



Northern Victorian Emergency Management Cluster

Collaboration • Preparedness • Resilience

City of Greater Bendigo Integrated Municipal Emergency Management Plan (IMEMP)

PUBLIC VERSION

Version 3.1

March 2023



Acknowledgement of Country

The Northern Victorian Emergency Management Cluster operates on the traditional lands of the Dja Dja Wurrung, Taungurung, Yorta Yorta and Barapa Barapa peoples.

We respect and acknowledge their unique Aboriginal cultural heritage and pay our respect to their ancestors, descendants and emerging leaders as the Traditional Owners of this Country.

We acknowledge their living culture and their unique role in the life of this region.

Version Control

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All amendment details can be found in Appendix A.

This Plan has been produced by the City of Greater Bendigo Municipal Emergency Management Planning Committee (MEMPC) pursuant to the [Emergency Management Act 2013](#) and relevant Ministerial Guidelines.

The MEMPC understands and accepts its roles and responsibilities as described in [State Emergency Management Plan](#) (SEMP), the [Emergency Management Act 2013](#) (EM Act 2013) and the [Emergency Management Legislation Amendment Act 2018](#) (EMLA 2018).

The City of Greater Bendigo MEMPC, formed under the changes to Emergency Management legislation in 2020, acknowledges the collaborative work and commitment of the Northern Victorian Integrated Municipal Emergency Cluster, participating agencies, industry bodies, municipal Council and its employees in planning for emergencies and disasters.

Dated this 26 Day of August 2022

Signed:



Stacy Williams
City of Greater Bendigo - MEMPC Chairperson

Assurance 1: The MEMP or sub-plan has been prepared by the municipal emergency management planning committee (MEMPC)

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1 Introduction

1.1 Plan Purpose

The Northern Victorian Integrated Municipal Emergency Management Plan (IMEMP) is the overarching emergency management plan for the Northern Victorian Emergency Management Cluster (NVEMC). The plan provides information to emergency services, other organisations and the community on how risks will be dealt with and the management arrangements for emergencies, to promote community safety.

The importance of community emergency planning is reflected in the collaborative way the plan is prepared.

1.2 Authority and Legislation

In 2020, 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 a Municipal Emergency Management Planning Committee (MEMPC) to be established in each of the municipal districts of Victoria.

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.

Each MEMPC is charged with developing and maintaining a Municipal Emergency Management Plan (MEMP). This IMEMP 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](#).

In addition to legislation, emergency management arrangements are governed by the Victorian SEMP, published Ministerial Guidelines and existing doctrine, policy and procedures.

1.3 Northern Victorian Emergency Management Cluster (NVEMC)

The NVEMC evolved from an Emergency Management Cluster Pilot project initiated by the Municipal Association of Victoria in 2013 in collaboration with five councils within the Loddon Mallee Region – Campaspe Shire Council, Central Goldfields Shire Council, City of Greater Bendigo, Loddon Shire Council and Mount Alexander Shire Council.

The five Councils entered into a Memorandum of Understanding to formalise resource sharing between them. This collaborative approach includes emergency management planning and reflects the common nature of many of the risks as well as the commitment to share resources across the Cluster.

Figure 1 - The map below indicates the regional and municipal boundaries of regional Victoria. The Cluster Councils are all part of the Loddon Mallee Region (shaded light green).



In 2016, the governance model transitioned into an Integrated Municipal Emergency Management Planning Committee (IMEMPC). The IMEMPC functions as five MEMPCs meeting as one integrated multi-agency committee, including all legislated core members from each Local Government Area (LGA) along with shared membership covering the footprint of the Cluster.

Each of the five Councils are separately responsible for discharging the responsibilities imposed by the [EM Act 2013](#). These responsibilities include:

- Prepare and maintain a Municipal Emergency Management Plan (MEMP) (Section 60ADB)
- Appointment of a Municipal Emergency Management Officer(s) (MEMO) (Section 59G)
- Appointment of a Municipal Recovery Manager (MRM) (Section 59H)
- Establish a multi-agency Municipal Emergency Management Planning Committee (MEMPC) (Section 59).

This IMEMP is the result of the co-operative efforts of the IMEMPC that includes content common to all municipalities in the Cluster, with an individual appendix for each LGA.

Assurance 5: The MEMP or sub-plan is consistent with the principles underlying the **preparation** of emergency management plans. Principles require that the plan is:

- prepared in a collaborative manner,
- prepared efficiently and effectively,
- prepared in a manner that acknowledges and reflects the importance of community emergency management planning

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 section 77 of the Act

1.4 Plan Objectives

The objectives of the IMEMP are to ensure organisations involved in emergency management at a local level understand and implement agreed arrangements for the mitigation and prevention of, preparedness for, response to, and the recovery from emergencies as identified in the [EM Act 2013](#) and other relevant legislation, which could potentially occur in any of the five participating councils' boundaries.

This includes:

- Implementing measures to prevent or mitigate the causes or effects of emergencies
- Managing arrangements for the utilisation and implementation of municipal resources in response to emergencies
- Managing support that may be provided to or from adjoining municipalities
- Assisting the affected community to recover following an emergency
- Complementing other local, regional and state planning arrangements
- Working in partnership with the community, agencies and other organisations to implement an all hazards approach to improve emergency management, public safety and community resilience
- Consequence management
- Consideration of the significant impact of climate change region and implications for emergency management planning (for more details see Section 2).

This collaborative approach includes emergency management planning and reflects the common nature of many of the risks as well as the limited capacity in resources and people across the regional shires.

Assurance 5: The MEMP or sub-plan is consistent with the principles underlying the **preparation** of emergency management plans. Principles require that the plan is:

- prepared in a collaborative manner,
- prepared efficiently and effectively,
- prepared in a manner that acknowledges and reflects the importance of community emergency management planning

1.5 Plan Assurance and Approval

1.5.1 Assurance

A Statement of Assurance (including a checklist and certificate) has been prepared and submitted by the MEMPC pursuant to the Loddon Mallee Regional Emergency Management Planning Committee (LM-REMPC) [EM Act 2013](#) (s60AG). Items that require assurance are identified by a footnote.

Each MEMPC will submit their version of the IMEMP for approval by the Loddon Mallee Regional Emergency Management Committee, every 3 years through the assurance process.

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)

1.5.2 Approval

This Plan has been approved by the Loddon Mallee – Regional Emergency Management Planning Committee (REMPC).

It comes into effect when published in accordance with s60AI (1) (ab) and remains in effect until superseded by an approved and published update.

The IMEMP is published on the municipality's website and will be deposited with State Library Victoria under section 49 of the Libraries Act 1988 (Vic). Copies will be available on EM-COP and Crisisworks.

1.6 Plan Review

Regular reviews of the IMEMP will be conducted to ensure it remains current, effective, integrated, coordinated and comprehensive in its approach to emergency management. The plan will be routinely reviewed:

- Via a standing item on the IMEMPC meeting agenda with a complete review at least every three years in line with the statutory MEMP self-assurance process.
- After Action Reviews following a significant emergency or incident.
- After an emergency management exercise where the exercise identifies an opportunity for improvement.
- A change in relevant legislation or developments or changes in the relief and recovery sector.
- Organisational change.
- Changes to previously identified hazards.

An 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](#) s60AM). Urgent updates come into effect when published on the municipal council website and remain in force for a maximum period of three months.

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

This IMEMP is current at the time of publication and remains in effect until modified, superseded or withdrawn. Please refer to the amendment history located at Appendix A

Assurance 2: In the case of an updated MEMP or sub-plan, the plan has been reviewed within three years or sooner as required ([Act](#) s60AN and s6).

2 Governance Arrangements

2.1 IMEMPC Membership

The minimum membership requirements of the MEMPC are specified in Section 59A (1) of the [EM Act 2013](#). Each Cluster MEMPC meets this requirement and has invited and added additional agencies and organisations with key skills and knowledge to join the IMEMPC.

The committee will review its membership on a yearly basis, or more frequently as required.

Table 1 below shows the requirements of s59A (1) being the minimum membership requirements for each MEMPC. In addition to representatives from each Council, the format of the IMEMPC meetings allows for Agency member attendance to carry across each member council's MEMPC.

The IMEMPC Membership is divided into **Tiers**.

Many of the legislated Core Members and Associate Members will be the appointed representative across all five MEMPCs.

Composition of **Tier 1 – Core Members, Recovery representative, Community representatives and Municipality representatives (Voting)**. * **one vote** per organisation.

Table 1: Organisational representation on the IMEMPC

AGENCY	MEMBER
CORE MEMBERS	
MEMPC Chairs	Director - Campaspe Shire Council General Manager - Central Goldfields Shire Council Director - City of Greater Bendigo Director - Loddon Shire Council Director - Mount Alexander Shire Council

VicPol	Bendigo Municipal Emergency Response Coordinator Mount Alexander Municipal Emergency Response Coordinator Loddon Municipal Emergency Response Coordinator Central Goldfields Municipal Emergency Response Coordinator Campaspe Municipal Emergency Response Coordinator Regional Emergency Response Coordinator (<i>advisory member non-voting</i>)
CFA	Assistant Chief Fire Officer / Delegate
FRV	Operations Commander / Delegate
Ambulance Victoria	Emergency Management Planning Coordinator / Delegate
VICSES	Operations Officer / Delegate
Australian Red Cross	Divisional Operations Officer / Delegate
DFFH	Manager North Division / Emergency Management Coordinator
Department of Health	Delegate
RECOVERY REPRESENTATIVES	
Emergency Recovery Victoria (ERV)	Regional Recovery Manager – Loddon Mallee
VCC EM	Regional Coordinator Loddon Mallee
COMMUNITY REPRESENTATIVES	
RANCH	Network Manager – Regional Association of Neighbourhood and Community Houses (RANCH)
Loddon Campaspe Multicultural Services	Operations Manager
OTHER NOMINATED REPRESENTATIVES	
Forest Fire Management Victoria (DEECA)	Appointed Representative
Emergency Management Coordinators & Officers	Campaspe Shire Council Central Goldfields Shire Council City of Greater Bendigo Loddon Shire Council Mount Alexander Shire Council
Councillor	Campaspe Shire Council Central Goldfields Shire Council City of Greater Bendigo Loddon Shire Council Mount Alexander Shire Council

Composition of Tier 2 – Associate Members: Industry, organisations and other departments (Non-Voting).

AGENCY	MEMBER
ASSOCIATE MEMBERS - Industry, organisations and other departments.	
Coliban Water	Operations Delegate
Department of Transport & Planning	Regional Delegate
Dept Education	Regional Delegate
Salvation Army	Corps Officer / Strategic Emergency & Disaster Management Assistant Coordinator
Bendigo Health	Emergency Management Coordinator / Delegate
ABC Central Victoria	Chief of Staff / Delegate
Agriculture Victoria	Animal Welfare / Delegate
Goulburn-Murray Water	Operations Delegate
Centrelink	Delegate

From time to time other agencies and organisations will be invited to join the Committee to provide specialist input and advice.

Requests for contact details of IMEMPC agencies and members for legitimate purposes can be sent to the IMEMPC Executive Officer via the Chairperson of the IMEMPC.

Assurance 11: The MEMPC consists of membership from required agencies

2.2 IMEMPC Terms of Reference

The [IMEMPC Terms of Reference](#)* (ToR) can be found within the NVEMC site on EM-COP document store.

The ToR describe the roles and responsibilities for members of the IMEMPC as well as providing guidance on matters such as conflict resolution, submission of agenda items, voting and quorums.

**Password protected. Those requiring access should contact the Cluster Executive Officer, or the Emergency Management Coordinator of Council.*

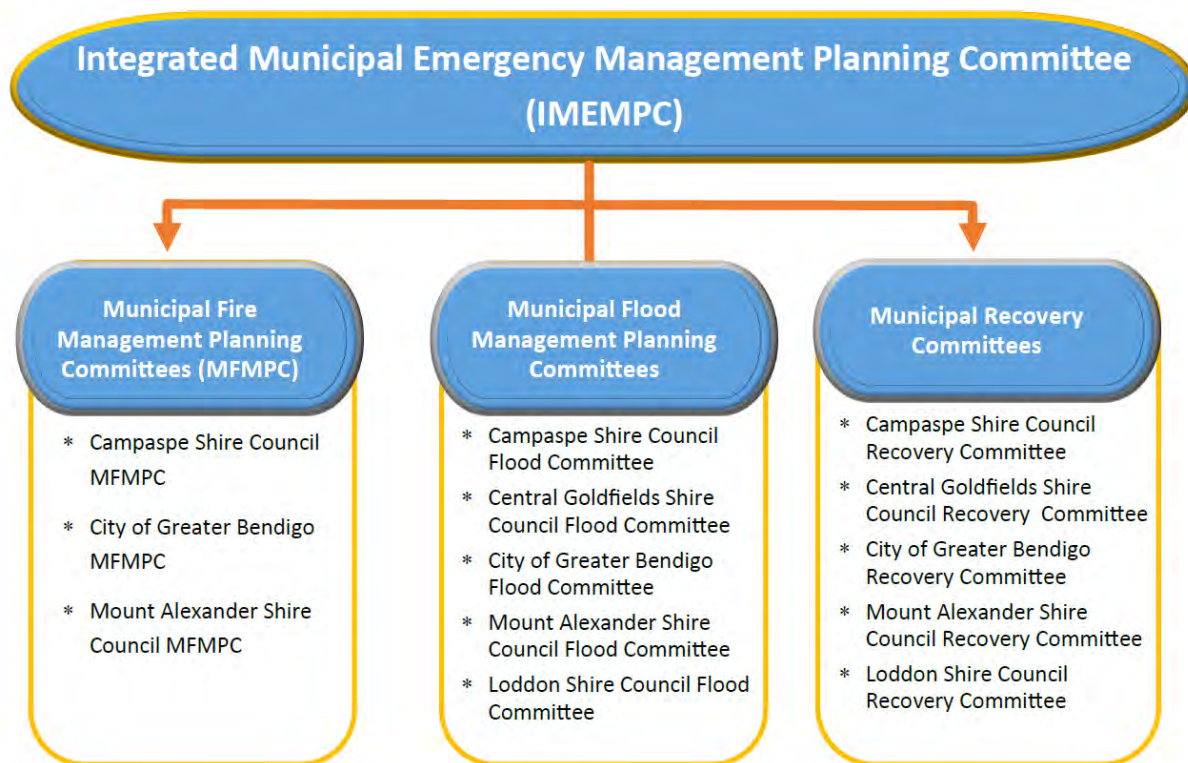
2.3 Sub-Committees & Working Groups

To assist with the activities of IMEMPC, sub-committees or working groups may be established to examine various issues or topics in more detail and/or to review and update each municipalities MEMP or any sub-plans of the MEMP.

Sub-committees or working groups will consist of members of the IMEMPC and if required, invited community members or agencies with specialist knowledge or direct influence in an area.

Sub-committees and working groups must report back to the IMEMPC on progress and completion of agenda items.

Figure 2 - IMEMPC Sub-Committees



2.4 Roles and Responsibilities

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. In the case of municipal-specific modifications, these are clearly identified as modifications.

The IMEMP 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.

3 Area Characteristics of the Northern Victorian Emergency Management Cluster

3.1 Context

Regional Victoria has felt the impacts of tornado, fire and riverine flooding and flash flooding. In addition to these events the Loddon Mallee Region also endured a decade of drought that led to a need for extensive psychosocial assistance. All predictions indicate that Australia will trend towards an increasing number of bad fire weather days in its southern and eastern states with fire seasons beginning earlier and lasting longer than in previous decades.

The Victorian Climate Projections 2019 (VCP19) results for the Loddon Campaspe region (which includes all Cluster councils) shows increased likelihood for intense, severe and duration of extreme weather events. The findings complement previous climate projections such as the Victorian Climate Initiative. For more information see the [Loddon Campaspe Climate Projections 2019](#).

Severe weather events, fire and flood are not the only significant emergency events faced in the area. Increasing awareness of the dangers of heatwave acknowledges that it must also be treated as an emergency. Other risks have been identified through the Community Emergency Risk Assessment (CERA) process.

This signifies the importance of building community resilience and capability for emergency management in our community, with agencies and with emergency services.

Fundamental to achieving community resilience is the understanding of the hazards, exposures and vulnerabilities of the community. The economic and social effects of emergencies, including loss of life, destruction of property and dislocation of communities are possible but risk-based planning enables minimisation of the impacts of emergencies on communities and/or an enhanced recovery process.

Current emergency management arrangements have an “*all communities - all emergencies*” approach. This approach assumes all emergencies create similar problems and consequences and usually require similar response measures (such as early warning, evacuation, provision of medical services and community recovery) although it is acknowledged that many emergencies require specific preparation, response, relief and recovery measures. These specific arrangements are addressed in IMEMPC sub plans.

Future development and implementation of the IMEMP will be influenced by ongoing research and reviews at state and federal level, including the final report of the [Royal Commission into National Natural Disaster Arrangements 2020](#) (Bushfires Royal Commission), the [IGEM Review of 10 years of reform](#) in Victoria’s emergency management sector and the [IGEM inquiry into the 2019-20 Victorian Fire Season- Phase 1 report](#).

3.2 Geography

The combined area of the five municipalities is approximately 17,500 square kilometres. The topography ranges from the significant peaks of Mount Alexander and Mount Tarrengower in the south to the riverine flood plains of the Murray River to the north, with most of the region being relatively flat. The Murray, Coliban, Loddon, Campaspe, Goulburn and Avoca Rivers are significant waterways.

The area is traversed by the Calder, Northern, Loddon Valley, Pyrenees and Murray Valley Highways, and by a network of train lines including passenger services between Castlemaine, Bendigo, Kerang, Echuca and Maryborough.

Most of the land in the subject area has been cleared for irrigated and dry land agriculture, although there are significant areas of state forest and reserves and national parks around Bendigo and Heathcote, along the Murray River and to the west of Inglewood.

Additional information on individual Municipalities can be found in Appendix B.

3.3 Demography

The Cluster area lies on the traditional lands of the Dja Dja Wurrung, Taungurung, Yorta Yorta and Barapa Barapa peoples. These groups are the traditional custodians of the area, with much of the land within the Cluster area lying within the Dja Dja Wurrung area.

The Dja Dja Wurrung Clans Aboriginal Corporation, Taungurung Land and Waters Council and Yorta Yorta National Aboriginal Corporation are the Registered Aboriginal Parties for their areas (see map). These organisations hold decision-making responsibilities under the Aboriginal Heritage Act 2006 for protecting Aboriginal cultural heritage in their areas. There is currently no Registered Aboriginal Party for part of the Loddon Shire north of Boort, however Barapa Barapa Traditional Owners should be consulted and engaged in matters relating to that area.

Figure 2- Map of traditional custodian areas within the Cluster (*Ref: <https://achris.vic.gov.au/weave/wca.html>*)



The total population of the Cluster municipalities is approximately 201,700 people ([2021 Census](#)). The largest centres are Bendigo, Echuca, Castlemaine, Kyabram, Rochester, Maryborough, Wedderburn and Maldon with numerous small settlements of 1,000 people or less.

The south and central parts of the region were major gold-mining centres in the 19th and early 20th centuries. The northern part was founded on riverboat traffic and through large scale soldier settlement schemes following the first and second World Wars.

The [Loddon Mallee Region Environmental Scan Report](#) contains detailed information and contextual data for the Loddon Mallee Region.

More detailed statistics for each Municipality can be found in Appendix B.

3.4 History of emergencies

Significant emergencies include those in which either loss of life, substantial property loss, or impact on large areas of public land occurs. Dating back to the 1850s the predominant significant emergencies within the NVEMC area are bushfire and riverine flood. These events reflect the risk associated with the prevalence of vast regions of agricultural and public land interspersed with bushland, and the major rivers which traverse the region; the Murray, Campaspe, Goulburn, Loddon and Avoca rivers.

Emergencies with significant impact in their respective municipalities of the NVEMC since the 1950s are summarised in below.

Table 2: Significant Emergencies across the NVEMC – 1950s to 2022

Year/s of Incidence	Municipality and Town/s Affected	Type of Emergency	Impacts
	CAMPASPE SHIRE		
1950, 1956, 1973, 1974, 1975, 1981 1983,1993	Rochester and Echuca	Riverine Flood Ten significant floods involving the Campaspe, Murray and Goulburn Rivers mostly ranging from 1-5% Annual Exceedance Probability (AEP)	
2011	Rochester	Riverine Flood Severe flooding of the Campaspe River; Higher than 1% AEP (1 in 100 year flood)	80% inundation of town; Above floor inundation of 250+ properties and most town businesses; Extensive damage to infrastructure and surrounding rural properties; Disruption to essential services; Isolation of residents
2011	Echuca	Riverine Flood Severe flooding of the Campaspe and Murray Rivers; Higher than 1% AEP	Ten houses in town inundated; Some rural properties, community facilities and roads flooded and others isolated; Damage to river frontage infrastructure
1993, 2012	Kyabram township	Flash Flood Result of stormwater runoff	Damage to around 50 buildings in CBD (1993)
2011, 2012, 2013, 2019	Toolleen, South of Echuca, Corop, Wyuna/Kyabram, Strathallan/ Nanneella	Bush and Grassfire Six significant fires	Total of 2125 ha burnt, predominantly agricultural land; Stock, fodder and crop loss
2022	Impact across municipality	Riverine/flash flooding Major flooding of the Murray, Campaspe and Goulburn River.	Extensive damage to residential, infrastructure and rural settings. Significant crop and fodder loss, minimal stock loss. Rochester township heavily impacted predicted 93% residential properties impacted from flood water, data collation not complete.

Year/s of Incidence	Municipality and Town/s Affected	Type of Emergency	Impacts
	Central Goldfields Shire		
1956	Carisbrook	Riverine Flood	One life lost
1965 to 2002	Daisy Hill, Paddy Ranges and others	Bush and Grassfire Five significant bushfires	
1985	Avoca/Talbot/Carisbrook	Bushfire	100 000 ha burnt; three lives lost; around 100 casualties; over 180 houses and 500 farms lost; 46 000 livestock destroyed
1995	Dunolly	Riverine Flood	One life lost
1999	Across Shire	Riverine Flood	Damage more than \$2M to public and private assets
2011	Carisbrook, Talbot, Dunolly	Riverine Flood Severe flooding of the Loddon River	300 houses and many town businesses inundated; Damage to infrastructure including access roads; Isolation of towns; Disruption to essential services
2016	Maryborough	Flash Flood	Several houses flooded; Road closures into town
2022	Carisbrook, Talbot, Dunolly	Riverine Flood Severe flooding of McCullums Creek, Tullaroop Creek and Bet Bet Creek	Several homes with water inundation, losses to sheds, crops and fencing damage

Year/s of Incidence	Municipality and Town/s Affected	Type of Emergency	Impacts
	City of Greater Bendigo		
1961, 1969, 1975, 1987, 1997, 2005	Metcalfe/Redesdale, Maldon/Ravenswood/Kangaroo Flat, Colbinabbin/Redcastle, Heathcote/Costerfield, Whipstick Forest.	Bushfire Eight significant fires	1969 - Maldon/Ravenswood/Kangaroo Flat fire. 9600 ha burnt, one life lost.
2009	Black Saturday Fires Redesdale & Eaglehawk: Outskirts of Bendigo, spreading to within 1.2km of the CBD	Bushfire	One life lost; 57 houses destroyed and significant other damage. Redesdale 9445 ha burnt Eaglehawk 594 ha burnt
2010	Bendigo and Huntly	Flash Flood Followed 80mm+ rainfall over 1-2 day periods; 18% AEP	
2011	Bendigo and Huntly	Riverine Flood Flooding of the Bendigo Creek; Followed 99mm rainfall in 48 hours; 2% AEP	Shallow flooding of the Caravan Park in Golden Square
2021	Black Summer Fires Epsom and Huntly	Grassfire	
2022	Heathcote, Derrinal, Axedale, Barnadown, Elmore, Goornong, Huntly, Marong, Maiden Gully,	Riverine / Flash Flood The region received over 150mm rainfall over 48hrs leading to flash flooding	Damage to over 91 residences with 14 uninhabitable. 70% of road infrastructure damaged, 5

	Raywood, Strathfieldsaye, Sebastian, Woodvale.	around urban areas and major flooding of the Campaspe River, with the largest flow ever recovered over the Lake Eppalock spillways. Numerous creeks also reached their highest recorded levels resulting in overland flooding.	bridges destroyed causing some areas to be isolated. Significant damage to community facilities and recreation reserves. Over 4,000ha farmland and 2 businesses destroyed.
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Year/s of Incidence	Municipality and Town/s Affected	Type of Emergency	Impacts
Loddon Shire Council			
1969	Korong Vale	Bushfire	
2006	Morse's Road Fire, Bridgewater	Bushfire	34 sq km of open plain crop and grassland burnt
2011	Bridgewater, Serpentine, Pyramid Hill, Newbridge, Boort, Durham Ox	Riverine Flood Severe, record flooding of the Avoca and Campaspe catchments and outflows from the Loddon storages; Greater than 1% AEP	Inundation of towns and rural properties (50 homes and businesses in Bridgewater); Major losses of crops, pasture and livestock (Boort); Damage to infrastructure; Disruption to essential services; Isolation of towns and properties
2016	Across Shire	Riverine Flood	Several houses flooded; Extensive damage to roads, crops and infrastructure
2022	Across Shire	Flash and Riverine Flood	Inundation of towns and rural properties (approximately 50 homes/buildings with water above floor level). Major losses of crops, pasture and livestock; Damage to infrastructure; Disruption to essential services; Isolation of towns and properties

Year/s of Incidence	Municipality and Town/s Affected	Type of Emergency	Impacts
Mount Alexander Shire			
1957 to 1969	Across Mt Alexander Shire	Bushfire Five significant fires	
1975, 1979-80, 1980, 1981, 1986, 2003	Including Redesdale, Golden Point, Maldon/Muckleford Forest, Castlemaine Woollen Mill, Metcalfe	Bushfire Six significant fires	
2009	Black Saturday Fires Redesdale/Barfold	Bushfire	14 houses and over 50 sheds destroyed; 7086 ha burnt incl. two olive plantations, a vineyard and 300 km of fencing

2011	Castlemaine, Newstead, Vaughan Springs, Campbell's Creek, Harcourt, Redesdale, Chewton, Maldon, Elphinstone, Taradale, Baringhup	Riverine Flood Severe flooding of the Loddon and Campaspe Rivers and the numerous creeks feeding rivers; Cairn Curran Reservoir overflows; Near highest flood on record.	Damage to businesses, houses and community infrastructure including recreation facilities and roads; Significant hardship and distress; Overall recovery costs for 2010 – 2012 floods in excess of \$22M
2012	Castlemaine, Campbell's Creek, Chewton, Maldon, Taradale	Flash Flood Followed 75mm rainfall over 90 minute period	110 properties flooded; 66 houses and 20 local businesses inundated; Damage to infrastructure
2016	Baringhup, Elphinstone, Walmer, Guildford, Harcourt, Castlemaine, Taradale, Metcalfe, Campbell's Creek, Chewton	Riverine Flood Widespread flooding across the Shire from spills from Cairn Curran Weir due to continuing inflows	Extensive road closures; Disruption to essential services incl. school buses and public transport; Flooding of eight caravans at Baringhup Holiday Park and residents evacuated
2022	Baringhup, Campbells Creek, Castlemaine, Metcalfe and outlying areas	Riverine Flood Severe flooding of the Loddon, Campaspe and Coliban Rivers and Barkers, Campbells and Forest Creeks Higher than 1% AEP	60 private residences, 2 Caravan Parks housing 76 permanent residents, 93 primary producers, 10 businesses, 1 power substation, 3 Community Facility Buildings, 15 bridges and 730 Klm road infrastructure were damaged as result of the event.

This summary does not include non-major emergency events which are generally short term in nature and handled by local resources. All municipalities experience several individual house fires each year which require response and recovery activities, particularly with reference to the wellbeing of displaced residents. Wind and hailstorms also occur on an occasional basis in all municipalities with varying degrees of magnitude, damage and property loss. All municipalities have also been affected by extreme heat, with an increasing number of heat health alerts in recent years.

Biological or agricultural emergencies occur within the Cluster following a breakdown in biosecurity or when suitable conditions prevail for pest or disease incursion and spread. Examples of such emergencies include:

- **Locust plagues** affecting areas of Campaspe Shire in 2010 and 2020.
- **Japanese encephalitis** outbreak in a Campaspe piggy in early 2022.
- **Blue green algae** outbreaks also occur occasionally in the Goulburn, Murray and Campaspe Rivers as well as in major catchments including the Cairn Curran Reservoir in the Mt Alexander Shire.
- **COVID-19** outbreak of 2019-2022.

The World Health Organisation (WHO) declared the novel coronavirus (COVID-19) a worldwide pandemic on 11 March 2020. Impacts of the COVID-19 pandemic in Australia (and Victoria) since the first case was reported and up to 29 July 2022 include over 9.3 million total COVID-19 cases (2.4 million cases in Vic - approximately 25% of National cases) and total deaths of 11 669 (4 577 deaths in Vic (approximately 39% of National deaths; Source: Department of Health, States & Territories Report 29/7/2022).

Profound impacts of the COVID-19 pandemic in Australia, some related to measures introduced to reduce the spread such as social distancing, commercial trading restrictions and stay-at-home orders include:

- Economic Impacts – decline in household discretionary spending, large fall in gross value added (GVA) throughout market industries, especially in tourism and hospitality-related industries.
- Government Support – huge costs in provision of subsidies and other payments, e.g. JobKeeper and other support activities, PPE, and popup health clinics.
- Health Services – capacity issues in management of COVID-19 patients, infectious disease, PPE, cancellation of elective surgeries.
- Mental health Impacts – extra support required for many due to restrictions on employment, income, living arrangements and ability to spend time with friends and family.
- Education – limitations of online learning platforms for students and capacity of staff to develop delivery processes, limited social learning opportunities.

While the response to the COVID-19 pandemic has primarily fallen to State Government departments, council staff and agencies of the NVEMC have undertaken activities in areas such as food relief, immunisation, local relief and recovery communities and community support.

In 2022, the COVID-19 pandemic is still active across the world, and the impacts of COVID-19 are ongoing with high rates of infection, hospitalisation, associated deaths and impacts throughout Australia.

3.5 Major infrastructure and assets

Details of major municipality infrastructure and assets are contained in Appendix C.

4 Planning Arrangements

4.1 Planning Context

The IMEMP 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 recover from emergencies.

It is important for enhancing resilience that community, emergency services and relief and recovery agencies work together. The IMEMP is the overarching document for the integrated management of emergencies in the municipal area.

The IMEMP 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 Standard Operating Procedures 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 for all persons and organisations that have a role in this plan, administration details and a list of Council resources.
- Working relationships with various community organisations:
 - Neighbourhood Houses
 - Disability & Accessibility Groups
 - Community Health Services
 - Loddon Campaspe Multicultural Services

Assurance 5: The MEMP or sub-plan is consistent with the principles underlying the **preparation** of emergency management plans.

Principles require that the plan is:

- prepared in a collaborative manner,
- prepared efficiently and effectively,
- prepared in a manner that acknowledges and reflects the importance of community emergency management planning

4.2 Victoria's emergency management planning framework

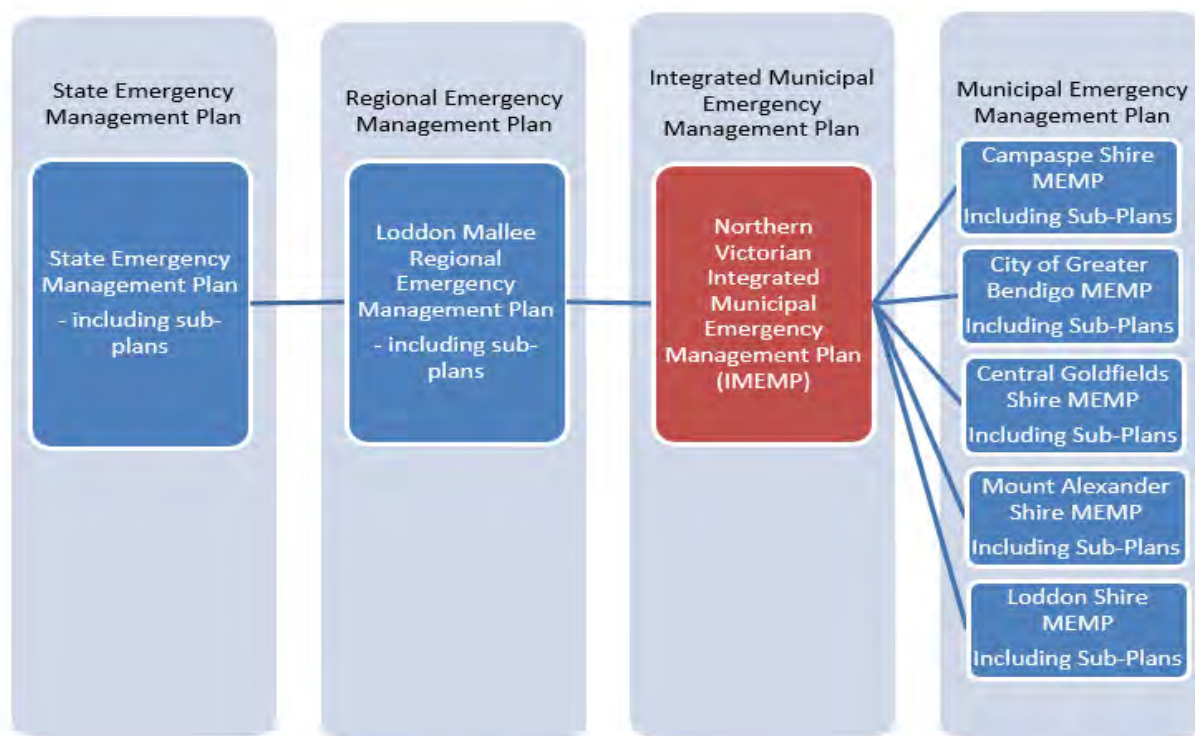
The [Victorian Preparedness Framework](#) sets a foundation to how we prepare for, respond to and recover from emergencies.

The IMEMP supports holistic and coordinated emergency management arrangements within the Loddon Mallee Region (LMR). The IMEMP is a subordinate plan of the [Regional Emergency Management Plan](#) (REMP) and the [SEMP](#) and to the extent possible does not conflict with or duplicate other current emergency management plans.

The IMEMP considers response agency, cross border and neighbouring municipality planning and response arrangements.

The following diagram outlines emergency management planning hierarchy.

Figure 3 – Hierarchy of the IMEMP. The IMEMP should be read in conjunction with the SEMP and the Loddon Mallee REMP.



This hierarchy allows the individual MEMPs to be consistent with the SEMP and REMP and not conflict with or duplicate the higher level plans.

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](#) (Act s59D(b))

4.3 Northern Victorian IMEMP

The IMEMP aims to promote community resilience by engaging community through education programs and media opportunities as well as collaborating with other agencies and organisations.

The IMEMPC is committed to the future enhancement of the document by;

- Maintaining an awareness of existing plans and arrangements within the municipality, regionally and cross border, and ensuring an effective two-way flow of information at the local, regional and cross border levels.
- Ensuring the continued risk and hazard identification and assessment and supporting accountable agencies in identifying and prioritising mitigation strategies and developing hazard specific plans.

The IMEMP aims to support a holistic and coordinated emergency management approach whilst identifying capability and capacity limitations and providing support with multi agency training and exercising.

Assurance 15: The MEMP or sub-plan identifies and plan for cross-agency/cross boundary/cross-border opportunities

4.4 Sub-Plans and Complementary Plans

4.4.1 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 Plan. All sub-plans are multi-agency plans and may be hazard specific where the consequences are likely to be high.

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

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

Refer to section 5.6 for a list of the sub-plans particular to the NVEMC and individual Municipalities as informed by risk assessments.

4.4.2 Complementary Plans

Complementary plans are prepared by industry and 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 the IMEMP and are not subject to approval, consultation and other requirements under the [EM Act 2013](#).

4.5 Training and Exercises

The IMEMPC recognises the time constraints and capacity of organisations and agencies when it comes to participating in emergency management exercises and training, but also recognises the need and requirement to do so. Throughout the municipality, wider region and cross border there are a number of opportunities to participate in training and exercises.

It is therefore agreed that the testing and exercising of the IMEMP and relevant sub-plans will occur in partnership with all agencies who have responsibility for Class 1 and Class 2 emergencies in Victoria.

Best practice is for at least one exercise to be conducted annually. A list of the exercises and training undertaken is shown in Appendix I .

Assurance18. Exercises have been undertaken during the planning life cycle to test the MEMPC or sub-plan (Ministerial guidelines issued under the [Act](#) S77 and s44 (step 5))

5 Mitigation Arrangements

Assurance 7. The MEMP or sub-plan contains provisions for the mitigation of emergencies ([Act](#) s60AE(a), s3.2)

5.1 Context

The IMEMPC has a key role in mitigation and prevention activities to reduce the likelihood, or minimise the consequences, of emergencies that may occur in the area. All communities are exposed to a diversity of risks. Emergency risk management is a systematic method for the identification, analysis and evaluation of risks, and the subsequent development of treatments for those risks. Learnings from risk analysis for a particular region should inform the focus of the MEMP. Enforcement and continued review of existing policies in land use, building codes and regulations, and urban planning by Cluster councils complement emergency planning to ensure that all measures possible are addressed to reduce the likelihood of emergencies.

Victoria's risk management approach aligns with the outcomes and objectives of the [Sendai Framework for Disaster Risk Reduction 2015 – 2030](#) and the [National Disaster Risk Reduction Framework](#).

5.2 Emergency Risk – Definitions

The concept of risk for emergencies considers the likelihood of the occurrence of a hazardous event alongside an assessment of the event's impact or consequences.

Risk is the outcome of interactions between a specific hazard and assets.

The extent of the impact is dictated by the exposure, vulnerability and capacity of each specific asset, value or function. These terms are defined as:

- **Hazard:** a process, phenomenon or human activity that may cause loss of life, injury or other health impacts, property damage, social and economic disruption or environmental degradation.
- **Exposure:** the situation of people, infrastructure, housing, production capacities and other tangible assets located in hazard-prone areas.
- **Vulnerability:** The conditions determined by physical, social, economic and environmental factors or processes which increase the susceptibility of an individual, a community, assets or systems to the impacts of hazards.
- **Capacity:** The extent to which the core elements (people, resources, governance, systems and processes) of capability can be sustained, before, during and after emergency.

The total risk may be decreased by reducing the size of any one or more of the contributing variables.

- **Residual risk** is defined as the risk that remains in unmanaged form, even when effective disaster risk reduction measures are in place, and for which emergency response and recovery capacities must be maintained.

5.3 Risk Assessment Process

The risk assessment process used by the IMEMPC is Community Emergency Risk Assessment (CERA), an all-hazards risk assessment tool which aims to identify, mitigate and reduce risk within municipalities and communities following the Australian Standard for risk management, ISO 31000.

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.

[CERA online](#) provides the platform to record, review and track risks, mitigations, causes and impacts of municipal risks across the state. The process promotes collaborative discussion between agencies, experts and community representatives on the ways in which various hazards may affect important assets, values and functions for a defined 'community of interest'. This process then identifies underlying weaknesses, consequences and potential long-term impacts.

CERA has a consequence focus which combines hazard information and intelligence from multiple sources to gain a clear understanding of the elements that define 'risk' within a specific area. These sources include:

- Existing 'single hazard' risk assessments, such as the Victorian Fire Risk Register (VFRR) Municipal Fire Management Planning and Flood Studies.
- New or existing community profile information.
- Subject matter experts and local community representatives.

The results of the assessment process are used to inform emergency management planning, 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 IMEMPC for consideration and action. The risks are subject to regular review by the MEMPC.

5.4 CERA for the NVEMC

The CERA process has been utilised by the IMEMPC to examine risks across the five participating municipalities of the NVEMC, and identifies residual risk as shown in the Table below. The high residual risk rating applied to risks of Bushfire, Flood, Heat Health, Storm, Service Disruption (Electricity and Telecommunications), Transport Incident (Road and Rail) and Exotic Animal Disease indicates that risk management processes should be taken to reduce these risks, particularly for those with high ratings confidence.

Table 3 – CERA results for NVEMC

Code	Risk	Ratings Confidence	Residual Risk Rating
BF-L	Bushfire – large regional	High	High
N-02	Flood Extreme	High	High
ET-HW	Heat Health	High	High
ST	Storm	Med	High
SD-E	Service Disruption – Electricity	Med	High
I-01	Service Disruption – Telecommunication	Med	High
SD-W	Service Disruption – Water	High	Low
IP	Insect Pest Incursion	High	Medium
B-01	Pandemic – Influenza	Med	Medium
T-TR	Transport Incident – Train, Rail	Med	High
T-RDL	Road Transport Incident – large	Med	High
AE	Exotic Animal Disease	High	High
AI	Industrial Accident	Med	Medium
T-AC	Transport Incident – Aircraft	High	Medium
EQ	Earthquake	High	Low

Residual Risk Rating – Green = Low, Yellow = Medium, Orange = High, Red = Extreme

Ratings confidence: The lower the confidence rating, the higher the level of emphasis that needs to be placed upon better understanding the factors driving the risks and the options available for addressing them.

Residual Risk Rating: Residual Consequence x Effectiveness of Control x Likelihood

High: Measures should be taken to reduce the risk and will generally require consultation with and support from state and/or federal agencies.

Medium: Subject to being reduced to as low as reasonably practicable levels and with the goal of moving them into a broadly acceptable region.

Low: Generally requiring little if any additional action.

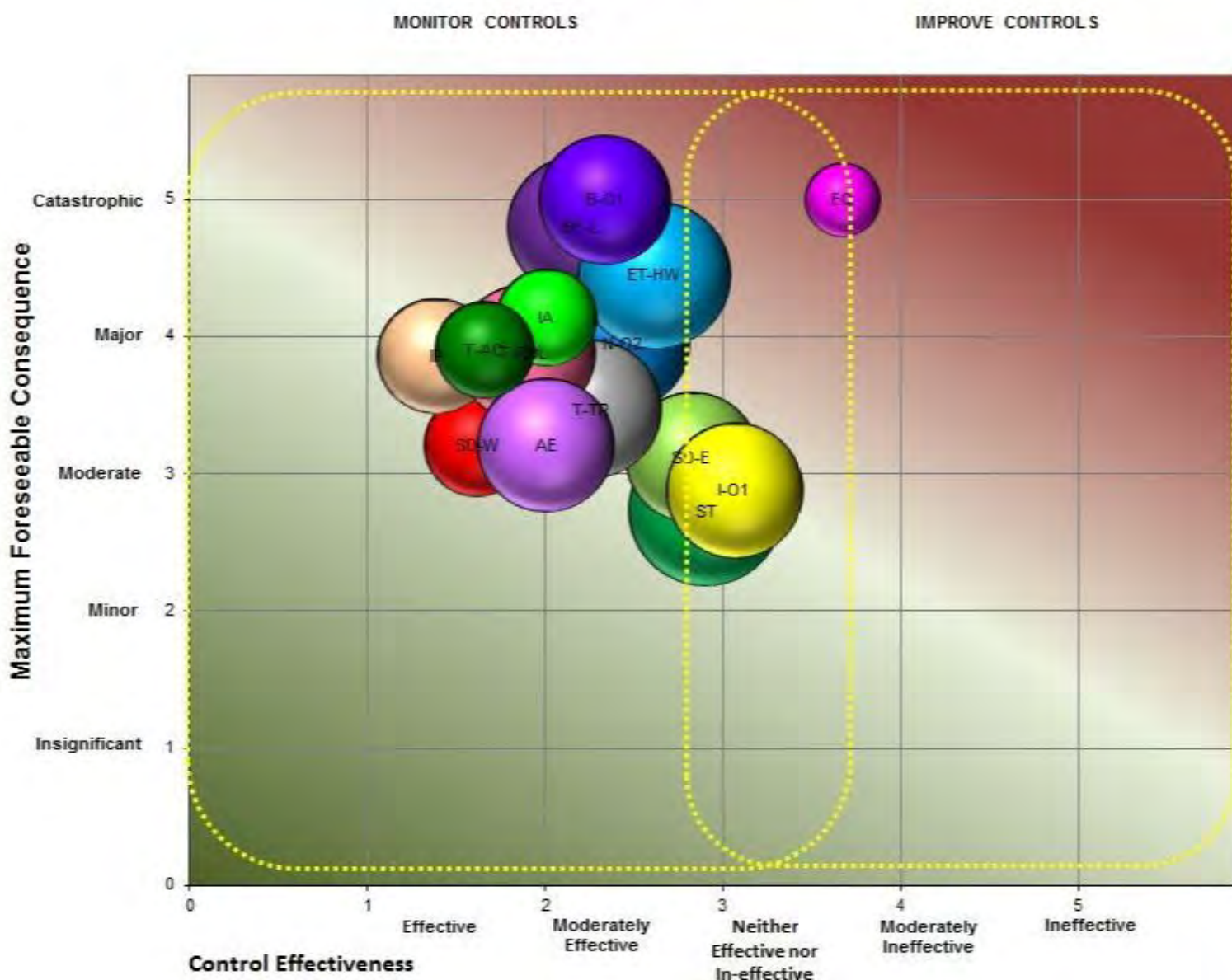
The heat map is a graphical representation of the ratings assessed for consequence, likelihood and control effectiveness. The map visualises risks to better understand their ability to be treated (if controls can be improved or only need to be monitored). The higher the risk sphere the higher the impact /consequence and the larger the sphere the higher the frequency. Where spheres populate the upper right quadrant of the map, risk consequence is catastrophic and controls are ineffective. The larger the sphere the more likely the event will occur.

The assessment for NVEMC has earthquake as a high consequence event but low frequency, with neutral to moderately ineffective controls.

Bushfires, floods and heat health are in the higher consequence and frequency ratings with moderately effective controls.

Figure 4 – NVEMC CERA Heat Map diagram

Community Emergency Risk Assessment (CERA) Heat Map



The IMEMPC recognises that the level of residual risk for hazards may vary between Cluster municipalities. Hazards that are specific to municipalities may also be identified in addition to those raised from the CERA applied to the Cluster.

Individual MEMPCs may appoint a Risk Working Group to ensure that risk-based planning is completed at the individual municipality level. Each MEMPC will assess confidence in the application of the risk rating outcomes from the CERA of the NVEMC area for their own municipality. Triggers or considerations to complete further CERA processes to assess risks at either the municipal or single risk level can include factors such as a unique environmental feature, experience of a major emergency or a significant change to population, built environment, industry or economic profile.

Details of the risk assessment process of the municipality are provided in Appendix D, and may include:

- Whether or not additional CERA processes have been undertaken to assess risks at the municipal or single risk level,
- Further investigations of impacts and existing mitigation controls for each hazard,
- Record of risk treatment activities or plans prioritised for the municipality.

The [Loddon Mallee Region Environmental Scan Report](#) contains detailed information that can assist municipalities with their risk assessment process.

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 [Act](#) s77, s6.2 and s.3.6.3)

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 [Act](#) s77, s3.2 and s4 (step 1))

5.5 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.

The primary outputs of the VFRR 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 can be found in Municipal Fire Management Plan (where applicable).

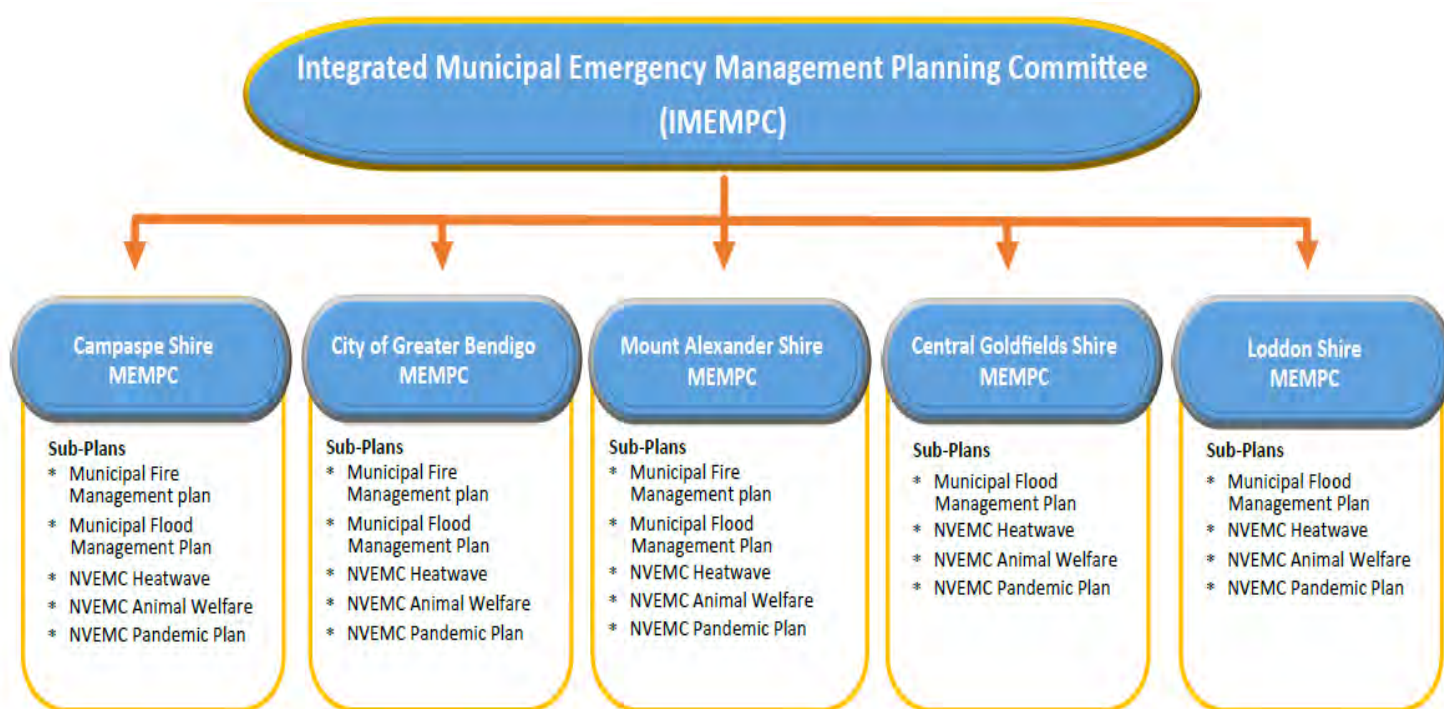
5.6 Treatments

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.

Based on the risk rating outcome of CERA across the Cluster, each MEMPC can select and prioritise risk treatment activities as required.

Details of municipality mitigation plans are shown below.

Figure 5 – Treatment sub-plans linked to the IMEMPC



Refer Appendix G for a complete list of MEMPC sub-plans, complementary plans and standard operating procedures for the City of Greater Bendigo MEMPC.

5.7 Community Awareness & Education

The ability of a community to respond to and recover from the effects of an emergency will depend on the level of individual and community preparedness and their understanding of risk. Obtaining the preferred response from people during emergencies will require successful community engagement, education and awareness programs from Council and emergency management partners.

Below are just some of the community education programs and resources now available:

- [Australian Red Cross – Preparing for Emergencies](#)
- [Australian Red Cross – Get Prepared app](#)
- [Country Fire Authority – Plan and Prepare](#)
- [Victorian State Emergency Service – Plan and stay safe](#)
- [Ambulance Victoria – Community Education](#)
- [Safer Together Program](#)
- [Flood Victoria](#)
- [Gender and Disaster Australia](#)

A range of community information and educational links are provided in Appendix K.

The Gender and Disaster Australia website includes the national Gender and Emergency Management guidelines and many other resources that provide guidance on applying a gender lens to all phases of emergency management.

Cluster municipalities and the IMEMPC will support and promote appropriate prevention and awareness programs within the Cluster. Methods of warning the community of an impending emergency are addressed Part 6.

The NVEMC aligns community awareness activities with the [Community Resilience Framework for Emergency Management](#) to bring community to the centre of emergency management strategies, programs and approaches by establishing a foundation upon which all activities can be developed and implemented.

6 Emergency Response

Assurance 8. The MEMP or sub-plan contains provisions for the response to emergencies ([Act](#) s60AE(b), s3.3, s3.6.2 and s3.6.3)

6.1 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, wellbeing, property and the environment and to meet basic human needs.

Response arrangements within the IMEMP are consistent with the priorities detailed in the [SEMP](#) to guide all decisions at every phase of emergency management.

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, the Regional Emergency Response arrangements provide for further resources to be made available from neighbouring municipalities (on a regional basis) and then on a state-wide basis.

The response phase includes the lead agency's, Control, Command and Coordination arrangements as well as activities to combat the emergency, the delivery of rescue services and the provision of immediate relief to support the essential needs of persons directly affected by an emergency. Emergency relief and recovery activities should be integrated with response and commence as soon as the effect and consequences of the emergency are anticipated.

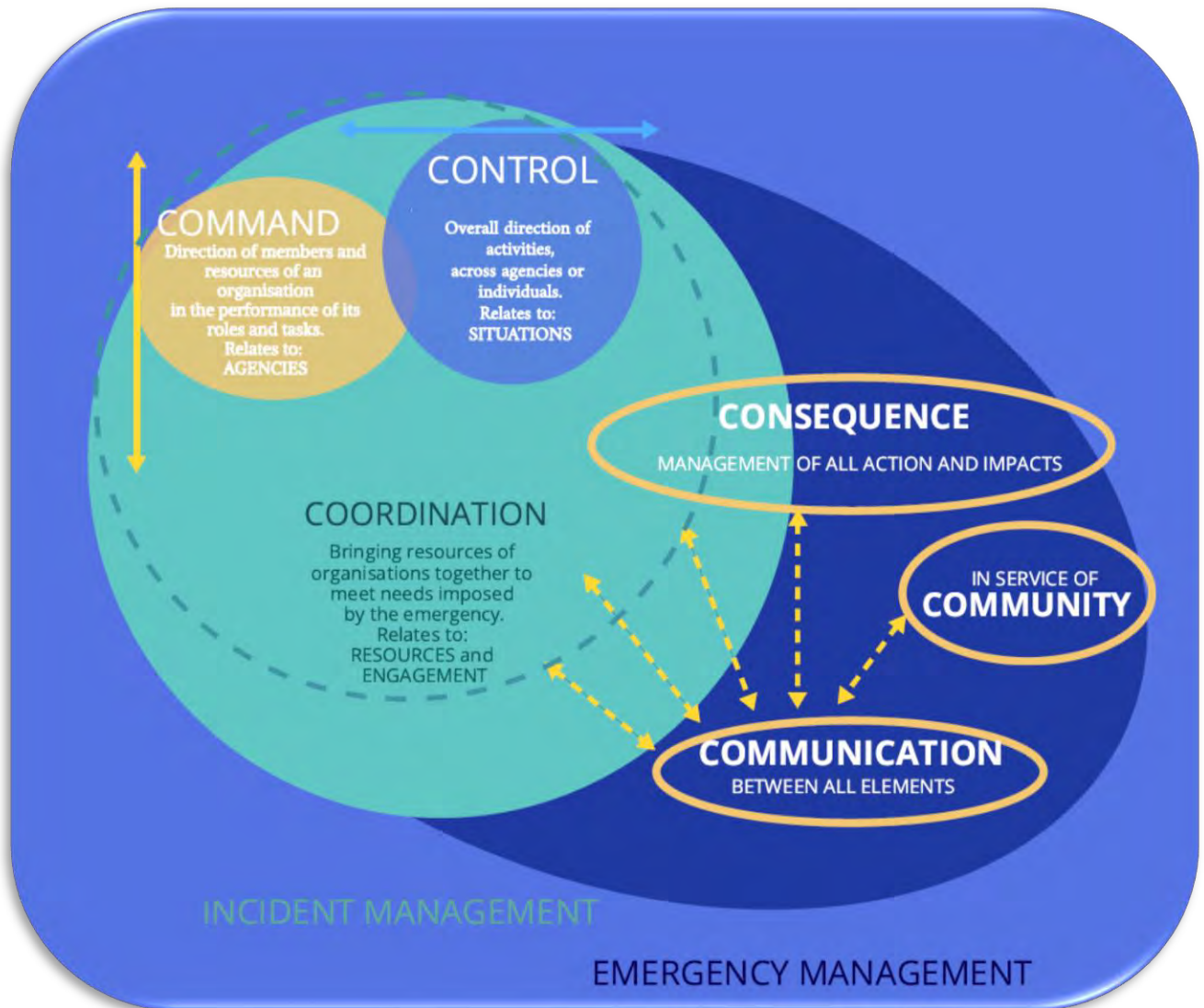
Control agencies are responsible for developing and maintaining hazard-specific plans. Such plans outline arrangements for hazard-specific emergencies and include readiness, establishment and maintenance of control, incident management systems and response protocols.

Municipalities rely on strong team work with clear accountabilities and responsibility to ensure an effective response to emergencies.

6.2 6 C's of Emergency Management

The purpose of the 6 C's - **command, control, coordination, consequences, communication and community connection** arrangements in the response phase is to ensure sufficient resources are deployed, emergency response is coordinated and consequences are being managed.

Figure 6 – The Six Cs of Victorian Emergency Management



- **Control** is the overall direction of response activities in an emergency operating horizontally across agencies.
- **Command** is the internal direction of personal and resources of an agency operating vertically within the agency.
- **Coordination** is the bringing together of agencies and resources to ensure effective response to and recovery from emergencies.
- **Consequence** management involves the coordination of agency activities with a role in delivering of services to the community, with the aim of minimising the adverse consequences of emergencies on the community. The Emergency Management Commissioner is responsible for consequence management for major emergencies.

Effective consequence management involves the ongoing assessment and management of the potential or actual effect of the emergency on communities. The safety of community members is the primary consideration in consequence management.

To make appropriate decisions about relief and recovery needs, decision-makers rely on clear, relevant, timely and accurate information regarding the needs of impacted individuals, families and communities.

When identifying these needs the decision-makers need to look beyond the immediate impacts of an emergency and consider the potential impacts their decisions, actions and inactions will have in the longer term.

Critical infrastructure such as water, power, mobile phone transmitters etc., should also be mapped.

Each Council should identify community assets within their municipalities that have significant social or cultural value. The asset may not have a high monetary value but the community see it as an intrinsic and valuable part of their area.

Refer to Appendix C for details of infrastructure and assets of the relevant municipality.

- **Communications** relates to communicating to the public, reporting to government and communicating with stakeholder agencies during emergencies.

Information on reporting to government and communicating with stakeholder agencies is detailed in the [SEMP](#).

Public information and warnings

During an emergency the Control Agency is responsible for leading the provision of information to affected communities. The Cluster Council involved in the emergency may be asked to assist with the dissemination of this information. During response, warnings and the release of other public information are authorised by the Incident Controller (IC) prior to dissemination. SOPs for council communications have been developed by each council and can be accessed through the EMLO.

Methods for disseminating information: Radio, television, electronic media, social media, print media, Police media liaison, Emergency Alert (telephone based system), Agency information line (e.g. Emergency Information Line), Culturally and Linguistically Diverse group radio stations or newspapers, community newsletters, literature / brochures, information centres (one stop shops), door knocks, vehicle mounted public address systems, local community groups.

Announcements from response, relief and recovery agencies must be consistent with each other.

Municipal councils lead the provision of local public information to affected individuals in relief and recovery.

During the relief and recovery phases the council will nominate an Information Management Team Leader who will be responsible for communications and community engagement. The Emergency Relief Centre (ERC) Manager will undertake this role in the absence of a separate appointment.

- **Community Connection (Engagement)** is the understanding of and connecting with trusted networks, leaders and all communities to support resilience and decision making.

The EMV [Community Resilience Framework](#) for emergency management states that at the heart of the Framework are seven resilient community characteristics:

- Connected, inclusive and empowered
- Sustainable built and natural environment
- Reflective and aware
- Culturally rich and vibrant
- Safe and well
- Dynamic and diverse local economy
- Democratic and engaged

Agencies involved in emergency response offer a range of awareness and engagement programs to the community across a range of risks including fire, house fire, flood, storm and heatwave and are available via their websites (Appendix K).

6.3 Emergency Response Coordination Roles

6.3.1 State / Regional Emergency Response Personnel

Table 4 - Emergency Response Coordination Roles and Teams

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 his/her deputies and appointed by Victoria Police. Control agencies request support through the MERC, who will pass on the request to the MEMO.	Municipal Emergency Management Team at the MOC (MEMT)	The primary role of the MOC and the MEMT 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.
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.

6.3.2 Municipal Emergency Response Personnel

The responsibilities of Municipal Emergency Response Personnel are outlined in Table 5. For full role descriptions refer to the [SEMP](#).

Each Council within the Northern Victorian Cluster has appointed MEMOs and MRMs (including deputies) pursuant to Section 59G, 59H of the [EM Act 2013](#).

Table 5 - Municipal Emergency Response Personnel

Municipal Emergency Response Role	Responsibility
Municipal Emergency Management Officer (MEMO)	<p>Responsibilities of the MEMO include:</p> <ul style="list-style-type: none"> • Maintain effective liaison with control and support agencies within or servicing the municipal district. • Liaise with the MRM about the best use of municipal resources. • Organise a debrief if the MERC asks. • Ensure there are procedures and systems to monitor and record council expenditures in relation to emergencies.
Municipal Recovery Manager (MRM)	<p>Responsibilities of the MRM include:</p> <ul style="list-style-type: none"> • Coordinate municipal and community resources for recovery. • Help collate and evaluate information gathered in the post-impact assessment. • Establish priorities for restoring community services. • Liaise with the MEMO about the best uses of municipal resources. • Establish an information and coordination centre at the municipal offices or at a location more appropriate to the affected area. • Liaise, consult and negotiate with recovery agencies and the council on behalf of the affected area and community recovery committees. • Liaise with the Regional Recovery Coordinator and relevant Victorian Government agencies, asking for support on recovery coordination, if required. • Manage municipal and community resources for community support and recovery.
Council Emergency Management Liaison Officer (EMLO)	<p>The role of a Council EMLO is to:</p> <ul style="list-style-type: none"> • Facilitate requests from the ICC for council information • Facilitate requests by council or MOC for information from the ICC • Facilitate requests from the ICC for council resources, including human resources • Represent and speak on behalf of the council • Is empowered by their organisation to make decisions, or is in direct contact with the person in their organisation who can make that decision or release the resource • Maintains information flow between parties • Obtains up to date information/intelligence.
Agency Emergency Management Liaison Officer	<p>The role of an Agency EMLO is to:</p> <ul style="list-style-type: none"> • Represent their agency in the relevant control centre • Represent the agency at the Incident EMT or Regional EMT if the relevant agency commander cannot attend, but not at the State EMT, which a senior agency representative must attend. • Commit or to arrange to commit the resources of the agency to respond to an emergency. • Provide advice about the agency's roles and activities. • Maintain ongoing communications with the agency. • Should have previous experience in this role or have attended an EMLO training course.

6.3.3 Municipal Authority across the Cluster

In accordance with the [SEMP](#), the appointed MEMO has full delegated powers to deploy and manage Council's resources during emergencies. This delegation will be unchanged where an emergency impacts on one municipality only.

Where the emergency affects more than one municipality, in accordance with the MoU that has been signed by each CEO, once the deployment of personnel has been approved by the Chief Executive Officers of the affected Council and the Councils providing assistance, the MEMO, EMLO or Emergency Management Coordinator have the delegated authority to commit administrative support or resources in the exercise and application of Council's emergency management functions.

6.4 Control, Coordination and Operations Centres and Areas

6.4.1 Control Agencies

A control agency is primarily responsible for managing the response to the emergency and for establishing the management arrangements for an integrated response to an emergency. A list of control agencies for response and their responsibilities can be found within the [SEMP - Table 9 - Roles and Responsibilities](#).

If the emergency is complex where there is a shared accountability across several agencies, a single agency needs to be responsible for the collaborative response of all agencies. Incident Agency Commander's should prioritise their response roles according to the [State Emergency Management Priorities](#) and by agreement identify a single line of control and transfer control to that controller.

If effective control of an emergency is not established and including if there is uncertainty to who the control agency is, or the type of emergency is not listed in the SEMP, the following should occur:

- The IERC, RERC or MERC will determine the control agency for non-major emergencies
- The State Response Controller will determine the control agency for Class 1.

Further detailed arrangements for the control of Class 1, 2, and 3 emergencies is available within the [SEMP](#)

Table 6 - Emergency Response Control Roles

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 Energy, Environment and Climate Action (DEECA)
	Natural Gas	Department of Energy, Environment and Climate Action (DEECA)
	Petroleum and liquid fuels	Department of Energy, Environment and Climate Action (DEECA)
	Public transport	Department of Transport and Planning (DTP)
	Roads/bridges/tunnels	Department of Transport and Planning (DTP)
	Water and sewerage	Department of Energy, Environment and Climate Action (DEECA)

	Uncontrolled release of water from dam	Department of Energy, Environment and Climate Action (DEECA)
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 CFA
Plague or an epidemic or contamination	Human Disease	Department of Health (DH)
	Plant disease / pest incursion	Department of Jobs, Skills, Industry and Regions (DJSIR)
	Radioactive Materials – Incidents	Department of Health (DH)
	Water supply contamination	Department of Health (DH)
	Exotic animal disease	Department of Energy, Environment and Climate Action (DEECA)

6.4.2 Support Agencies

Response support agencies provide services, personnel or material to support or assist a control and/or a coordination agency and/or members of the public. Refer to [Support Agencies for Response Table 10](#).

Many organisations and agencies have roles in assisting in emergencies. However, there are agencies that have a functional lead role in support. The Control agency may request that the agency lead this functional area during an emergency.

6.4.3 Operations Centres/Staging Areas/Marshalling Points

An Operations Centre is established by an agency for the command / control functions within their own agency.

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 the 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 Council's facilities is available via the MEMO.

6.4.4 Regional and Incident Control Centres

The [Victorian Emergency Operations Handbook](#) details the location and contact details for the Regional Control Centres (RRC) and ICCs across the state.

Table 7 – Regional & Incident Control Centres

Loddon Mallee Regional Control Centre		
Bendigo	29 Lockwood Road, Kangaroo Flat	rcclmr.all@rcc.vic.gov.au
Incident Control Centres		
Bendigo	7 Taylor Street, Epsom	iccben.all@icc.vic.gov.au
Mildura	308-390 Koorlong Ave, Irymple	iccmil.all@icc.vic.gov.au
Gisborne	Level 2, 12-14 Prince Street, Gisborne	iccgis.all@icc.vic.gov.au

6.4.5 Municipal Operations Centre (MOC)

Municipal emergency response is coordinated from the Municipal Operations Centre (MOC). The MOC will be established (in a major emergency) to manage all Council responses to the emergency and to support the response agencies. Contact with the response agencies will be through the EMLO who will be part of the Emergency Management Team at the ICC.

Coordination functions in the first instance will be conducted remotely. In the event of a complex, large or protracted emergency the MERC, MEMO or MRM may request activation of the MOC. If a MOC is established this must be communicated to the control agency.

The MOC will coordinate the provision of human and material resources within the municipality during emergencies. These resources may be provided to support control agency activities or for the purposes of meeting relief and early recovery needs. The MOC will also maintain an overall view of the operational activities for recording, planning and debriefing purposes.

The MOC may also be activated to support a neighbouring municipality. Administrative staff for the MOC will be drawn from Council's staff pool in the first instance. In the event of a large scale emergency that requires the MOC to be open for a protracted period of time, staff from the Cluster will be requested initially through the resource sharing protocols. If these resources are exhausted, other municipalities may be requested (possibly via the MAV's Inter Council Emergency Resource Sharing Protocols or as a cross-municipality agreement).

Virtual MOC

Depending on the size and complexity of an emergency, Councils may determine to have a virtual MOC whereby coordination is done electronically.

MOC Locations

The MOCs for the Northern Victorian Cluster are:

Table 8 – Municipal Operation Centres

Municipality	MECC Type	Address
Campaspe Shire	Primary:	Shire Office, Heygarth St., Echuca
	Secondary:	Council Depot, Finlay Road, Tongala
Central Goldfields Shire	Primary:	Central Goldfields Shire Office, 12 Nolan Street, Maryborough
	Secondary:	Shire Depot, 72 Burns Street, Maryborough
City of Greater Bendigo	Primary:	Fountain Court, Bendigo Bank Central, Board Room, 1 st floor, Mitchell and High Streets, Bendigo
	Secondary:	Training Room, Works Department, Adam St., Bendigo
Loddon Shire	Primary:	Shire Office, Calder Hwy., Wedderburn
	Secondary:	Shire Office, Loddon Valley Hwy., Serpentine
Mount Alexander Shire	Primary:	Shire Office, Lyttleton St., Castlemaine
	Secondary:	Castlemaine Hospital – Board Room – 142 Cornish Street, Castlemaine (Enter via Odgers Road entrance)

Refer to the [Northern Victorian Cluster Municipal Operations Centre SOP*](#) for further details.

**Password protected. Those requiring access should contact the Cluster Executive Officer, or the Emergency Management Coordinator of Council.*

6.4.6 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 agencies to provide enhanced coordination, communication, situational awareness and resilience across all phases including planning, preparedness, response and recovery. It also incorporates Post Impact Assessment, Recovery and Vulnerable Persons Registers.

The Northern Victoria Cluster Crisisworks link is <https://nvc.crisisworks.com>

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

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

6.4.7 Emergency Management Common Operating Picture (EM-COP)

EM-COP is a web-based information gathering, planning and collaboration tool. It is designed to provide users with a simple way to gather, organise, create and share emergency management information between all emergency services agencies, all levels of government. It also acts as a portal to state government agency web sites and planning tools.

[EM-COP](#) can be used in any control centre, 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.

The link to the NVEMC document store within EM-COP can be found [here](#)*.

**Password protected. Those requiring access should contact the Cluster Executive Officer, or the Emergency Management Coordinator of Council.*

6.5 Resourcing

A resource is essentially any function or item which a responding agency requires to perform its responsible role, including:

- Personnel (e.g. agency support and industry technicians)
- Equipment (e.g. plant, vehicles)
- Services (e.g. phone lines, expert technical advice).

Each Cluster council has a well maintained and updated list of municipal resources available through Crisisworks. The maintenance and updating of the resources list is the responsibility of the EMC and is accessible to the MEMO at all times.

6.5.1 Agency Resources

An agency may have arrangements in place to access a wide range of resources through:

- Its own agency arrangements
- Support agencies (many are listed in the [SEMP– Table 10](#))
- Contract or supply arrangements with private industry.

Agencies should exhaust all resources owned or directly within their control prior to requesting assistance from elsewhere. 'Directly within their control' means the resource is available to the agency through a pre-existing arrangement such as a contract or memorandum of understanding.

In situations where an agency accesses a resource, other than a resource it owns, it must notify the incident controller and the emergency response coordinator. This is to allow for effective and efficient resource tracking by the emergency response coordinator and to avoid duplication of requests for the same resources.

Similarly, agencies must notify the emergency response coordinator of the depletion or deployment of sizable or specialist resources.

6.5.2 Resource Supplementation

The arrangements for resources supplementation have four levels:

- Agency and local resources
- Support resources
 - Within municipalities / local area
 - Within regions
 - Within the state
- Interstate or commonwealth resources
- International resources.

In an emergency that is localised to one municipality the request for resources should go to the relevant MEMO in the first instance. The MEMO will be supported by their EMC.

In an emergency that impacts across municipal boundaries an EMLO should be appointed by the Council that suffered the initial impact of the event. The role of this person is described in table 5.

Once the emergency has been escalated and an EMLO is in place, future requests can be directed to this person who has the delegated authority.

An agency responding to an emergency and requiring supplementary resources can request resources via the MERC. Refer to [SOP-J03.09](#) for further information about the process.

Private providers for resources may be considered as possible sources of supply at each level.

The requesting agency is responsible for making appropriate arrangements for delivery of the supplementary resources.

Details on sourcing resources from within Victoria or the Commonwealth, can be found in the [SEMP](#) .

6.5.3 Resource Sharing

Emergency management roles will be drawn from affected Council's staff pool in the first instance. In the event of a large-scale emergency that requires protracted operations, staff from other municipalities in the Cluster will be requested using resource sharing protocols established in the Memorandum of Understanding between Councils and the Cluster Support Guidelines.

Refer to the [NVEMC Incident Support Guidelines](#) for the process to initiate requests for resources to an impacted council in line with the MOU.

Beyond these resources, Cluster Councils are committed to the Municipal Association Victoria's protocol for [Inter-council Emergency Management Resource Sharing](#).

6.5.4 Spontaneous Volunteers

A spontaneous volunteer is a person who offer their assistance during and/or after an event, who are unaffiliated with any part of the existing emergency response or recovery agencies. Many volunteers do not have the relevant training skills or experience.

Spontaneous volunteers can be categorised into three groups:

- **Professional:** skilled and training but previously unaffiliated – usually from outside the disaster area.
- **Spontaneous within affected area:** usually motivated by community ownership – unaffiliated and may be unskilled and untrained.
- **Spontaneous out of area:** converging on the scene from outside the community – unaffiliated and may be unskilled and untrained.

The Northern Victorian Cluster has developed a [Spontaneous Volunteer SOP*](#) to assist with this process.

**Password protected. Those requiring access should contact the Cluster Executive Officer, or the Emergency Management Coordinator of Council.*

To help manage volunteers Volunteering Victoria has created a number of guidelines and resources. Go to: <http://volunteeringvictoria.org.au/>

6.5.5 Financial Considerations

Agencies

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 cover 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. Refer [SEMP – Funding](#).

Volunteer Agencies

Volunteer agencies are called upon to provide resources within the limit of their means. Where a volunteer agency expends extraordinary funds providing resources for emergency response or recovery to the extent that it seeks financial reimbursement, it should notify the control agency, or the agency to which it is providing services, at the earliest possible opportunity, preferably before deployment commences – refer [SEMP – Non-Government Organisations and Volunteer Groups](#).

Municipal Councils

Municipal councils are responsible for the cost of emergency relief measures provided to the emergency affected people.

Financial accounting for municipal resources utilised in emergencies must be authorised by the MEMO or the MRM and shall be in accordance with the normal financial arrangements of the Cluster councils, the MOU and resource sharing agreement.

Municipal councils are expected to use their resources for emergency operations within the municipal district. Municipal resources are those used to perform municipal functions, even if the resources are privately owned (contracted to council). Generally, councils are expected to provide municipal resources without charge, however some resources may be subject to limits and/or constraints, (e.g. the use of some equipment may be limited to a timeframe due to the expense of operation). Such limits and/or constraints should be reasonable, commensurate with each council's capacity to provide such resources, and details included in municipal emergency management plans.

Funding Sources

Depending on the magnitude of the emergency some government financial assistance may be available for prevention, response and recovery activities through The [Victorian Natural Disaster Financial Assistance Program \(NDFA\)](#) and/or [Australian Disaster Recovery Funding Arrangements \(DRFA\)](#) both of which are accessed through Emergency Management Victoria (EMV) by contacting ndfa@emv.vic.gov.au. NDFA should be contacted as soon as practicable after an event to register a potential application. Refer [SEMP - NDFA](#) for further information.

When community organisations or members wish to donate monies as a result of an emergency event, Cluster Councils will implement systems for donations to be accepted through Community Banks.

6.6 Local Response Arrangements

6.6.1 Community Guides

Community Information Guides (previously known as Township Protection Plans) and Local Flood Guides (LFG) provide information for emergency services and the community when a bushfire or flood has the potential to impact on the local community. These guides address the specific needs of the town's people, property, assets, environment and economy.

The guides can be sourced on the CFA and VICSES websites:

- Bushfire Information - [CFA – Your Local Area – Info and Advice](#)
- Flood Information - [VICSES – Local Flood Guides](#)

6.6.2 Neighbourhood Safer Places

Bushfire Places of Last Resort (also known as Neighbourhood Safer Places – Place of Last Resort) are locations of last resort and are designed to provide sanctuary for people from the immediate life-threatening effects of a bushfire. They are places or buildings designated and signposted by the municipal council and which meet guidelines issued by CFA.

Each Municipality's Neighbourhood Safer Places is provided in appendix H and a full list can be found on the CFA website: <http://www.saferplaces.cfa.vic.gov.au/cfa/search/default.htm>

6.6.3 Evacuation Process

As outlined in the [SEMP - Role Statements](#), Victoria Police have lead responsibility for coordination of evacuation in consultation with the Control Agency and support offered by councils and other agencies (Ambulance Victoria, VICSES).

The Joint Standard Operating Procedure – [J03.12 Evacuation for major emergencies](#), standardises procedures for the decision, warning withdrawal, shelter and eventual return of persons impacted by major emergencies.

6.6.4 Vulnerable Persons and Vulnerable 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 and working with key groups.

Vulnerability factors may include:

- Age (children, youth, older people with or without family or 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
- Geographic location

Vulnerable facilities 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.

Each Council has a list of facilities where vulnerable persons may be located on [Crisisworks](#).

For more information please refer to the Department of Families, Fairness and Housing (DFFH) [Vulnerable People in Emergencies Policy](#).

6.6.5 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 [VPR register](#) based on an assessment by a funded agency.

The agency will assess clients based on the defined criteria and add them 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.

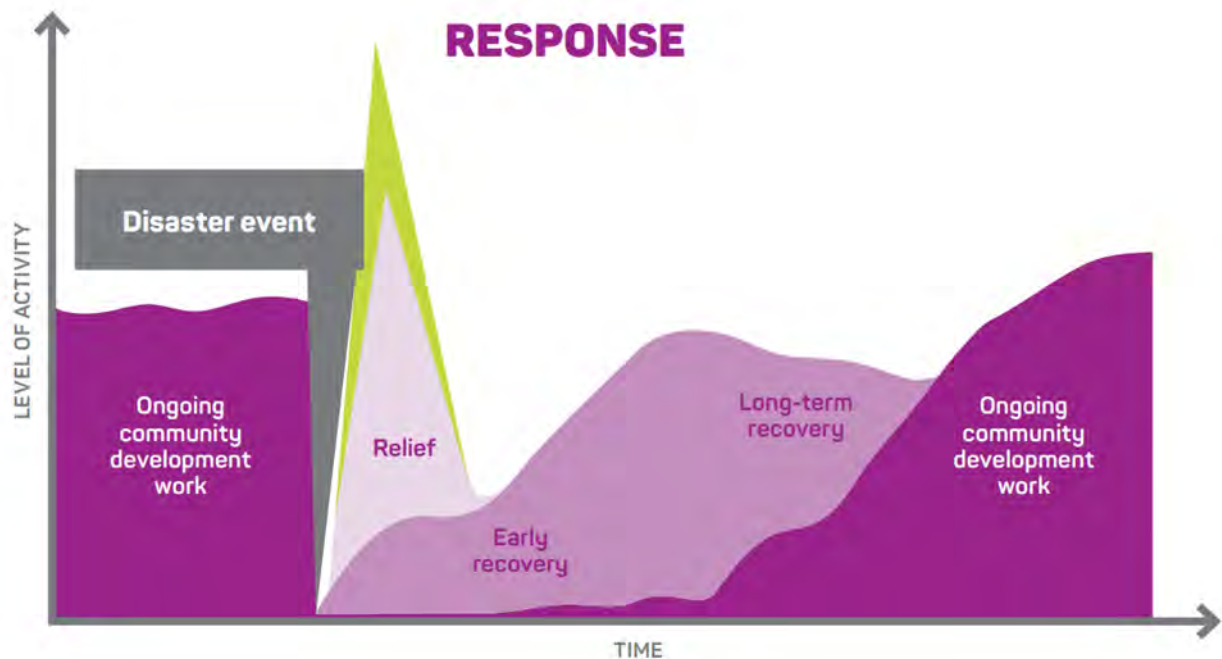
During an emergency, Victoria Police have access to the Register and can use it in planning for evacuation. Each person is advised before being placed on the register and that there is no guarantee they will be evacuated during an emergency.

7 Relief Arrangements

7.1 Introduction

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

Figure 7 – Effect of disaster on ongoing community development and interface with relief and recovery (Source: Australian Disaster Resilience Community Recovery Handbook (AIDR 2018))



Relief arrangements provide for immediate shelter, life support and personal needs of the people affected by, or responding to an emergency. It may include establishing and managing an ERC.

The affected municipality, assisted by other organisations and with the support of the DFFH as the organisation responsible for relief coordination, is responsible for implementing emergency relief measures including establishing and managing emergency relief centres.

For detailed information in relation to roles, responsibilities and functions of Emergency Relief refer to the [SEMP – Table 12: Relief Coordination](#).

The minimum functions of emergency relief are those required to meet immediate and essential needs. Planning must cover the emergency relief function including negotiating with agencies that have a local presence to establish responsibilities for provision of the following aspects:

- Catering (food and water)
- Material needs
- Safe emergency shelter (accommodation)
- Security
- Registration – including the 'Register, Find, Reunite' system
- First aid
- Personal, psychosocial support
- Information provision
- Livestock and companion animal requirements
- Financial / insurance assistance

Additional services may be needed subject to the scale of the emergency event, community impacts and the affected persons presenting at an ERC.

The decision to activate an ERC can be made by the Victoria Police (MERC), the IC, MEMO or the MRM.

If the MRM considers that the event exceeds the municipality's capacity to provide relief services, a request for assistance is referred to the Cluster Councils, or other neighbouring Councils in the first instance prior to seeking alternate support through the [MAV Resource Sharing Protocol](#). If required, further assistance can be sought by the MERC from DFFH to help coordinate emergency relief at the regional level.

7.2 Activation of Emergency Relief

Incident controllers determine the need to activate relief services with advice from the emergency management team.

The [SEMP - Relief](#), specifies positions with authority to activate at the local level. The deactivation of relief services will be based on reduced levels of demand and need for such services.

The MRM will decide the trigger points that activate relief and recovery arrangements based on the following considerations:

- The nature of the emergency and whether a recurring or ongoing threat is likely.
- The extent of the impact on communities.
- The level of loss and damage.
- The extent to which the community needs emergency relief.
- The resources required for the activation of relief and recovery arrangements.
- Activation of Emergency Relief & Recovery staff.
- Activation of resources.
- Request for relief and recovery agencies to make standby arrangements with volunteers and equipment.

7.3 Emergency Relief Centres

An Emergency Relief Centre (ERC) is a building or place established to provide life support and essential needs to persons affected by any emergency (including evacuees). ERCs are coordinated and staffed by Council together with other support agencies such as Red Cross, Salvation Army, DFFH, Victorian Council of Churches Emergencies Ministry and Victoria Police being in attendance, as the situation scales up or down.

An ERC provides basic needs such as food and water, emergency sleeping arrangements, counsellors, vital information and the company of other people. Some ERCs may be able to take domestic pets. In times of emergency there may be a requirement for Council to staff an ERC 24 hours a day and municipalities have contingencies to escalate resourcing to regional level via DFFH.

The MRM, in consultation with the MERC and/or IC, will select a suitable centre and arrange to have the building opened and staffed. Several locations across the municipality have been assessed and found to be potentially suitable for use as an ERC in times of emergency. Careful consideration must be given to the prevailing circumstances and number of people needing assistance when selecting a site or sites. Consideration has been given to selecting sites that are away from a Neighbourhood Safer Place or staging area.

Refer to the Appendix H for details of ERC locations.

The [NVEMC Emergency Relief Centre SOP*](#) details all guidelines regarding the activation and operation of an ERC.

**Password protected. Those requiring access should contact the Cluster Executive Officer, or the Emergency Management Coordinator of Council.*

7.4 Financial Considerations in Relief

Municipalities and other relief agencies obtain and pay for goods/services through their own supply systems. The MRM from the affected municipality or municipalities, with the assistance of DFFH will co-ordinate the acquisition and supply of goods/services which cannot be provided by the municipalities or participating agencies. Approval for payment from DFFH is required prior to the goods being obtained.

Many community organisations may also have resources that can be of use in an emergency. It is the responsibility of the impacted municipality to provide the management system to coordinate offers of assistance from these organisations. Contact details of organisations able to assist will be maintained by the municipality.

7.5 Transition to Recovery

The transition to recovery is an important consideration when planning and implementing recovery programs. The IC, MERC and MRM should commence transition planning as soon as possible following the start of an emergency. Consultation is required with communities and agencies on the timing of transition of recovery programs to mainstream services and activities that shift the focus from recovery to community development and preparedness. The Municipal EMT should also be involved in transition planning to ensure a shared and consistent understanding of the planning, timing and expectations for transition.

The timing and extent of the transition of overall coordination from response to recovery will be impacted by a number of considerations:

- The extent to which any emergency risks remain.
- The extent to which the powers available to response agency personnel (which may be available only during an emergency response) are still required.
- The extent to which the effect and consequences of the emergency are known.
- The extent to which the affected community continues to require relief services.
- The extent to which the recovery resources have assembled and are ready to manage their responsibilities.

A **transition agreement** details any transition activities and tasks, information management, communication and signatories. The agreement should be developed between the IC, the MERC, the MRM or, where more than one Local Government Authority, the Regional Recovery Coordinator (DFFH) and the EMC from the affected Council.

Where more than one Council is impacted, authorised delegates from each affected Council will be involved in the transition arrangements and the RERC will be the Victoria Police signatory rather than individual MERCs.

In large or prolonged emergencies, it will be necessary to continue providing relief/recovery services to the affected community after response activities have ceased.

The link to “An Agreement for the Transition of Coordination Arrangements from Response to Recovery” is provided in Appendix K and further detail regarding transition arrangements can be found in the [SEMP - Transition to Recovery](#).

7.5.1 Termination of response activities and hand-over of goods and facilities

In some circumstances it may be appropriate for certain facilities and goods obtained under emergency response arrangements to be utilised in recovery activities. In these situations, there should be a formal hand over of the goods and facilities to the authorised delegates from the affected Council or Councils. This hand over will occur only after agreement has been reached between response and recovery managers.

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

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

7.6 Debriefing Arrangements

A debrief should take place as soon as practicable after an emergency. It is the responsibility of the MERC to ensure the debrief is conducted and all agencies who participated in response, relief or recovery activities, including Council, should be represented. The MEMO will assist to organise the response debrief. The debrief will assess the adequacy of the Plan and recommend any changes. Such meetings should be chaired by the MEMPC Chairperson.

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

7.7 Impact Assessments

The Emergency Management Commissioner is responsible for ensuring the coordination, collection, collation and reporting of information on the impact of an emergency.

Impact assessment is conducted in the aftermath of a Class 1 emergency to assess the impact on the community and inform government of immediate and longer-term recovery needs. Community focus is required to ensure the data/information will assist decision making to best support impacted communities.

Impact Assessment involves a three-stage process to gather information following an emergency:

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

[Crisisworks](#) has both impact assessment and recovery modules that will administer data and case management during recovery. The impact assessment module may be used to input data in the field via phones or tablets as required.

The following table briefly details the impact assessment procedures that may have to be undertaken. Other departments, agencies and utilities will also be gathering and sharing impact assessment data.

Table 9 – Impact Assessment Chart

TASK	WHO	NOTES
Initial Impact Assessment (IIA)		
<ul style="list-style-type: none"> - Within first 48 hours, broad preliminary assessment. - Gives indication of extent of damage 	Control Agency	The starting point for prioritisation of recovery. Risk assessments
Secondary Impact Assessment (SIA)		
Built environment / Environmental Health <ul style="list-style-type: none"> - Public and private assessment - Includes roads, roadsides, bridges, drainage, community infrastructure, utilities 	MEMO EHO Council Teams	<ul style="list-style-type: none"> - Teams to undertake drive-bys and site inspections. Also data gathered at ERC. - Enter data into Crisisworks - Utilities will also conduct their own impact assessment and report to IC. - DEECA and RRV also have responsibility on certain roads. Information to be shared. - Data and photos from Council asset management program may be used to inform SIAs of infrastructure. - Building Surveyors will be activated to survey damaged houses and report back to Council.
Social environment <ul style="list-style-type: none"> - Includes psychosocial support, accommodation, health, basic needs 	MRM DFFH	<ul style="list-style-type: none"> - ERC data collection - Home visits - Phone calls - Data entered into Crisisworks Recovery module.
Natural environment <ul style="list-style-type: none"> - Includes dangerous trees, native animals, restoration and erosion prevention 	MEMO Agencies	<ul style="list-style-type: none"> - Drive-bys and site inspections - Data entered into Crisisworks Impact Assessment module

Agriculture <ul style="list-style-type: none"> - Impact assessment led by AgVic, with council as support - Includes livestock care and burial, fencing, fodder, water replacement 	Agriculture Victoria MEMO	<ul style="list-style-type: none"> - Face to face and phone calls - Site visits - Data entered into Crisisworks Impact Assessment and Recovery modules
Post Emergency Needs Assessment (PENA)		
Economic <ul style="list-style-type: none"> - Assessment of businesses affected and needs 	MRM Eco Dev DJSIR	<ul style="list-style-type: none"> - Face to face meetings
<ul style="list-style-type: none"> - Community Health and wellbeing 	MRM DFFH	<ul style="list-style-type: none"> - Meetings, social gatherings - Social media - Face to face with community leaders
<ul style="list-style-type: none"> - Reporting on cost of restoration and recovery - Early estimations move to detailed costings 	MRM Finance	<ul style="list-style-type: none"> - Crisisworks and internal reports prepared for NDRRA
<ul style="list-style-type: none"> - Inform recovery planning 	MRM	<ul style="list-style-type: none"> - Recovery Committee

EMV released the Interim Impact Assessment Guidelines 2022 for the 2021/22 Summer period to provide a framework of agreed procedures for coordinating and managing the IA function and defined end-to-end process of impact assessment and how it fits into the Victorian emergency management arrangements. The interim guidelines can be found on [Crisisworks](#).

7.8 Single Incidents (Non-major Emergencies)

Single incidents or non-major emergencies are usually the results of house fire, flood or storm, and usually affect only one or two residences or businesses. One or more agencies may be involved in the response and recovery.

Each municipality has a Single Incident Protocol which details the procedure for management of such incidents. After the initial response the MRM will be the contact for assistance including emergency accommodation, psychological and material support, pet welfare and access to information.

8 Recovery Arrangements

Assurance 9. The MEMP or sub-plan contains provisions for the recovery from emergencies ([Act](#) s60AE(c) and s3.4)

8.1 Introduction

Recovery is a multi-agency responsibility that needs to be managed and planned for in a structured manner. The broad needs created by the impact of an emergency on a community will be met through a range of services and provided by a range of both government and non-government organisations, community agencies and the private sector.

It is recognised that where a community experiences a significant emergency there is a need to supplement the personal, family, community and business structures which have been disrupted. It is the coordinated process of supporting communities in the reconstruction of physical infrastructure, agricultural and natural environment as well as restoring emotional, social, economic and physical wellbeing to individuals.

Recovery is a developmental process that could continue for months, if not years. Therefore, planning must address short, medium and long-term recovery needs and goals.

Cluster municipalities are responsible for the planning, coordination and delivery of recovery services at a local level in line with the [Northern Victorian Cluster Recovery SOP](#)*.

**Password protected. Those requiring access should contact the Cluster Executive Officer, or the Emergency Management Coordinator of Council.*

8.2 Principles of Recovery

[The National Principles for Disaster Recovery](#) are fundamental for successful recovery.

The Cluster aims to incorporate these principles:

- Understand the context.
- Focusing on the consequences of the emergency.
- Recognise complexity.
- Being community focused.
- Using community-led approaches.
- Coordination of all activities.
- Effective communication.
- Recognise and build capacity.

The [Resilient Recovery Strategy](#) aims to build on and complement existing initiatives and work in the sector that will enhance recovery outcomes and build resilience for Victorians.

The Strategy identifies four strategic actions that promote a shared responsibility approach to emergency management and the importance of recovery planning.

- Deliver a people and community centred recovery.
- Strengthen recovery through better emergency management planning.
- Streamlined and flexible recovery system.
- Support the recovery workforce.

8.3 Roles and Responsibilities in Recovery

The SEMP clearly defines the [Roles and Responsibilities in Recovery](#) in the phase. It details the range, types of assistance and providers to support community recovery.

[Municipal councils](#) are responsible for recovery coordination at the local level, while [Emergency Recovery Victoria](#) is responsible for coordination at the regional level and state level (under current arrangements as delegated by the Emergency Management Commissioner).

8.3.1 Municipal Councils

Municipal council area responsible for coordinating and distributing local public information to affected individuals and communities. The MRM and nominated deputies manage the recovery process on behalf of the municipality.

Some of the responsibilities during recovery include:

- Provision of information services to affected communities using e.g. Information lines, newsletters, community meetings and websites.
- Provision and staffing of Recovery / Information Centre(s).
- Formation and leadership of Municipal / Community Recovery Committees.
- Post-impact assessment – gathering and processing of information.
- Survey and occupancy of damaged buildings.
- Environmental health management – including food and sanitation safety, vector control, such as removing dead animals (domestic, native or feral) from waterways.
- Oversight and inspection of rebuilding / redevelopment.
- Provision and management of community development services.
- Provision and/or coordination of volunteer helpers.
- Provision of personal support services e.g. counselling, advocacy.
- Waste Management – in the event of an emergency, council will coordinate the process for waste to be taken to an appropriate landfill / transfer station in accordance with their Regional Waste Resource Recovery Group Contingency Plan. This includes disposal of dead animals (domestic, native and feral).
- Support provision / coordination of temporary accommodation.
- Repair /restoration of infrastructure, e.g. roads, bridges, sporting facilities, public amenities.

Refer to [Tables 13-18 – Recovery Coordination](#) for further information.

8.3.2 Emergency Recovery Victoria

[Emergency Recovery Victoria](#) (ERV) partner with all levels of government, business and not for profit organisations to enable locally driven and locally delivered recovery.

ERV lead and coordinate recovery planning across five lines of recovery

- People and Wellbeing
- Aboriginal Culture and Healing
- Environmental and Biodiversity
- Business and Economy
- Building and infrastructure

8.3.3 Recovery Coordinating Agencies

The Agencies with recovery coordinating responsibilities across the recovery environments are:

- [Department of Families, Fairness and Housing](#) (DFFH)
- [Department of Energy, Environment and Climate Action](#) (DEECA)
- [Department of Jobs, Skills, Industry and Regions](#) (DJSIR)
- [Department of Treasury and Finance](#) (DTF)
- [Department of Health](#) (DH)
- [Department of Transport and Planning](#) (DTP)

Each coordination agency is responsible for the following activities:

- Coordinating strategic information sharing to facilitate activities listed under that environment.
- Convening regional level recovery meetings with relevant departments, agencies and key stakeholders.
- Monitoring recovery issues, risks, progress and capacity by working with responsible agencies and managing issues as required.
- Reporting progress to the Regional Recovery Coordinator.

Refer to [Table 13-18](#) in the SEMP for full details of Agency roles and responsibilities within Recovery.

8.3.4 Recovery Support Agencies

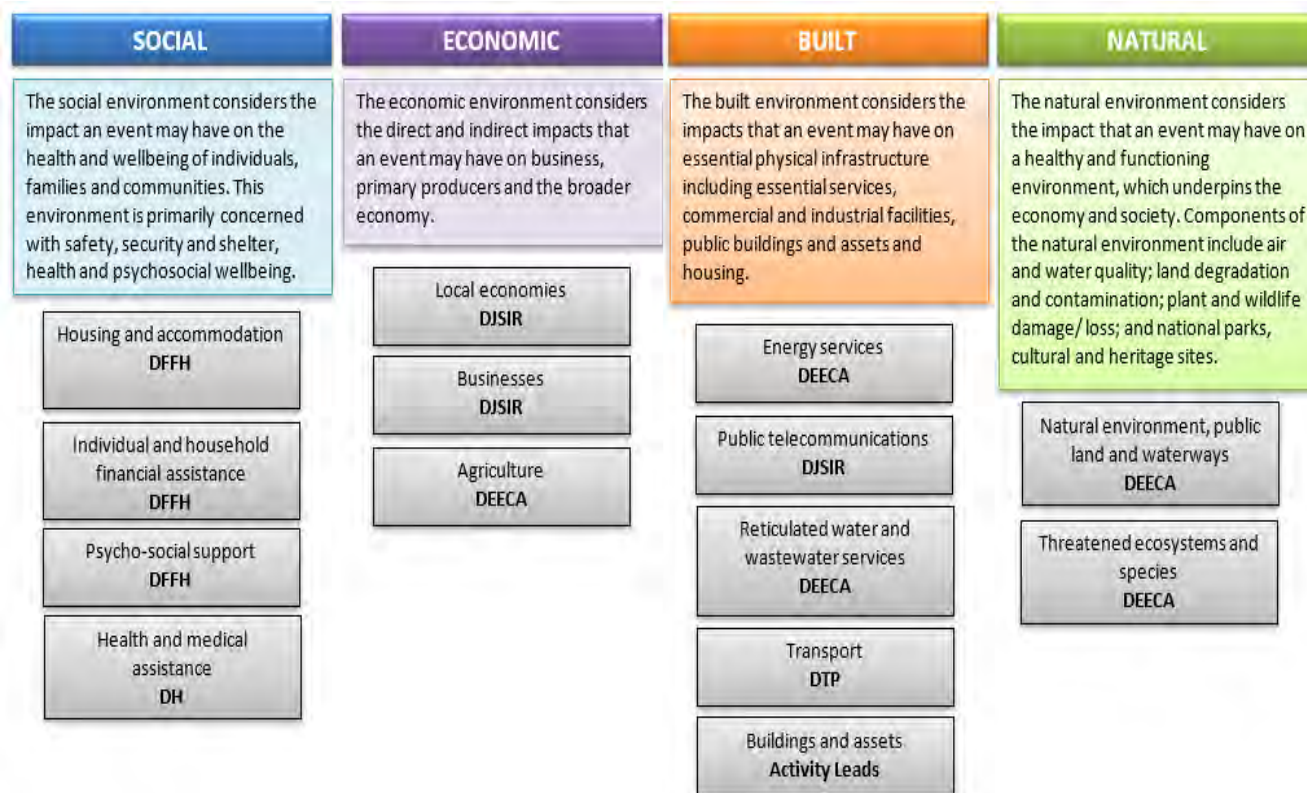
The Recovery Support Agencies with across the recovery environments are:

- [Australian Red Cross](#)
 - Support municipal councils with advice, guidance and connections to individuals and organisations and support to affected persons.
 - Equip community members with resources and link to services to support long-term recovery and wellbeing.
 - Assist with provision of staffing for recovery / information centres.
 - Organisation of state-led public appeals.
 - Coordination of spontaneous volunteers.
- [Salvation Army](#)
 - Assist in management of donated goods.
 - Offer personal support, emergency accommodation, transport to affected persons.
 - Provide support to community safety activities.
- [Victorian Council of Churches – Emergencies Ministry](#)
 - Support DFFH to provide psychosocial support, including psychological first aid, emotional and spiritual care and person support in recovery centres.
 - Support DFFH to provide regular reports on community wellbeing, needs and issues.
 - Support Victim Support Agencies to provide support in emergencies caused by criminal acts.
 - Provide support for the bereaved.
 - Assist in the development of services of worship, public memorials and gatherings.

8.4 Environments for Recovery

Recovery is undertaken across four key environments, Social, Economic, Built and Natural that provide a framework which recovery can be planned, reported, monitored and evaluated. The environments and their areas of activity can be adapted to meet the needs of people and communities affected, such as consideration for Aboriginal Culture and Healing.

Figure 8: shows a brief description of each of the environments, area of activity and recovery coordinating agency



8.4.1 Aboriginal Culture and Healing

As part of ERVs Recovery Framework, recovery modules have been expanded to support Aboriginal communities affected by disaster through a dedicated line of recovery. Disasters can cause particular challenges for aboriginal people who are affected.

ERV works with Aboriginal communities to ensure individuals, families, communities, businesses and Traditional Owner groups are supported to self-determine appropriate recovery responses.

Activities in this aspect of recovery support the celebration of culture and knowledge, health, mental health and wellbeing, engagement with education, respect for land practices, connection to land, water and wildlife and strengthened representation in workforce.

Desired outcomes are:

- Aboriginal culture is valued and respected.
- Aboriginal trauma is addressed and healing is supported.
- Aboriginal cultural safety is promoted.
- Aboriginal participation and ownership is promoted¹.

¹ 'Draft Relief and Recovery Plan – Loddon Mallee Region'. Loddon Mallee Regional Emergency Relief and Recovery Sub-Committee v1.0 2022

8.5 Disaster Recovery Resources

The [Disaster Recovery Toolkit for Local Government](#), provides a range of tools, resources and literature to help local government and communities prepare for, respond to and recover from disasters.

The toolkit has been developed to understand disaster recovery, recovery readiness, response, beyond the disaster and engaging the community in recovery efforts. It also provides a number of recovery tools and resources.

The toolkit is in the process of being redeveloped to ensure it remains a valuable resource for relief and recovery in Victoria.

8.6 Recovery Committees

In the event of a significant emergency a Municipal Recovery Committee will be established to ensure that each of the pillars are addressed appropriately. Details regarding the establishment of a Municipal Recovery Committee can be found in the [Northern Victorian Cluster Recovery SOP*](#).

**Password protected. Those requiring access should contact the Cluster Executive Officer, or the Emergency Management Coordinator of Council.*

The impact of an event may lead to community needs that exceed the capacity of a municipal council. The council may then seek to escalate the level of management to the regional level, i.e. Emergency Recovery Victoria.

This escalation provides an additional layer of management rather than a replacement layer. Further escalation to state level of management may be necessary in respect of certain services needs in very large or complex events. In the most serious events, the Australian Government may also provide a layer of management in respect of particular services.

8.7 Recovery Centres/Community Service Hubs

In some cases, an ERC could be transitioned into a Recovery Centre, or a stand-alone Recovery Centre could be established. This will need to be decided at the time and it may be that the relief centres operations are ongoing, or the venue is not suitable when assessing the room and other requirements agencies will need when a recovery centre is activated.

A recovery centre provides single point of entry for affected persons for an 'all agency, all stakeholders' integrated recovery process. The size and complexity of the emergency and the affected individuals and communities will determine what agencies and support services will need to be represented.

Further details and guidelines can be found in the [Northern Victorian Cluster Recovery SOP*](#).

**Password protected. Those requiring access should contact the Cluster Executive Officer, or the Emergency Management Coordinator of Council.*

A Community Service Hub is similar to a recovery centre, but they are established by DFFH and typically run for a longer period.

9 Continuous Improvements

The IMEMPC supports the State's commitment to a culture of continuous improvement that is outlined in the 2015 [EM-LEARN Framework](#).

Lessons management involves the identification and learning of lessons captured through assurance and learning activities (including debriefing, monitoring and reviews) occurring before, during and after emergencies.

The IMEMPC will support this practice in the form of

- After action reviews
- Debriefing
- Reviews of systems of work rather than individuals.
- Public forums
- Independent reviews

Information captured during these phases will be captured and shared across the NVEMC agencies and the LM REMPC.

Assurance 19 Provide examples where the MEMP or subplan presents any innovative approaches to emergency management that could be shared across other MEMPCs and strengthen their capabilities.

10 Acronyms

Emergency Management uses a broad range of acronyms across various plans, policies and procedures. The list of current acronyms can be sourced from within the [SEMP](#).

Specific acronyms or definitions used in the Plan are provided below:

Table 10 – Acronyms within plan

Acronym	Description
ARC	Australian Red Cross
CEO	Chief Executive Officer
CERA	Community Emergency Risk Assessment
CFA	Country Fire Authority
Cluster	Northern Victorian Emergency Management Cluster, consisting of five Municipal Councils: City of Greater Bendigo, Loddon Shire, Mount Alexander Shire, Central Goldfields Shire Council and Campaspe Shire.
Council(s)	This refers to the organisation(s) as a whole i.e. the Local Government Authority.
Crisisworks	Incident management software used by the Councils to manage an event.
DE	Department of Education
DEECA	Department of Energy, Environment and Climate Action (formerly DELWP)
DFFH	Department of Families, Fairness and Housing
DH	Department of Health
DJSIR	Department of Jobs, Skills, Industry and Regions (formerly DJPR)
DTP	Department of Transport and Planning
ERC	Emergency Relief Centre
EMC	Emergency Management Coordinator
EMT	Emergency Management Team
EM-COP	Emergency Management- Common Operating Picture - a website facilitated by EMV to hold emergency management information
EM Act	Emergency Management Act 2013
EMLA Act	Emergency Management Legislation Amendment Act 2018
EMLO	Emergency Management Liaison Officer representing their relevant agency
EMV	Emergency Management Victoria
FRV	Fire Rescue Victoria
IC	Incident Controller
ICC	Incident Control Centre
IEMT	Incident Emergency Management Team
IERC	Incident Emergency Response Coordinator
IGEM	Inspector General for Emergency Management (Victoria)
IMEMPC	Integrated Municipal Emergency Management Planning Committee. (This committee is five MEMP committees meeting as one committee, with largely shared membership)
IMEMP	Integrated Municipal Emergency Management Plan. This Plan covers the footprint of the five municipalities

LMR	Loddon Mallee Region
MEMO	Municipal Emergency Management Officer
MEMP	Municipal Emergency Management Plan
MEMPC	Municipal Emergency Management Planning Committee
MEMT	Municipal Emergency Management Team
MERC	Municipal Emergency Response Coordinator
MFPO	Municipal Fire Prevention Officer
MOC	Municipal Operations Centre
MRM	Municipal Recovery Manager
NVEMC	Northern Victorian Emergency Management Cluster, consisting of five Municipal Councils: City of Greater Bendigo, Loddon Shire, Mount Alexander Shire, Central Goldfields Shire Council and Campaspe Shire.
REMT	Regional Emergency Management Team
RERC	Regional Emergency Response Coordinator
REMP	Regional Emergency Management Planning Committee
SEMP	The Victorian State Emergency Management Plan
SEMT	State Emergency Management Team
ToR	Terms of Reference
VCC-EM	Victorian Council of Churches – Emergencies Ministry
VFRR	Victorian Fire Risk Register
VICSES	Victoria State Emergency Service
VPF	Victorian Preparedness Framework
VPR	Victorian Persons Register

APPENDICES

Appendix A - Plan Administration

Figure 9: VICSES Audit certificate for City of Greater Bendigo - IMEMP 2019



Amendment History

Table 11 – City of Greater Bendigo IMEMP amendment

Version Number	Date adopted by MEMPC	Amendment History
1.0	29 November 2016	First issue – adopted by IMEMP 2 February 2017
1.1	November 2017	Updates and changes accepted by MEMPC and other administrative changes (May 2017, August 2017) November 2017)
1.2	1 November 2018	Updates – May & November 2018
1.3	14 February 2019	Update from February 2019 IMEMPC meeting
1.4	2 May 2019	Update from May 2019 IMEMPC meeting
2.0	1 August 2019	Adopted by Integrated MEMPC
3.0	26 August 2022	Re-write of plan to align with EM planning reforms, legislation, assurance framework and update of local content in appendices.
3.1	1 March 2023	Update of Machinery of Government departments and October 2022 flood impacts.

Assurance 2: In the case of an updated MEMP or sub-plan, the plan has been reviewed within three years or sooner as required ([Act](#) s60AN and s6).

Cluster Coordinating Council

- Loddon Shire Council 2015 – 30 June 2016
- Campaspe Shire Council July 2016 – 31 March 2019
- City of Greater Bendigo 1 April 2019 – current

Plan Distribution

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

- Loading on to the Council website
- Storing in the Council document management system
- Distributing electronically by email with link to the web site
- Legal Deposit with the Victorian State Library in electronic format
- Storing in the Emergency Management Victoria document library
- Loading into Crisisworks.

Planning Framework

The City of Greater Bendigo, together with partner organisations and the community, have developed strategic plans that guide the work of this Municipal Emergency Management Plan.

- [Council Plan 2021-2025 \(Mir wimbul\)](#)
- [Barpangu: Reconciliation Plan 2021 - 2025](#)
- [Healthy Greater Bendigo 2021-2025](#)
- [Greater Bendigo Climate Change and Environment Strategy 2021-2026](#)
- [Greening Greater Bendigo 2020](#)
- [Cultural Diversity & Inclusion Plan 2021-2025](#)

Appendix B - Municipal Statistics and Demographics

Context

The City of Greater Bendigo is a large municipality in north-central Victoria. It is located 150 kilometres north-west of Melbourne and 90 minutes from Melbourne Airport. Bendigo is located at the junction of three highways with excellent connections to interstate highways.

Our municipality includes the communities of Heathcote, Elmore, Goornong, Marong, Redesdale and Axedale. The City of Greater Bendigo is bounded by the Shire of Campaspe in the north, Strathbogie Shire and Mitchell Shire in the east, Mount Alexander Shire in the south and Loddon Shires in the west.

The City of Greater Bendigo has the states third largest economy base and is the service and infrastructure centre for north central Victoria. The municipality is surrounded by 40,000 hectares of regional, state and national parkland with historic, flora and fauna bushland reserves.

The traditional owners of the land that is now the City of Greater Bendigo are the Dja Dja Wurrung (Djaara) and Taungurung People of the Kulin nation.

Greater Bendigo enjoys a distinct four seasons climate. The summers are warm, dry and mostly clear with an average temperature of 29 degrees, and the winters are cold and partly cloudy with an average temperature of 12 degrees.

History

European settlement dates from 1837 when sheep stations and farms were established. The discovery of gold on Bendigo Creek in 1851 transformed the area from a sheep station into one of colonial Australia's largest boomtowns. The goldfields soon changed from small operations to major mines with deep shafts, with the early discoveries of alluvial gold giving way to quartz-based gold. By the end of the first gold rush in the 1860s, the township of Bendigo had established flour mills, woollen mills, tanneries, quarries, foundries, eucalyptus oil production, food production industries and timber-cutting.

From 1860 through to the 1880s the township grew rapidly, aided by the opening of the Bendigo to Melbourne railway line in 1862 and a mining boom in the 1870s. Growth continued at a slower rate until the early 1900s, with mining continuing until the last mine was closed in 1954. From the start of the 1900s the population began to decline, especially in the rural areas. Significant population growth occurred in the post-war years. Growth has continued since the 1980s, aided by local economic and employment growth.

With the completion of the Calder Freeway linking Melbourne and Bendigo in 2009, and the region's proximity to Melbourne, Bendigo has become one of the fastest-growing regional centres in Victoria.

Bush and Grass Fires:

There have been 16 significant bush fires recorded since 1851, the most recent being the 2021 Black Summer grass fires that affected areas of Epsom and Huntly.

The Black Saturday Fires of 2009 impacted on the outskirts of Bendigo, spreading to within 1.2kms of the CBD. One life was claimed and 57 homes destroyed. On that day a fire also occurred in the Redesdale and Barfold area and as it spread it involved the City of Greater Bendigo, Mount Alexander, Mitchell and Macedon Ranges, destroying 14 homes and causing significant other damage.

The [VicEmergency](#) website provides a map with graphic representation of bushfire impacted areas across the State for the past 50 years. Refer to [Bushfire History – 50 years](#) to search for areas within City of Greater Bendigo.

Floods:

In March 2010, approximately 89mm of rain was recorded over 3 days with a maximum burst of around 40mm in 2 hours. The resulting flood at Bendigo and Huntly was greater than an 18% AEP event. In September 2010, around 80mm of rain was recorded in 1 day with 40mm falling over a 10-hour period. A total of around 83.5mm was recorded over a 28-hour period. The resulting flood at Bendigo and Huntly was described as an 18% AEP event.

In February 2011, 99mm of rain was recorded over a 48-hour period with approximately 50mm in a 5-hour burst. The main rainfall bursts were separated by a 16-hour period without any rainfall. The resulting flood at Bendigo and Huntly was around a 2% AEP event. While water in the creek peaked just below bank level at the Central City Caravan Park in Golden Square, some shallow water did flow through the caravan park.

The [VicEmergency](#) website provides a map that shows the likelihood of flooding in a 100 year period. Refer to [Flood likelihood – 100 years](#) to see areas within City of Greater Bendigo.

Area Characteristics

Topography

The City of Greater Bendigo encompasses a total land area of about 3,000 square kilometres, of which a significant proportion is national park, regional park, reserve or bushland.

Much of the rural land is used for agricultural purposes, including poultry and pig farming, sheep and cattle grazing and vineyards.

Most of the retail space is in the Bendigo CBD or along the main roads. There is some industrial land use in the suburbs around the CBD.

The municipality has a growing population of more than 121,000, with recent growth most heavily concentrated in areas such as Epsom, Kangaroo Flat and Strathfieldsaye. Bendigo has consolidated its position as one of the fastest growing regional centres in Victoria, with growth expected to continue in the new development areas of Huntly, Jackass Flat and Maiden Gully.

Greater Bendigo has a rich Aboriginal past, present and future. The municipality stands on the traditional lands of the Dja Dja Wurrung and the Taungurung Peoples. Dja Dja Wurrung Country extends north from the Great Dividing Range including Mount Franklin and the current towns of Creswick and Daylesford in the southeast, to Castlemaine, Maldon, Bendigo, Boort and Donald in the northwest, and Navarre Hill and Mount Avoca to the south west. It covers the catchments of the Avoca, Loddon and Coliban Rivers.

The Taungurung are the Traditional Owners for the land encompassing the upper reaches of the Goulburn River and its tributaries north of the Dividing Range. It extends from the Campaspe River to Kilmore in the west, eastwards to Mount Beauty, through to Benalla in the north and south to the top of the Great Dividing Range.

Approximately 2.3% of the City of Greater Bendigo population identifies as Aboriginal and Torres Strait Islander, which is higher than the Victorian average (ABS Census of Population and dwellings 2021).

Major features of the City of Greater Bendigo include Greater Bendigo National Park, Heathcote-Graytown National Park, Bendigo Regional Park, Jackass Flat Nature Conservation Reserve, Shelbourne Nature Conservation Reserve, Lake Eppalock, Lake Weeroona, several state forests, Ironbark Lookout, One Tree Hill Lookout and the Bendigo CBD.

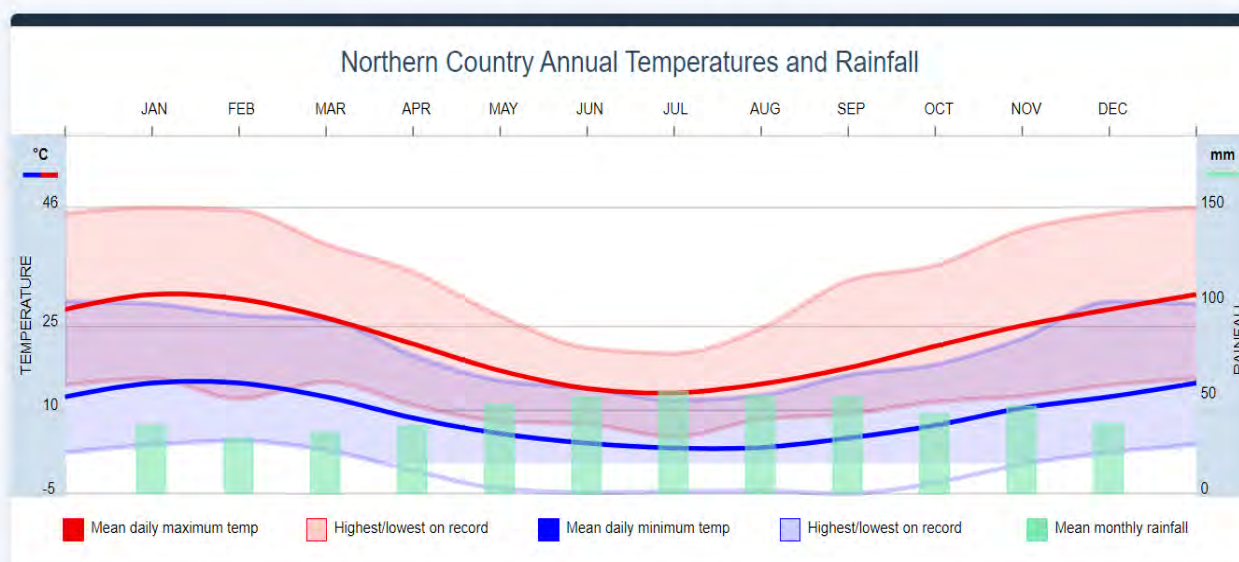
Climate

The City of Greater Bendigo is in the Northern Country weather district, which has a traditional Mediterranean climate of cold wet winters and hot dry summers. Monthly long-term average rainfall and minimum and maximum temperature data for Bendigo and the Northern Country weather district is shown below.

Table 12: Monthly long term average temperatures and rainfall for City of Greater Bendigo (source: [Weatherzone](#))

Long Term Averages

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	ANNUAL
Mean Max (°C)	30.3	29.5	26.1	21.4	16.6	13.4	12.6	14.2	17.1	21.0	24.7	27.6	21.2
Mean Min (°C)	14.4	14.4	11.9	8.1	5.3	3.6	2.7	2.8	4.5	6.8	9.9	11.9	8.0
Mean Rain (mm)	35.6	29.1	32.1	35.6	46.9	50.7	53.7	51.3	50.9	41.8	45.9	36.8	510.0
Median Rain (mm)	22.3	22.2	12.9	22.5	32.5	39.9	57.8	48.2	40.4	40.8	39.7	25.4	452.4
Mean Rain Days	6.1	5.1	5.5	7.2	13.0	16.8	18.6	15.7	12.4	9.5	7.9	6.8	123.9



Transport

Bendigo is a major transport hub linking many centres with road, rail, freight and air services.

Airport

The [Bendigo Airport](#) is the largest capacity airport in north-central Victoria with a catchment that extends up into New South Wales and encompasses other regional centres inclusive of Shepparton, Echuca and Swan Hill.

The Bendigo Airport offers a range of commercial and light aircraft operations including emergency services, flight training and recreational, corporate and charter operations.

Bendigo Airport is only six kilometres or nine minutes by car to the Bendigo CBD. QantasLink flights operate between Bendigo and Sydney airports.

Rail

V/Line operate a [regional train service](#) that travels through the City of Greater Bendigo from Melbourne via the Echuca or Swan Hill railway lines.

Bus

Bus services in the area are comprehensive – Bendigo bus timetables are available at [Christians Bus lines](#) or [V/Line Coach services](#) has bus routes that travel around northern Victoria.

Major Roads

The major road networks that travel through the City of Greater Bendigo are:

- Calder Highway (A79)
- Loddon Valley Highway (B260)
- McIvor Highway (B280)
- Midland Highway (A300)

Distances from Bendigo:

- Tullamarine Airport – 130 km
- Melbourne – 150 km
- Port of Melbourne – 135 km
- Avalon Airport – 140 km

Figure 10: Map of major road network within City of Greater Bendigo



City of Greater Bendigo Community Snapshot

Who Are We

Estimate Resident Population

121,470 (2021)

9.7%

Of people were born overseas

The median age is

40 years

6.5%

Speak a language other than English at home

Aboriginal and/or Torres Strait Islander Peoples

2743 (2021)

7.1%

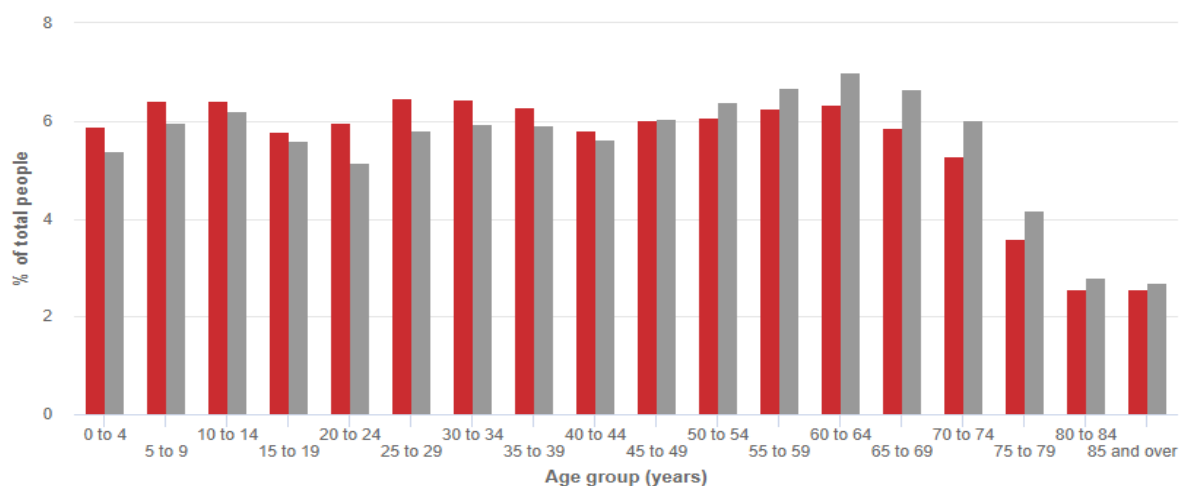
Needed help in their day-to-day lives due to disability

Age structure - five year age groups, 2021

export

Total persons

City of Greater Bendigo Regional VIC

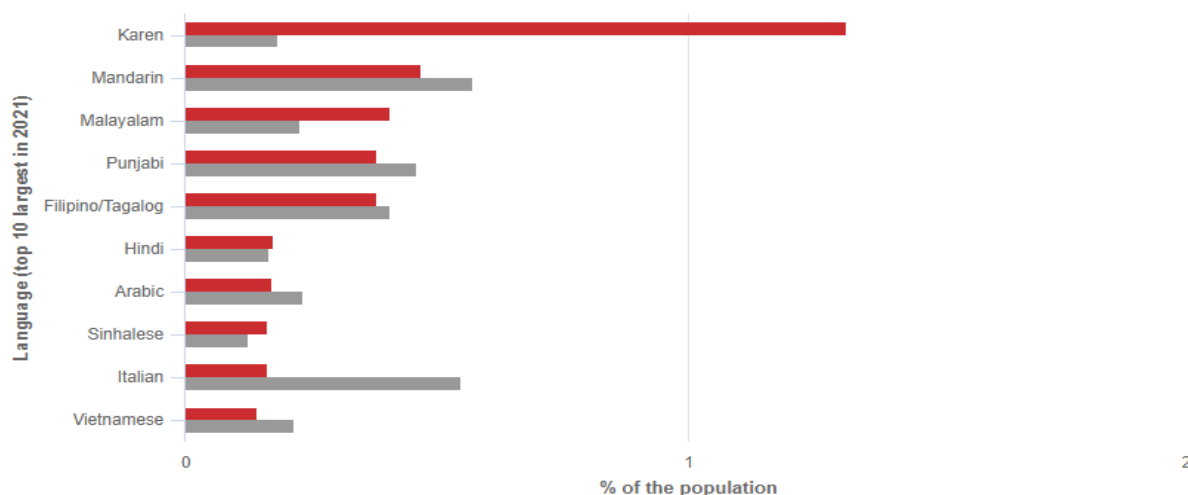


Source: Australian Bureau of Statistics, Census of Population and Housing, 2021 (Usual residence data). Compiled and presented in profile.id by .id (informed decisions).

Language spoken at home, 2021

export

City of Greater Bendigo Regional VIC



Source: Australian Bureau of Statistics, Census of Population and Housing, 2021 (Usual residence data). Compiled and presented in profile.id by .id (informed decisions).

How we live



49,063

Occupied private dwellings

33.3% Fully Owned

34.2% Mortgage

25.8% renting

20%

Single (or lone) person households

40.42 persons per km²

Population density

295 (2016 Census)

Identify as homeless

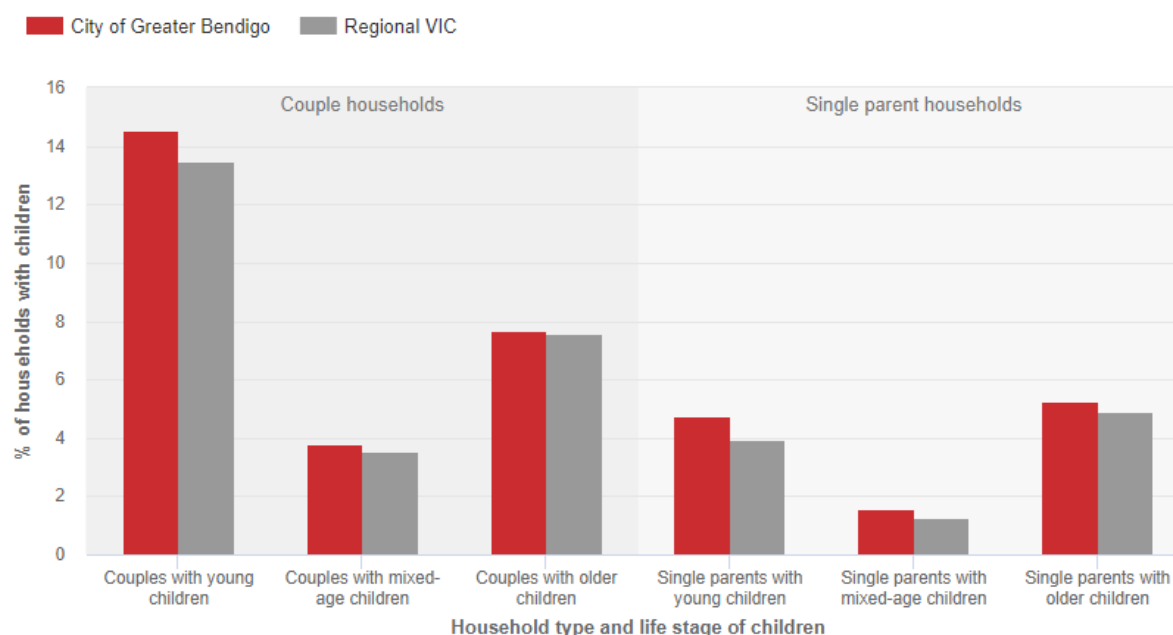


26%

of households are couples with children (12,751)

Households with children, 2021

export



Source: Australian Bureau of Statistics, Census of Population and Housing, 2021 (Enumerated data). Compiled and presented in profile.id by _id (informed decisions).

With the progressive residential development of the City over a century and a half, the large size of the municipality and the broad range of land uses, areas have developed different roles within the housing market.

Bendigo, Golden Square and Flora Hill-Quarry Hill-Spring Gully-Golden Gully attract a large number of persons in their late teens and twenties, which is a reflection on more 'inner urban' areas with significant rental stock and tertiary education opportunities.

Areas such as Maiden Gully, Strathfieldsaye, Epsom - Ascot and Huntly have had significant residential development in more recent years and are attractive to couples and families seeking new housing opportunities. Strathdale and Kennington are more attractive to mature families looking to upgrade to their second and third home.

The more rural parts of the City are also attractive to families seeking a rural environment and a new lifestyle. Several current residential developments cater to this segment of the housing market by providing "lifestyle block" housing choices in some parts of the City. These areas include Marong-Rural West (incl. Mandurang), Heathcote & District and Rural East although the township of Marong is expected to see residential growth steadily increase during the forecast period in several greenfield land releases.

This variety of function and role of the small areas in the City of Greater Bendigo means that population outcomes differ significantly across the municipality.

How we work and learn



5.5%

Of the population were learning at a tertiary level

8,165

Local businesses

52,348

Local jobs

57,767

Employed Residents



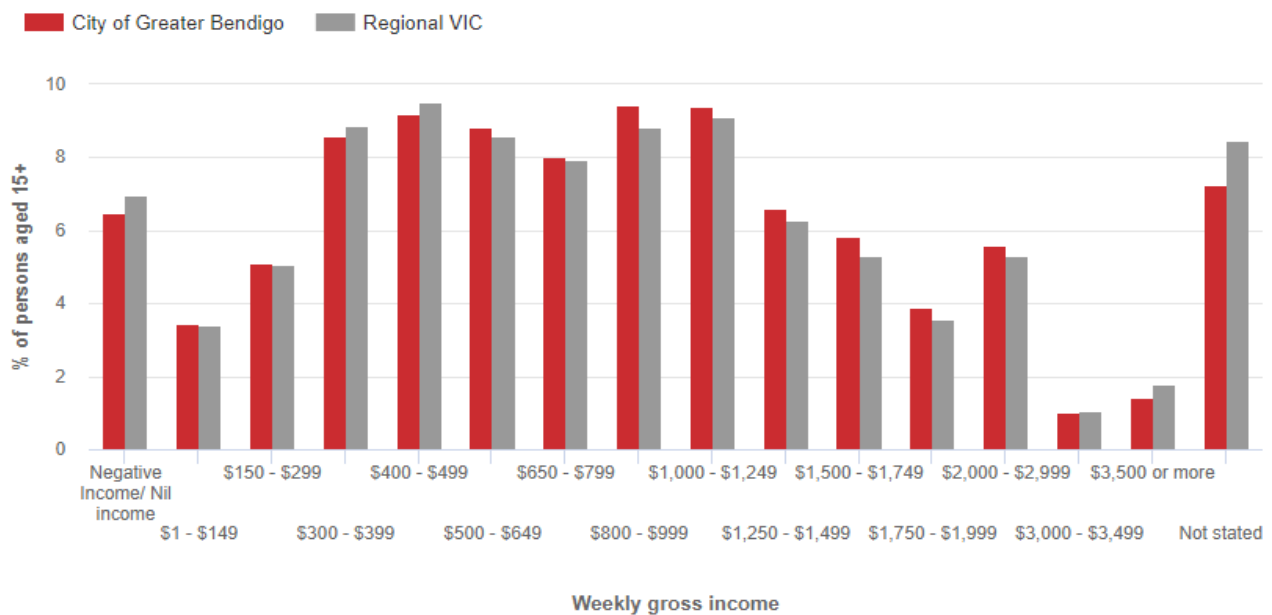
89.8%

Of the households owned at least one car

Weekly individual income, 2021

export

Total persons



Source: Australian Bureau of Statistics, [Census of Population and Housing, 2021](#) (Usual residence data). Compiled and presented in profile.id by [.id](#) (informed decisions).

8.0% of the population within City of Greater Bendigo earned a high income, and 32.8% earned a low income compared with 8.1% and 33.8% respectively for Regional Victoria.

The largest industry by employment within the municipality is the Health Care and Social Assistance sector.

For a full breakdown of the City of Greater Bendigo's demographics please see:

[.idcommunity – City of Greater Bendigo community profile](#)

[Australian Bureau of Statistics – Greater Bendigo – 2021 Census data](#)

Public Events

The City of Greater Bendigo region hosts numerous international and national events throughout the year in the municipality's diverse parks, heritage and contemporary buildings and open spaces. Bendigo has earned its reputation as a world class events capital of regional Victoria.

A list of the current and annual events can be found on the [Bendigo Region Tourism](#) website.

Appendix C - Infrastructure and Assets in the City of Greater Bendigo

Bendigo is a regional centre serving much of central and northern Victoria's health, finance and education needs. Greater Bendigo has a growing and diverse economy, with close to 6,000 jobs added over the last 5 years. Industries range from knowledge based sectors, to advanced manufacturing and animal industries. With over 13,000 students at La Trobe, Bendigo TAFE and Monash Rural Health, Greater Bendigo is a knowledge city with significant potential for growth.

Mining is still a major employer within City of Greater Bendigo and Bendigo is home to the largest regional hospital in the state. City of Greater Bendigo is headquarters for Bendigo and Adelaide Bank and is the base for the leading Regional Art Gallery, bringing annual visitor numbers more than twice the City's population.

Table 11 – City of Greater Bendigo Infrastructure & Assets list

Retail & Shopping Centres	Healthcare Facilities	Natural Assets
Bendigo Central Business District (CBD)	Anne Caudle Centre	Campaspe River
Bendigo Market Place	Bendigo Community Health	Charcoal Bushland Reserve
Lansell Square (Kangaroo Flat)	Bendigo Health Hospital	Jackass Flat Nature Reserve
Eaglehawk Central Business District	Eaglehawk Day Hospital	Lake Eppalock
Epsom Village	Elmore Primary Health Services	Mount Sugarloaf
Golden Square Shopping Centre	Heathcote Hospital	One Tree Hill
Heathcote Shopping Centre	St John of God Hospital	Pilchers Bridge Flora & Fauna
Kennington Village Shopping Centre		Solomon Gully Flora Reserve
Strath Village Shopping Centre		
Strathfieldsaye Shopping Centre		
Education Facilities		
Bendigo TAFE	Eaglehawk Secondary College	La Trobe University
Bendigo School of Nursing (La Trobe)	Elmore Primary School	Marist College Bendigo
Bendigo Senior Secondary College	Elmore- Our Lady of the Sacred Heart	Monash Rural Health
Bendigo South East College	Girton Grammar School	Raywood Primary School
Bendigo Special Development School	Glenvale Bendigo Campus	Victory Christian College
Catherine McAuley College (CCB) - Junortoun & Bendigo	Goornong Primary School	Weeroona College (White Hills)
Creek St Christian College	Heathcote Primary School	+ approx. 40 primary schools
Crusoe College (Kangaroo Flat)	Kalianna Special School	
Attractions & Landmarks		
Bendigo Art Gallery	Diamond Hill Historic Reserve	Lake Eppalock
Bendigo Pottery	Discovery Centre	Lake Weeroona
Bendigo Racecourse	Golden Dragon Museum	One Tree Hill lookout
Bendigo Regional Park	Goldfields Mohair Farm	RSL Museum
Bendigo Stadium	Greater Bendigo National Park	Ulumbarra Theatre
Bendigo Tramways Museum	Great Stupa	White Hills Botanic Gardens
Central Deborah Goldmine	Heathcote-Graytown National Park	Numerous Wineries
Chinese Gardens	Ironbark lookout	
Major Industrial Precincts		
East Bendigo	Epsom	Golden Square
Mandalay Mining, Costerfield	Kirkland Lake Gold, Fosterville	

Lifestyle Assets		
Albert Roy Reserve	Epsom Green Recreation Reserve	Neangar Park Gold Club
Allingham St Reserve	Epsom/Huntly Recreation Reserve	O'Keefe Rail Trail track
Atkin St Reserve	Ewing Park	
Barrack Reserve Heathcote	Faith Leech Aquatic Centre	Peter Krenz Leisure Centre
Axedale Golf and Tennis Club	Finn St Reserve (dog park)	Pony Club Reserve
Bendigo Athletic Centre	Garden Gully Hockey Reserve	Quarry Hill Golf Club
Bendigo Chinese Joss House	Golden Square Oval	Quarry Hill Rec Reserve (Ken Ust)
Bendigo Cycling Tracks	Golden Square Pool	Queen Elizabeth Oval (QEO)
Bendigo East Pool	Goornong Rec Reserve	Raywood Rec Reserve
Bendigo Showgrounds	Gurri Wanyarra Wellbeing Centre	Rosalind Park
Bendigo Skate Park	Heathcote Golf Club	Sandhurst Reserve
Bendigo Stadium	Heathcote Showgrounds	Shadforth Park North Bendigo
Backhaus Oval	Ironbark Riding School	Specimen Hill Reservoir
Brennan Park Pool	Kangaroo Flat Botanical Gardens	Strathdale Park
California Gully Oval	Kennington Oval (Harry Trot)	Strathfieldsaye Sports Complex
Canterbury Park	Kennington Reservoir	The Zone Family Entertainment
Capital Theatre	Koolamurt Scout Camp	Tom Flood Sports Centre
Cooinda Park	Lake Neangar	Truscott Reserve
Crusoe Reservoir	Lake Tom Thumb	Weeroona Oval
Dower Park	Lake Weeroona	White Hills Oval
Eaglehawk – McKern Skate Park	Long Gully Reserve	White Hills Pool
Eaglehawk Playspace	Long Gully Splash Park	
Eaglehawk Town Hall	Malone Park	
Elmore Golf Club	Marong Golf Club	
Elmore Recreation Reserve	Mclvor Range Reserve	

Power – Gas – Water Distributors		
Powercor	https://www.powercor.com.au/	* Legislated electricity supplier for Greater Bendigo
Faults & Emergencies	132 412	
General inquiries	132 206	
AusNet Services	https://www.ausnetservices.com.au/	*Legislated natural gas supplier for Greater Bendigo
Faults & Emergencies	13 67 07	
General Enquiries	1300 360 795	
Coliban Water	https://coliban.com.au/	*Controls water supply for Greater Bendigo households
Faults & Emergencies	1300 362 200	
Goulburn-Murray Water	https://www.g-mwater.com.au/	*Delivers rural water for irrigation, domestic and stock in northern Victoria
Faults & emergencies	1800 064 184	

Appendix D - CERA – Municipality Risk Profile

The hazard profile across the City of Greater Bendigo comprises the risks as identified for the NVEMC. The risk assessment process and results for the NVEMC are detailed in Section 5.4.

The mitigation of risk is detailed in Section 5 - Mitigation arrangements, Section 6 - Response Arrangements and Section 8 Recovery Arrangements.

As of August 2022, the City of Greater Bendigo MEMPC has started to undertake an individual risk assessment review process to determine if risk ratings for the municipality differ from the NVEMC residual risk result.

The City of Greater Bendigo IMEMP will be updated to reflect these findings along with any new mitigation strategies once the review is completed. Results will also be available at [CERA Online](#).

Appendix E - Victorian Government Municipal and Departmental Boundaries – mapping

Victoria

The map below shows the rural and regional municipalities across Victoria.

Figure 12: Map of Victorian Municipality boundaries



City of Greater Bendigo

The map below shows the City of Greater Bendigo municipal boundary.

Figure 13: Map of City of Greater Bendigo boundary



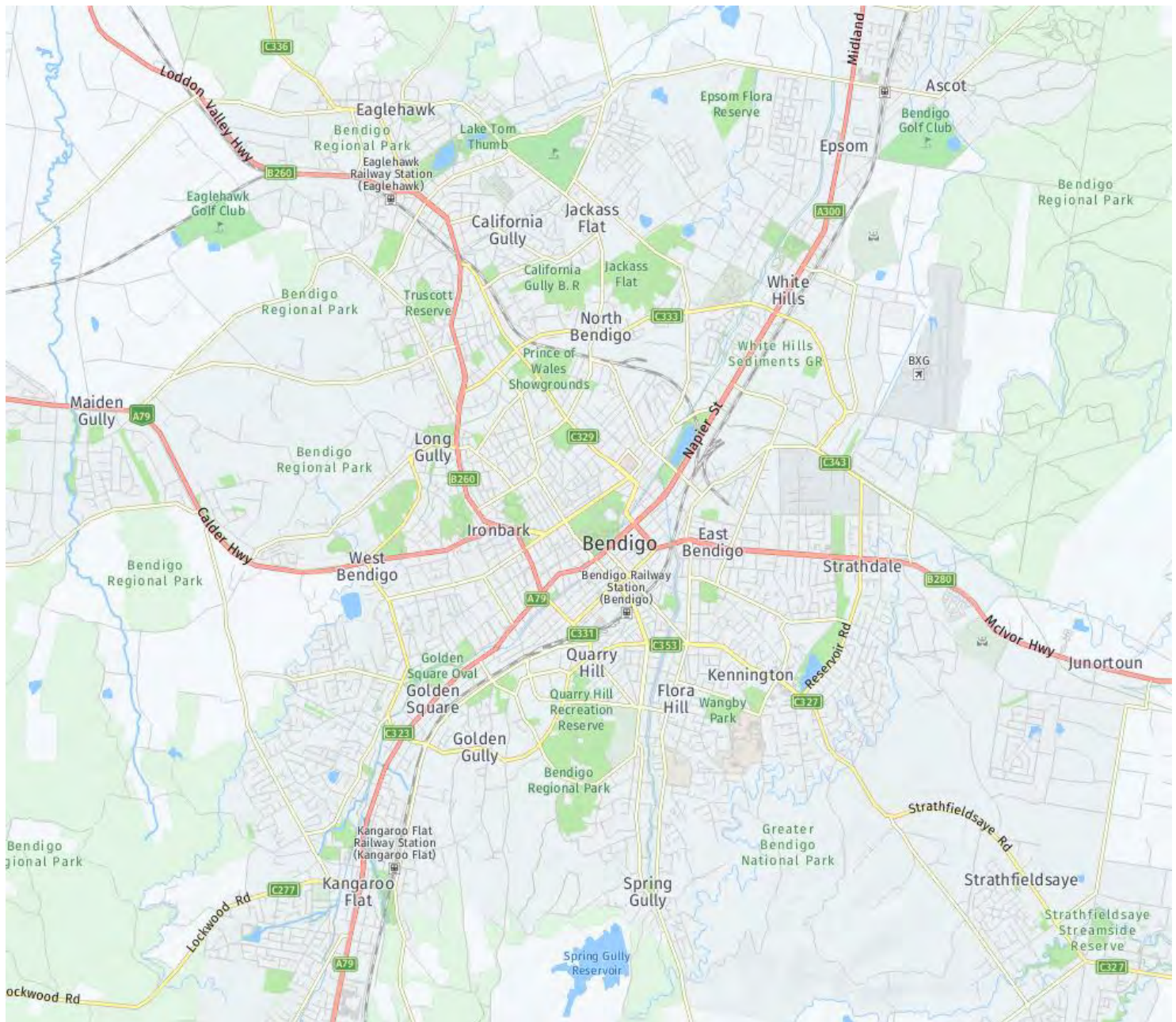
GREATER BENDIGO	
Population	121,470
Aboriginal and /or Torres Strait Islander	2743
Median Age (total pop ⁿ)	40
No Private Dwellings	53,055

(Source: Australian Bureau of Statistics – 2021 Census All persons QuickStats)

Township Maps

Maps of townships within the municipality are given below (Figures 14-28).

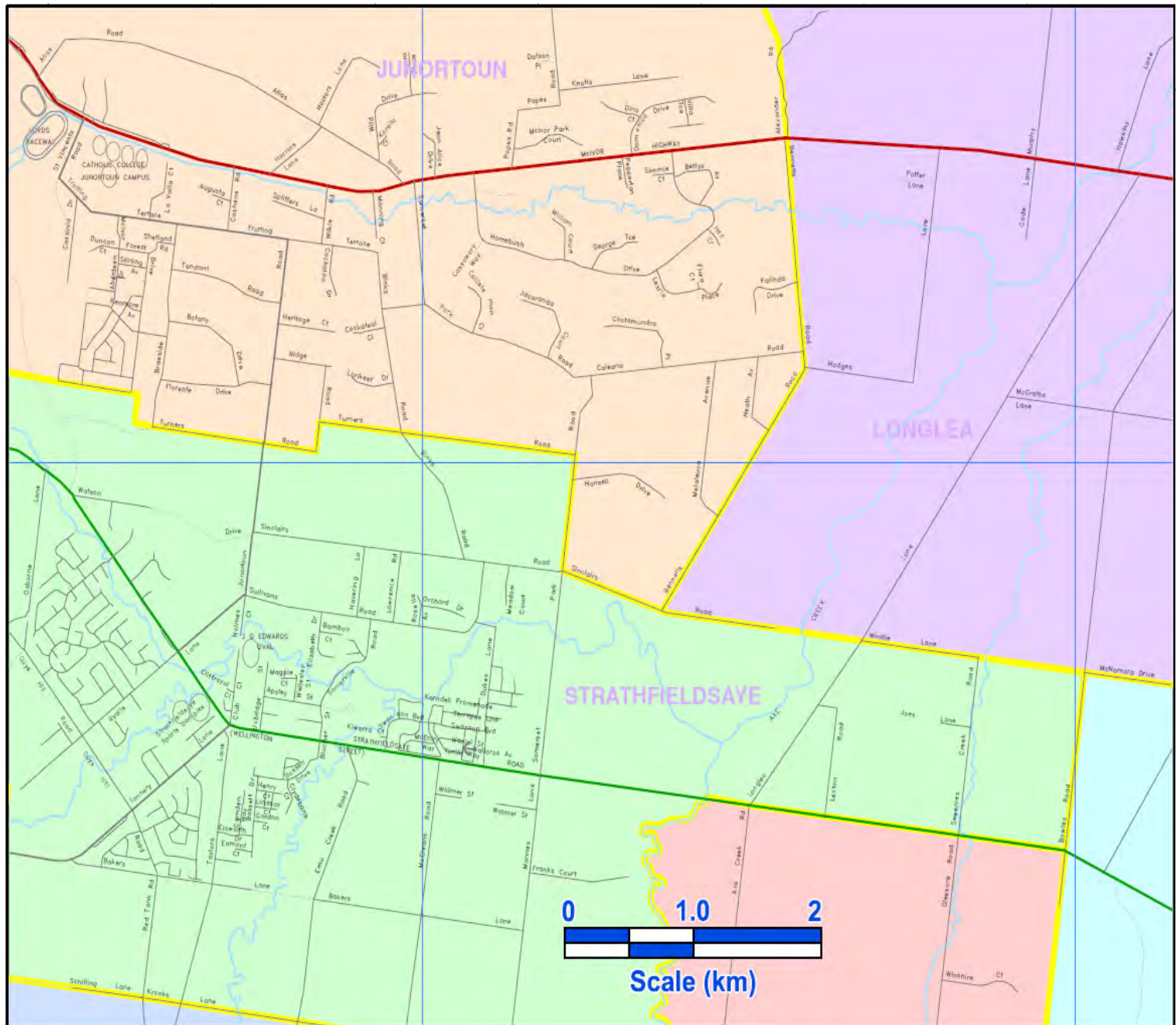
Figure 14: Map of Bendigo



BENDIGO	
Population	112,584
Aboriginal and /or Torres Strait Islander	2583
Median Age (total pop ⁿ)	40
No Private Dwellings	48,768

(Source: Australian Bureau of Statistics – 2021 Census All persons QuickStats)

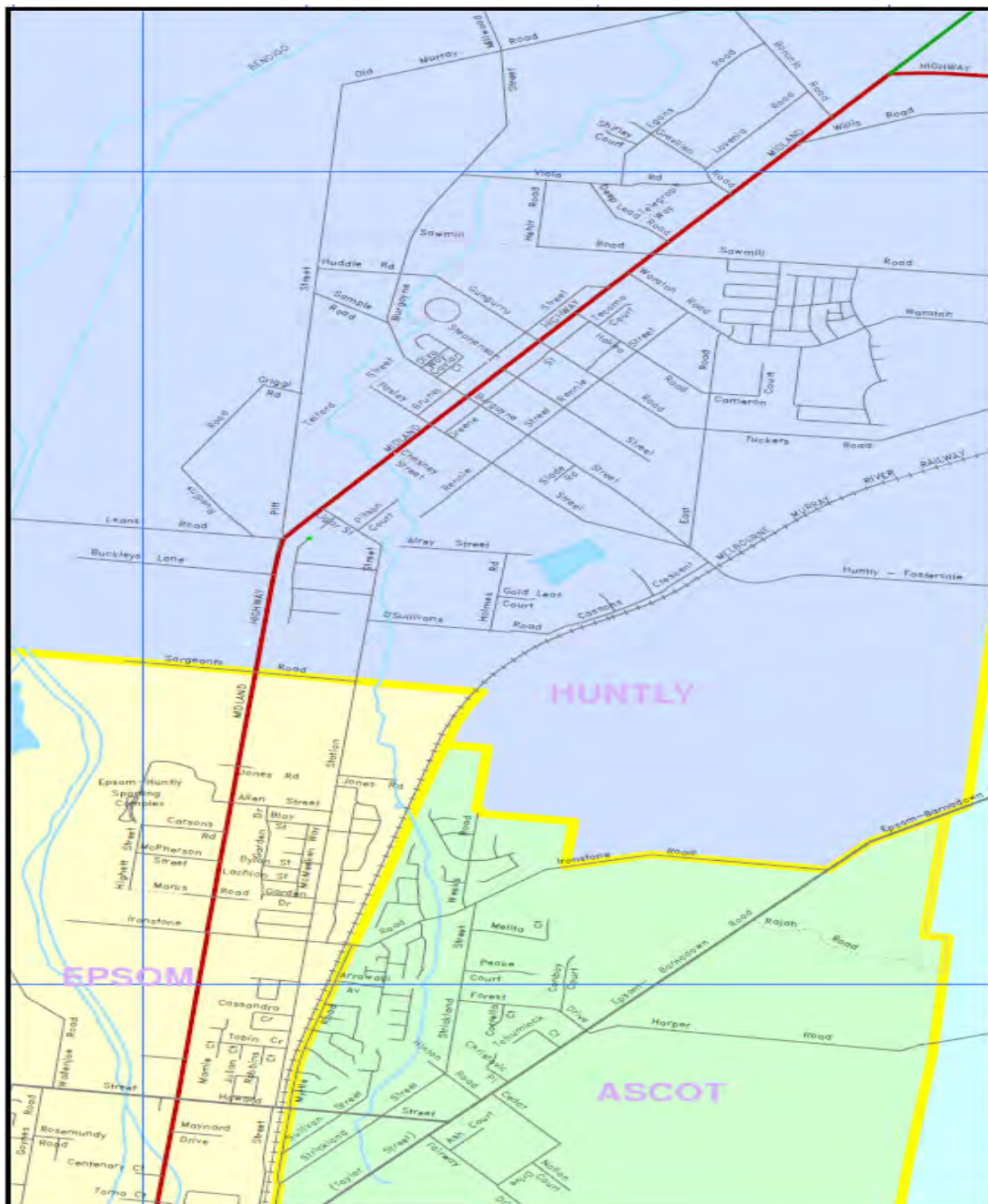
Figure 15: Map of Strathfieldsaye & Junortoun



STRATHFIELDSAYE	
Population	6,850
Aboriginal and /or Torres Strait Islander	76
Median Age (total pop ⁿ)	36
No Private Dwellings	2,379
JUNORTOUN	
Population	3,862
Aboriginal and /or Torres Strait Islander	19
Median Age (total pop ⁿ)	43
No Private Dwellings	1,410

(Source: Australian Bureau of Statistics – 2021 Census All persons QuickStats)

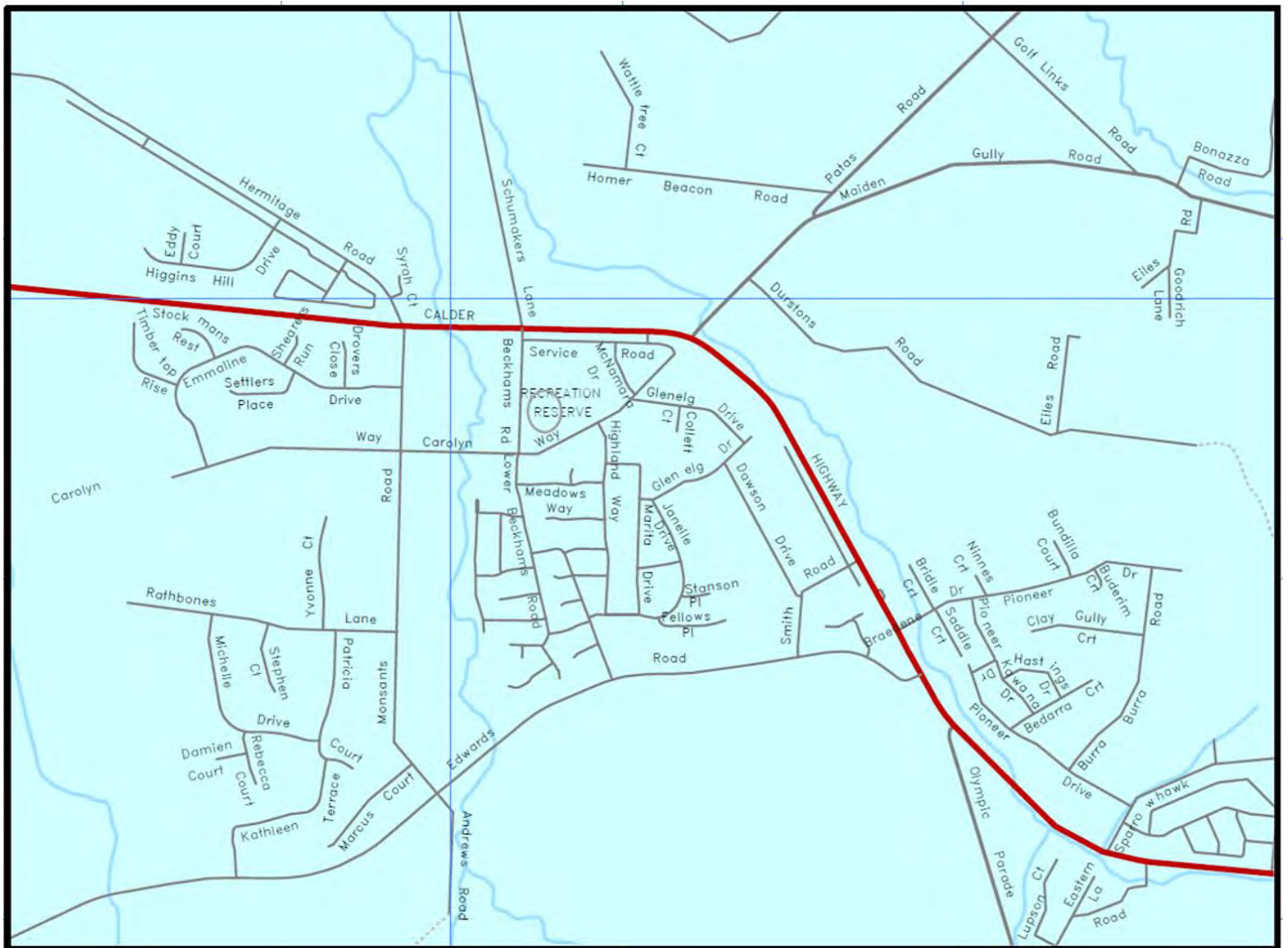
Figure 16: Map of Epsom, Huntly and Ascot



EPSOM	
Population	5,014
Aboriginal and /or Torres Strait Islander	104
Median Age (total pop ⁿ)	32
No Private Dwellings	1,920
HUNTLY	
Population	3,585
Aboriginal and /or Torres Strait Islander	104
Median Age (total pop ⁿ)	32
No Private Dwellings	1,306
ASCOT	
Population	2,571
Aboriginal and /or Torres Strait Islander	68
Median Age (total pop ⁿ)	35
No Private Dwellings	938

(Source: Australian Bureau of Statistics – 2021 Census All persons QuickStats)

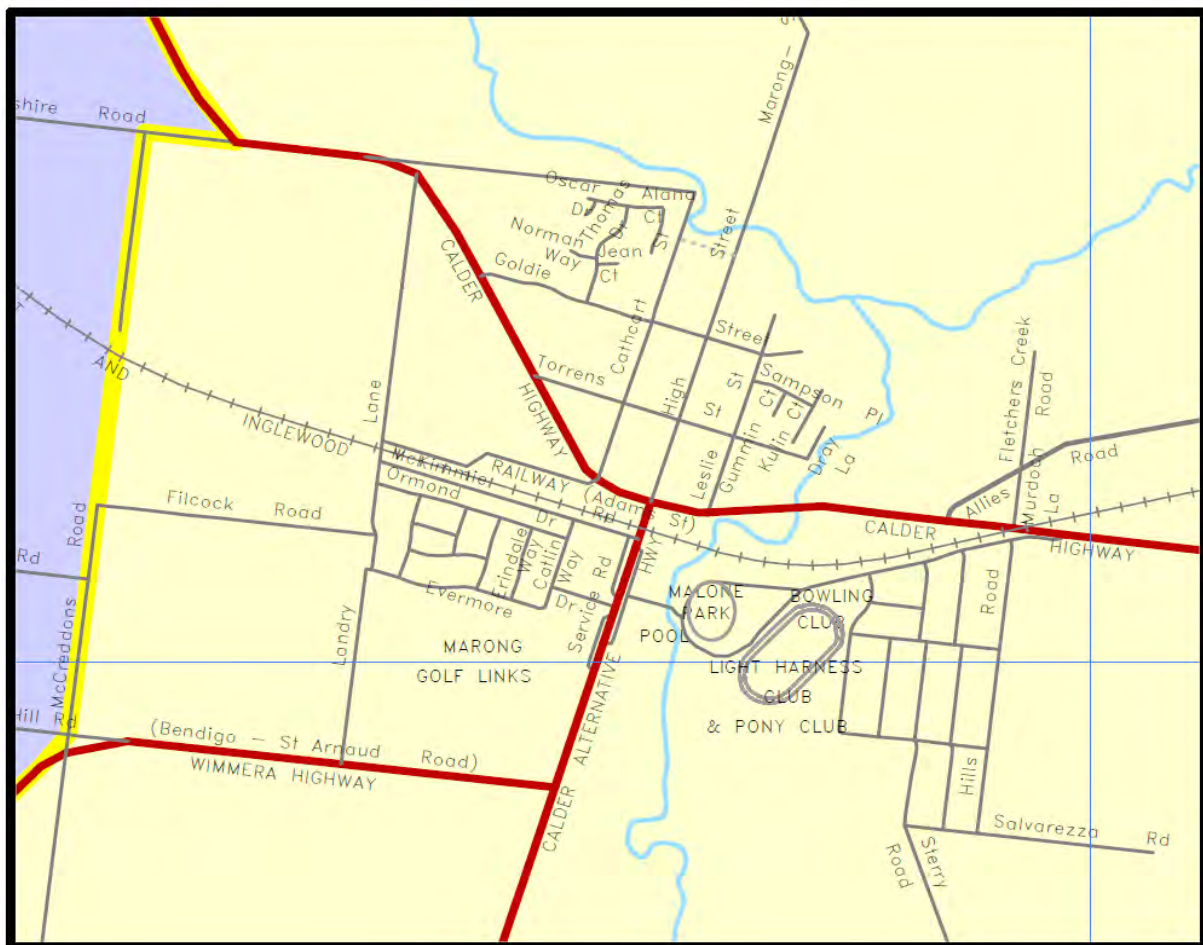
Figure 17: Map of Maiden Gully



MAIDEN GULLY	
Population	5,518
Aboriginal and /or Torres Strait Islander	78
Median Age (total pop ⁿ)	37
No Private Dwellings	1,870

(Source: Australian Bureau of Statistics – 2021 Census All persons QuickStats)

Figure 18: Map of Marong



MARONG	
Population	2,005
Aboriginal and /or Torres Strait Islander	38
Median Age (total pop ⁿ)	31
No Private Dwellings	723

(Source: Australian Bureau of Statistics – 2021 Census All persons QuickStats)

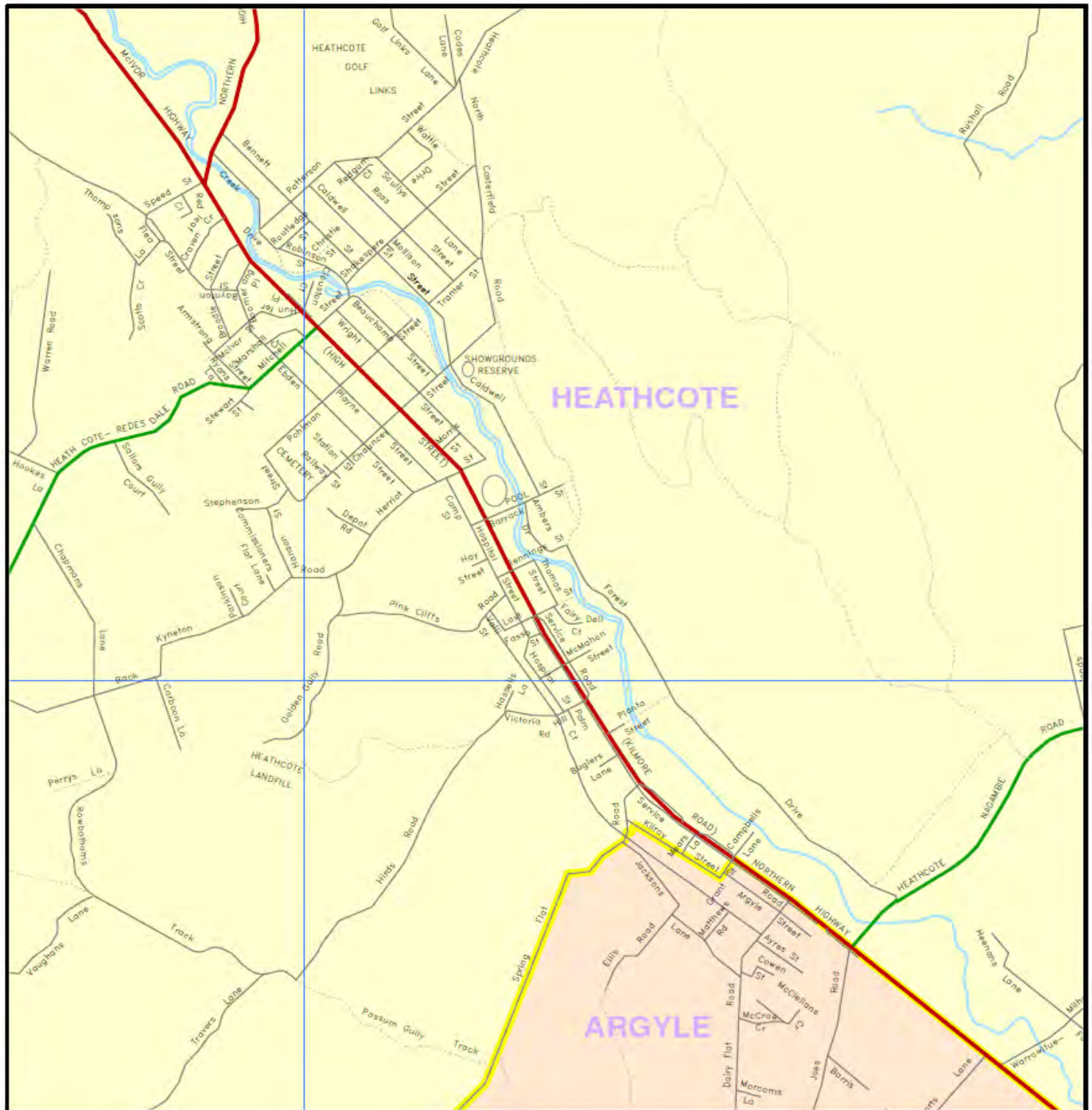
Figure 19: Map of Axedale



AXEDALE	
Population	984
Aboriginal and /or Torres Strait Islander	20
Median Age (total pop ⁿ)	37
No Private Dwellings	379

(Source: Australian Bureau of Statistics – 2021 Census All persons QuickStats)

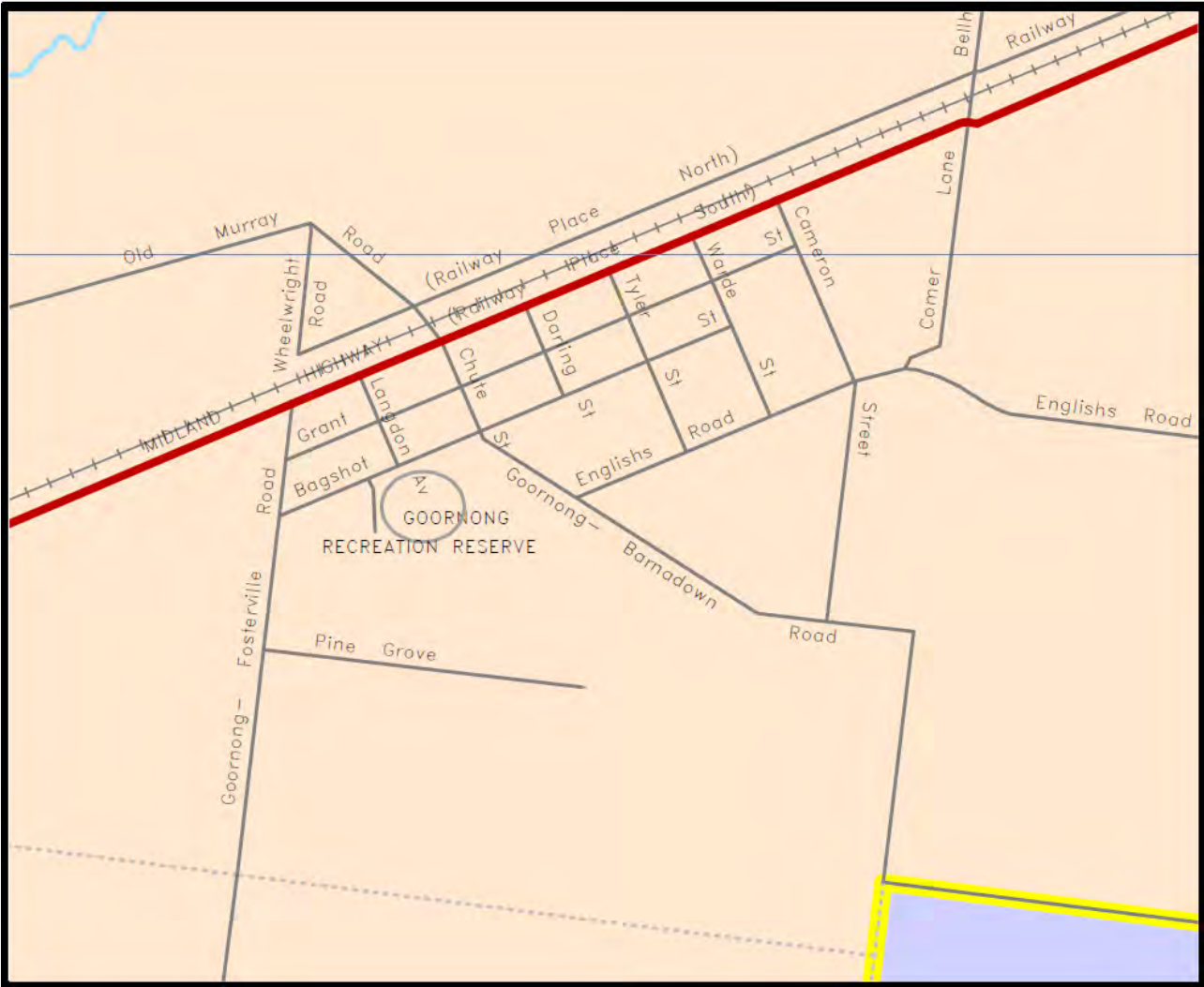
Figure 20: Map of Heathcote



HEATHCOTE	
Population	5,062
Aboriginal and /or Torres Strait Islander	85
Median Age (total pop ⁿ)	53
No Private Dwellings	2,807

(Source: Australian Bureau of Statistics – 2021 Census All persons QuickStats)

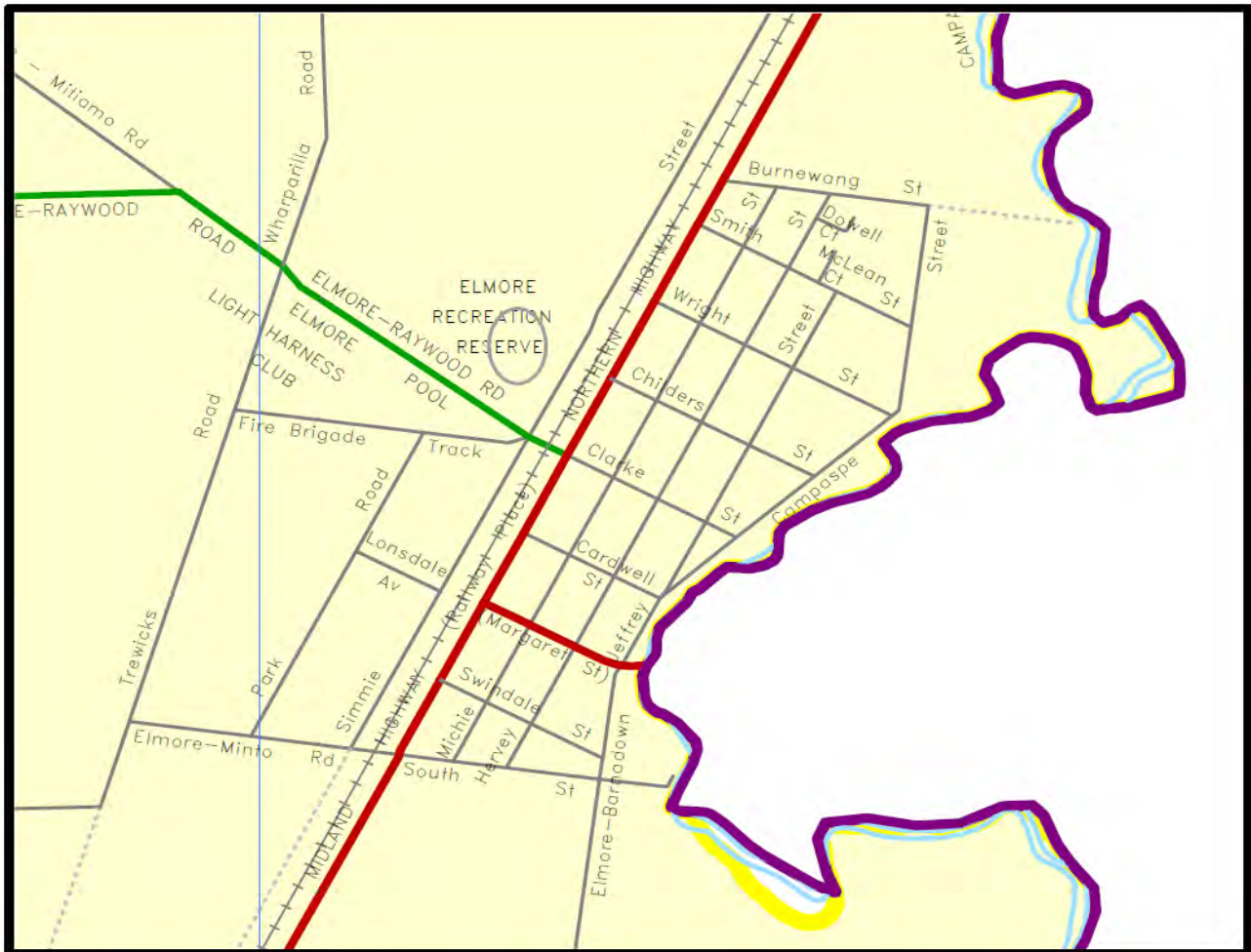
Figure 21: Map of Goornong



GOORNONG	
Population	718
Aboriginal and /or Torres Strait Islander	21
Median Age (total pop ⁿ)	40
No Private Dwellings	292

(Source: Australian Bureau of Statistics – 2021 Census All persons QuickStats)

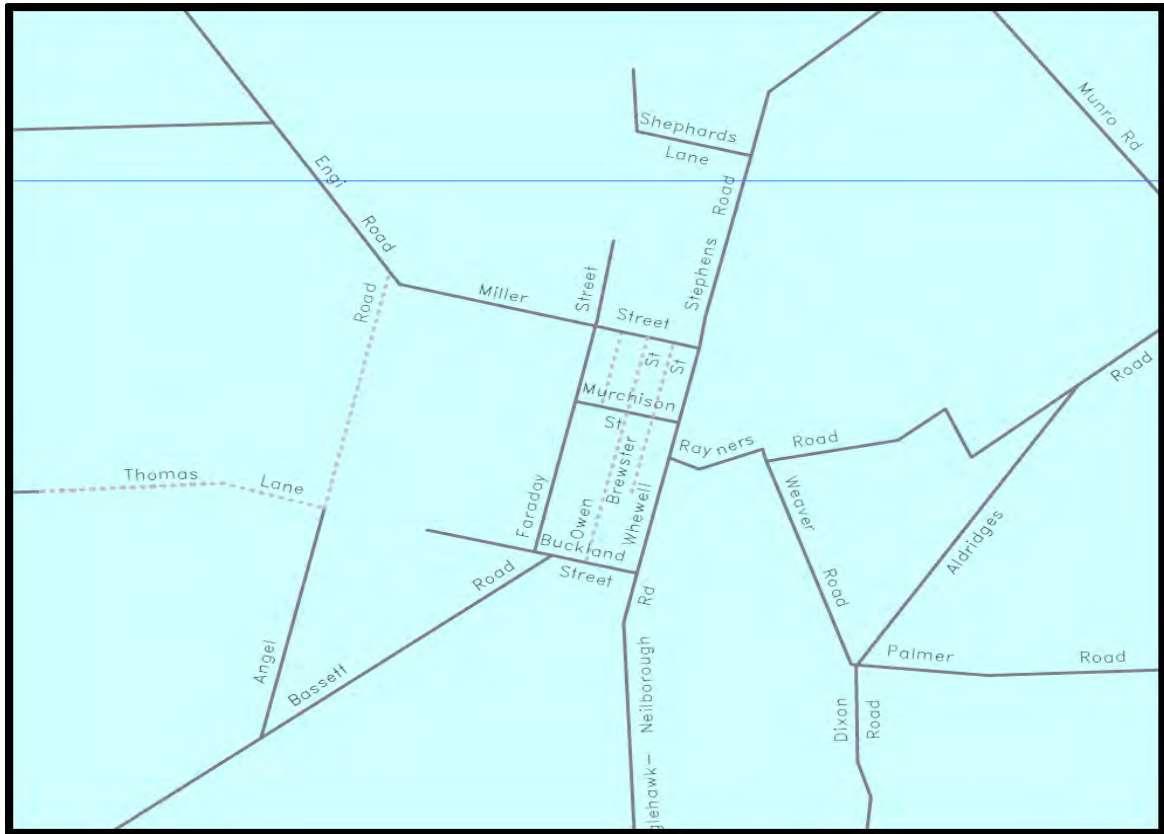
Figure 22: Map of Elmore



ELMORE	
Population	847
Aboriginal and /or Torres Strait Islander	21
Median Age (total pop ⁿ)	52
No Private Dwellings	444

(Source: Australian Bureau of Statistics – 2021 Census All persons QuickStats)

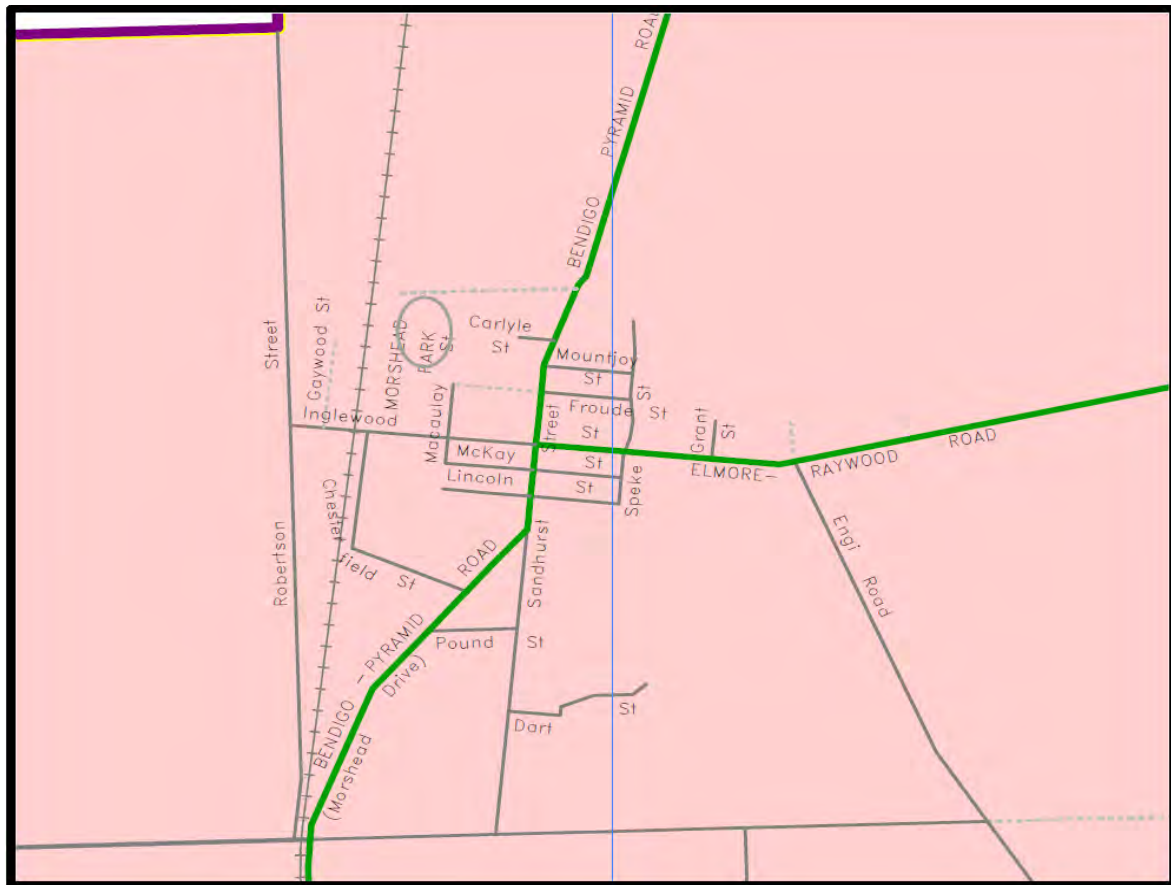
Figure 23: Map of Neilborough



NEILBOROUGH	
Population	379
Aboriginal and /or Torres Strait Islander	0
Median Age (total pop ⁿ)	53
No Private Dwellings	189

(Source: Australian Bureau of Statistics – 2021 Census All persons QuickStats)

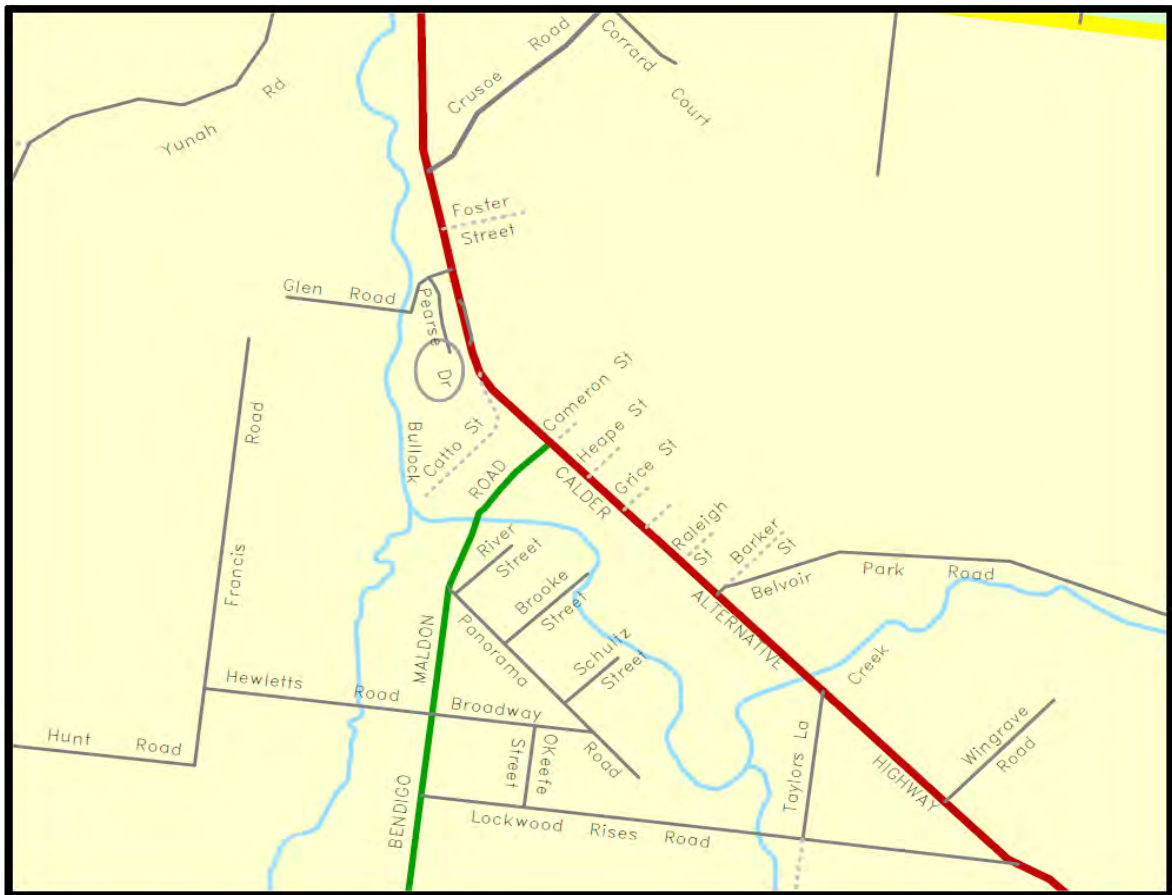
Figure 24: Map of Raywood



RAYWOOD	
Population	329
Aboriginal and /or Torres Strait Islander	13
Median Age (total pop ⁿ)	47
No Private Dwellings	134

(Source: Australian Bureau of Statistics – 2021 Census All persons QuickStats)

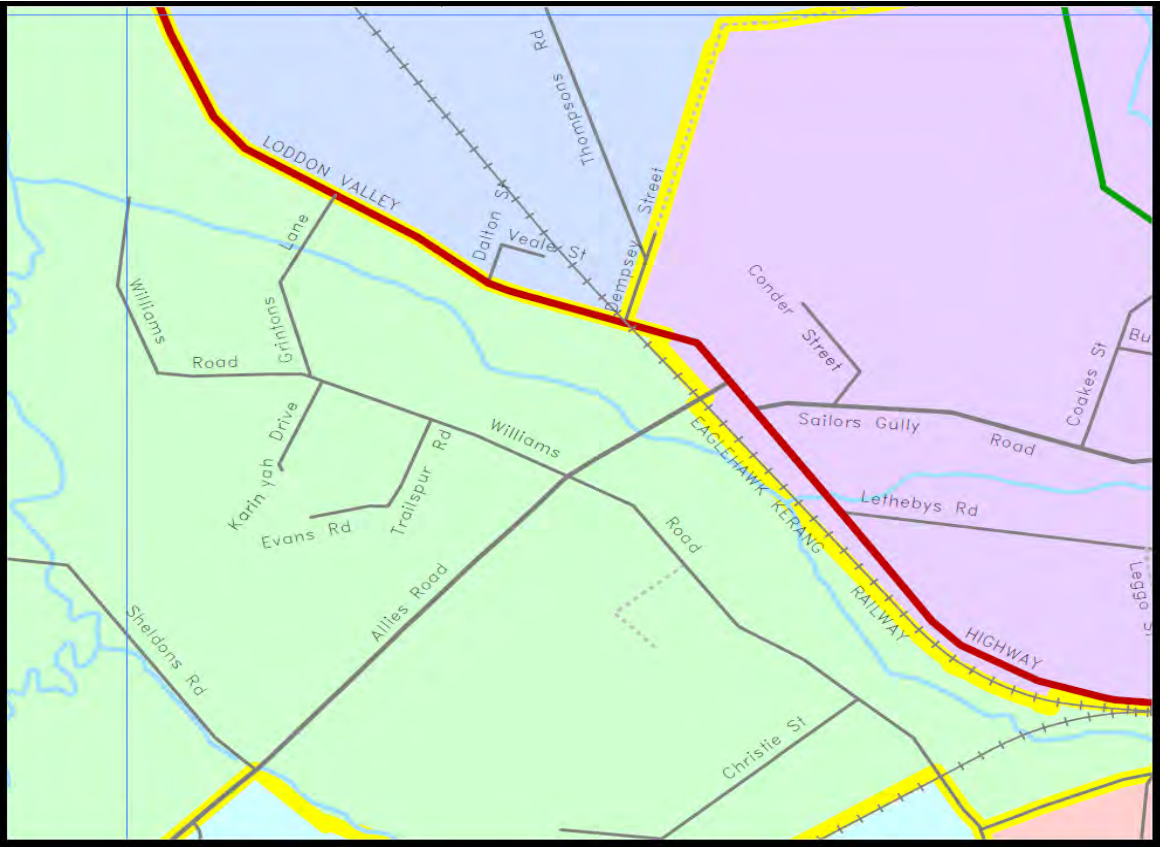
Figure 25: Map of Lockwood South



LOCKWOOD SOUTH	
Population	1,052
Aboriginal and /or Torres Strait Islander	10
Median Age (total pop ⁿ)	41
No Private Dwellings	388

(Source: Australian Bureau of Statistics – 2021 Census All persons QuickStats)

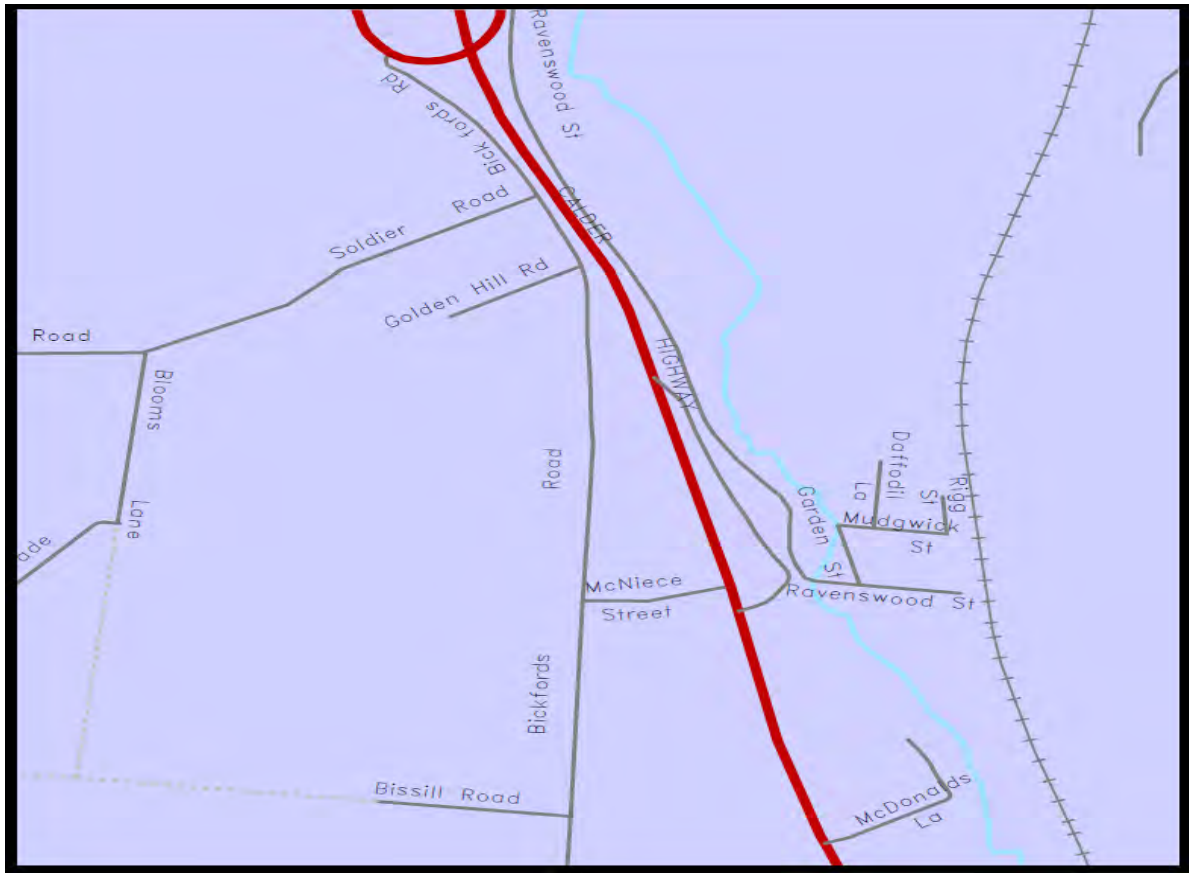
Figure 26: Map of Myers Flat



MYERS FLAT	
Population	545
Aboriginal and /or Torres Strait Islander	8
Median Age (total pop ⁿ)	50
No Private Dwellings	219

(Source: Australian Bureau of Statistics – 2021 Census All persons QuickStats)

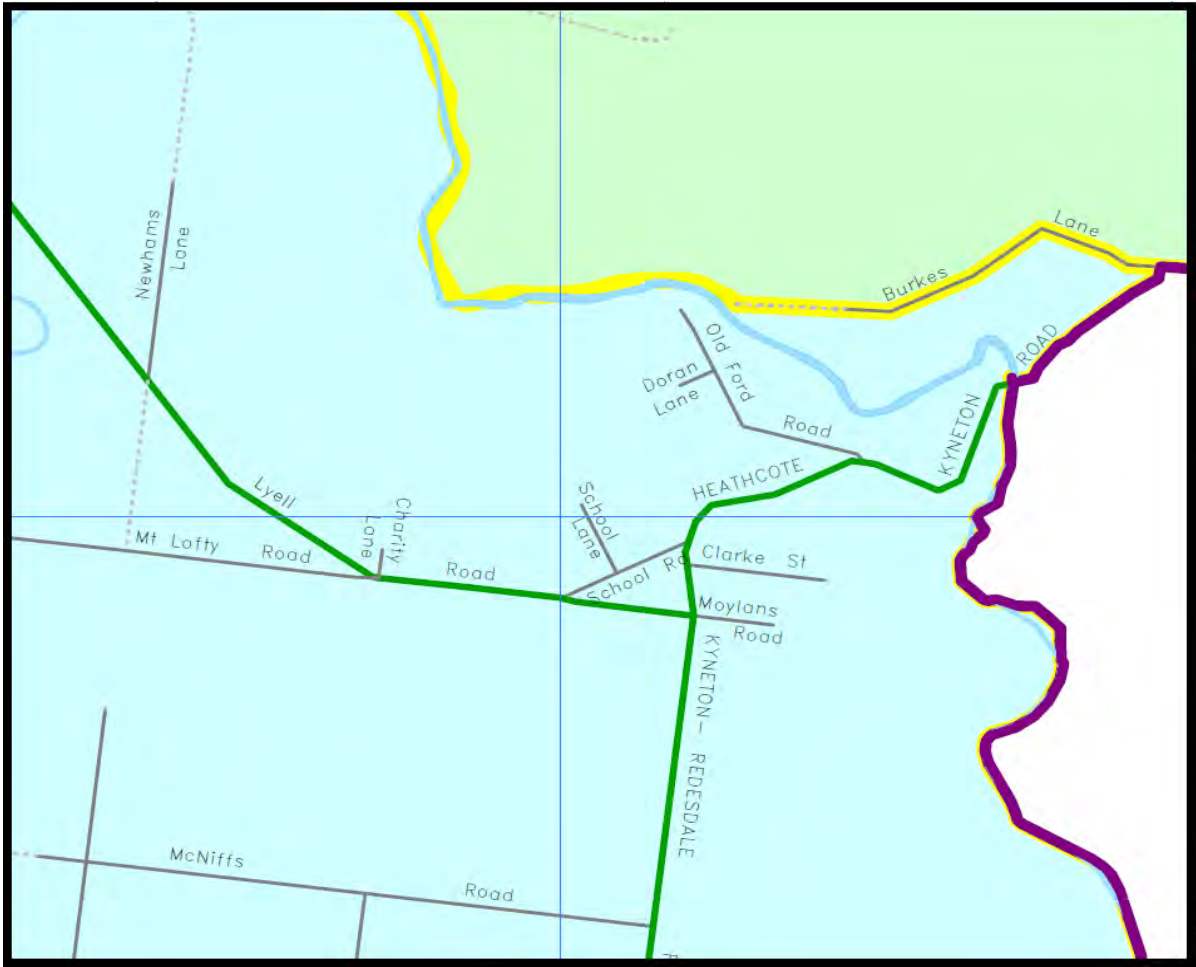
Figure 27: Map of Ravenswood



RAVENSWOOD	
Population	3,804
Aboriginal and /or Torres Strait Islander	407
Median Age (total pop ⁿ)	36
No Private Dwellings	1,711

(Source: Australian Bureau of Statistics – 2021 Census All persons QuickStats)

Figure 28: Map of Redesdale

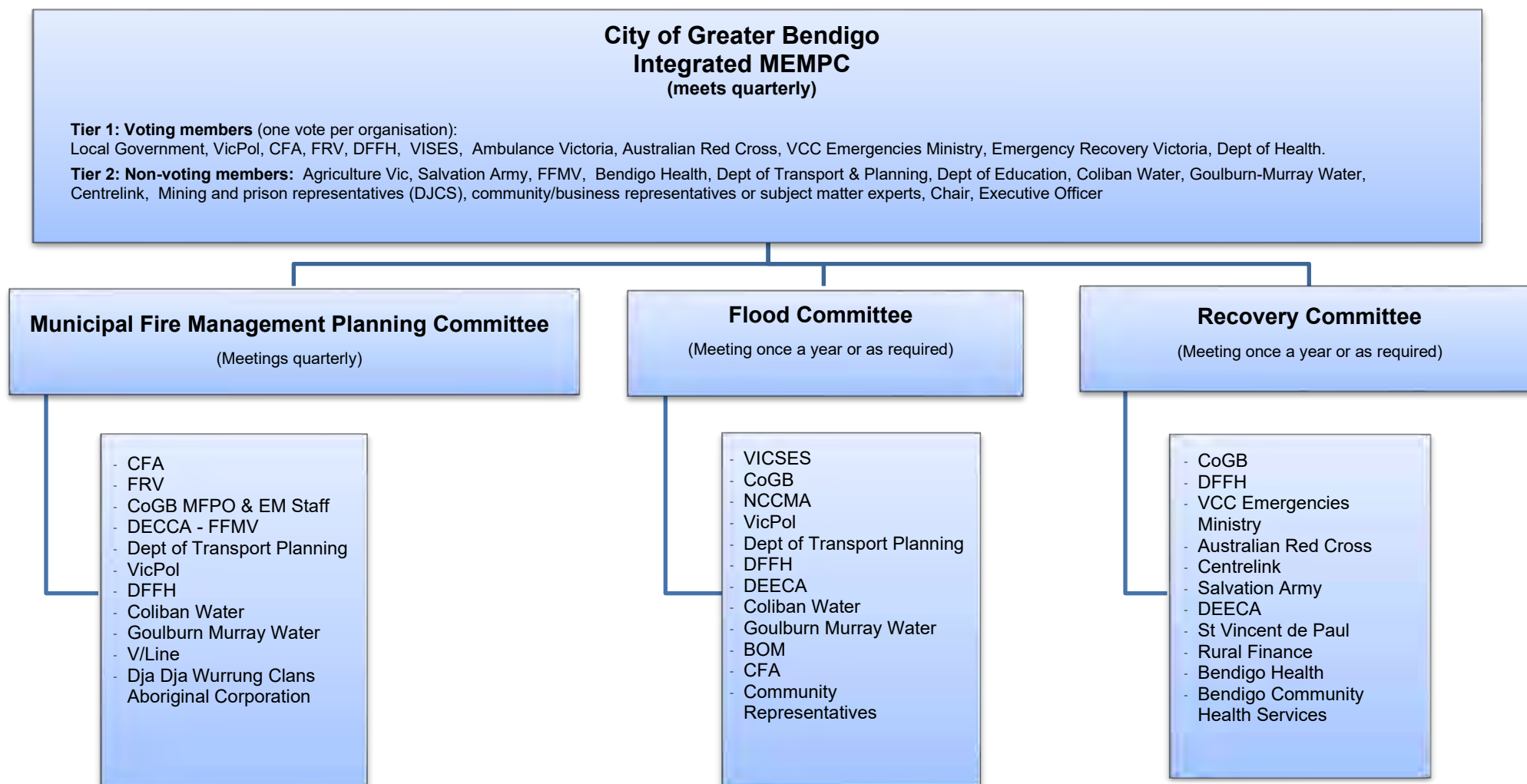


REDESDALE	
Population	299
Aboriginal and /or Torres Strait Islander	10
Median Age (total pop ⁿ)	57
No Private Dwellings	215

(Source: Australian Bureau of Statistics – 2021 Census All persons QuickStats)

Appendix F - Municipal Emergency Management Governance Structure

Figure 29: City of Greater Bendigo IMEMPC Governance Structure



Appendix G - Sub-Plans and Standard Operating Procedures

Table 12 – City of Greater Bendigo IMEMP – Sub-plans and SoPs

Plan Name	Version	Link
Sub-Plans		
NVEMC Integrated Pandemic Plan	V2.0 July 2022	https://www.bendigo.vic.gov.au/services/Emergency-Management NVC Crisisworks EM-COP NVEMC Document Store
NVEMC Integrated Emergency Animal Welfare Plan	V1.1 August 2022	https://www.bendigo.vic.gov.au/services/Emergency-Management NVC Crisisworks EM-COP NVEMC Document Store
NVEMC Integrated Heatwave Plan	V5 October 2019	https://www.bendigo.vic.gov.au/services/Emergency-Management NVC Crisisworks EM-COP NVEMC Document Store
City of Greater Bendigo – Municipal Fire Management Plan	V1.4 June 2019	https://www.bendigo.vic.gov.au/About/Document-Library/municipal-fire-management-plan-june-2019-pdf NVC Crisisworks
City of Greater Bendigo – Municipal Flood Management Plan	V1.0 July 2018	https://www.bendigo.vic.gov.au/About/Document-Library/city-greater-bendigo-municipal-flood-emergency-plan-july-2018-pdf NVC Crisisworks
Standard Operating Procedures		
NVEMC Emergency Relief Centre SOP	V4.0 May 2018	NVC Crisisworks EM-COP NVEMC Document Store
NVEMC Recovery SOP	V1.2 November 2017	NVC Crisisworks EM-COP NVEMC Document Store
NVEMC Spontaneous Volunteers SOP	V2.0 February 2021	NVC Crisisworks EM-COP NVEMC Document Store
NVEMC Municipal Operations Centre SOP	V6.0 February 2021	NVC Crisisworks EM-COP NVEMC Document Store
NVEMC Incident Support Guidelines	V1.6 April 2021	NVC Crisisworks EM-COP NVEMC Document Store
NVEMC Emergency Management Liaison Officer SOP	V7.0 April 2021	NVC Crisisworks EM-COP NVEMC Document Store

State Emergency Management Plan - Sub-Plans

Sub-plans of the [State Emergency Management Plan \(SEMP\)](#) can be found on the [EMV website](#).

Appendix H - Emergency Relief Centres & Neighbourhood Safer Places

City of Greater Bendigo Emergency Relief Centres

The City of Greater Bendigo manages the emergency relief centres within the municipality for emergency situations. Any person or organisation wanting information regarding emergency relief centres should contact the Emergency Management Coordinator of Council.

City of Greater Bendigo Neighbourhood Safer Places		
Location	Compliant Facility	Address
Axedale	Axedale Primary School Oval	Bounded by McIvor Highway (High Street), Shadforth Street, Mitchell Street and Raglan Street. Parking available in Raglan Street
Bendigo	Queen Elizabeth Oval (QEO)	Corner of View & Barnard Streets
Eaglehawk	Canterbury Park Sports Precinct car parks & Event space	16 Simpsons Road (opposite Trumble Street)
Heathcote	Holy Rosary Primary School (Oval)	Bounded by Eden Street, Pohlman Street & Playne Street.
Junortoun	Lords Raceway (centre of race track)	McIvor Highway (entry opposite Atlas Road)
Kangaroo Flat	Lansell Square (Carpark)	Calder Highway (High St) opposite Symes Street
Kangaroo Flat	Dower Park (Oval)	Corner Station Street & Olympic Parade (entry off Station Street)
Maiden Gully	Primary School (basketball courts)	Corner Carolyn Way & Glenelg Drive (entry off Glenelg Drive)
North Bendigo	Showgrounds (Oval)	Holmes Road
Strathfieldsaye	Primary School (Oval)	9 Uxbridge Street (opposite Apsley Street)
Redesdale	Recreation Reserve (Open space between Hall and Oval Pavilion)	2631 Kyneton-Redesdale Road

Please refer to CFA website for the most current listing of [Neighbourhood Safer Places](#)

Appendix I - Exercises and Training

Date	Training / Exercise	Details	Agencies
February 2019	Crisisworks Training for MEMOs	Internal Crisisworks training for City of Greater Bendigo MEMOs	CoGB Local Govt Staff
June 2019	Northern Victorian Cluster (NVC) Communication Exercise	Across cluster municipalities, communication and ERC training	NVEMC Local Govt Staff, VicPol, DHHS, VCC, Red Cross
June 2019	Regional Flood Exercise	Across cluster municipalities, Flood exercise	SES, VicPol, NVEMC Local Govt Staff, DHHS, GMWater, Coliban
October 2019	Pre-Summer Crisisworks Training	Internal Crisisworks training for City of Greater Bendigo staff prior to 2019-2020 Summer,	CoGB Local Govt Staff
August 2020	Crisisworks Training for Relief/ recovery staff	Internal Crisisworks training for newly appointed City of Greater Bendigo relief / recovery staff	CoGB Local Govt Staff
September 2020	Coliban Water Flood Exercise	Flood exercise	Coliban Water, SES, CoGB Local Govt Staff, VicPol, DELWP, Regional Roads.
December 2020	Northern Vic Cluster Introduction to MEMO/MRM Training	Introduction to MEMO/MRM Training	NVEMC Local Government Staff
January 2021	State ERC COVID Safety Advisor Training	ERC COVID safety advisor training	DFFH, NVEMC Local Govt Staff
June 2021	Regional Evacuation Exercise	Evacuation exercise	VicPol, CFA, SES, DELWP, DFFH, NVEMC Local Govt Staff, DTE, V/Line, Red Cross
October 2021	Loddon Mallee Region Relief Coordination Desktop Exercise	Exercise hosted by DFFH to review our relief processes between local govt and state based departments	Loddon Mallee Region EM Staff (incl NVEMC Local Govt Staff)
December 2021	Regional Emergency Management & Relief Centre Exercise	Across cluster municipalities, MEMO/MRM/ EMLO training, ERC exercise	NVEMC Local Govt Staff, VicPol, DFFH, VCC EM, Red Cross
March 2022	Simulated Crisis Exercise – Business Continuity	Test the City of Greater Bendigo Business Continuity Plan	CoGB Local Govt Staff
May 2022	Place based Risk Assessment - Sandhurst Reservoir Breach	Hosted by EMV – scenario earthquake causing breach of Sandhurst reservoir that caused extensive damage within Bendigo.	CoGB Local Govt Staff, SES, VicPol, DEWLP, DoH, CFA, DoT, DJPR, Coliban Water
May 2022	NVEMC Cluster Emergency Management Training & ERC Exercise	Training for new MRMs, MEMOs, EMLOs, ERC managers and MERCs, along with ERC exercise	NVEMC Local Govt Staff, VicPol, Red Cross, VCC-EM

Appendix J - Municipal Contact lists

The NVEMC maintains a contact list of staff members who occupy certain emergency management positions. Any person or organisation wanting access to the contact list should contact the Cluster Executive Officer, or the Emergency Management Coordinator of Council.

Appendix K – References

Community Education & Information Links

A number of agencies and organisations provide a range of information, community education and multimedia programs to inform and assist the community to prepare for react during and recover from emergencies and disasters this information can be found at:

Agency/Organisation	Website	Notes
VicEmergency	www.emergency.vic.gov.au	This is a “one-stop shop” for Victorians to source information regarding preparedness, incidents and warnings, and recovery for all types of emergencies.
Country Fire Authority	www.cfa.vic.gov.au	This website has a range of information to help Plan & Prepare for bush, grass and other fires, along with resources for school aged children.
Fire Rescue Victoria	www.frv.vic.gov.au	Has a range of information regarding home fire safety.
Victoria State Emergency Service	www.ses.vic.gov.au	Contains information to Plan and Stay Safe and educational activities and hazard information.
Australian Red Cross	www.redcross.org.au	Provides resources to Get Prepared for emergencies and other useful resources.
Better Health Channel	www.betterhealth.vic.gov.au	Provides a range community information and links to other resources about health related emergencies (pandemic, heat, smoke etc.).
Loddon Campaspe Multicultural Services (LCMS)	www.lcms.org.au/	Has a range of information that empowers people from migrant and refugee backgrounds to participate fully in Australian society. Staff speak a number of community languages within the municipality.
Regional Association of Neighbourhood and Community Houses (RANCH)	www.ranch.net.au/	RANCH supports neighbourhood houses to achieve and build their community goals and offers a helpful tools and resources to support member houses.
Bendigo Community Health Services (BCHS)	www.bchs.com.au/	Provide a range of primary and community health services and provides information for refugees through their Settlement Program.
City of Greater Bendigo	www.bendigo.vic.gov.au	Council website provides information in relation to emergencies. There is also regular information and updates on the council Facebook page.

Useful Links

Reference Document	Plan Date	Responsibility	Link
State Emergency Management Plan	Oct 2021	Emergency Management Victoria	https://www.emv.vic.gov.au/responsibilities/semp
Loddon-Mallee Regional Emergency Management Plan	18 Nov 2020	Loddon Mallee REMPC	https://files.emv.vic.gov.au/2021-05/Loddon%20Mallee%20Regional%20Emergency%20Management%20Plan_Redacted.pdf
Guidelines for Preparing State, Regional and Municipal Emergency Management Plans	Sept 2020	Issued by the Minister for Police and Emergency	https://www.emv.vic.gov.au/how-we-help/emergency-management-planning/planning-guidelines
Transition Guide for Reformed Municipal Emergency Management Planning Arrangements	Dec 2020	Emergency Management Victoria	https://www.emv.vic.gov.au/how-we-help/emergency-management-planning-reform-program/resource-library/transition-guide-for
Victorian Preparedness Framework	May 2018	Emergency Management Victoria	https://www.emv.vic.gov.au/how-we-help/emergency-management-capability-in-victoria/victorian-preparedness-framework
Loddon Campaspe Climate Projection 2019	2019	Dept of Environment, Land, Water and Planning	https://www.climatechange.vic.gov.au/_data/assets/pdf_file/0039/429879/Loddon-Campaspe-Climate-Projections-2019_20200219.pdf
Loddon Mallee Environmental Scan	Aug 2020	Emergency Management Victoria	https://files.emv.vic.gov.au/2021-05/Environmental%20Scan%20Loddon%20Mallee%20V2.pdf
Victoria's Climate Science Report 2019	2019	Dept of Environment, Land, Water and Planning	https://www.climatechange.vic.gov.au/_data/assets/pdf_file/0029/442964/Victorias-Climate-Science-Report-2019.pdf
Royal Commission into National Natural Arrangements 2020	Oct 2020	Australian Government	https://naturaldisaster.royalcommission.gov.au/
Sendai Framework for Disaster Risk Reduction 2015-2030	March 2015	United Nations Office for Disaster Risk Reduction	https://www.undrr.org/publication/sendai-framework-disaster-risk-reduction-2015-2030
National Disaster Risk Reduction Framework	2018	Commonwealth of Australia	https://www.homeaffairs.gov.au/emergency/files/national-disaster-risk-reduction-framework.pdf
Community Resilience Framework for Emergency Management	April 2017	Emergency Management Victoria	https://files.emv.vic.gov.au/2021-08/Community%20Resilience%20Framework%20for%20Emergency%20Management.pdf
Victorian Emergency Operations Handbook	Nov 2021	Emergency Management Victoria	https://www.emv.vic.gov.au/publications/victorian-emergency-operations-handbook
Resilient Recovery Strategy Nov 2019	Nov 2019	Emergency Management Victoria	https://www.emv.vic.gov.au/how-we-help/resilient-recovery-strategy

Community Emergency Risk Assessment (CERA online)	Dec 2020	Victoria State Emergency Services	https://www.ses.vic.gov.au/about-us/emergency-management-training/community-emergency-risk-assessment-cera
Transition of Coordination Arrangements from Response to Recovery	Jan 2019	Emergency Management Victoria	http://files-em.em.vic.gov.au/IMT-Toolbox/RelRec/Template-Transition-from-Response-to-Recovery.docx
Interim Impact Assessment Guidelines 2022	Dec 2021	Emergency Management Victoria	Copy available on https://nvc.crisisworks.com/public
Secondary Impact Assessment Framework	May 2019	Municipal Association Victoria - MEMEG	https://www.mav.asn.au/_data/assets/pdf_file/0006/27744/Part-1-Secondary-Impact-Assessment-Guidelines.pdf
Loddon Mallee - Regional Relief and Recovery Plan	V1.0 2022	Loddon Mallee Regional Emergency Planning Committee	Currently in draft.
Disaster Recovery Funding Arrangements	Dec 2019	Emergency Management Victoria	https://www.emv.vic.gov.au/natural-disaster-financial-assistance
Neighbourhood Safer Places		CFA	https://www.cfa.vic.gov.au/plan-prepare/your-local-area-info-and-advice/neighbourhood-safer-places
Vulnerable People in Emergencies Policy (currently under review) Please note this is likely to be replaced by the <i>Victorian Shared Responsibility for People Most at Risk in Emergencies</i> – working document and planning toolkit - still being finalised Aug 2022.	Feb 2018	Dept Families, Fairness and Housing (DFFH)	https://providers.dffh.vic.gov.au/vulnerable-people-emergencies-policy Links to new documents will be added when available.
Disaster Recovery Toolkit for Local Government (to be replaced by new resource – not yet finalised)	Dec 2014	Emergency Management Victoria	https://www.emv.vic.gov.au/how-we-help/disaster-recovery-toolkit-for-local-government#:~:text=The%20Disaster%20Recovery%20Toolkit%20for,to%20and%20recover%20from%20disasters.
Gender and Disaster research and resources (including National Gender and Emergency Management Guidelines)	Updated regularly	Gender and Disaster Australia (formerly Gender and Disaster Pod)	https://www.genderanddisaster.com.au