies
- Establishment of Municipal Emergency Coordination Centre – facilities and staffing
- Under the direction of the control agency, facilitate the delivery of warnings to the community
- Guided by the control agency, provision of information to public and media
- Coordination of the provision and operation of Emergency Relief Centres **(ERC)** and emergency shelters
- Undertake Impact Assessments to inform both response and transition to recovery. This may include Rapid Impact Assessment; Initial Impact Assessment and Secondary Impact Assessments. Impact Assessment processes are defined in various plans and SOPs
- Clearance of blocked drains and reinstatement of local roads, including tree removal and other physical works as deemed appropriate and where possible
- Support to Victoria Police for partial/full road closures and determination of alternative routes
- Repairing or replacing damaged public utilities, services and assets.

Resource support by municipalities occurs when services or control agencies exhaust their own avenues of supply and there is a requirement for continued supply. Council-managed resources available during an emergency include Council staff resources for Emergency Relief Centre and Municipal Emergency Coordination activation and Council equipment that can be used to assist response agencies.

Responding agencies requiring support or additional resources should make their request through the Municipal Emergency Resource Coordinator **(MERC)**, Municipal Emergency Management Officer **(MEMO)** or Municipal Recovery Manager **(MRM)**. If the request cannot be achieved, the request will be passed to the Regional Emergency Response Coordinator **(RERC).**

During an emergency activation, the MERC, MEMO and MRM perform a leadership role and provide a link between the Incident Control Centre **(ICC),** Council and agency Emergency Management Liaison Officers **(EMLO)** and the Municipal Emergency Coordination Centre **(MECC)**/ERC support staff to ensure that requests for resources and any other related requirements can be addressed. These roles have the responsibility for the coordination of municipal resources during the response phase of an emergency.

The MEMO, MRM and MERC will refer to the MEMP contact directory (Refer Appendix D) if additional resourcing or services are required. Role descriptions for these roles can be found in the MEC Sub-Plan.

Emergencies may range from small through to large scale and will require different response levels:

5.3.1 Level 1 – Small Scale Incidents

A small-scale emergency (including non-major emergencies) that can be resolved through the use of local or initial response resources. Local small scale incident response will be coordinated at a municipal level by the MERC. The request usually comes from the coordinator of the response agency who is at the incident. A physical MECC might not necessarily be activated with the MERC and MEMO in close communication at all times. It may be activated via a "virtual MECC" (usually set up using Crisisworks remotely i.e., tablet, iPad etc. to log the event activities) at the site/scene of the incident. The MERC and MEMO will undertake the planning and logistics functions concurrently. They may direct and authorise the use of physical resources in response to the local incident and activate the MRM to provide relief and recovery support if required. They will also monitor the emergency and its impact on the area, the community, the weather, and other elements/variables which may lead to a higher level of activation. Following the direction of the Incident Controller, the MERC, in consultation with the MEMO, may also formally direct the establishment of a virtual or physical MECC or a emergency relief centre (ERC) to be placed on standby.

5.3.2 Level 2 – Medium scale incidents

A medium scale emergency is more complex in size than a small scale emergency. A virtual or physical MECC may be activated. If activated the function will be the deployment of resources beyond initial response, and multi-agency representation in the MECC. The emergency may potentially require forward planning to address response issues, and for recovery during the response phase.

5.3.3 Level 3 – Large scale incidents

A large-scale emergency is characterised by levels of complexity that require the activation and establishment of all MECC functions. This level of emergency will require forward planning as the emergency continues and will specifically require recovery planning during the early stages of the response phase of the emergency.

Attendance at ICC by the MERC and MEMO may be sought in conjunction with the above mentioned "virtual MECC" arrangements.

Emergency events impacting on an area larger than the local region will also involve the activation of the State Control Centre **(SCC)**.

These descriptions are in line with the Australasian Inter-Service Incident Management System (AIIMS) Classification of incidents. Further information on accessing supplementary supplies can found in Practice Note - Sourcing Supplementary Emergency Response Resources from Municipal Councils.

5.3.4 Emergency Response - Control Agencies

A single agency is appointed as the control agency at each emergency (Refer Table 7 on the next page). If it is unclear which agency will be in control at any incident the responding agencies should determine the control agency by agreement. Where there is any doubt as to who the control agency is, the Emergency Management Commissioner **(EMC)**, RERC, MERC or Incident Emergency Response Coordinator **(IERC)** will determine who will exercise control.

During the course of the emergency response the control agency may change depending upon the circumstances. Handover of control must be made to the appropriate agency representative, be formal in nature and the details of the handover must be noted.

It is the control agency's responsibility to plan for the relevant emergency and ensure that adequate resources are in place. Agencies and Council may be support agencies during emergencies. This may be in relation to the agency performing a specific response, relief, or recovery function, or to ensuring the continuity of its normal services during a major emergency, as part of consequence management.

Table 6 is a list of control agencies and the role that they would undertake during an emergency.

Emergency	Emergency Form	Control Agency
Fire and explosion	Bushfire	FRV / CFA / Forest Fire Management Victoria **(FFMV)**
Violence/Terrorism	Threats against persons, property or environment	Victoria Police
Earthquake, flood, windstorm or other natural event	Flood	VICSES
	Storm	VICSES
	Heat	EMV
	Landslip	VICSES
	Earthquake	VICSES
Essential service disruptions	Food supply, critical infrastructure damage or disruption	Victoria Police
	Electricity	Department of Environment, Land, Water and Planning (DELWP)
	Natural Gas	Department of Environment, Land, Water and Planning (DELWP)
	Petroleum and liquid fuels	Department of Environment, Land, Water and Planning (DELWP)
	Public transport	Department of Transport (DoT)
	Roads/bridges/tunnels	Department of Transport (DoT)
	Water and sewerage	Department of Environment, Land, Water and Planning (DELWP)
	Uncontrolled release of water from dam	Department of Environment, Land, Water and Planning (DELWP)
Road accident or any other accident	Road traffic accident (major)	Victoria Police
	Hazardous materials, high consequence dangerous goods or dangerous goods (including leaks and spills)	CFA / FRV
Search and Rescue	Search – Land and Water	Victoria Police
	Rescue – Road, Rail, Aircraft and Industrial Accidents	FRV VICSES
Plague or an epidemic or contamination	Human Disease	Department of Health
	Plant disease / pest incursion	Department of Jobs Precincts and Regions **(DJPR)**
	Radioactive Materials – Incidents	Department of Health
	Water supply contamination	Department of Health
	Exotic animal disease	Department of Jobs Precincts and Regions (DJPR) - Agriculture Victoria

Table 6 - Emergency Control and Support Agencies - Refer to Appendices for Agency Role Descriptions

5.4 Emergency Response Coordination Roles

Emergency Response Coordination Roles	Role Description	Supporting Emergency Management Team	Team Description
Incident Emergency Response Coordinator (Victoria Police - IERC)	The senior Police Officer present at the site of a Non-Major emergency who has the responsibility of coordinating resources to provide the most effective support to the control agency and the functional service agencies.	Incident Emergency Management Team **(IEMT)**	The IEMT supports the incident controller. Their focus is on managing the effects and consequences of an emergency. Agencies may assign an EMLO to assist the Incident Controller as a member of the IEMT.
Municipal Emergency Response Coordinator (Victoria Police - MERC)	A Senior Sergeant at a local police station or their deputy and appointed by Victoria Police. Control agencies request support through the MERC, who will pass on the request to the MEMO.	MEMG at the MECC	The primary role of the MECC and the EMG is to coordinate the provision of human and material resources within the Municipality during emergencies. They will also maintain an overall view of the operational activities within this Plan's area of responsibility, for recording, planning and debrief purposes.
Regional Emergency Response Coordinator (Victoria Police - RERC)	Will receive and action any requests from the MERC for further assistance when municipal resources are unavailable, have been fully committed or exhausted.	Regional Emergency Management Team **(REMT)**	The REMT supports the RERC and those exercising control at a regional level (Regional Controllers). Their focus is to raise awareness of the emergency across the whole of government, identify and manage strategic tasks and consequences and develop a regional strategic plan outlining high level actions of all agencies. The Eastern Region assigns a Local Government REMT Representative who acts on behalf of all Councils in the Eastern Region to assist the Regional Controller as a member of the REMT.
Emergency Management Commissioner	Coordination before and during major emergencies including the management of consequences of emergencies.	State Emergency Management Team **(SEMT)**	The SEMT is usually located at the State Control Centre or other location determined by the control agency. If an emergency requires the activation of a state tier response, the SEMT is formed comprising senior representatives from response, recovery and support agencies and relevant departments. The role of the SEMT is to develop consistent situational awareness, identify strategic state risks and consequences and to develop a strategic plan with high level, all agency actions.

Table 7 – Emergency Response Coordination Roles and Teams

5.5 Control, Coordination and Operations Centres and Areas

5.5.1 Incident and Regional Control Centres

The designated Incident and Regional Control Centres in the Eastern Region are listed in Table 8 below.

Control Centre Type	Address
RCC	272 Maroondah Hwy, Chirnside Park 3116
ICC	27/69 Acacia Road, Ferntree Gully, 3156
ICC	7-9 Symes Road, Woori Yallock, 3139

Table 8 – Designated Incident and Regional Control Centres

5.5.2 Municipal Emergency Coordination Centre(s) (MECC)

Activation and operation of Municipal Emergency Coordination is detailed in the Complementary Plans: Eastern Metropolitan Region Municipal Emergency Coordination **(MEC)** Standard Operating Procedures and MECC Facility Plans.

Municipal emergency coordination and the MECC may be activated upon the request of the MERC, or may be activated at the discretion of the MEMO and/or MRM. Its primary function is to coordinate the use of municipal resources, to receive and transmit information updates, and to provide an administrative and management base for the MEMG (MERC, MEMO and MRM) and its operations.

Municipal emergency coordination can be undertaken from a variety of locations which provide flexible options including operating in the designated MECC, virtually, the emergency site or at an ICC if required.

The designated Municipal Emergency Coordination Centres for the municipality listed in Table 9:

MECC Type	Address
Primary MECC	Council Chambers, Civic Centre, 699 Doncaster Road, Doncaster
Secondary MECC	Council Depot, 620-628 Blackburn Road, Doncaster East.

Table 9 – Designated MECC Locations

5.5.3 Crisisworks

Crisisworks is an emergency incident operating system activated by Council that may be activated to manage an incident. It comprises a suite of cloud-based tools for Council and emergency agency emergency managers providing enhanced coordination, communication, situational awareness and resilience across all phases including planning, preparedness, response and recovery. It also incorporates Post Impact Assessment and Recovery, Vulnerable Persons Registers, Fire Prevention Register and Community View.

Crisisworks is used to record the following information and can be used by Council and Agency staff:

- Communications between agencies in the ICC, MECC and ERC
- Requests for assistance
- A full account of assigned tasks given to Council and agencies
- Telephone logs
- Emergency management documentation.

5.5.4 Emergency Management Common Operating Picture (EM-COP)

EM-COP is a web-based information gathering, planning and collaboration tool that runs on any full screen device with a modern browser such as desktop computers, laptops and tablets. It is designed is designed to provide users with a simple way to gather, organise, create and share emergency management information between emergency managers at no cost to agencies. It also acts as a portal to state government agency web sites and planning tools.

EM-COP can be used in any control centre, shire council, not-for-profit relief organisation, essential service provider or on the ground. It is used before an emergency (to help plan and prepare), during and after an emergency (to assist with recovery). EM-COP can also be used to manage planned events.

5.5.5 Operations Centres/ Staging Areas/Marshalling Points

An Operations Centre is established by an agency for the command / control functions within their own agency. Council will establish an operations centre when it becomes necessary to control its own resources in an emergency.

Staging areas and marshalling points are strategically placed areas where support response personnel, vehicles and other equipment can be held in readiness for use during an emergency. They are predominately managed by control agency but may be shared with other agencies. They may also be co-located with the Council's operations centre, or alternatively may be established at one of Council's alternative locations (depending upon the nature, size, and location of the event). A detailed list of all of Councils facilities is available via the MEMO.

Table 10 lists the locations of designated operations centres, staging areas and marshalling points.

Location Type	Agency	Address
Staging Area	CFA	Donvale Reserve, 36-82a Mitcham Road, Donvale
Staging Area	CFA	Templestowe Reserve, 94-104 Porter Street, Templestowe
Operations Centre	SES / Council	Municipal Depot / VicSES Manningham HQ – 620-628 Blackburn Road, Doncaster East

Table 10 – Operations Centres, Staging Area and Marshalling Points for the Municipality

5.6 Financial Considerations

Control Agencies are responsible for all costs involved for that agency to respond to an emergency. Government agencies supporting the Control Agency are expected to defray all costs from their normal budgets. When a control agency requests services and supplies (for example, food and water) on behalf of a number of supporting agencies, the control agency will be responsible for costs incurred.

A requesting agency will be responsible for all associated costs for the provision of resources to support the response to an emergency event. Council is able to keep track of resources distributed by recording their provision in Councils emergency operating system Crisisworks.

Manninghaml Councils are responsible for the cost of MECC setup costs and emergency relief services and provisions however, depending on the magnitude of the emergency, some financial assistance may be available for prevention, response, or recovery activities.

All expenditure is to be authorised by the MEMO or MRM in accordance with the normal Council financial arrangements and recorded and logged for potential cost recovery.

Council employees from other municipalities who are deployed/requested to support an affected council in response to an emergency, are to claim staff costs through their own council finance system, which in turn may seek to claim costs against the affected council.

Depending on the magnitude of the emergency some government financial assistance may be available for prevention, response and recovery activities through the administration of the Victorian natural-disaster-financial-assistance **(NDFA)** and/or Australian Disaster Recovery Funding Arrangements **(NDRRA)** both of which are accessed through emv.vic.gov.au or via email ndfa@emv.vic.gov.au. NDFA should be contacted as soon as practicable after an event to register a potential application.

5.6.1 Donations

Council is accountable for any monies donated for an emergency where an appeal is created by Council, and will implement systems to receive and account for all such donations.

Donations of services and material aid during relief and recovery stages will be managed in accordance with the Municipal Emergency Coordination Sub-Plan and Emergency Relief Centre Sub-plan Standard Operating Procedures

5.7 Neighbourhood Safer Places (NSP) / Bushfire Places of Last Resort (BPLR) and Community Fire Refuges (CFR)

Neighbourhood Safer Places **(NSP)**, also known as Bushfire Places of Last Resort **(BPLR)** or NSP-BPLR is place of last resort when all other bushfire plans have failed. NSP-BPLR are locations within the Manningham Bushfire Prone Area (BPA) that may provide some protection from direct flame and heat from a fire, but they do not guarantee safety. There are 3 outdoor NSP-BPLR locations in Manningham.

Dependant on the Bushfire risk to townships and the surrounding road networks, there are Community Fire Refuges (CFR) available in some areas. CFRs are purpose build or modified buildings that are activated and opened should there be a significant fire in the local area. CFRs can provide a level of protection from radiant heat and embers should nearby residents and visitors be trapped by a significant fire. There are no CFRs in Manningham.

NSP-BPLR and CFRs do not replace having a well thought out and practised emergency plan.

For more information on NSP / BPLR / CFRs, refer to: -
Emergency Management Victoria's Bushfire Safety Policy Framework
CFA Community Fire Refuges (CFR) information.
CFA Neighbourhood Safer Places (NSP) information

The locations of NSPs and CFRs are listed in Table 11.

Refuge type (NSP-BPLR / CFR)	NSP-BPLR / CFR Location
NSP-BPLR	Domeney Reserve Pavilion Verandah, 24-52 Knees Road, Park Orchards
NSP-BPLR	Dudley Reserve, Dudley Road, Wonga Park
NSP-BPLR	Warrandyte Reserve (Skate Park & Basketball Courts), Taroona Avenue, Warrandyte
CFR	THERE ARE NO Community Fire Refuges (CFRs) IN MANNINGHAM

Table 11 – List of NSP-BPLR and CFRs in Manningham

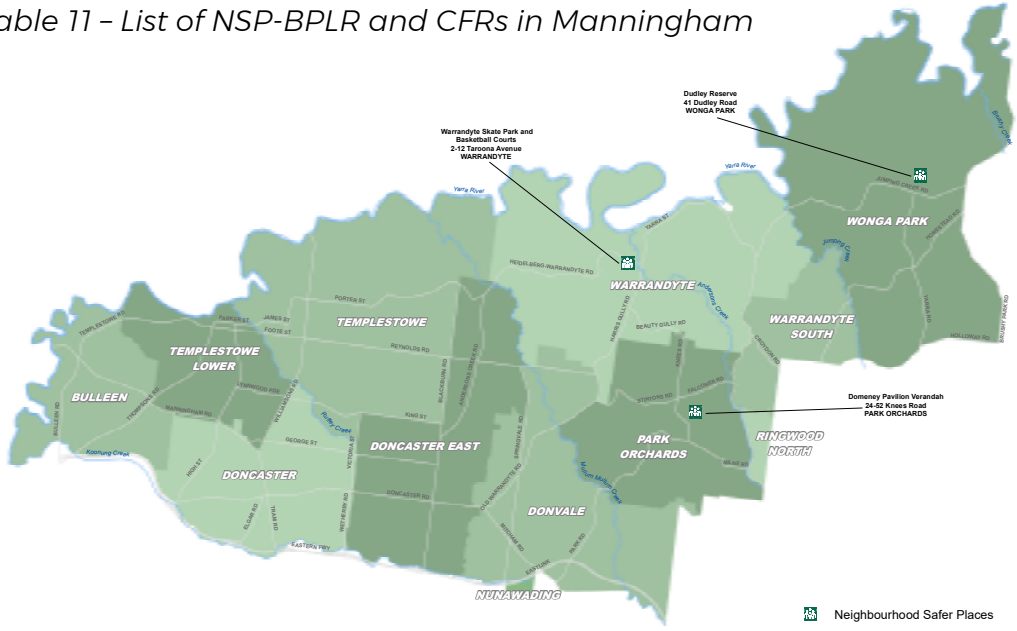


Figure 9 - Locations and addresses of NSP-BPLR in Manningham – TRIM D21/76015

5.8 Planning for Cross Boundary Events

Planning for both response and recovery at the regional level supports effective incident management when emergencies traverse multiple municipal boundaries. Further, planning for cross boundary events is necessary as services provided by State government agencies are often administered and delivered at a Regional level. To support regional planning the following forums operate in the EMR:

5.8.1 Regional Emergency Management Planning Committee (REMPC)

At least one MEMPC representative is a member of the Eastern Metro REMPC. The REMPC undertakes planning activities to support capability and capacity across the seven municipalities of the EMR including:

- Assessing existing capability and capacity levels, gap analysis, developing and implementing an improvement strategy.
- Conducting integrated training and exercising activities to support seamless transition from readiness to response to recovery.
- Reviewing previous season effectiveness of the coordination, control, consequence management and communications functions/ outcomes/actions/improvements.
- Coordinating pre-season fire and severe weather briefings.
- Preparing and renewing interagency partnership agreements and Memorandum of Understanding **(MOU)** as required.
- Preparing and reviewing joint agency procedures.
- Supporting and encouraging collaborative initiatives and activities such as the Eastern Metropolitan Councils Emergency Management Partnership.
- Coordinating and integrating actions across the sector and phases of emergencies.

5.8.2 Eastern Metropolitan Councils Emergency Management Partnership (EMCEMP)

Council is a member of EMCEMP is constituted through a (MOU) (Available from the MEMO) to manage and coordinate Council activities before, during and after emergencies by promoting consistent practices by Councils across the region as well as facilitating inter-Council collaboration and resource sharing. EMCEMP meets regularly to collaborate on a range of emergency management issues. It has developed Sub-Plans and standard operating procedures to provide consistent guidance to emergency support teams.

EMCEMP comprises the following Eastern Metropolitan Region municipal Councils:

- Boroondara
- Knox
- Manningham
- Maroondah
- Monash
- Nillumbik (Also member to North West Metropolitan Region)
- Whitehorse
- Yarra Ranges.

The members of the EMCEMP have agreed to collaborate in the following areas:

- Developing, reviewing and be guided by a three-year rolling Strategic Plan.
- Effectively collaborating on Emergency Management matters amongst Councils, with existing partners and any new groups identified.
- Advocating on relevant emergency management matters.

- Seeking appropriate funding and resources as enablers to support the Partnership.
- Developing and improving common ways of working for consistency of approach – planning for shared risks.
- Strengthening communities.
- Building capacity and capability through joint training, exercises and other forms of professional development.
- Developing processes to enable effective activation of the MAV Protocol for Inter-Council Emergency Resource Sharing.

In times of emergencies, requests for support from the EMCEMP partners will be made by the MRM or MEMO of the affected Council with approval from their Chief Executive Officer (CEO) to the CEO (or the officer with the delegated authority to action requests for support) of the assisting Council.

Requests need to be made in writing and, in most cases, will be logged in Crisisworks.

5.8.3 Municipal Association of Victoria (MAV) Protocol for Inter-Council Emergency Resource Sharing

Council is a signatory to the MAV Protocol for Inter-Council Emergency Resource Sharing. The Protocol provides an agreed position between Victorian Municipal Councils for the provision of inter-Council assistance for response and recovery activities during an emergency. This Protocol is most commonly enacted for emergency support staff requests to fulfil MECC and ERC shifts.

Requests for resources will be made by the MRM or MEMO of the affected Council with approval from their Chief Executive Officer **(CEO)** to the CEO (or the officer with the delegated authority to action requests for support) of the assisting Council. Requests need to be made in writing using the resource request form and, in most cases, will be logged in Crisisworks.

The MERC or RERC of the assisting Council should be contacted before the resources are moved.

Council will initially seek assistance from surrounding Councils so as to reduce travel times and expenses for assisting Councils to respond and return to base.

5.9 Response Escalation

Each agency is expected to maintain the capability to fulfil its emergency response role and responsibilities and must notify the Emergency Management Commissioner of situations that may affect its capability to respond to emergencies.

If resources are required beyond the capacity of the control agency, requests are made through the MERC. If the resources are those owned or under the control of Council, or relate to a responsibility of Council, the request will be directed to the MEMO or MRM.

5.10 All Agencies Debriefing Arrangements

A debrief should take place as soon as practicable after an emergency. The MERC or MEMO will convene the meeting, and all agencies who participated should be represented with a view to assessing the adequacy of this MEMP and sub-plans and to recommend any changes. Such meetings would be chaired by the MEMPC chair or an appropriate facilitator.

It may also be appropriate to conduct a separate recovery debrief to address recovery issues. This should be convened and chaired by the MRM.

Where a MECC has been activated during an emergency, all emergency support staff that undertook their allocated MECC roles will be debriefed by the MEMO or their delegate as soon as practicable following the cessation of MECC operations. The MECC debrief has the aim to assess the adequacy of the MECC operations and to identify and make recommendations for future planning and operations related to the MECC.

Agencies and Council are responsible for staff psychological debriefing.

5.11 Transition to Recovery

After consultation with the control agency and any other relevant agency, and the MEMO and MRM are satisfied that the response to the emergency has been completed, the IC will advise all participating agencies of "hand over" to the MRM. Refer to the Relief and Recovery Plan for a copy of the transition form template. A flow chart of the escalation/de-escalation and handover process is shown below.

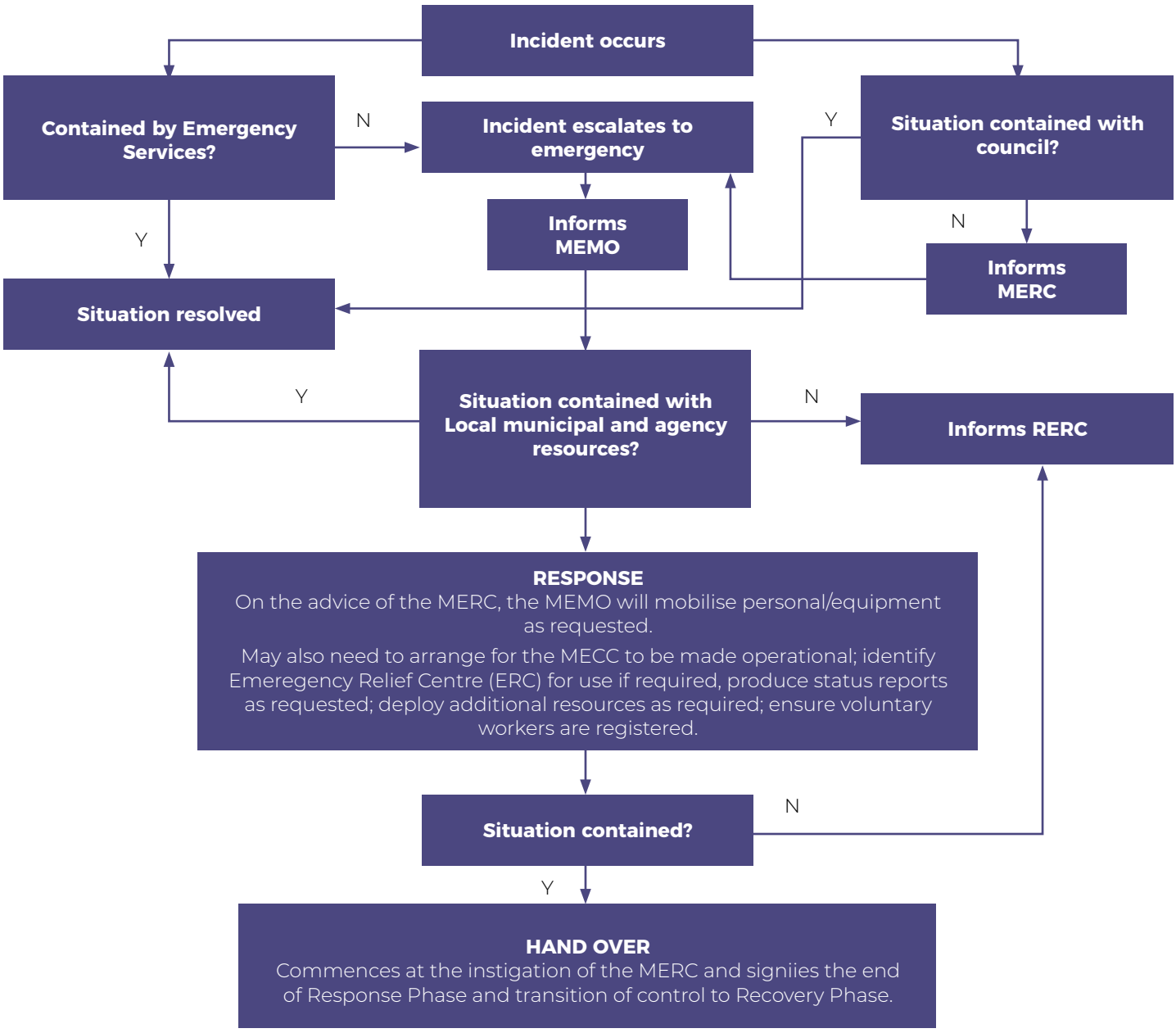


Figure 10 - The Emergency Escalation/De-escalation and Handover Process

Effective transfer of control and coordination responsibilities from response agencies to relief/recovery agencies for all major Class 1, 2 or 3 emergencies is required for all major incidents and may also be required for local level incidents that have resulted in significant impacts on the local community requiring continued provision of relief and/or recovery services.

The MEMO, MRM and MERC will start planning for the transition from response to relief/recovery, as soon as possible following the initial impact of an emergency. Until handover occurs, relief and recovery activities are integrated with response and managed under response arrangements until such time as a transition to recovery is required.

At the response to recovery transition, the responsibilities of Victoria Police as the response coordinator are handed over to local government as the responsible agency for municipal recovery coordination. It is the responsibility of the MRM to ensure recovery management structures are defined and in place at handover to ensure a smooth transition. It is the responsibility of the MERC to advise all agencies involved in the emergency at the time of the transition from response to recovery and associated transition of responsibilities. However, some response agencies may be required after transition to support recovery.

Issues to be considered for the timing of transition from response to recovery include:

- The nature of the emergency and what ongoing specialist resources are required.
- Whether a recurring threat is likely to occur compounding the impact on the community.
- The extent of the impact on communities, as this may determine the length of the transition period.
- The level of loss/damage and the extent to which this has been validated (the stage of impact assessment reached e.g. if phasing into secondary/post impact stages may indicate transition requirements).
- The extent to which the community requires emergency relief services.
- The resources required for the activation of recovery arrangements.
- The transition agreement will be developed at the appropriate level between the response agency Incident Controller, MERC, MEMO, MRM and the recovery agency coordinator Emergency Recovery Victoria **(ERV)**.
- Emergency Management Victoria **(EMV)** Transition from Response to Recovery – Emergency Management Template to authorise the transition from the response agency to Council.

When requested, a transition agreement will be developed at the appropriate level between the response agency Incident Controller, MERC, MEMO, MRM and the Regional Recovery Manager.

This and other arrangements (transition activities and tasks, information management, communication and signatories) will be documented in a transition agreement developed between the Incident Controller, Emergency Response Coordinator - Victoria Police, the State Recovery Coordinator - EMV, Regional Recovery Coordinator - ERV and the MRM. The level of recovery coordination will depend on the scale of the emergency.

In large scale emergencies, municipal recovery operations will continue to be managed from the MECC with a consolidated team responsible for the continued coordination and delivery of relief (if required) and recovery operations.

The Municipal Relief and Recovery Sub-Plan provides details on how the coordination of activities, resources and information is managed effectively between the response agencies to the recovery organisations to support this changeover or responsibility.

5.11.1 Handover of Resources

In some circumstances, it may be appropriate for facilities and goods obtained under emergency response arrangements during response to be utilised in recovery activities. In these situations, there would be an actual handover to the Recovery Manager of such facilities and goods and the details should be included in the transition agreement. This handover 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 MRM through the MEMP arrangements.

Resources acquired for the response, which are not required for recovery, remain under the control of the requesting response agency which remains responsible for their return or disposal.

6

Relief and Recovery Arrangements

Relief and Recovery Arrangements[11]

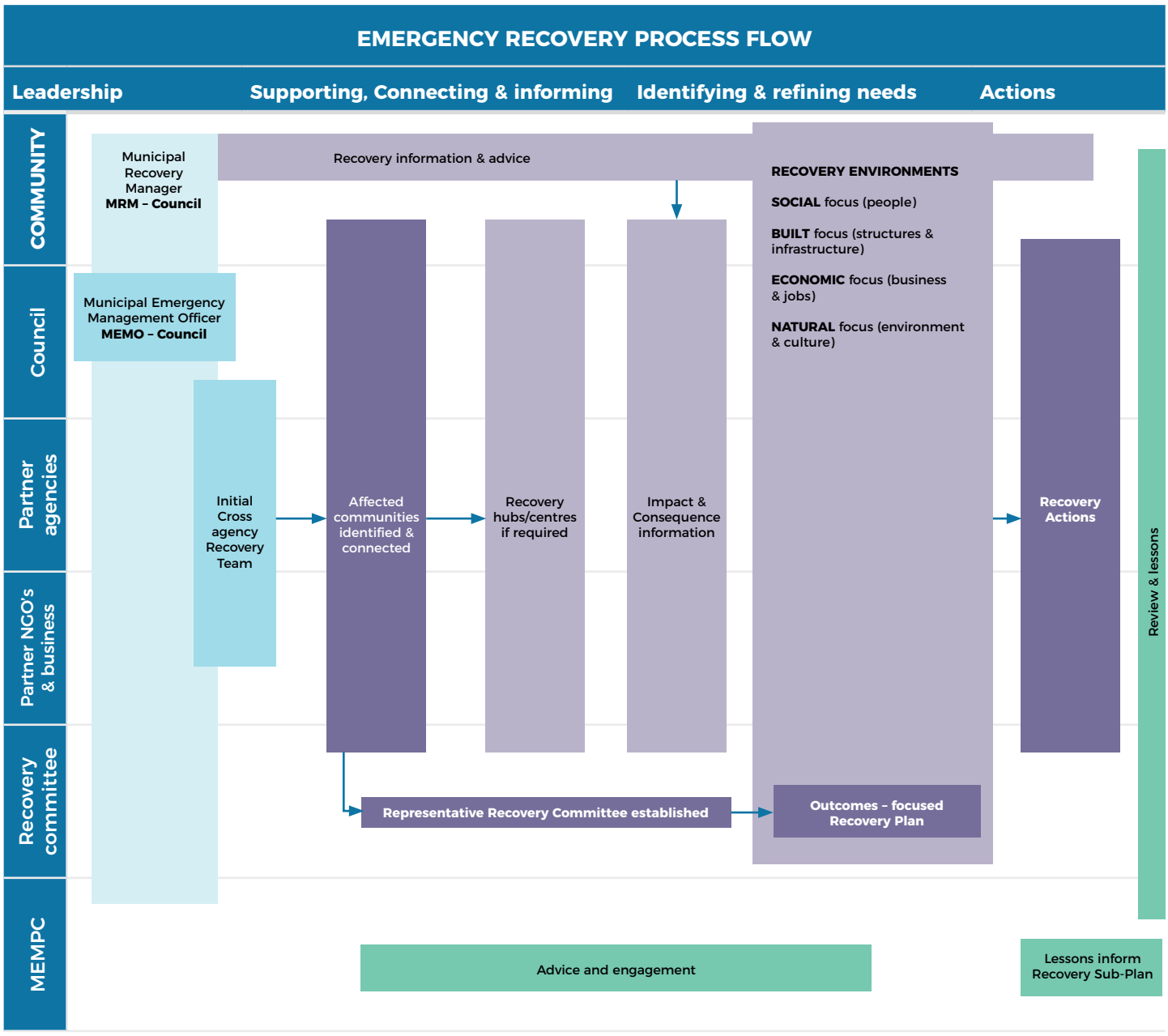


Figure 11 – Recovery Process Flow Chart

11. **Assurance 9:** The MEMP or sub-plan contains provisions for the recovery from emergencies (Emergency Management Act 2013 s60AE(c) and s3.4)

6.1 Introduction

Emergency relief is the provision of essential needs to individuals, families and communities in the immediate aftermath of an emergency.

Relief services could be provided at the site of an emergency, a dedicated relief centre, places of community gathering, to isolated communities, transit sites or other safe locations as appropriate. Relief is the first stage of recovery and must be seamlessly integrated with all other early recovery activities.

Recovery is assisting individuals and communities affected by emergencies to achieve an effective level of functioning. Recovery planning must ensure that there is a clear understanding of the community context (prior to the emergency) and is informed by an initial and continuing assessment of impacts and needs.

Relief operations and recovery planning begin when an emergency occurs and many response, relief and recovery activities are undertaken concurrently.

Typically, relief is provided during and in the immediate aftermath of an emergency.

Recovery is generally a longer term process for affected individuals and communities.

Planning for emergency relief and recovery must integrate with the preparation and response phases to provide a seamless transition between each phase.

To understand the high level linkages in activities for response and recovery, Reference the following Flow Charts:

Figure 8 – Emergency Response Process Flow Chart on page 34

Figure 11 – Emergency Recovery Process Flow Chart on page 54

Figure 12 – depicts how an emergency or disaster can entirely disrupt a community's ongoing work and the time it takes for a community to return to earlier community priorities. It also shows the relationships between pre-existing community development work, relief, early recovery and long-term recovery. The process of getting a community to a point where they can once again focus on ongoing community development not related to recovery, takes time.

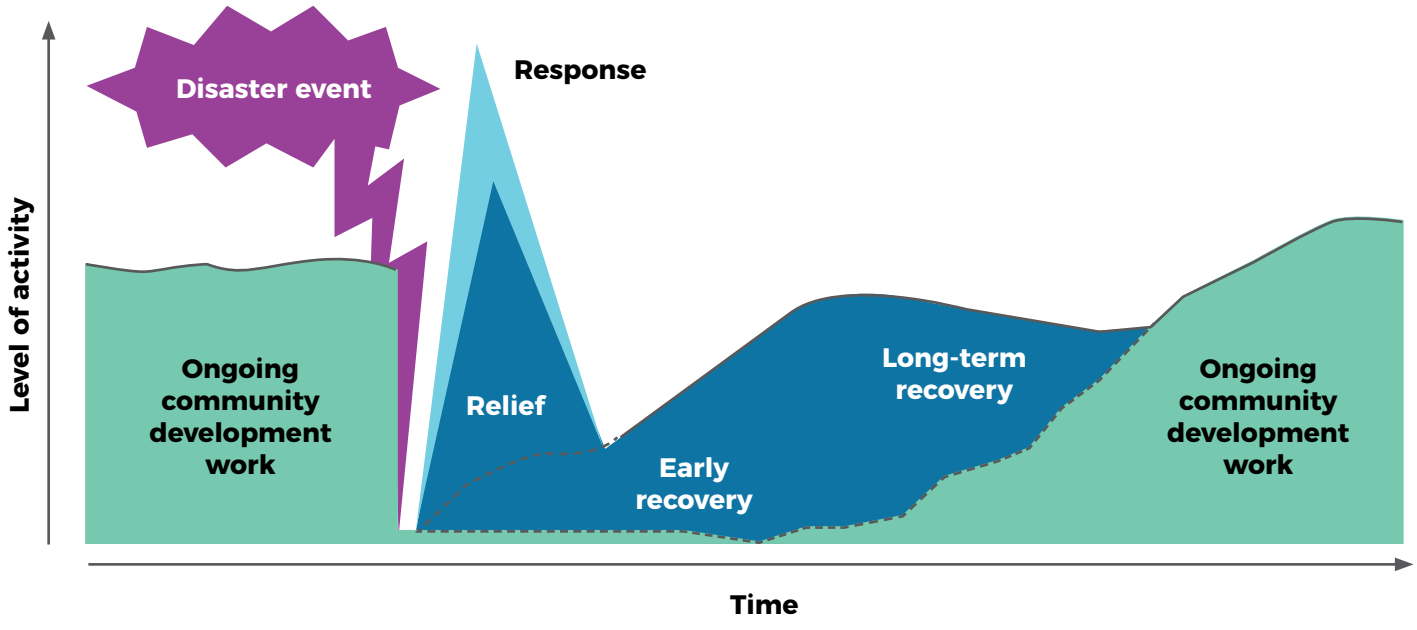


Figure 12 – effect of disaster on ongoing community development and interface with relief and recovery

Relief and recovery are responsibilities that require collaboration and coordination between individuals and communities, non-government organisations, businesses and government agencies. They occur in the context of clear and agreed arrangements and involves processes of consultation and cooperation through established communication channels. Wherever possible, short (relief) and longer term recovery activities will become part of core business to ensure they remain responsive to the needs of the affected community.

6.2 Principles and Scope of Relief

Emergency Management agencies with relief responsibilities incorporate the following principles into their planning, decision-making and delivery of services:

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

Relief encompasses:

- Community information
- Emergency Shelter (including Emergency Relief Centres)
- Food and water to individuals
- Drinking water for households
- Food supply continuity
- Psychosocial support
- Disbursement of material aid (non-food items)
- Reconnecting family and friends
- Health care and first aid
- Emergency financial assistance
- Animal welfare
- Legal aid
- Coordination of good will (including spontaneous volunteer management)

6.3 Principles and Scope of Recovery

To ensure successful recovery is delivered to affected communities, recovery at all levels of government is implemented in alignment with the nationally recognised disaster recovery principles:

- Understanding the context
- Recognising complexity
- Using community-led approaches
- Coordinating all activities
- Communicating effectively
- Recognising and building capacity

There are four recovery environment categories and many recovery services that are encompassed within each environment category. The four categories will set the direction of the recovery planning process at the municipal level. The implementation of recovery requirements in each of the functional environments will be coordinated by the MRM:

Social environment – the emotional, social, spiritual, financial and physical wellbeing of affected individuals and communities

Built environment – the restoration of essential and community infrastructure

Economic environment – the revitalisation of the affected economy

Natural environment – the rehabilitation of the affected environment.

Note: Relief and recovery initiatives may address specific elements of one or multiple aspects of the above recovery environments.

6.4 Impact Assessments and Consequence Management

Good decisions about recovery require timely, accurate and progressively more comprehensive information about the impact of an emergency. This informs the type of relief and recovery services required.

Disaster impacts may be described as "*.....the total effect, including negative effects (e.g., economic losses) and positive effects (e.g., economic gains), of a hazardous event or a disaster. The term includes economic, human and environmental impacts, and may include death, injuries, disease and other negative effects on human physical, mental and social well-being*". (Disaster | UNDRR. United Nations for Disaster Risk Reduction)

In general, impacts are therefore best characterised as most obvious effects immediately and in the very short term.

Impacts lead to Consequences. Consequences may be described as what follows those immediate and very short-term impacts through to the medium and long term. These may not be obvious without consideration of how the whole community and systems handle impacts and changing circumstances over time.

Impact, needs, and loss and damage assessments will be informed by using the following sources of information:

- Initial impact assessment conducted by the response agency
- Secondary impact assessment coordinated by local councils in partnership with DFFH/ recovery coordinating agency etc

- The Victorian Impact Assessment Model developed by Emergency Management Victoria
- Post impact needs (loss) assessment conducted by local government and Victorian government departments and agencies (EMV Impact Assessment Guidelines for Class 1 Emergencies. files.em.vic.gov.au/IMT-Toolbox/Inc/IIA-Guidelines-Class-1.htm)
- Information provided by relief and recovery agencies

The initial stage focuses more on response and immediate relief and wellbeing needs, but may also inform recovery as time progresses. The EMV Impact Assessment Guidelines have been written primarily for government and emergency responders with a responsibility for impact assessment in Victoria. The guidelines support the Victorian Preparedness Framework Impact Assessment core capabilities.

The Regional Recovery Coordinator, or delegate, will seek to capture early impact data to inform initial recovery planning. These data will be sought through the Incident Controller unless agreement has been reached and transition to secondary impact assessment has occurred.

A template to capture early impact data to inform initial recovery planning is available in the Regional Recovery Toolkit.

A recovery web-portal will be made available at the discretion of the State Recovery Coordinator to assist in the collation of data across agencies. The Department of Families Fairness and Housing will coordinate regional level loss and damage reporting in support of the State Recovery Coordinator.

6.5 Management Structure

6.5.1 Relief Management Structure

Relief and recovery coordination arrangements at the regional levels are the responsibility of ERV and municipal Councils have the responsibility at the local level. EMV is responsible for state-level relief and recovery coordination.

Municipal Councils take the lead in delivering on-the-ground relief and recovery services, because they are considered to be closest to an affected community. The Victorian government supports municipalities to fulfil these local responsibilities.

Council is responsible for the coordination and provision of relief services for an affected community during times of emergency. Council has adopted the EMCEMP ERC Sub-Plan. The ERC Sub-Plan details the arrangements that are in place for the activation, management and deactivation of ERCs for municipal and regional scale events.

6.5.2 Recovery Management Structure

Recovery coordination arrangements at the regional levels are the responsibility of ERV and municipal Councils have the responsibility at the local level. EMV is responsible for state-level recovery coordination.

Municipal Councils take the lead in delivering on-the-ground recovery services, because they are considered to be closest to an affected community. The Victorian government supports municipalities to fulfil these local responsibilities.

The recovery structure operates under four functional areas of recovery (social, economic, built, and natural environments). Affected communities will be appropriately represented through either established Community Recovery Committees or other suitable arrangements set up during or immediately after an event.

A Municipal Recovery Committee and underpinning recovery structures will need to be flexible, scalable and adaptive to the diverse range of community needs.

ERV also plays a part in in the emergency recovery process by:

- Acting as principal recovery planning and management agency at the regional level.
- Assuming a role of facilitation in developing a coordinated response as appropriate to the circumstances e.g. when the event is of a magnitude which is beyond the resources of the municipality or the incident affects only a few people but the affected population is dispersed.

EMV is responsible for state-level relief and recovery coordination.

For detailed information on post incident municipal recovery arrangements including triggers for transition from response to recovery to normal business, refer to the Municipal Relief and Recovery Sub-Plan and supporting standard operating procedures and templates.

6.6 Government Assistance Measures

Councils may claim assistance via such programs as the DRFA and NDFA. The Victorian Government provides funding through the Natural Disaster Relief and Recovery Arrangements (NDRRA) Fund to assist the Victorian community through natural disaster relief and recovery payments and infrastructure restoration. Details of these arrangements are contained in the EMCEMP Municipal Emergency Coordination Sub-Plan. Alternatively information can be located the emv.vic.gov.au

Individuals, families, business etc are able to source other government assistance from agencies such as Centrelink, DFFH, Red Cross and Salvation Army etc.

6.7 After Action Review

An After Action Review should take place as soon as practicable after an emergency. The MERC will convene the meeting, and all agencies who participated should be represented with a view to assessing the adequacy of this MEMP and Sub-Plans and to recommend any changes. Such meetings would be chaired by the MEMPC chair or an appropriate facilitator.

It may also be appropriate to conduct a separate recovery debrief to address recovery issues. This should be convened and chaired by the MRM.

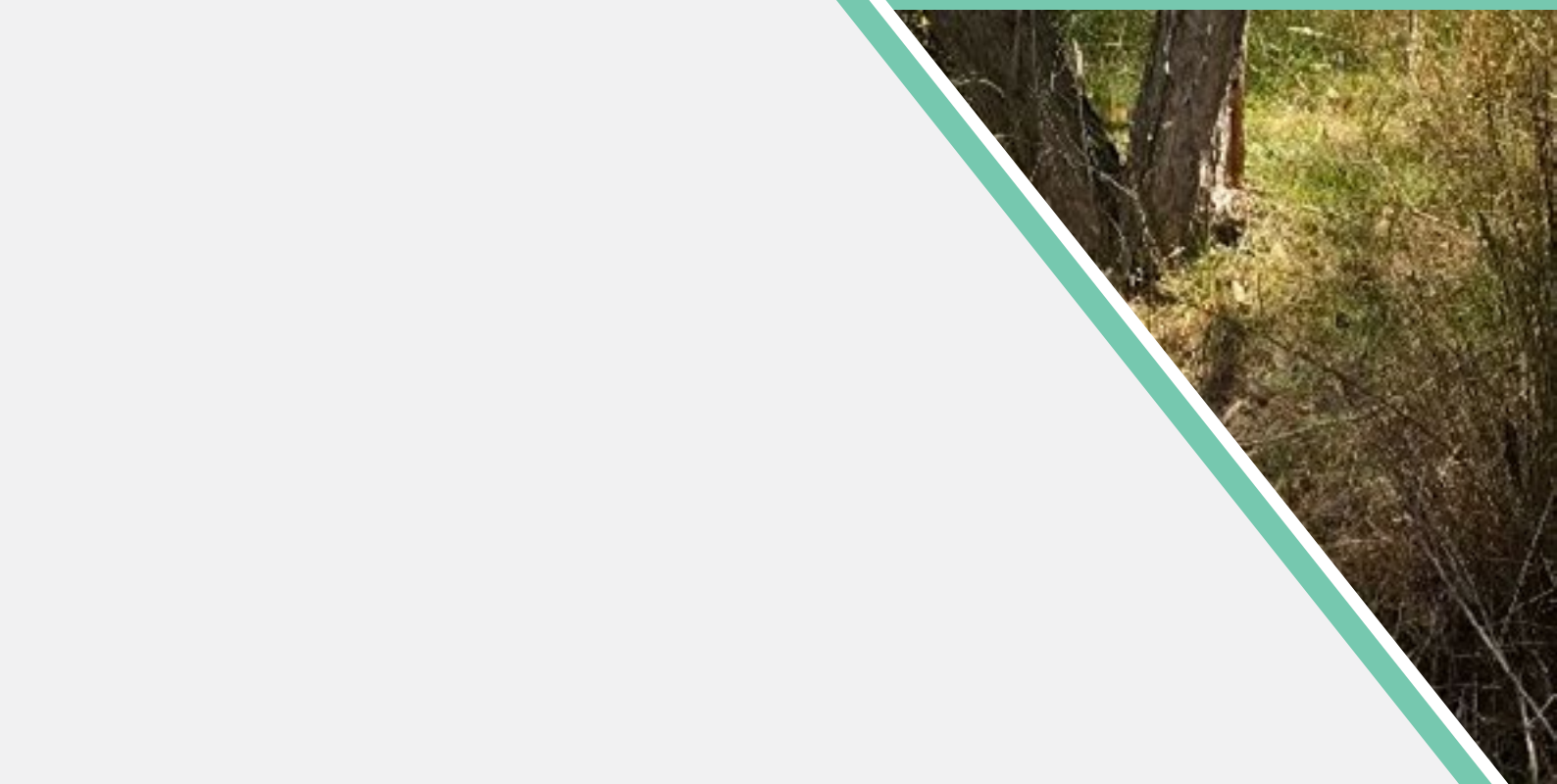
The RERC holds these responsibilities for regional level events, which must include local response agency participation.

Where a MECC has been activated during an emergency, all emergency support staff that undertook their allocated MECC roles will be debriefed by the MEMO or their delegate as soon as practicable following the cessation of MECC operations. The MECC debrief has the aim to assess the adequacy of the MECC operations and to identify and make recommendations for future planning and operations related to the MECC.

Agencies and Council are responsible for staff psychological debriefing.

7

Roles and Responsibilities



7.1 Agency Roles and Responsibilities

An agency that has a role or responsibility under this MEMP must act in accordance with the MEMP.

The SEMP and REMP outline agreed agency roles and responsibilities, noting that existing duties, functions, power, responsibility or obligation conferred on an agency by law, licence, agreement or arrangement prevail to the extent of its inconsistency with this plan (Emergency Management Act 2013 s60AK).

The roles and responsibilities outlined in this plan are specific to the region and are in addition to, or variations on, what is outlined in the SEMP and REMP. In the case of municipal-specific modifications or additions, these are clearly identified as modifications/additions.

All agencies with responsibilities under the MEMP should provide written confirmation of their capability and commitment to meet their obligations. This can be evidenced by their endorsement of the draft MEMP, including revisions, before it is presented to the REMPC for consideration.

This Plan details emergency management agency roles and responsibilities for Mitigation, Response, Relief and Recovery. It also maps agency roles for core capabilities and critical tasks under the Victorian Preparedness Framework **(VPF)** for the management of major emergencies.

Table 12 provides links to agency roles and responsibilities as detailed in the SEMP.

Agency	SEMP Roles and Responsibilities Link
Ambulance Victoria (AV)	emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities/role-statements/ambulance-victoria
Australian Red Cross (ARC)	emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities/role-statements/aus-red-cross
Country Fire Authority (CFA)	emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities/role-statements/cfa
Department of Environment, Land, Water and Planning (DELWP)	emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities/role-statements/delwp
Department of Families Fairness and Housing (DFFH)	emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities/role-statements/dhhs
Department of Health (DoH) - (including regional health services)	emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities/role-statements/dh
Department of Jobs, Precincts and Regions (DJPR)	emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities/role-statements/djpr

Agency	SEMP Roles and Responsibilities Link
Department of Transport (DoT)	emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities/role-statements/dot
Emergency Management Victoria (EMV)	emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities/role-statements/emv
Fire Rescue Victoria (FRV)	emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities/role-statements/frv
Forest Fire Management Victoria	emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities/role-statements/delwp
Municipal Councils	emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities/role-statements/municipal-councils
Salvation Army – Victorian Emergency Services	emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities/role-statements/salvation-army
Services Australia	emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities/role-statements/services-australia
St John Ambulance (Victoria)	emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities/role-statements/st-john-ambulance-aus
Victoria Police	www.emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities/role-statements/vicpol
Victoria State Emergency Service (VICSES)	emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities/role-statements/vicses
Victorian Council of Churches – Emergencies Ministry (VCC EM)	emv.vic.gov.au/responsibilities/semp/roles-and-responsibilities/role-statements/vcc-em

Table 12 – Agency Roles and Responsibilities Detailed in the SEMP

7.2 Community and Business Organisation Roles and Responsibilities

There is no State Emergency Management Plan role/responsibility description for Community/ Business Organisation representatives. The role of community and business organisation representatives is to provide advice and feedback; advocate for stakeholder/community views; represent and communicate with communities on behalf of the MEMPC and control agencies; give suggestions for quality improvement; and actively participate in MEMPC decision making before, during and after emergencies and disasters. They bring valuable perspectives but cannot represent all diverse groups, so the MEMPC needs to support these representatives to reach into and draw information and support from their extensive networks.

A full list of Business and Community representative members on the MEMPC is listed in the MEMPC Terms of Reference (Available from MEMPC Chair - Council). See below for a summary of Community and Business Organisations who can provide support in Emergencies

Community / Business Organisation	Support provided to Manningham in Emergencies.
Doncare	Since its inception in 1969, Doncare – Doncaster Community Care and Counselling Centre Inc. – provides support to enhance the quality of life of people living in Manningham and surrounding communities. Doncare's main services include: • Counselling Doncare offers trauma-informed, recovery-oriented, culturally safe, and responsive counselling to children, adolescents, and adults. • Information and Emergency Relief Community Support Workers provide financial and material assistance to families experiencing emotional or economical hardship. • Case Management provides short-term generalist casework support to residents of Manningham who are experiencing a crisis. We work closely with people who are dealing with multiple complex issues. • Family Violence Recovery Services Since 2004 Doncare has progressively increased its services for women experiencing family violence where no programs previously existed. Doncare provides a wide range of programs to support women and children who have experienced family violence through the different stages of recovery • Community Visitors Scheme Doncare's Community Visitors Scheme plays a vital role in providing companionship for older people who are experiencing loneliness or isolation living in Residential Aged Care Homes or in their own homes and receiving a Commonwealth Aged Care Package. • Social Support for Seniors Since 1995, the Social Support for Seniors program has provided volunteer supported social and recreational activities to prevent social isolation and provide links for older people with disabilities, who are housebound or isolated due to mobility difficulties, lack of confidence, geographic or other factors. • Op Shops The revenue raised through Doncare's opportunity shops fund services to help the most disadvantaged and vulnerable members of the local community. Doncare's op shops are community hubs where people remain connected through volunteerism and our retail volunteers are the program's greatest asset. In an emergency event Doncare may be able to provide emergency relief in the form of food vouchers, non-perishable food parcels and some costs towards utility bills is available for families and singles in financial distress.

Community / Business Organisation	Support provided to Manningham in Emergencies.
Manningham Christian Centre	Manningham Christian Centre holds religious services each Sunday in addition to community social events and faith-based education. Carenet which is operated within the MCC provides non-perishable foods, fresh fruit and vegetables. Cleaning and personal hygiene products are also included within support packages. Food hampers can be picked up from the Manningham Christian Centre in person on Tuesdays 10:00am – 2:00pm. Alternatively a mobile pantry operates in Warrandyte on each Wednesday. MCC is a volunteer operated non-for-profit organisation.
Manningham Uniting Church	Manningham United Church conducts social support services to all community members within Manningham. Examples of programs and partnerships Manningham Uniting Church participates in: · LinCManningham Inc, a network of churches that provide short term crisis needs such as visitation/friendship, home help, transport to medical appointments or shops, shopping assistance, emergency food and family support/general assistance. · EACH Social and Community Health Asylum Seeker Emergency Medication Fund. EACH provides an integrated range of health, disability, counselling and community mental health services across Australia. (from http://www.each.com.au) · Kids Hope, an early intervention school-based mentoring program. · Playgroup, a social support program for young families. · English classes · Leadership development for school children · Shared garden to promote social inclusion and provide food support items. · Pilgrim Patch workers and knitting groups, to produce handmade quilts and clothing items for those in need. Examples are residents of aged care and newly arrived refuges.
Probus Club Doncaster/Donvale	Probus Clubs provide regular monthly meetings for retired and semi-retired persons who enjoy social interaction and activities, to expand their interests and enjoy the fellowship of Probus friends. During an emergency Probus may be able to identify community need for those who are retirees and potentially socially isolated. May be a conduit to reach/communicate with community members that do not utilise social media as their primary source of information.

Community / Business Organisation	Support provided to Manningham in Emergencies.
Park Orchards Lions Club	The Park Orchards Lions club is a social club that is involved in community projects large and small. The club is proactive within youth groups, community events, sporting clubs and averages a membership of 35. During an emergency event the Park Orchards Lions club may be able to distribute messaging via community driven social networks and identify local community need.
Linc Church Services Network (Manningham) inc.	LinCManningham Inc, a network of churches that provide short term crisis needs such as visitation/friendship, home help, transport to medical appointments or shops, shopping assistance, emergency food and family support/general assistance.
Warrandyte Community Association	The WCA undertakes community preparedness initiates such as in person fire preparedness forums, webinars, newsletters, planning sessions and the provision of educational resources as well as act as advocates in the interest of the community to local and State Government. The WCA's mandate is to · Promote all aspects of community life in Warrandyte. · Defend the character and heritage of the Township. · Protect the environment and encourage restoration and regeneration of native flora and fauna. · Protect the Green Wedge (Non-urban areas). · Promote sporting, educational, recreational and cultural activities. · Defend and enhance community assets. During an emergency event the WCA can assist in the collection and distribution of situational information between the community and relevant agencies.
Park Orchards Rate Payers Association (PORA)	The Park Orchards Ratepayers Association is a non-for-profit community advocacy organisation that has advanced community lead causes via Local, State and Federal governments. Advocacy works have centred around the retention of natural character of the suburb by apposing multiple zoning issues relating to development and construction projects. Approximately half of the community of Park Orchards are members of PORA. During an emergency event the PORA can assist in the collection and distribution of situational information between the community and relevant agencies.
Salvation Army Manningham	Emergency relief is available in the form of Woolworths food vouchers for singles and families in financial distress.
Chinese Community Social Services Centre	Complex issues for those multicultural backgrounds, specifically those from the Chinese ethnic community, including migration adjustments, mental health issues and disability support. Individual and family counselling.

Community / Business Organisation	Support provided to Manningham in Emergencies.
St Vincent de Paul	The Society's members, volunteers and employees reach out and serve the most vulnerable in our community through: **Home Visitation** Visiting people in their homes, we extend the hand of friendship and offer practical support to people who seek our assistance. In some rural areas, due to distance, help is provided through the local conference assistance centre. **Vinnies Youth** Supporting and encouraging young people in schools, universities and youth conferences to be active in assisting people in need in their local communities. **Soup Vans** Offering meals, friendship and referral services to people living on the streets or in unstable accommodation. The first of the nine soup vans commenced operating in Fitzroy in 1975. **Asylum Seekers & Refugees** Providing a range of services to support and assist refugees to rebuild their lives and establish a home in their new country. **Overseas Development** Providing support to people in developing countries, fostering links and cultural exchange. **Vinnies Shops** Providing quality clothing, furniture and household goods to people in need who are being supported by their local conference. Donated goods not required for supporting people in need is offered for sale to the public and the revenue generated is redistributed to further support the local welfare work of the Society. **Education & Tutoring** Assisting students from a wide range of backgrounds and ethnic groups to embrace and develop their educational experience through reading and tutoring programs.

8

Appendices

Appendix A - Acronyms

Acronym	Description
AIIMS	Australasian Inter Service Incident Management System
BOM	Bureau of Meteorology
BPA	Bushfire Prone Area
BPLR	Bushfire Place if Last Resort
BRW	Be Ready Warrandyte
CEO	Chief Executive Officer
CERA	Community Emergency Risk Assessments
CFA	Country Fire Authority
CFR	Community Fire Refuges
CIG	Community Information Guides
CMT	Crisis Management Team
DELWP	Department of Environment, Land, Water and Planning
DET	Department of Education and Training
DFFH	Department of Families. Fairness and Housing - Now Department of Health and Department of Families, Fairness and Housing
DJPR	Department of Jobs Precincts and Regions
DoH	Department of Health
DoT	Department of Transport
EMC	Emergency Management Commissioner
EMCEMP	Eastern Metropolitan Councils Emergency Management Partnership
EM-COP	Emergency Management Common Operating Picture
EMLO	Emergency Management Liaison Officer
EMR	Eastern Metropolitan Region
EMT	Executive Management Team
EMV	Emergency Management Victoria
ERC	Emergency Relief Centres
ERV	Emergency Recovery Victoria
FFMV	Forest Fire Management Victoria
FRV	Fire Rescue Victoria
ICC	Incident Control Centre
IEMT	Incident Emergency Management Team
IERC	Incident Emergency Response Coordinator
IIA	Initial Impact Assessment
JSOP	Joint Standard Operating Procedure
LGEMLO	Local Government Emergency Management Liaison Officer
LGV	Local Government Victoria

Acronym	Description
MAV	Municipal Association of Victoria
MEC	Municipal Emergency Coordination
MEM	Municipal Emergency Manager
MECC	Municipal Emergency Coordination Centre
MECG	Municipal Emergency Coordination Group
MEMG	Municipal Emergency Management Group
MEMO	Municipal Emergency Management Officer
MEMP	Municipal Emergency Management Plan
MEMPC	Municipal Emergency Management Planning Committee
MERC	Municipal Emergency Resource Coordinator
MFMP	Municipal Fire Management Plan
MFMPC	Municipal Fire Management Planning Committee
MFPO	Municipal Fire Prevention Officer
MOU	Memorandum of Understanding
MRM	Municipal Recovery Manager
NERAG	National Emergency Risk Assessment Guidelines
NSP	Neighbourhood Safer Places
NSP-BPLR	Neighbourhood Safer Place – Bushfire Place of Last Resort
PENA	Post Emergency Needs Assessment
PORA	Park Orchards Ratepayers Association
REMP	Regional Emergency Management Plan
REMPC	Regional Emergency Management Planning Committee
REMT	Regional Emergency Management Team
RERC	Regional Emergency Response Coordinator
SCC	State Control Centre
SEMP	State Emergency Management Plan
SEMT	State Emergency Management Team
SIA	Secondary Impact Assessment
SOP	Standard Operating Procedure
TOR	Terms of Reference
TRIM	Electronic document and records management system
V-BERAP	Victorian Built Environment Risk Assessment Process
VCC EM	Victorian Council of Churches – Emergencies Ministry
VFRR	Victorian Fire Risk Register
VICSES	Victorian State Emergency Service
VPF	Victorian Preparedness Framework
VPR	Vulnerable Persons Register
WCA	Warrandyte Community Association

Appendix B - Document Distribution List

The most up to date amended versions of this MEMP will be distributed by the MEMPC Executive Officer by:

- Loading on to the Council web site
- Storing in the Council document management system (TRIM)
- Distributing electronically by email with link to the web site
- Legal Deposit with National eDeposit system
- Storing in the Emergency Management Victoria document library
- Sending by Australia Post when requested
- Loading into Crisisworks.

Organisation	Recipient Officer	Contact Email	Distribution Method
EMV	N/A	N/A	EMV Document Library
Council	MEMO	MEMO@manningham.vic.gov.au	• Council Website – De-sensitised version only • Council document management system – TRIM – D13/11009 • Council libraries – hard-copy of the de-sensitised version only
REMPC	REMPC Executive Officer		Email
Regional Municipal Partners	MEMOs and MRMs	Refer contact list / EMV EMR Contacts List	Email with link to Council website
Crisisworks	Officers with Crisisworks access	Refer contact list	Crisisworks document library

Appendix C - Restricted Information

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

Summary of the restricted information (including location within the MEMP, e.g. page or section number)	Restriction Reason	Agency/ies that hold this information in full	Contact point/s
e.g. Contact List	either of the three options listed under legislation: related to critical infrastructure OR personal information OR information that is commercially sensitive nature	e.g. Manningham Council	
Manningham Emergency Contacts Directory	Personal Information		Council MEMO by contacting MEMO@manningham.vic.gov.au
MEMPC TOR	Personal Information	Manningham Council	MEMPC Chair by contacting MEMO@manningham.vic.gov.au

Appendix D – List of Sub-Plans and Complementary Plans

Complementary/ Sub-Plan Name	Plan Type Complementary/ Sub-Plan / MEMP	Emergency Type	Plan Revision Date	Responsible Agency	Link (If exists)
Manningham MEMP – Full Version - Word	MEMP	General	2022	MEMPC	Contact MEMO (MEMO@manningham.vic.gov.au)
Manningham MEMP – Full Version - PDF	MEMP	General	2022	MEMPC	Contact MEMO (MEMO@manningham.vic.gov.au)
Manningham MEMP – Public Version - Word	MEMP	General	2022	MEMPC	Contact MEMO (MEMO@manningham.vic.gov.au)
Eastern Metropolitan Region MECC Standard Operating Procedures	Sub-Plan	General	2021	EMCEMP	EM-COP
MECC Facility Plan	Complimentary	General	2019	Council	Contact MRM (MRM@manningham.vic.gov.au)
Eastern Metropolitan Region ERC Standard Operating Procedures (Pt 1,2 &3)	Complimentary	General	2021	EMCEMP	EM-COP
ERC Facility Management Plans	Complimentary	General	2022	Council	Contact MRM (MRM@manningham.vic.gov.au)
ERC Facility Plan - Donvale indoor Sports Centre (DISC)	Complimentary	General	2022	Council	Contact MRM D15/42684 & D15/42683 (MRM@manningham.vic.gov.au)
ERC Facility Plan – Ajani Centre	Complimentary	General	2022	Council	Contact MRM (MRM@manningham.vic.gov.au)
ERC Facility Plan – Mullum Mullum Stadium	Complimentary	General	2022	Council	Contact MRM (MRM@manningham.vic.gov.au)

Complementary/ Sub-Plan Name	Plan Type Complementary/ Sub-Plan / MEMP	Emergency Type	Plan Revision Date	Responsible Agency	Link (If exists)
Evacuation Plans	Complimentary	General	?	Victoria Police	Contact MERC
Council Business Continuity Plan / Crisis Management Plan	Complimentary	General	2020	Council	Contact MEMO (MEMO@manningham.vic.gov.au)
Municipal Fire Management Plan	Sub-Plan	Fire	2019 / 2022	MEMPC / MFMPC	Contact MEMO (MEMO@manningham.vic.gov.au)
Manningham Bushland Reserves Fire Management Strategy	Complimentary	Fire	2021	Council	Contact MEMO (MEMO@manningham.vic.gov.au)
Manningham Electric Line Clearance Management Plan	Complimentary	Fire	2021	Council	manningham.vic.gov.au/about-council/environment-and-sustainability/protecting-our-environment/protecting-plants-and
Municipal Local Flood Guides (Manningham)	Complimentary	Flood	2020	VICSES	ses.vic.gov.au/plan-and-stay-safe/flood-guides/manningham-city-council
Municipal Public Health and Wellbeing Strategy	Complimentary	Health	2021-2025	Council	manningham.vic.gov.au/about-council/strategies-plans-and-policies/health-and-wellbeing-strategy
Municipal Public Health Emergency Sub-Plan	Sub-Plan	Health	2019	Council	Contact MEMO – D18/408421 (MEMO@manningham.vic.gov.au)
Eastern Region Pandemic Influenza Plan	Sub-Plan	Health		EMCEMP	EM-COP

Complementary/ Sub-Plan Name	Plan Type Complementary/ Sub-Plan / MEMP	Emergency Type	Plan Revision Date	Responsible Agency	Link (If exists)
Eastern Region Extreme Heat Plan	Sub-Plan	Health	2019	EMCEMP	EM-COP
Manningham Heatwave Operations Plan	Complimentary	Health	2019	Council	Contact MEMO – D14/34286 (MEMO@manningham.vic.gov.au)
Eastern Metropolitan Region Emergency Animal Welfare Plan	Complimentary	General	2021	EMCEMP	EM-COP
Manningham Relief Sub-Plan	Sub-Plan	General	2019	Council	Contact MEMO – D15/18001 (MEMO@manningham.vic.gov.au)
Manningham Recovery Sub-Plan	Sub-Plan	General	2019	Council	Contact MRM - D13/9909[v2] (MRM@manningham.vic.gov.au)

A copy of many Sub-Plans and Complimentary Plans can be found on EM-COP - files-em.em.vic.gov.au/IEMP/Regions/EMR/Management-Plans/EMR-Management-Plans.htm?v=1626395724410. If you don't have a log-in to this portal a copy may be obtained from the MEMO

Appendix E – Manningham MEMPC Plan Tree

Municipal Emergency Management Plan (MEMP)
Last Updated May 2019
Audited June 2019

Manningham Storm and Flood Emergency Plan
- Last updated December 2018
- TRIM D19/32181

Statewide Guidelines—Sandbags (VICSES)
- website

Manningham SOP's
- Last updated October 2019
- TRIM EF17/4184

Relief and Recovery Responsibility Matrix
- Last updated March 2016
- TRIM D15/42695

Emergency Accommodation SOP
- Last updated October 2019
- TRIM D16/22365

Eastern Metropolitan Councils Emergency Collection and Reporting Process Animal Welfare Plan
- Last updated May 2019
- TRIM D16/23648

Manningham Emergency Animal Welfare Plan - Standard Operating Procedures and contacts Directory
- Last updated May 2018
- TRIM D15/1347

Emergency Relief SOP IA6 Handover and Debriefing Handbook - a Planning Guide
- Website

Regional Relief and Recovery Plan
- Last updated January 2019
- TRIM D19/33400

Eastern Metropolitan Councils Emergency Relief Centre Sub Plan Part 1: Arrangements
- Last updated May 2019
- TRIM D19/65882

Eastern Metropolitan Councils Emergency Relief Centre Sub Plan Part 2 - Standard Operating Procedures
- Last updated May 2019
- TRIM D19/65883

Eastern Metropolitan Councils Emergency Relief Centre Sub Plan Part 3 - Role Statements
- Last updated May 2019
- TRIM D19/65885

Emergency Relief Centre Facility Plan - Donva- le Indoor Sports Centre (DISC) Facility Management Plan
- Last updated July 2015
- TRIM D15/42684

Emergency Relief Centre Facility Plan - Donva- le Indoor Sports Centre (DISC) ERC Facility Management Plan
- Last updated July 2015
- TRIM D15/42683

Emergency Relief Centre Facility Management Plans—Ajani Centre Facility management Plan
- Last updated March 2015
- TRIM D15/42671

Emergency Relief Centre Facility Management Plans—Ajani Centre ERC Facility Management Plan
- Last updated July 2015
- TRIM D15/42681

Emergency Relief Centre Facility Management Plans—Ajani Centre Animal Set up Map
- Last updated April 2015
- TRIM D15/42682

Secondary Impact Assessment Guidelines Sub Plan
- Last updated March 2019
- TRIM D17/2022

SOP IA1 Activation of Impact Assessment Coordinator
- Last updated March 2019
- TRIM D17/2025

SOP IA2 Activation and Deployment of Secondary Impact Assessment Field Teams
- Last updated March 2019
- TRIM D17/2027

SOP IA3 Data Collectioni and Reporting Process
- Last updated March 2019
- TRIM D17/2028

SOP IA4 Impact Assessment Information Products
- Last update March 2019
- TRIM D17/2029

SOP IA5 PENA Data Collation and Information Flow
- Last updated March 2019
- TRIM D17/2030

SOP IA6 Handover and Debriefing
- Last Updated March 2019
- TRIM D17/2032

EMV Impact Assessment Guidelines for Class 1 Emergencies (2015)
- Website

Manningham Recovery Sub Plan
- Last updated May 2019
- TRIM D13/9909[v2]

Community Recovery Committee (CRC) SOP
- Last Updated October 2019
- TRIM D15/14553

Establish a Recover Centre SOP
- Last Updated October 2019
- TRIM D15/15362

Regional Relief and Recovery Plan
- Last update January 2019
- TRIM D19/33400

EMV Recovery Tool Kit for Local Government

Public Health EM Sub Plan
- Last updated December 2019
- TRIM D18/408421
- Maintained by EHO

Manningham Pandemic Sup Plan
- Last updated May 2014
- TRIM D14/341989

Mass Vaccination Plan
- Last updated May 2019
- TRIM D13/14560

Emergency Relief Centres Public Health Considerations Website
- TRIM D18/391573

Manningham Heatwave Operations Plan
- Last updated May 2014
- TRIM D14/34286

Eastern Metropolitan Councils Local Government Extreme Heat SOP IA6 Handover and Debriefing
- Last updated May 2019
- TRIM D19/65907

Municipal Fire Management Plan 2012-2015 (MFMP)
- Extended by Council till December 2019

Fire Operation Plan
- Last updated October 2019
- TRIM D18/180498

Municipal Fire Management Action
- Last updated May 2018
- TRIM D18/35374

VFRR Reporting
- Last updated—Required qu
- TRIM EF17/4158

Manningham Bushfire Place of Last Resort (Neighbourhood Safer Places Plan)
- Last updated March 2019
- TRIM D14/44198

Manningham SOP's
- Last updated October 2019
- TRIM EF17/4184

Community Recovery Committee (CRC) SOP
- Last updated October 2019
- TRIM D15/14553

Establish a Recovery Centre SOP
- Last updated
- TRIM D15/15362

Financial Arrangements SOP
- Last updated
- TRIM D17/42004

I.T. Support Arrangements SOP
- Last updated
- TRIM D16/16700

Out of hours Duty Officer SOP
- Last updated
- TRIM D16/22362

Out of hours municipal building surveyor SOP
- Last updated
- TRIM D16/22364

Activation of the Municipal Emeregence Resource Officer (MERO) SOP
- Last updated
- TRIM D15/7997

Activation of the Municipal Recovery Manager (MRM) SOP
- Last updated
- TRIM D15/17268

Reporting in an Emergency SOP
- Last updated
- TRIM D17/42173

Emerency Accommodation SOP
- Last updated
- TRIM D16/22365

Appendix F – List of Manningham Council Standard Operating Procedures (SOPs)

Reference Document	Emergency Type	Revision Date	Responsibility	Link (If exists)
#1 - Community Recovery Committee (CRC) SOP	General	March 2018	Council	Council TRIM Number - D15/14553
#2 – Establish a Recovery Centre SOP	General	March 2019	Council	Council TRIM Number - D15/15362
#3 – Financial Arrangements SOP	General	May 2018	Council	Council TRIM Number - D17/42004
#4 – I.T. Support Arrangements SOP	General	March 2018	Council	Council TRIM Number - D16/16700
#5 – Out of Hours Duty Officer SOP	General	March 2018	Council	Council TRIM Number - D16/22362
#6 – Out of Hours Municipal Building Surveyor SOP	General	March 2018	Council	Council TRIM Number - D16/22364
#7 – Activating a MEMO SOP	General	May 2022	Council	Council TRIM Number - D15/7997
#8 – Activating the MRM SOP	General	May 2022	Council	Council TRIM Number - D15/17268
#9 – Activating the MEM SOP	General	To be Developed	Council	TBC
#10 – Reporting in an Emergency	General	June 2017	Council	Council TRIM Number - D17/42173
#11 – Emergency Accommodation SOP	General	March 2018	Council	Council TRIM Number - D16/22365
#12 – MEMO/MRM Kit Maintenance Schedule.	General	To be Developed	Council	TBC

Appendix G – References

Does not include Sub-Plans and complementary plans (Refer Appendix D)

Reference Document	Emergency Type	Revision Date	Responsibility	Link (If exists)
Guidelines for Preparing State, Regional and Municipal Emergency Management Plans	General	September 2020	Issued by the Minister for Police and Emergency	EMV Website emv.vic.gov.au/how-we- help/emergency-management-planning/planning-guidelines
Emergency Risks in Victoria Report	General	February 2014	Dept of Justice and Community Safety	DJCS Website justice.vic.gov.au/safer-communities/emergencies/emergency-risks-in-victoria-report
Regional Emergency Risk Profile, Eastern Metropolitan DRAFT	General	April 2015	Emergency Management Victoria	EMCOP
Victoria's Climate Science Report 2019	General	2019	Dept of Environment, Land, Water and Planning	DELWP Website climatechange.vic.gov.au/__data/assets/pdf_file/0029/442964/Victorias-Climate-Science-Report-2019.pdf
Eastern Metro Environmental Scan	General	August 2020	Emergency Management Victoria	EMV Website emv.vic.gov.au/publications/eastern-metro-environmental-scan
Resilient Recovery Strategy November 2019	General	November 2019	Emergency Management Victoria	EMV Website emv.vic.gov.au/how-we- help/resilient-recovery-strategy

Reference Document	Emergency Type	Revision Date	Responsibility	Link (If exists)
Victorian Emergency Operations Handbook	General	V4 – November 2021	Emergency Management Victoria	EMV Website emv.vic.gov.au/publications/victorian-emergency-operations-handbook
Victorian Preparedness Framework	General	May 2018	Emergency Management Victoria	EMV Website emv.vic.gov.au/how-we- help/emergency-management-capability-in-victoria/victorian-preparedness-framework
Regional Relief and Recovery Plan	General	July 2017	DFFH	EM-COP
Victorian State Emergency Management Plan	General	September 2020	Emergency Management Victoria	EMV Website emv.vic.gov.au/responsibilities/semp
MEMPC Document Template	General	October 2020	Emergency Management Victoria	emv.vic.gov.au/publications/mempc-document-template
Advisory Material for the Development of a Municipal Emergency Management Plan	General	December 2020	Emergency Management Victoria	emv.vic.gov.au/publications/advisory-material-for-the-development-of-a-municipal-emergency-management-plan-memp
Advisory Material for the Development of a Municipal Emergency Management Planning Committee Terms of Reference	General	December 2020	Emergency Management Victoria	emv.vic.gov.au/publications/advisory-material-mempc-terms-of-reference
Fact Sheet: Integrated Emergency Management planning	General	December 2020	Emergency Management Victoria	emv.vic.gov.au/publications/fact-sheet-integrated-emergency-management-planning
MEMPC Written Reports to REMPC Template	General	December 2020	Emergency Management Victoria	emv.vic.gov.au/publications/mempc-written-report-to-the-rempc

Reference Document	Emergency Type	Revision Date	Responsibility	Link (If exists)
Statement of Assurance Template for MEMP or MEMP Sub-Plan	General	December 2020	Emergency Management Victoria	emv.vic.gov.au/publications/statement-of-assurance-template-memp-or-memp-sub-plan
Fact Sheet: Municipal Level Planning	General	December 2020	Emergency Management Victoria	emv.vic.gov.au/publications/fact-sheet-3-empr-municipal-level-planning
Fact Sheet: Changes to Council Functional Roles	General	December 2020	Emergency Management Victoria	emv.vic.gov.au/publications/fact-sheet-changes-to-council-functional-roles
Transition Guide for Reforming Municipal Emergency Management Planning Arrangements	General	December 2020	Emergency Management Victoria	emv.vic.gov.au/how-we-help/emergency-management-planning-reform-program/resource-library/transition-guide-for
Municipal Risk Assessment (CERA Online)	General	May 2022	Emergency Management Victoria	ses.vic.gov.au/em-sector/community-emergency-risk-assessment-cera
Manningham Council Plan 2021-2025	General	August 2021	Manningham Council	manningham.vic.gov.au/about-council/strategies-plans-and-policies/council-plan
AIDR – Handbook 2 – Community Recovery Handbook	General	2018	Australian Institute for Disaster Resilience (AIDR)	knowledge.aidr.org.au/resources/handbook-community-recovery/
Recovery Basics: Working in recovery	General	March 2022	Australian Red Cross	redcross.org.au/globalassets/corporatecms-migration/emergency-services/recovery-basics/recovery-basics---working-in-recovery-a5-d5-web-f.pdf

Appendix H - MEMP and Sub-Plan Exercise Record

Exercise Date	Exercise Name	Exercise Description	Exercise Convenor	Participating Agencies	Link (If exists)
12 November 2015	Emergency Management Forum – Warrandyte	Community forum event focussed on reiterating summer preparedness and providing an update on the issue of the traffic management arrangements during an emergency on and around the Warrandyte Bridge. VicRoads presented and update on research outcomes and proposed options for community consultation.	Manningham Council	EMV, Victoria Police, Nillumbik Shire Council, WCA, agencies and EMV	None
23 November 2015	Exercise Integration	Municipal level exercise delivered in a discussion style forum covering an overview of the operations and interactions of ICC, ERC and MECC functions.	No record	No record	None
10 March 2016	Fire Ready Park Orchards Community Forum	Follow up preparedness / fire planning community forum event. Delivered in partnership with Park Orchards Rate Payers Association, CFA, Warrandyte Community Association, agencies and EMV.	Manningham Council	PORA, CFA, WCA, agencies and EMV	None
26 August 2016	Exercise Night Fright	Municipal level exercise delivered in a syndicate group / scenario style exercise covering an emergency involving a multi-story apartment complex considering relief arrangements, impact assessment and longer term recovery.	No record	No record	None
12 & 19 September 2016	Exercise East	Eastern regional exercise. Two separate days that incorporated an introduction to ERC style forum and practical tour of a facility for new comers to ERC roles and the second day consisted of a master class style forum and ERC activation exercise for current ERC staff.	No record	No record	None

Exercise Date	Exercise Name	Exercise Description	Exercise Convenor	Participating Agencies	Link (If exists)
27 October 2016	Are you ready? A Bushfire Experience.	A community bushfire preparedness forum/ scenario event delivered in partnership by	Be Ready Warrandyte (BRW)	WCA, Manningham Council, Nillumbik Shire Council, EMV, CFA and Victoria Police.	None
23 August 2017	Exercise Impacting Notion	A response, relief and recovery exercise involving desktop syndicates of MECC, ERC, IA Team, and ICC	Manningham Council	No record	None
24 October 2017	Exercise East	Eastern regional exercise. Response operations based exercise with a presentation by Yarra Ranges Shire Council around storm experience and practical MECC exercise including shift change over	Yarra Ranges Council	EMCEMP	None
19 October 2018	Exercise East	Eastern regional exercise for Council EMLOs and REMT Representatives	No record	No record	None
15 November 2018	Be Ready Warrandyte Insurance Forum	A community forum focussed on adequate insurance coverage for Warrandyte residents by Warrandyte Community Association	Be Ready Warrandyte - Community	Manningham Council, Nillumbik Shire Council,	None
20 November 2018	Exercise Pow Pow	A Municipality of Manningham exercise exploring the role of the community and City of Manningham staff during an active armed offender event.	Manningham Council & VICPOL	PORA, CFA, Westfields & Store Managers, AV, Doncare, community members	Request from MEMO@manningham.vic.gov.au Presentation = D18/359365 Video = D19/33385

Exercise Date	Exercise Name	Exercise Description	Exercise Convenor	Participating Agencies	Link (If exists)
27 November 2019	Nillumbik Community Bushfire Exercise	The emphasis is on the "Are YOU Ready?" with special attention to new neighbours and pets. Community Emergency Management leaders will be on hand to answer questions about school shutdown, police activity, potential road closures etc. and the Bendigo Bank will provide advice on insurance. The target area will be North Warrandyte and Warrandyte with Emergency Management Risk assessment and updates and a realistic scenario	Be Ready Warrandyte	VICPOL, Manningham Council, Nillumbik Shire Council	Request from MEMO@manningham.vic.gov.au Council Presentation = D19/189617 Run Sheet = D22/41924
17 December 2020	Mullum Mullum Stadium ERC Exercise	Exercise Held at Mullum Mullum Stadium to test the new Facility Management Plans. The Exercise utilised 3D Desktop facility with Kahoot interaction tool to gather responses. Attendees included Staff, volunteers and	Manningham Council	DHHS, Red Cross, EMCEMP, VICPOL, CFA, Salvation Army,	Request from MEMO@manningham.vic.gov.au Presentation = D20/135943 Ex Evaluation Report = D21/22386

Appendix I - Amendment History

Version	Author	Update Details	MEMPC Approval Date
2.4.1	Helen Napier	Section 3.7.3 – Exercises and community forums from 2016 added to table. All sections – Updated references to Impact Assessment Guidelines and Resilience for Emergency Management Framework documents with TRIM number references. Appendices (6.2.9) – added TRIM references to Impact Assessment SOP's. Appendices (6.3.11) – added Resilience for Emergency Management Framework document to list, including TRIM reference.	12 January 2017
2.4.2	Helen Napier	Section 3.3 – Amended electronic fire danger signs from three to two and amended location. Section 4.3.1 – Added Kangaroo Ground and Dandenong ICCs Section 3.7 – Moved Memorandum of Understanding from the Contacts Directory to the MEMP.	07 July 2017
2.4.3	Helen Napier	Section 1.8 – Updated demographic information from 2016 census	17 August 2017
2.5	Amber Thorgersen	Entire document: Corrected typos. / Checked hyperlinks and updated where necessary / Checked the contact lists and updated where necessary. / Resolved formatting issues. / Context Section: Added Class 3 Type emergencies. Demographics Section: Updated figures to current. History of Emergencies Section: Added balcony collapse / Added in reference to the Council Fire Mitigation Group. / Updated Municipal Public Health and Wellbeing Plan to Healthy City Strategy / Removed absolute numbers for MEROs and MRMs. / Referenced the updated CERA process. / Included recent EM exercises. / Updated the secondary MECC location. / Removed Melway references. / Grouped the documents listed in Part 6 – Appendices by subject rather than document type. Removed fax numbers and MECC DISPLAN references. Removed the full list of ERC SOPs from the main body of the document and added the regional MEC SOP list.	4 January 2019

Version	Author	Update Details	MEMPC Approval Date
3	Amber Thorgersen	Administrative and formatting changes / Incorporated comments from Victoria Police and DHHS pre audit / Endorsement Page added with new signatories / Updated CERA as Identified in the CERA Process –February – 2018 / Create Table of Documents	3 May 2019
3.1	Amber Thorgersen	Administrative changes suggested at the MEMP Audit – Inclusion of Version number and date updated in footer Inserted the MEMP Certificate	2 August 2019
3.2	EMCEMP and Manningham MEMPC	MEMPC approved a Complete re-write of Manningham MEMP approved a based on EMCEMP MEMP Template	6 August 2021
4.0	Ben Middleton (Manningham Council) on behalf of Manningham MEMPC.	Full list of changes can be sourced from the MEMO by emailing MEMO@manningham.vic.gov.au. · MEMP Submitted to Graphics Contractor for enhancement. · Various links added to PDF to create a more interactive and east to navigate document. · Inclusion of member organisations emblems on front of document. · Organisation name changes · Inclusion of MEMPC Core Agency Manningham Profiles · Inclusion of Relevant Maps · Inclusion of Manningham Plan Tree	Out of Session MEMPC 9 June 2022

Appendix J – Maps

Emergency Management Victoria Live Mapping (Public Access) :

- Prepare and Get Ready – emergency.vic.gov.au/prepare
- Incidents and Warning – emergency.vic.gov.au/respond
- Relief and Recovery – emergency.vic.gov.au/relief

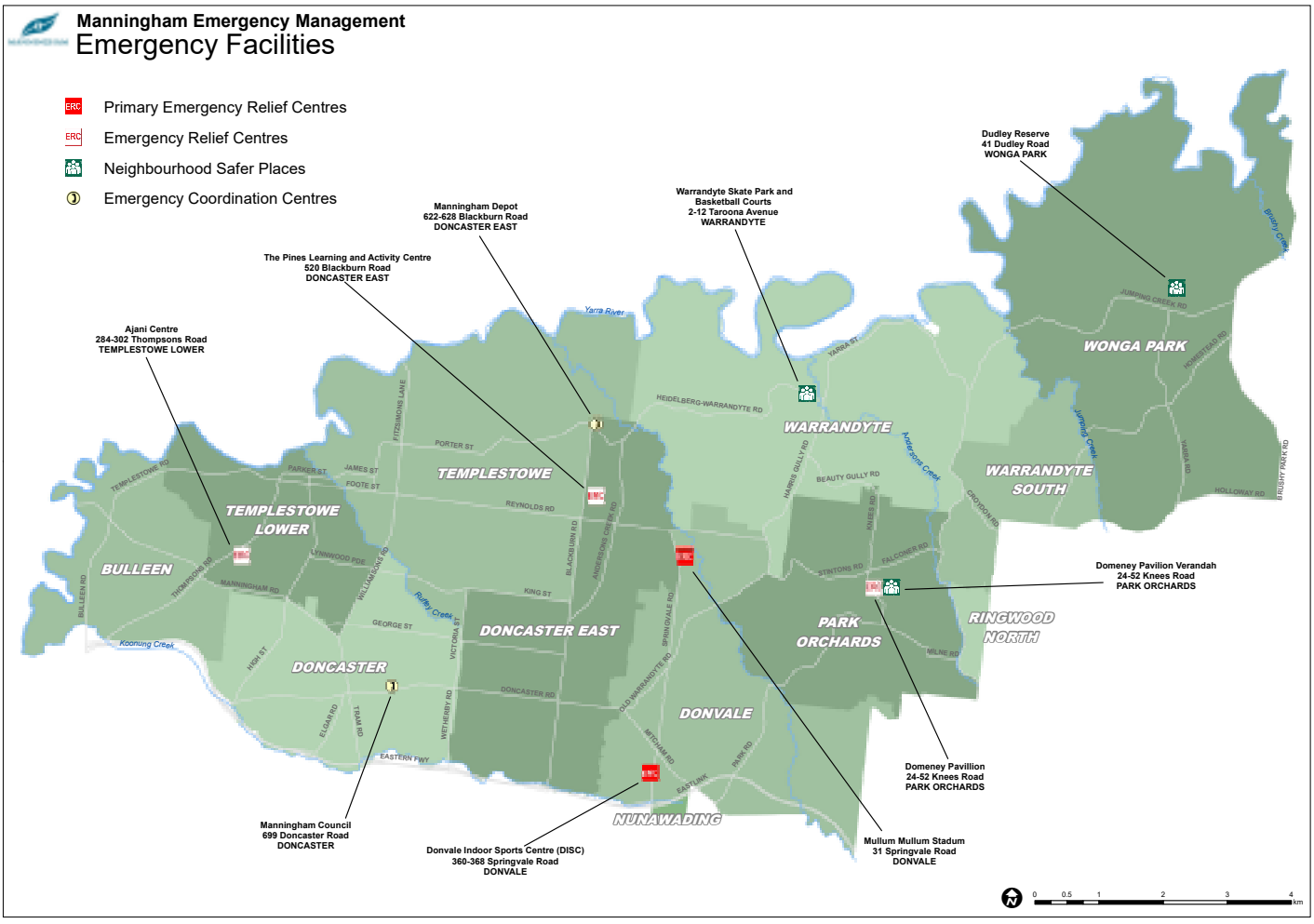
Mapping Manningham:

Council Mapping Manningham Website – mapping.manningham.vic.gov.au

Emergency Facilities

Last Updated: June 2022 (TRIM: D13/10971)

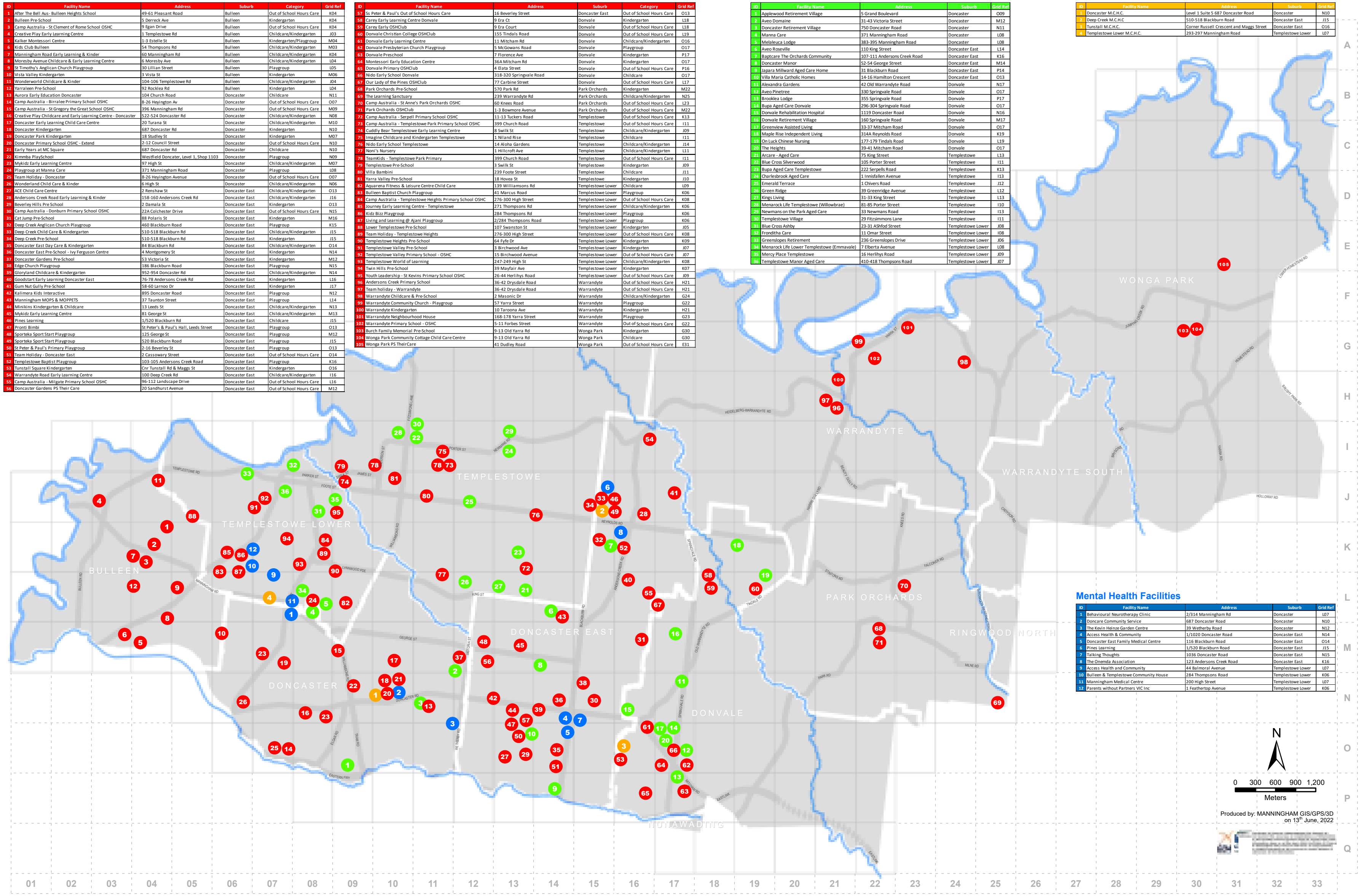
- Primary Relief Centres & Capacity
- Secondary Emergency Relief Centres
- Neighbourhood Safer Places / Bushfire Places of Last Resort (NSP / BPLR)
- Municipal Emergency Coordination Centres (MECC)



Vulnerable Persons Facilities – Health

Last Updated: 13th June 2022 (Council ref: TRIM: D18/17698)

- Chilcare / Kindgartens / Playgroups
- Senior Care Facilities
- Specialist Health Services
- Mental Health Facilities



Childcare / Kindergartens / Playgroups

ID	Facility Name	Address	Suburb	Category	Grid Ref
1	After The Bell Aus- Bulleen Heights School	49-61 Pleasant Road	Bulleen	Out of School Hours Care	K04
2	Bulleen Pre-School	5 Derreck Ave	Bulleen	Kindergarten	K04
3	Camp Australia - St Clement of Rome School OSHC	9 Egan Drive	Bulleen	Out of School Hours Care	K04
4	Creative Play Early Learning Centre	1 Templestowe Rd	Bulleen	Childcare/Kindergarten	J03
5	Kalker Montessori Centre	1-3 Estelle St	Bulleen	Kindergarten/Playgroup	M04
6	Kids Club Bulleen	54 Thompsons Rd	Bulleen	Childcare/Kindergarten	M03
7	Manningham Road Early Learning & Kinder	60 Manningham Rd	Bulleen	Childcare/Kindergarten	K04
8	Moresby Avenue Childcare & Early Learning Centre	6 Moresby Ave	Bulleen	Childcare/Kindergarten	L04
9	St Timothy's Anglican Church Playgroup	30 Lillian Street	Bulleen	Playgroup	L05
10	Vista Valley Kindergarten	3 Vista St	Bulleen	Kindergarten	M06
11	Wonderworld Childcare & Kinder	104-106 Templestowe Rd	Bulleen	Childcare/Kindergarten	J04
12	Yarraleen Pre-School	92 Rocklea Rd	Bulleen	Kindergarten	L04
13	Aurora Early Education Doncaster	104 Church Road	Doncaster	Childcare	N11
14	Camp Australia - Birralee Primary School OSHC	8-26 Heyington Av	Doncaster	Out of School Hours Care	O07
15	Camp Australia - St Gregory the Great School OSHC	396 Manningham Rd	Doncaster	Out of School Hours Care	M09
16	Creative Play Childcare and Early Learning Centre - Doncaster	522-524 Doncaster Rd	Doncaster	Childcare/Kindergarten	N08
17	Doncaster Early Learning Child Care Centre	20 Turana St	Doncaster	Childcare/Kindergarten	M10
18	Doncaster Kindergarten	687 Doncaster Rd	Doncaster	Kindergarten	N10
19	Doncaster Park Kindergarten	18 Studley St	Doncaster	Kindergarten	M07
20	Doncaster Primary School OSHC - Extend	2-12 Council Street	Doncaster	Out of School Hours Care	N10
21	Early Years at MC Square	687 Doncaster Rd	Doncaster	Childcare	N10
22	Kimmba PlaySchool	Westfield Doncater, Level 1, Shop 1103	Doncaster	Playgroup	N09
23	Mykidz Early Learning Centre	97 High St	Doncaster	Childcare/Kindergarten	M07
24	Playgroup at Manna Care	371 Manningham Road	Doncaster	Playgroup	L08
25	Team Holiday - Doncaster	8-26 Heyington Avenue	Doncaster	Out of School Hours Care	O07
26	Wonderland Child Care & Kinder	6 High St	Doncaster	Childcare/Kindergarten	N06
27	ACE Child Care Centre	2 Renshaw St	Doncaster East	Childcare/Kindergarten	O13
28	Andersons Creek Road Early Learning & Kinder	158-160 Andersons Creek Rd	Doncaster East	Childcare/Kindergarten	J16
29	Beverley Hills Pre School	2 Damala St	Doncaster East	Kindergarten	O13
30	Camp Australia - Donburn Primary School OSHC	22A Colchester Drive	Doncaster East	Out of School Hours Care	N15
31	Cat Jump Pre-School	88 Polaris St	Doncaster East	Kindergarten	M16
32	Deep Creek Anglican Church Playgroup	460 Blackburn Road	Doncaster East	Playgroup	K15
33	Deep Creek Child Care & Kindergarten	510-518 Blackburn Rd	Doncaster East	Childcare/Kindergarten	J15
34	Deep Creek Pre-School	510-518 Blackburn Rd	Doncaster East	Kindergarten	J15
35	Doncaster East Day Care & Kindergarten	84 Blackburn Rd	Doncaster East	Childcare/Kindergarten	O14
36	Doncaster East Pre-School - Ivy Ferguson Centre	4 Montgomery St	Doncaster East	Kindergarten	N14
37	Doncaster Gardens Pre-School	53 Victoria St	Doncaster East	Kindergarten	M12
38	Edge Church Playgroup	186 Blackburn Road	Doncaster East	Playgroup	N15
39	Gloryland Childcare & Kindergarten	952-954 Doncaster Rd	Doncaster East	Childcare/Kindergarten	N14
40	Goodstart Early Learning Doncaster East	76-78 Andersons Creek Rd	Doncaster East	Kindergarten	L16
41	Gum Nut Gully Pre-School	58-60 Larnoo Dr	Doncaster East	Kindergarten	J17
42	Kalimera Kids Interactive	895 Doncaster Road	Doncaster East	Playgroup	N12
43	Manningham MOPS & MOPPETS	37 Taunton Street	Doncaster East	Playgroup	L14
44	Minikins Kindergarten & Childcare	13 Leeds St	Doncaster East	Childcare/Kindergarten	N13
45	Mykidz Early Learning Centre	81 George St	Doncaster East	Childcare/Kindergarten	M13
46	Pines Learning	1/520 Blackburn Rd	Doncaster East	Childcare	J15
47	Pronti Bimbi	St Peter's & Paul's Hall, Leeds Street	Doncaster East	Playgroup	O13
48	Sporteka Sport Start Playgroup	125 George St	Doncaster East	Playgroup	M12
49	Sporteka Sport Start Playgroup	520 Blackburn Road	Doncaster East	Playgroup	J15
50	St Peter & Paul's Primary Playgroup	2-16 Beverley St	Doncaster East	Playgroup	O13
51	Team Holiday - Doncaster East	2 Cassowary Street	Doncaster East	Out of School Hours Care	O14
52	Templestowe Baptist Playgroup	103-105 Andersons Creek Road	Doncaster East	Playgroup	K16
53	Tunstall Square Kindergarten	Cnr Tunstall Rd & Maggs St	Doncaster East	Kindergarten	O16
54	Warrandyte Road Early Learning Centre	100 Deep Creek Rd	Doncaster East	Childcare/Kindergarten	I16
55	Camp Australia - Milgate Primary School OSHC	96-112 Landscape Drive	Doncaster East	Out of School Hours Care	L16
56	Doncaster Gardens PS Their Care	20 Sandhurst Avenue	Doncaster East	Out of School Hours Care	M12
57	Ss Peter & Paul's Out of School Hours Care	16 Beverley Street	Doncaster East	Out of School Hours Care	O13
58	Carey Early Learning Centre Donvale	9 Era Ct	Donvale	Kindergarten	L18
59	Carey Early OSHClub	9 Era Court	Donvale	Out of School Hours Care	L18
60	Donvale Christian College OSHClub	155 Tindals Road	Donvale	Out of School Hours Care	L19
61	Donvale Early Learning Centre	11 Mitcham Rd	Donvale	Childcare/Kindergarten	O16
62	Donvale Presbyterian Church Playgroup	5 McGowans Road	Donvale	Playgroup	O17
63	Donvale Preschool	7 Florence Ave	Donvale	Kindergarten	P17
64	Montessori Early Education Centre	36A Mitcham Rd	Donvale	Kindergarten	O17
65	Donvale Primary OSHClub	4 Elata Street	Donvale	Out of School Hours Care	P16
66	Nido Early School Donvale	318-320 Springvale Road	Donvale	Childcare	O17
67	Our Lady of the Pines OSHClub	77 Carbine Street	Donvale	Out of School Hours Care	L17
68	Park Orchards Pre-School	570 Park Rd	Park Orchards	Kindergarten	M22
69	The Learning Sanctuary	239 Warrandyte Rd	Park Orchards	Childcare/Kindergarten	N25
70	Camp Australia - St Anne's Park Orchards OSHC	60 Knees Road	Park Orchards	Out of School Hours Care	L23
71	Park Orchards OSHClub	1-3 Bowmore Avenue	Park Orchards	Out of School Hours Care	M22
72	Camp Australia - Serpell Primary School OSHC	11-13 Tuckers Road	Templestowe	Out of School Hours Care	K13
73	Camp Australia - Templestowe Park Primary School OSHC	399 Church Road	Templestowe	Out of School Hours Care	I11
74	Cuddly Bear Templestowe Early Learning Centre	8 Swilk St	Templestowe	Childcare/Kindergarten	J09
75	Imagine Childcare and Kindergarten Templestowe	1 Niland Rise	Templestowe	Childcare	I11
76	Nido Early School Templestowe	14 Aloha Gardens	Templestowe	Childcare/Kindergarten	J14
77	Noni's Nursery	1 Hillcroft Ave	Templestowe	Childcare/Kindergarten	L11
78	TeamKids - Templestowe Park Primary	399 Church Road	Templestowe	Out of School Hours Care	I11
79	Templestowe Pre-School	3 Swilk St	Templestowe	Kindergarten	J09
80	Villa Bambini	239 Foote Street	Templestowe	Childcare	J11
81	Yarra Valley Pre-School	18 Hovea St	Templestowe	Kindergarten	J10
82	Aquarena Fitness & Leisure Centre Child Care	139 Williamsons Rd	Templestowe Lower	Childcare	L09
83	Bulleen Baptist Church Playgroup	41 Marcus Road	Templestowe Lower	Playgroup	K06
84	Camp Australia - Templestowe Heights Primary School OSHC	276-300 High Street	Templestowe Lower	Out of School Hours Care	K08
85	Journey Early Learning Centre - Templestowe	271 Thompsons Rd	Templestowe Lower	Childcare/Kindergarten	K06
86	Kidz Bizz Playgroup	284 Thompsons Rd	Templestowe Lower	Playgroup	K06
87	Living and Learning @ Ajani Playgroup	2/284 Thompsons Road	Templestowe Lower	Playgroup	K06
88	Lower Templestowe Pre-School	107 Swanston St	Templestowe Lower	Kindergarten	J05
89	Team Holiday - Templestowe Heights	276-300 High Street	Templestowe Lower	Out of School Hours Care	K08
90	Templestowe Heights Pre-School	64 Fyfe Dr	Templestowe Lower	Kindergarten	K09
91	Templestowe Valley Pre-School	3 Birchwood Ave	Templestowe Lower	Kindergarten	J07
92	Templestowe Valley Primary School - OSHC	15 Birchwood Avenue	Templestowe Lower	Out of School Hours Care	J07
93	Templestowe World of Learning	247-249 High St	Templestowe Lower	Childcare/Kindergarten	K08
94	Twin Hills Pre-School	39 Mayfair Ave	Templestowe Lower	Kindergarten	K07
95	Youth Leadership - St Kevins Primary School OSHC	26-44 Herlihys Road	Templestowe Lower	Out of School Hours Care	J09
96	Andersons Creek Primary School	36-42 Drysdale Road	Warrandyte	Out of School Hours Care	H21
97	Team holiday - Warrandyte	36-42 Drysdale Road	Warrandyte	Out of School Hours Care	H21
98	Warrandyte Childcare & Pre-School	2 Masonic Dr	Warrandyte	Childcare/Kindergarten	G24
99	Warrandyte Community Church - Playgroup	57 Yarra Street	Warrandyte	Playgroup	G22
100	Warrandyte Kindergarten	10 Taroona Ave	Warrandyte	Kindergarten	H21
101	Warrandyte Neighbourhood House	168-178 Yarra Street	Warrandyte	Playgroup	G23
102	Warrandyte Primary School - OSHC	5-11 Forbes Street	Warrandyte	Out of School Hours Care	G22
103	Burch Family Memorial Pre-School	9-13 Old Yarra Rd	Wonga Park	Kindergarten	G30
104	Wonga Park Community Cottage Child Care Centre	9-13 Old Yarra Rd	Wonga Park	Childcare	G30
105	Wonga Park PS TheirCare	41 Dudley Road	Wonga Park	Out of School Hours Care	E31

Senior Care Facilities

ID	Facility Name	Address	Suburb	Grid Ref
1	Applewood Retirement Village	5 Grand Boulevard	Doncaster	O09
2	Aveo Domaine	31-43 Victoria Street	Doncaster	M12
3	Doncaster Retirement Village	750 Doncaster Road	Doncaster	N11
4	Manna Care	371 Manningham Road	Doncaster	L08
5	Melaleuca Lodge	383-395 Manningham Road	Doncaster	L08
6	Aveo Roseville	110 King Street	Doncaster East	L14
7	Baptcare The Orchards Community	107-111 Andersons Creek Road	Doncaster East	K16
8	Doncaster Manor	52-54 George Street	Doncaster East	M14
9	Japara Millward Aged Care Home	31 Blackburn Road	Doncaster East	P14
10	Villa Maria Catholic Homes	14-16 Hamilton Crescent	Doncaster East	O13
11	Alexandra Gardens	42 Old Warrandyte Road	Donvale	N17
12	Aveo Pinetree	330 Springvale Road	Donvale	O17
13	Brooklea Lodge	355 Springvale Road	Donvale	P17
14	Bupa Aged Care Donvale	296-304 Springvale Road	Donvale	O17
15	Donvale Rehabilitation Hospital	1119 Doncaster Road	Donvale	N16
16	Donvale Retirement Village	160 Springvale Road	Donvale	M17
17	Greenview Assisted Living	33-37 Mitcham Road	Donvale	O17
18	Maple Rise Independent Living	314A Reynolds Road	Donvale	K19
19	On Luck Chinese Nursing	177-179 Tindals Road	Donvale	L19
20	The Heights	39-41 Mitcham Road	Donvale	O17
21	Arcare - Aged Care	75 King Street	Templestowe	L13
22	Blue Cross Silverwood	105 Porter Street	Templestowe	I11
23	Bupa Aged Care Templestowe	222 Serpells Road	Templestowe	K13
24	Charlesbrook Aged Care	1 Innisfallen Avenue	Templestowe	I13
25	Emerald Terrace	1 Chivers Road	Templestowe	J12
26	Green Ridge	39 Greenridge Avenue	Templestowe	L12
27	Kings Living	31-33 King Street	Templestowe	L13
28	Menarock Life Templestowe (Willowbrae)	81-85 Porter Street	Templestowe	I10
29	Newmans on the Park Aged Care	33 Newmans Road	Templestowe	I13
30	Templestowe Village	29 Fitzsimmons Lane	Templestowe	I11
31	Blue Cross Ashby	23-31 AShfod Street	Templestowe Lower	J08
32	Fronditha Care	11 Omar Street	Templestowe Lower	I08
33	Greenslopes Retirement	236 Greenslopes Drive	Templestowe Lower	J06
34	Menarock Life Lower Templestowe (Emmavale)	7 Elberta Avenue	Templestowe Lower	L08
35	Mercy Place Templestowe	16 Herlihys Road	Templestowe Lower	J09
36	Templestowe Manor Aged Care	410-418 Thompsons Road	Templestowe Lower	J07

Specialist Health Services

ID	Facility Name	Address	Suburb	Grid Ref
1	Doncaster M.C.H.C.	Level 1 Suite 5 687 Doncaster Road	Doncaster	N10
2	Deep Creek M.C.H.C	510-518 Blackburn Road	Doncaster East	J15
3	Tunstall M.C.H.C.	Corner Russell Crescent and Maggs Street	Doncaster East	O16
4	Templestowe Lower M.C.H.C.	293-297 Manningham Road	Templestowe Lower	L07

Mental Health Facilities

ID	Facility Name	Address	Suburb	Grid Ref
1	Behavioural Neurotherapy Clinic	2/314 Manningham Rd	Doncaster	L07
2	Doncare Community Service	687 Doncaster Road	Doncaster	N10
3	The Kevin Heinze Garden Centre	39 Wetherby Road	Doncaster	N12
4	Access Health & Community	1/1020 Doncaster Road	Doncaster East	N14
5	Doncaster East Family Medical Centre	116 Blackburn Road	Doncaster East	O14
6	Pines Learning	1/520 Blackburn Road	Doncaster East	J15
7	Talking Thoughts	1036 Doncaster Road	Doncaster East	N15
8	The Onemda Association	123 Andersons Creek Road	Doncaster East	K16
9	Access Health and Community	44 Balmoral Avenue	Templestowe Lower	L07
10	Bulleen & Templestowe Community House	284 Thompsons Road	Templestowe Lower	K06
11	Manningham Medical Centre	200 High Street	Templestowe Lower	L07
12	Parents without Partners VIC Inc	1 Feathertop Avenue	Templestowe Lower	K06

Community Facilities Map

Last Updated: 13th June 2022
(Council ref: TRIM: D13/10970)

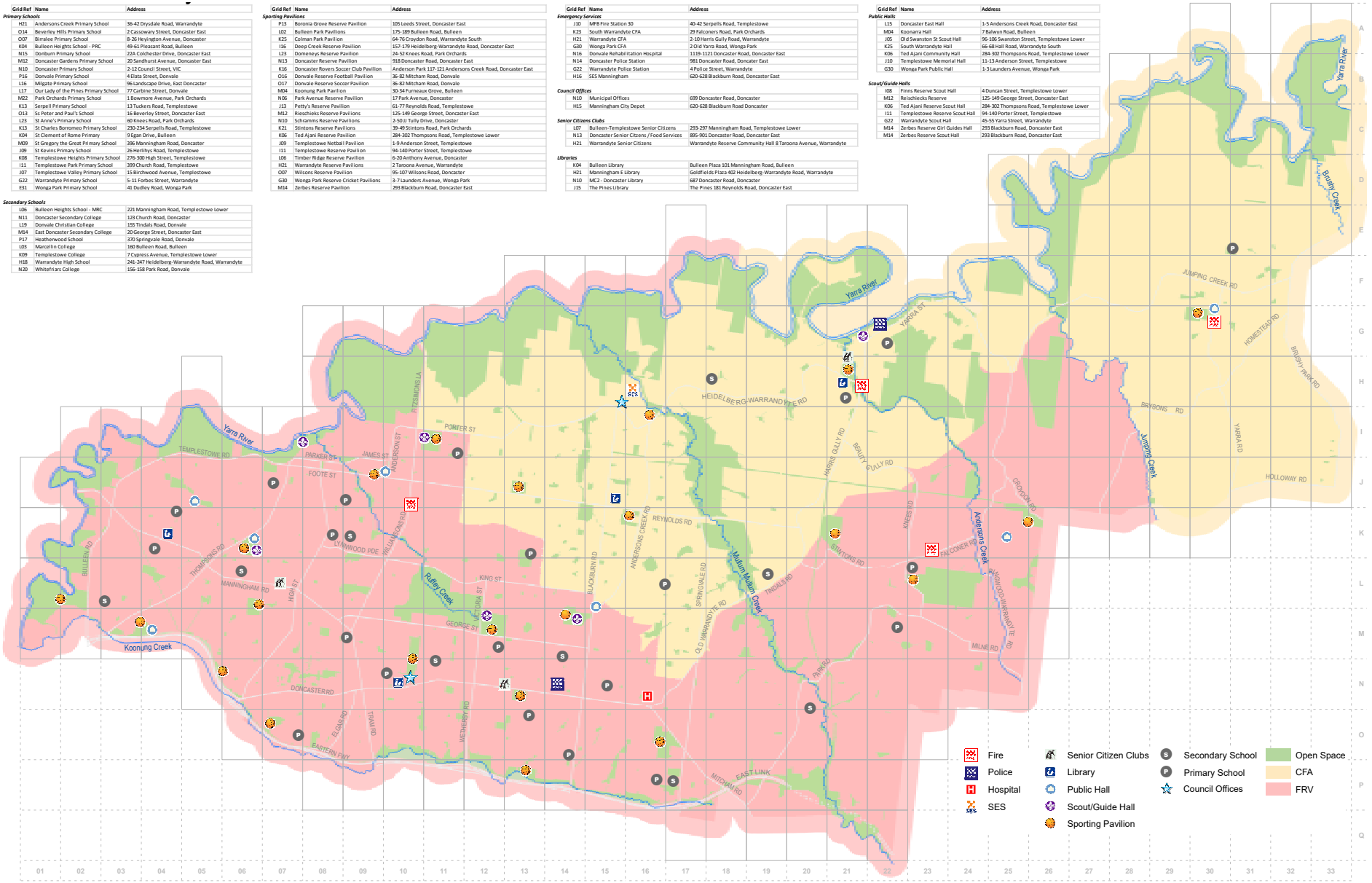
- Primary & Secondary Schools
- Sporting Pavilions
- Emergency Services
- Council Offices
- Senior citizens Clubs
- Libraries
- Public Halls
- Scout & Guides Halls

Grid Ref	Name	Address
Primary Schools		
H21	Andersons Creek Primary School	36-42 Drysdale Road, Warrandyte
O14	Beverley Hills Primary School	2 Cassowary Street, Doncaster East
O07	Birralee Primary School	8-26 Heyington Avenue, Doncaster
K04	Bulleen Heights School - PRC	49-61 Pleasant Road, Bulleen
N15	Donburn Primary School	22A Colchester Drive, Doncaster East
M12	Doncaster Gardens Primary School	20 Sandhurst Avenue, Doncaster East
N10	Doncaster Primary School	2-12 Council Street, VIC
P16	Donvale Primary School	4 Elata Street, Donvale
L16	Milgate Primary School	96 Landscape Drive, East Doncaster
L17	Our Lady of the Pines Primary School	77 Carbine Street, Donvale
M22	Park Orchards Primary School	1 Bowmore Avenue, Park Orchards
K13	Serpell Primary School	13 Tuckers Road, Templestowe
O13	Ss Peter and Paul's School	16 Beverley Street, Doncaster East
L23	St Anne's Primary School	60 Knees Road, Park Orchards
K13	St Charles Borromeo Primary School	230-234 Serpells Road, Templestowe
K04	St Clement of Rome Primary	9 Egan Drive, Bulleen
M09	St Gregory the Great Primary School	396 Mannigham Road, Doncaster
J09	St Kevins Primary School	26 Herlihys Road, Templestowe
K08	Templestowe Heights Primary School	276-300 High Street, Templestowe
I11	Templestowe Park Primary School	399 Church Road, Templestowe
J07	Templestowe Valley Primary School	15 Birchwood Avenue, Templestowe
G22	Warrandyte Primary School	5-11 Forbes Street, Warrandyte
E31	Wonga Park Primary School	41 Dudley Road, Wonga Park
Secondary Schools		
L06	Bulleen Heights School - MRC	221 Manningham Road, Templestowe Lower
N13	Doncaster Secondary College	123 Church Road, Doncaster
L19	Donvale Christian College	155 Tindals Road, Donvale
M14	East Doncaster Secondary College	20 George Street, Doncaster East
P17	Heatherwood School	370 Springvale Road, Donvale
L03	Marcellin College	160 Bulleen Road, Bulleen
K09	Templestowe College	7 Cypress Avenue, Templestowe Lower
H18	Warrandyte High School	241-247 Heidelberg-Warrandyte Road, Warrandyte
N20	Whitefriars College	156-158 Park Road, Donvale

Grid Ref	Name	Address
Sporting Pavilions		
P13	Boronia Grove Reserve Pavillion	105 Leeds Street, Doncaster East
L02	Bulleen Park Pavilions	175-189 Bulleen Road, Bulleen
K25	Colman Park Pavilion	64-76 Croydon Road, Warrandyte South
I16	Deep Creek Reserve Pavilion	157-179 Heidelberg-Warrandyte Road, Doncaster East
L23	Domeneys Reserve Pavilion	24-52 Knees Road, Park Orchards
N13	Doncaster Reserve Pavilion	918 Doncaster Road, Doncaster East
K16	Doncaster Rovers Soccer Club Pavilion	Anderson Park 117-121 Andersons Creek Road, Doncaster East
O16	Donvale Reserve Football Pavilion	36-82 Mitcham Road, Donvale
O17	Donvale Reserve Soccer Pavillion	36-82 Mitcham Road, Donvale
M04	Koonung Park Pavilion	30-34 Furneaux Grove, Bulleen
N06	Park Avenue Reserve Pavilion	17 Park Avenue, Doncaster
J13	Petty's Reserve Pavilion	61-77 Reynolds Road, Templestowe
M12	Rieschiecks Reserve Pavilions	125-149 George Street, Doncaster East
N10	Schramms Reserve Pavilions	2-50 JJ Tully Drive, Doncaster
K21	Stintons Reserve Pavilions	39-49 Stintons Road, Park Orchards
K06	Ted Ajani Reserve Pavilion	284-302 Thompsons Road, Templestowe Lower
J09	Templestowe Netball Pavilion	1-9 Anderson Street, Templestowe
I11	Templestowe Reserve Pavilion	94-140 Porter Street, Templestowe
L06	Timber Ridge Reserve Pavilion	6-20 Anthony Avenue, Doncaster
H21	Warrandyte Reserve Pavilions	2 Taroona Avenue, Warrandyte
O07	Wilsons Reserve Pavilion	95-107 Wilsons Road, Doncaster
G30	Wonga Park Reserve Cricket Pavilions	3-7 Launders Avenue, Wonga Park
M14	Zerbes Reserve Pavilion	293 Blackburn Road, Doncaster East

Grid Ref	Name	Address
Emergency Services		
J10	MFB Fire Station 30	40-42 Serpells Road, Templestowe
K23	South Warrandyte CFA	29 Falconers Road, Park Orchards
H21	Warrandyte CFA	2-10 Harris Gully Road, Warrandyte
G30	Wonga Park CFA	2 Old Yarra Road, Wonga Park
N16	Donvale Rehabilitation Hospital	1139-1121 Doncaster Road, Doncaster East
N14	Doncaster Police Station	981 Doncaster Road, Doncaster East
G22	Warrandyte Police Station	4 Police Street, Warrandyte
H16	SES Manningham	620-628 Blackburn Road, Doncaster East
Council Offices		
N10	Municipal Offices	699 Doncaster Road, Doncaster
H15	Manningham City Depot	620-628 Blackburn Road Doncaster
Senior Citizens Clubs		
L07	Bulleen-Templestowe Senior Citizens	293-297 Manningham Road, Templestowe Lower
N13	Doncaster Senior Citizens / Food Services	895-901 Doncaster Road, Doncaster East
H21	Warrandyte Senior Citizens	Warrandyte Reserve Community Hall 8 Taroona Avenue, Warrandyte
Libraries		
K04	Bulleen Library	Bulleen Plaza 101 Mannigham Road, Bulleen
H21	Manningham E Library	Goldfields Plaza 402 Heidelberg-Warrandyte Road, Warrandyte
N10	MC2 - Doncaster Library	687 Doncaster Road, Doncaster
J15	The Pines Library	The Pines 181 Reynolds Road, Doncaster East

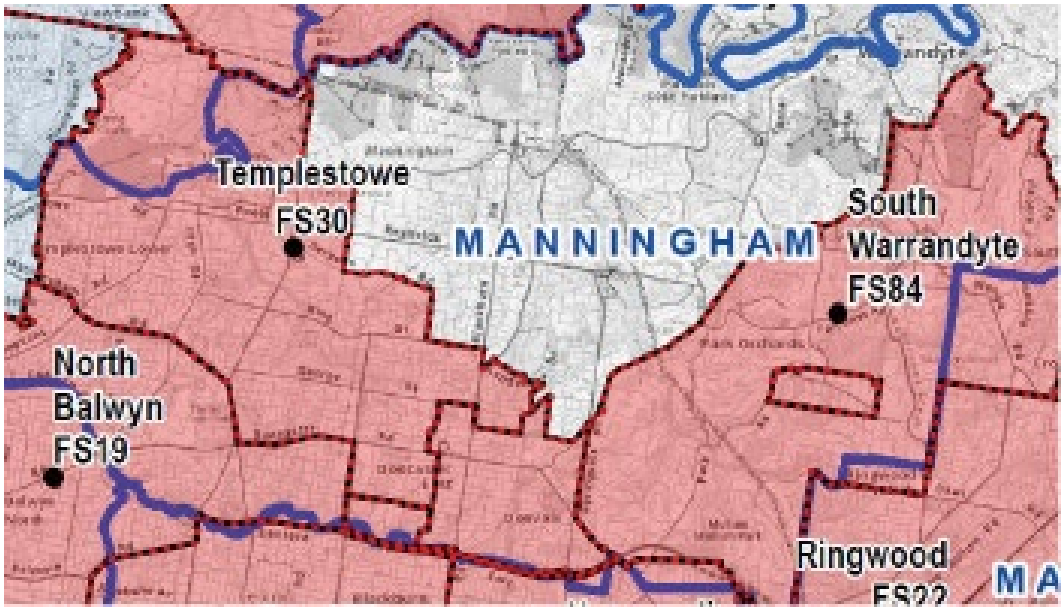
Grid Ref	Name	Address
Public Halls		
L15	Doncaster East Hall	1-5 Andersons Creek Road, Doncaster East
M04	Koonarra Hall	7 Balwyn Road, Bulleen
J05	Old Swanston St Scout Hall	96-106 Swanston Street, Templestowe Lower
K25	South Warrandyte Hall	66-68 Hall Road, Warrandyte South
K06	Ted Ajani Community Hall	284-302 Thompsons Road, Templestowe Lower
J10	Templestowe Memorial Hall	11-13 Anderson Street, Templestowe
G30	Wonga Park Public Hall	1-3 Launders Avenue, Wonga Park
Scout/Guide Halls		
I08	Finns Reserve Scout Hall	4 Duncan Street, Templestowe Lower
M12	Reischiecks Reserve	125-149 George Street, Doncaster East
K06	Ted Ajani Reserve Scout Hall	284-302 Thompsons Road, Templestowe Lower
I11	Templestowe Reserve Scout Hall	94-140 Porter Street, Templestowe
G22	Warrandyte Scout Hall	45-55 Yarra Street, Warrandyte
M14	Zerbes Reserve Girl Guides Hall	293 Blackburn Road, Doncaster East
M14	Zerbes Reserve Scout Hall	293 Blackburn Road, Doncaster East



Appendix K – MEMPC Core Membership - Manningham Profiles

MEMPC Core Agency	Capability / Capacity / Community Programs (Manningham Specific)
Ambulance Victoria Last Updated: 5th May 2022	· Key organisational infrastructure located within municipality (stations, HQs, facilities) – Ambulance Head Office – bulk of administration staff located at 375 Manningham Road, Doncaster. – New operational Ambulance Branch opened at 178 Foote Street, Templestowe on 02/05/2022. · Response capability (either approx. staffing numbers or Roster numbers, specialist machinery) – The new branch currently homes our Bulleen Team, approximately 35 FTE which operate the following ambulance response/s. consists of: > 24hr Ambulance Resource – 2x paramedics - 24hrs a day / 7 days per week. > 10hr Ambulance - Peak Period Unit – 2x paramedics – 10hrs per day / 7 days per week. > 12hr Ambulance - Peak Period Unit – 2x paramedics – 12hrs per day / 7 days per week. – Additional capacity has been built into the new branch with 6x operational bays for current/future resource demands. · Key Maps of response / patrol boundaries – No distinct response areas – crews always dispatched as closest available resource often resulting in cross over into adjoining areas. Closest Ambulance Branches include Eltham, Box Hill, Nunawading. – Most common emergency departments for ambulance crews responding in Manningham LGA are The Austin or Box Hill Hospital. The closest trauma hospitals are The Royal Melbourne or Royal Children's in the city. · Specifics in relation to community engagement / connectedness – Hampered by COVID restrictions. – 'Good Sam' community responder program where CPR trained members of the public are dispatched to cardiac arrests via an App to provide CPR prior to ambulance arrival. Some good uptake and some good results.

MEMPC Core Agency	Capability / Capacity / Community Programs (Manningham Specific)
Country Fire Authority Last Updated: 21st March 2022	CFA's presence in Manningham includes the CFA Fire Brigades of **Warrandyte, South Warrandyte** and **Wonga Park**. These Brigades sit within CFA's Maroondah Group as part of CFA District 13 in our North East Region. CFA respond to a range of hazards, support our communities to be fire ready and work as one with our emergency services partners. Our people's skills, experience and expertise in fire prevention, preparedness and response makes us unique in the emergency services sector. Building on our proud history as one of the world's most bushfire-prone environments, CFA know how to adapt to meet the challenges of a changing climate. We are a dedicated and skilled team, performing roles beyond fire suppression – we also educate and engage the community to help them become more resilient. CFA is focused on increasing our diversity, our flexibility and our inclusiveness and providing a range of opportunities and skill development. CFA will continue to evolve, improve and innovate to provide a world-class fire and emergency service *(CFA Annual report 20-21*). **Operational Response** CFA's Fire Brigades in Manningham are 100% volunteer based with 24/7 response capability. **Warrandyte Fire Station** · Heavy Tanker / Pumper / Slip-on and Field Command Vehicle **South Warrandyte Fire Station** · Tanker / Slip-on / Field Command Vehicle **Wonga Park Fire Station** · Tanker / Pumper Tanker / Big Fill **Community Safety** CFA offer a range of community programs within Manningham to help build the capacity and capability of communities by enhancing their knowledge, developing their skills and helping people accept their own personal responsibility when it comes to fire safety. **CFA's programs include (but are not limited to):** · Fire Safety Essentials (Bushfire community meetings) · Community Fireguard *(16 Community Fireguard Groups in Manningham)* · Bushfire Planning Workshops *(In depth planning workshop for bushfire)* · Fire Safe Kids *(Primary School based Fire Safety Education)* · Industry Training *(Emergency Management Planning Advice & Extinguisher Training)* · Public Awareness *(Events, Fetes & Festivals)* · Bushfire Safety for Workers *(For people working and travelling in bushfire risk areas)* · Reduce the Risk *(Home Fire Safety Program)* · Engaging Culturally and Linguistically Diverse *(CALD) Communities (Bushfire and Home Fire Safety)* · Property Advice Visit Service *(One on one property visits relating to bushfire safety)* All CFA programs are tailored to the needs and risk within the community, offering a flexible and interactive participation model to support better engagement, help with understanding risk and encourage individual empowerment.

MEMPC Core Agency	Capability / Capacity / Community Programs (Manningham Specific)
Fire Rescue Victoria Last Updated: 25th March 2022	**Key Organisational Infrastructure Located Within Manningham.** • FRV Fire Stations at Templestowe (No 30 Stn) and South Warrandyte (No 84 Stn) sit within the Manningham local Government area. • Although not located in Manningham, FRV has a number of fire Stations that border Manningham, including Fire Stations at North Balwyn, Box Hill, Nunawading and Ringwood. **Response Capability.** Within Manningham both fire Stations operate on a 24/7 basis. South Warrandyte always has a minimum of four (4) firefighters on duty, where Templestowe has a minimum of eight (8) firefighters. • Templestowe Fire Station - Templestowe currently has two fire pumpers available. Both Pumper Tanker 30 and Pumper 30 are current specification "Mk 5" type Scania pumpers, Pumper Tanker 30 carries 3000ltr of water, where Pumper 30 carries 1300lts of water. • South Warrandyte Fire Station - South Warrandyte has an urban type Scania pumper and is crewed with four firefighters on a 24/7 basis. The station is shared with the CFA, whom have the following vehicles at the station: – Tanker – Slip On Type Vehicle – Field Command Vehicle These vehicles are currently crewed by Volunteers Although there is no specialist fire appliances positioned in Manningham the area is well serviced by specialized vehicles located nearby. This includes: • Recuse Unit at Nunawading Fire Station • Ladder Platform at Oakleigh Fire Station • Teleboom (aerial appliance) at Ringwood and Oakleigh Fire Stations  *Figure 13 - FRV "Maintenance "area within Manningham. Blue line represent Municipal boundary, dotted line represents fire station maintenance area boundaries.*

MEMPC Core Agency	Capability / Capacity / Community Programs (Manningham Specific)
	A Stations Maintenance area is defined as the area where the station is responsible to provide activities Community Education Services, key storage for buildings, fire hydrant maintenance and other non-response activities. There are currently no proposed changes for either of the Fire Stations in Manningham. The Fire District Review Panel was established with the creation of Fire Rescue Victoria and meets on a regular basis in order to review fire coverage boundaries. Currently there are no plans to change the boundaries in the Manningham LGA area. **Community Engagement/ Connectedness** Fire Rescue Victoria runs a number of programs and campaigns that are delivered to the residents of Manningham. All of these programs are delivered by either on shift or off duty firefighters, or in the case of the Retire Ed program by retired firefighters · Fire Ed for Foundation for primary schools · Fire Ed for Upper Primary · Fire Ed for Special Ed · FLAMES for English Language School and Centres · Fire lighting Consequence and Awareness Program (Fire-CAP) · Seniors' Fire Safety · Fit to Drive Currently these programs have been impacted by ongoing COVID restrictions; however they have been reviewed and will be progressively rolled out to all FRV locations over the year as COVID restrictions ease. **Multicultural Liaison Services (MLO)** The Eastern district Multicultural Liaison Officer (MLO) has a number of important linkages with community groups within Manningham. This allows for fire safety program delivery to groups that may not normally be accessible through normal community channels. Barriers to communication with a number of Cultural and Linguistically Diverse (CALD) Communities may include English as a second language, a fear or mistrust of people in uniforms and social or cultural customs. The Eastern District MLO works with the following organisations in the delivery of Fire Safety Programs to a number of communities within Manningham including · Chinese Community Leaders · UMMA Mosque · House of Persia- Iranian Community · Pines Community Centre · Eastern Settlement

MEMPC Core Agency	Capability / Capacity / Community Programs (Manningham Specific)
Australian Red Cross Last Updated: 5th April 2022	**Key organisational infrastructure located within municipality (stations, HQs, facilities)** Australian Red Cross Emergency Services, Victoria's head office is based in Villier St Nth Melbourne. The Inner East Metro Division is the volunteer Emergency Services Division that serves Manningham Council. There is no material infrastructure as part of the Inner East Metro Division. The Inner East Metro Division also serves the Local Government Areas of Monash, Boroondara and Whitehorse. Each Division's infrastructure includes the following Volunteer positions: • Divisional Operations Officer – Most Senior position in Division • Deputy Divisional Operations Officer • Team & Deputy Team Convenors for the Whitehorse / Manningham and Monash / Boroondara Teams • Emergency Service Volunteers **Response capability (either approx. staffing numbers or Roster numbers, specialist machinery)** The Inner East Metro Division responds to Emergency Activation or deployments both within the Division, Neighbouring Divisions and when requested State and Interstate requests for deployment. Emergency Service volunteers nominate and are trained in both or either response or proactive / preparedness activations and requests. Red Cross ES is committed to an all hazards / emergencies approach which could include responding to flood, bushfire, drought, storms, home and hi-rise fires, community acts of violence or terrorism ie. Bourke St Mall etc The Inner East Metro Division Emergency Service Volunteers has a potential capability response of 40 volunteers. This is impacted on volunteer availability, commitment and compliance. Red Cross Emergency Service specialises in preparedness, relief and recovery and the psychosocial support associated with these responses. Red Cross ES and Inner East Metro Division also provide relief and recovery support for Non Major Emergencies or what was previously known as single incidents with the provision of psychological first aid and other support in collaboration with Council and other ES providers. The 3 key functions of Red Cross ES is psychological first aid, register find re-unite and food and water. All of these functions can be provided in a range of environments and responses including Outreach recovery.

MEMPC Core Agency	Capability / Capacity / Community Programs (Manningham Specific)
	Key Maps of response / patrol boundaries The Inner East Metro Division serves the below diverse and unique LGAs. Representatives from Inner East Metro Division are engaged with each LGAs Municipal Emergency Management Planning Committee (MEMPC) as key stakeholders **Community Engagement / Connectedness** A key area of core business for Red Cross Emergency Services is the proactive work undertaken in preparedness. Some unique programs to Red Cross ES include the Pillowcase Program (engagement of primary school aged children) The Pillowcase Program | Australian Red Cross, Redi-Plan and Redi-App tools for community engagement Emergency preparedness guide | Australian Red Cross, outreach for vulnerable people and more recently the work with the CASI (Community Activation & Social Isolation) program in connecting with vulnerable community members during COVID.

MEMPC Core Agency	Capability / Capacity / Community Programs (Manningham Specific)
Victoria State Emergency Services Last Updated: 5th April 2022	VICSES Manningham Unit Local Area Headquarters (LHQ) is in Doncaster East within the Manningham Local Government Area (LGA) and is co-located with Manningham City Council. • Several VICSES units also border Manningham, including Nillumbik, Northcote (soon to be renamed Heidelberg), Whitehorse, Maroondah and Lilydale, and these provide operational support to the Manningham Unit as required. • Manningham Unit is also supported by VICSES regional management and operations teams located at VICSES Central Region (Melbourne Metropolitan) Offices in Mulgrave and Sunshine.

Figure 14 - Manningham LGA, VICSES Unit Response Boundary and VICSES Unit Location

Response Capability

- In addition to having primary responsibility for VICSES incidents within its response boundary (as pictured in Figure 1), Manningham Unit also contributes to regional capability and regularly responds to incidents outside of its response boundary. Manningham Unit has 47 members rostered across four operational response teams and other operational support functions(as of April 2022).
- Manningham LHQ comprises two key buildings. The motor room houses the bulk of the vehicles and equipment, and the administration building is used primarily for training, meetings and incident management activities. In addition, there are also multiple training sites within the council facility that can be utilised by VICSES members.

MEMPC Core Agency	Capability / Capacity / Community Programs (Manningham Specific)

- Resources currently housed at Manningham Unit include:
  - 1x Medium General Rescue Truck(Manningham Unit has a second truck that has been deployed to support regional operations for up to 12 months). One truck is also earmarked for potential replacement with a Medium four-wheel drive (4WD) Rescue Truck by 2024.
  - 2 x 4WD Support Vehicles.
  - 2 x Inflatable Rescue Boats and associated trailers.
  - 1 x Storm Response Trailer and 1 x Alpine Search and Rescue Trailer (VICSES State asset).
  - 1 x Air Monitoring Kit –deployed on behalf of Environment Protection Authority (EPA).
  - Land Based Swift Water Rescue (LBSWR)and rescue boat teams.
  - Additional specialist resources are also positioned at neighbouring VICSES units, such as the Sandbag & Lighting Trailer, and Heavy Rescue Truck at VICSES Nillumbik.

Upcoming Changes:

- Expressions of Interest will go out for appointment of Deputy Controller and Section Leader positions for Manningham Unit in June 2022.
- Potential development of Manningham Unit Incident Management Support Team for both local and regional operations, additional response team of seven members (bringing the total to five teams), and Community Engagement Facilitators.

Specifics in relation to community engagement / connectedness

- VICSES works with communities and partners to achieve more aware, informed and prepared communities; supporting them to understand their risks and the relevance of taking action before, during and after emergency events.
- VICSES undertakes a range of activities relating to preparing for and responding to emergency events with the objective of preserving life and property. These include:
  - Digital engagement
  - Community events (face-to-face)
  - Doorknocking (flood specific) –none scheduled at present for Manningham municipality
  - Primary school visits
  - ‘Bag it, Block it, Lift it and Leave’ (school visits engaging Year 5 students)
  - Campaign advertising such as our successful ‘15 to float’ campaign before, during and after a storm and flood event.

MEMPC Core Agency	Capability / Capacity / Community Programs (Manningham Specific)
	• Over the last two years, community engagement/connectedness activities have been restricted due to COVID-19. At times, engagement with the community by our members and partners has not been possible in the usual face-to-face format. However, VICSES has been undertaking innovative ways to assist our community to prepare for and respond to emergencies, such as participating in online community preparedness sessions. • VICSES prepares and maintains the Manningham Local Flood Guide (LFG) and Manningham Municipal Storm and Flood Emergency Plan for the municipality. These publications provide tailored information to flood and storm prone communities across the LGA. They are important community engagement and education resources that highlight the storm and flood risk across the community and provide critical information about protective actions to take before, during and after a storm and flood event.

MEMPC Core Agency	Capability / Capacity / Community Programs (Manningham Specific)
Victoria Police VICTORIA POLICE Last Updated: 5th April 2022	The role of Victoria Police is to serve the Victorian community and uphold the law to promote a safe, secure and orderly society through preserving the peace, protecting life and property, preventing the commission of offences, detecting and apprehending offenders and helping those in need of assistance. The Police Service Area of Manningham is patrolled by two police stations: • Doncaster Police Station, which is located at 979 Doncaster Rd, Doncaster East. – Doncaster Police Station provides a 24 hour, 7 day a week police response to the City of Manningham. The Doncaster Police Station response zone covers the areas of Doncaster, Doncaster East, Templestowe, Templestowe Lower, Bullen, Donvale and covers Warrandyte Police Station's response zone when they are not available. – The Doncaster Station Commander holds the role of the Municipal Emergency Response Coordinator (MERC) who is responsible for emergency coordination in the event of any emergency. The MERC is contactable 24 hours, 7 days per week. • Warrandyte Police Station, which is located at 1 Police Street, Warrandyte. – Warrandyte Police Station is a non-24 hour police station and its hours of operation are determined by identified periods of high demand and resource commitments. – The Warrandyte Police Station response zone covers the areas of Warrandyte, Warrandyte South, Wonga Park, Park Orchards and some parts of Ringwood North.

MEMPC Core Agency	Capability / Capacity / Community Programs (Manningham Specific)
	While each police station has their own specific response zone, both stations combine to provide full coverage of the City of Manningham and will regularly assist each other at incidents. The Police Service Area of Manningham is also supported by the Manningham Crime Investigation Unit, Manningham Crime Prevention Officer, the Highway Patrol who are located at the Nunawading Police Complex, Crime Scene Officers located at the Box Hill Police Complex and Proactive Policing Officers located at the Forest Hill Police Complex. There are a myriad of other police resources that can be utilised to police the City of Manningham such as the Dog Squad, Mounted Branch and Public Order Response Team. Victoria Police play a major role in the mitigation, response relief and recovery in emergency situations as defined under the Control and Coordination functions with respect to emergency management as outlined in the Emergency Management Act 2013 and the State Emergency Management Plan (SEMP).

CONTACT US

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POSTAL ADDRESS

Emergency Management Team
Manningham Council
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Monday to Friday 8.00am to 5.00pm
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