

Hobsons Bay City
Council Municipal
Management Plan

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Municipal Emergency Management Plan

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1. Introduction

1.1 Acknowledgement of Traditional Owners

Hobsons Bay City Council respectfully acknowledges the Traditional Custodians of the land, the Bunurong People of the Eastern Kulin Nation and pay respect to their Elders past, present and emerging.

We are committed to our reconciliation journey, because at its heart, reconciliation is about strengthening relationships between Aboriginal and non-Aboriginal peoples, for the benefit of all Victorians.

1.2 Authority

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

This Plan has been prepared in accordance with and complies with the requirements of the EM Act 2013 including having regard to the guidelines issued under section 77, *Guidelines for Preparing State, Regional and Municipal Emergency Management Plans*

1.3 Plan Assurance and Approval

Assurance

A Statement of Assurance (including a checklist and certificate) has been prepared and submitted to the Regional Emergency Management Planning Committee (REMPC) pursuant to EM Act 2013 (section 60AG)

Approval

This Plan was approved by the Northwest Metro REMPC on 6-Dec-2023. This Plan comes into effect when it is published and remains in effect until superseded by an approved and published update.

1.4 Plan Review

To ensure the Plan provides for a current integrated, coordinated, and comprehensive approach to emergency management and is effective, it is to be reviewed at least every three years or as required.

Urgent update of this Plan is permitted if there is significant risk that life or property will be endangered if the Plan is not updated (EM Act 2013 section 60AM). Urgent updates come into effect when published on the municipal council website and remain in force for a maximum period of 3 months.

This Plan will be reviewed not later than Dec-2026. This Plan is current at the time of publication and remains in effect until modified, superseded or withdrawn.

Multi-agency exercises

Regular testing and exercising of the Plan are also undertaken through multi-agency scenario exercises. Scenario exercises that have been undertaken include:

Date	Name	Type	Aim
26-05-17	OFF THE GRID	Multiagency; field; Regional	To test utility failure and activation of Major ERC (MCG).
30-10-17	CERTEX2017	Multiagency; desktop	To practice an escalating situation in response coordination, relief, and recovery with a focus on consequence management.
29-11-17	CONNECT	Multiagency; desktop	Regional exercise - EMLO Exercise to practice EMLO role at ICC.
21-02-18	DISEX	Multiagency; desktop	To contribute to the review of the Municipal Flood and Storm Emergency Plan, identify challenges or opportunities for improvements.
14-05-18	IRON HORSE	Multiagency; functional	To practice activation and management of ERC, operation of MECC, roles and responsibilities, room setup and workflow practice. Focus on activation of NMWR Collaboration and deployment.
28-08-19	PAEN	Multiagency; Functional	To practice the activation of an Incident Control Centre (EMLOs), Municipal Emergency Operation Centres (MERO/MRM/Coordinators)
30-10-19	PAEN	Multiagency; Field; Regional	Multi-agency, regional exercise of an Emergency Relief Centre (ERC) activation.
19-06-19	HAZMAT	Multiagency; hypothetical	To test an all-agency hypothetical on escalating situation in response coordination, relief, and recovery.
18-09-19	CROWDED PLACES	Multiagency; hypothetical	To test the strategy for Protecting Crowded Places from Terrorism; to clarify agency roles and responsibilities, engage agencies in a multi-response response and recovery, assessing community consequence and identify challenges for improvements and opportunities in planning.
21-02-20	BETTER WITH LEMON	Multiagency; hypothetical	To provide an opportunity to identify and discuss the issues involved in managing responsibilities in the event of an Influenza Pandemic (COVID19) and to test the recently reviewed Influenza Pandemic Plan.
21-05-21	SEISMIC	Multiagency; Functional	To practice and discuss the preparation, response, and recovery of agencies in a seismic simulation prepared by City of Melbourne.
17-06-22	TORRENT	Multiagency; Functional	To practice and discuss the preparation and activation of agencies in a flood simulation prepared by City of Melbourne and Art House.

1.5 Planning Context

Municipal Emergency Management Functions

The role of a municipal council in relation to emergency management planning is to facilitate planning for emergencies in relation to its municipal district by establishing a Municipal Emergency Management Planning Committee (MEMPC) (EM Act 2013 section 59F(a)).

In collaboration with other agencies and by the establishment of the MEMPC, council also has a role in enabling community participation in emergency preparedness, including mitigation, response, and recovery activities (EM Act 2013 section 59F(b)),

Municipal Emergency Management Officer

Under the EM Act 2013 section 59G, council, must appoint one or more Municipal Emergency Management Officers (MEMO) for its municipal district.

The responsibilities of the MEMO are to:

- Liaise with agencies in relation to emergency management activities for the municipal district.
- Assist in the coordination of emergency management activities for the municipal council

The MEMO role is outlined in the State Emergency Management Plan (page 64).

Municipal Emergency Management Plan

The role of the MEMPC is to jointly develop the Municipal Emergency Management Plan (MEMP) that reflects the hazards and risks and unique response arrangements identified by the MEMPC.

The MEMP contains general information regarding the municipal district, demographics cultural and environmental information that helps to inform the response to a wide variety of emergencies. This includes sub-plans for:

- Fire prevention
- Storm and flood
- Emergency relief and recovery
- Vulnerable People and Facilities plans.
- Heat and public health
- Animal management in emergencies; and
- Information on major hazards and or commercial or industrial operations

Municipal Recovery Manager

Under the EM Act 2013 section 59H, council, must appoint one or more Municipal Recovery Managers (MRM) for its municipal district.

The responsibilities of the MRM are to:

- Coordinate, in consultation with other agencies, the resources of the municipal council and the community for the purposes of recovery
- Liaise with any MEMO appointed for the municipal district in relation to the use of the municipal council's resources for the purposes of recovery.

- Assist any MEMO appointed for the municipal district with planning and preparing for recovery.

The MRM role is outlined in the State Emergency Management Plan (page 67).

Municipal Fire Prevention Officer

The Country Fire Authority Act 1958 and the Fire Rescue Victoria Act 1958 require each municipal council to appoint a Municipal Fire Prevention Officer (MFPO) and any number of assistant fire prevention officers. The MFPO provides its municipal council with expertise in relation to fire prevention and provides a connection to local fire services.

The role of the MFPO does not include a legislated planning function. Fire planning now falls under integrated planning arrangements.

1.6 Plan Aim and Objectives

Aim

To detail the agreed collaborative arrangements for the mitigation of, the response to, and the recovery from emergencies that could occur in Hobsons Bay City Council as identified by the MEMPC and informed by the response arrangements outlined in in the Emergency Management Act 2013 and the State Emergency Management Plan (SEMP) arrangements October 2021

Objectives

The broad objectives of this Plan are to:

- Implement measures to prevent or reduce the causes or effects of emergencies!
- Manage arrangements for the utilisation and implementation of municipal resources in response to emergencies!
- Manage support that may be provided to or from adjoining municipalities.
- Assist the affected community to recover following an emergency.
- Complement regional and state planning arrangements.

2. Municipal District Characteristics

2.1 Topography

Boundaries

The City of Hobsons Bay is bounded by the City of Brimbank and the City of Maribyrnong in the north, the Yarra River and the City of Melbourne in the east, Port Phillip Bay in the south, and the City of Wyndham in the west. It is approximately 66 squares kilometres in area.

The municipality includes the suburbs of Altona, Altona Meadows, Altona North, Brooklyn, Laverton, Newport, Seabrook, Seaholm, South Kingsville, Spotswood, Williamstown North, Williamstown.

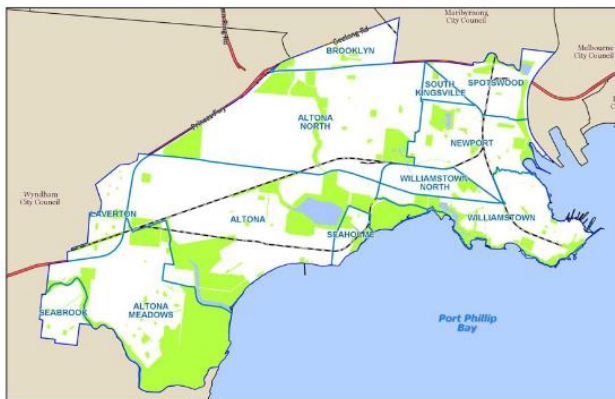


Figure 1: Suburbs of Hobsons Bay City

Waterways

The municipality is generally low lying with little relief. It has over 20 kilometres of bay frontage and a huge expanse of environmentally significant open space. Skeleton Creek, Laverton Creek, Cherry Creek, Kororoit Creek and Stony Creek form the main drainage channels. Cherry Lake fulfills a multi-purpose recreation, conservation, and flood mitigation role.

Land use

The City of Hobsons Bay is essentially urban in character with a mix of residential, light, and heavy industry. However, a generous proportion of the area is allocated to recreational open space. Remaining undeveloped areas are generally zoned for industrial purposes.

Parks and reserves

The City of Hobsons Bay's parks and gardens include; Cherry Lake Buffer Mound and Wetlands, Norah McIntyre Reserve, Truganina Explosives Reserve, Maidstone Street Grassland, Altona Coastal Park, Paisley Challis Wetland, Truganina Park, Kororoit Creek Reserve, Jawbone Flora & Fauna Reserve, Rifle Range Reserve, Laverton Storm Water Harvesting Reserve, Federation Trail, Newport Lakes, Curlew community Park, Emu-foot Grassland, Williamstown Botanic Garden, West Gate Bridge Memorial Park, Sandy Point Nature Reserve, The Spit, Commonwealth Reserve, Point Gellibrand Coastal Heritage Park, Cheetham Reserve, Doug Grant Reserve, Altona Foreshore Reserve.

Climate

The climate is temperate and variable, and moderate rainfall is received in most months. It is warm in summer, with daytime temperatures averaging in the mid to high 20s, mild in autumn and spring, with daytime temperatures averaging 20 degrees, and rather cold in Winter, with daytime temperatures averaging in the low to mid-teens. The municipality is located on Port Phillip Bay which has a moderating effect on the temperature in the area.

2.2 Infrastructure

Main roads

The Princes Freeway passes through Laverton and with its Geelong Road (Princes Highway) extension forms part of the northern boundary with Wyndham and Hobsons Bay. A section of the Westgate Freeway passes through the municipality as well as forming part of the northern boundary with Maribyrnong. A major interchange with the Western Ring Road, the Princes Highway and the Westgate Freeway is also located in the municipality. A network of main roads is evenly distributed throughout the municipality.

Rail

The Melbourne-Geelong Railway Line runs through Hobson Bay. The line is also used by Suburban Rail Network with trains from Melbourne to Werribee and Melbourne to Williamstown, which utilises a separate local branch line from Newport to Williamstown. The National Freight Line also runs through the Municipality. There are 9 railway stations in the municipality: Spotswood, Newport, Williamstown North, Williamstown Beach, Williamstown, Seaholme, Altona, Westona, Laverton

Airports – flight paths

One air training facility is located just outside the municipality at Point Cook Department of Defence site. Flight Paths for Melbourne and Moorabbin Airports also traverse the municipality, and the nearby Avalon airport has increased traffic.

2.3 Significant Infrastructure and Critical Facilities

Industry

The Municipality adjoins the major manufacturing areas with parts of the Brimbank, Maribyrnong and Wyndham City Councils, in particular Laverton North at the northwestern boundary of the municipality.

Hobsons Bay is home to Victoria's chemical and petroleum industries and contains some of the state's largest industrial enterprises. Our local economy includes a growing number of manufacturing, transport, and goods distribution companies and many smaller warehouses, light industries, and services industries. The city also hosts a rail freight facility that services Melbourne and interstate.

Within the industry sector itself there are 8 individual registered Major Hazard Facility MHF sites.

The Altona petrochemical complex consists of 2 sites:

- Qenos Pty Ltd.
- Dow Chemical (Australia Limited). (in the process of delicensing from Schedule 14 materials)

These sites are located adjacent to each other along the west end of Kororoit Creek Road in Altona.

Mobil Australia Limited has 4 registered sites:

- Mobil Altona Refinery - located on the corner of Kororoit Creek Road and Millers Road
- South Crude Tank Farm - located in Kororoit Creek Road adjacent to their facilities.
- Mobil Oil (Australia) located at the corner of Francis Street and Hyde Street, Yarraville.
- Tank Farm at Point Gellibrand at the end of Nelson Place, Williamstown.

Other registered facilities are:

- Caltex Petroleum Pty Ltd (AMPOL)
- Viva Energy Australia Ltd (formerly Shell Australia) Pty Ltd

The Caltex (AMPOL) and Viva Energy Australia Ltd are located to the Northeast of the Municipality in Newport. Further information in relation to significant infrastructure is contained each organisation's MHF Safety Case located on each organisations website.

Pipelines Infrastructure

There is a significant amount of pipeline infrastructure that is located within Hobsons Bay, some of which is aboveground and other parts which are underground which supports the Petrochemical Industries which are of both State and National Significance. There are two main pipelines that run through this municipality, the WAG Pipeline (Western Port, Altona, Geelong) pipeline and the other is the Somerton Altona Pipeline which

pumps aviation fuel out to the Tullamarine Airport. Both these pipelines run through both industrial and residential parts of Hobsons Bay and require protection.

Sewerage Pumping Station

Brooklyn Pumping Station was built in 1964 to service Melbourne's rapidly growing population. It replaced the Spotswood Pumping Station, which had been operating since the 1890s. Sewage arrives at Brooklyn more than 50 metres below ground level. It is then lifted 25 metres by pumps, transferred to the western trunk sewer, then flows by gravity to the Hoppers Crossing Pumping Station. Brooklyn Pumping Station is fitted with eight pumps. Each pump is capable of moving more than 2500 litres of sewage per second. In wet weather up to seven of these pumps can operate together.

Newport Power Station

Newport is an intermediate load plant located on the west bank of the Yarra River, approximately 6km south-west of Melbourne in the suburb of Newport. It uses natural gas to generate steam in a boiler which supplies a three-stage steam turbine coupled to a generator to produce up to 510 MW of electrical power.

Retail/Commercial Precincts

There are a number of retail precincts located around the city including Altona Gate Shopping Centre; Pier Street, Altona; Williamstown Business District; Central Square, Altona Meadows; Harrington Square, Altona; Mason Street, Newport and Aviation Road, Laverton. These retail areas play an important role in providing opportunities for community interaction and cultural exchange.

Community Hubs

Hobsons Bay has three major community hubs being Laverton Community Hub, Newport Hub, and Altona Children's Hub. There are also ten community centres and neighbourhood houses.

Hospitals and Health Centres/Services

Williamstown Hospital, managed by Western Health is located at Railway Crescent Williamstown. A 90-bed facility providing emergency services, surgical services, rehabilitation and geriatric evaluation and management services, renal dialysis services and community rehabilitation and transition care services.

2.4 Tourism

Tourism generates service demands to support 1,281 jobs (2021) within Hobsons Bay, representing 10.7% of employment in the municipality. Tourism related employment is attributed to retail, hospitality, education, arts and recreation services, and health. The major industries associated with tourism in Hobsons Bay include:

- Accommodation and Food Services (39% of total jobs)
- Retail Trade (10% of total jobs)
- Transport, Postal and warehousing (9% of total jobs)

In 2021, the total output of the tourism sector is estimated to \$55 million in economic value which is 10.8% of the Western Melbourne region. In 2022 daytrips totalled 424,740 with a total visitor spend of \$581m across all industries.

2.5 Demography

The current residential population in Hobsons Bay City in 2021 is estimated at 92,275¹.

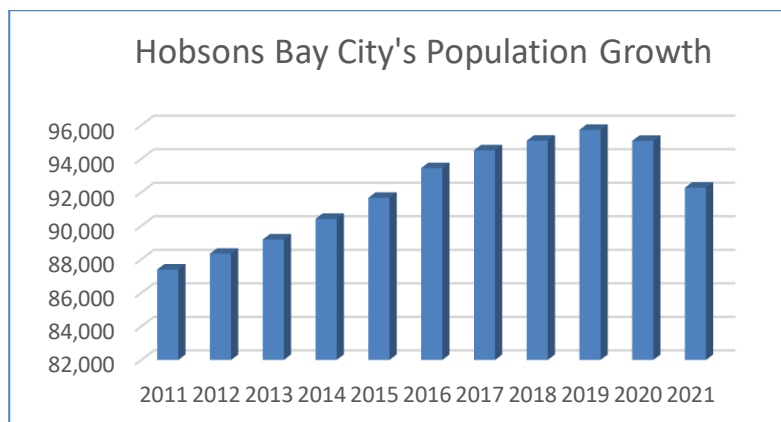


Figure 2: Hobsons Bay City's Population growth 2011-2021²

Population and age

AGE GROUP	POPULATION	PERCENT
0-4 years	5,775	6.30%
5-9 years	5,818	6.40%
10-14 years	5,342	5.80%
15-19 years	4,474	4.90%
20-24 years	4,555	5.0%
25-29 years	5,644	6.2%
30-34 years	6,788	7.4%
35-39 years	7,415	8.1%
40-44 years	6,832	7.5%
45-49 years	6,485	7.1%
50-54 years	6,415	7.0%
55-59 years	5,754	6.3%
60-64 years	5,313	5.8%
65-69 years	4,351	4.8%
70-74 years	3,699	4.1%
75-79 years	2,598	2.8%
80-84 years	1,950	2.1%
85 and over	2,115	2.3%

Figure 3: City of Hobsons Bay Residential Population Age Groups 2021

Projected population change, by suburb 2023 – 2041.

Suburb	Forecast year		Change 2023 to 2041	
	2023	2041	no.	%
Hobsons Bay City	96,309	120,546	24,237	25.2%
Altona - Seaholme	14,257	17,453	3,196	22.4%
Altona Meadows	18,640	19,295	655	3.5%
Altona North	14,428	25,946	11,518	79.8%

¹ Australian Bureau of Statistics

² .id data, 2021 Census.

Brooklyn	2,104	2,568	464	22.1%
Laverton	5,167	7,112	1,945	37.6%
Newport	13,928	14,914	986	7.1%
Seabrook	5,017	5,127	110	2.2%
Spotswood - South Kingsville	5,473	9,421	3,948	72.1%
Williamstown	12,551	13,351	800	6.4%
Williamstown North	4,743	5,359	616	13.0%

Figure 4: Projected population change, by suburb 2023 - 2041

Suburb demographic profiles

Profiles on residents and Hobsons Bay’s suburbs are available in

Aboriginal heritage

The Bunurong people are the cultural custodians of the land now known as the City of Hobsons Bay. They cared for the land for many thousands of years before being displaced by European settlers from the 1830s. Council acknowledges the profound impacts of these changes and today celebrates the rich and enduring culture of Hobsons Bay’s Traditional Owners. There were 628 (0.7 per cent) Aboriginal and Torres Strait Islander people in Hobsons Bay on census night in 2021. Between 2016 – 2021 Hobsons Bay’s First Nations population grew by 28 per cent (+138 persons).

2.6 At risk groups

This section outlines at risk groups in the City of Hobsons Bay. For each vulnerable group information has been included, such as:

- Population information and key residential bases

Municipal demographics

	POPULATION	COMMENTS	DATA SOURCE
Infants and young children (0 - 14)	16,935	<ul style="list-style-type: none"> Most families reside in Altona -Seaholme, Seabrook, Altona Meadows. By 2041, the number of children is forecast to grow by 27.4% (3,859 persons), with the biggest growth in Altona North and Brooklyn (108.5%, 2,719 persons) 	.id data
Aged population (60 years +)	20,032	<ul style="list-style-type: none"> In 2041, the number of older people in Hobsons Bay is forecast to grow by 29.7% (5,886 persons), with the biggest growth in Newport East, Williamstown, and Williamstown North (34.4%, 1,662 persons). 	.id data
Residents with long term health conditions	28,357	<ul style="list-style-type: none"> The most common long-term health condition was mental health condition, while 31.1% of the population reported one or more health conditions. 	.id data

Residents with need for assistance	5,812	<ul style="list-style-type: none"> In 2021, around 6.4 % of the population needs help in their day-to-day lives due to disability. This was a percentage increase from 2016. Altona North has the highest percentage of people needing assistance on a daily basis (9.4%). 	.id data
Homeless		<ul style="list-style-type: none"> Difficult group to ascertain size and need. 	
CALD Groups	<p>30.1% of people in Hobsons Bay City were born overseas.</p> <p>27.1% of people spoke a language other than English at home in 2021.</p>	<ul style="list-style-type: none"> 27,533 people who were living in Hobsons Bay City in 2021 were born overseas and 15% arrived in Australia within 5 years prior to 2021. Dominant languages spoken at home, other than English, is Arabic (3 per cent), Greek (2.5 per cent), Vietnamese (2.1 per cent) and Italian (2 per cent) and Mandarin (1.3 per cent). 4.1 per cent who spoke a language other than English at home reported difficulty speaking English. Laverton has the highest percentage (8.8%) of people who spoke a language other than English at home who reported difficulty speaking English. 	.id data
Residents in social housing	987	<ul style="list-style-type: none"> 2.7% of residents in HBC live in social housing. 	.id data
International students' higher education (i.e., tertiary students)			
Low socio-economic status	15,178	<ul style="list-style-type: none"> Low-income households for the purposes of the communities of interest profiles is defined as households falling into approximately the bottom 20% of equivalised incomes across Australia. 7,017 of male residents are identified as low-income earners. 	.id data

		<ul style="list-style-type: none"> • 8,161 of female residents were reported to be low income earners. • 6,975 households were identified as low-income households. • Laverton has the lowest score on the SEIFA index which means the suburb is the highest disadvantaged neighbourhood. 	
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At risk groups

This section outlines the vulnerable groups in the City of Hobsons Bay. For each vulnerable group information has been included, such as:

- Population information and key residential bases
- Council support services
- Other agency support services

AT RISK GROUP	VULNERABILITY	COUNCIL SUPPORT	OTHER AGENCY SUPPORT	CONTACTS
Aged Population	<p>Age compounded by other illnesses.</p> <p>Possible dependence on carers</p> <p>Restricted mobility</p> <p>Confusion</p> <p>Adverse reactions to medications</p> <p>Alternative accommodation may require disability aids.</p> <p>Very high rates of mental illness and dementia</p> <p>Understanding service and other information</p>		<p>The Australian Government funds and regulates aged care providers that provide Commonwealth Home Support Programme services, Home Care Packages, and residential aged care facilities.</p> <p>All aged care providers are required to have comprehensive lists of their clients/residents, their contacts, and an understanding of individuals' needs.</p> <p>In addition, all registered residential aged care facilities are required to have evacuation plans.</p> <p>General Practitioners</p> <p>Community Health Centres</p>	<p>HBCC: Coordinator Community Support</p> <p>Department of Health</p> <p>Department of Families, Fairness and Housing</p>

<p>Infants and young children</p>	<p>Age</p> <p>Dependence on others</p>	<p>Immunisation</p> <p>Family Support and Counselling</p> <p>Maternal and Child Health</p> <p>Clients' details are entered in CDIS database.</p> <p>Parent in home Support</p> <p>Facilitate playgroups and support groups.</p>		<p>HBCC: Coordinator Maternal Child Health</p>
<p>Residents with long term health conditions/need assistance</p>	<p>Reliance on others</p> <p>Dependency on medication</p> <p>Mobility impaired</p>	<p>No internal support services unless elderly or between 0 -6 years</p>	<p>GPs Hospitals Community Health Centres Chemists</p>	
<p>Homeless</p>	<p>Homeless rough sleeping without safe and stable housing.</p> <p>Multiple and complex health and mental needs.</p> <p>Undiagnosed disabilities and acquired brain injuries.</p> <p>High rates of poly-drug and alcohol use.</p> <p>Substance use may affect ability to regulate core body temperature.</p> <p>Feeling confused/unsafe</p> <p>Adverse reactions to medications</p> <p>Mistrust and or cautious of</p>	<p>Support primarily byreferring to appropriate support agencies</p>	<p>Latitude</p>	

	<p>mainstream services and authority</p> <p>Isolated from families, kinship networks, supports and cultural connection.</p> <p>Risk of exposure/illness/death due to the impacts of extreme weather</p>			
CALD Groups	<p>Possible isolation</p> <p>Limited understanding of English (English not first language) Cultural sensitivities</p> <p>Difficulty understanding services. Knowledge of available services and how to access them.</p> <p>Possible lack of close support network</p> <p>Possible fear of uniformed representatives (Refugee background)</p>		<p>Translation Services</p> <p>Multicultural peak bodies</p>	<p>HBCC: multicultural officer</p>
Tourists	<p>Isolated from families and supports.</p> <p>Language barriers</p> <p>Not familiar with City of Hobsons Bay</p>	Tourism Services	<p>Hotels, backpackers, and places of accommodation</p> <p>Travellers Aid</p>	Visitor Services
Residents in social housing	<p>Isolated from community</p> <p>Low socio-economic household</p> <p>Language barriers</p> <p>Not familiar with City of Hobsons Bay</p>		Unison	
International students' higher	<p>Isolated from families and supports.</p>			

<p>education (i.e., tertiary students)</p>	<p>Language barriers</p> <p>Not familiar with City of Hobsons Bay</p> <p>Possible live in cramped, poor-quality accommodation</p> <p>Unsure where to access information.</p> <p>Unfamiliar with Australian law and legislation (exploitation and tenancy laws)</p>			
<p>Women and Children experiencing family violence.</p>	<p>May be isolated and lacking family or social supports.</p> <p>May be fearful of offender or have intervention order and therefore not attend ERCs or recovery efforts.</p> <p>May require protection or secure refuge or location</p>	<p>Maternal Child Health Nurse</p>	<p>Well organised service system: Safe Steps: Family Violence Response Centre 1800 015 188 1800 Respect: Domestic Violence Resource Centre Victoria Women's Health West Victims of Crime Compensation and Counselling Victoria 1800 000 055 In Touch Multicultural Centre Against Family Violence Domestic Violence Resource Centre Victoria</p> <p>WIRE</p>	<p>Coordinator Maternal Child Health</p> <p>VicPol:</p> <p>FRV:</p> <p>DFFH</p>

2.7 History of Emergencies

Emergency incidents of note in the Municipality:

This list is not intended to be a comprehensive history of emergencies for the City of Hobsons Bay.

Risk/Hazard Type	Incident	Date
Hazardous Release	Explosion of a Chemical Reactor–Commercial Poleyus Plant, Maidstone Street.	20/08/87

Risk/Hazard Type	Incident	Date
	Toxic and Flammable Chemical Leakage from tank (Vinyl Chloride) -BF Goodrich Chemicals Ltd, Kororoit Creek Road, Altona.	02/03/89
	80,000 litre Petrol Spill from Ruptured BP pipeline at Altona Petroleum Refinery -Millers Road / Kororoit Creek Road, Altona (Note: Similar incident occurred in June 1988)	26/04/89
	17,000 litre Diesel Fuel Leak from a Ruptured Pipeline at Altona Petroleum Refinery -Millers Road / Kororoit Creek Road, Altona	18/12/89
	Highly Flammable Chemical, Isopropanol Spillage-Hoescht Chemical Plant, Kororoit Creek Road, Altona.	09/12/91
	54,000 litres Oil Leak from Ruptured Pipeline-Altona Petrochemical in Millers Road, Altona.	14/11/93
	Ruptured Pipeline Carrying Crude Oil causing Fire.	17/01/95
	Significant release of Cuprous Ammonia Acetate Solution and Ammonia fume to Atmosphere Qenos Olefins –1 Kororoit Creek Road, Altona	24/07/02
	Serious loss of containment with 1200kgs of propylene / propane mixture plus 300 litres of Exxso / D30 Solvent / propylene powder were released –Qenos Pty Ltd, Kororoit Creek Road, Altona	27/05/03
	Significant loss of containment, uncontrolled spill (14 tonnes) of flammable solvent -Qenos Pty Ltd, Kororoit Creek Road, Altona.	11/04/03
	Significant loss of containment of hydrocarbon gas to atmosphere -Qenos Pty Ltd, Kororoit Creek Road, Altona.	12/06/03
	Significant loss of containment of 420,000 litres of crude oil –Mobil Refinery Australia, Koroit Creek Road, Altona	21/11/03
	Westgate Freeway Tanker Accident / Explosion – Millers Road, Eastern off ramp.	24/02/05
	Paisley-Challis Drain Spill –Impacting Jawbone Conservation Reserve and Marine Sanctuary. Boral release of hazardous material from 91 Champion Road, Newport	5/11/19
	Cherry Creek/Lake pollution & fish death incident-Melbourne Transport and Warehousing, William Angliss Drive, Laverton North. Wyndham and Hobsons Bay City Council	07/03/22
COVID-19	The COVID-19 pandemic in Australia is part of the ongoing worldwide pandemic of the coronavirus disease 2019 (COVID-19) caused by severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2). The first confirmed case in Australia was identified on 25 January 2020	25 January 2020
Storm	Windstorm-tree uprooted killing 2 people, Logan Reserve.	25/01/82
	Hailstorm –Biggest hailstorm in Melbourne’s history	06/03/10

Risk/Hazard Type	Incident	Date
	Hailstorm and flooding	06/02/11
	Windstorms (recovery outreach response for 21/11/2016). Thunderstorm Asthma	September – December 2016

3. Planning Arrangements

3.1 This Plan within Victoria’s emergency management planning framework

This Plan supports holistic and coordinated emergency management arrangements within the region. It is consistent with and contextualises the SEMP and Northwest Metro REMP. The REMP is a subordinate plan to the SEMP and the MEMP is a subordinate plan to the REMP.

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

Figure 2 outlines this Plan’s hierarchy. This Plan should be read in conjunction with the SEMP and the Northwest Metro REMP.

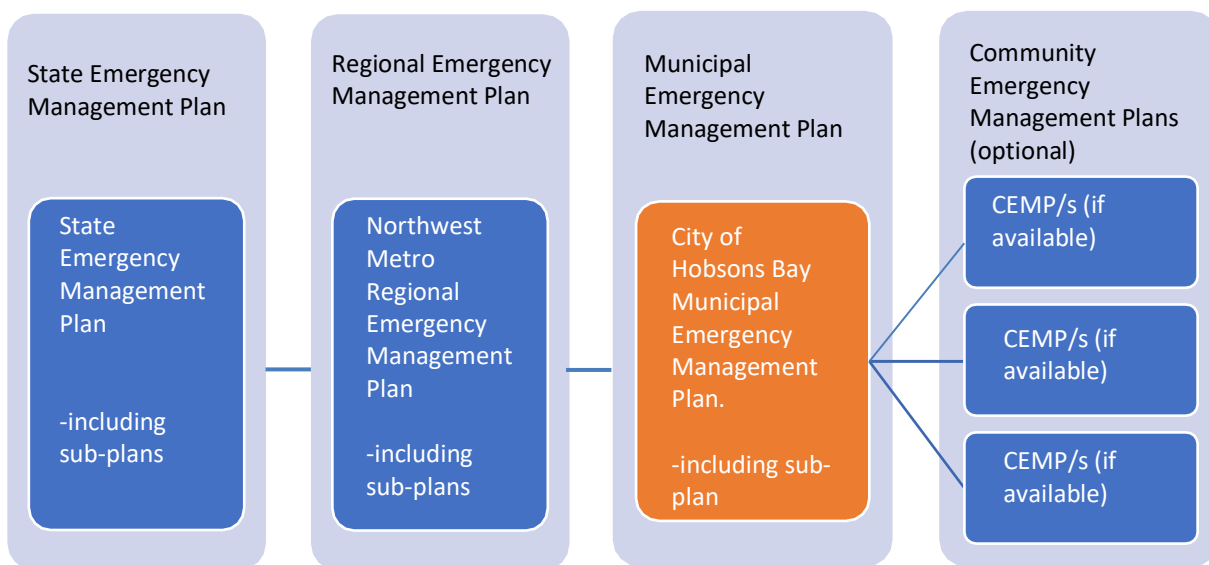


Figure 5: Plan Hierarchy

3.2 The MEMPC and its sub-committees and working groups.

The MEMPC is formed pursuant to Sections 59 and 59F of the Emergency Management Act 2013(EM Act 2013). From 1 December 2020, the legislation shifts responsibility for municipal emergency management from the council to the reformed, multi-agency MEMPC.

The MEMPC promotes shared responsibility for planning by requiring relevant agencies to participate in the planning process. The MEMPC is a multi-agency collaboration group whose members bring organisation, industry, or personal expertise to the task of developing a comprehensive emergency management plan for the municipality.

The MEMPC covers arrangements for mitigation, response, and recovery, and identifies the roles and responsibilities of agencies in relation to emergency management. The MEMPC reports directly to the REMPC.

Section 59A of the EM Act 2013 specifies the minimum membership requirements of the MEMPC which are:

- MEMPC Chair
- Victoria Police
- Fire Rescue Victoria
- Ambulance Victoria
- Victoria State Emergency Service
- Australian Red Cross
- Department of Families, Fairness and Housing
- Community representative/s
- Recovery representative/s
- Other persons as nominated.

The MEMPC will determine if a sub-committee/team is required in relation to specific or complex arrangements that either enhance or contextualise the MEMP. Refer 3.3 below.

3.3 Sub plans and complementary plans

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 Plan. All sub-plans are multi-agency plans and may be hazard specific where the consequences are likely to be significant, for example a municipal flood response sub-plan.

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

Agencies with roles or responsibilities in a sub-plan must act in accordance with the plan (EM Act 2013 s60AK).

A list of sub plans is included in 9.2 of this plan.

Complementary Plans

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

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

A list of complementary plans that have significance to the comprehensive, coordinated, and integrated emergency management arrangements in the municipal district is included in 9.3 of this plan.

4. Mitigation Arrangements

4.1 Introduction

Risk management is the systematic approach and practice of managing uncertainty to minimise potential harm and loss. Emergency risk management is then a process which aims to reduce risks within a community.

This can be done by identifying the risks that a community faces, assessing the vulnerability of the community to those risks and providing options to reduce or eliminate the risks. It comprises risk assessment and analysis, and the implementation of strategies and specifications to control, reduce and transfer risks. Risk management is a core issue for the community and is a part of the MEMP.

4.2 Hazard, Exposure, Vulnerability and Resilience

In February/March 2023 the MEMPC considered and determined 8 hazards as being relevant to the MEMP during this period. The control measures that have been considered by the participants in the process are listed in the Community Emergency Risk Assessment (CERA). See 4.3 for more detail. These controls are intended to manage the risks to an acceptable level and provide assurance to the community on the arrangements that are in place at a municipal level.

The revised plan is made available to the wider community via the City of Hobsons Bay website.

A summary listing of the hazards, by category, risks and their assessment is provided in Table 1

Hazard Category	Emergency Hazard Description	Residual Risk Rating	Control Agency
Natural Disasters	Heat Health	High	EMV
	Storm	Medium	VICSES
	Flood (riverine)	High	VICSES
	Flood (flash)	Medium	VICSES
Infrastructure	Essential Utilities Disruption	Medium	DEECA
Technical	Industrial/commercial fire	Medium	FRV
	Hazardous Materials Release - land	Medium	FRV
	Hazardous Materials Release - water		
Biological	Human Epidemic / Pandemic	Medium	DH

Table 1: Summary of hazards, risks, and assessment

4.3 Risk assessment process (Community Emergency Risk Assessment)

The MEMP and related sub plans are supported by a common CERA. CERA is process that identifies community risks and provides opportunity for the relevant agencies to contribute to the mitigation of those risks.

The CERA process is used by the City of Hobsons Bay, along with the Local Government Authorities, to identify and assess risks within the community that may:

- Be disruptive to an individual or the community, are outside of the normal life expectations or day to day experience.
- Require a response that is greater than the local resources have capacity for

- Have a wide range of impacts on the human, built, natural and economic environment or pose a risk to life and or livelihood.

The risk assessment for this MEMPC has been undertaken by the MEMPC and was reviewed and refreshed in 2023. Future risks identified through normal council operations and or developments will be proposed to the MEMPC for review on an ongoing basis.

The CERA is used to determine the nature and extent of risks by analysing potential hazards and evaluating existing conditions of vulnerability that together could ~~potentially~~ harm exposed people, property, services, livelihoods, and the environment on which they depend throughout the municipality.

There are also emerging risks that are evolving on a regular basis including the commissioning of new Major Hazard Facilities (MHF) within the council boundaries, the emergence of weather or climate related risks and or changes to infrastructure that alter response arrangements. As these new risks emerge the MEMPC will continuously monitor and assess them and determining whether additional mitigations and or plans need to be developed.

4.4 Treatment plans

The CERA software tool is a database that contains significant, detailed, and relevant risk related and community data on each hazard and other factors. Various outputs are available that can be used in management plans for all emergency service organisations and other agencies. The data is maintained virtually with capacity for identified MEMPC members to view and maintain the data on behalf of the MEMPC.

4.5 Monitoring and review

The review process involves a cyclical review of risks during quarterly MEMPC meetings. During each meeting, a selection of risks is reviewed for accuracy, controls, risk ratings, significant newdata, actions, and any other relevant data. Changes to hazards and controls are reflected and actioned as soon as identified and assessed. The cycle is ongoing to ensure currency and continuous improvement.

The process of review of emergency risks generated by hazards, exposures, and vulnerability for the municipality of the City of Hobsons Bay includes the:

- Scheduling and conduct of cyclical risk reviews for all hazards and risks.
- Identification of key assets, values and functions that should be considered in the assessment with the hazards that may affect them.
- Identification of strengths and weaknesses in existing planning and mitigation arrangements and opportunities for improvement.
- Full assessment and calculation of the levels of risk and the effectiveness of the applicable control measures.
- Creation of an updated risk profile for the community emergency risk assessment that provides outputs that can be used in specific management plans.

The review process has referenced the Emergency Management Act 2013, the Risk Management standard AS/NZ ISO 31000:2018 and the CERA software tool and workbook as published and supplied by VICSES to support the process.

5. Response Arrangements

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,
- Livelihoods and well-being.
- Property and infrastructure; and
the environment; and
- to meet basic human needs.

Emergency relief and recovery activities should be integrated with emergency response activities and commence as soon as the effect and consequences of the emergency are anticipated.

The MEMP provides the mechanism for the build-up of appropriate resources to cope with emergencies in the City of Hobsons Bay. It also contains arrangements for escalation where municipal resources have been exhausted.

The objective of the response arrangements in this plan are to minimise the effects of an emergency on affected persons and property within the City of Hobsons Bay by coordinating municipal resources to assist emergency service authorities, as requested.

The basic functions at a local level are:

- Provision of resources as available and needed by the community and response agencies.
- Establishment of Council Emergency Operations Centre (CEOC) – facilities and staffing
- Facilitate the delivery of warnings to the community.
- Provision of information to public and media
- Coordination of the provision and operation of emergency relief centres and emergency shelters
- Clearance of blocked drains and local roads, including tree removal
- Support to Vic Roads for partial/full road closures and determination of alternative routes
- Repairing or replacing damaged public utilities, services, and assets.

There are two basic types of emergencies to which the Council must respond. These are:

- 1 **Emergency Management Response**, the MEMP becomes active at the request of the Municipal Emergency Response Coordinator (MERC) or Senior Victoria Police Member coordinating at a major incident not attended by the MERC. This person contacts the Council Municipal Emergency Management Officer (MEMO). The On-Call MEMO will respond to directions and coordinate municipal resources requested by the MERC.
- 2 **Local Incident Response** is coordinated at a municipal level by the responding On-Call Council Officer. The SCR may receive a request for an on-call officer from Council Branches such as Building, Health Services or Engineering Services to provide physical resources or

personnel at the scene of the local incident. The request usually comes from the coordinator of the response agency who is at the incident. The responding on-call officer will attend to the request made. If further resources are required to be supplied and the on-call officer does not have the authority to supply those resources, the on-call officer will advise the Senior Victorian Police member coordinating the emergency to notify the SCR and activate the On-Call MEMO. The On-Call MEMO may direct and authorise the use of physical resources in response to the local incident. Following the direction of incident controller, the On-Call MEMO may direct the establishment of the CEOC or a municipal recovery centre to be placed on standby. The escalation of Councils response is to be advised by the On-Call MEMO through the SCR to MEMO and MRM.

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

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

The State uses a scalable systems approach to manage emergency response operations through the following three operational tiers:

- State tier
- Regional tier
- Incident tier

Not all tiers will be active for every emergency. In general, the State and Regional tiers are active only for major emergencies or where major emergencies are anticipated to occur. Non-major emergencies are managed only at the incident tier.

5.2 Command, Control, Coordination

Command

Command refers to the direction of personnel and resources of an agency in the performance of that organisation's role and tasks. Authority to command is established in legislation or by agreement within an agency. Command relates to agencies and operates vertically within an agency.

Control

Control refers to the overall direction of response activities in an emergency. Authority for control is established in legislation or in an emergency response plan and carries with the responsibility for tasking other agencies in accordance with the needs of the situation. Control relates to situations and operates horizontally across agencies. The Control Agency is to appoint an Incident Controller who will control the operation.

Coordination

Coordination is the bringing together of agencies and resources to ensure effective response to and recovery from emergencies. In relation to response, coordination includes ensuring that effective control has been established.

Incident Emergency Response Coordinator (IERC)

The IERC is usually the senior member of Victoria Police at the initial scene of an emergency or at the place where control is being exercised at incident level. This role usually relates to the first response to an emergency, and the person fulfilling the role may change in seniority as the emergency escalates or de-escalates.

The role of the IERC is to:

- Maintain a presence at the place where control is being exercised and represent the MERC in their absence.
- Ensure effective control is established and maintained.
- Ensure that the appropriate control and support agencies are in attendance – or have been notified by the controller and are responding to an emergency.
- In the event of uncertainty, determine which agency is to perform its statutory response role, where more than one agency is empowered to perform that role.
- Ensure the Incident Controller has formed and is chairing an Incident Emergency Management Team (IEMT) ensuring effective information sharing.
- Arrange for the provision and allocation of resources requested by control and support agencies and escalate unfulfilled requests to the MERC or RERC
- Ensure timely warnings and information are provided to the community and support agencies by the control agency.
- Ensure the Incident Controller has developed and issued an incident action plan (including objectives and strategies for managing the incident)
- Consider the need for declaration of an emergency area.
- Provide the MERC or RERC with information or advice on issues relating to control, command, and coordination of the emergency response, including issues relating to consequence management, the provision of relief and the transition to recovery.

Municipal Emergency Response Coordinator (MERC)

The member of Victoria Police appointed as an emergency response coordinator for each municipal district is known as a Municipal Emergency Response Coordinator (MERC).

The MERC sits on the Municipal Emergency Management Planning Committee.

The MERC will communicate with the EMC through the RERC (and subsequently the Senior Police Liaison Officer).

The role of the MERC is to:

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

Any Emergency Service Agency requiring municipal support will request that support through the MERC who will pass on all requirements to the MEMO.

Regional Emergency Response Coordinator

When all relevant resources have been fully committed and there is a requirement for additional resources, all requests must be forwarded to the Municipal Emergency Response Coordinator who will in turn pass on same to the Regional Emergency Response Coordinator for action. In the absence of the Regional Emergency Response Coordinator, his/her deputy will be contacted.

5.3 Local response arrangements and responsible agencies

Activation of the MEMP

The MEMO will always be the first point of contact for the MERC.

To supplement the role and availability of the MEMO a 'MEMO on call Roster' has been established which has a pool of MEMO's who are rostered on call, after hours, on a rotating weekly basis to respond to emergency incidents. This therefore provides 24 hour 7 days a week coverage. The MERC can contact the on-call MEMO by contacting the Security Control Room (which operates 24 hours 7 days a week) who have a copy of the Roster and all necessary contact details. A similar roster is maintained for on call MRMs.

The on-call MEMO may direct and authorise the use of physical resources in response to an emergency incident just as the MEMO would.

Following direction from the MERC or Incident Controller coordinating at a major incident not attended by the MERC, the on-call MEMO may, in consultation with the MRM, activate an Emergency Relief Centre (ERC) to be placed on standby.

Escalation

If required, the request for resources will be escalated to the Regional Emergency Response Coordinator (RERC) via the MERC. If the request cannot be satisfied at the regional level, it will be escalated via the Senior Police Liaison Officer (SPLO) to the Emergency Management Commissioner.

If a request cannot be satisfied from resources within Victoria, the Emergency Management Commissioner may seek Commonwealth Assistance or assistance from other States.

Control and Support Agencies for Response

Roles and responsibilities are outlined in the State Emergency Management Plan (SEMP):

- SEMP Table 8 lists mitigation activities and agencies for managing Victoria's significant emergency risks, by emergency.
- SEMP Table 9 lists response control agencies. The control agency is the primary agency responsible for responding to the specified emergency. Where multiple control agencies are listed for the same emergency type in the table, the control agency responsibility is delineated through legislation or administrative arrangements.
- SEMP Table 10 lists response support agencies by functional area.

5.4 Municipal Emergency Coordination

Under the EM Act 2013 it is not mandatory for councils to establish a physical CEOC during an emergency, although councils can elect to do so if appropriate.

City of Hobsons Bay uses a web-based reporting system, CrisisWorks, to record all actions taken in relation to emergency incidents.

An Operations Centre/Control Centre may be established by an agency to undertake the command/control functions in response to the emergency incident. Request for Council resources from the emergency Operation Centre/Control Centre will be made to the MEMO. Resources, including an Emergency Management Liaison Officer (EMLO), may be requested by the control agency in support of the incident.

5.5 Financial Considerations

Financial accounting for Municipal resources utilised in emergencies must be authorised by the MEMO or the MRM.

Where the goods / services are obtained through the City of Hobsons Bay, they will be assigned to the activity code “Emergency Management” in the first instance. As soon as this occurs, the on-call MEMO or MRM will be responsible for contacting the City of Hobsons Bay Corporate Accountant or Financial Accountant and requesting a new “Emergency Management” activity code be established. All subsequent costs associated with this emergency are to then be allocated to the activity code designated for this emergency. Refer to City of Hobsons Bay procedure for Recording and Accounting for Emergency/Disaster Costs or the Corporate Accountant for more information.

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

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

The City of Hobsons Bay is accountable for any monies donated because of any emergency event and will implement systems to receive and account for all such donations.

5.6 Planning for cross boundary events

The City of Hobsons Bay is a member of the Northwest Metro Region Emergency Management Collaboration Group (the Collaboration) along with representatives from key emergency services agencies. The 14 member councils of the Collaboration are: Banyule, Brimbank, Darebin, Hobsons Bay, Hume, Maribyrnong, City of Melbourne, Melton, Moonee Valley, Moreland, Nillumbik, Whittlesea, Wyndham, and Yarra.

The key benefits of the Collaboration to date have been:

- Development of standardised regional documentation relevant to emergency management arrangements and operations
- Resource sharing and support in times of need
- Expanded pool of knowledge; - members leverage off Subject Matter Experts within the Collaboration
- Improved efficiency in emergency management arrangements
- Innovative approaches being deployed as a result of collaboration.
- Continually improving regional capacity and capability
- Regular and well supported forums and meetings to progress improvements and maintain relationships.
- Raising the profile of emergency management within the participating Councils
- Establishing strong personal relationships to be leveraged in emergency situations.
- Ensuring a higher level of confidence to Councils and agencies on the ability to work together.
- Providing a forum for the Regional Emergency Management Planning Committee to liaise with Councils collectively on emergency management matters.
- Providing a forum for agencies to liaise with Councils collectively on emergency management matters.

5.7 Resource sharing protocols

If the request cannot be satisfied at the local level, assistance may be sought from other councils in the

Northwest Metro Region (NWMR) through the NWMR Collaboration Group Resource Sharing Protocol or councils outside the NWMR through the MAV Protocol for Inter Council Emergency Resource Sharing. The City of Melbourne is a signatory to both these Protocols.

5.8 Debriefing arrangements

The Control Agency is responsible for conducting an Operational Debrief. The MERC is responsible for ensuring the Control Agency does actually organise the Debrief. A Debrief is expected to take place as soon as practicable after an emergency and all agencies who participated should be represented with a view to assessing the adequacy of the Plan and to recommend any changes. It may also be appropriate to conduct a separate recovery debrief to address recovery issues. This may be convened and chaired by the MRM.

5.9 Transition to Recovery

The process of transition from response to recovery is an on-going one and commences from the time of impact of the emergency. The Incident Controller, MERC, MEMO, and MRM should start planning for the transition to recovery as soon as possible following the initial impact of an emergency.

An agreement for handover from emergency response coordination to emergency recovery coordination is required to achieve a seamless transition of information, management, resources, and coordination activities. For this to occur, the Incident Controller, Regional Recovery Coordinator, MERC, MEMO, and MRM should consult to reach agreement on the timing and process of the de-escalation of response. (Note this may require the formation of an EMT with the relevant agencies for this to occur).

The Emergency Management Team should be involved in these discussions to ensure all agencies have a shared and consistent understanding of the planning, timing, and expectations for the transition to recovery. Key considerations impacting the timing of the transition of coordination from response to recovery include:

- The nature of the emergency and whether a recurring threat is likely.
- The extent of the impact on communities, as this may determine the length of the transition period.
- The extent of loss or damage and the extent of emergency relief
- The resources required for the activation of recovery arrangements.

In determining the timing and process of handover from response to recovery consideration should be given to:

- Notification of all organisations, stakeholders, and the community
- Media coordination
- Management of community information sessions
- Verification and validation of information
- A schedule for transition to ensure a staged and seamless approach.
- A full situational briefing to all agencies
- Closure of any Emergency Relief Centres and opening of a suitable Recovery Centre (which could be at the same location).

Accounts and financial commitments made during the response phase are the responsibility of the MEMO through the MEMP arrangements.

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

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

6. Recovery Arrangements

6.1 Introduction

Recovery is defined in the Emergency Management Act 2013 as

|| *“The assisting of persons and communities affected by emergencies to achieve a proper and effective level of functioning”.*

In effect this means providing a coordinated process of support to emergency affected communities to assist with reconstruction and the restoration of emotional, social, economic, and physical well-being.

This section of the Municipal Emergency Management Plan incorporates the arrangements for emergency recovery.

6.2 Objectives of Recovery

Recovery from emergencies is a supportive and enabling process that incorporates many concepts and principles that have been developed through both research and the practical process of assisting communities to recover from emergencies. They include, but are not limited to:

- Establishing arrangements that are accepted and understood by organisations involved and the community.
- Recognising that recovery can be complex and protracted and that community needs change over time.
- Recovery management is best approached from a community development perspective and is most effective when conducted at a local level with the participation of the affected community.
- Recovery is most effective when human service agencies take a lead role in decision making.
- The sooner recovery management commences after the impact of an emergency, the more effective it is.
- Recovery management is most effective when the planning for it recognises the diverse range of assistance measures that a community may require.
- Community involvement in the recovery process and its management leads to ownership and acceptance of decisions made.

The process of managing the recovery from an emergency is complex. It is likely to involve many organisations and individuals in the management structure each of whom has something specific to contribute. An effective and efficient management structure is required to ensure effective span of control and operational management of these groups and a coordinated approach to:

- Municipal secondary impact assessment
- Community representation in post emergency recovery planning
- Meeting coordination

- Reporting requirements.

6.3 Management structure

Activation of Relief and Recovery

Any requests for recovery services in the City of Hobsons Bay are to be directed to the MRM (or oncall MRM) in the first instance.

The MRM will most likely be notified of the emergency by one of the following people:

- MEMO (Council)
- MERC (VICPOL)
- Regional Emergency Management Coordinator (DFFH).

Any requests received from other sources should, in the first instance, be discussed with the MEMO and MERC before determining if a recovery related response would be provided.

Municipal Emergency Recovery Management Arrangements

The MRM and on-call MRMs will manage and coordinate the recovery process within the City of Hobsons Bay to the extent that both the City of Hobsons Bay and the nominated service providers have the capacity to do so.

When the physical, human, and economic resources of the Council and / or the nominated provider groups within the community are exhausted, assistance may be sought from other councils in the Northwest Metro Region (NWMR) through the NWMR Collaboration Group Resource Sharing Protocol or councils outside the NWMR through the MAV Protocol for Inter Council Emergency Resource Sharing. The City of Hobsons Bay is a signatory to both these Protocols. If required, the resourcing of those recovery services and/or coordination will be escalated to the Department of Families, Fairness and Housing (DFFH) at the regional level.

The process and decision to escalate recovery coordination from municipal to regional level will be the result of on-going consultation throughout the emergency between the MRM and the DFFH Regional Recovery Manager (RRM).

At municipal level the role of the City of Hobsons Bay is to coordinate recovery arrangements across the four-recovery environment functional areas:

- Social environment
- Built environment.
- Economic environment
- Natural environment.

The social environment considers the impact an event may have on the health and wellbeing of individuals, families, and communities. This environment is primarily concerned with safety, security, shelter, health, and psychosocial wellbeing.

The built environment considers the impact that an event may have on essential physical infrastructure including essential services, commercial and industrial facilities, public buildings and assets and housing. The economic environment considers the direct and indirect impacts that an event may have on business, primary producers, and the broader economy.

The natural environment considers the impact that an event may have on a healthy and functioning environment, which underpins the economy and society. Components of the natural environment include air and water quality, land degradation and contamination, plant, and wildlife damage/loss, national parks, and heritage sites.

Recovery initiatives could address specific elements of one recovery environment, or they could operate across multiple environments.

Every recovery activity has a lead agency, often with several other agencies supporting them. The impacts of the emergency and community needs will determine if the recovery activity is required. The lead and support agencies for each of the four recovery environments are detailed in the SEMP Tables 12 -15.

Municipal Recovery Manager

The role of the MRM is to:

- Notify the CEO via the MEMO of the nature and extent of recovery activities and the outcomes of the initial internal recovery committee meeting.
- Coordinate municipal and community recovery resources through the activation of relevant recovery service coordinators.
- Assist with the validation and consolidation of information gathered in the post impact assessment.
- Lead the process of establishing priorities for restoration of community services and needs.
- Liaise with the MEMPC and the MEMO on the best use of municipal resources.
- Establish an information and coordination centre to service the needs of the affected community.
- Liaise, consult, and negotiate with recovery agencies on behalf of the affected area.
- Liaise with the regional recovery committee and DFFH.
- Undertake other specific recovery activities as agreed with the City of Melbourne and / or the MEMPC.

Emergency recovery environment coordinators

Recovery is divided into four functional environments (see above). The role of the environment coordinators, if appointed, is to maintain a strategic overview of all aspects of their environment. This includes ensuring a coordinated approach across recovery service teams in the delivery of support to emergency affected people.

In the event of a small-scale incident where minimal recovery services provisions are required, the recovery environment coordinator(s) may not be required to be activated as the MRM may deal directly with the specific emergency recovery service coordinator(s).

Emergency recovery service teams

Each recovery environment functional area comprises a series of recovery service teams with nominated coordinators. Each recovery service team aims to link the key municipal organisations involved in a particular area of recovery so as to ensure maximum access to and use of resources and knowledge and to minimise overlap of service delivery in an emergency.

The roles of the recovery service teams are to:

- Plan the recovery process for their area of responsibility.

- Co-ordinate the recovery process in the area of responsibility and report back to their recovery environment co-ordinators and the MRM
- Identify local resources and external resources available for recovery.
- Identify and involve the community in planning and implementation of the recovery process.
- Liaise and communicate with other recovery service teams.
- Liaise and communicate within the recovery team as established after an emergency.

Emergency recovery service coordinator

Coordinators are responsible to the MRM. The role of the recovery service coordinator is to:

- Develop and maintain a recovery service providers contact and capability information list for their recovery service.
- Convene and co-ordinate a recovery service team.
- Should the team be activated, represent their recovery service team on City of Melbourne emergency recovery group formed at the time of an emergency.
- Ensure records are kept of recovery service team meetings.
- Liaise with other recovery service coordinators and the environment coordinator to ensure co-ordination and information sharing.
- Liaise with relevant state-wide organisations/departments through the MRM, which are responsible for specific types of service.

Depending on the nature, scope and expected duration of the recovery activities the MRM may, in consultation with Council Executive, decide to call an initial briefing meeting of all environment coordinators and recovery service coordinators. Such a meeting would be convened as soon after impact as practical. For more information see Internal Recovery Committee below.

Internal Recovery Committee

The MRM should convene a meeting of the Deputy MRM(s) and relevant environment coordinators (if appointed) as soon after an emergency as possible. The MRM may also choose to invite some or all of the recovery service coordinators and the MEMO and CEO to the initial meeting. The functions of this internal recovery committee are to:

- Link and maintain networks with the community that will aid the recovery process.
- Identify issues that the MRM and deputy can take to the MEMO.
- Coordinate the delivery of recovery services and monitor the needs of the community post emergency.
- Sustain an effective recovery program over the duration of the recovery period, within the capabilities of the municipal resources.
- Monitor progress of recovery.

Issues that may be addressed at the first meeting of this group include:

- Municipal Secondary Impact Assessment
- Resource management
- Information management
- Capacity of the service providers to support the affected community, Council to coordinate at

municipal level and the need to engage with DFFH regarding regional support for recovery operations.

- Meeting coordination
- Community engagement
- Reporting processes and requirement
- Frequency of meetings
- Next meeting.

Municipal Recovery Committee

Where the magnitude of the event requires extended management and coordination of recovery process a Municipal Recovery Committee (MRC) may be established.

Triggers for the formation of an MRC may include:

- Advice from one or more government agencies, NGO's, or stakeholders that the magnitude or extent of the emergency recovery will be prolonged.
- Community feedback or sentiment about the extent or priority of recovery activities.

Membership of the Municipal Recovery Committee

The composition of the committee will vary depending on the nature of the emergency and the area affected. It is generally formed as a sub-committee of the MEMPC. Membership of the MRC may include community leaders and representatives of relevant organisations including:

- MRM and Deputy(s)
- The Lord Mayor or designated Councillor
- City of Hobsons Bay staff, including community development staff
- State government agencies (e.g., DFFH)
- Community groups (e.g., Interest groups, Service clubs, etc.)
- Affected persons.
- Non-government organisations (e.g., Red Cross, Salvation Army, Community Health Services)
- Local community leaders
- Local counselling services
- Local business representatives (e.g., Chamber of commerce, etc.)

Functions of the Municipal Recovery Committee

The functions of the MRC may include:

- Provide information on the affected community prior to the event.
- Assist in the assessment of impact issues.
- Liaise, consult, and negotiate, on behalf of affected communities, with recovery agencies and government departments.
- Liaise with DFFH
- Undertake specific recovery activities as determined by the circumstances and the MRC.

Municipal Secondary Impact Assessment (MSIA)

A Municipal Secondary Impact Assessment (MSIA) is a process to determine the extent of damage, disruption and breakdown to the community and its infrastructure as a result of the emergency. Strategies for recovery are developed from the MSIA report and then implemented by the range of available agencies within the local government boundary and/or region.

The Control Agency should provide all data from the Initial Impact Assessment to council (prior to council and agencies being able to enter the area). Once the Incident Controller has declared the area safe, council and agencies will be able to commence the MSIA. An MSIA is a process for determining the impact on the community after an emergency event. Data should be collected as soon as possible after the emergency when it has been declared safe by the Incident Controller. To facilitate this process the City of Hobsons Bay, in conjunction with the Municipal Recovery Committee, will coordinate and activate an MSIA team and shall as early as practicable collect information on:

- Community/township-built environment (sewerage, water, electricity access)
- Injured/displaced persons.
- Potential isolation of community, homes, businesses
- Damage to local businesses
- Damage to government facilities (schools, hospitals etc.)
- Residential damage
- Transport damage (e.g., roads)
- Impact on people (e.g., well-being, emotional health)

The MSIA will provide information and data to inform the following tasks:

- Determine what needs to occur to ensure safety to life and property.
- Identify what relief and recovery requirements are needed and to prioritise those requirements to enable restoration of community needs.
- Provide advice to relevant government departments, agencies and the community.
- Effectively commence recovery operations

The City of Hobsons Bay may co-opt relevant agencies and persons with the appropriate expertise to assist with the coordination of the above tasks. Should the emergency extend beyond the boundaries of the City of Hobsons Bay the impact assessment may be merged with that of the other affected municipality(s). This will be coordinated by the Northwest Metro Regional Recovery Committee but will require input from City of Melbourne.

The City of Hobsons Bay uses the Municipal Secondary Impact Assessment (MSIA) Guidelines, which was developed in partnership by the fourteen councils in the Northwest Metropolitan Recovery Collaboration (refer Section 9.4 of this plan).

Relief and Recovery Centres

Relief and recovery centres are established to provide two very different services to emergency affected

people.

- Emergency relief relates to immediate needs.
- Emergency recovery addresses longer-term issues.

However, depending on the nature and extent of the emergency it is possible that some or all of the functions of both relief and recovery may be provided from the one location. The extent of impact of the emergency on people will determine the best mechanism for delivery of support and assistance to the affected community. City of Hobsons Bay has identified a number of facilities, which may be used for emergency relief. These are listed in Section 9.1 of this Plan. The internal recovery committee will determine the location from which recovery services will be delivered. This may include the on-going use of an emergency relief centre, depending on the nature of the emergency and the availability of the facility.

Wherever possible, a 'one stop shop' approach will be used to deliver as many of these services as possible / practical from a single location. The location of such a facility will be determined by the nature of the emergency.

The City of Hobsons Bay has adopted the Emergency Relief Centre Standard Operating Guidelines that was developed in partnership by the fourteen councils in the Northwest Metro Region (NWMR) Collaboration Group (refer Section 9.4 of this plan).

The purpose of this standard operating guideline is to provide guidance to Councils staff and relevant agencies who may be called upon to act in an ERC in a particular role function in times of emergency. It is acknowledged that the City of Hobsons Bay will adopt the NWMR structure and operating guidelines to ensure consistency of ERC operating practices and training across the NWMR.

Role of Department of Families, Fairness and Housing

During recovery from an emergency, DFFH:

- Acts as principal relief planning and coordination agency at regional level.
- Assumes a role of facilitation in developing a coordinated response as appropriate to the circumstances (e.g., when the event is beyond the capacity of the municipality, or one or more required recovery services have been exhausted within the municipality)
- Administers personal hardship grants to affected communities.
- In larger scale emergencies major grants to individuals and families may be provided
- Provides advice, information, and assistance to affected individuals, communities, funded agencies, and the City of Hobsons Bay.

Role of Emergency Recovery Victoria

Emergency Recovery Victoria (ERV) is a permanent and dedicated recovery agency to build stronger and more resilient individuals, communities, and regions through community-led recovery.

ERV is responsible for recovery coordination at the state and regional tier, and relief coordination at the state tier, partnering with all levels of government, business and not for profit organisations to enable locally driven and locally delivered recovery outcomes.

6.4 Government assistance measures

The State Government of Victoria, Department of Families, Fairness and Housing and Department of Health produce a range of fact sheets and guidance notes on various topics associated with recovery from emergencies on their website (www.betterhealth.vic.gov.au).

Topics covered include:

- Financial assistance
- Industry and agency support
- Personal support
- Public health.

The municipality and other recovery agencies shall where possible obtain and pay for goods /services through their own supply systems.

Where the goods/services are obtained through the City of Hobsons Bay, they will be assigned to the activity code "Emergency Management" in the first instance (Refer Section 5.5 for further detail).

The MRM, with the assistance of DFFH, will co-ordinate the acquisition of supply of goods /services which cannot be provided by the municipality or participating agencies.

The City of Hobsons Bay may be able to recover some of the relief and recovery costs incurred from the State Government. Further information in relation to funding and reimbursement is contained in the SEMP pages 34-35.

7. Roles and Responsibilities

7.1 Introduction

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

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 (EM 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.

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, where not previously identified in the SEMP.

7.2 Roles and Responsibilities of Agencies/Stakeholders

As outlined above, agencies/stakeholders are only included here if not already listed in the SEMP or REMP.

Metro Trains:

Activity	Alignment to Victorian Preparedness Framework
Mitigation <ul style="list-style-type: none"> - Participate in MEMPC meetings. - Participate in Review of CERA risks. - Participate in multi-agency exercises and training 	Core Capability 1
Response (including Relief) <ul style="list-style-type: none"> - Carry out designated role when MEMP activated. - Provide transport support to ERCs/affected persons where 	Core Capability 3, 4, 15, 19

Activity	Alignment to Victorian Preparedness Framework
appropriate	
Recovery <ul style="list-style-type: none"> - Carry out designated role when MEMP activated 	Core Capability 19
Assurance and Learning <ul style="list-style-type: none"> - Participate in Post Incident Debriefs - Identify change/improvement opportunities 	Core Capability 21

Appendices

8. Administration

8.1 Restricted Operational Information

Pursuant to Section 60AI (2) of the EM Act 2013 the information detailed below is excluded from the published Plan as it relates to critical infrastructure, personal information or information that is of a commercially sensitive nature.

Summary of the restricted information (including location within the MEMP, e.g., page or section number)	Reason for restriction	Agency that holds this information in full	Contact point
Contact Directory of City of Hobsons Bay staff and MEMPC members Section 8.2	Personal information	City of Hobsons Bay	City of Hobsons Bay Emergency Management Advisor

Recovery Service Coordinators and Providers Contacts Section 8.3	Personal information	City of Hobsons Bay	City of Hobsons Bay Emergency Management Advisor
Distribution List Section 8.5	Personal information	City of Hobsons Bay	City of Hobsons Bay Emergency Management Advisor
Locations of Emergency Relief Centres (ERCs) Section 9.1 NB: Public will be advised of location and details of ERC when it is opened during an emergency incident	Personal information	City of Hobsons Bay	City of Hobsons Bay Emergency Management Advisor

8.2 Contact Directory

Restricted Operational Information

8.3 Recovery Service Coordinators and Providers Contacts

Restricted Operational Information

8.4 Amendment History

Date	Page Numbers	Amendments (details and Page No)	Date of issue
18/10/2011 to 4/1/2017	All	Please note, previous plan version amendments have been removed from this update schedule and are recorded in Vault Reference A2888437	
March – October 2017		Full Plan Review and Endorsement Endorsed by MEMP Committee – 18th October 2017 Adopted by Council 14th November 2017	7 th December 2017
27/11/17	Part 6	6.12 – Clarification of connection between Internal Recovery Committee and Community Recovery Committee	7 th December 2017
29/12/17	Part 3	3.10.2 –Frequency of Meetings –Amendment to meeting cycle.	3 rd January 2018 (electronically)
12/6/18	Part 1.5	Part 1.5 –MEMP Contacts Listing (Page 13) MFPO amended details Jay Hateley –St John details added John Lloyd –St John details amended	14 th June 2018 (electronically)
	Pages 15-19	Part 1.6(Page 15-19) CEO and staff amended details	
	Page 22	Part 2.1.9 –Adjoining Municipalities (Page 22) Addition of paragraph outlining how emergencies in neighbouring municipalities may impact on HBCC.	
	Page 74	Part 5.7.4(Page 74) MBS change to Overview Statement (dot point 5)	

	Page 80	Part 5.10(Page 80) Removed reference to Melton and replace with Hobsons Bay	
		Part 5.11(Page 80) Addition of the five stages of evacuation.	
	Page 83	Part 5.13(Page 83) Replacing word “primary” with “primacy”	
		Part 5.14(Page 83) Remove reference to Wyndham MEMP Appendix	
	Pages 101-128	MEMPC ToR (Page 101-128) Update of Review and Endorsed Date. Removal of Reference to Executive Committee in all sub-committees.	
	Part 9.5.9	Appendix 9 –9.5.9 –Building Matter	
	Page 125	Part 8.4 Plan Distribution -Update of DELWP Contact	
	Page 7	Appendix 9 9.5.9 -Update of information.	
02/07/18	Part 1	Amended MERC contact Audit Certificate Replaced Plan Distribution –removed Margaret Wood –Red Cross Placed a note on the IFMP filing of the MEMP	2 nd July 2018 (Electronically)
30/07/18	Page 13	Part 1.5 –MEMP Contacts Listing DHHS representative update. Part 8 –Update Schedule	
9/11/18		Part 1.5 –MEMP Contacts Update and Part 8 –Update Schedule	
7/12/18		Part 1.5 –MEMP Contacts Update and Part 8 –Update Schedule	
13/2/19		Part 1.5 –MEMP Contacts Listing VicPol representative update / MERO Update. Part 8 – Update Schedule	
	Part 7	Terms of Reference –following annual review on 12/12/18	
23/8/19	Part 1	Contacts Updated	
24/9/20	Part 8	Municipal Endorsement Legislation/Signature Part 2, Part 5, Part 6, Part 7 –updated with name changes and reflected of components of the SEMP	
29/9/20		Appendices updated	
1/10/20	All	Parts relevant to SEMP amended on release	
27/01/21	Part 1	Contacts: Change is representative for AV to Mayor	MEMP Portal
23/08/21	Part 1	Contacts: MERC/REMI/EM Advisor/MBS/EHO/Comms, MEMO Update	MEMP Portal
23/05/22	Part 1	Contacts Updated	MEMP Portal
		References to DHHS throughout the MEMP changed to DH/DFFH were appropriate due to MoG March 2021.	MEMP Portal
01/03/23	Part 1	Contacts updated	MEMP Portal
01/11/23	All	MEMP Endorsed by MEMC and updated for REMPC Review	

Note: During the transition between amendments to the Emergency Management Act 1986 and 2013 and the newly released SEMP at the time of adoption, not all areas of the plan have been updated in accordance with the SEMP due to the absence of municipal level information and the Regional Emergency Management Plan which is under development.

8.5 Distribution List

Restricted Operational Information

9. Special Plans and Arrangements

9.1 Locations of Emergency Relief Centres (ERCs)

An Emergency Relief Centre (ERC) is a building or location that has been activated temporarily to provide refuge and support to individuals and families being affected by an ongoing emergency. The decision to activate an ERC is made in consultation between the MERC and the MRM. ERCs are identified in the Municipal Relief and Recovery Plan and are audited to ensure that they are suitable for the provision of emergency relief to a community. Audits are carried out in consultation with support agencies and using the NW Metro collaboration template.

The provision of emergency relief in an ERC may include the following:

Food & Water
Australian Red Cross is responsible for the provision of food & water to affected communities and individuals in relief centres. Council generally provides food & water at this level using local resources and/or the Salvation Army emergency catering.
Material Needs
Salvation Army will be tasked with the provision of material needs to affected individuals and families
Emergency Accommodation
Most people choose to stay with friends or relatives; grants may be available for hotel accommodation and/or the ERC used as overnight accommodation.
Personal and Psychosocial support
VCC Emergencies Ministry and Australian Red Cross are able to provide personal and psychosocial support to affected individuals and families.
Registration and Personal Information Form (PIF)
Victoria Police are the lead agency for Registration of people affected by emergencies. Australian Red Cross operates Register. Find. Reunite on behalf of Victoria Police. Agencies may utilise a Personal Information Form to assist in the process of registration. Register. Find. Reunite is included as an agency form in the Personal Information Form.

Pandemic Preparedness

In the event of a Pandemic/Epidemic Standard Operating Guidelines have been developed in conjunction with the NWMR Collaboration to guide specific requirements to meet the directions of the Chief Health Officer and ensure the safety and wellbeing of staff and affected persons. The COVID19 ERC Protocol outlines the requirements for the current pandemic event (2020). All staff working within an ERC have been provided with training on the requirements of operating Emergency Relief Centres during a pandemic.

See Vault ID: and. Both these documents are included on Crisisworks.

Council has designated Emergency Relief Centres geographically based across the municipality which are detailed in the Municipal Relief and Recovery Plan as follows:

Contact	Capacity Catering/Sleeping/Information
Altona Badminton Centre	T2 – C

Paisley Park – Mason Street, Altona North	C=300
Altona Sports Centre Queens Street, Altona	Regional T1 – S/C C=500+ S=500
Laverton Community Hub 95-105 Railway Avenue, Laverton 3028	Regional T1 – S/C C=500+ S=500
Williamstown Town Hall 104 Ferguson Street, Williamstown	T1 – S/C C=500 S=100

Restricted Operational Information

9.2 Sub plans

- Municipal Storm and Flood Emergency Plan
- Municipal Fire Management Plan
- Municipal Relief and Recovery Plan
- Municipal Extreme Heat Health Plan

9.3 Complementary Plans

- Animal Welfare Management Plan
- Heat Health Response Plan
- Public Health Plan
- Influenza Pandemic Action Plan
- Children and Young People
Emergency Plan
- Vulnerable People and Facilities
Plan

9.4 Northwest Metro Region Standard Operating Guidelines etc.

Document	Version
Emergency Relief Centre Standard Operating Guidelines	V6. 2018
Municipal Emergency Relief Guidelines	V1. 2019
NME Assistance Protocol	V10.3 2020
Collaboration Emergency Resource Coordination Protocol	2020
Secondary Impact Assessment Guidelines	V4. 2018

Emergency Relief Centre COVIDsafe Pan	V3. 2021
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9.5 Maps

9.6 Significant Infrastructure

9.7 CEOC Standard Operating Procedures

9.8 After-hours handbook

9.9 Practice notes – Operation of a CEOC

9.10 Practice notes – Sourcing Supplementary Emergency Response Resources

9.11 Protocol for Inter Council Resource Sharing

9.12 NWMR MOU and Activation Protocol